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| From Homelessness to a Home (H2H) |
| Program Guidelines – V3.3 |
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| From Homelessness to a Home (H2H)  Program Guidelines – V3.3 |
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# Glossary

| **Term** | **Definition** |
| --- | --- |
| Accommodation | The provision of a residential location for the Client to live or stay where the Client is not part of the tenancy agreement. |
| Activity Descriptor | A schedule to the Service Agreement, which contains detailed information for each Department-funded services activity, available at <https://providers.dhhs.vic.gov.au/health-human-services-activity-search> |
| APSS | Agency Performance System and Support teams located in DFFH local areas |
| Asset Management Services | Property Services including, but not limited to:  accepting liability for the property condition (including review and acceptance, or otherwise, of the conditions report) at lease commencement.  Setting and meeting relevant property condition levels.  Completing any maintenance works to ensure the property meets the hand-back conditions at the end of the lease term; and  maintaining Renter satisfaction with the overall asset management and maintenance services provided. |
| Asset Management Services Additional Costs | As described in Appendix 1. |
| Client | The recipient of Services as described in the Service Agreement. Funding Amount relating to support package is per Client (counted as a household) NOT individual. |
| Client Support Service Plan | A strength-based plan that reflects the Client’s goals is holistic and follows them through their housing pathway. |
| Confidential Information | Any information or data, whether or not in a material form, which is confidential to a party including personal, health, and sensitive information acquired, collected or developed for the invited submission process, except that which is already in the public domain. |
| Contracting Party | The party/parties contracted to deliver Services under the Service Agreement, a Registered Housing Agency or a Consortium. |
| Contractual Close | The date on which relevant agreements between the Service Provider and department are entered into. |
| Monthly Client Data Report | A reporting template that Community Partners will complete monthly with cut off time for submission being the first Thursday of each month at 12:00 pm. It consists of deidentified Client information, their relevant support packages, and their new housing information. |
| Department Funded Community Service Organisation | A community service organisation which has a Service Agreement with the  Department of Families Fairness and Housing (DFFH). |
| DoH Dwellings | A retired term that was collectively used for DoH existing stock and newly acquired spot purchased properties. Please note that this term has been changed to Public Housing and General Lease Properties (new definitions are below). |
| Disengagement from services | When a Client withdraws or rejects contact with a H2H worker for eight consecutive weeks. Please refer to section on Client disengagement for further details. |
| Dwelling | A suitable form of housing accommodation for the purposes of this program. |
| Funded Support  Services | New Support Services to be funded through this program. |
| General Lease Properties | Newly acquired dwellings which will be leased to the Property Service Provider under General Lease with Homes Victoria. |
| HaAS | Homelessness and Accommodation Support Unit under the Housing, Pathways and Outcomes Branch, Homes Victoria. |
| Head Leased Dwellings | Dwellings owned by private residential rental providers and made available to the Service Provider via an 18-month head lease with its owner. |
| HEART | Homelessness Emergency Accommodation Response Team established for the coordination of housing and homelessness service providers at a local level during the pandemic[[1]](#footnote-2). |
| HEF | Housing Establishment Fund |
| HiiP | Housing Integrated Information Program – a platform the department is using to manage social housing. |
| Homelessness Data Collection | The Department’s data collection system, SHIP and other manual reporting practises. |
| H2H Community Partners and/or H2H Community Providers | The 14 successful partnerships funded to deliver the H2H Program. This term has been updated from what was previously referred to as ‘Consortia’ and ‘consortium members’. The partnerships consist of a Registered Housing Agency and other relevant provider(s) of Support Services, that collectively can provide the full scope of the Services required under the From Homelessness to a Home (H2H) program. |
| H2H Program | The *From Homelessness to a Home* Program, known as H2H Program, aiming at providing1,845 households with access to stable medium- and long-term housing and support packages to people experiencing homelessness who are residing in emergency accommodation due to the coronavirus (COVID-19) pandemic before 6 December 2020. |
| Homes Victoria | Homes Victoria sits within the Victorian Government Department of Families, Fairness and Houising. |
| Housing Act | The *Housing Act 1983 (Vic).* |
| Housing  Registrar | The Housing Registrar monitors the performance of prospective Registered Housing Agencies. |
| Housing Services commencement date | The date of lease commencement for each Dwelling. |
| Initial Vacancy | The period where a head-lease is first entered into for a Leased Property and the property is inhabitable due to works required to make the property lettable, such as furnishing the property or completing necessary Asset Management Services to bring the property to the standard required. |
| Integrated Housing Responses (IHR) | Integrated Housing Responses is a branch within Homes Victoria that manages the delivery, governance, performance monitoring and evaluation of the H2H program. As of January 2023, Integrated Housing Responses became part of the Housing and Homelessness Support branch within Homes Victoria. |
| Intensive Support Package | Intensive Support requires longer-term support to address the Client’s unique experience of homelessness and the individual health and wellbeing factors that have hampered previous attempts to resolve their homelessness. |
| Key Output Performance Measures (KPOMs) | As defined within the Service Agreement. This will indicate the volume and performance of Services being delivered monthly. The continuation of funding levels depends on H2H Community Partners meeting the Key Output Performance Measures for these services documented in their Service Agreement. |
| Lessor | The owner of a Dwelling who has entered a lease arrangement with the  Property Service Provider. |
| Local Area Service  Network (LASN) | Existing networks responsible for providing homelessness assistance services in a local catchment area. |
| Local Jobs First Policy | Victorian Government policy applicable to funding projects where the value of the funding is above the threshold values of $3 million or more in Metropolitan Melbourne and $1 million or more in Regional Victoria. |
| Market Rent | The lower of (1) the rent amount included in the head-lease and (2) the amount of rent that can be expected for the use of a property, in comparison with similar properties in the same area, as determined in the department acting reasonably. |
| Maximum Rent | The rent payable by the Client under a sublease as determined by the Maximum Rent Formula. |
| Maximum Rent Formula | As described in Appendix 1. |
| Month | The calendar month in which Services were provided. |
| Net Rent | Is determined by the Market Rent of the Dwelling less the Maximum Rent payable by the Client as determined by the Maximum Rent Formula. |
| Owned Dwellings | Dwellings owned (or which will be owned) by the Property Service Provider. |
| Policies | The applicable Victorian Government Policies as outlined in the Service  Agreement. |
| Potential Consortium Members | A service provider not currently contracted to deliver Services as part of the Service Provider consortium, but which may deliver Services as a consortium member of the Service Provider consortium in the future subject to department approval, not unreasonably withheld. |
| PRAP | Private Rental Assistance Program. |
| Pre-Approved Potential Consortium Members | A Potential Consortium Member which has been approved by the department. |
| Property Services | The collective provision of Accommodation, Tenancy Management Services and Asset Management Services with respect to the Accommodation. |
| Property Service  Provider | The contracted party delivering Property Services. |
| Public Housing | Dwellings owned by the department allocated to H2H Clients via a lease with the department. |
| Quarter | Each three consecutive calendar month period ending 31 March, 30 June, 30 September, and 31 December. |
| Ramp-Up Phase | The period in which Services are progressively commenced. |
| Reconciliation Amount | As described in Appendix 1. |
| Redirected Support  Services | Existing Support Services for which the Service Provider already receives funding and from which the Service Provider agrees to leverage existing capacity to deliver Support Services for the purposes of this program. |
| Registered Housing  Agency | A housing provider, registered with the Registrar of Housing Agencies appointed under the *Housing Act 1983 (Vic).* |
| Registrar of Housing  Agencies | The Registrar of Housing Agencies, supported by the Housing Registrar, is responsible for regulatory oversight of the community housing sector in Victoria under the *Housing Act 1983 (Vic)* and against gazetted Performance Standards. |
| Secure Data Exchange | A platform to collect and store de-identified Client data and six-monthly reporting data in a secure way. This platform was created due to the security level of the data collected that were deemed as PROTECTED. |
| Services | The collective Property Services and Support Services to be provided by the Service Provider, as set out or described in the Service Agreement(s) including the relevant Activity Description(s). |
| Service Agreement | The contractual arrangement(s) between the Department and each Service  Provider for the delivery of the Services. |
| Service Package | The package of Property Services and Support Services allocated to each household. |
| Service Provider | The general term used to refer to a contracted party which delivers services. |
| Six-Monthly Funding Reconciliation Report | A template provided by the department to the H2H Community Partners to be completed and submitted six monthly to the Secure Data Exchange platform as part of the reconciliation process described in Appendix 1. |
| Stable and Suitable  Housing | Accessible, affordable, and secure tenure that includes support to maintain housing in the medium to long-term. |
| Subcontractor | The Service Agreement requires that all sub-contracting arrangements be documented and agreed to by the department. The sub-contracting arrangements are the responsibility of the Service Provider and not the department. The Service Provider is responsible for the delivery of the Services. |
| Sunset Date | The date that all packages must have commenced, i.e., being 30 June 2022. |
| Support Services | The collective provision of services to support Clients in Accommodation, through an integrated and multi-disciplinary approach towards resolving the homelessness of people exiting emergency accommodation and responding appropriately to their needs. |
| Support Service Commencement | Commencement of support service should align, as per funding, with housing commencement. There is recognition that in many cases support may commence for a short period prior to housing allocation; in order to engage with households and identify the most sustainable housing option for each household. |
| Support Service Provider | The contracted party delivering Support Services. |
| Targeted and Tailored  Support | Targeted and Tailored Support is designed for those Clients with increased vulnerabilities and risks, is expected to be time limited, and provided by homelessness, and other health and human services. |
| Tenancy Management  Services | Services including, but not limited to, the following:  as residential rental provider entering sub-leases with Clients and determining and managing (receiving) the Maximum Rent payable by the Client in accordance with the Maximum Rent Formula.  determining and managing eligibility, allocation, and termination of housing assistance.  setting and meeting relevant housing service standards.  supporting Client and resident engagement.  facilitating access to Support Services for Clients and household members with complex needs.  managing and addressing complaints and appeals relating to the provision of housing services; and  maintaining Client satisfaction with the overall quality of housing assistance. |
| Term of Service Provision | The term of service provision for each service type is as follows:   |  |  |  |  | | --- | --- | --- | --- | | **Service Component** | **Public Housing** | **General Lease Property** | **Leased Dwellings and Owned Dwellings** | | Property Services | n/a | 18 months | 18 months | | Intensive Support Services | 18 months | 18 months | 24 months | | Targeted and Tailored Support Services | 12 months | 12 months | 24 months | |
| Victorian Housing Register (VHR) | The Victorian Housing Register is a single register of all social housing applications. The register applies to both public and community housing. |

# Overview

The *From Homelessness to a Home (H2H)* program will provide 1,845 households with access to stable medium- and long-term housing and support packages to people experiencing homelessness who are residing in emergency accommodation due to the coronavirus (COVID-19) pandemic prior to 6 December 2020. The program is an opportunity to make a significant, lasting impact on homelessness and rough sleeping in Victoria. Many of the people supported into emergency accommodation have experienced long-term homelessness and disadvantage and have complex needs; this investment will provide the affordable housing and support they need to promote their health and wellbeing and prevent a return to rough sleeping.

The H2H program incorporates property services (including identification and securing of dwellings and property management), support services and flexible brokerage. Property Service Providers and Support Service Providers will work in partnership to deliver a seamless and quality service to the shared Clients receiving support through the H2H program.

Services delivered under this program will be delivered in a culturally appropriate way and in partnership with local Aboriginal services where possible. The Victorian Aboriginal Housing and Homelessness Framework - *Mana-na Woorn-tyeen Maar-takoort* **–** sets out an approach to ensuring all Aboriginal Victorians have safe, secure and stable housing https://www.vahhf.org.au/. The framework is a guiding document for delivering H2H to Aboriginal people.

Following Housing First principles[[2]](#footnote-3), the primary aim is to house people as quickly as possible to prevent further harm from sleeping rough or living in emergency accommodation. Securing a safe place to live means recovery can start and further non housing needs can be met more effectively.

## Housing

The H2H program will house 1,845 households in properties located in regional and metropolitan areas of Victoria. Properties will consist of a combination of those owned by the Registered Housing Provider, private rental properties head leased by the Registered Housing Provider, newly acquired properties owned by Homes Victoria and leased to the Property Services Provider under a General Lease Agreement, and existing public housing stock.

Head leasing properties will be used for rapid housing solution, and this is framed by a continuum of support from more intensive (to help a Client maintain their housing while they await long term social housing options), to less intensive, including financial assistance to maintain housing that provides stability to enable the Client to access private rental or other appropriate housing options.

**Table 1: The initial term of service provision for each service type**

|  |  |  |  |
| --- | --- | --- | --- |
| **Service Component** | **Public Housing** | **General Lease Property** | **Leased Dwellings and Owned Dwellings** |
| Property Services | n/a | 18 months | 18 months |
| Intensive Support Services | 18 months | 18 months | 24 months |
| Targeted and Tailored Support Services | 12 months | 12 months | 24 months |

## Additional Funding in Financial Year 2022-23

In addition to property and support services already fully funded in financial year (FY) 2022-23 and beyond, Homes Victoria has identified additional funding to support existing H2H clients in FY2022-23. All current service packages are funded for the agreed service period as shown in **Table 1** above.

Agencies will re-assess the individual needs of clients with further service provision made available based indicatively around:

75 per cent of Intensive Support clients continuing with Intensive Support until the end of FY2022-23.

20 per cent of Intensive Support clients, who have achieved some of their goals, being offered further support at a Tailored and Targeted service level and transitioning over time (up until the end of FY2022-23).

90 per cent of current Tailored and Targeted Support clients continue with Tailored and Targeted support until the end of FY2022-23.

Clients with current Tailored and Targeted packages who meet their goals within their agreed service period and/or do not require wrap-around supports (estimated to be approximately 10%) will receive ‘tenancy sustainment’ support from their property provider.

Please refer to Funding Table 2 in Appendix 1 for further detail on this additional funding.

Additional funding has also been allocated to extending Head Leases where clients are settled, and property providers are willing to extend. This will extend the term of Property Services for leased dwellings until Long Term Housing becomes available at the earliest opportunity.

## Monitoring and reporting

The program and performance monitoring of services will follow processes set out in the Monitoring and Reporting Framework section of this document. This includes:

An Emergency Management (EM) approach was established for a 12-month period which meant that the H2H Community Partners were required to complete Daily Client Report (DCR) on daily basis until February 2022. From March 2022, the requirement for a daily report was revised to a weekly report, and from October 2022 the requirement has been revised to monthly reporting.

H2H Community Partners will be required to complete and submit a Six-Monthly Funding Reconciliation Report to the H2H Program in DFFH on the dates outlined in Appendix 1, for the duration of the program.

Existing homelessness data reporting against funded activities on a quarterly basis is required and this will be further expanded to include reporting on Client support package outcomes; and

Ad hoc data as required and input to the H2H Program evaluation (these data sets and process for collection are in development).

# H2H Objectives and Program Logic

## H2H Objectives

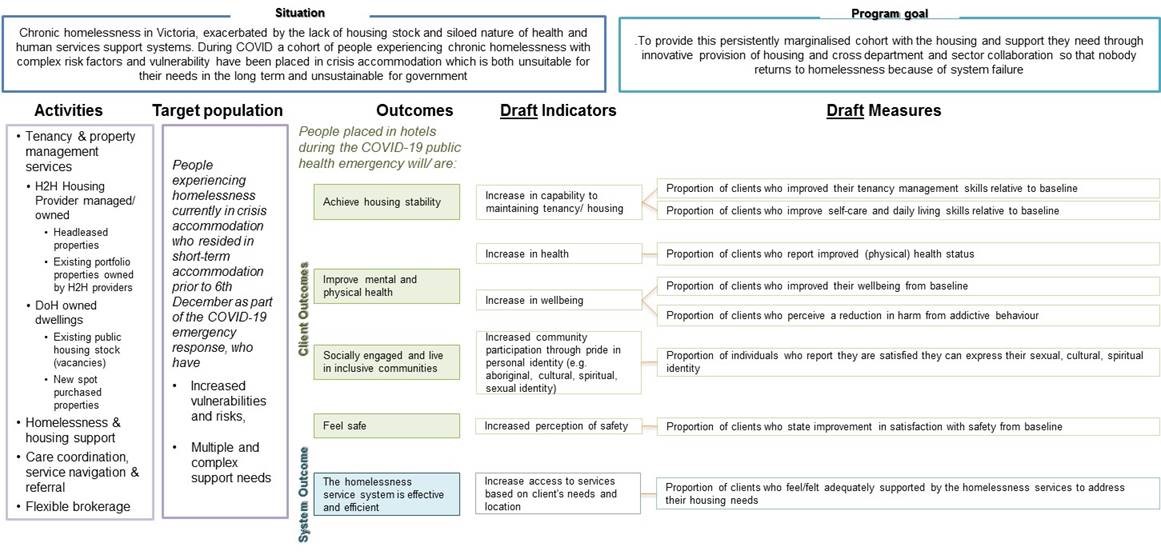
The Victorian Government’s key objectives for this program are to:

1. Provide immediate access to housing that is affordable to Victorians eligible for H2H packages.
2. Give people without a stable place to live the opportunity to address other barriers to more stable and fulfilling lives.
3. Deliver quality services specific to people experiencing homelessness.

## H2H Program Logic

A program logic has been developed to guide the vision and changes expected at Client and system levels with the implementation of the program. The program logic will be updated with a final list of indicators and measures after consultation with H2H Community Partners.

## Diagram 1: From Homelessness to a Home program logic

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Note: The program logic has been developed by selected staff across the department over two sessions on 12 and 13 August 2020, with facilitation from DFFH Centre for Evaluation and Research Evidence (CERE). Program logic has been updated as per feedback from service providers provided on 11 February 2021. Stream 1 is not included in this framework as funding has been directly allocated to agencies currently delivering Private Rental Assistance Program (PRAP). Stream 1 will be included in the program’s impact evaluation, as it is part of the total government investment package. The indicators and measures are finalised and no longer in draft.

## H2H Implementation objectives

The key implementation objectives are as follows:

The program’s key objective is to relocate Clients placed in hotels or other emergency accommodation due to the COVID-19 pandemic between 16 March 2020 and 6 December 2020 to more affordable forms of accommodation with support. This includes relocating people in unsustainable housing and those who are rough sleeping who meet the H2H criteria.

Identify, secure and rent appropriate accommodations for 1,845 eligible Clients by the end of June 2022.

Commence delivery of all 1,845 H2H support and housing service packages to H2H Clients by the end June 2022.

Transition all client households housed in a head lease property to long term housing by December 2023.

# Target Group, Entry Point and Eligibility

## Target Group

The H2H Program is focused on actively assisting individuals and families who were supported to stay in hotels and other purchased accommodation between 16 March 2020 and 6 December 2020 as an emergency response during the pandemic. This includes people who have found alternative accommodation that is not sustainable or have returned to rough sleeping post 6 December 2020. However, this group requires an assertive outreach approach to identify and engage. Once the target cohort has been assisted, the department will provide advice on secondary groups eligible to be assisted by the program if unallocated packages are available.

## Entry points and processes

H2H Community Partners may have their own assessment tools to complement the *Initial Assessment and Planning* tool. H2H services will work with their local HEARTs to prioritise Clients for support packages between 12 and 24 months. The H2H Support Service Provider is responsible for ensuring up-to-date applications for the Victorian Housing Register (VHR) once Clients are transitioned to the H2H provider but prior to moving into a property of any type. H2H Support Service Providers should work with HEARTS, Entry Points, and other existing supports to take on referrals for those eligible for a H2H package.

HEARTs and other referral agencies may refer Clients to H2H services outside of their HEART area if the Client wishes to be accommodated in that area. Recognising the importance of community links for successful Client outcomes, consideration should be made to the Client’s community links and support networks in other locations. A consistent process for cross area referrals is in development.

## Eligibility

To be eligible for H2H, referring agencies and H2H Community Partners must confirm Clients were placed in a hotel or other purchased accommodation as a pandemic response between 16 March 2020 and 6 December 2020 and be eligible for a VHR application. There are two types of support packages offered to eligible Clients:

**Targeted and Tailored Support**: for people who have increased vulnerabilities and risks who are experiencing homelessness and require ongoing housing such as social housing to resolve their homelessness. People are also likely to need a time limited support from specialist homelessness, and health and human services; and

**Intensive Support**: for people who have multiple support needs such as mental or physical health issues, alcohol or drug use, or other trauma. People will often have experienced chronic homelessness and rough sleeping. People are likely to require intensive social housing and support from specialist homelessness, health, and human services.

People who are exiting emergency accommodation and do not require intensive support and accommodation are assessed to be able to maintain private rental tenancies, will be supported via existing services, such as the Private Rental Accommodation Package (PRAP). Thus, they are not eligible for a service through the H2H program.

People outside of this target group or not those not eligible may be admitted to the H2H Program on a case-by-case basis as approved by Homes Victoria based on the availability of housing and support packages.

## Victorian Housing Register (VHR)

The VHR is a platform where people can register for social housing in Victoria. It brings together applications for public and community housing so that only one application needs to be submitted to access a broad range of social housing options.

The VHR has two categories:

**Priority Access** for people most in need, and

**Register of Interest** for people to register their interest in social housing.

Clients eligible for housing and support packages through the H2H program **must be** eligible for a priority VHR application. Using the VHR to allocate people accommodated in hotels into social housing is an essential step to providing hotel and emergency accommodation exits. Clients will be required to complete and submit a VHR application with the COVID-19 Emergency Management Category (EMC), a new COVID-19 priority reason, within 30 days of support commencing. This 30-day period relates to properties not managed by the department. Existing public housing cannot be offered to a H2H Client without a valid EMC VHR.

The VHR Emergency Management Guidelines are updated to reflect this change. Applications under the COVID-19 priority reason are assessed using the Emergency Management VHR Operational Guidelines in addition to the eligibility criteria referred to in the [Eligibility Criteria operational guidelines](https://fac.dhhs.vic.gov.au/victorian-housing-register) (<https://fac.dhhs.vic.gov.au/victorian-housing-register>).

Eligibility criteria and required evidence for COVID-19 priority reason is listed here. To apply for this priority reason the designated service provider must confirm that the applicant:

1. Has been assisted to stay in emergency accommodation (hotels, caravan parks etc.) sometime from 16 March 2020 and prior to 6 December 2020 as an emergency response during the pandemic.
2. Is experiencing homelessness.
3. Receives case managed support under the H2H program; and
4. That no other housing exit options are available based on a person’s housing history and level of support needs.

Clients not eligible for a VHR application are to be warmly referred to services from other programs within the homelessness and broader service system.

H2H Providers are expected to work collaboratively with the H2H POU and provide information on Client hotel dates and VHR details to support VHR EMC approvals for all H2H Clients.

# Key Activities

The three key activities under the H2H program are: **Support Services; Flexible Brokerage**; and **Property Services.**

## Support services

H2H Community Partners will provide targeted and tailored support packages and/or intensive support packages to Clients living in the properties managed by the either public housing officers or H2H Property Service Providers, for the duration of the tenancy and funded support period.

The role of Support Services is provision of specialist homelessness services and other health and human services (through a multidisciplinary integrated model) to support Clients in their transition from emergency accommodation into medium term housing and beyond, consistent with need.

### Targeted and tailored support packages

#### Target population

Clients eligible for this service response are likely to have increased vulnerabilities and risks while experiencing homelessness. As such, they require access to specialist homelessness and other health and human services to resolve their homelessness and address their support needs and may require ongoing subsidised housing such as social housing to break the cycle of homelessness.

#### Service description

Tailored and Targeted Support Services are delivered with a caseload ratio of 1:12 – 1:16 (this is a guide only) depending on the needs of the Client. Targeted and Tailored Support Services will enable Clients residing in emergency accommodation to achieve stable longer-term housing.

Using persistent, person-centred engagement and individually specific support, the Support Service Provider must deliver each Client’s service offers through a continuum of integrated support, designed, and monitored to:

* ensure their pathway to long term housing and personal stability, with active support at all points of referral and transition.
* be individually tailored, flexible and rapidly responsive to support personal, Client-led recovery.
* acknowledge individual histories to anticipate, monitor and respond to issues of concern; and
* achieve and maintain stability in housing by observing principles of Trauma Informed Care and Practice (TICP), cultural safety, and strengths-based practice.

#### Service components

Targeted and Tailored Support Services for Clients incorporate individual focused homelessness support, support to maintain housing and case coordination, service navigation and referral.

#### **Homelessness and housing support**

The Support Services Provider must deliver persistent, responsive, targeted and integrated case managed interactions for Clients through flexible contact hours sufficient to create engagement and build trust and address their immediate homelessness and longer-term housing stability, however, establishing a reasonable minimum threshold of contact hours spread over a seven-day week period depending on Client needs.

There may be variations in duration of engagement, intensity of support, type of support and frequency of contact. However, contact must be consistent and frequent enough to achieve a continuity of engagement that will support moving from emergency accommodation.

Homelessness and housing support must include:

* a case coordinator to actively engage with a Client, help navigate the service system, co-ordinate supports and maintain tenancies.
* a strength-based plan that reflects the Client’s goals, is holistic and follows the Client through their housing pathway.
* referrals and connection to community, services, and networks to enable people to live more independently and leverage community-based health and social supports.
* completion and submission of a VHR application at the earliest possible stage of engagement.
* an exit plan and pathway to meet their individual/ household needs.

Funding amounts for Support Services are fixed at commencement of the Service Package. H2H Community Partners are expected to deliver the appropriate level of Support Services across the portfolio of Service Packages received. However, there may be scenarios where a Client no longer requires Intensive Support Services because Targeted and Tailored Support Services are more appropriate, and *vice versa*. It is expected that the required intensity of Support Services for Clients generally lessens over the term of the program because of Support Services received.

The department will work with H2H Community Partners where a Client requests to move to another region where its initial Service Provider does not provide Property or Support Services, or a Client exits early. The department recognises in this scenario that the initial Property Service Provider will have financial obligations relating to that Client (e.g., have entered into a head-lease and recruited staff) and will work with the Property Service Provider to mitigate the financial impact (e.g., by supporting re-renting of the vacated Accommodation). The department will not reallocate funding for Support Services from the initial Support Service Provider to a new Support Service Provider.

#### **Case coordination, service navigation and referral**

Case coordination will support improved access, connection to and navigation of, mainstream health and other Support Services including (but not limited to) general and mental health, alcohol and other drug services, counselling, financial support, legal support, education supports, employment supports, referral to NDIS, engagement of ACAS assessment if person requires aged care supports if they are over 65 or prematurely aged due to homelessness, daily living skills, family reunification, positive social and community engagement and participation.

A case coordinator will be assigned to each Client to:

* work with the Client to develop a holistic, strengths-based, goal-oriented plan that will remain with the Client’s for the duration of their time in the program and is shared with all members of the multidisciplinary team.
* regularly review the plan, identifying achievements, and changes acknowledging that with differing intensity of contact depending on the Client’s needs.
* prepare six months in advance for any housing and support needs of the Client post the end of the housing and support period of the H2H package, specifically if the household is in a property where the lease is time limited. Where the Client is accommodated in a head lease property (for 18 months), a new VHR application will be required well before the end of the head lease to ensure a smooth transition where long term social housing is required. This may also be the case where support is required to continue after the funded support package has expired.
* actively engage with the Client using persistence, compassion, flexibility, and an understanding of trauma, to build trust and maintain a relationship.
* act as the main point of contact for the Client and provide supports to coordinate their care.
* convene multidisciplinary team meetings on a regular basis to discuss the Client’s plan, care, supports and strengths, and to share information on the Client (in accordance with privacy legislation).
* broker access to Support Services for the Client where required, including referrals to health services, and helping them to navigate Support Services.
* ensure that all members of the multidisciplinary team have an up-to-date understanding of the Client’s situation and needs, including concerns or risks for the Client’s, other others’ health and/or safety.
* work collaboratively with the tenancy management team to support Clients to maintain tenancies through early identification of issues including rental arrears. It is expected that workers will support appropriate repayment plans in a timely manner.

H2H Community Partners will pro-actively assist and support frontline staff to navigate and solve access barriers by forging and maintaining effective cross sector partnerships at a leadership level in order to enhance Client access, reduce stigma and work towards collaborative and shared responsibilities for addressing issues impacting on the Client’s housing stability and overall wellbeing.

### Intensive support packages

#### Target population

Individuals, couples, and families eligible for this support offer will have multiple support needs such as mental or physical health issues, alcohol or drug use, or the effects of trauma. They will have experienced chronic homelessness and rough sleeping. They are likely to require long-term stable housing to resolve their homelessness, as well as additional persistent support from specialist health and human services so they can maintain their housing.

#### Service description

Intensive support is delivered with a caseload ratio of 1:8 Clients. Support Services provided through the Intensive Support packages will vary depending on the needs and desires of the Client. The Support Service Provider will adapt supports as the Client’s needs change and respond to risks as they emerge. It is expected that for some Clients the need for services delivered by the support teams will decrease over time as Clients settle, recover, and build new connections to the resources of their community. Other Clients will require intermittent support and for others, the need for support will be ongoing.

Support provided through these packages will be broad in scope, ranging from assistance to establish a home and community connections through to accessing specific clinical interventions and addressing primary and mental health issues.

Non-housing support must be well integrated with housing activities, thereby assisting tenancy retention by early identification of risks and by stabilising underlying health issues that may undermine housing sustainment if unaddressed.

For Clients placed in existing public housing stock, where tenancy and asset management are undertaken by the local area of the department, a positive and transparent relationship with the local housing officer is required to be established and maintained. H2H Operations Managers, H2H Community Partners and DFFH officers will work collaboratively to allocate and support H2H Clients in these tenancies.

#### **Service Components**

Support Services for Intensive Support Clients includes homelessness and housing support, specialist multidisciplinary services, and case coordination, service navigation and referral.

#### Homelessness and housing support

The Support Services Provider must deliver persistent, targeted, integrated case managed responses for Clients through flexible contact hours (such as afterhours where funding allows) sufficient to create engagement, build trust and address their immediate homelessness and work towards housing stability in the long term. The homelessness support must provide an assertive, intensive service delivery model to work with individuals to establish and maintain housing and recover from experiences of homelessness.

#### Specialist multidisciplinary services

Intensive Support packages must be delivered via a team case management or intensive case management model. Consistent with *Housing First Principles*, each team member contributes to case management and provides their expertise to all Clients and the team.

Intensive Support packages must include the following if required:

* community health support – integration of community health support to provide rapid access to health assistance and breakdown the barriers that can exist between health and specialist homelessness services.
* mental health support – clinical mental health practitioner to provide direct support, as well as secondary consult and service navigation to intensive support practitioners; and
* alcohol and other drugs support – alcohol and other drug practitioner to provide direct Client support, as well as secondary consult in relation to AOD systems and harm minimisation, to support service navigation.

The Support Service Provider will deliver or broker referrals to other social services supports.

Flexible contact hours will be offered where possible to enable engagement, build trust and address both immediate and long-term needs. As with case coordination, there may be variations in duration of engagement, intensity of support, and frequency of contact.

#### Case coordination, service navigation and referral

Case coordination will support improved access, connection to and navigation of, mainstream health and other support services including (but not limited to) general and mental health, alcohol and other drug services, counselling, financial support, legal support, education supports, employment supports, referral of and assistance to people to connect with NDIS, engagement of ACAS assessment if person requires aged care supports if they are over 65 or prematurely aged due to homelessness, daily living skills, family reunification, positive social and community engagement and participation.

A case coordinator will be assigned to each Client to:

* work with the Client to develop and maintain a holistic, strengths-based, goal-oriented plan that will remain with the Client for the duration of their time in the program and is shared with all members of the multidisciplinary team.
* review the Client’s plan at a minimum of quarterly, and progress against their plan, with them on a regular basis, with differing intensity of contact depending on the Client’s needs.
* prepare a plan at least six months post the end of the housing and support period of the H2H package.
* actively engage with the Client: using persistence, compassion, flexibility, and an understanding of trauma, to build trust and maintain a relationship.
* act as the main point of contact for the Client and provide supports to coordinate their care.
* convene multidisciplinary team meetings on a regular basis to discuss the Client’s plan, care, supports and strengths, and to share information on the Client (in accordance with privacy legislation).
* broker access to services for the Client where required, including referrals to health services, and helping them to navigate services.
* ensure that all members of the multidisciplinary team have an up-to-date understanding of the Client’s situation and needs, including concerns or risks for the Client’s, other others’ health and /or safety.
* work collaboratively with the tenancy management team to support Clients to maintain tenancies through early identification of issues including rental arrears. It is expected that workers will support appropriate repayment plans in a timely manner.

H2H Community Partners will proactively assist and support frontline staff to navigate and solve access barriers by forging and maintaining effective cross sector partnerships at a leadership level in order to enhance Client access, reduce stigma and work towards collaborative and shared responsibilities for addressing issues impacting on the Client’s housing stability and overall wellbeing. This may include out of hours services where an incident occurs.

## Flexible Brokerage

Flexible Brokerage enhances the effectiveness of support provision by enabling agencies to flexibly, creatively, and quickly to improve Client outcomes where these are unable to be accessed through standard processes.

Flexible Brokerage of up to $1,500 per Service Package per household and per annum is available to the Support Service Provider to fund Client-related expenditure for individual needs such as:

* delivering an effective and timely response to an immediate need.
* assisting Clients to establish their homes and to pursue social and recreational interests.
* equipping Clients to support themselves, including brief and targeted support to divert people from entering further into the service system.
* providing a greater level of support where it is linked to a case plan.

Flexible Brokerage is intended to be truly flexible in its use, and must be clearly acquitted against discernible, measurable Client outcomes. Examples of the use of flexible brokerage are for:

* Client vocational certification where other funding is not available.
* therapeutic recreation.
* specialist services that may not be delivered within support services (such as AOD detox and or rehabilitation).
* accommodation where its provision is key to engagement and forms part of a pathway to permanent housing such as rent in advance.

Flexible Brokerage is not to be used by the Support Service Provider for any other purposes other than Client related expenditure and assistance. Flexible Brokerage cannot be used for:

* products or services that have not been identified in the Client plan.
* staff related activities.
* support services that are already available to the household through other funding sources.
* illegal purchases- products or services.

When using Flexible Brokerage to top-up establishment costs for properties the Client must be agreeable and provide consent for this to occur as part of their case/care plan.

### Acquittal

H2H Service Support Providers will record flexible brokerage expenditure in the Client Management System (SHIP/SRS/SAMS) and will be required to submit quarterly payment reports to the department as outlined in the Flexible Brokerage activity descriptor (Activity 94844 as per standard homelessness reporting).

## Property Services

The role of Property Services Providers is to provide a dwelling, tenancy management and asset management services that support Clients to transition from emergency accommodation into stable and suitable housing and during their relevant period of accommodation. This function works closely with Support Service Providers to provide an integrated service delivery response.

### Property management

Property Service Providers are residential rental providers and responsible for compliance with the provisions of the *Residential Tenancies Amendment Act 2018* (introduced on 29 March 2021). Property establishment funds are available to Property Service Providers.

### Property establishment

When establishing properties, the following standard items, is indicative of what may be provided through the property establishment allocation. H2H flexible brokerage funding and other funding sources can be used to top up expenditure to meet these standard requirements for Clients who do not already own these items. This may include additional items suitable to meet the needs of children. Standard establishment items are as follows:

|  |  |
| --- | --- |
| **STANDARD ITEMS** | |
| refrigerator | beds and mattresses\* |
| washing machine\* | wardrobes (if not built in) |
| microwave oven | chest of drawers for each bedroom (optional) |
| lounge suite | small household items e.g., crockery, cutlery, cleaning utensils |
| dining table and chairs | vacuum cleaner where a property is carpeted |
|  | linen (where the Client is unable to supply their own) |

\*Note: to be determined by property type and available facilities

Once purchased and delivered to the Client’s dwelling, ownership of household items belongs to the Client.

### Asset Management

Asset management services must be delivered in accordance with existing regulatory and policy requirements including the Residential Tenancies Amendment Act 2018 (coming into effect on 29 March 2021) and the Housing Registrar Guidelines. In addition, the requirements include the following:

* as residential rental provider accept liability for the property condition (including review and acceptance or otherwise of the conditions report) at lease commencement
* set and meet relevant property condition levels
* maintain Client satisfaction with the overall asset management and maintenance services provided
* complete any maintenance works to ensure the property meets the hand-back conditions at the end of the lease term
* The department will consider requests for financial assistance to support repairs of extensive damage undertaken by Clients on a case-by-case basis. Community Partners will need to demonstrate that appropriate and assertive support and tenancy management has been provided to a Client. An assessment will be undertaken of file notes maintained by both support and tenancy providers.

A full description of the asset management regulatory and policy requirements can be found at <http://www.housingregistrar.vic.gov.au/How-we-regulate/Guidelines-for-agencies> .

### Tenancy management

Tenancy management must be delivered in accordance with the existing regulatory and policy requirements including, but not limited to, the following:

* Housing Providers enter a sub-lease with Clients and determine and manage (receive) the maximum rent payable by the Client in accordance with the Maximum Rent Formula **(see Appendix 1).**
* determine and manage eligibility, allocation, and termination of housing assistance.
* negotiation of tenancy agreements.
* monitoring of occupancy arrangements and tenancies.
* rent collection.
* proactively manage neighbour issues, including community engagement activities where appropriate (for example, if the Property Service Provider is managing several dwellings within the one building).
* arranging maintenance for General Lease Properties and reporting maintenance in accordance with the terms of the General Lease.
* set and meet relevant housing service standards.
* support Client engagement.
* facilitate access to Support Services for Clients and household members with complex needs.
* manage and address complaints and appeals relating to the provision of housing services.
* maintain Client satisfaction with the overall quality of housing assistance.

A full description of the department’s policy requirements can be found in section 4 of the *Homelessness Services Guidelines and Conditions of Funding* (<https://www.dhhs.vic.gov.au/sites/default/files/documents/201705/Homelessness-Services-Guidelines-and-Conditions-of-Funding-V2.1.pdf>).

### Maintaining tenancies and rental arrears

H2H Clients may experience multiple challenges in maintaining tenancies. H2H service providers must be aware that renters may fall behind in rent payments. It is expected that tenancy workers will be vigilant and will alert the support worker to any identified issues at the earlier possible opportunity.

Tenancy managers are encouraged to undertake professional development in *Housing First* frameworks. Under *Housing First* principles, tenancy managers should be aware that some Clients may exhibit behaviours of concern in their transition from hotel to their homes, and use discretion in the use of tenancy breaches, particularly during the transition period of a new tenancy.

Rental arrears should be identified and reported as soon as possible, and within **5 days** of a missed payment to ensure that renter do not fall behind beyond an affordable repayment schedule. Support providers will work closely with tenancy workers and the Clients to ensure that a repayment plan is put into place as soon as possible to minimise financial burden.

Where there are instances of H2H Clients in seeking assistance in payment of rental arrears to sustain their Head Lease tenancy, Private Rental Assistance Package (PRAP) funding can be accessed to support this. It is however expected that Clients will share the responsibility of repaying their debts by contributing to the repayment.

Spot purchased/General Leased properties cannot access PRAP for assistance in payment of rental arrears as they are not private rentals. Clients in General Leased properties can access HEF for this purpose.

## Tenancy Sustainment

Following the agreed term of property services, monthly tenancy management and asset management fees will be replaced by tenancy sustainment payments.

The exception is where head leases are extended. For head lease extensions, Asset and Tenancy Management payments will continue until the renter transitions from the head lease or is sustained in a private rental agreement.

#### Existing H2H tenancies in community housing (community owned or General Lease)

In acknowledgement of the co-ordinated approach to tenancy and support management required for many H2H tenancies, tenancy managers will receive resourcing support by way of a **Tenancy Sustainment payment** of $3000 12-months after the tenancy is sustained in the same property.

#### New Community Housing Allocations

For **new allocations** to community housing, tenancy management agencies (including and beyond H2H providers) will be offered two payments to support tenancy sustainment:

* **Establishment:** $2,500 the start of the tenancy; and
* **Tenancy sustainment**: $3,000 12-months after the start of the tenancy, where tenancies are sustained in the same property/housing channel.

Tenancy sustainment payments are only available where specific funding/support arrangements have not already been agreed with agencies (e.g. for specific clients or property sites).

#### Owners Corporation Fees

Homes Victoria will cover the cost of Owners Corporation Fees for the newly purchased H2H General Leased properties for the initial term of the H2H program. It is important to note this is a departure from the normal General Lease arrangements where the Community Housing providers would normally pay all outgoings associated with a property including owners corporation fees for this program.

Homes Victoria reserves the right to review and make changes to this arrangement beyond the initial period of the program regarding the management, owners corporation fees and transfer of this stock.

At the end of the H2H General Lease fixed term, a Deed of Variation will be issued to move the property to the Interim General Lease until March 2024.

#### General Lease Agreements

Under section 12A of the Electronic Transaction (Victoria) Act 2000 (Act) a lease can be created, signed, and delivered by electronic communication.

Accordingly, General Lease Agreements can be signed by electronic communication but in doing so, the requirements of the Act must be complied with. The lease with electronic signatures and should be returned to Agency Leasing and Agreements at [ala@homes.vic.gov.au](mailto:ala@homes.vic.gov.au) for completion on behalf of Homes Victoria.

For any questions about a H2H General Lease Agreement or to send your electronic version please email: [ala@homes.vic.gov.au](mailto:ala@homes.vic.gov.au) (Attention: relevant team member in Leasing and Asset Management team).

#### Safety checks and mandatory disclosure

The information sheet (***Appendix 4***) has been prepared for agencies managing Homes Victoria owned dwellings under the General Lease or HPF (Option 2) outlining obligations regarding mandatory disclosures and safety checks following the recent changes to the *Residential Tenancies Act 1997*.

Questions should be directed to the Homes Victoria Leasing Team at [ala@homes.vic.gov.au](mailto:ala@homes.vic.gov.au).

#### Replacement keys and fobs

Each Owners Corporation may have own arrangements regarding the appointment of a proxy to request replacement keys. If additional keys or fobs are required, a request must be made to the respective Owners Corporation for relevant form to be completed. If the form requires approval from Homes Victoria, it must be sent to [ala@homes.vic.gov.au](mailto:ala@homes.vic.gov.au)  who will ensure the forms are signed and returned to the requester. Homes Victoria must be advised if the request is to be actioned by Homes Victoria.

# Properties

## Public Housing Properties

At the commencement of H2H there were 378 existing public housing dwellings allocated to the H2H program. Due to the reduction in spot purchased properties the number of public housing properties will increase.

As head lease terms expire, public housing is one of the long-term housing options for H2H households exiting head lease properties. The target date for transitioning clients from H2H head leases into long term housing is December 2023. Public housing is one of the long-term options and around 70 allocations will be needed each quarter.

## General Lease Properties

Homes Victoria has spot purchased around 596 properties. Many of these will be allocated to the H2H Property Service Providers through General Lease arrangements. The H2H lease for these properties is set for 18 months.

In respect of any spot purchase properties, once these are settled, safety checks have occurred, and the properties are made active (in HiiP and Asset Maintenance team) the properties will be leased to Property Service Providers under the H2H General Lease.

#### Forecast of availability of General Lease Properties

The third quarter of 2020-21 has seen a fast-moving real estate market across Victoria. Other influences in accurately determining spot purchase numbers include:

* Construction activity still being completed (as is the case in several large bulk purchases).
* Prolonged contract negotiations with vendors and their solicitors.
* Vic Gov Land Monitor and Independent Assessment Panel process varies; and
* State Revenue Office complex stamp duty assessment (for all transactions – which takes up to 40 days).

Homes Victoria are reviewing spot purchase acquisitions monthly.

As the H2H 18-month General Leases come to an end, a new Deed of variation will be completed that will move the management arrangements to an Interim General Lease until 31 March 2024. These properties will become the long-term housing option for the H2H household in that property. Homes Victoria will work with community partners to ensure that these properties are updated in the Housing integrated information Program (HiiP) to be ‘in-scope’ for the VHR.

Once made in-scope, community partners will then formally allocate the property to the H2H household through the VHR.

It is intended that these properties will form part of future Tranches of the Community Housing Placement Program of Big Housing Build properties to be managed by community housing for 30 years under a Management Services Agreement. At the end of the H2H General Lease period, they will move by Deed of Variation to the Interim General Lease until they are placed with an agency.

A number of vacant public housing properties were also transferred to the H2H General Lease. The future management arrangements for these properties is being determined and will be communicated to the relevant Property Service Providers.

## Head-Leased/Owned Properties

Head-Leased/Owned properties refers to properties owned by the Registered Housing Provider and private rental properties head-leased by the Registered Housing Provider. Head leasing will be used as a rapid housing solution on a continuum of support from more intensive (to help a Client maintain their housing while they await long term social housing options), to less intensive, including financial assistance to maintain housing that provides stability to enable the Client to access private rental or other appropriate housing options.

***Table 2: Indicative Head and Owned Lease allocations***

|  |  |
| --- | --- |
| **HEART Catchment** | **Packages** |
| Barwon and South West District | 65 |
| Brimbank Melton and Western Melbourne | 140 |
| Central Highlands and Western District | 35 |
| Goulburn and Ovens Murray | 8 |
| Hume and North Eastern Melbourne | 311 |
| Inner and Outer Gippsland | 0 |
| Inner Eastern and Outer Eastern Melbourne | 65 |
| Loddon and Mallee | 53 |
| Southern Melbourne Bayside Peninsula | 194 |
| Total | 871 |

## Head Lease Extensions

Additional funding for FY2022-23 includes a component to extend head leases where the renter is settled into their property and community, until long term housing becomes available at the earliest opportunity.

Homes Victoria will process quarterly variations to funding and service agreements in advance of head lease renewals. Homes Victoria will work with agencies to confirm which head leases are being extended and any changes to the market rent. Based on this information, Homes Victoria will calculate the payments it will make to each agency, monthly, to continue the head leases.

These payments will include net rent, tenancy management and asset management components and will be processed through a variation to the relevant agency’s funding and services agreement.

## Allocations

As of June 2021, all support packages have been allocated and therefore going forward the below “Support Reallocation” process should be followed for any support packages that become vacant.

### Support Reallocation

#### Reallocation of Support Packages

Based on *Housing First Principles of Choice* and *Self Determination* and *Flexible Support*, H2H Community Partners must attempt to support the Client/households to realise their goals.

Where a part package becomes available, the H2H Community Partners will determine the use of these funds to support H2H Clients. This will vary across a range of Client situations. For example, this may result in the pooling of unspent residue funds to create one complete support package or a part package where an H2H Client requires additional support once their package has concluded. Reallocation of a service package or part of a service package must occur within existing funding arrangements.

Packages can be re-allocated if:

* A Client has declined housing and support through the H2H program.
* A Client has disengaged from both housing and support.
* The remaining package of support period is sufficient to re-establish engagement and meet the support goals of a new H2H Client.

To maintain the integrity of the support model, a residue H2H package should not be allocated to someone who has high and complex needs that is likely to require longer-term support.

Table 3. Suggested time periods remaining on packages to be reallocated (tenancy and support)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Public Housing** | **General Lease** | **Head lease** | **Can be reallocated if support and tenancy time remaining exceeds:** |
| **Tenancy period** | Ongoing | 18 months | 18 months | 8 months T&T GL  12 months Intensive HL and GL |
| **Intensive** | 18 months | 18 months | 24 months | 12 months |
| **Targeted and Tailored** | 12 months | 12 months | 24 months | 8 months (PH and GL)  12 months (HL) |

H2H Community Partners will determine the use of resources if disengagement occurs outside of these timeframes.

# Housing Allocations

Following *Housing First* *principles*, the primary aim is to house people as quickly as possible to prevent further harm from sleeping rough or living in emergency accommodation. Securing a safe place to live means recovery can start and further non housing needs can be met more effectively.

Each H2H Community Partner will establish a dedicated housing allocations procedure to match owned and leased properties to individuals to achieve the best outcome for the Client. Factors influencing matching of properties include, but are not limited to:

* Client vulnerability and need; and
* Suitability in terms of size, location, proximity to services (e.g., schools) and access requirements; and
* Client preferences.

## Identification and securing of properties

There are three types of housing stock being used for this Program, including:

* Public housing properties which will be offered to Clients and will continue to be managed by the department.
* Spot purchased properties leased to a Property Service Provider through a H2H General Lease or Interim General Lease who will lease to Clients as residential rental provider.
* Property Service Provider owned, or head leased properties with tenancy and property management services delivered by the Property Service Provider.

### Public Housing

Homes Victoria will lease public housing to Clients. The department will provide public housing in a good, lettable condition at lease commencement of a tenancy.

Homes Victoria will be responsible for asset management services in relation to public housing. Homes Victoria will retain maximum rent paid by Clients placed in public housing.

These properties will be provided on an ongoing periodic lease arrangement with the renter in accordance with the renter being able to maintain the tenancy.

### General Lease Properties

Homes Victoria will lease General Lease Properties to Property Service Providers on terms that are substantially the same as those in Homes Victoria’s standard General Lease.

The department will provide General Lease Properties in a good, lettable condition at lease commencement of a tenancy.

The following guidance applies to **General Lease Properties**:

* Property Service Providers will be responsible for all maintenance and asset management services in relation to General Lease Properties; and
* Property Service Providers will retain the maximum rent paid by Clients placed in General Lease Properties to be applied in maintaining the General Lease Properties in accordance with the terms of the General Lease.

Once leased to Property Service Providers the expectation and practice is to rapidly allocate properties with matched Clients that are supported by a Support Service Provider. To ensure suitable Client allocation into these properties, the General Lease holder, H2H Support Providers and H2H Operations managers should meet to discuss risks of the property for the nominated Client.

H2H Community Partners should consider community engagement strategies where appropriate (for example, multiple dwellings in one building). Community engagement should be designed to improve community relations and support and assist successful tenancies.

#### Property Service Provider owned properties and head leased properties

* Property Service Provider owned, and leased properties must comply with standards as outlined in the *Residential Tenancies Act* *1997*.
* Property Service Providers are required to undertake asset management services on owned and leased properties.
* The Property Service Provider will be responsible for any additional asset damage that is not fair wear and tear (for example, renter damage).
* There will be differences in the way allocations will occur between public housing and head leased and owned properties. For example, head leased properties are more likely to have a have a fixed term.
* Property Service Providers will need to provide the H2H Oversight Unit with details of each head lease property so it can be uploaded into *Housing integration information Platform* (HiiP). This includes a copy of the lease that has been signed between the Property Service Provider and the real estate agent/landlord.
* At the end of the term of a head leased property, the H2H Community Partners will work with the renter to transition into more permanent accommodation. If the housing pathway for the renter is into public housing, a new VHR application will be required to be submitted by the H2H Support Service Provider.

### Guidance on Use of 2-Bedroom Dwellings for Single Households

#### For General Lease Properties

As a rule, 2-bedroom dwellings cannot be allocated to one person households except where:

* The Property Service Provider can clearly demonstrate that there are no single bedroom dwellings available for head leasing in the area.
* The proposed single household renter has special accommodation needs (e.g., Need for a second room for children’s access visits or for a carer); and/or
* The renter will be safe and not made more vulnerable with a two-bedroom property. The Property Service Provider must demonstrate measures that will be put in place to mitigate risks of anti-social behaviors that may be caused by individuals who are not engaged with the program residing at the property.

Where two-bedroom dwellings are being used for single person households Homes Victoria authorisation will be required. A written request with evidence in line with departmental Allocations Policy is required to be sent to the [hhs@homes.vic.gov.au](mailto:hhs@homes.vic.gov.au) inbox with agreement reached with Homes Victoria. Establishment costs for two-bedroom properties allocated to a single person is $2000.

#### For Head Leased properties

As a rule, 2-bedroom dwellings cannot be allocated to one person households except where:

* The Property Service Provider can clearly demonstrate that there are no single bedroom dwellings available for head leasing in the area.
* The proposed single household renter has special accommodation needs (e.g., need for a second room for children’s access visits or for a carer).
* The renter will be safe and not made more vulnerable with a two-bedroom property. The Property Service Provider must demonstrate measures that will be put in place to mitigate risks of anti-social behaviours that may be caused by individuals who are not engaged with the program residing at the property.

Homes Victoria acknowledges that there is limited supply of one-bedroom properties, particularly in rural and regional locations. Where there is no other option available, consideration can be given by Homes Victoria to placing a single person household in a two-bedroom dwelling. In these circumstances, the lease must stipulate that the Client’s application for long-term housing will be reassessed once the head lease comes to an end and that the subsequent VHR application will be updated to reflect actual accommodation needs. Establishment costs for two-bedroom properties allocated to a single person is $2000.

Where two-bedroom dwellings are being used for single person households, Homes Victoria authorisation will be required. A written request to the [hhs@homes.vic.gov.au](mailto:hhs@homes.vic.gov.au) inbox is required, and agreement reached with Homes Victoria.

* For rules on for public housing please see page 34.
* For H2H Community Housing Provider owned properties it is at the discretion of the H2H Community Housing Provider.

### Cross Area Referral

As clients in head leased properties transition to their long-term housing, their H2H support will continue at either Intensive or Targeted and Tailored level. Many clients will transition to homes within their current HEART Area, or nearby.  However, some clients have VHR location preferences that may make it difficult or cost prohibitive for their current support provider to provide that support.  If this is the case, Homes Victoria will work with the Community Partner to identify the best options for the client to continue receiving support.

## Financial assistance in establishing a H2H tenancy

There is a high likelihood that, where rent in advance is required, some H2H Clients will not be able to financially establish the tenancy on their own limited income. In response to this identified issue, the H2H program will allow for changes to the use of HEF to support the establishment of public housing tenancies for H2H Clients where two weeks rent in advance is required.

In the case of Head Lease properties, where the H2H Client is unable to pay rent in advance, H2H Community Partners can use the Private Rental Assistance Package (PRAP). HEF cannot and should not be used in Head Leased properties.

## Vacancy Management - Head Leased Properties

In the event of initial vacancy of a leased property, the department will pay H2H Partners a net rent to the value of market rent for up to 28 days. This reflects a period of up to 14 days to allocate a head leased (Leased) Property to a Client and a further 14 days before it is rented to account for time required for H2H Partners to furnish the property, complete necessary maintenance works and / or provide the Client sufficient notice to relocate. Where the Leased Property remains vacant after 28 days, H2H Partners will be liable to pay the Market Rent from that point until the Leased Property is rented by the H2H Client

* If the property is rented after the 28-day period, the department will be liable to pay net rent from the point of the tenancy commencing, considering the maximum rent that is applied to that property.
* If maximum rent is not known at the point of tenancy commencement, the department will apply assumed maximum rent according to the below table.

|  |  |
| --- | --- |
| **Bedroom type** | **Maximum Rent assumed ($/week)** |
| 1 Bed | 92.30 |
| 2 Bed | 120.30 |
| 3 Bed | 130.30 |
| 4 Bed | 228.50 |

* To avoid doubt, the department will make no further adjustments to maximum Rent in the event of vacancy beyond the initial vacancy period (i.e., if a Leased property becomes vacant part way through the lease).
* The department will not recognise any initial vacancy period for owned properties. Owned properties are only to be reported as commenced when a lease with a Client has been entered into and the maximum rent is known.

# Public Housing Allocations

## Agreed Policy Setting

The allocation of eligible H2H Clients into public/social housing must follow the re-renting considerations as outlined in the *Highrise allocations and re-renting operational policy position*. The aim of avoiding further COVID-19 risk and to support public health prevention measures, the number of people residing in high density settings (excluding older persons high rise estates) is to be reduced.

The following are the agreed policy settings:

1. Hotel Exit plans

To enable the successful transition into long term housing, Support Service Providers will work with property service provider to establish a long-term support plan to support the housing allocation for each Client. The Support Service Provider must work with Clients once housed to integrate into the local community and reduce experiences of isolation and exclusion.

1. Services under the H2H program

Support Service Providers will provide either Targeted and Tailored Support packages or Intensive Support packages to Clients living in the properties leased to the Property Service Provider including public housing managed properties, for the duration of the supported tenancy period.

1. Application of Emergency Management Housing Category (COVID-19 priority reason) of the Victorian Housing Register:

The Emergency Management priority access category of the Register has been enacted. Applications for social housing approved to this category will appear at the top of the Register reflecting the urgency placed on providing Accommodation to these households as quickly as possible.

Applications must be submitted under the COVID-19 priority reason by a H2H Community Partner to be considered for the Emergency Management Housing Category (COVID-19 priority reason).

1. Eligibility for the Emergency Management Housing Category (COVID-19 priority reason)

To be eligible for allocation into public housing, applicants must meet the following criteria:

* Eligibility for social housing as stated in the DoH’s Determinations and the *Emergency Management Housing* operational guidelines (VHR).
* Has been assisted to stay in emergency accommodation (hotels, caravan parks etc.) prior to 6 December 2020 as an emergency response during the COVID-19 pandemic.
* The H2H operational team has included the household in their program because they meet the H2H eligibility requirement.
* Receives case managed support under the H2H program; and
* Has demonstrated no other housing exits options are available based on a person’s housing history and level of support needs.

1. Rent in advance

All public housing tenancies must commence with rent in advance paid at sign-up. As mentioned above in the section titled *Financial assistance in establishing a H2H tenancy* financial support can be made available to Clients. Keys will be provided to the renter once rent in advance has been paid and a Residential Tenancies Agreement has been entered into. For public housing tenancies this is usually one or two weeks rent in advance, depending on when their Rent Deduction Service from Services Australia commences. Bond is not a requirement for public housing tenancies.

In circumstances where renters need assistance to ensure rent is paid in advance, the Property Services Provider will ensure that:

* The household are in receipt of their full Services Australia entitlement; and
* The household has access to the necessary funds to pay rent in advance (a payment plan can be put in place to assist with this).

1. Reasonable offers

Where an applicant is approved for Emergency Management Housing Category (COVID-19 priority reason), a maximum of two reasonable offers of housing can be made under this category.

A reasonable offer needs to consider the following:

* The number of bedrooms is matched in accordance with the housing size guidelines in the [Clients with special accommodation requirements operational guidelines](https://fac.dhhs.vic.gov.au/funded-agency-channel/clients-special-accommodation-requirements) [https://fac.dhhs.vic.gov.au/funded-agency-channel/Clients-special-accommodation-requirements](https://fac.dhhs.vic.gov.au/funded-agency-channel/clients-special-accommodation-requirements);
* The area requested is in the preferred area and meets a household’s safety and access needs. The property may be in any suburb within the preferred area unless there is a location exemption. For example, a suburb within a preferred area is exempt due to family violence.
* The property meets the household's assessed need, for example, ongoing medical need or disability modification; and
* The household's circumstances that affect their housing outcome remains the same.

If an applicant declines two reasonable offers of housing, their application will be removed from the Priority Access Category and they will be placed on the Register of Interest. Applicants will be eligible for a further two ROI offers. If these are refused the application will be removed from the VHR.

* If a client refuses two valid offers of Priority Housing and their Priority status is removed, they will move to a ‘Support Only’ package.

1. Allocation of properties

To reduce the risk of overcrowding, the principle of one person (or a couple in a family group) per bedroom within a property is used.

Households may be allocated a property with an extra bedroom if there is a lack of available properties to match one person/couple per bedroom as outlined in the *High-rise allocations and re-entering operational policy position* and in the section above titled *Guidance on use of 2-bedroom dwellings for single households*.

1. Matching bedrooms

The renter should not be made more vulnerable if allocated a larger property, as described above in *Allocation of Properties.*

To facilitate a successful tenancy, the Property Services Provider will demonstrate measures to mitigate any risks of anti-social behaviours that may be caused by individuals who are not engaged with the program residing at the property.

1. Fixed term leases

Fixed term leases may be considered appropriate in some circumstances as part of an emergency management response. This may occur where a fixed term lease supports the applicant’s/ Client’s circumstances.

## Criteria for Public Housing Allocations

The allocation of H2H Clients into public housing is subject to the following:

* Applicants are registered on the VHR and are eligible for the Emergency Management Housing Category (COVID-19 priority reason).
* H2H Support Services are actively engaged and working with Clients to facilitate entry into a long-term tenancy.
* Housing plans are established between H2H Community Partners and the applicant, especially if a tenancy is subject to a fixed term tenancy. Exit planning is included as required to avoid exits into homelessness and/or poor housing outcomes, consistent with the H2H program guidelines.
* In circumstances where H2H eligible individual has been housed before H2H Community Partners were in place, Support Service packages are still expected to be provided by the H2H Community Partners once established in the HEART area and as agreed by the applicant.
* Arrangements for ongoing allocations of H2H applicants beyond 378 are yet to be resolved and will be reviewed. Additional public housing properties may need to be used to support the roll out of the H2H program. For example, where there are delays in procurement of the spot purchased properties or there is a lack of suitable properties for the H2H cohort within an area an option to use an existing public housing property can be considered. When this occurs, as the delayed spot purchase properties are made available, they will transfer over to become public housing properties on a one for one basis to meet the requirements of non-H2H Clients: and
* Where a H2H Community Partner is not able to secure an appropriate head leased property in the Client’s nominated area, the agency may apply to access a public housing property under a general lease, and on the basis that they will take a non-H2H priority applicant into a head leased property. Noting, this should only be explored when all other opportunities to house the H2H Client have been exhausted. In these cases, the Client will remain on the VHR until they are allocated a long-term property.

## Operationalising the Agreed Policy

### Vacant properties

The department will provide public housing properties in a good, lettable condition at lease commencement of a tenancy as required under the *Residential Tenancies Amendment Act 2018* (enacted on 29 March 2021)*.*

### Matching properties

Extra bedrooms in properties can be allocated to households where:

* There are no appropriately matched bedroom dwellings available in the area for the household.
* The proposed household renter has special accommodation needs (e.g., Need for a second room for children’s access visits or for a career).
* Agreement has been reached between the allocating area, the support service, and the household; or
* Supports will mitigate any risks to vulnerable households that extra bedrooms may pose.

## Frequently Asked Questions

### Turnaround time for Public Housing offers

Homes Victoria acknowledges that it can be challenging to engage some clients with their offer of housing. However, all efforts must be made by supports to engage the client with their housing offer. Due to the level of demand and the number of H2H clients needing long term housing, properties cannot be held indefinitely. Our local housing offices have indicated they are comfortable for clients to view and sign up to their properties within two weeks of offer, otherwise it will be removed.

### How many offers will H2H clients receive?

Clients currently in Head Leased properties will be eligible for two offers of long-term housing. Should clients refuse the two reasonable offers, their priority housing status will be removed and they will move to a Register of Interest application and to a support only package. Also, if a client has received two offers and these are removed due to non-engagement, they will be required to move to a support only package and their applications will be removed.

### H2H clients being offered community housing?

All offers into community housing properties are to be recorded into the HiiP system, to ensure a correct history of events and how many offers have been made.

### What happens if a suitable property cannot be found for a current Head Lease client prior to their lease finishing?

Community Partners must follow the usual process as per VCAT and the Residential Tenancies Act. Community Partners should consider every alternative housing option available for these clients.

### Will clients remain a top priority if their lease ends before they are relocated?

If a H2H client residing in a head lease property does not receive an offer of housing prior to the end of their fixed term lease, they will remain on the VHR with their Emergency Management priority application. The Community Partners are encouraged to continue working with their local housing office to find long term housing for the client. This client will also remain on the Homes Victoria Head Lease transition list which is shared with our housing colleagues. Due to the high level of demand and constrained availability of Social Housing properties in certain areas, including but not limited to inner city suburbs, it is recommended that you discuss the implications for clients who are waiting for an offer of social housing in these suburbs widening preference areas.

### Funding for temporary accommodation

Agencies may apply for reimbursement for HEF for H2H approved Housing and Support clients whose fixed term headleases have finished and have a need for temporary accommodation and storage prior to moving into their long term housing. Agencies should continue to exhaust all other options including Crisis Housing and Transitional Housing before relocating a client into temporary accommodation. Clients are asked to co-contribute 30% of income to the cost of temporary accommodation.

For clients on support only packages, including those who have refused two reasonable offers of housing, community partners will need to access HEF outside of the H2H program.

To make a claim for HEF funding from the H2H program please follow the below process:

* Complete a copy of the attached template, *TEMPLATE – Homes VIC HEF Claim for H2H Clients* and submit to [hhs@homes.vic.gov.au](mailto:hhs@homes.vic.gov.au).
* Homes Victoria will respond to advise if the claim is approved or not approved.
* If approved, submit an itemised invoice to [hhs@homes.vic.gov.au](mailto:hhs@homes.vic.gov.au). Invoices must be submitted by the end of the month to be paid the following month, for example an invoice submitted in January will be paid in February.

### Clients requesting transfers from their current long-term housing properties

Once allocated their long-term housing property, should a client request to move, they will be required to lodge a transfer application. These will be assessed and managed by the local housing office, under business-as-usual processes and categories.

## Financial implications

### Establishment Costs

The department will provide additional establishment funding if there is sufficient time for a new package to be reallocated. Community Partners should make a request to [hhs@homes.vic.gov.au](mailto:hhs@homes.vic.gov.au).

### Brokerage

Provision of additional brokerage for new H2H Client will be considered where all previous brokerage provided to H2H Client who has disengaged has been fully spent or is inadequate.

### Rent Gap for Head Lease properties where the H2H Client has disengaged from housing

When a Client disengages from a Head Lease property, the remaining funding can be retained by the H2H Community Partner and used as a contingency to pay rent until the head lease arrangements can be concluded.

### Remaining Support and Property Funding post reallocation

Where a package ends before the end of the program, community partners can retain funding to cover:

* staff employment costs.
* Provide additional capacity to subsidise rent for H2H Clients who require short absences from general lease or head lease housing due to residential rehabilitation, incarceration, etc.
* if there are ongoing costs associated with maintaining head lease properties.

These funds will need to be accounted for through the six-monthly financial report and should align with the relevant activity code.

### Where no further allocations occur

* Residue support funding for these packages is retained by the H2H provider and can be used as described above. Use of these funds will need to be accounted for through the six-monthly financial report.

# Movement between Level of Support and between Geographical Areas

## Client Movement between Levels of Support

In some circumstances Clients may be supported to move between package types if this is required to meet their needs (Targeted and Tailored and Intensive). Flexibility should not be hampered by appropriate package availability from H2H Community Partners but by assessment of Client needs. Where this occurs, it must be met within the contracted funding arrangements. There is to be no variation in the overall contracted type or number of service packages by H2H Community Partners.

When transfer between package types occurs, H2H Community Partners are to report this in the Monthly Client Data Reporting (CDR).

## Movement between Geographical Areas

Movement of packages between geographical areas and H2H Community Partners may occur where there may be risks and/or safety issues for Clients. Packages may also be moved across areas if providers have capacity to do so.

Following principles of the Housing First model, H2H Clients ought to be able to access flexibility with their housing and support package where the Client wants to move to another area. Where this can be facilitated and supported, it should occur. The funding and contract arrangements as well as providers’ staffing models will be impacted by movement of packages so will require negotiation between providers and Homes Victoria.

Several H2H Community Partners have indicated there is nominal capability to subcontract to a Community Partner in another area, whilst still counting the Client within contracted numbers. The reported threshold however is quite low i.e., one or two H2H Clients before it impacts on Community Partners financial and service delivery model.

# Client Engagement and Disengagement

## Client Engagement

Many of the H2H eligible Clients may have complex needs. Therefore, a level of flexibility may be required to ensure every opportunity is provided for Clients to engage and re-engage safely and successfully. Where needed, multiple attempts of engagement of a minimum of three times a week should occur via SMS texts, phone calls, letters, or home visits. This threshold should be established on a case-by-case basis and reviewed after one month.

All engagement strategies and approaches should be accurately recorded in the Client’s case file. Engagement may fluctuate throughout the support period.

Support must include:

* active engagement of the Client: using persistence, compassion, flexibility, and an understanding of trauma to build trust and maintain a relationship.
* strength based planning that reflects the Client’s goals, is holistic and follows the Client.
* coordination of appointments including support to attend appointments.
* practical assistance and case coordination to help navigate the service system and co-ordinate supports.
* planning to more independent living leveraging community-based health and social supports; and
* at conclusion of any H2H support package all Clients will be provided an exit plan and pathway to meet their individual/ household needs.

This support will involve advocacy and liaison to assist Clients to access the right services; safety planning and immediate accommodation; and continuing to monitor the individual to ensure their situation is resolved.

A long-term housing plan will be developed with each Client, including a VHR application for all eligible Clients (as a requirement at the earliest and most appropriate stage of engagement). The Support Service Provider must work with Clients once housed to integrate into the local community and reduce experiences of isolation and exclusion.

## Expectations on initial engagement

It is expected that support workers will attempt to contact their H2H Clients at a minimum of four times weekly in the initial weeks of the H2H Clients being provided with support provision and more frequently whilst settling into their homes. Community Partners are expected to document all attempts of contact and engagement, including persistent outreach, contacting known services and multiple communication methods with the H2H Client (for example, SMS text message, letters, and phone calls).

## Client Disengagement

Prior to determining that a H2H Client has disengaged, appropriate documentation of attempted contacts and a clear statement of the Client’s reasons for no longer wanting/requiring a H2H (or part of a H2H) package must be accurately recorded in H2H Client’s case file and recorded in the H2H Monthly Client Data Reporting (CDR) or subsequent reporting arrangements. A proportion of Clients will likely disengage during their recovery journey. Disengagement may happen in the early stages of allocation or during the support period. Disengagement may occur from support, housing, or both.

Where a H2H Client has not accepted support or housing after eight weeks of initial attempted engagement, the support period can be concluded. receivedH2H Community Partners will be the best judge and may determine a longer period of disengagement before reallocating the package. As a rule, if a Client has not accepted housing and/or support after an eight-week attempted engagement, the support period can be concluded, this should include multiple attempts to contact to reengage with the Client before closing the case file.  Community partners must allow for clients to return to the program, for the duration that they are receiving funding to support the client, should the client choose to re-engage.

Prior to determining that a H2H Client has disengaged, appropriate documentation of attempted contacts and a clear statement of the Client’s reasons for no longer wanting/requiring a H2H (or part of a H2H) package must be accurately recorded in H2H Client’s case file and recorded in the H2H Monthly Client Data Reporting (CDR) or subsequent reporting arrangements.

A safety and welfare check must be undertaken as part of the exit process before formalising that a Client has disengaged from the program. In addition, standard exit processes for people experiencing homelessness should be adhered to.

## Expectations after 8-weeks of initial engagement

Where a H2H Client has disengaged in support and/or housing after an initial period of engagement, it is expected that H2H Community Partners will do what is possible to understand why the Client has disengaged. H2H Partners should, where appropriate, contact next of kin and other services to seek additional information that may assist in re-engagement.  H2H Providers should seek to understand what can be put in place to address barriers to engagement and it is expected that H2H Providers will continually attempt to engage hard to reach Clients throughout the support period. Support intensity can rise and fall, so services need to respond positively when people require more or less support.

Where the H2H Client wants to remain in the housing but disengages from support, existing *Residential Tenancies Act (RTA)* *1997* rules continue to apply for the tenancy.

Where the H2H Client has abandoned the property and is still accepting support, the H2H Community Partner will work with the Client to determine why the H2H Client has left the property. Community partners should encourage and support the H2H Client to return and move back into the property unless there are psychological, environmental and or physical safety concerns.

When a Client remains engaged in support but cannot return to their property, support does not cease. Community partners should provide alternative accommodation where appropriate. If a Client is evicted due to severe damage or violent behaviour, Community partners can offer Clients emergency accommodation. For public housing, the H2H Community Partner will work closely with the local housing office to assess whether a priority transfer is an option.

Payment to providers will not cease.

# Temporary Absence, Incident Reporting, and Financial Implications

## Temporary Absence

In some cases, H2H Clients may require a temporary absence from rent payments due to incarceration, or a stay in hospital., rehabilitation, detox, mental health, or respite facility. It is expected that the support will continue if required during this period. Special circumstances include:

* psychiatric, physical or drug or alcohol rehabilitation treatment.
* respite care due to unforeseen emergencies, for example an elderly renter who has been admitted for medical treatment for an extended period, or
* remand or incarceration for a period up to six months. In the event the remand and/or incarceration is for longer than six months, the renter may submit a request for an extension to the department for consideration.

## Temporary Absence for Public Housing Properties

The Department of Families, Fairness and Housing (DFFH) recognises that public housing renters may be absent from their property for periods of time. Homes Victoria accepts periods of temporary absence of up to six months. Homes Victoria also recognises the level of demand for limited public housing resources and therefore does not generally approve temporary absences for longer periods of time. Temporary absence in excess of six months will only be granted in special circumstances.

Homes Victoria’s objectives in managing temporary absences from public housing properties are to:

* work with vulnerable renters and households to sustain their tenancies, and
* re-let properties to eligible applicants in a timely manner as they become vacant.

It is the responsibility of the renter and/or household members to inform the department if they are going to be temporarily absent from the public housing property. Temporary absence also applies when a sole renter is absent due to special circumstances and is living in the property for less than three nights a week.

Where a H2H Client is in public housing, standard process applies. The Temporary Absence Policy applies to all people living in public housing who require their rent temporarily reduced due to special circumstances. See special circumstance above.

Please refer to the DFFH Temporary Absence Policy in relation to public housing

<https://providers.dffh.vic.gov.au/tenancy-management-manual-temporary-absence-operational-guidelines-word#:~:text=The%20Temporary%20absence%20operational%20guidelines,sole%20tenant%20who%20is%20absent>.

## Temporary Absence for General Lease or Head Leased Properties

Where a Client residing in a General Lease or a Head Lease private rental property is incarcerated, the H2H Community Partner determines the time which the property remains vacant. Community Partners will be responsible for the costs associated with temporary absence in these types of properties.

If a H2H Client is incarcerated, the H2H Community Partner should attempt to ascertain the sentencing outcome before ending or continuing the lease considering financial implications.

The Community Partner will determine the period after which a package is closed. The support and housing package can be reallocated to another H2H eligible Client. After release from prison, the person can reapply for H2H support if they are still eligible and available support packages.

In the case of a person incarcerated for a period longer than one month after accepting H2H support, the support period will be closed, and the support and housing will be reallocated to another H2H eligible Client. After the incarcerated person is released from prison, they can reapply for H2H if they are still eligible and if packages are available.

## Incident Reporting

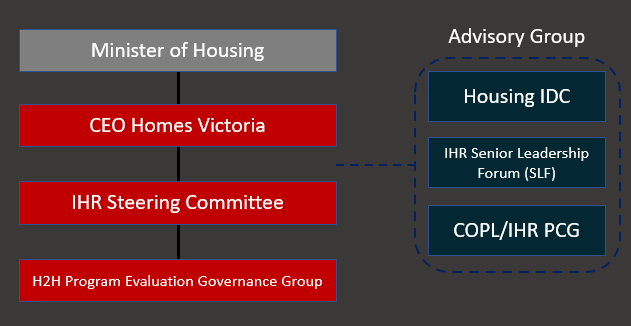
All Client incidents, including the management of serious and major incidents within General lease and Head lease properties, are the responsibility of the H2H Community Partners. However, at times incidents such as Category One incidents can get escalated directly to the department for a response or action.

To enable Homes Victoria and DFFH to best support Community Partners to manage these incidents and issues, Community Partners should alert the department by providing a copy of the report that was submitted in Client Incident Management System (CIMS) to: [HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au).

H2H agencies not in scope for CIMS (Client Incident Management System) can report on the Victorian Health Incident Management System (VHIMS) for reporting.

# Governance

Diagram 4 below is the governance framework for the H2H program. *Note: modifications and changes may be made to structure during the program according to program requirements.*



**Diagram 4**: H2H Program Governance Structure

## IHR Steering Committee

The IHR Steering Committee is a strategic internal decision-making group accountable for the overall success of the H2H Program. This group is meeting fortnightly for 30 minutes. The Executive Director of Housing and Homelessness Support is chairing this meeting.

**H2H Program Evaluation Governance Group (PEGG)**

The purpose of the H2H PEGG is to support the monitoring and implementation of the H2H Evaluation project plan. In addition, the group will identify any risks and issues and propose mitigation strategies and actions (including risks and/or issues to be escalated) for decision making at the IHR Steering Committee.

The Group consists of representatives from homelessness units, Aboriginal Housing Unit in Homes Victoria, Community Operations and Practice Leadership (COPL), Centre for Evidence and Research Evaluation (CERE), Community Housing Industry Association (CHIA) Victoria, Aboriginal Housing Board Victoria (AHV), Council to Homeless Persons (CHP) and the H2H Community Partner groups.

## Housing Interdepartmental Committee

The Housing Interdepartmental Committee (IDC) will coordinate Whole of Victorian Government efforts across the spectrum of housing policy, comprising market housing, affordable housing (as defined in the *Planning and Environment Act 1987*), social housing and homelessness.

This group is meeting monthly, with meeting frequency to be subject to review and consideration by the Co-Chairs.

## IHR CEO Forum

This forum has been established as an active engagement with the CEO’s of Community Partners to ensure dialogues and collaborations occur so that the H2H program will be delivered appropriately, effectively, and efficiently across Victoria from its commencement to the next 24 months. Membership of this forum consists of the CEO of each Community Partner and representatives of IHR. The CEO of Homes Victoria is chairing this forum.

## IHR Senior Leadership Forum

This forum is accountable to ensure that the H2H program remains on course operationally to deliver its expected outcomes and meets government commitments on time. Membership of this forum consists of representatives from senior management of the Community Partners, COPL, and IHR. The Director of IHR is chairing this forum.

## IHR – COPL Project Control Group

This working group is established as the internal decision-making group to facilitate Clients exits to current public housing dwellings.

Membership of this PCG consists of representatives from COPL and IHR. This PCG meets fortnightly for 60 minutes on Tuesday.

# Performance Monitoring and Reporting

## Overview

The H2H Performance Monitoring and Reporting Framework is a strategic approach to manage the H2H Program, which equips Homes Victoria and other stakeholders with a set of tools and techniques to regularly plan, continuously monitor, periodically measure and review performance of the program delivery in terms of indicators and targets for efficiency, effectiveness and impact.

***Diagram 6. H2H Performance Monitoring and Reporting Framework***

## Guiding Principles

The program monitoring and reporting framework is designed to the following.

* **Strengthen accountability** for the achievement of Client and system outcomes and efficient use of public funding.
* **Be aligned with the policy and strategic directions** identified in the Homelessness Services Guidelines and Conditions of Funding May 2014, and the COVID-19 Amendment to Homelessness Services Guidelines and Conditions of Funding.
* Drive **consistency and comparability** in performance management across funded providers.
* Facilitate **robust whole-of-program and agency-level performance monitoring and management** by the department.
* **Foster funded providers’ capacity** to measure, understand, and continuously improve the quality of their service delivery.
* Be **practical** to implement and **evidence based.**
* **Complement** existing data collections with outcome measurement approaches and allow for data linkage with other social services data.
* Assist to drive **improved and sustained outcomes** for Clients

The program’s performance monitoring and reporting of H2H services will follow processes set out in the Monitoring and Reporting Framework section of this document. This includes:

* H2H Community Partners will be required to complete and submit a Monthly Client Data Report through a H2H Secure Data Exchange (SDE). Details on these reporting requirements are outlined below, this includes reporting on deidentified Client data, support types and housing status.
* H2H Community Partners will be required to complete and submit a Six-Monthly Funding Reconciliation Report to the H2H Program in DFFH as per the schedule outlined in Appendix 1, for the duration of the program.
* Current homelessness data reporting against funded activities (existing) on a quarterly basis and (new) data reporting on Client support package outcomes (under development).

Please note: H2H Community Partners may be required to provide ad hoc data on request and for input to the H2H Program evaluation and other reporting purposes.

## Key Features

The framework has the following key features:

* The use of **multiple data sources**, including outcome measurement, activity-based data and qualitative information that can be used to monitor and assess provider performance over time.
* Inclusion of **Client voice data** as part of the support packages outcomes data, that supports the monitoring and assessment of service access, effectiveness, safety, responsiveness, and continuity, and provides a genuine and meaningful opportunity for Client involvement in quality improvement.
* A focus on enabling the measurement to **Client and system level outcomes**, including the extent to which the H2Hprogram contributes to:
* sustained housing outcomes
* achievement of key social determinants such as improved physical and mental health, improved housing security, social connectedness, and engagement, and
* reducing the rates of representation and chronic homelessness.

## Client Data Reporting Additional reporting requirements for Emergency Management

As this project is being delivered under Emergency Management COVID-19 arrangements additional data may be required from time to time monthly. Using an emergency management approach will drive performance and provide up to date reporting to key governance structures and the Minister. The specific reporting requirements are in development and build on existing weekly reporting content provided by the HEARTS. The new data was distributed in February 2021.

A H2H SDE has been established in SharePoint for this purpose and all H2H Community Partners have been onboarded to submit monthly Client Data Report using the approved reporting template.

For assistance and clarification H2H Community Partners are asked to send an email to the shared inbox [**hhs@homes.vic.gov.au**](mailto:hhs@homes.vic.gov.au) and mark in the subject line “ATTN H2H Reporting”. This email address is not for submission of data. Homes Victoria will access the secure data exchange (link below) to review your file/s (please submit data files before contacting the inbox). Do not send submission files to this email address.

### Data collection process

This report is due at 12pm (midday) on the first Thursday of each month. Where a Thursday falls on a Public Holiday, the report will be due at 12pm (midday) on the preceding working day.

Submissions will only be accepted via upload to this secure data exchange: https://dhhsvicgovau.sharepoint.com/sites/H2H/

Please only submit .xlsx files for monthly reporting (do not convert this into PDF or CSV). Keep all sheets intact.

A submission is considered accepted only once it has passed data validation checks. Homes Victoria may require further corrections, amendments, and resubmission in the same day to correct any errors.

H2H Community Partners must provide at least 2 key contacts who will receive logins to the H2H SDE.

H2H Community Partners are responsible for ensuring monthly reporting submission occurs even in the event of their staff being away from office for any reasons.

**Checklist for every monthly data submission**

* Only one file per H2H Community Partners (please consolidate prior to submission).
* Filename format is YYYYMMDD\_H2H\_Daily\_Report.xlsx *e.g. For 6 October 2022 the filename will be 20221006\_H2H\_Monthly\_Report.xlsx*
* The H2H Partner must be filled out (cell D5) of H2H Reporting Template sheet.
* The correct date must be entered in cell D7 of H2H Reporting Template sheet.
* One row per individual Client.
* No gaps or empty spaced rows.
* There is allowance for up to 800 rows (individuals) in this sheet but please contact H2H Operations Team if you think you're remotely likely to exceed this row count.
* Include a household ID to group individuals. All individuals must have a household ID even if they are a household of 1.
* Household IDs must be unique across all agencies/organisations within a single H2H Community Partners.
* Age can only be a whole integer above 0 (children under 1 should be entered as 0).
* Please enter fields requiring a date in the format of DD/MM/YYYY e.g., 31/03/2021. Ensure you do not enter unrealistic dates e.g., 30 February, 31 June etc.
* If a hotel/motel is not in the pull-down list, please select "000 Hotel/Motel Accommodation Not in List". Please email [**hhs@homes.vic.gov.au**](mailto:hhs@homes.vic.gov.au)with details of this hotel not in the list.
* If an individual is successfully contacted, both 'Last Attempted Contact Date' and 'Last Successful Contact Date' must be the same.
* **Privacy and security considerations**
* Please provide a collection notice to each Client, in such a manner to ensure there is a reasonable expectation that H2H Client data will be disclosed to the department.
* Please ensure Client data is only stored on organisational devices (e.g., Computers), network servers and cloud drives.
* No H2H Client data should be on any personal device or cloud service.
* All access to Client data must be password protected at some level (this can be to the device, the file, or the server/cloud drive).
* While it is understood that some data sharing will be required within a H2H Community Partners this must always be secure through authenticated means.
* No shared files may have a URL link that does not require authentication.
* Please notify [hhs@homes.vic.gov.au](mailto:hhs@homes.vic.gov.au) in the event of any key reporting contacts leaving your organisation (so that their access to the secure data exchange is disabled).

### Six Monthly Finance Report: Funding Reconciliation Reporting

H2H Community Partners must also complete and submit the H2H Six-Monthly Funding Reconciliation Report, to fulfil the program’s funding reconciliation process as described in **Appendix 1**. The Six-Monthly Funding Reconciliation Report is required to be submitted to Homes Victoria via upload to the H2H SDE: [**https://dhhsvicgovau.sharepoint.com/sites/SDE3-H2H/**](https://dhhsvicgovau.sharepoint.com/sites/SDE3-H2H).

### Quarterly Performance reporting

#### Purpose

The H2H quarterly performance reporting aims to assess the program’s progress and impact throughout its implementation. It will encompass two levels of reporting as the following.

1. Activity-based targets (against three funded activities under this program)

* Housing Assistance 94843 Homelessness housing and tenancy administration

1. Support packages outcomes data to understand the program and H2H Community Partner’s contribution towards the achievement of Client and system-level outcomes.

Explanation of those funded activities can be found below.

* Homelessness Client support (activity 94842).

Delivery of support services have been split as follows:

* *Stream 2 - Targeted and Tailored Support*: people who have increased vulnerabilities and risks who are experiencing homelessness and require ongoing housing such as social housing to resolve their homelessness. People are also likely to need a time limited support from specialist homelessness, and health and human services; and
* *Stream 3 - Intensive Support*: people who have multiple support needs such as mental or physical health issues, alcohol or drug use, or other trauma. People will often have experienced chronic homelessness and rough sleeping. People are likely to require persistent housing support from specialist homelessness, health, and human services.
* Homelessness housing and tenancy administration (activity 94843)
* Homelessness flexible funding (activity 94844)

#### Process

**Performance monitoring** **and reporting** of activity-based targets (on a H2H Community Partner basis) will be managed by Homes Victoria.

**Program monitoring** **and implementation** oversee activity-based targets *and* monitors support packages outcomes data. It will be managed centrally by the H2H Program Manager in POU with assistance from the LASN/HEART Coordinators.

#### Data

The Homelessness Data Collection (activities 94842 and 94844) and Service Delivery Tracking (activity 94843) will provide key evidence of program implementation, as will outcome measurement to better understand service impact upon Client and the service systems. Service Delivery Tracking will be used for the tenancy administration activity-based targets.

Data will be reported by funded agencies, as per specifications in their service agreement. Still, they will be made available to APSS (Agency Performance and Systems Support) staff and the H2H Program Manager via a HEART PowerBI application. The HEART PowerBI application will also facilitate data-sharing with H2H Community Partners, increasing feedback to providers that support service improvement.

#### Data reporting

H2H Community Partners will report program monitoring data according to the requirements, platforms, and cycles in their service agreements. Below is an overview of these requirements:

* For **Client support** **activity-based targets**, key performance measures will derive from the Homelessness Data Collection (HDC), based on standard monthly submissions of specialist homelessness services Client data.
* For **housing and tenancy administration activity-based targets**, key performance measures will derive from what agencies self-report via Service Delivery Tracking (SDT).
* For **flexible funding** **activity targets**, key performance measures will derive from the HDC as per standard monthly submissions of specialist homelessness services Client data. The six-monthly financial attestation of brokerage expenditure will be used only for the program’s evaluation.
* H2H Community Partners must also complete and submit a **Six**-**Monthly Funding Reconciliation** **Report** – a manual template in MS Excel, during the term of this program. Instructions on how to populate the Six-Monthly Service Provider Report are provided in the template.
* For Emergency Management reporting, each Community Partner must complete and submit **H2H Client Report** using a manual template in MS Excel via H2H (SDE) before 12pm (midday) on the first Thursday of each month. Where a Thursday falls on a Public Holiday, the report will be due at 12pm (midday) on the preceding working day. Instructions on how to populate the monthly Client Data Report are provided in the template.
* For **support packages outcomes data**, data shall be reported quarterly and shared by providers with DFFH Central.

#### Homelessness Data Collection (HDC) reporting – technicalities

As the department will be using the HDC as the main program monitoring tool for the H2H program – and focused on understanding the impact of the Program across service systems – there is a need to track Clients over time. To implement such processes, some technical elements have been added to how Clients are categorised and linked through the reporting systems:

* Providers will be tracked in the HDC based on Client’s Statistical Linkage Key (SLK), connected to a Homelessness Emergency Accommodation Response Team (HEART). The provider will be apparent in that all H2H Clients will be in an existing ORG ID belonging to an auspice and area.
* Each Client supported by the program will have an individual SLK (developed based on the Client’s alpha code, gender, and their date of birth).
* Providers shall create an SLK for each Client supported by the program (using the SLK generator provided by the department) and share it with the department by secure upload.
* Each SLK will be also connected to one of the HEARTs, and therefore be easily linked to its local area (and provider).

Please note because the H2H Client group is static and finite across the lifespan of the program. Because of the static Client population, each H2H Community Partner will see a decrease in Client number due to attrition as people’s circumstances are resolved.

#### Homelessness Client support and Homelessness flexible funding data access

Agency Performance and Systems Support (APPS) staff will be able to access data on the key performance measures for two activities (94842 – Homelessness Client Support; and 94844 – Homelessness Flexible Funding) for their areas/providers on **HEART PowerBI app**.

Homelessness Data Collection access includes the following.

1. Data for the program’s key performance measures will be available to DFFH local areas via HEART PowerBI app. The platform will be simple, secure, and interactive, allowing users to export data.
2. DFFH central HaAS staff will need to access HEART PowerBI app to monitor performance of H2H Community Partners.

Based on the HDC reporting schedule, data will only be available 6 weeks after the data is due – e.g., data for the month of November data will not be visible until beginning of January the following year. A Gantt chart with the key activities under this program monitoring framework (including schedule for data reporting, sharing and analysis) can be found in **Appendix 2** – Gantt chart – expected timeframe of key activities of the H2H program monitoring framework.

#### Housing and tenancy administration data access

Agency Performance and Systems Support (APPS) staff will be able to access the key performance measures from the SDT for the activity 94843 – Homelessness Housing and Tenancy Administration for their areas/ providers via the standard Service Delivery Tracking Tool.

#### Support Service packages outcomes data access

Support Service packages outcomes data will be received by DFFH Central from each consortium. The data will be processed and made available to DFFH local areas via HEART PowerBI app, together with the HDC data.

Please note: Daily data and Monthly Financial Reconciliation reporting are outlined below.

#### Data sharing

* Homelessness Client support and Homelessness flexible funding data available through HEART PowerBI app shall be extracted from the platform by the H2H Program Manager, for sharing with consortium/ providers in each local area.
* Data should be shared with H2H Community Partners as soon as practicable, so providers have sufficient time to identify immediate areas for service improvement and conduct their own analysis if desired.
* **Housing and tenancy administration data** may be re-shared with H2H Community Partners, based on the H2H Program Manager’s discretion.

## Data Collection and Program Monitoring Process

The H2H quarterly performance and outcomes monitoring aims to assess the program’s progress and impact throughout its implementation. The program monitoring cycle will encompass two types of reporting: activity-based targets and support packages outcomes.

### Activity-based targets

The H2H Community Partners must acquit against only one of the three activity-based targets for the delivery of Client support (activity 94842); housing and tenancy administration (activity 94843); and flexible funding (activity 94844), as established in their Service Agreement. These targets constitute the expected service delivery for the H2H Community Partners, stating the quantity of the output units to be delivered yearly. Data reporting schedules should follow requirements stated in the service agreement, activity descriptors and program guidelines.

#### Quarterly Performance Monitoring

The activity-based targets and support package outcomes data reporting will be conducted **quarterly**, using both the HDC, SDT and the support package outcomes data. Below illustrates schedule of the H2H quarterly performance monitoring cycle.

Table 4: Example of the H2H quarterly performance and outcome monitoring cycle – areas marked with ‘α’

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Activity** | **Month 1** | **Month 2** | **Month 3** | **Month 4** | **Month 5** | **Month 6** |
| Data reporting – Client support (activity 94842) | α | α | α | β | β | β |
| **Data reporting** – Housing and tenancy administration (activity 94843) | **α** | **α** | **α** | **β** | **β** | **β** |
| **Data reporting** – Flexible funding (activity 94844) | **α** | **α** | **α** | **β** | **β** | **β** |
| **Data reporting** – Monthly Service Provider Report | **α** | **α** | **α** | **β** | **β** | **β** |
| **Data reporting** – Support packages outcomes |  |  |  | **α** |  |  |
| **Data processed by DFFH Central** |  |  |  | **α** | **α** |  |
| **Data accessible via the HEART PowerBI app** |  |  |  |  | **α** |  |
| **Data shared with H2H Community Partners** |  |  |  |  | **α** |  |
| **Data analysed by stakeholders (e.g., APSS staff, H2H Prog. Manager)** |  |  |  |  |  | **α** |

Note: symbolsand coloursdenote the timing of activities in the following program monitoring cycle

**α** in grey box – Quarter 1 all other **α**’s in coloured boxes denote when the first quarter data reporting will be processes and accessible.

**β** – Quarter 2

Table 5: Summary of activities in the H2H quarterly performance and outcome monitoring cycle and responsibilities of each type of stakeholder

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Activity | Description | H2H Community Partners | DFFH (APSS staff) | DFFH (H2H Program Manager) | DFFH (Central) |
| Data reporting (activity-based targets) | Data reporting according to the requirements of each funded activity, as per descriptor.  Completion of the Six- Monthly Service Provider Report on/ before the 10th day of the month. | Report program monitoring data according to the requirements, platforms and cycles in their service agreements and program guidelines. | N/A | N/A | N/A |
| Data reporting (support package outcomes) | Data reporting according to the requirements in the program monitoring framework. | N/A | N/A | N/A |
| Data processing | Process in which data is gathered and processed for distribution via HEART PowerBI app. | N/A | N/A | N/A | OPQ team to process the HDC and support package outcomes data. |
| Data access | HDC and support package outcomes reporting will be made available to APSS staff via the HEART PowerBI app.  SDT data will be available via the SDT tool, as per standard reporting. | N/A | Access data for local area/ H2H Community Partners for performance monitoring. | Access data for local area/ H2H Community Partners for program monitoring (including the Monthly Service Provider Report). | N/A |
| Data sharing | Dissemination of the data compiled on the program’s progress with H2H Community Partners and LASN/ HEART s. | N/A | N/A | Extract data from HEART PowerBI app and share with each H2H Community Partners. | N/A |
| Performance monitoring | Assess if stakeholders are meeting their activity-based targets. | N/A | N/A for the first six months of the program. Further performance monitoring is yet to be determined. | Conduct the performance monitoring of activity-based targets based on established performance management processes. | Policy advice as required. |

# Evaluation

The H2H Program Evaluation Framework provides key principles, requirements, and processes to guide rigorous and transparent evaluations of the *From Homelessness to a Home* (H2H) Program that will inform better decision making, planning, and future practice.

This framework provides:

* Key concepts and key principles of the H2H Program Evaluation.
* Guidelines for setting priorities on what, when, and how to evaluate.
* Recommendation on how to utilise evaluation findings to inform better decision and policy making and service delivery.

Diagram 7. H2H Evaluation Framework

## Purpose

H2H Evaluation is defined as a rigorous, systematic, and objective process to make multidisciplinary judgment on the process and outcome of H2H Program in relation to its effectiveness, efficiency, and appropriateness.

For H2H Program evaluation, the purpose includes the following:

* To evaluate Program design, process, and output.
* To assess efficiency, effectiveness, and appropriateness of the Program.
* To review outcomes, impacts, and sustainability of the Program on homelessness’ key stakeholder groups and overall homelessness service systems.
* To deliver sound evidence on which to assess future applicability of similar approaches.
* To allow findings from this evaluation to be presented in international literatures as part of a new evidence-base for homeless sector reform and/or program design.

## Definition of terminology used in H2H Evaluation

1. **Program Design**: refers to process being used to develop the H2H program and the plan of actions resulting from that process which include engagement of the Community Partners and local areas and the availability of properties by Homes Victoria and Community Partners.
2. **Process**: refers to a set of activities that can realise the H2H Program objectives.
3. **Output**: refers to the output of the H2H Program which are number of support packages allocated and number of housing allocated.
4. **Outcome**: refers to outcome/benefits of the H2H Program for Clients (people experiencing homelessness placed into emergency accommodations from 16 March to 6 December 2020), other key stakeholder groups, and overall homelessness service systems.
5. **Impact**: refers to the extent to which the H2H Program objectives and design generate significant positive or negative, intended, or unintended, higher-level effects on homelessness’ key stakeholder groups such as Clients, communities, Community Partners/agencies, and government.
6. **Appropriateness**: refers to the extent to which the H2H Program objectives and design respond to Clients’ and communities’ needs and priorities, government’s policy and priorities, and continue to do so if circumstances change.
7. **Effectiveness**: refers to the extent to which the H2H Program achieved, or is expected to achieve, its objectives and its results, including any differential results across homelessness’ key stakeholder groups.
8. **Efficiency**: refers to the assessment of how economically resources such as funds, expertise, time are converted into outputs and outcomes which can include:

* *Allocative efficiency* – is about ensuring resources are allocated in a way that maximises output and outcomes.
* *Productive efficiency* – describes the situation in which output is being produced at the lowest possible average cost.
* *Dynamic efficiency* – involves improving allocative and productive efficiency over time. This can mean developing new or better output and finding better ways of producing output.

1. **Sustainability**: refers to the extent to which the net benefits of the H2H Program continue or are likely to continue or can be used more broadly to respond to homelessness.

## Key principles

Key principles that will underpin the planning and conduct of H2H program evaluation are the following.

1. Evaluation will be **planned early** in the program, timely, and strategic to influence decision making.
2. Evaluation will be **appropriately resourced** by considering what is realistic and feasible to achieve within time and budget constraints.
3. Evaluation will be **rigorous, systematic, and objective** – that it should be methodologically sound and replicable in accordance with the program’s size, risk, priority, and significance.
4. Evaluation will be **transparent and open**.
5. Evaluation will be **conducted with the right mix of expertise and independence** from those involved in the program.
6. Stakeholders (including H2H Clients) are to be identified and actively involved in the design and implementation of the program evaluation.

## Stages

The IHR Steering Committee, who has the responsibility of ensuring the program remains on course to deliver its expected outcomes and meet government commitments, have endorsed that the H2H Program Evaluation will be conducted by the external evaluator. All input from H2H Community Partners collected during one of the Senior Leadership Forum (SLF) session have been received and included in the Framework and Request for Quote.

H2H Program Evaluation will be conducted in three stages with detail below.

1. **The early implementation assurance review (EIAR)** is intended to provide a review of the program design, progress, and output approximately one month post the last Clients moving into their new homes. It was forecast that 95% of Clients (households) will move to their new homes by end of October 2021, with the remaining 5% expected to move to their new homes shortly after 31 October 2021 (As of September 2022, 1,721 households have moved into a home. comprising 93% of the program target of 1,845).

The review was conducted by NOUS and a final report was delivered on 28 January 2022.

1. **Insight Gathering and Write-up** is intended to deliver three insight papers on practical program improvement that can deliver better Client outcomes. During this period, limited research activities are welcome to support the delivery of the three insight papers by the external evaluator.

It is envisaged that the Stage 2 will occur from January 2022 to May 2023.

1. **Outcome evaluation** is intended to provide assessment on program’s efficiency, effectiveness, and appropriateness and to review outcomes, impacts, and sustainability of the program on key stakeholder groups in the homelessness sector and on overall service systems approximately 18 to 24 months post the last Clients moving to their new homes.

The initial planning for outcome evaluation will occur in November 2021 whereas the detail planning of it will occur in June 2023. It is anticipated that outcome evaluation will occur in July to September or mid-October 2023.

## Potential data sources

The following data sources are anticipated to be used in the program evaluation. H2H Program Oversight Unit does not anticipate additional data collected at this stage, especially for Process Evaluation.

***CDR* or monthly Client Data Reporting** will provide information on Clients’ support packages and housing allocations and generate insights on Client engagement.

Up until changes in financial reporting, the ***MFR*** **or** **Monthly Finance Data** will provide information on the Community Partners’ progress to enable funding. Note that MFR can be linked to DCR using Client ID and/or Property ID.

***Administrative and program monitoring data*** will provide evidence of the benefits and pitfalls of the implementation of the program. This should include both data on activity-based targets[[3]](#footnote-4) and support packages outcomes[[4]](#footnote-5).

***Linked data*** (based on administrative data collected across health and human services) will allow to assess the impact of the program in relation to the cohort’s usage of other service systems. This will enable quantification and projection of the impact of the investment on government expenditure, and broadly across society. *To enable optimum use of Linked Data, majority of Client ID with Alpha Code will need to be converted into SLK PINs.*

***Interviews/ Surveys with Clients*** will provide information on their experience of the services (both in terms of their appropriateness and effectiveness) and highlight key opportunities and challenges during individual’s support periods that could maximise the benefit of the program. It is important to highlight that inclusion of any Client voice data will depend on ethics approval; hence its utilisation, methodology and depth of research may vary.

***Interviews/ Surveys with service providers*** to explore the operational matters regarding the program’s implementation, enablers and hurdles of H2H Community Partner’s models and identify systemic issues which may affect Client’s outcomes. Additionally, this qualitative data should also be used to investigate agencies’ role and ability to identify/ provide/ refer to services within and outside the homelessness system.

***Case studies*** should highlight the aspects of the support packages (including access to specialist services) and Housing First approach in improving/ contributing towards Client outcomes.

## Procurement

The Invited Request for Quote (RFQ) has been chosen to procure services from external evaluator due to the highly specialised nature of the program. The RFQ will be sent out to selected organisations.

To select the successful evaluator, an Evaluation Selection Panel has been established.

# Project Governance

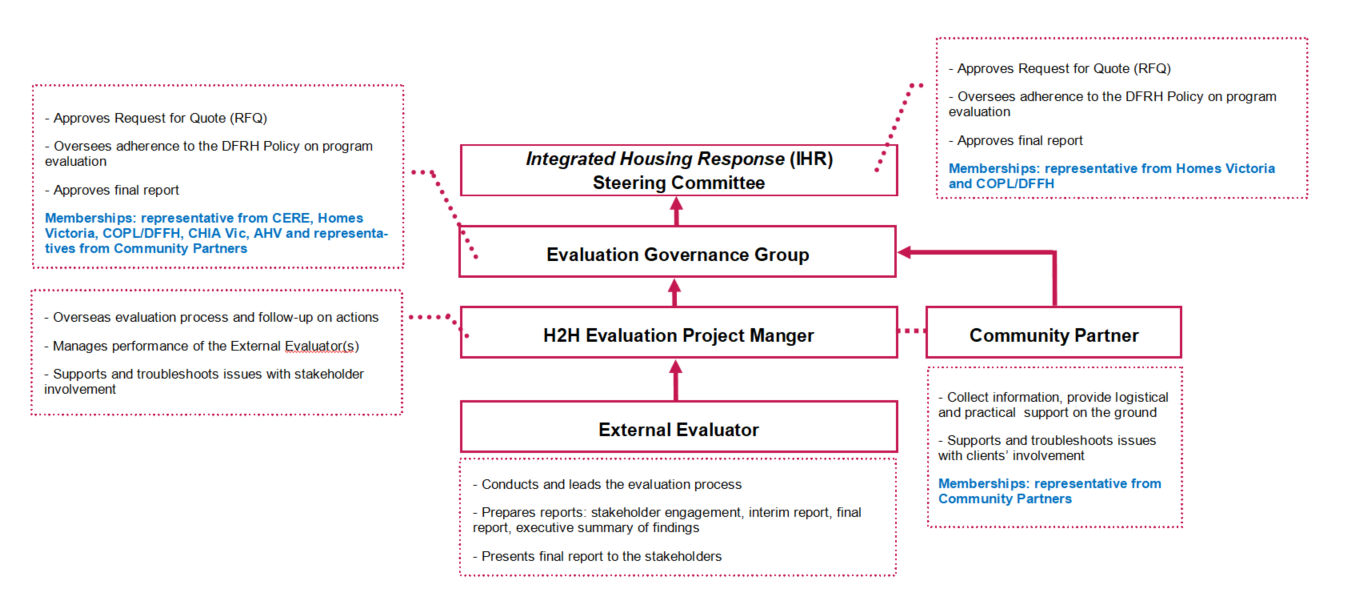
H2H Evaluation Project Manager will be appointed to manage the end-to-end evaluation process and be the point of contact between the successful evaluator and Homes Victoria and the department. H2H Evaluation Project Manager will be working closely with the H2H Community Partners to support and troubleshoot issues with stakeholder involvement. H2H Evaluation Project Manager will also be a member of the H2H Evaluation Governance Group.

H2H Community Partners will be responsible to manage the performance of the successful evaluator and provide logistical and practical support on the ground and be the contact for Client involvement in the H2H Evaluation.

Some members of the Evaluation Selection Panel and representative of Council to Homeless Persons (CHP), CHIA Vic, Aboriginal Housing Victoria (AHV) and H2H Community Partners will form the Program Evaluation Governance Group (PEGG). This Group will provide an oversight of the end-to-end evaluation process. The Group will meet on a regular basis and will provide update and escalate issues and risks to the H2H Steering Committee memberships.

Project governance for H2H Evaluation is depicted below.

***Diagram 8. Project Governance for H2H Program Evaluation***



## Audit on Care Plans and Exit Plans

An **audit** refers to providing an examination of a Client’s Care Plan and Exit Plan ensuring that the Care Plan and Exit Plan has been prepared in accordance with the H2H Program Guideline. The audit process is aimed to increase confidence that the H2H Program Guidelines is being closely adhered to and Client requirements have been identified as accurately as possible in supporting through the H2H Program.

An audit process to care plans and exit plans is currently under development. Once finalised, the process for auditing Care Plans and Exit Plans will be communicated to the H2H Community Partners.

# Appendix 1 - H2H Payment Mechanism and Six-Monthly Reconciliation Reporting

The funding model for the H2H program was a new purpose-designed arrangement that included a reconciliation arrangement that renumerated providers based on work undertaken (against Activity Descriptors) in the previous month.

In reviewing this funding model and from feedback received from Community Partners, Homes Victoria has determined that the funding model will be changed from November 2021.

The changes being made to fund the delivery of the H2H program will reset the funding process to align with the standard DFFH funding model using the existing Activity Descriptions 94842, 94843 and 94844 and in conjunction with the total number of targets per annum.

* Support Services will be funded via Activity 94842 (Homelessness Client Support) and Activity 94844 (Homelessness Flexible Funding)
* Property Services will be funded via Activity 94843 (Homelessness Housing and Tenancy Administration)

1. Net Rent
2. Establishment Costs.
3. Asset Management Services; and
4. Tenancy Management Services,

The process will result in monthly payments through the SAMS payment system.

The total amount of funding outlined in the letters Community Partners received in December 2020 will be allocated in total across the program's life minus the amount already allocated regardless of whether or not people have moved into their new homes.

This approach will allow Community Partners to fulfil Service Agreement contractual arrangements flexibly, resulting in agile service delivery to meet client demand and manage human resources appropriately.

Community Partners will be able to view, in Funded Agency Channel, the upcoming monthly payment amounts until the end of the 2021-22 financial year and consider the total 2022-23 financial year payment.

The proposed variation to funding arrangements will take effect as of 1 November 2021, with Community Partners receiving funding for this new payment method from December 2021. As a result, the current funding and Service Agreement will be varied, and a new agreement will not be required. Organisations can view a history of all the variations made to their Service Agreement on the [Service Agreement Module of My Agency](https://fac.dhhs.vic.gov.au/my-agency) <[https://fac.dhhs.vic.gov.au/my-agency>.](https://fac.dhhs.vic.gov.au/my-agency%3E.)

## Standard DFFH Payment schedule

|  |  |
| --- | --- |
| **First Tuesday of each month** | **Monthly payments**  **Regular monthly payment is made.** |
| 1st of each month | Monthly variations open  Changes that have been negotiated with an organisation are entered into the Service Agreement Management System (SAMS2). Organisations can view and check changes when finance approval is completed by the department. Variations are not normally made in June or July and a shorter window is available in December due to the Equal Renumeration Order processing. |
| 18th of each month | Monthly variations published  Organisations can view proposed changes on [My Agency](https://fac.dhhs.vic.gov.au/my-agency) <[https://fac.dhhs.vic.gov.au/my-agency>.](https://fac.dhhs.vic.gov.au/my-agency%3E.) Email advice is sent to department and organisation signatories to undertake final check of changes.  If the 18th of the month falls on a weekend, variations will be published on the next business day. The organisation should contact their service plan leads it there is something they do not understand or agree to in the proposed variation. |
| 23rd of each month | Monthly variation becomes effective  Variation becomes effective once they have been approved by the departments’ signatory. Where funding increases are backdated, any applicable funding arrears payments are processed. |

The Service Provider must notify the department of any proposed change to the documented arrangements between Material Consortium Members. Any change to documented arrangements between Material Consortium Members will be subject to department approval, not unreasonably withheld.

H2H Community Partners may provide a list of Potential Consortium Members to the department for its approval. If approved by the department, these potential consortium members will become Pre-Approved Potential Consortium Members.

The list of Pre-Approved Potential Consortium Members may be updated as required. Additionally, new Pre-Approved Potential Consortium Members can be added or removed by H2H Community Partners.

The department may remove H2H Community Partners from the list of Pre-Approved Potential Consortium Members if, acting reasonably, the department is concerned about the H2H Community Partners ability to deliver Services.

All unit costs as outlined in the Service Agreement for Services Packages remains the same with the changed approach to funding. Component breakdown per month of the Service Package as per funding table 1 below. Funding table 2 provides breakdown for additional funding provided to H2H Community Partners in FY2022-23 for the extension of support and head lease to H2H clients.

## Funding Table 1 – Original Funding Model

| **Service Component** | **Funding Table 1 - Original Funding (per Service Package per Month unless otherwise stated, excluding GST)** | | |
| --- | --- | --- | --- |
| **Leased Dwellings and Owned Dwellings** | **General Lease Properties** | **Public Housing** |
| Targeted and Tailored Support Services | $1,233 (for Funded Support Services only, inclusive of flexible brokerage) | $1,233 (for Funded Support Services only, inclusive of flexible brokerage) | $1,233 (for Funded Support Services only, inclusive of flexible brokerage) |
| Intensive Support Services | $2,016 (for Funded Support Services only, inclusive of flexible brokerage) | $2,016 (for Funded Support Services only, inclusive of flexible brokerage) | $2,016 (for Funded Support Services only, inclusive of flexible brokerage) |
| Asset Management Services | $250 | $01  *1 H2H Community Partners will retain the Maximum Rent paid by Clients to fund Asset Management Services in respect of General Lease Properties* | $03  *3Homes Victoria will perform Asset Management Services in respect of Public Housing* |
| Tenancy Management Services | $220 | $220 | $04  4*Homes Victoria will perform Tenancy Management Services in respect of Public Housing* |

For Owned Dwellings and Leased Dwellings, H2H Community Partners will be funded $250 (excluding GST) per Service Package delivered per month for Asset Management Services. Any Asset Management Services costs incurred above the total amount of funding received in respect of Asset Management Services (Asset Management Services Additional Costs) for Owned Dwellings and Leased Dwellings will be funded by the department provided the Service Provider can demonstrate that:

1. All funding in respect of Asset Management Services has been spent on bona-fide costs reasonably incurred in relation to Asset Management Services; and
2. Costs relating to Asset Management Services have been reasonably mitigated.

## Funding Table 2 – Additional FY2022-23 Funding Model

| **Service Component** | **Funding table 2 - Additional Funding in FY22-23 (per Service Package per Month unless otherwise stated, excluding GST)** | | |
| --- | --- | --- | --- |
| **Leased Dwellings and Owned Dwellings** | **General Lease Properties** | **Public Housing** |
| Targeted and Tailored Support Services | $1,233 (for Funded Support Services only, inclusive of flexible brokerage) from current package end date through to 30 June 2023 | $1,233 (for Funded Support Services only, inclusive of flexible brokerage) from current package end date through to 30 June 2023 | $1,233 (for Funded Support Services only, inclusive of flexible brokerage) from current package end date through to 30 June 2023 |
| Intensive Support Services | $2,016 (for Funded Support Services only, inclusive of flexible brokerage) from current package end date through to 30 June 2023 | $2,016 (for Funded Support Services only, inclusive of flexible brokerage) from current package end date through to 30 June 2023 | $2,016 (for Funded Support Services only, inclusive of flexible brokerage) from current package end date through to 30 June 2023 |
| Asset Management Services | $250 for any leased dwellings where lease has been extended through to 30 June 20236.  6 *Payments relating to leased dwelling lease extensions are made on a case-by-case basis once extension of lease has been verified by HV.* | $01  *1 H2H Community Partners will retain the Maximum Rent paid by Clients to fund Asset Management Services in respect of General Lease Properties* | $03  *3Homes Victoria will perform Asset Management Services in respect of Public Housing* |
| Tenancy Management Services | $220 for any leased dwellings where lease has been extended through to 30 June 20236. | $0 | $04  4*Homes Victoria will perform Tenancy Management Services in respect of Public Housing* |
| Net Rent | Market Rent minus Maximum Rent6. | Not applicable. | Not applicable5.  *5Homes Victoria will retain the Maximum Rent.* |
| Tenancy Sustainment | $2,500 lump sum payment made upfront for clients allocated into an owned or long-term community housing following end of their tenancy in a leased dwelling7.  $3,000 lump sum payment made after 12 months of tenancy if client remains housed for in that dwelling for 12 months7.  *7Payments only made post verification of tenancy by HV.* | $2,500 lump sum payment made upfront for clients allocated into an owned or long-term community housing following end of their tenancy in a leased dwelling7.  $3,000 lump sum payment made after 12 months of tenancy if client remains housed for in that dwelling for 12 months7. | Not applicable |

## Six-Monthly Reconciliation Reporting requirements

Community Partners will be required to submit six-monthly acquittals on all H2H funded Activity Descriptors as per the updated version of the reconciliation template currently submitted monthly.

This template will be shared with Community Partners and is being used to ensure consistency in reporting noting that these reports will not inform funding allocation.

Reports should be submitted via Secure Data Exchange (https://dhhsvicgovau.sharepoint.com/sites/SDE3-H2H/), unless otherwise advised by the department.

|  |  |
| --- | --- |
| **Reporting Period** | **Report Due** |
| 1 July to 31 December 2021 | 15 February 2022 |
| 1 January to 30 June 2022 | 15 July 2022 |
| 1 July to 31 December 2022 | 15 February 2023 |
| 1 January to 30 June 2023 | 15 July 2023 |
| 1 July to 31 December 2023 | 15 February 2024 |

# Appendix 2 - Measuring program performance through activity-based targets

Homes Victoria will monitor H2H Community Partners’ performance based on the department’s Agency Monitoring Framework[[5]](#footnote-6).

## How is the H2H program performance measured?

The Service Agreement between H2H Community Partners and the department incorporates activity-based targets for each expected performance measure used for the program’s monitoring. Below is a summary table with the performance measures, target and data source and access for each funded H2H activity.

Table 2 Summary: measuring H2H’s performance via activity-based targets

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Activity number** | **Activity name** | **Performance measure** | **Target** | **Data source** | **Data access** |
| **94842** | Homelessness Client support | Number of Clients supported | Number of Clients as stated in the Service Agreement (non-cumulative) | Homelessness Data Collection | HEART PowerBI app |
| **94842** | Homelessness Client support | The proportion of Clients with an open support period in accommodation or housing | 90 per cent (non-cumulative) | Homelessness Data Collection | HEART PowerBI app |
| **94842** | Homelessness Client support | Proportion of services provided or referred | 70 per cent (non-cumulative) | Homelessness Data Collection | HEART PowerBI app |
| **94843** | Homelessness housing and tenancy administration | Number of tenancies | Number of tenancies as stated in the Service Agreement (non-cumulative) | Service delivery tracking system (SDT) | SDT |
| **94844** | Homelessness flexible funding | Number of households assisted | Number of households assisted as stated in the Service Agreement (cumulative) | Homelessness Data Collection | HEART PowerBI app |

## What are delivered targets?

Delivered targets are listed in the H2H Community Partners service agreement for each of the three activities funded through this program.

## How are funded targets and delivered targets measured?

H2H Community Partners performance is measured by comparing the total funded targets with the targets delivered at a divisional level for that quarter.

Funded targets are the units for each performance measure specified in the consortium’s service agreement and recorded in the referenced data source collection in the funded activity descriptor.

**H2H Community Partners are expected to meet 100% of their targets.**

## Formula

(Quarterly results for the performance measures for each funded activity) divided by (activity-based target) times 100 = (performance result).

## How is performance assessed?

Performance is assessed on an activity basis at a divisional level. Therefore, any action taken in relation to under-performance also occurs on an activity basis at a divisional level.

## When is performance measured?

Performance is measured quarterly.

## How are quarters defined?

Quarters are defined as follows:

* Quarter 1 (January – March/ 2021)
* Quarter 2 (April – June/ 2021)
* Quarter 3 (July – September/ 2021)
* Quarter 4 (October – December/ 2021)
* Quarter 5 (January – March/ 2022)
* Quarter 6 (April – June / 2022)
* Quarter 7 (July – September/ 2022)
* Quarter 8 (October – December/ 2022)

## What is under-performance?

H2H Community Partners are expected to fully deliver against the total funded activity-based targets, and the department will investigate instances where performance falls below 90% and take action. To understand what is leading to these issues. Homes Victoria should request information from H2H Community Partners for further information/ clarification.

## Identifying areas of program under-performance

Program under-performance will be primarily based on targets included in the funded activity descriptors, on a H2H Community Partner basis, with consideration of analysis from other data sources used in program monitoring, such as outcomes data and qualitative information, as needed.

H2H Community Partners that do not meet one or more of their targets, and do not provide a satisfactory rationale for it to the local area, will be required to submit data monthly for (at least) the following quarter. This will allow the H2H Community Partners and the local area to monitor what is influencing this and work collaborative to resolve it.

## Request for clarification

Homes Victoria will document the issue/s regarding a consortium’s under-performance and (in consultation with the H2H Program Manager) may request H2H Community Partners for further information/ clarification.

Unresolved issue/s will remain on the agenda for discussion until it has been determined by both parties that the issue/s has been adequately addressed and sustained improvement has been achieved.

## Target/ Funding review

The department is committed to working with any service provider or consortium to collaboratively use data to inform service improvement.

There are discrete actions involved in the response to and management of under-performance against activity-based targets.

## Review of Performance

At the end of each quarter the department will review and consider the performance of all H2H Community Partners based on the data provided (as per funded activity descriptors).

If the department determines a consortium is capable of meeting or exceeding the minimum required performance threshold in the following quarter, it will continue to receive the same level of funding. However, if meeting this threshold is not feasible, targets will be reduced to a more achievable level as informed by the consortium’s recent performance.

Regular review of performance also enables the identification of H2H Community Partners with a capacity to provide additional targets, who could be considered in the reallocation of targets.

## Performance Improvement Action Plan (PIAP)

Where a consortium fails to achieve the minimum required performance threshold but has an existing or immediate and viable plan to meet or exceed the minimum required performance threshold, the provider can submit a PIAP to demonstrate its intended approach to achieve targets and retain funding. The PIAP will be a key tool used in the review of performance in the following quarter.

### Target Adjustment

Target and/or funding review will be considered in case of:

1. under-performance of mandatory output targets (at a rate at least ten per cent lower than the threshold) for two consecutive program monitoring cycles (i.e., six months), with no satisfactory implementation of rectifying actions; AND
2. another program performance-related issue has been identified. Examples of such challenges are (but not limited to):

* poor results in other areas of the program’s service delivery (e.g., lower rate of provision of general services such as basic assistance, advocacy, and personal assistance; majority of Clients without a case plan), based on HDC reported data.
* poor level of collaborative engagement with other stakeholders in the local area/ HEART, which can compromise meeting the objectives of program.

Subject to analysis, target and/or funding review will be considered. The provider will be given ample opportunity to discuss these measures before a decision is made.

## Exceptional circumstances

### When do the general policy rules not apply?

The department cannot permit an organisation to retain funding if the minimum required performance threshold is not met for two consecutive quarters. The divisional Deputy Secretary has discretion to permit a consortium to retain full funding, at the end of the preceding two quarters, if it is determined that the reason for under-performance was exceptional, reasonable, and short-term.

The definition of exceptional circumstances is as follows:

*‘Exceptional circumstances are short-term, unforeseen circumstances that are beyond consortium’s reasonable control and have affected its capacity to deliver a funded service; and where the strict application of the program monitoring practices in this framework would be unfair or unreasonable’.* For example:

* reduction in the pool of available workers due to a natural disaster including a flood or fire in a divisional area; or
* issues within one or more partners in the consortium, for example the sudden loss of multiple key personnel.

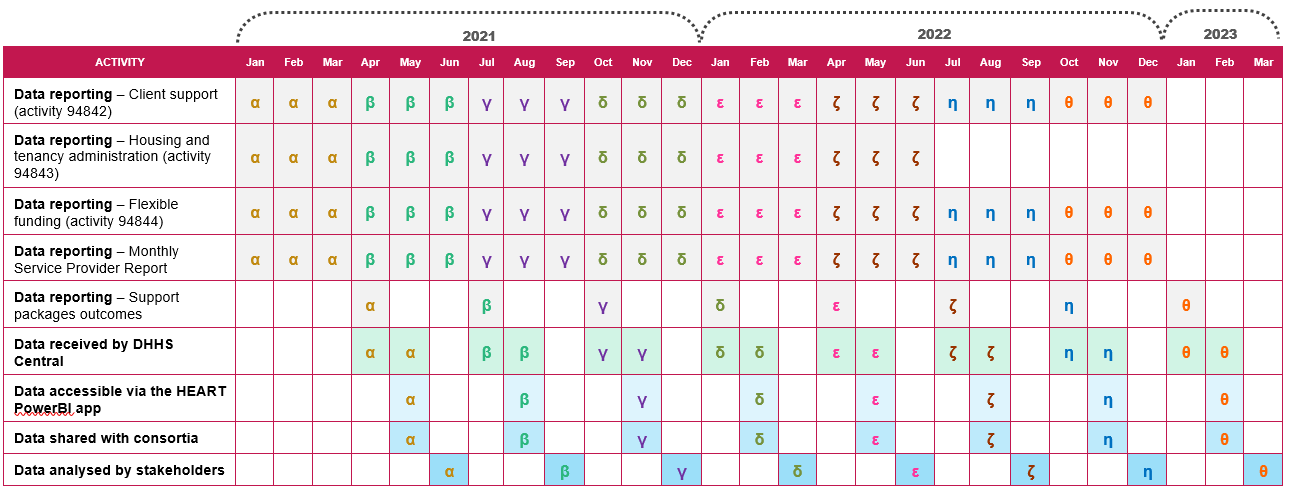
The circumstance will likely have a short-term focus (three to six months or a further two consecutive quarters), and the consortium will be able to maintain a business-as-usual approach while responding to and overcoming the adverse situation, enabling performance to return to the required threshold.

Exceptional circumstances will only justify departure from the general policy rule in the short term and cannot be applied as a justification for longer term business sustainability.

### Is there a standard process for justifying exceptional circumstances?

In circumstances in which ‘exceptional circumstances’ justify a departure from the general rule, a business case must be provided by the consortium seeking exemption from the general rule and a formal request must be completed by the relevant divisional staff for approval by the divisional Deputy Secretary.

The business case must outline the rationale for not adjusting targets and the proposed action by the HBC provider to improve performance in subsequent quarters.



**α** – Quarter 1 (January – March/ 2021)

**β** – Quarter 2 (April – June/ 2021)

**γ** – Quarter 3 (July – September/ 2021)

**δ** – Quarter 4 (October – December/ 2021)

**ε** – Quarter 5 (January – March/ 2022)

**ζ** – Quarter 6 (April – June / 2022)

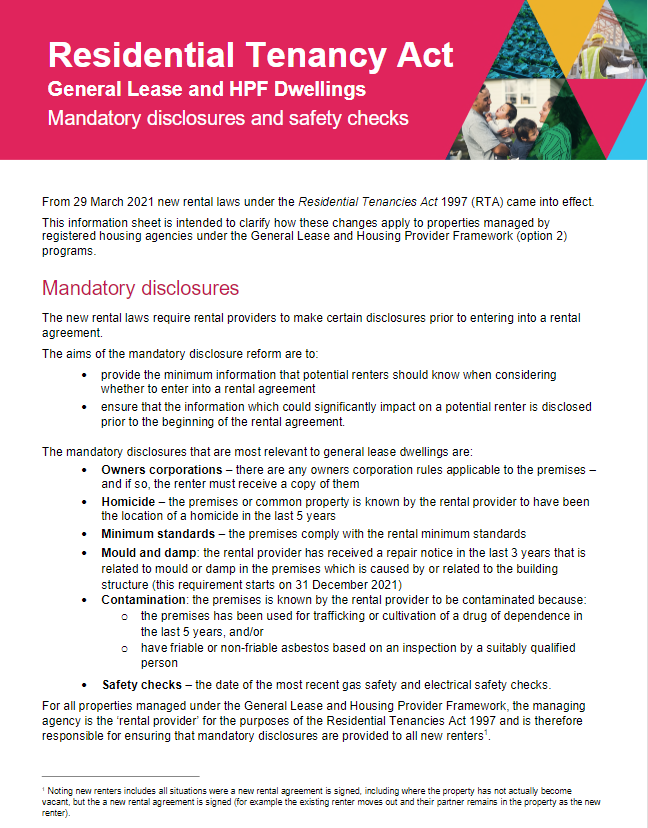
**η** – Quarter 7 (July – September/ 2022)

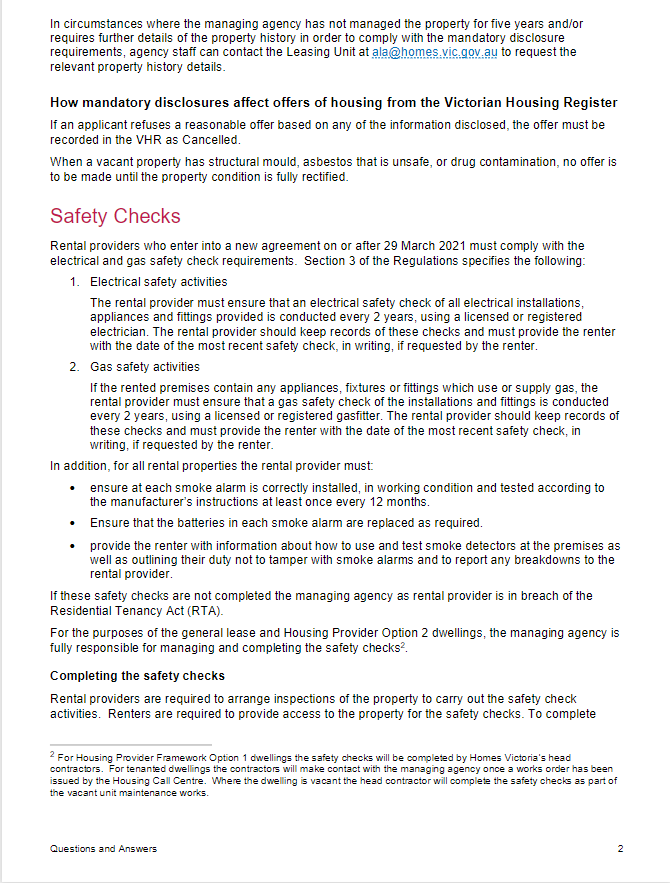
**θ** – Quarter 8 (October – December/ 2022

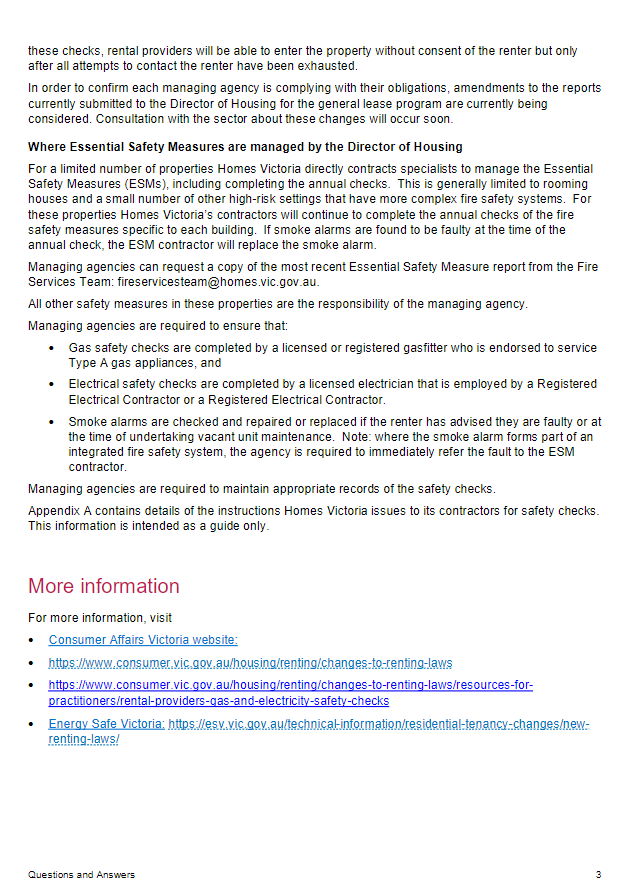
# Appendix 3 - H2H support package type by number, by HEART area and by dwelling type

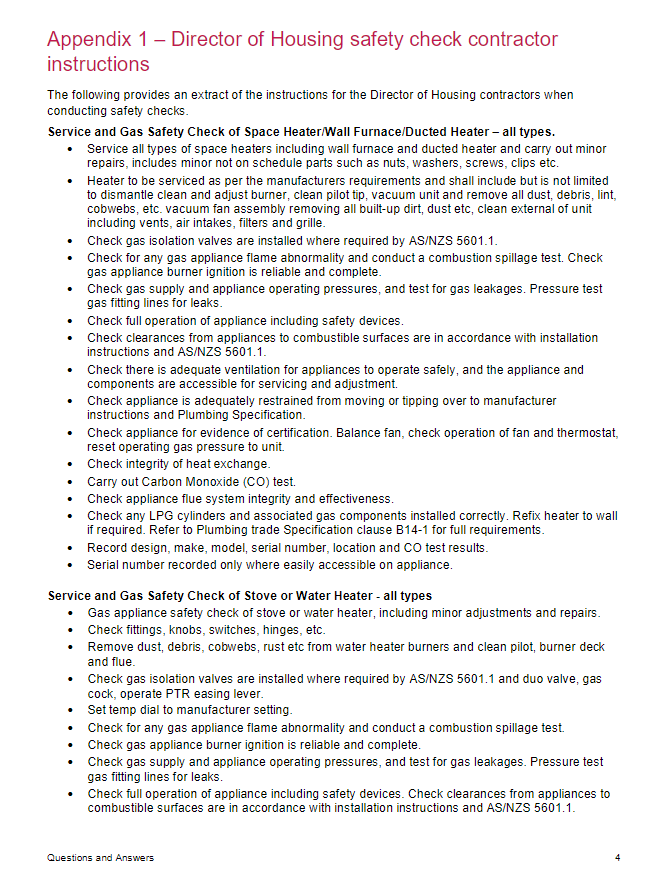
|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **HEART Area** | **Dwellings Type** | **Support Package Type** | **H2H Package Numbers** | **1 Bed** | **2 Bed** | **3 Bed** | **4+ Bed** | **Total Service Packages** |
| **1. Hume Moreland and North Eastern Melbourne Areas** | Owned / Head Leased Dwellings | Targeted and Tailored | 184 | 302 | 6 | 3 | 0 | 311 |
| Intensive | 127 |
| Spot Purchase/ General Lease | Targeted and Tailored | 0 | 187 | 2 | 1 | 0 | 190 |
| Intensive | 190 |
| DoH Dwellings (Existing) | Targeted and Tailored | 0 | 123 | 1 | 0 | 0 | 124 |
| Intensive | 124 |
| **Total** |  |  | **612** | **9** | **4** | **0** | **625** |
| **2. Brimbank Melton and Western Melbourne Area** | Owned / Head Leased Dwellings | Targeted and Tailored | 116 | 124 | 9 | 5 | 2 | 140 |
| Intensive | 24 |
| Spot Purchase/ General Lease | Targeted and Tailored | 0 | 82 | 4 | 0 | 1 | 87 |
| Intensive | 87 |
| DoH Dwellings (Existing) | Targeted and Tailored | 0 | 52 | 3 | 0 | 0 | 55 |
| Intensive | 55 |
| **Total** |  |  | **258** | **16** | **5** | **3** | **282** |
| **3. Goulburn and Ovens Murray Areas** | Owned / Head Leased Dwellings | Targeted and Tailored | 8 | 8 | 0 | 0 | 0 | 8 |
| Intensive | 0 |
| Spot Purchase/ General Lease | Targeted and Tailored | 3 | 6 | 1 | 1 | 0 | 8 |
| Intensive | 5 |
| DoH Dwellings (Existing) | Targeted and Tailored | 2 | 4 | 0 | 0 | 0 | 4 |
| Intensive | 2 |
| **Total** |  |  | **18** | **1** | **1** | **0** | **20** |
| **4. Loddon and Mallee Areas** | Owned / Head Leased Dwellings | Targeted and Tailored | 53 | 40 | 7 | 6 | 0 | 53 |
| Intensive | 0 |
| Spot Purchase/ General Lease | Targeted and Tailored | 0 | 28 | 2 | 2 | 1 | 33 |
| Intensive | 33 |
| DoH Dwellings (Existing) | Targeted and Tailored | 0 | 17 | 2 | 1 | 0 | 20 |
| Intensive | 20 |
| **Total** |  |  | **85** | **11** | **9** | **1** | **106** |
| **5. Inner Eastern and Outer Eastern Melbourne Areas** | Owned / Head Leased Dwellings | Targeted and Tailored | 62 | 59 | 3 | 2 | 1 | 65 |
| Intensive | 3 |
| Spot Purchase/ General Lease | Targeted and Tailored | 0 | 37 | 2 | 1 | 0 | 40 |
| Intensive | 40 |
| DoH Dwellings (Existing) | Targeted and Tailored | 0 | 23 | 1 | 1 | 0 | 25 |
| Intensive | 25 |
| **Total** |  |  | **119** | **6** | **4** | **1** | **130** |
| **6. Inner Gippsland and Outer Gippsland Areas** | Owned / Head Leased Dwellings | Targeted and Tailored | 0 | 0 | 0 | 0 | 0 | 0 |
| Intensive | 0 |
| Spot Purchase/ General Lease | Targeted and Tailored | 21 | 47 | 4 | 1 | 0 | 52 |
| Intensive | 31 |
| DoH Dwellings (Existing) | Targeted and Tailored | 13 | 30 | 3 | 0 | 0 | 33 |
| Intensive | 20 |
| **Total** |  |  | **77** | **7** | **1** | **0** | **85** |
| **7. Central Highlands and Western District Areas (Wimmera and South West)** | Owned / Head Leased Dwellings | Targeted and Tailored | 35 | 31 | 4 | 0 | 0 | 35 |
| Intensive | 0 |
| Spot Purchase/ General Lease | Targeted and Tailored | 0 | 20 | 2 | 1 | 1 | 24 |
| Intensive | 24 |
| DoH Dwellings (Existing) | Targeted and Tailored | 0 | 13 | 1 | 1 | 0 | 15 |
| Intensive | 15 |
| **Total** |  |  | **64** | **7** | **2** | **1** | **74** |
| **8. Barwon and South West District Area (not South West)** | Owned / Head Leased Dwellings | Targeted and Tailored | 61 | 53 | 9 | 1 | 2 | 65 |
| Intensive | 4 |
| Spot Purchase/ General Lease | Targeted and Tailored | 0 | 34 | 4 | 2 | 1 | 41 |
| Intensive | 41 |
| DoH Dwellings (Existing) | Targeted and Tailored | 0 | 22 | 2 | 1 | 0 | 25 |
| Intensive | 25 |
| **Total** |  |  | **109** | **15** | **4** | **3** | **131** |
| **9. Southern Melbourne and Bayside Peninsula Areas** | Owned / Head Leased Dwellings | Targeted and Tailored | 180 | 178 | 12 | 4 | 0 | 194 |
| Intensive | 14 |
| Spot Purchase/ General Lease | Targeted and Tailored | 2 | 116 | 2 | 2 | 1 | 121 |
| Intensive | 119 |
| DoH Dwellings (Existing) | Targeted and Tailored | 2 | 74 | 2 | 1 | 0 | 77 |
| Intensive | 75 |
| **Total** |  |  | **368** | **16** | **7** | **1** | **392** |
| **Total** | Owned / Head Leased Dwellings | Targeted and Tailored | 699 | 795 | 50 | 21 | 5 | 871 |
| Intensive | 172 |
| Spot Purchase/ General Lease | Targeted and Tailored | 26 | 557 | 23 | 11 | 5 | 596 |
| Intensive | 570 |
| DoH Dwellings (Existing) | Targeted and Tailored | 17 | 358 | 15 | 5 | 0 | 378 |
| Intensive | 361 |
| **Total** |  |  | **1710** | **88** | **37** | **10** | **1845** |

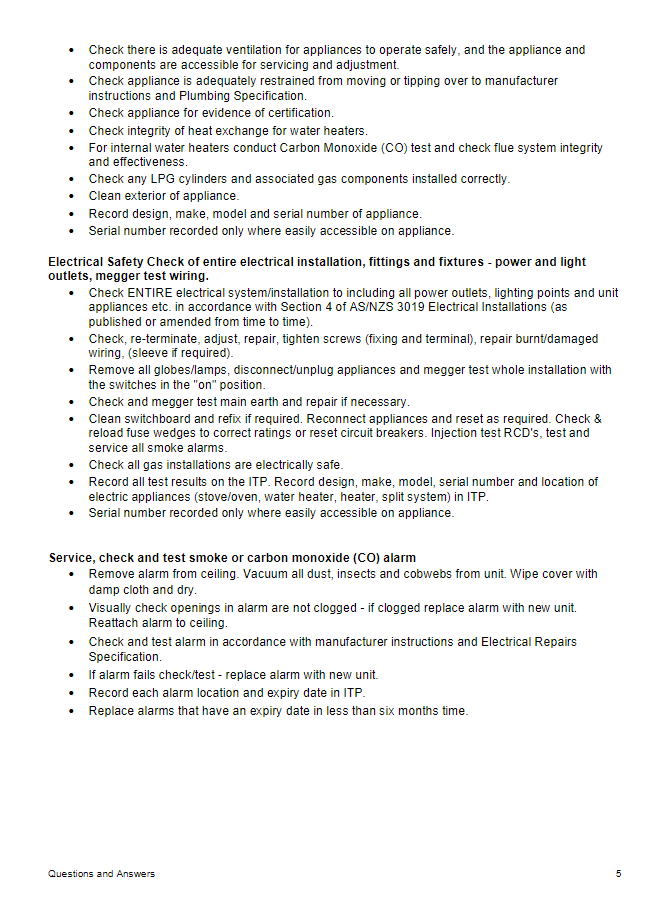
# Appendix 4 - Mandatory disclosures and safety checks for General Lease and HPF Dwellings











# Appendix 5 – Portfolio Approach: Allocations (Operations Policy Position)

## Context & Background

The *From Homelessness to a Home (H2H)* program aims to provide 1,845 households with access to stable medium- and long-term integrated housing and support packages These supports are provided to people experiencing homelessness who have resided in emergency accommodation due to the coronavirus (COVID-19) pandemic prior to 6 December 2020.

The program is an opportunity to make a significant, lasting impact on homelessness and rough sleeping in Victoria. Many of the people supported into emergency accommodation have experienced long-term homelessness and disadvantage and have complex needs. The investment in H2H provides the affordable housing and support that clients need to promote their health and wellbeing and prevent a return to rough sleeping.

The H2H program incorporates property services (including identifying and securing dwellings and property management), support services, and flexible brokerage. Property Service Providers and Support Service Providers (known as H2H Community Partners) work in partnership to deliver a seamless and high-quality housing and support services to shared clients.

## Policy Intent

This policy intends to ensure that appropriate long-term housing outcomes are provided to H2H Clients who are currently housed in fixed term accommodation through the H2H program who require a different locations or property type that can be allocated by Community Housing Providers by taking a portfolio approach.

This paper outlines the policy approach to managing H2H Clients who are still in need of longer-term housing and are in hotel / emergency accommodation approved under the H2H initiative. Additionally, it outlines the requirement for community providers to work collaboratively across their portfolios to house these H2H Clients long term.

## Key Policy Considerations and Settings

The following are the agreed policy settings, as outlined in the H2H Guidelines:

* The Victorian Housing Register (VHR) will be the only conduit to social housing.
* Allocation to long term housing public housing is to be undertaken in line with the Department's Allocation Policies.
* Allocation to long term community housing is to be undertaken in line with the relevant agencies' business operational guidelines and must be done with a shared portfolio approach.

## Changes to H2H General Lease properties

Homes Victoria to convert 18-month General Lease properties to long term General Lease for suitable renters.

1. Homes Victoria will convene a panel of experts to determine a suitable housing and support plan where tenancies are not sustained.
2. Homes Victoria will review the impact of the rental arrears on community housing providers due to this policy change.

## Allocation approach

Eligibility for support through the H2H program is detailed in the H2H Program Guidelines. This includes confirmation that clients were placed in a hotel or other purchased accommodation in response to the COVID 19 pandemic from 16 March 2020 and before 6 December 2020 and meeting the eligibility criteria for a VHR application.

All allocations must be made according to the Department's Victorian Housing Register Guidelines, including eligibility and priority order.

Factors to be taken into consideration across the collective portfolio include:

* The density of vacant properties
* Proximity to services and location of the property
* Design and functionality of the property
* Existing cohorts
* Client's individual needs and suitability
* Any specific body corporate requirements/ rules.

## Principles of resource allocation and prioritisation

The H2H Program Guidelines should guide decision making around resource allocation and prioritisation. Community partners should work with their support partners to make decisions promptly to ensure clients are not residing in hotels longer than necessary.

Housing providers are responsible for assessing people moving into high-density apartments to ensure tenancies are sustainable.

## Definition of Stable Housing

Client suitability for other forms of housing needs to be considered when making decisions about alternative accommodation.

The understanding of what constitutes stable housing can vary; however, some of the factors that will provide clarity include:

* No breach of tenancy notices
* Rental payments are up to date
* Little to no complaints from neighbours(substantiated)
* Feedback from the support provider
* Ongoing engagement during the transition period with the support provider
* Establishment of the home.

This is not considered an extensive list acknowledging other factors that need to be considered depending on the Client's circumstance.

Where a renter does not meet the definition of stable housing, it is proposed that they are moved to another property and provided an additional year of supports to ensure the success of a new tenancy. These additional supports would need to be presented by the provider with the evidence that they do not meet the definition of a stable tenancy and be approved by the H2H team to be considered for further support beyond the original support package.

## Cultural Safety

Services delivered under this program will be provided in a culturally appropriate way and in partnership with local Aboriginal services where possible. The Victorian Aboriginal Housing and Homelessness Framework - Mana-na Woorn-tyeen Maar-takoort – sets out an approach to ensuring all Aboriginal Victorians have safe, secure and stable housing https://www.vahhf.org.au/. The framework is a guiding document for delivering H2H to Aboriginal people.

## Risk mitigations

There are potential Relationship and Financial risks involved. Early conversations with the H2H team and Community Housing Provider's will assist in understanding the capability of the Community Housing Provider's to respond and mitigate the risk of the negotiations dragging on if parameters can be agreed well before any transfers are required.

### Financial

Some of the proposed suggestions will require additional funding and or staff to support the required transition and maximise the capacity to achieve stable individuals/ households.

## Agreed policy position

H2H Clients should, where possible, remain in their homes, ensuring stability and continuity. However, where this is deemed not to be possible or suitable, based on the individual circumstances of the Client, they should transition to community housing, public housing or private rental. Further policy guidance on exits from leased properties will follow separately.

All clients transitioning from fixed-term leases must be processed through the VHR to their long-term accommodation outcome (except those transitioning into private rental).

A collective approach must be used by Community Partners to house H2H clients and is outlined in this paper.

# References

*Residential Tenancies Act 1997*

*Residential Tenancies Amendment Act 2018*

*Residential Tenancies Regulations 2021*

*Victorian Model Litigant guidelines 2011*

*Charter of Human Rights and Responsibilities 2006*

*Equal Opportunity Act 2010*

# Version information

Version: 3.3

Authored: Integrated Housing Responses, Homelessness and Housing Support, Homes Victoria

Endorsed: Director, Integrated Housing Responses, Homes Victoria

Date of writing: December 2022

Date of approval: December 2022

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| --- |
| If you would like to receive this publication in an accessible or interpreted format, phone 1300 650 172, using the National Relay Service 13 36 77 if required, or [email Homes Victoria](mailto:enquiries@homes.vic.gov.au) <enquiries@homes.vic.gov.au>.  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Homes Victoria, December 2022.  Except where otherwise indicated, the images in this document show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services. This document may contain images of deceased Aboriginal and Torres Strait Islander peoples.  In this document, ‘Aboriginal’ refers to both Aboriginal and Torres Strait Islander people. ‘Indigenous’ or ‘Koori/Koorie’ is retained when part of the title of a report, program or quotation.  Available at <https://providers.dffh.vic.gov.au/homelessness-home-h2h-program-guidelines> |

1. HEARTs have played, and continue to play, a critical role in the coordination and delivery of support services to people in emergency accommodation. HEARTs will continue to operate and support the implementation of the *From Homelessness to a Home* packages to support people to transition out of hotels. Ongoing support from the Homelessness and Accommodation Support Unit will be provided to support the HEARTs. Source: COVID-19 Amendment to Homelessness Services Guidelines Conditions of Funding, 1 December 2020. [↑](#footnote-ref-2)
2. A model which prescribes safe and permanent housing as the first priority for people experiencing homelessness. Source: Australian Institute for Health and Welfare. “*What is the Housing First model and how does it help those experiencing homelessness?*”, AHURI Brief published on 25th May 2018, accessed on 9 January 2020 (https://www.ahuri.edu.au/policy/ahuri-briefs/what-is-the-housing-first-model) [↑](#footnote-ref-3)
3. The H2H Community Partners must acquit against activity-based targets for the delivery of Client support (activity 94842); housing and tenancy administration (activity 94843); and flexible funding (activity 94844), as established in their Service Agreement. These targets constitute the expected service delivery for the H2H Community Partners, stating the quantity of the output units to be delivered yearly. [↑](#footnote-ref-4)
4. Worker and client-feedback data will be collected to measure the impact of the programs on Clients (i) housing stability; (ii) improvement in mental and physical health; (iii) social inclusion; (iv) perception of safety; and (v) the ability of homelessness services to address their housing needs. [↑](#footnote-ref-5)
5. Department of health and Human Services (2019); “*Agency Monitoring Framework*”, Victorian Government, July 2019. [↑](#footnote-ref-6)