

Supported Accommodation Assistance Program

SAAP-V

Operational Type Descriptions

2006

Department of Health and Human Services



Table of Contents

Case Planning and Support – Generic	3
Case Planning and Support – Northwest (Type 1).....	3
Case Planning and Support – Northwest (Type 2).....	3
Immediate Emergency Accommodation – Women & Children	3
Immediate Emergency Accommodation – Single Men (Type 1)	3
Immediate Emergency Accommodation – Single Men (Type 2)	3
Immediate Emergency Accommodation – Multi-Target	3
Immediate Emergency Accommodation – Young Women	3
Immediate Emergency Accommodation – Young Men.....	3
Immediate Emergency Accommodation – Young People (Northwest).....	3
Supervised Supported Accommodation for Young People.....	3
Adolescent Community Placements (Type 1).....	3
Adolescent Community Placements (Type 2).....	3
Transitional Support (Type 1)	3
Transitional Support (Type 2).....	3

Case Planning and Support – Generic

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and Transitional Support for clients moving into independent accommodation.

The operational type *Case Planning and Support – Generic* is one of three operational types that form the front-end of the service system. The other two operational types are variations on this basic type that address the relative isolation of services within the Northwest region.

This operational type operates in the Southern and Northern regions of the state only.

Operational Type Description

The operational type *Case Planning and Support – Generic* is a front-end service that targets all age groups and genders. A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	<ul style="list-style-type: none"> • Early Intervention (B1) • Use of Brokerage Funds to Maintain Accommodation (B2) • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	45%
Module 2	<ul style="list-style-type: none"> • Use of Brokerage Funds to Purchase Immediate Emergency Accommodation (C3) • Management of SAAP Expanded Accommodation Properties (C4) 	10%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Use of Brokerage Funds to Facilitate Transition to Independence (D5) 	45%

Case Planning and Support services provide flexible support that is able to follow the client regardless of their accommodation type and location within the region. It includes a substantial emphasis on Module One, particularly the *Early Intervention* function, and on Module Three.

Case Planning and Support services also provide additional support to clients of *Immediate Emergency Accommodation* services which is separate to, and independent of, the support

provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support* and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Case Planning and Support* service establish close working relationships with providers of *Immediate Emergency Accommodation* and to cooperate with these services to provide seamless support to clients.

Services funded under the *Case Planning and Support – Generic* operational type are to provide a 24-hour on-call service targeted at those who find themselves homeless with no identifiable accommodation options.

The services funded under this operational type 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.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation
South	Hobart – central	Colony Outreach Support Service (COSS) – Hobart	Colony 47 Inc.
South	Hobart – Eastern Shore	Colony Outreach Support Service (COSS) – East	Colony 47 Inc.
South	Hobart – Northern suburbs	Access – South	Anglicare Tas Inc.
North	Launceston	Access – North	Anglicare Tas Inc.

Case Planning and Support – Northwest (Type 1)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and Transitional Support for clients moving into independent accommodation.

The operational type *Case Planning and Support – Northwest (Type 1)* is one of two variations of the generic *Case Planning and Support* operational type that address the relative isolation of services within the Northwest region. (The other type addresses services in the more remote areas of the Northwest region).

This operational type operates in the Northwest region of the state only.

Operational Type Description

The operational type *Case Planning and Support – Northwest (Type 1)* is a front-end service that targets all age groups and genders. A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below. (This operational type differs from the generic *Case Planning and Support* operational type used in the Northern and Southern regions by the increased focus on Module Two functions).

Module	Main Functions	Focus
Module 1	<ul style="list-style-type: none"> • Early Intervention (B1) • Use of Brokerage Funds to Maintain Accommodation (B2) • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	40%
Module 2	<ul style="list-style-type: none"> • Use of Brokerage Funds to Purchase Immediate Emergency Accommodation (C3) • Management of SAAP Expanded Accommodation Properties (C4) 	20%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Use of Brokerage Funds to Facilitate Transition to Independence (D5) 	40%

The balance of effort against Module Three is indicative of the importance that this module plays in this operational type, given that the Northwest region does not have a stand alone *Transitional Support* operational type service.

Case Planning and Support services provide flexible support that is able to follow the client regardless of their accommodation type and location within the region. It includes a substantial emphasis on Module One, particularly the *Early Intervention* function, and on Module Three.

Case Planning and Support services also provide additional support to clients of *Immediate Emergency Accommodation* services which is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the Integrated Continuum of Support and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Case Planning and Support* service establish close working relationships with providers of *Immediate Emergency Accommodation* and to cooperate with these services to provide seamless support to clients.

The service funded under the *Case Planning and Support – Northwest (Type 1)* operational type is to provide a 24-hour on-call service covering the whole of the Northwest region, targeted at those who find themselves homeless with no identifiable accommodation options.

The service funded under this operational type is 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.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for this operational type includes all staffing, operational and management costs.

Funded Organisation and Service Name:

Region	Area	Service Name	Organisation
Northwest	Devonport and Burnie	Access – Northwest	Anglicare Tas Inc.

Case Planning and Support – Northwest (Type 2)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and Transitional Support for clients moving into independent accommodation.

The operational type *Case Planning and Support – Northwest (Type 2)* is one of two variations of the generic *Case Planning and Support* operational type that address the relative isolation of services within the Northwest region. (The other type addresses services in the more urbanised areas of the Northwest region).

This operational type operates in the Northwest region of the state only.

Operational Type Description

The operational type *Case Planning and Support – Northwest (Type 2)* is a front-end service that targets all age groups and genders. A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below. (This operational type differs from the *Case Planning and Support – Northwest Type 1* operational type used in Burnie and Devonport by the increased focus on Module One functions, and that it does not have a 24-hour on-call service).

Module	Main Functions	Focus
Module 1	<ul style="list-style-type: none"> • Early Intervention (B1) • Use of Brokerage Funds to Maintain Accommodation (B2) • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	55%
Module 2	<ul style="list-style-type: none"> • Use of Brokerage Funds to Purchase Immediate Emergency Accommodation (C3) 	15%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Use of Brokerage Funds to Facilitate Transition to Independence (D5) 	30%

The balance of effort against Module Three is indicative of the importance that this module plays in this operational type, given that the Northwest region does not have a stand alone *Transitional Support* operational type service.

Case Planning and Support services provide flexible support that is able to follow the client regardless of their accommodation type and location within the region. It includes a

substantial emphasis on Module One, particularly the *Early Intervention* function, and on Module Three.

Case Planning and Support services also provide additional support to clients of *Immediate Emergency Accommodation* services which is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the Integrated Continuum of Support and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Case Planning and Support* service establish close working relationships with providers of *Immediate Emergency Accommodation* and to cooperate with these services to provide seamless support to clients.

The services funded under the *Case Planning and Support – Northwest (Type 2)* operational type 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.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation
Northwest	Circular Head	Wyndarra	Wyndarra Centre Inc.
Northwest	West Coast	West Coast Crisis Accommodation and Referral Service (WCCARS)	West Coast Council

Immediate Emergency Accommodation – Women & Children

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and Transitional Support for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Women & Children* is one of a range of operational types that provide *Immediate Emergency Accommodation*, dependent on target group.

This operational type operates in all regions of the state.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Women & Children* is an accommodation service targeted at homeless women, either unaccompanied or accompanied by dependant children. This includes women and children escaping family violence. As an *Immediate Emergency Accommodation* operational type, services are required to ensure 24 hour access to accommodation and support.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	20%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) • Management of SAAP Expanded Accommodation Properties (C4), if allocated 	55%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) 	25%

The functions are to be provided to both homeless women and to the children that accompany them. Specific provision has been made to enable child support within this operational type.

Providers may also be required to provide additional Module One and Module Two functions according to client need.

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and

Transitional Support services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the Integrated Continuum of Support and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation
South	Hobart – central	McCombe House	Salvation Army (Tasmania) Property Trust
South	Hobart – northern suburbs	Hobart Women’s Shelter	Women’s Shelter Inc.
South	Hobart – southern suburbs	Jireh House	Jireh House Inc.
North	Launceston	Magnolia House	Launceston Women’s Shelter Inc.
Northwest	Central coast	Warrawee	Warrawee Women’s Shelter Inc.

Immediate Emergency Accommodation – Single Men (Type 1)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Single Men (Type 1)* is one of two accommodation service types for single men, and part of a range of operational types that provide *Immediate Emergency Accommodation*, dependent on target group. This operational type is distinguished by the need for a ‘stand-up’ staffing model as distinct from the ‘sleepover’ model which is used for all other *Immediate Emergency Accommodation* services.

This operational type operates in the Southern region of the state only.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Single Men (Type 1)* is an accommodation service targeted at unaccompanied homeless men aged 20 years and over (ie. without accompanying children). As an *Immediate Emergency Accommodation* operational type the service is required to ensure 24 hour access to services, and 24 hour staffing coverage. The scale of this operational type requires the use of a ‘stand-up’ staffing model.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	20%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) 	60%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) 	20%

The funding allocated to Module One is partly in recognition that the staff in this facility, due to their availability, may provide moral support to the staff in other operational types, such as *Immediate Emergency Accommodation* services that operate on a ‘sleepover’ model. The staff may also act as a referral point for after hours queries relating to the service system.

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and *Transitional Support* services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support* and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for this operational type includes all staffing, operational and management costs and is based on a 24 hour ‘stand-up’ staffing model.

Funded Organisation and Service Name:

Region	Area	Service Name	Organisation
South	Hobart	Bethlehem House	Bethlehem House Homeless Men’s Assistance Centre Inc.

Immediate Emergency Accommodation – Single Men (Type 2)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Single Men (Type 2)* is one of two accommodation service types for single men, and part of a range of operational types that provide *Immediate Emergency Accommodation*, dependent on target group. This operational type is of a smaller scale than the *Immediate Emergency Accommodation – Single Men (Type 1)* and therefore, as with other accommodation service types, uses a ‘sleepover’ staffing model rather than a ‘stand-up’ model.

This operational type operates in the Northern region of the state only.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Single Men (Type 2)* is an accommodation service targeted at unaccompanied homeless men aged 20 years and over (ie. without accompanying children). As an *Immediate Emergency Accommodation* type service the service is required to ensure 24 hour access to accommodation and support.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	20%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) 	60%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) 	20%

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and *Transitional Support* services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support* and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisation and Service Name:

Region	Area	Service Name	Organisation
North	Launceston	Launceston City Mission – Residential Services	Launceston City Mission Inc.

Immediate Emergency Accommodation – Multi-Target

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Multi-Target* is one of a range of operational types that provide *Immediate Emergency Accommodation*. Whereas other *Immediate Emergency Accommodation* operational types have specific target groups this operational type, due to economies of scale within the northwest region, is specifically ‘multi-target’.

This operational type operates in the Northwest region of the state only.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Multi-Target* is an accommodation service with a broad target group that typically would include homeless men and homeless women, either unaccompanied or accompanied by dependant children. As an *Immediate Emergency Accommodation* type service, services within this operational type are required to ensure 24 hour access to accommodation and support.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	15%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) 	50%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Transitional Support (D2) 	35%

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and *Transitional Support* services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the Integrated Continuum of Support and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisation and Service Name:

Region	Area	Service Name	Organisation
Northwest	Burnie	Oakleigh House	Salvation Army (Tasmania) Property Trust.

Immediate Emergency Accommodation – Young Women

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Young Women* is one of three of operational types that provide *Immediate Emergency Accommodation* to young people. Whereas this operational type specifies young women, a similar operational type specifies young men. The third operational type is specific to the Northwest region and is not gender specific.

This operational type operates in the Southern and Northern regions of the state only.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Young Women* is an accommodation service targeted at young women aged 13 up to and including 20 years of age. As an *Immediate Emergency Accommodation* operational type, services are required to ensure 24 hour access to services, and 24 hour staffing coverage.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	30%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) 	45%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) 	25%

In addition to these key functions each service will also provide an Early Intervention function where appropriate for young people who contact the services directly. This would occur, for example, if the young person has just become homeless.

Providing an emphasis on these particular outputs from within this operational type is aimed at deterring the young person from entering *Immediate Emergency Accommodation* wherever possible and appropriate.

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and *Transitional Support* services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support* and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation
South	Hobart	Annie Kenney Young Women’s Refuge	Annie Kenney Young Women’s Refuge Inc.
North	Launceston	Karinya Young Womyn’s Refuge	Karinya Young Womyn’s Refuge Inc.

Immediate Emergency Accommodation – Young Men

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Young Men* is one of three of operational types that provide *Immediate Emergency Accommodation* to young people. Whereas this operational type specifies young men, a similar operational type specifies young women. The third operational type is specific to the Northwest region and is not gender specific.

This operational type operates in the Southern and Northern regions of the state only.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Young Men* is an accommodation service targeted at young men aged 13 up to and including 20 years of age. As an *Immediate Emergency Accommodation* operational type, services are required to ensure 24 hour access to services, and 24 hour staffing coverage.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	30%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) 	45%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) 	25%

In addition to these key functions each service will also provide an Early Intervention function where appropriate for young people who contact the services directly. This would occur, for example, if the young person has just become homeless.

Providing an emphasis on these particular outputs from within this operational type is aimed at deterring the young person from entering *Immediate Emergency Accommodation* wherever possible and appropriate.

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and *Transitional Support* services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support* and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation
South	Hobart	Youthcare	Anglicare Tas Inc.
North	Launceston	Youth Futures	Northern Youth Shelter Association Inc.

Immediate Emergency Accommodation – Young People (Northwest)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Immediate Emergency Accommodation – Young People (Northwest)* is one of three of operational types that provide *Immediate Emergency Accommodation* to young people. Whereas the first two operational types are specific to each gender this operational type, unique to the Northwest region, is not gender specific. Another distinguishing feature of this operational type is the increased focus on *Transitional Support* functions, given that there is no service in the Northwest providing *Transitional Support* as a discrete operational type.

This operational type operates in the Northwest region of the state only.

Operational Type Description

The operational type *Immediate Emergency Accommodation – Young People (Northwest)* is an accommodation service targeted at young people of either gender aged 13 up to and including 20 years of age. As an *Immediate Emergency Accommodation* operational type, services are required to ensure 24 hour access to services, and 24 hour staffing coverage.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	15%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) • Provision of Immediate Emergency Accommodation (C2) 	30%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Provision of High Need Supported Accommodation for Young People (D4) 	55%

The balance of effort against Module Three is indicative of the importance in this operational type of the function for the provision of high need supported accommodation for young people. This function is managed differently in the Northwest given that *Transitional Support* is not provided as a discrete operational type. Additional funding has therefore been allocated to this Northwest operational type to reflect this function.

In addition to these key functions each service will also provide an Early Intervention function where appropriate for young people who contact the services directly. This would occur, for example, if the young person has just become homeless.

Providing an emphasis on these particular outputs from within this operational type is aimed at deterring the young person from entering *Immediate Emergency Accommodation* wherever possible and appropriate.

Clients of *Immediate Emergency Accommodation* services also receive support from other SAAP operational type services, such as *Case Planning and Support* services and *Transitional Support* services. The provision of extra support to clients provided by these other SAAP operational types is separate to, and independent of, the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support* and is applicable to all services of this kind statewide.

It is therefore a requirement that each *Immediate Emergency Accommodation* service establish close working relationships with the providers of *Case Planning and Support* services and *Transitional Support* services, and to cooperate with these services to provide seamless support to clients.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation
Northwest	Devonport	Youth and Family Focus	Youth and Family Focus Inc.
Northwest	Burnie	Burnie Youth Accommodation Service (BYAS)	Community Connections Inc.

Supervised Supported Accommodation for Young People

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational type *Supervised Supported Accommodation for Young People* is part of a range of operational types that provide accommodation to young people. It is distinct from the *Immediate Emergency Accommodation* operational types in that despite operating in a 'shelter-based' environment, the accommodation provided can be longer term. Services funded under this operational type are gender specific.

This operational type operates in the Southern region of the state only.

Operational Type Description

The operational type *Supervised Supported Accommodation for Young People* is an accommodation service targeted at 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 homeless or at imminent risk of homelessness. Services within this operational type are required to ensure 24 hour access to services, and onsite staffing coverage when clients are present.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	<ul style="list-style-type: none"> • Early Intervention (B1) • Crisis Assessment and Crisis Support (B3) • Information and referral Services (B4) 	12%
Module 2	<ul style="list-style-type: none"> • Management of Overnight Emergency Beds (C1) 	3%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of High Need Supported Accommodation for Young People (D4) 	85%

Some funds have also been apportioned to Module Two functions. Whilst the provision of Module Two functions is not a feature of this service it is expected that there will be one bed primarily available for emergency one-night stays. Target population for this bed is young single adolescents with increased level of vulnerability making the provision of 'shelter-based' *Immediate Emergency Accommodation* inappropriate.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs, and is based on a ‘sleepover’ staffing model.

Funded Organisations and Service Names:

Region	Area	Target Group	Service Name	Organisation
South	Hobart	Young women	Mara House	Colony 47 Inc.
South	Hobart	Young men	Youth Accommodation Service of Tasmania (YASTas)	Youth Accommodation Service of Tasmania Inc.

Adolescent Community Placements (Type 1)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational types *Adolescent Community Placements (Types 1 and 2)* are part of a range of operational types that provide accommodation to young people. They are distinct from the *Immediate Emergency Accommodation* operational types in that the accommodation provided can be longer term, and they are distinct from the *Supervised Supported Accommodation for Young People* operational type in that the accommodation is provided either within a self-selected carer placement or a recruited carer placement.

The operational type *Adolescent Community Placements (Type 1)* is specific to the Southern region of the state. It differs to Type 2 which has a greater emphasis on high needs clients given that there are no services funded under the *Supervised Supported Accommodation for Young People* operational type in the Northern and Northwest regions.

Operational Type Description

The operational type *Adolescent Community Placements (Type 1)* is an accommodation service targeted at 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 of homelessness. The service provides short to long term accommodation within a community placement utilising either self-selected or recruited carers.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	10%
Module 2	(Non- specific)	10%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Provision of High Need Supported Accommodation for Young People (D4) 	80%

Effort indicated against Module Three is for the provision of the first four functions within this module, with particular emphasis on the *Provision of Transitional Support (D2)*. This function contains specific minimum key outputs to be provided to young people in Adolescent Community Placements.

Funding for this operational type has been based on a staffing equivalent of 2.51 FTEs, and the *SAAP-V Module and Function Specifications – 2006* (Appendix A) prescribe a caseload ratio of at least 1:6. The service should therefore aim to support at least 15 clients in placements at any one time.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs.

Funded Organisation and Service Name:

Region	Area	Service Name	Organisation	Capacity
South	Hobart	Placement and Support Service (PASS) – South	Anglicare Tas Inc.	15

Adolescent Community Placements (Type 2)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational types *Adolescent Community Placements (Types 1 and 2)* are part of a range of operational types that provide accommodation to young people. They are distinct from the *Immediate Emergency Accommodation* operational types in that the accommodation provided can be longer term, and they are distinct from the *Supervised Supported Accommodation for Young People* operational type in that the accommodation is provided either within a self-selected carer placement or a recruited carer placement.

The operational type *Adolescent Community Placements (Type 2)* is specific to the Northern and Northwest regions and has an increased emphasis on high needs clients compared to Type 1, particularly to young people requiring bail options. (In the Southern region the *Adolescent Community Placements (Type 1)* operational type does not have a specific focus on providing bail options and is also complemented by the separate *Supervised Supported Accommodation for Young People* operational type).

Operational Type Description

The operational type *Adolescent Community Placements (Type 2)* is an accommodation service targeted at 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 of homelessness, particularly to those with high needs. The service provides short to long term accommodation within a community placement utilising either self-selected or recruited carers.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	5%
Module 2	(Non-specific)	5%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Provision of High Need Supported Accommodation for Young People (D4) 	90%

Effort indicated against Module Three is for the provision of the first four functions within this module, with particular emphasis on the *Provision of Transitional Support (D2)* and the *Provision of High Need Supported Accommodation for Young People (D4)*. The *Provision of Transitional Support (D2)* function contains specific minimum key outputs to be provided to young people in Adolescent Community Placements.

Funding for the two services funded under this operational type has been based on a staffing equivalent of 4.01 FTEs for the Northern service and 1.72 FTEs for the Northwest service, and the *SAAP-V Module and Function Specifications – 2006* (Appendix A) prescribe a caseload ratio of at least 1:6. The two services should therefore aim to support at least 24 and 10 clients respectively in placements at any one time.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs.

Funded Organisations and Service Names:

Region	Area	Service Name	Organisation	Capacity
North	Launceston	Placement and Support Service (PASS) – North	Anglicare Tas Inc. <i>(in partnership with Glenhaven Inc.)</i>	24
Northwest	Devonport/Burnie	Placement and Support Service (PASS) – Northwest	Anglicare Tas Inc. <i>(in partnership with Glenhaven Inc.)</i>	10

Transitional Support (Type 1)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational types *Transitional Support (Type 1 and 2)* provide support for clients in the process of moving into independent accommodation. Clients of these operational types are typically people who are resident in *Immediate Emergency Accommodation* services who may not have accessed the service system via the usual front-end assessment services.

The operational type *Transitional Support (Type 1)* has a minimal emphasis on Module One functions and operates in both the dual-gender northern service and the men's service in the South. By contrast, Type 2 has an increased emphasis on Module One functions and is specific to the women's service in the Southern region. (In the Northwest there are no dedicated *Transitional Support* services and the functions of these operational types are built into the Module Three specifications of other operational types).

Operational Type Description

The operational type *Transitional Support (Type 1)* is targeted at all clients within *Immediate Emergency Accommodation* services, regardless of age, to assist them in the process of moving into independent accommodation. It therefore provides a high level of portable and flexible support.

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Use of Brokerage Funds to Maintain Accommodation' (B2) • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	10%
Module 2	<ul style="list-style-type: none"> • Management of SAAP Expanded Accommodation Properties (C4), if allocated 	10%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Use of Brokerage Funds to Facilitate Transition to Independence (D5) 	80%

Transitional Support services are the main providers Module Three functions to clients in *Immediate Emergency Accommodation*, particularly where clients enter the service system other than by the Case Planning and Support services and therefore do not have a support worker from the *Case Planning and Support* services. Functions provided by the *Transitional Support* services are separate to, and independent of the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support*, applicable to all services of this kind statewide.

It is therefore a requirement that each *Transitional Support* service establish close working relationships with the providers of *Immediate Emergency Accommodation* services, and to cooperate with these services to provide seamless support to clients.

Transitional Support services are also required to provide the Module One functions of crisis assessment and support (B3), and of information and referral services (B4), particularly where clients have not had access to support from the Case Planning and Support services.

There are also funds apportioned against Module Two however these functions are not a main focus of the provision of services from this operational type. Functions not mentioned from all modules are not precluded from being provided.

There is an expectation that services funded under this operational type will maintain the capacity to respond to all referrals of clients not already engaged with a SAAP *Case Planning and Support* service. The services must also maintain a capacity to provide an immediate assessment of need during business hours if a client presents to the service in crisis. This may involve referral(s) to other appropriate services.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs.

Funded Organisations and Service Names:

Region	Area	Target Group	Service Name	Organisation
South	Hobart	Men – all ages	Salvation Army Supported Housing (SASH)	Salvation Army (Tasmania) Property Trust
North	Launceston	Dual-gender – all ages	Centacare Transitional Support Service – North (CTSS-N)	Centacare Inc.

Transitional Support (Type 2)

Context

The SAAP service system in Tasmania is based on an integrated model that provides front-end assessment and support services, access to appropriate accommodation as needed, and *Transitional Support* for clients moving into independent accommodation.

The operational types *Transitional Support (Types 1 and 2)* provide support for clients in the process of moving into independent accommodation. Clients of these operational types are typically people who are resident in *Immediate Emergency Accommodation* services who may not have accessed the service system via the usual front-end assessment services.

The operational type *Transitional Support (Type 2)*, specific to the women's services in the Southern region, has an increased emphasis on Module One functions. By contrast, Type 1 has a reduced emphasis on Module One functions and operates both in the dual-gender service in the North and in the men's service in the South. (In the Northwest there are no dedicated *Transitional Support* services and the functions of these operational types are built into the Module Three specifications of other operational types).

Operational Type Description

The operational type *Transitional Support (Type 2)* is targeted at all female clients within *Immediate Emergency Accommodation* services in the Southern region, regardless of age, to assist them in the process of moving into independent accommodation. It therefore provides a high level of portable and flexible support..

A specific apportionment of Modules One, Two and Three functions has been selected to reflect the required balance of effort for this operational type, as detailed below.

Module	Main Functions	Focus
Module 1	Predominantly: <ul style="list-style-type: none"> • Use of Brokerage Funds to Maintain Accommodation' (B2) • Crisis Assessment and Crisis Support (B3) • Information and Referral Services (B4) 	20%
Module 2	<ul style="list-style-type: none"> • Management of SAAP Expanded Accommodation Properties (C4) 	8%
Module 3	<ul style="list-style-type: none"> • Long Term Case Planning and Support (D1) • Provision of Transitional Support (D2) • Access to Sustainable and Long Term Accommodation (D3) • Use of Brokerage Funds to Facilitate Transition to Independence (D5) 	72%

Transitional Support services are the main providers Module Three functions to clients in *Immediate Emergency Accommodation*, particularly where clients enter the service system other than by the Case Planning and Support services and therefore do not have a support worker from the *Case Planning and Support* services. Functions provided by the *Transitional Support* services are separate to, and independent of the support provided by the *Immediate Emergency Accommodation* services. This is a key non-negotiable principle within the *Integrated Continuum of Support*, applicable to all services of this kind statewide.

It is therefore a requirement that each *Transitional Support* service establish close working relationships with the providers of *Immediate Emergency Accommodation* services, and to cooperate with these services to provide seamless support to clients.

Transitional Support services are also required to provide the Module One functions of crisis assessment and support (B3), and of information and referral services (B4), particularly where clients have not had access to support from the Case Planning and Support services.

There are also funds apportioned against Module Two however these functions are not a main focus of the provision of services from this operational type. Functions not mentioned from all modules are not precluded from being provided.

There is an expectation that services funded under this operational type will maintain the capacity to respond to all referrals of clients not already engaged with a SAAP *Case Planning and Support* service. The services must also maintain a capacity to provide an immediate assessment of need during business hours if a client presents to the service in crisis. This may involve referral(s) to other appropriate services. Type 2 services also have additional capacity to provide a crisis response through their *Immediate Emergency Accommodation* properties allocated through the SAAP Expanded Accommodation Program.

All functions are to be provided in accordance with the *SAAP-V Module and Function Specifications – 2006* (Appendix A).

The funding level for each service in this operational type includes all staffing, operational and management costs.

Funded Organisations and Service Names:

Region	Area	Target Group	Service Name	Organisation
South	Hobart	Women – all ages	Centacare Transitional Support Service – South (CTSS-S)	Centacare Inc.
South	Hobart	Women – all ages	City Mission Transitional Support	Hobart City Mission Inc.