

## Introduction

KPMG has been engaged by Housing Tasmania to undertake a review of the support and accommodation assistance services and programs in Tasmania.

## Project aim

The project aim is identify opportunities to improve and further integrate support and accommodation assistance responses to better meet client needs. The review will involve:

- a high level review of each of the support and accommodation assistance programs delivered by specialist homelessness services (in scope services are detailed below)
- analysis of the current reform directions influencing the support and accommodation assistance service system at the national and state level
- understanding the current and future demands on the service system and factors influencing demand, such as client needs
- identifying existing services, links with mainstream services, gaps and duplication and opportunities to improve client outcomes
- developing a system model of support and accommodation assistance that is in line with current client needs
- developing service specifications to support the new service system model
- developing an implementation plan to guide the change management process for the reforms.

## Project activities

The project is to be undertaken between June 2011 and February 2012. It includes:

- literature and desktop review to identify current good practice in support and accommodation assistance programs within Australia and overseas and identification of State and national drivers of reform in the sector
- one to one stakeholder consultations to inform an understanding of the current service system, existing gaps and opportunities for improvement and development in the future
- analysis of quantitative data, to understand current service usage and unmet need for support and accommodation assistance programs and services
- identification of options for a future service system model and associated funding arrangements
- identifying implementation activities to support the new service model and ensure that conditions are in place to achieve a viable and sustainable sector that meets clients needs.

## Opportunities for involvement

As part of the project, KPMG will be conducting one to one consultations with key non-government and government stakeholders who are engaged in developing, delivering and managing support and accommodation assistance programs. These consultations will take place in July 2011. The objectives of these consultations are to:

- seek information to map current support and accommodation assistance services, such as information about client groups, pathways, support and interventions provided, and current staffing
- inform an understanding of the existing key strengths of the service system, as well as the current gaps and duplications
- consider opportunities for improvement and development of the sector in the future.

In addition, regional workshops will be held to seek further input and insights into the review process:

- workshops will be held in September 2011 to present examples of good practice, and seek feedback and validation on the findings on the current service system
- workshops will be held in November 2011 to test options for the future service system and to seek feedback.

Your participation in these consultations and workshops will ensure that your ideas, knowledge and perspectives will inform the review and the development of the future service system model for support and accommodation assistance programs and services in Tasmania.

## Contacts for further information

If you require additional information about this project, please contact:

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## In-scope services

The following services are in scope for the review.

- Integrated Continuum of Support:
- Case Planning and Support Services
- Immediate Emergency Accommodation
- Transitional Support Services
- Supervised Supported Accommodation for Young People
- Advocacy
- After hours emergency (homelessness hotline)
- Expanded Accommodation Project
- Client Brokerage Fund Model
- Community Tenancy/ Direct Tenancy
- Family Violence and Sexual Assault Support Services funded by HT
- Supported Residential Facilities
- Private Rental Support Scheme (Basic + Exp)
- Private Rental Tenancy Support Scheme

The following new services will not be evaluated, but be included in the Review in terms of the service system model:

- Specialist Intervention Tenancy Service
- Same House Different Landlord program
- Supported Accommodation Facilities
- Supported Tenancy Service for Prisoners, Parolees and Remandees

The following services/initiatives are out of scope for the review:

- General Public Housing
- Community Managed Housing
- National Rental Affordability Scheme (NRAS) and Nation Building Economic Stimulus Package (NBESP)– Community Housing
- Aboriginal housing (ARHP)
- Mainstream components and linkages with housing and homelessness service system
- Homeshare.