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| Supported Accommodation Family Violence.  38034 |
| Outcome objective: Victorians are safe and secure  Output group: Family Violence Service Delivery  Output: Family Violence Service Delivery |

**OFFICIAL**

**1. Service objective**

Supported accommodation (refuge) for victim survivors of family violence provides refuge accommodation to support the safety, health and wellbeing, employment and education outcomes for victim survivors of family violence.

**2. Description of the service**

Supported accommodation services provide safety, accommodation and support to victim survivors of family violence, including children, who cannot remain safely at home.   
Supported accommodation includes accommodation and support services provided at communal, core and cluster, and dispersed refuge facilities provided by a specialist family violence service.   
Supported accommodation services focus on stabilising victim survivors immediately after a family violence crisis incident and assisting them to transition to safe and stable medium to long-term accommodation such as transitional housing, social housing or private rental, and/or return to their home safely where possible or find alternative housing.  
Supported accommodation is expected to be provided for a short duration of time

**3. Client group**

• Bed Based  
• Client Facing  
This is a client focused and bed-based activity.  
The client group for this activity is victim survivors of family violence.

**4. Obligations specific to this activity**

In addition to the obligations listed in the Service Agreement, organisations funded to deliver this activity must comply with the following:

**4a. Registration and Accreditation**

* Independent review and accreditation against the department’s Human Services Standards, unless exempted.

**4b. Program requirements and other policy guidelines**

* [Human Services Standards policy](https://providers.dffh.vic.gov.au/human-services-standards-policy)

<https://providers.dffh.vic.gov.au/human-services-standards-policy>

* [Code of Practice: Principles and Standards for Specialist Family Violence Services for Victim-Survivors](https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/)

<https://safeandequal.org.au/working-in-family-violence/service-responses/specialist-family-violence-services/the-code-of-practice/>

* [Strategic funding model overview](https://providers.dffh.vic.gov.au/strategic-funding-model-overview)

<https://providers.dffh.vic.gov.au/strategic-funding-model-overview>

* [Case management program requirements for specialist family violence services which support victim survivors](https://fac.dffh.vic.gov.au/case-management-program-requirements-specialist-family-violence-services-which-support-victim)

<https://fac.dffh.vic.gov.au/case-management-program-requirements-specialist-family-violence-services-which-support-victim>

* [Family violence crisis responses: Roles and responsibilities in providing emergency accommodation](https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-providing-emergency-accommodation)

<https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-providing-emergency-accommodation>

* [Family violence crisis responses: Roles and responsibilities after hours](https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-after-hours)

<https://fac.dffh.vic.gov.au/family-violence-crisis-responses-roles-and-responsibilities-after-hours>

* [Victorian family violence refuge eligibility and prioritisation framework](https://fac.dffh.vic.gov.au/victorian-family-violence-refuge-eligibility-and-prioritisation-framework)

<https://fac.dffh.vic.gov.au/victorian-family-violence-refuge-eligibility-and-prioritisation-framework>

**5. Performance**

Funding is subject to achieving the performance targets specified in Schedule 2 of the Service Agreement.

Performance is measured as follows:

**Key performance measure 1: Number of household stays**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of households who receive a new stay of refuge accommodation during the reporting period. |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of households who are provided with a new stay of supported accommodation (refuge) from your agency during the reporting period. Note that only the head of the household (the presenting unit head) will be counted.  Do not count children or other members of the presenting unit towards this target. For example, if a family of three were accommodated in a refuge, this would be counted as one household stay.  Households accommodated are counted as a new stay on the day when they enter a refuge. A stay ends on the day a household exits all refuge accommodation with that agency. This includes where a household has moved to non-refuge type of accommodation including home, transitional housing, paid accommodation and Crisis Accommodation Program (CAP) Properties. If the household has exited refuge and any person within the household, or the entire household presents again, this will be counted as a new stay. Household stays will not be counted when:   the household is residing in ad hoc/paid accommodation e.g., motels, hotel.  the household is residing in a Crisis Accommodation Program (CAP) Property. |
| **Data source(s) collection** | * Specialist Homelessness Services Collection * Service Delivery Tracking (SDT) |
| **Definition of terms** | A household is the group of victim survivors presenting and staying together to receive refuge accommodation from your agency. Note that a household can be a group receiving refuge accommodation (e.g., a parent and child/children) or a single victim survivor receiving refuge accommodation (e.g., a single person without children/dependents).  Supported accommodation (refuge) is defined as accommodation and support services provided at communal, core and cluster, and dispersed refuge facilities provided by a specialist family violence service. A new stay refers to a household (whether or not previously known to the refuge), who enters into refuge accommodation. |

**Key performance measure 2: Number of bed nights**

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| **Aim/objective** | The aim of this performance measure is to monitor the number of bed nights of family violence refuge accommodation provided to households during the reporting period. |
| **Target** | The performance measure is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count the number of bed nights of refuge accommodation during the reporting period. One bed night is counted for the head of each household residing in supported accommodation (refuge). A child who presents with a parent and is provided with supported accommodation should not be counted towards this target.  For example, if a family group of 3 were accommodated in a refuge for 10 bed nights, the number of bed nights for the household would be 10 bed nights (not 30 bed nights). A bed night is counted for the day a household enters refuge, and the day the household exits refuge. For households who enter and exit on the same day, this will be counted as one bed night. If a household moves from one refuge to another refuge managed by the same agency on the same day, count only one bed night. Bed nights will not be counted when:  • the household is residing in ad hoc/paid accommodation e.g., hotels, motel • the household is residing in a Crisis Accommodation Program (CAP) Property. |
| **Data source(s) collection** | * Specialist Homelessness Services Collection * Service Delivery Tracking (SDT) |
| **Definition of terms** | Bed nights are defined as the number of nights of accommodation provided to a household of victim survivors of family violence including a night for day of entry and a night for day of exit. A household is the group of victim survivors presenting and staying together to receive refuge accommodation from your agency. Noting, a household can be a group receiving refuge accommodation (e.g., a parent and child/children) or a single victim survivor receiving refuge accommodation (e.g., a single person without children/dependents).  Supported accommodation (refuge) is defined as accommodation and support services provided at communal, core and cluster, and dispersed refuge facilities provided by a specialist family violence service. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Specialist Homelessness Services Collection | SHIP | Specialist homelessness services collection provided to the Department of Health and Human Services and the Australian Institute of Health and Welfare. | Monthly |
| Service Delivery Tracking (SDT) | My Agency/SAM | Service delivery tracking data set | Monthly |

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