|  |
| --- |
| Homes for Families (H4F) |
| Program Guidelines V2.1  11 October 2022 |
|  |



Contents

[Acknowledgement of Country 3](#_Toc116395125)

[Glossary 3](#_Toc116395126)

[Overview 6](#_Toc116395127)

[Model of support 6](#_Toc116395128)

[Monitoring and reporting 7](#_Toc116395129)

[Objectives and Program Logic 7](#_Toc116395130)

[Objectives 7](#_Toc116395131)

[Program Logic 9](#_Toc116395132)

[Target Group and Eligibility 12](#_Toc116395133)

[Target Group 12](#_Toc116395134)

[Eligibility 12](#_Toc116395135)

[Prioritisation and allocation of eligible families 12](#_Toc116395136)

[Funding 13](#_Toc116395137)

[Phase 1 Funding: Rapid assessment and service package allocation 13](#_Toc116395138)

[Phase 2 Funding: Intensive service package 13](#_Toc116395139)

[Support package costs 13](#_Toc116395140)

[Housing costs 14](#_Toc116395141)

[Key Activities 14](#_Toc116395142)

[Activity 1: Initial Assessment 15](#_Toc116395143)

[Activity 2: Intensive Service Packages 15](#_Toc116395144)

[Service response 15](#_Toc116395145)

[Integrated multidisciplinary support services 16](#_Toc116395146)

[Specialist service providers 18](#_Toc116395147)

[Working with statutory services 19](#_Toc116395148)

[Activity 3: Flexible Brokerage 20](#_Toc116395149)

[Tenancy establishment 20](#_Toc116395150)

[Family services 20](#_Toc116395151)

[Specialist services 20](#_Toc116395152)

[Acquittal 21](#_Toc116395153)

[Activity 4: Housing and Property Support 21](#_Toc116395154)

[Annual rent paid in advance 21](#_Toc116395155)

[Property management 22](#_Toc116395156)

[Asset management 22](#_Toc116395157)

[Maintenance and make good 22](#_Toc116395158)

[Tenancy management 23](#_Toc116395159)

[Housing Allocation 23](#_Toc116395160)

[Identification and securing of properties 24](#_Toc116395161)

[Head Leased Properties 24](#_Toc116395162)

[General Lease Properties 25](#_Toc116395163)

[Public Housing Properties 26](#_Toc116395164)

[Financial assistance in establishing and maintaining a H4F tenancy 26](#_Toc116395165)

[Housing establishment funding 26](#_Toc116395166)

[Rental assistance for Head Leased properties 27](#_Toc116395167)

[Rental assistance for General Leased properties 27](#_Toc116395168)

[Vacancy Management - Head Leased Properties 27](#_Toc116395169)

[Maintaining tenancies and rental arrears 28](#_Toc116395170)

[Housing Service Engagement 28](#_Toc116395171)

[Disengagement 28](#_Toc116395172)

[Disengagement at the request of the family 28](#_Toc116395173)

[Disengagement due to non-contact 29](#_Toc116395174)

[Reallocation of service packages 30](#_Toc116395175)

[Movement between Geographical Areas 31](#_Toc116395176)

[Temporary Absence and Financial Implications 32](#_Toc116395177)

[Temporary absence 32](#_Toc116395178)

[Head Leased and General Lease Properties 32](#_Toc116395179)

[Public Housing Properties 33](#_Toc116395180)

[Absence of children due to change in care arrangements 33](#_Toc116395181)

[Housing services response 33](#_Toc116395182)

[Family services response 34](#_Toc116395183)

[Incident Reporting 34](#_Toc116395184)

[Governance 35](#_Toc116395185)

[Performance Monitoring and Reporting 37](#_Toc116395186)

[Overview 37](#_Toc116395187)

[Guiding Principles 37](#_Toc116395188)

[Key Features 38](#_Toc116395189)

[Reporting 39](#_Toc116395190)

[Data 39](#_Toc116395191)

[Data reporting 39](#_Toc116395192)

[Integrated Reports and Information System (IRIS) 40](#_Toc116395193)

[H4F CDR 40](#_Toc116395194)

[Activity-based targets 41](#_Toc116395195)

[Evaluation 41](#_Toc116395196)

[Appendix 1 – Maximum Rent Formula 42](#_Toc116395197)

[Appendix 2 – H4F Payment Mechanism and Six-Monthly Reconciliation Reporting 43](#_Toc116395198)

[Appendix 3 – Measuring program performance through activity-based targets 45](#_Toc116395199)

[Appendix 4 – H4F VHR eligibility and process 50](#_Toc116395200)

[Appendix 5 - Mandatory disclosures and safety checks for General Lease and HPF Dwellings 52](#_Toc116395201)

[Appendix 6 - HEF Reimbursement for H4F Clients Claim Form 57](#_Toc116395202)

[Appendix 7 - Recording Homes for Families in IRIS using ‘Agency selected’ funding sources 58](#_Toc116395203)

[Appendix 8 – H4F CDR How to Guide 63](#_Toc116395204)

[Appendix 9 - H4F Reporting FAQ’s 65](#_Toc116395205)

# Acknowledgement of Country

The Victorian Government proudly acknowledges Victorian Aboriginal people as the First Peoples and Traditional Owners and custodians of the land and waters on which we rely. We celebrate that Australia is rich in living Aboriginal culture, based on the values of reciprocity and respect for Elders and Country.

We acknowledge the ongoing leadership role of the Aboriginal community in creating services and supports to ensure that all Aboriginal children are raised in safe, healthy, and culturally rich families and communities, and have every opportunity for a bright future.

We pay our respects to ancestors of this Country, Elders, knowledge holders and leaders – past and present.

# Glossary

| **Term** | **Definition** |
| --- | --- |
| Aboriginal | Describes First Nations Aboriginal and Torres Strait Islander peoples. We acknowledge the term ‘Aboriginal’ does not capture the entire diversity and complexity of Victoria’s Aboriginal and Torres Strait Islander peoples and cultures. Our intent is always to use terms that are respectful, inclusive, and accurate. |
| Aboriginal Community Controlled Organisation (ACCO) | An organisation that functions under the principle of self-determination, is initiated by and for a local Aboriginal community and is based in a local Aboriginal community. |
| Activity Descriptor | A schedule to the Service Agreement, which contains detailed information of Families, Fairness and Housing (DFFH)-funded services activity. For more information [visit the DFFH and DH activity search](https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search) <https://providers.dhhs.vic.gov.au/health-human-services-activity-search>. |
| Children | Children in this document include infants (including the unborn child), children and young people under 18 years of age. |
| Client | The recipient of services as described in the Service Agreement. |
| Client Data Report | Weekly Client Data Reporting completed by Service Providers |
| 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 DFFH are ended. |
| Community Inclusion and Connection Worker | A worker who provides support to families to engage in community activities such as sports, cultural and social group |
| Community Service Organisation | An accredited and registered organisation that has a Service Agreement with DFFH and is funded to deliver programs. |
| DFFH | Department of Families, Fairness and Housing |
| Dwelling | A suitable form of housing provided as part of the H4F program. |
| Family | A family may include biological relations, such as children, stepchildren, parents, intimate partners, domestic relationships, grandparents, siblings, cousins, kinship relations and others who may or may not be living together. |
| Family Service Provider | Registered Family Service Providers funded to provide H4F program services. |
| Family Support Service Plan | A holistic, strength-based plan that reflects the family’s goals and follows them through their housing pathway. |
| From Homelessness to a Home (H2H) Program | A program, providing 1,845 households with medium and long-term housing and wrap around support for people experiencing homelessness who were residing in emergency accommodation due to the coronavirus (COVID-19) pandemic. |
| Funding and Service Agreement | Legal contract between a government department and a funded organisation for delivery of services in the community. |
| General Lease Dwellings | Newly acquired dwellings that are leased to the Housing Service Provider under General Lease arrangements with Homes Victoria |
| Head Leased Dwellings or Properties | Dwellings owned by private residential rental providers are made available to the Housing Service Provider for up to 24-months. |
| HEF | Housing Establishment Funds (HEF) to assist eligible clients to access overnight accommodation or private rental accommodation. |
| Hip | Housing Integrated Information Program – a platform used by DFFH to manage social housing. |
| Homelessness Entry Points | Access points into the homelessness service system, providing assistance, initial assessment planning and pathways out of homelessness. |
| Homes Victoria | Homes Victoria is the new government agency to manage Victoria’s social housing system. Homes Victoria is a subsidiary of DFFH. |
| Housing Service Provider | Registered Housing Agency funded to provide housing support during the funded program period. |
| Housing Support Worker | Housing Support Workers provide support to families to maintain successful tenancies and develop a housing plan. |
| 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. |
| Integrated multidisciplinary team | A group of professionals across different disciplines established to meet the individual families. |
| IRIS | The Integrated Reports and Information System (IRIS) is the data collection system used by Child FIRST and Family Services. |
| Key Output Performance Measures (KOPMs) | The volume and performance of Services required to be delivered monthly as outlined in FASA |
| Lead Family Worker | The primary contact for a family in the H4F program. |
| Lessor | The owner of a Dwelling who has entered a lease arrangement with the Housing Service Provider. |
| Local Area Service  Network (LASN) | Area based networks of homelessness service providers, housing and. |
| Maintenance and Make Good | Maintenance refers to upkeep and repairs of a property. Make Good refers to the clause/s in a lease that set out how a renter should leave a property at the end of the lease term and activities required to achieve this. |
| 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 DFFH acting reasonably. |
| Maximum Rent | The rent payable by the client under a sublease as determined by the Maximum Rent Formula. |
| Maximum Rent Formula | The Maximum Rent Formula is outlined in **Appendix 1**. |
| Month | The calendar month in which Services were provided. |
| Net Rent | Market Rent of the Dwelling less the Maximum Rent payable by the family as determined by the Maximum Rent Formula. |
| Policies | The applicable Victorian Government Policies as outlined in the Service Agreement. |
| Project Manager | A Project Manager is responsible for overseeing the H4F multidisciplinary team. |
| Property Services | The provision of Accommodation, Tenancy Management and Asset Management Services. |
| PRAP | Private Rental Assistance 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. |
| SAMS2 | Service Agreement Management System |
| Secure Data Exchange | A platform to collect and store de-identified client data and submitted securely reporting data. This platform was created to increase the security level of the data collected to be deemed PROTECTED. |
| Services | The Service Provider provides the collective Property Services and Support Services, as set out or described in the Service Agreement(s), including the relevant Activity Description(s). |
| Service Agreement | The contractual arrangement(s) between DFFH and each Service  Provider for the delivery of the Services. |
| Service Package | The package of Property Services and Support Services allocated to each family. |
| Service Partnerships | A partnership across services that H4F will seek to utilise to meet the needs of families. |
| Six-Monthly Funding Reconciliation Report | A template completed by Service Providers and submitted on a six-monthly basis to the Secure Data Exchange platform as part of the reconciliation process described in **Appendix 2**. |
| Subcontractor | A service provider that has an agreement with a Service Provider and not the department. The Service Provider is responsible for the delivery of the Services. |
| Support Service Commencement | The date a family moves into their home. Families must receive 24-months of housing support and family services support for the duration of their tenancy. |
| Tenancy Management  Services | A subsection of Property Services delivered by the Housing Service Provider. Please refer to the section of this document titled *Tenancy management* for further details. |
| Transitional Housing Management (THM) | Properties owned by Homes Victoria and managed by Community Housing providers offering temporary housing for clients experiencing homelessness while longer term housing options are secured. |
| Victorian Housing Register (VHR) | A single-entry point for eligible applicants to apply for long term social housing in Victoria. The register applies to both public and community housing. |

# Overview

On 29 October 2021, the Victorian government announced the Homes for Families program (H4F). The initial investment was to provide up to 250 families with children experiencing homelessness who were residing in emergency accommodation due to the coronavirus (COVID-19) pandemic as at or on 25 October 2021 with access to stable medium- and long-term housing and integrated service packages. A rapid needs assessment was completed which identified a total of 170 families with children in emergency accommodation who met the eligibility criteria for the program. Following Housing First principles[[1]](#footnote-2), the primary aim of H4F is to provide secure and safe homes to families where they have access to the supports, they need to improve their overall health, well-being, and life opportunities.

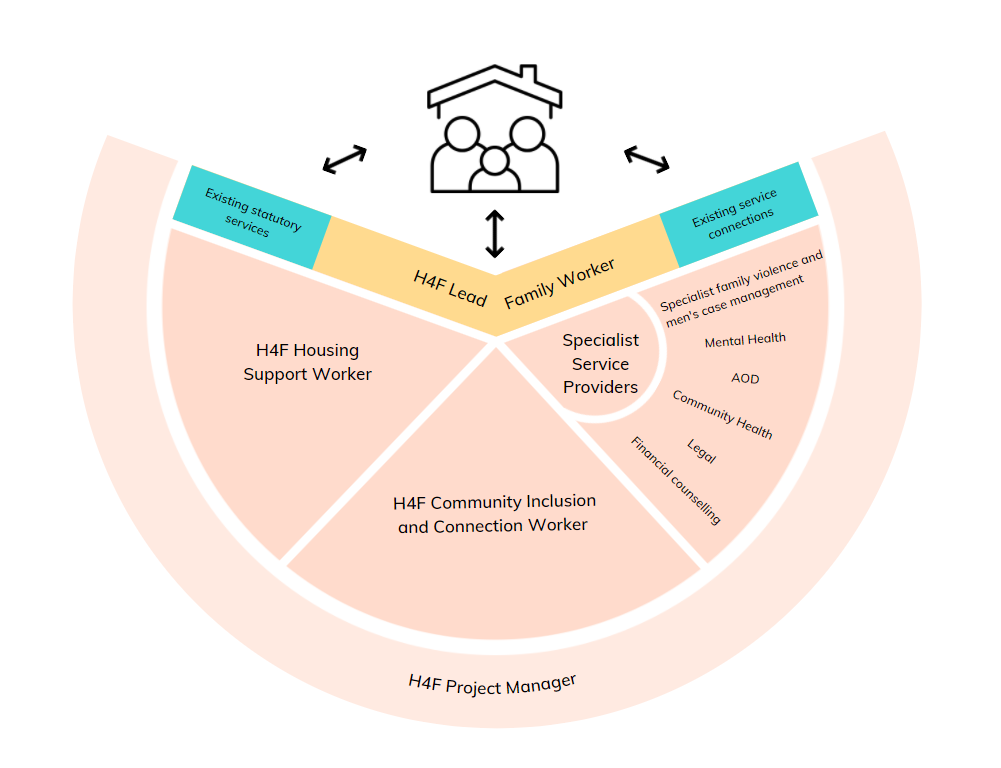
Children in families experiencing homelessness are at increased risk of harm and have an increased likelihood of developing mental health issues, physical illness, post-traumatic stress, and related disorders. The H4F model of support aims to sustainably improve the safety, health, and well-being of the whole family and individual members of that family in an integrated and holistic way.

Many families in emergency accommodation have a broad range of support needs and are high service users across multiple systems.

## Model of support

The H4F program incorporates property services, flexible brokerage, integrated multidisciplinary support and case management, therefore Housing Service Providers and Family Service Providers will work in partnership to deliver a seamless and quality service to the families.

The H4F program is being delivered across two phases. Please refer to the sections of this document titled *Activity 1: Initial Assessment* and *Activity 2: Intensive Service Packages* for further details.

  
Figure 1. H4F Model of Support

Due to the limited housing options in some areas, families will be encouraged to broaden their preference areas. Family Service Providers will actively manage the expectations of families who nominate areas with known housing shortages as advised by Housing Service Providers. Family Service Providers can work with families prior to the commencement of their H4F supported tenancy. Families must receive 24-months of housing support and family services support for the full duration of their tenancy. All supports delivered must be managed within the funding allocation.

Service Providers must ensure support delivered under this program is culturally appropriately and delivered in partnership with local Aboriginal services where possible. [The Victorian Aboriginal Housing and Homelessness Framework - *Mana-na Woorn-tyeen Maar-takoort*](https://www.vahhf.org.au/)<https://www.vahhf.org.au/> **–** sets out an approach to ensuring all Aboriginal Victorians have safe, secure and stable housing.The framework is a guiding document for delivering the H4F program to clients and families who identify as Aboriginal.

Family Service Providers also have obligations under the Child, Youth and Families Act (2005) and Department of Families, Fairness and Housing (DFFH) guidelines. In delivering support under H4F, Family Service Providers are required to comply with their existing obligations.

## Monitoring and reporting

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

* Weekly Client Data Report (CDR)
* Six-Monthly Funding Reconciliation Report to Homes Victoria on the dates outlined in **Appendix 2** for the duration of the program
* Reporting for Family Service Provider activities as per activity descriptions, including using IRIS to record direct client service delivery and monthly reporting in Service Delivery Tracking
* Existing homelessness data reporting against funded activities every quarter which will be further expanded to include reporting on family service package outcomes.

# Objectives and Program Logic

## Objectives

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

* Keep families together safely
* Reduce demand for ongoing homelessness, statutory and acute services.
* Improve overall health and wellbeing of families.

H4F will achieve these objectives by working with families to:

* secure safe and stable medium to long-term housing
* assertively address identified risks and needs
* build motivation and capacity to make and sustain positive change
* improve health and wellbeing of children, young people, and families
* connect children to early childhood education, care, and school
* connect young people and parents to education and employment
* navigate mainstream services
* build connections with their community
* build self-sufficiency
* create opportunities for children, young people, and families to live the life they want.

## Program Logic

A program logic has been drafted to guide the vision and changes expected at family and system levels with H4F’s implementation. The program logic will be updated as the program is implemented in consultation with Service Providers. Adjustments may be made based on accessibility to data.

**Situation**

Chronic homelessness in Victoria, is exacerbated by the lack of housing stock and siloed nature of health and human services support systems. During COVID a cohort of vulnerable families experiencing chronic homelessness with complex risk factors have been placed in crisis accommodation which is both unsuitable for their needs in the long term and unsustainable for government.

**Program Goal**

To provide this persistently marginalised cohort with housing and support they need through innovative provision of housing and cross departmental and sector collaboration so that no person returns to homelessness because of system failure. This is underpinned by 'Housing First Principles' to assist families to transition into a ‘housing first’ exit from homelessness and then to rebuild safe and sustainable family arrangements.

| **Activities** | **Target Population** | **Outcomes** | **Draft Indicators** | **Draft Measures** |
| --- | --- | --- | --- | --- |
| * + Procurement of suitable property to address family's housing needs.   + Tenancy and property management services by H4F Housing Services Provider.   + Addressing unique challenges of family's who have experienced homelessness.   + Intensive family services and support.   + Community inclusion and connection support.   + Whole of family care coordination through a multidisciplinary H4F support team.   + Support with service navigation including warm referral and access to specialist services.   + Flexible brokerage to eliminate financial barriers to accessing specialist support services. | Families with dependent children who are eligible for a Victorian Housing Register (VHR) application and who were housed in emergency hotel accommodation as a pandemic response on the key eligibility date of 25 October 2021.  Priority groups within this target population include:   * + Families with three or more children.   + Families with multiple children under three years of age.   + Families who identify as Aboriginal and Torres Strait Islander.   + Families who identify as being from a migrant or refugee background.   + Families currently experiencing family violence.   + Families with current acute mental health needs.   + Families with current involvement with Child Protection.   + Families with other complex support needs that warrant prioritisation. | **Client Outcomes**   * + Achieve stable long-term housing.   + Improved access to community healthcare - including mental health and child and maternal health services.   + Improved participation in school, employment, and parenting and childhood. development activities.   + Reduced incidents of family violence.   + Reduction in client-identified factors which contribute to, or compound experiences of homelessness.   + Reduction in risk of harm of children experiencing homelessness.   + Reunification of children separated from their primary carers as a result of homelessness.   + Improved physical health and emotional wellbeing.   + Safe and stable family environments for children.   + Development of protective factors against future instances of homelessness tailored to family circumstances and history.   + Increase in social support network and connection to community.   **System Outcomes**   * + Improvements to effectiveness and efficiency of the homelessness service system.   + Reduction in barriers to client engagement with specialist services. | **Client Indicators**   1. Stability in establishing and maintaining tenancy. 2. Evidence of regular participation in age-appropriate education, early-learning and childhood development services. 3. Reduction in reported incidents of family violence. 4. Reduced percentage of clients engaged with Child Protection Services. 5. Increase in time children spend in care of parent compared with out of home care. 6. Reduced prevalence of reported antisocial behaviour. 7. Reduced prevalence of reported antisocial behaviour. 8. Increased access and engagement with services based on client needs and location. 9. Increased participation in employment leading to improved financial stability and capacity to maintain market rent or maximum rent contributions as appropriate.   **System Indicators**   * + Increased access to services based on client support needs and location. | **Client Measures**  1. Proportion of clients who successfully maintain their H4F tenancy throughout course of program.  2a. Proportion of young children regularly engaged with kindergarten, pre-prep and/or early learning services.  2b.Proportion of school aged children who report regular attendance at school or other education  3a. Reduction in reported rates of family violence as compared to baseline.  3b.Proportion of children exposed to harm or threats of harm in the past three months as compared to baseline.  3c. Increase in rates of engagement with family violence support groups as compared to baseline.  4. Reduction in proportion of clients engaged with Child Protection as compared to baseline.  5. Proportion of time children spend in parental care compared to baseline.  6a.Proportion of clients who have received breach notices due to antisocial behaviours during their tenancy at the end of the program compared to the first six months of the program.  6b. Rates of engagement with law enforcement.  7a.Proportion of clients with young children engaged with age-appropriate child and maternal health services  7b. Proportion of clients actively managing diagnosed mental health conditions and engaging with appropriate supports.  8a. Employment rate compared to baseline.  8b. Proportion of clients who exit the program without accumulating rental arrears  9. Proportion of clients with an exit plan into stable long-term accommodation at program close.  **System Measures**   * + Proportion of clients who exit into a long -term housing option or who have been able to enter the private rental market.   + Proportion of clients who are engaged with specialist support services tailored to family needs. |

**Surveys**

* Client surveys may be able to capture point in time data on client experiences within the program related to improvements in health, wellbeing, feelings of safety and system navigation.
* Provider surveys may be useful in capturing point in time data to highlight any challenges experienced by service providers to inform future practice related to housing and family services working together to support families, program model and any funding challenges.

# Target Group and Eligibility

## Target Group

The program assists families supported to stay in hotels and other purchased accommodation as at or on 25 October 2021 as an emergency response during the COVID-19 pandemic.

## Eligibility

To be eligible for H4F, families must:

1. have been provided emergency accommodation (for example, hotels, caravan parks and THMs), enabling them to remain safe and comply with public health directions during the pandemic as at or on 25 October 2021
2. meet the eligibility criteria for the Victorian Housing Register (VHR) (additional eligibility criteria apply for specific priority access categories); and
3. have no other stable housing exit options available (determined by the family’s housing history and support needs).

Family Service Providers must confirm eligibility requirements have been met in consultation with Homelessness Entry Points. Families will be offered a H4F service package once their VHR application has been approved for a Priority Access category.

**Additional notes**

Families who meet the above eligibility criteria but have since exited emergency hotel accommodation into critically unstable accommodation (for example, couch surfing, sleeping rough, refuge and unsustainable private rental) may be assessed for a H4F service package on a case-by-case basis by the Prioritisation and Allocation Panel.

### Prioritisation and Allocation of Eligible Families

Families will be prioritised for service packages based on their individual needs, including the risk of experiencing a prolonged period of homelessness, returning to experiencing homelessness or living in an unsafe environment without dedicated assistance to access housing with support.

A Prioritisation and Allocation Panel (PAP) comprising a nominated representative from each Family Service Provider and Housing Service Provider has been established to ensure collaborative and transparent allocation of service packages.

The PAP is responsible for evaluating families presented for support, allocating service packages to eligible families, and prioritising the commencement of service packages in line with the agreed prioritisation criteria.

PAP prioritisation criteria include families:

* with three or more children
* with multiple children under three years of age
* who identify as Aboriginal or Torres Strait Islander
* who identify as being from a migrant or refugee background
* currently experiencing family violence
* with current acute mental health needs
* with current involvement with Child Protection
* with other complex needs who require prioritisation as agreed by the PAP.

Families that are not eligible for VHR will not be allocated a service package by the PAP. Service Providers will not be funded for families they place in properties where VHR eligibility is not confirmed prior to relocation.

# Funding

Funding is distributed to Service Providers via direct allocation through the SAMS2 system.

## Phase 1 Funding: Rapid assessment and service package allocation

Anglicare Victoria, Uniting Vic. Tas, and MacKillop Family Services in partnership with McAuley Community Services for Women are approved to receive referrals from homelessness entry points and deliver rapid need assessments in Phase 1 of the program.

Funding committed to Service Providers for work delivered in Phase 1 of the program includes:

* an average allocation of 10 support hours per family to undertake the rapid needs assessment, the maximum amount that can be claimed for this service is $1,243
* an average allocation of $200 flexible brokerage per family to provide access to translation services or to meet the immediate or emergency needs of families
* a one-off payment of $10,000 per agency for the three Family Services Providers to fund senior agency service coordination and program development for the life of the Phase 1 project.

Funding is allocated to Service Providers retrospectively based on the actual number of families assessed by each Service Provider. Any unexpended support hours or flexible brokerage remaining in a Service Provider’s allocation at the conclusion of the Phase 1 project will not be recouped and instead must be rolled over into Phase 2 service delivery.

## Phase 2 Funding: Intensive service package

Phase 2 funding is split into two cost categories – 1) Support Package Costs and 2) Housing Costs. Packages are allocated to the Service Providers based on the number of families approved for allocation to their partnership by the PAP, and the geographic areas they are engaged to support.

### Support Package Costs

Support Package Costs to the Family Services Provider:

* Lead Family Worker (budget code 31435) - Average amount for this component is $25,342 (200 hours of support) per family per annum. This amount is inclusive of supervision, all entitlements, weekend and out of hours loading, and professional development. This funding is subject to indexation.
* One Community Inclusion and Connection Worker (budget code 31438) - $150,000 per one FTE per annum will be paid and is inclusive of all entitlements, weekend and out of hours loading, and professional development. This funding is subject to indexation.
* Family Services Flexible Brokerage (budget code 31437) - An average of $2,182 per family per annum is funded for 24-months. Purpose of this is for flexible brokerage. This funding is not intended for use in establishing tenancies or providing access to specialist services as this has been allowed for in other funding commitments for the program. This funding is subject to indexation.

Support Package Costs to the Housing Services Provider:

* One Project Manager (budget code 94843) - $180,000 for one FTE per annum is allocated and is inclusive of all entitlements, weekend and out of hours loading, and professional development. This funding is subject to indexation.
* One Housing Support Worker (budget code 94842) - $150,000 for one FTE per annum will be paid and is inclusive of all entitlements, weekend and out of hours loading, and professional development. This funding is subject to indexation.
* Flexible Brokerage to fund access to specialist services (budget code 94844) - Funding for these services is capped at a total of $20,000 per family per annum. Funding for specialist services including specialist family violence, community health, AOD, mental health, legal support, and financial counselling.

### Housing Costs

* Tenancy Establishment (budget code 94844) - A once off payment of $7,500 per family. Purpose of this is to procure material goods and services required to establish the families H4F property.
* Rental Broker (budget code 94843) - Funding is provided for 24-months and is calculated at 5% of the average rental cost of $28,000 per family per annum to fund rental broker fees. Tenancy Management (budget code 94843) - Average $2,500 per family per annum funded for 24-months. Subject to indexation.
* Bond (budget code 94843) - A once off payment of $2,000 per family on average (funding is based on actual bond amount per head leased property.
* Rent (budget code 94843) - Funding is provided for 24-months at an average of $28,000 per family per annum (funding is based on actual rental amount per head leased property).
* Maintenance and Make Good costs (budget code 94843) - Funding is provided for 24-months at an average of $5,500 per family per annum.

Service Providers can flexibly manage the needs of the families allocated to their service, using the average allocation value as a guide. For example, a large family may require $8,500 in flexible brokerage for Tenancy Establishment whereas another family, may only require $6,000.

As Phase 2 of the H4F program is structured to be delivered across a 24-month period funding does not reset at each end of financial year. This allows Service Providers flexibility to tailor intensity of support to the family’s relative need as they progress through the two-year program support period.

Funding commitments are subject to recoupment or adjustment in consultation with Service Providers over the course of the program.

# Key Activities

The four key activities under the H4F program are **Initial Assessment**, **Intensive Service Package**, **Flexible Brokerage** and **Property Services.**

|  |  |  |
| --- | --- | --- |
| **Area** | **Family Services Provider** | **Housing Services Provider** |
| North Metro | Uniting Vic Tas | Unison Housing |
| North Regional | Uniting Vic Tas | Uniting Housing |
| South Metro | Anglicare | EACH |
| South Regional (Gippsland) | Uniting Vic Tas | Uniting Housing |
| East Metro AND Regional | Uniting Vic Tas | Uniting Housing |
| West Metro (up to and including Geelong area) | MacKillop and McAuley partnership | Unison Housing |
| West Regional (past Geelong area) | MacKillop and McAuley partnership | Uniting Housing |

## Activity 1: Initial Assessment

**Phase 1: Initial assessment. November 2021- January 2022**

In Phase 1, families in emergency hotel accommodation as of or on 25 October 2021 undergo a rapid needs assessment to ascertain their program eligibility, preferred housing location, support requirements and risks across a broad range of life domains.

Assessments are led by registered Family Service Providers and encompass;

* an initial assessment of family needs and risks across life domains including family violence identification in line with the Multi-Agency Risk Assessment and Management Framework (MARAM) and assessment of needs
* identification of local community, family connections and family’s preferred housing location
* confirmation of VHR eligibility
* identification of services already involved with family
* recommended prioritisation of families for intensive service packages.

Once the rapid needs assessment is complete the Family Service Provider presents the family to the PAP where it is determined if the family will receive a service package.

## Activity 2: Intensive Service Packages

**Phase 2: Intensive services package. January 2022 – June 2023**

In Phase 2, families receive intensive support from a multidisciplinary support team. This includes practical, personalised, and targeted assistance to address the multiple and complex needs the family may have.

### Service response

Service delivery is led by a Housing Service Provider in partnership with a Family Service Provider. Each family receives 24-months of housing support, intensive family services and tailored third-party specialist supports.

Supports are funded to:

* Respond to the family’s needs and risks across a broad range of life domains such as physical health, mental health, education/employment, self-care and living skills, relationships, social and recreational engagement, safety, and financial and material wellbeing.
* Provide individually tailored, flexible and rapidly responsive supports to promote family-led recovery that acknowledges individual histories to anticipate, monitor and respond to issues of concern.
* Work collaboratively with existing services supporting the family, complementing conventional interventions, and supporting families to navigate service systems.
* Assist families to establish and maintain pathways to long-term housing and personal stability with active support at all points of transition.

The following service providers are approved to deliver service packages across the state, according to geographical area:

|  |  |  |
| --- | --- | --- |
| **Area** | **Family Services Provider** | **Housing Services Provider** |
| North Metro | Uniting Vic Tas | Unison Housing |
| North Regional | Uniting Vic Tas | Uniting Housing |
| South Metro | Anglicare | EACH |
| South Regional (Gippsland) | Uniting Vic Tas | Uniting Housing |
| East Metro AND Regional | Uniting Vic Tas | Uniting Housing |
| West Metro (up to and including Geelong area) | MacKillop and McAuley partnership | Unison Housing |
| West Regional (past Geelong area) | MacKillop and McAuley partnership | Uniting Housing |

### Integrated Multidisciplinary Support Services

An integrated multidisciplinary teamwill work together to understand and address whole-of-family and individual needs, including their ongoing housing needs.

The multidisciplinary team comprises the following roles:

* Project Manager
* Lead Family Worker
* Community Inclusion and Connection Worker
* Housing Support Worker
* Specialist Service Providers

The multidisciplinary team will work collaboratively to:

* build and maintain strong partnerships with statutory and community-based services, education, and other services.
* facilitate joint decision making, integration, and shared responsibility for the welfare and support needs of families
* build trust with families by engaging respectfully, promoting self-determination, and acknowledging families’ strengths and resilience.
* coordinate holistic, integrated assessments, planning, service delivery, and complex care coordination including service navigation and advice to families in the children and families service system.
* provide practical support to meet families’ immediate needs and address trauma through referral to specialist services
* promote improved family attachment and interactions including building parental capability to create a safe and nurturing home environment by assertively addressing identified risks and promoting positive behaviour change
* build families motivation and capacity to make and sustain change, tapering down services as family stability, autonomy and capability increase
* identify and build pathway options for families for longer-term housing outcomes.

In addition to the overarching responsibilities list above the following tasks will be led by specific members of the multidisciplinary team

|  |
| --- |
| **Project Manager** |
| * Oversee program compliance * Oversee data collection from renter feedback systems such as renter surveys and prepare associated reports that will feed into an evaluation of the H4F program * Manage and provide regular supervision to the Housing Support Worker |
| **Housing Support Worker** |
| * Assist families to establish their tenancies with rent in advance, bond, house furnishings, utility connections, changing address * Develop a housing case plan for each family and strategies to enable families to achieve their goals as well as coordinate updates to the family’s VHR to accurately reflect their housing needs long-term * Work in partnership with Social Housing Tenancy Managers and Public Housing Support Offices during the program support period as required * Provide specialist tenancy support and advocacy to sustain tenancies related to VCAT hearings, rent arrears, hoarding, anti-social behaviour, property damage and other relevant matters directly related to maintaining the tenancy * Participate in collecting data from renter feedback systems such as renter surveys and prepare associated reports * Prepare 6-months in advance for any housing needs of the family post the end of the 24-month housing support period |
| **Community Inclusion and Connection Worker** |
| * Support family members to connect with their families, cultures, and communities * Facilitate enrolment and attendance at childcare, kindergarten, school and/or further education * Support skill development and work to achieve the individual goals of family members, including engagement with education, training and employment, individual wellbeing and self-esteem, social relationships, and social skills. |

|  |
| --- |
| **Lead Family Worker** |
| * Conduct an assessment in line with the Best Interest Case Practice Model * Fulfil family violence identification, risk assessment and risk management, including safety planning, responsibilities under MARAM and assessment of needs and risks across life domains * Contribute to information sharing as required under the Family Violence Information Sharing Scheme (FVISS) and Child Information Sharing Scheme (CISS). * Develop and maintain the Family Support Service Plan. Regularly review the Family Support Service Plan. * Convene multidisciplinary team meetings and ensure that all multidisciplinary team members have an up-to-date understanding of the family’s situation and needs, including concerns or risks for the family or others’ health and/or safety * Provide support with activities including daily living skills, parenting skills and family reunification. * Prepare 6-months in advance for any support needs of the family post the end of the 24-month housing support period |

Service Providers should ensure staff in these roles are provided training to deliver culturally safe support that is reflective diversity of their communities, including Aboriginal and Torres Strait Islander people and people from migrant and refugee backgrounds.

### Specialist Service Providers

Each family has access to flexible brokerage funds for specialist support services. The below table outlines the specialist support roles that may need to be engaged based on the needs of the family.

|  |  |
| --- | --- |
| **Specialist Service** | **Roles and Responsibilities** |
| Specialist Family Violence and Men’s Case Management | Specialist family violence and men’s case management practitioners will bring specialist experience working with families and perpetrators where family violence is present. |
| Legal Support | * To support the family to address and navigate the legal system and legally complex service systems |
| Financial Counselling | * Financial counselling services * manage household bills, loans, credit cards, mortgages, rent, fines, taxation, and child support |
| Alcohol and Other Drugs Services (AOD services) | Specialist AOD service providers will work with families or individual family members within the family unit as required, providing AOD expertise to the multidisciplinary team and delivering AOD counselling for in-scope family members where appropriate.  This includes (but is not limited to):   * direct provision of developmentally and relationally appropriate treatment, care, and support, including assessment and or facilitating referrals for detox and rehabilitation * provide youth AOD outreach services to young people. |
| Mental Health | Specialist mental health service providers will work with families or individual family members of the family unit as required, providing mental health expertise to the multidisciplinary team, and delivering mental health support for eligible family members where appropriate.  Services can be access for any family member. |
| Community Health Services | Specialist community, health service providers, will work with families or individual family members as required, focussed on enhancing family health, wellbeing, and inclusion by improving access to services, integrating service delivery, supporting the deepening of family-centred care and care planning and engagement. |

Additional services may also be considered including specialist disability services and education support, for example tutoring. Any services that sit outside of the prescribed specialist support above must be funded through family services brokerage unless agreed by the partnership group.

### Working with statutory services

As families may engage with the statutory system, it will be necessary for the integrated multidisciplinary team to have strong partnerships with statutory services, including child protection, justice services and information sharing schemes.

All Service Providers and departments have a statutory responsibility under the [*Children, Youth and Families Act 2005* (CYFA)](https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005) <https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005> to provide Child Protection services for all children and young people in Victoria under the age of 17 years or, when a protection order is in place, children under the age of 18 years. The Victorian Child Protection Service is specifically targeted to those children and young people at risk of harm or where families are unable or unwilling to protect them. The [Child Protection Manual](https://www.cpmanual.vic.gov.au/) <https://www.cpmanual.vic.gov.au/> is a primary reference point for information regarding statutory child protection policy, procedures and supporting advice. This includes roles and responsibilities applicable to the child or young persons involved with Child Protection and families subject to or working towards reunification.

Service Providers are required to meet their obligations under the [Child Information Sharing Scheme (CISS)](https://www.vic.gov.au/child-information-sharing-scheme) <https://www.vic.gov.au/child-information-sharing-scheme>, which enables prescribed organisations and services to share information to promote the wellbeing and safety of children, and the [Family Violence Information Sharing Scheme (FVISS)](https://www.vic.gov.au/family-violence-information-sharing-scheme) <https://www.vic.gov.au/family-violence-information-sharing-scheme>, which enables prescribed organisations and services to share information to facilitate assessment and management of family violence risk to children and adults. Part 5A of the [*Family Violence Protection Act 2008* (Vic)](https://www.legislation.vic.gov.au/in-force/acts/family-violence-protection-act-2008/053) <https://www.legislation.vic.gov.au/in-force/acts/family-violence-protection-act-2008/053> and Part 6A of the [*Child Wellbeing and Safety Act 2005* (Vic)](https://www.legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005/036) <https://www.legislation.vic.gov.au/in-force/acts/child-wellbeing-and-safety-act-2005/036> with their supporting regulations, outline how key organisations share current and previously collected information relating to family violence risk and the wellbeing or safety of children.

## Activity 3: Flexible Brokerage

There are three distinctive flexible brokerage funding allocations included in the service package, Tenancy Establishment, Family Services, and Specialist Services.

### Tenancy establishment

A once-off tenancy establishment fund of an average of $7,500 per family is funded to Housing Support Providers to cover tenancy establishment costs.

Establishment funds may be used to purchase household items to establish the family in their home. Homes Victoria recognises that some families may require more funding and others less, to establish their tenancies depending on the size of their family. The expectation is that this will be managed at the discretion of Housing Service Provider within the funding envelope allocated to their service for average tenancy establishment costs.

The table below provides a guide to standard tenancy establishment items. Other funding sources such as family violence packages, NDIS funding and Private Rental Assistance Program (PRAP) funding should be accessed to meet the family’s needs.

#### Standard items

* Refrigerator
* Beds and mattresses to be determined by property type and available facilities
* Washing machine to be determined by property type and available facilities
* Wardrobes (if not built in)
* Microwave oven
* Chest of drawers for each bedroom (optional)
* Lounge suite
* Small household items for example, an appropriate amount of crockery, cutlery, cooking, and cleaning utensils
* Dining table and chairs
* Vacuum cleaner where a property is carpeted
* Lawn mower and tools for gardening where property grounds require maintenance.
* Linen and appropriate bedding

The family will own the household items once purchased and delivered to the family.

### Family services

Family services funding is paid to the Family Service Provider. A flexible brokerage fund of up to $2,182 is budgeted per family per annum to be expended at the discretion of Family Service Provider based on the identified needs of the family.

### Specialist services

Specialist Services funding is paid to the Housing Service Provider.

A flexible brokerage fund of up to $20,000 per family is available to the H4F multidisciplinary-team to cover family-related expenditure for third party specialist support services. These supports can be applied to any member of the family receiving support from the program. These supports will be funded six-months in advance and subject to acquittal to determine future adjustments. Please refer to the section of this document titled *‘Specialist Services Providers’* for further details.

**Appropriate expenditure of flexible brokerage**

Flexible brokerage should be allocated to achieve the best possible outcomes for the family and be linked to a Family Support Service plan.

Examples of the use of flexible brokerage include:

* family vocational certification where other funding is not available
* therapeutic recreation
* specialist services that may not be delivered within the multidisciplinary team (such as a specialist assessment or AOD detox and /or rehabilitation).

Flexible brokerage cannot be used for:

* products or services that have not been identified in the Family Support Service Plan
* staff-related activities reasonably expected to be undertaken by the multidisciplinary team. This includes program administration, service delivery and professional development associated with and carried out by any staff
* support services that are already available to the household through other funding sources such as NDIS.
* illegal purchases - products or services.

### Acquittal

All forms of funding delivered via flexible brokerage are subject to acquittal. Family Service Providers and Housing Service Providers will be required to record flexible brokerage expenditure in the Client Management System (IRIS/SHIP/SRS/SAMS2) and will be required to submit quarterly payment reports to Homes Victoria as outlined in the flexible brokerage activity descriptor (Activity 94844 as per standard homelessness reporting).

## Activity 4: Housing and Property Support

The primary aim of this activity is to provide housing and tenancy support to families. This function is led by the Housing Support Worker in close collaboration with the multidisciplinary team to provide an integrated service delivery response.

### Annual rent paid in advance

In areas where rental markets are particularly competitive, Homes Victoria will assist providers to secure head-leased properties by funding 6 to 12-months' rent in advance. Funding in advance is limited to the actual cost of rent as reflected in the leasing agreements.

To request an advancement on funding for rent paid in advance to a landlord or real estate agent, housing providers will need to submit a copy of the successful leases. The leases must show the advance payment terms for the properties and confirm which families will be supported in the properties. The properties can only be used to house H4F families.

Properties secured in this manner are subject to the same allowances for early termination, vacancy, and funding recoupment as those procured with rent paid on a month-to-month basis.

### Property management

Housing Service Providers are residential rental providers and responsible for compliance with the *Residential Tenancies Act 1997* and provisions of the *Residential Tenancies Amendment Act 2018* (introduced on 29 March 2021).

### Asset management

Asset management services must be delivered in accordance with existing regulatory and policy requirements including the [*Residential Tenancies Amendment Act 2018*](https://www.legislation.vic.gov.au/as-made/acts/residential-tenancies-amendment-act-2018) and the Housing Registrar Guidelines. The Act requires the following:

The residential rental provider accepts full liability for the property condition (including review and acceptance or otherwise of the conditions report) at the commencement of the lease. It is further expected that:

* relevant property condition levels are met
* family satisfaction is maintained with the overall asset management and maintenance services provided
* any maintenance works are completed in a timely manner to ensure the property meets the hand-back conditions at the end of the lease term.

Homes Victoria will consider requests for financial assistance to support repairs of extensive damage caused by families on a case-by-case basis. Housing Service Providers and Family Service Providers will need to demonstrate that appropriate and assertive support and tenancy management has been provided to the family throughout the tenancy. 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 [the housing registrar website](http://www.housingregistrar.vic.gov.au/How-we-regulate/Guidelines-for-agencies) <http://www.housingregistrar.vic.gov.au/How-we-regulate/Guidelines-for-agencies>.

### Maintenance and make good

Housing Service Providers are liable for identification and rectification of any damage to properties. A Maintenance and Make Good fund of up to $5,500 per family is available to H4F Housing Service Providers to cover all maintenance and make good costs for the full duration of the program

Maintenance of the property is either classified as an urgent repair that requires immediate attention or non-urgent which can be remedied within 14 days. [More information on these classifications is avaliable on the Consumer Affairs Victoria website](https://www.consumer.vic.gov.au/housing/renting/repairs-alterations-safety-and-pets/repairs/repairs-in-rental-properties) <https://www.consumer.vic.gov.au/housing/renting/repairs-alterations-safety-and-pets/repairs/repairs-in-rental-properties>.

It is a legal requirement that the rental provider ensures that:

* The property is ‘maintained in good repair and in a reasonably fit and suitable condition’, including any shared areas they own or manage [section 68 RTA]
* All repairs are done by a ‘suitably qualified person’ [section 68 RTA]
* They comply with safety-related repairs and maintenance requirements [section 68A RTA]

Intentional or negligently caused damage by the renter or visitors should be dealt with [in accordance with the RTA](https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/100) <https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/100>.

Make Good funds should be utilised to restore the property to the condition it was in before the start of the tenancy considering fair wear and tear. It is the expectation of Homes Victoria that Service Providers will support families to maintain their properties independently wherever appropriate, for example performing routine gardening and cleaning. Maintenance and Make Good funding should only be expended when professional services are required.

Housing Service Providers will be required to provide an acquittal report for Maintenance and Make Good funding expended every six-months.

### Tenancy management

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

* Housing Service Providers enter a sub-lease with the adult family member/s and determine and manage (receive) the maximum rent payable by the family in accordance with the Maximum Rent Formula
* determining and managing eligibility, allocation, and termination of housing assistance
* negotiation of tenancy agreements
* monitoring of occupancy arrangements and tenancies
* collection of rent
* proactively managing neighbour issues, including community engagement activities where appropriate (for example, if the Housing 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 agreement.
* setting and meeting relevant housing service standards in line with the [*Residential Tenancies Amendment Act 2018*](https://www.legislation.vic.gov.au/as-made/acts/residential-tenancies-amendment-act-2018) <https://www.legislation.vic.gov.au/as-made/acts/residential-tenancies-amendment-act-2018>.
* manage and address complaints and appeals relating to the provision of housing services.
* maintain family 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.vic.gov.au/new-guidelines-funded-homelessness-service-providers-related-covid-19) <https://www.vic.gov.au/new-guidelines-funded-homelessness-service-providers-related-covid-19>.

# Housing allocation

Each Service Provider should establish a dedicated housing allocations procedure to match owned and leased properties to individuals to achieve the best outcome for the family. Factors influencing matching of properties include, but are not limited to:

* Family vulnerability and need; and
* Suitability in terms of size, location, proximity to services (e.g., schools) and access requirements; and
* Provide housing that supports reunification plans where children may currently not reside with the parent(s) or carer(s) (e.g., correct number of bedrooms, special accommodation requirements). Where reunification plan has not been finalised work with parent(s) or carer(s) and supports to plan for future requirements and possible reallocation.
* Family preferences.

## Identification and securing of properties

The H4F program is predominantly funded as a headlease program however a small number of families may be relocated to other property types such as general lease or public housing due to their specific needs or status on the VHR. Therefore, three types of housing stock are being utilised in this Program:

* Privately head leased or Housing Service Provider owned properties with tenancy and property management services delivered by the Housing Service Provider.
* General lease properties leased to the Housing Service Provider by Homes Victoria through a General Lease which will enable a residential subleasing agreement with the family.
* Public and Community Housing properties which will be offered to families in accordance with the VHR order of prioritisation. Housing Service Providers will need to work closely with Area Managers to jointly manage the tenancy during the funded period.

Properties supported by the H4F program should meet the Victorian Housing Register’s standards for appropriate residence sized based on the number of occupants and gender distribution of dependants within a family. A quick reference guide for housing providers can be seen in the reasonable offers section of the guide.

## Head leased properties

Head leased properties refers to private rental properties that are head leased by the Housing Service Provider.

Head leasing is used as a rapid housing solution while they await long term social housing or, where appropriate, enabling families to take over the lease at the end of the program.

Leased properties must comply with standards as outlined in the *Residential Tenancies Amendment Act 2018* Housing Service Providers are required to undertake asset management services on leased properties.

The Housing Service Provider will be responsible for any additional asset damage that is not fair wear and tear (for example, renter damage). Where damage exceeds the maintenance and make good funds, the department will consider requests for financial assistance to support repairs of extensive damage undertaken by clients on a case-by-case basis. Service providers will need to demonstrate that appropriate and assertive support and tenancy management had been provided to the family. An Assessment of file notes held by family support providers and housing support providers will need to be undertaken prior to approval.

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-agenciesHousing Service Providers need to provide Homes Victoria with details of each head lease property so it can be uploaded into *Housing integration information Platform (HiiP)* and assigned a PIN. This will be completed on the Property Tracker Template. A copy of the rental agreement must be provided that is signed by the Housing Service Provider and the real estate agent/landlord or in the case of a Housing Service Provider owned property a signed rental agreement between the Housing Service Provider and the family and sent via

[email to homelessnesstohome@homes.vic.gov.au.](mailto:email to homelessnesstohome@homes.vic.gov.au.)

The Property Tracker Template [How to Guide](https://dhhsvicgovau.sharepoint.com/:w:/r/sites/HomesforFamilies-GRP/Shared%20Documents/General/20%20June%202022%20%E2%80%93%20H4F%20%E2%80%93%20H4F%20Weekly%20Property%20Tracker%20Template%20How%20to%20Guide%20.docx?d=wda0676165c30404f8514f35bd254f5ce&csf=1&web=1&e=OWaP1) is accessible to approved Service Provider personnel on the H4F Sharepoint site. A copy may also be requested via [email to homelessnesstohome@homes.vic.gov.au](mailto:homelessnesstohome@homes.vic.gov.au).

## General lease properties

General Lease Properties may be allocated to Housing Service Providers through a general lease arrangement. The term of the lease is 24-months and will require the agency to manage the tenancy during this time. Information regarding the future management of these properties will be communicated to the Housing Service Provider prior to the general lease ending.

**General lease agreements**

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

The following guidance applies to General Lease Properties:

* Housing Service providers will not be paid rent for any department owned properties under the General Lease agreement however can still access the maintenance and make good funds of $5,500 per family over the 24-months.
* Housing Service Providers will be responsible for all maintenance and asset management services in relation to General Lease Properties; and
* The lease is required to be executed and signed electronically in accordance with Section 12A of *Electronic Transactions (Victoria) Act 2000*.

For any questions about a General Lease Agreement or to send an 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).

Once lease documents are finalised, it is expected the Housing Service Provider will rapidly allocate properties to families in the program. To ensure the property meets the requirements of the family, Service Providers should meet to discuss the family's needs, risks, and benefits of the property for the nominated family.

**Safety checks and mandatory disclosure**

The information sheet **Appendix 5** has been prepared for agencies managing Homes Victoria owned dwellings under the General Lease or Housing Provider Framework (HPF) This information sheet outlines obligations regarding mandatory disclosures and safety checks following the recent changes to the *Residential Tenancies Amendment Act 2018*.

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

**Replacement keys and fobs**

Each Owners Corporation may have their 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 by [email 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.

## Public housing properties

Public housing may be offered to families at the commencement of the program or throughout their tenancy.

The Housing Service Provider is expected to work collaboratively with local area housing staff to support families to manage their tenancies successfully.

If a family has been moved into a head lease property and subsequently receives a public housing offer, Homes Victoria will cover 3-months’ rent to assist with transition into their long-term housing outcome and termination of the head lease rental agreement.  
  
For further information on requesting special accommodation requirements please refer to 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>>.

Families may be allocated a public housing property with an extra bedroom if there is a lack of available properties. The family however should not be disadvantaged through the allocation of a larger property.

# Financial assistance in establishing and maintaining a H4F tenancy

## Housing Establishment Funding

Housing Establishment Funding (HEF) will support families with a confirmed service package allocation to remain in emergency accommodation until a suitable H4F supported property is procured. Eligible claims are limited to families funded through the H4F program and costs incurred between 25 October 2021 (program inception) and the date the family transitions into their H4F supported property. Crisis accommodation outside of these parameters need to be claimed under general HEF.

It may be appropriate for the provider to seek co-contributions from families for the cost of emergency accommodation in limited circumstances. Contributions must not exceed 30 per cent of a household income. While all appropriate HEF costs for eligible families can be claimed for reimbursement from the H4F program, in circumstances where a client co-contribution has been made, the department will restrict reimbursements to the remainder of costs incurred by the provider.

To confirm a family’s eligibility for H4F HEF funding, please send a request for information citing the families Victorian Housing Register (VHR) application number via [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au). Once eligibility is verified, Service Providers can claim HEF funding from the H4F program by sending an itemised invoice and a completed HEF claim template **Appendix 6** via [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au).

Service providers must maintain detailed records of all emergency accommodation expenses in the event Homes Victoria requires further verification for audit purposes.

## Rental assistance for head leased properties

Families seeking assistance in payment of rental arrears to sustain their Head Lease tenancy, Private Rental Assistance Package (PRAP) funding can be accessed. It is expected that families will share the responsibility of repaying their debts by contributing to the repayment.

HEF (Housing Establishment Fund) cannot be used for Head Leased properties.

## Rental assistance for general leased properties

General Lease properties cannot access PRAP for assistance in payment of rental arrears as they are not private rentals. Service Providers who access HEF to assist families are required to submit itemised accounts via [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au) to be recompensed for these payments.

## Vacancy management - head leased properties

In the event of initial vacancy of a Head Leased Property, the department will pay Housing Service Providers a Net Rent determined by the Maximum Rent Formula as outlined in **Appendix 1** 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 Property to a family and a further 14 days for time required for Service Providers to furnish the property, complete necessary maintenance works and / or provide the family sufficient notice to relocate. Where the Head Leased Property remains vacant after 28 days, Housing Service Providers will be liable to pay the Market Rent from that point until the Head Leased Property is rented.

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.

All families allocated a full-service package must receive 24-months of housing support through the H4F program.

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 |

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 an initial vacancy period for owned properties. Owned properties are reported on when a family moves in.

Refer to the re-allocation process for guidance on properties that have become vacant if a family has exited the H4F program or has been evicted from their tenancy. Please refer to the section of this document titled *Reallocation of service packages* for further details.

## Maintaining tenancies and rental arrears

Housing Support Workers are expected to identify issues that are causing or have the potential to put tenancies at risk and to alert the Lead Family Worker of any identified issues at the earlier possible opportunity.

Under *Housing First* principles, Support Workers should be aware that some families 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 to the Program Manager as soon as possible, at least within **5 days** of a missed payment, to ensure that the renter does not fall behind beyond an affordable repayment schedule. Family Support Workers will work closely with Housing Support Workers and families to ensure that a repayment plan is put into place as soon as possible to minimise financial burden.

## Housing service engagement

Engagement may fluctuate throughout the support period. A level of flexibility may be required to ensure every opportunity is provided for families to engage safely and successfully. Where a tenancy is at risk, or it is otherwise needed the Housing Support Worker and Tenancy Manager are expected to undertake assertive outreach in partnership with the Lead Family Worker.

# Disengagement

Families may disengage from housing and/or support services throughout their time with the program. Where a family has chosen not to accept support or housing or has been uncontactable for a period of eight weeks, the support period may be ended before the 24 months in consultation with Homes Victoria.

Where a family has disengaged, Service Providers need to:

* Take all possible action to ensure the safety and wellbeing of all family members. Whenever possible this should include appropriate safety and welfare checks, a risk assessment for all children and a report made to Child Protection if required. Refer to the section of this document titled *Working with statutory services* for further information.
* Notify agencies and support organisations connected with the family that H4F supports have been withdrawn due to disengagement.

## Disengagement at the request of the family

Participation in the H4F program is voluntary and families may choose to disengage from the program as their circumstances change. When this occurs Service Providers need to confirm that a family understands:

* the full scope of supports H4F can provide including the benefits in addition to housing support that the family is choosing to decline, and
* that the service package will be closed and reallocated.

Where a family relocates to another state the service package can be closed. Where a family has found their own private rental property or transitioned into a Public Housing property, the family will be given the option to continue their support package.

Where a family has abandoned their H4F property and is still accepting support, the Lead Family Services Worker will work in partnership with the Housing Support Worker and the family to determine why the family has left the property. The Lead Family Services Worker should encourage and support the family to return to the property unless there are safety concerns. Where appropriate, Service Providers should support the family to secure alternative accommodation.

Where the family wants to remain in the housing but disengages from support, the Residential Tenancies Act 1997 laws apply to the tenancy.

## Disengagement due to non-contact

The experience of homelessness can result in families having a lack of trust in services therefore it will take time to build trust. Contact with families may also fluctuate during stressful periods.

When a family has not communicated with Service Providers or specialist supports for four or more weeks Service Providers are expected to take the following action:

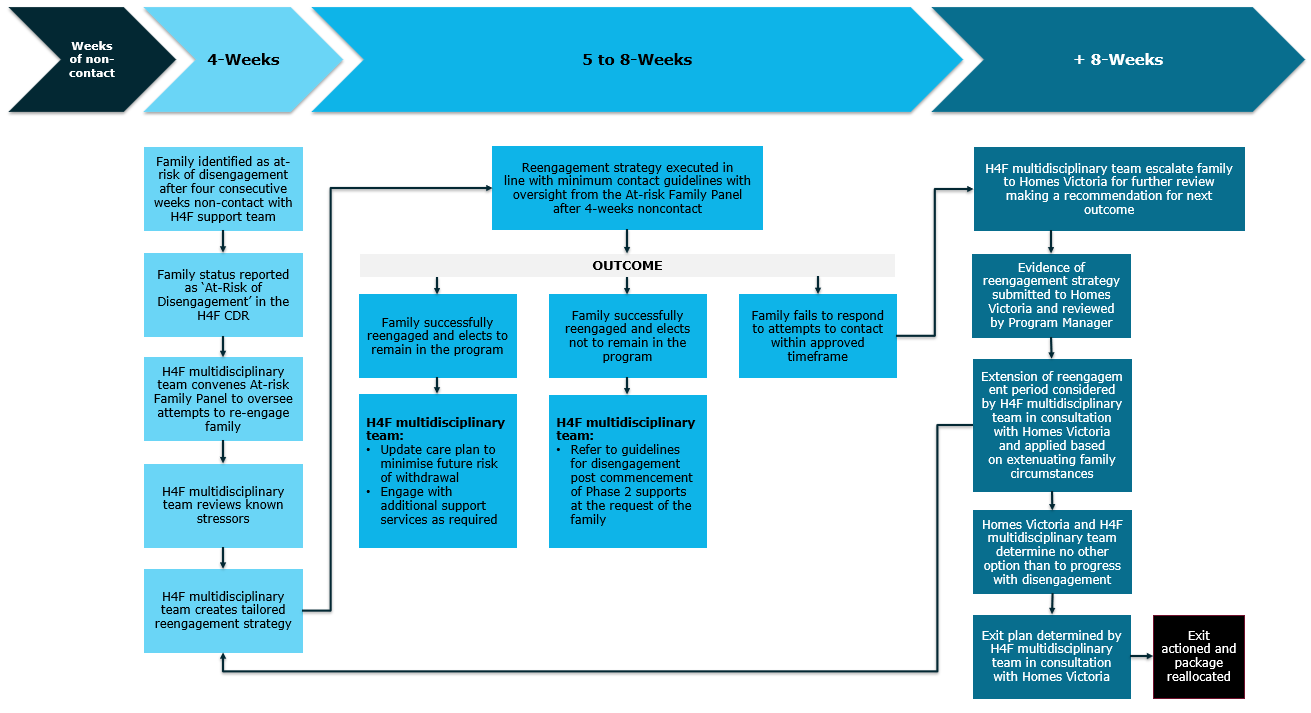


Figure 2: H4F Process for determining disengagement due to non-contact

Service Providers are expected to convene an at-risk family panel to oversee attempts to re-engage the family and to make a sustained effort to re-establish contact with the family through all available channels, using a variety of communication strategies. The following table and diagram (Figure 3) indicates the minimum level of contact to be undertaken during the period of disengagement.

|  |  |
| --- | --- |
| **Method of communication** | **Attempts to contact from start of week 5 to end of week 8 non-contact** |
| Email, pext or WhatsApp message, postal letter | Eight attempts over four weeks |
| Phone call and message left | Eight attempts over four weeks |
| Home visit, safety and welfare check | Four attempts over four weeks |

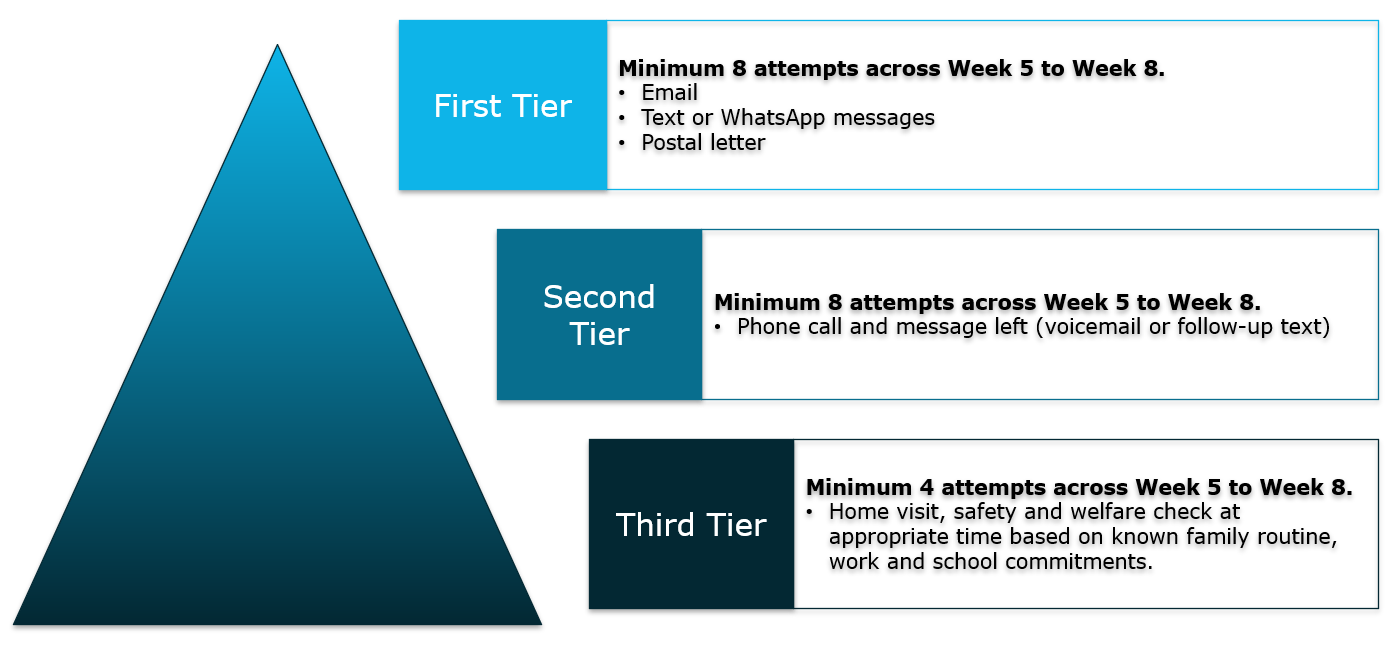


Figure 3: Minimum level of contact with families at-risk of disengagement due to non-contact

It is expected that Service Providers will also contact next of kin and other services to ensure the family are safe and seek additional information that may assist in re-engagement where appropriate. This may include seeking input from other services such as:

* Specialist supports such as mental health services, AOD treatment services, family violence supports, legal services and financial services
* Tertiary education providers, schools, and childcare
* Community health services, general practitioner service, child maternal health nurse or similar
* Community groups such as mothers’ groups, playgroup, sporting clubs
* Child Protection or Child FIRST.

Please refer to the [Strategic Framework for Family Services](https://providers.dffh.vic.gov.au/strategic-framework-family-services-pdf) <<https://providers.dffh.vic.gov.au/strategic-framework-family-services-pdf>> for information on the parameters for active engagement.

If a family successfully re-engages after a period of non-contact, contingencies should be developed to ensure families have appropriate supports in place and a plan to mitigate future episodes of non-contact.

## Reallocation of service packages

A service package can be reallocated where a family disengages during the initial stages of allocation before significant funds have been expended the service package can be reallocated in full to another eligible family. Reallocation of the service package must be assessed and approved by the PAP. An out-of-session meeting may be convened if necessary or this could be communicated over email correspondence.

Partially expended service packages may be reallocated to another family if there is no less than 12-months housing and support funding (calculated pro-rata), and not less than 12-months remaining in the housing support timeline.

If there are no eligible families for the package to be allocated, Homes Victoria may consider families who are ineligible for the program. A H4F Rapid Needs Assessment must be completed for the Family and presented to the H4F Prioritisation and Allocation Panel.

**Housing Services Provider**

Where a family’s service package is closed and not reallocated, any unexpended funds allocated for flexible funding (activity code 94844), (activity code 31437) and a reasonable portion of the funds allocated for Homelessness Housing and Tenancy Administration (activity code 94843) may be recouped by Homes Victoria. Recoupment of funding will occur in consultation with providers.

Homes Victoria will fund up to 3-months of rental costs for the housing provider to provide the agent with a notice to vacate and reletting fees and make good the property for handing back. Rental costs budgeted for beyond this time will be recouped by Homes Victoria. For example, if a property were head leased for 24-months, but vacated by the renter after 9-months, Homes Victoria would commit to providing a total of 12-months of head lease costs and would recoup the remaining 12-months of head lease costs.

**Family Services Provider**

Where a family’s service package is closed and not reallocated, any unexpended funds allocated for flexible funding (activity code 31437) may be recouped by Homes Victoria. Recoupment of funding will occur in consultation with providers.

# Movement between geographical areas

Movement of packages between geographical areas may occur where there are risks and/or safety issues for families. Packages may also be moved if families change their preferred area and providers have capacity to provide services and/or housing for the family.

Following principles of the Housing First model, H4F families should have flexibility with their service package in an area where the family feels is most appropriate to reside in relation to their support needs and community involvement. 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 service packages and will require negotiation between providers and Homes Victoria.

Where possible the existing Service Providers should be maintained. In the case where the existing Providers are unable to deliver services to the family in the chosen geographical area, support will be transferred to another H4F partnership for the remainder of their support period. The funding and contract arrangements will be negotiated between providers and Homes Victoria on a case-by-case basis.

Where there are safety concerns for a family and they cannot remain in the same location, they should firstly be supported into crisis accommodation. Where necessary, claims to the H4F Program for HEF funding to a sustain temporary stay in emergency accommodation will be provided after approval from Homes Victoria. Following this the support and tenancy workers should meet with the family to determine suitable housing options. This may require upgrading of safety features of the current property or relocation to a property within the Housing Service Providers portfolio with the family remaining with the same partnership.

# Temporary absence and financial implications

## Temporary absence

### Head Leased and General Lease Properties

Where a client residing in a General Lease or Head Lease Property is absent due to incarceration, hospitalisation, rehabilitation, detox, mental health, or respite facility, the Housing Service Provider determines the length of time that the property remains vacant and is responsible for the costs associated with the temporary absence.

If a child is absent from a property, the potential risk of harm should be assessed by the Family Service Provider and a report made to Child Protection if required.

If a family member is incarcerated, the Family Service Provider should ascertain the sentencing outcome before seeking to end or continue the support period and associated tenancy.

In the case of temporary absence of an adult family member in a family where multiple adult carers reside at the property; the potential risk of harm should be assessed by the Family Service Provider and a report made to Child Protection if required.

In the case of temporary absence of an adult family member in a single carer family, all appropriate opportunities for families to retain their package should be explored. The needs of each family must be assessed on a case-by-case basis and decision made or action taken by the multidisciplinary support team must conform with child safety standards. Potential risk of harm to children should be assessed by the Family Service Provider regularly and a report made to Child Protection if required.

* If the temporary absence period is less than six months and an appropriate alternative adult-carer has been identified, they can remain in the property until the adult returns.
* If the children are unable to remain in the property, Housing Service Provider will work with the family to determine whether the property can be retained until they return.
* If the temporary absence period is more than six months and an appropriate alternative adult-carer is available, the alternative carer may reside in the residence to assume primary-care responsibilities until the end of the H4F support period.
* If the temporary absence period is more than six months and the children are unable to safely remain in their home, the children within the original family unit should continue to receive support in their new care arrangement. It is expected that the family service provider will continue to address the identified needs of the children and support their new carer.
* H4F Housing Service Provider will be responsible for the costs associated with temporary absence in head leased properties

**Changes in Family composition**

In the event of relationship break down, the safety and stability of the family members must inform the program response. Where it is safe to do so, residence at the H4F supported property is to be retained by the primary carer of the children. Action taken by Housing Services Providers to address the impacts of relationship breakdown between adults in a H4F supported property must be tailored to the needs of the family, and funding implications of this response will be negotiated on a case-by-case basis between Homes Victoria and the Housing Services Provider. In pursuit of the best possible outcome for the family unit, Family Services Providers may continue to support all members of the family unit while a service package remains active, including those who move out of, or are removed from a H4F supported property.

### Public Housing Properties

Homes Victoria 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 6-months. Absences exceeding a continuous 6-month period is generally not approved due to the level of demand for limited public housing resources

Temporary absence more than 6-months will only be granted in special circumstances, such as:

* 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 6-months. In the event the remand and/or incarceration is for longer than 6-months, the renter may submit a request for an extension to the department for consideration.

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. It is expected that the Family Service Provider and Housing Service Provider will work with the housing office in a timely manner to ascertain all opportunities to continue with a successful tenancy.

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 family 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.

Please [refer to the DFFH Temporary Absence Policy](https://providers.dffh.vic.gov.au/tenancy-management-manual-temporary-absence-operational-guidelines-word) in relation to public housing   
<https://providers.dffh.vic.gov.au/tenancy-management-manual-temporary-absence-operational-guidelines-word>.

### Absence of children due to change in care arrangements

Where the composition of a family unit has changed after a service package has been allocated and there are no longer children residing the in an adult’s care, services and supports delivered the Family Support worker must work with the multidisciplinary team to determine the ongoing support required. Where a permanent care order is made, Service Providers will support reunification of families over a period of 12 to 18-months in line with the [*Children, Youth and Families Act 2005*](https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005/132)<https://www.legislation.vic.gov.au/in-force/acts/children-youth-and-families-act-2005/132>.

Housing services response

Properties must meet the needs of the family unit. Reunification must not be hindered due to availability of suitable housing. If a family is initially established in a smaller property based on an assessment that reunification is unlikely, there is an implied commitment from the Service Provider to transition the family into a larger property if reunification is re-assessed as viable.

In circumstances where custody arrangements change and there is no formal reunification plan in place, the suitability of the family maintaining the property should be assessed by the Housing and Family Services Providers in consultation with relevant third-party services such as Child Protection to assess for the potential of reunification.

Where there is evidence that children will not return to the family home, Service Providers may work in partnership to transition the family into a more appropriately sized property. Similarly, if efforts to reunify families are successful and there is a reasonable need to increase the size of their property this must be accommodated. In both circumstances Homes Victoria will assess any amendments to funding commitments for the service package on a case-by-case basis.

Family services response

Family Services Providers must continue to deliver services and support to families who remain active in the program for the full 24-month support period. A Family’s Support Service Plan goals must be updated in consultation with the family and wherever appropriate may also include tailored assistance to work towards reunification with children by addressing conditions of reunification, developing parenting skills, strengthening relationships with children, and providing appropriate support in legal proceedings or other formal proceedings.

Where Service Providers assess that the family requires less support, Homes Victoria should be notified by [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au). Where this leads to an underutilisation of funding allocated to service providers for a family’s service package, funding surplus to the family’s needs may be utilised to support of families with a higher degree of complexities.

All action taken by Service Providers must be in keeping with [The Best Interests Framework for Vulnerable Children and Youth, Department of Human Services, (2006)](https://providers.dffh.vic.gov.au/sites/default/files/2017-08/the-best-interests-framework-for-vulnerable-children-and-youth.pdf) <https://providers.dffh.vic.gov.au/sites/default/files/2017-08/the-best-interests-framework-for-vulnerable-children-and-youth.pdf> and the [SAFER Children Risk Assessment Framework, (2021)](https://www.cpmanual.vic.gov.au/our-approach/safer-children-framework/safer-children-framework-guide) <https://www.cpmanual.vic.gov.au/our-approach/safer-children-framework/safer-children-framework-guide>.

# Incident Reporting

The responsibility for identification, response, reporting and management of incidents are the responsibility of the Housing Service Provider or the Family Services Provider.

* Reporting of all property-related incidents involving family members supported through the H4F program, including serious and major incidents, damage, or complaints within head lease and general lease properties are the responsibility of the Housing Service Provider. Where property related incidents occur within public housing it is expected that the Housing Service Provider notify the local housing office manager and work closely with them.
* Reporting of all non-property related incidents involving family members supported through the H4F program, including serious and major incidents relating to child welfare, are the responsibility of the H4F Family Service Provider.

Any incidents involving family members supported through the H4F program, including serious incidents and deaths, must be logged via the Client Incident Management System (CIMS) or the Victorian Health Incident Management System (VHIMS). Serious incidents or deaths that occur outside business hours should be reported by the Service Provider via [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au), with information on the circumstances and all potential risks.

[The CIMS Incident Management Guide](https://providers.dffh.vic.gov.au/client-incident-management-guide-cims-word) can be viewed at <https://providers.dffh.vic.gov.au/client-incident-management-guide-cims-word>.

[More information on VHIMS](https://vahi.vic.gov.au/ourwork/safety-and-surveillance-reporting) can be found at <<https://vahi.vic.gov.au/ourwork/safety-and-surveillance-reporting>>.

Service Providers must advise Homes Victoria of any incident logged through the CIMS or VHIMS within 24 hours of submission by sending a copy of the incident report via [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au) with the subject line “Notification of Incident - H4F - DD/MM/YYYY”.

At its sole discretion, Homes Victoria may elect to lead a response to a Major Impact incident, as defined in the Client Incident Management Guide 2020. If this occurs, the Service Provider will be advised of this transfer of responsibility in writing.

Service Providers are strongly encouraged to promote and offer opportunities for family engagement with Fire Services Victoria community fire safety initiatives to mitigate the risk of preventable fire incidents in H4F-supported residences. Information on this initiative can be requested via [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au).

# Governance

Outlined below is the governance framework for the H4F program. *Note: modifications and changes may be made to structure during the program according to program requirements.*

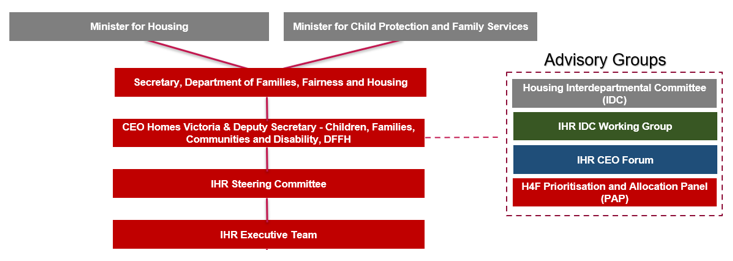


Figure 4: H4F Program Governance Structure as of August 2022

|  |
| --- |
| **Homes Victoria Integrated Housing Responses** |
| Integrated Housing Response (IHR) team will provide regular updates to the CEO Homes Victoria. |
| **DFFH Children, Families, Communities and Disability** |
| Children and Families team are the contract managers for the Family Services Providers as part of the H4F program and will provide regular updates to the Deputy Secretary – Children, Families, Communities and Disability. |
| **IHR Steering Committee (SteerCo)** |
| The IHR SteerCo is accountable for the overall delivery of the H2H and H4F Program of Works by providing direct oversight, direction, and advice on all H2H and H4F Program deliverables. The SteerCo has the responsibility of ensuring the programs remain on course to deliver their expected outcomes and meet government commitments. This includes ensuring that key program risks and issues, assumptions and decisions are identified, managed, escalated, and actioned as required.  The SteerCo provides guidance and support to the Executive Director and the Directors of H2H and H4F project teams. It also enables the escalation of key program decisions across the broader Homes Victoria and Department of Families, Fairness, and Housing (DFFH) hierarchy. |
| **IHR Executive Team - IHR Program Progress Working Group (PPWG)** |
| The PPWG is an ongoing internal decision-making group responsible for monitoring and evaluating the progress of the program, mitigating operational issues and risks, and proposes actions for the Executive Leadership team and the Steering Committee.  **Concluded March 2022 with approval from CEO, Homes Victoria** |
| **Housing Inter-Departmental Committee (IDC)** |
| The IDC coordinates Whole of Victorian Government efforts across the spectrum of housing policy, comprising market housing, affordable housing, social housing, and homelessness. |
| **Interdepartmental Committee Working Group (IDC WG)** |
| The IDC Working Group is an advisory working group consisting of representatives of IHR team Department of Premier and Cabinet (DPC), and Department of Treasury and Finance (DTF).  **Concluded July 2022** |
| **IHR CEO Forum** |
| This forum is accountable to ensure that the H2H and H4F program remains on course operationally to deliver its expected outcomes and meet government commitments on time and within budgetary guidelines. Membership of this forum consists of representatives from senior management of the community partners and the department. |
| **H4F Phase 1 and Phase 2 Implementation Working Group (H4F Phase 1 and Phase 2 IWG)** |
| The H4F Phase 1 and 2 IWG has been established to discuss and resolve strategic issues and risks relating to the Phase 2 of the H4F program. This includes ensuring that key program risks and issues, assumptions and decisions are identified, managed, escalated, and actioned as required. Membership of the IWG consists of representatives from the Housing Service Providers, Family Service Providers, and the department.  **Concluded July 2022 and replaced by fortnightly H4F Partnership meetings convened by Homes Victoria between each H4F Housing Service Provider and H4F Housing Service Provider partnership.** |
| **H4F Prioritisation and Allocation Panel (PAP)** |
| The H4F PAP was established to collaboratively and transparently evaluate rapid needs assessments to prioritise service packages to eligible families with highest need.  The H4F PAP is accountable and responsible for prioritisation of service packages based on agreed prioritisation criteria.  Membership of the PAP consists of representatives from the Housing Service Providers, Family Service Providers, and the department.  The H4F PAP will meet as required disengagements are processed or until all funded service packages are approved for allocation. |

# Performance Monitoring and Reporting

## Overview

The Performance Monitoring and Reporting framework is a strategic approach bringing rigour and rationale where data and facts will drive decision making. This will enable and equip 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 based on the initial targets set to understand the efficiency, effectiveness, and impact.

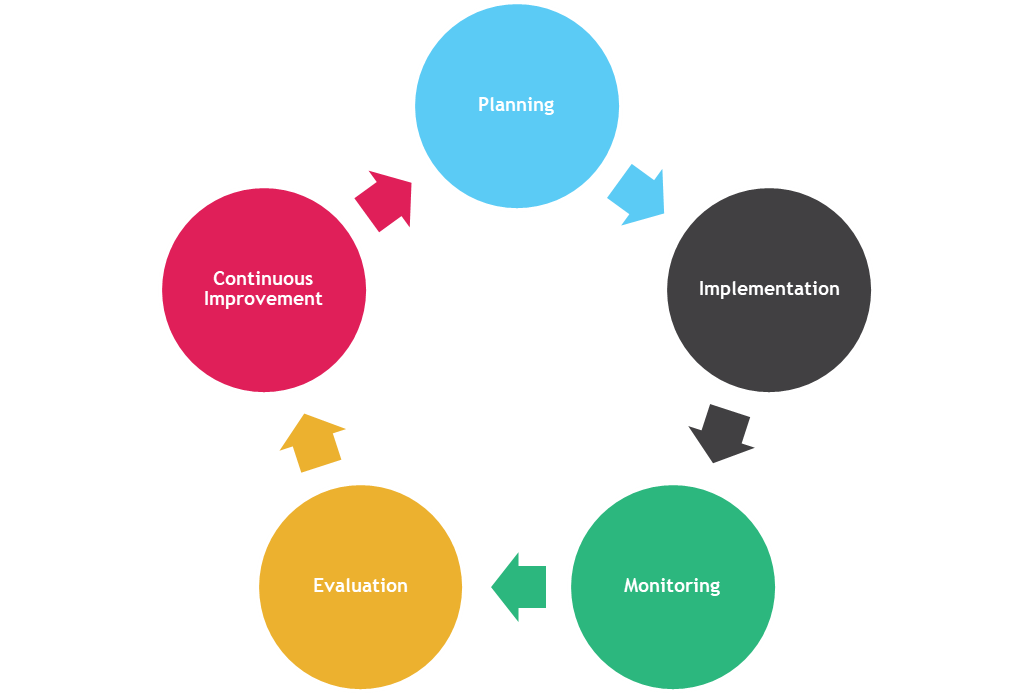


Figure 5: H4F Performance Monitoring and Reporting Framework

## Guiding Principles

The Program Monitoring and Reporting Framework is designed in line with the below guiding principles:

* **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](https://www.vic.gov.au/new-guidelines-funded-homelessness-service-providers-related-covid-19) <https://www.vic.gov.au/new-guidelines-funded-homelessness-service-providers-related-covid-19> and the [COVID-19 Amendment to Homelessness Services Guidelines and Conditions of Funding](https://www.dhhs.vic.gov.au/sites/default/files/documents/202112/COVID-19%20Amendment%20-%20Homelessness%20Guidelines%20-%2026%20Nov%202021.pdf) <https://www.vic.gov.au/new-guidelines-funded-homelessness-service-providers-related-covid-19>.
* 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 utilise **evidence-based decisions.**
* **Complement** existing data collections with outcome measurement approaches and allow for data linkage with other social services data.
* Improve and **sustain outcomes for clients** through gaining insights into client’s stability in medium to long-term housing.
* The program’s performance monitoring and reporting of services will follow processes set out in the Monitoring and Reporting Framework section of this document. This includes:
* Service Providers are required to complete and submit a weekly CDR through Secure Data Exchange (SDE). Details on these reporting requirements are outlined below, this includes reporting on deidentified client data.
* Service Providers are required to complete and submit a Six-Monthly Funding Reconciliation Report (new) to the H4F Program in Homes Victoria as per the schedule outlined in **Appendix 2**, for the duration of the program.
* Please note: Service Providers may be required to provide ad hoc data on request and for input to the H4F Program evaluation (yet to be determined).

## Key Features

The Program Monitoring and Reporting 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 service 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 family involvement in quality improvement.
* Reporting the **progress and performance of the H4F Program** which involves documenting how well the program objectives have been met.
* Ensuring the appropriate governance channels are utilised to share and seek decision making.
* Ensuring data quality checks are in place to provide an accurate picture of the program’s performance.
* When performance measurements are not met, acting on opportunities to improve to ensure continuous improvement.
* Ensuring the measures continue to reflect the strategic direction and outcomes required from H4F Program.
* A focus on enabling the measurement to **client and system level outcomes**, including the extent to which the H4F Program contributes to:
  + Sustained housing outcomes for all families
  + 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.

**Privacy and security considerations**

* Lead Family Services Worker needs to provide a collection notice to each adult family member, in such a manner to ensure there is a reasonable expectation that H4F client data will be disclosed to Homes Victoria.
* Please ensure family data is only stored on organisational devices (e.g., computers), network servers and cloud drives.
* No family data should be on any personal device or cloud service.
* All access to family 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 between Service Providers this must always be secure through authenticated means.
* No shared files may have a URL link that does not require authentication.
* Please notify the H4F team in the event of any CDR reporting contacts leaving your organisation (so that their access to the secure data exchange is disabled).

## Reporting

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

**Program monitoring** **and implementation** oversee activity-based targets and monitors service packages outcomes data. It will be managed centrally by Homes Victoria.

### Data

Data will continue to be collected on activity-based targets through existing centralised mechanisms including Integrated Reports and Information System (IRIS), and Service Delivery Tracking (SDT) to provide key evidence of program implementation and outcomes to families and the sector more broadly. Data will be reported by funded agencies, as per specifications in their service agreement.

### Data reporting

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

**Housing Service Provider**

For **family support** **activity-based targets**, key performance measures will derive from the H4F Client Data Report (CDR), based on standard monthly submissions of specialist homelessness services family 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-based targets**, key performance measures will derive from the H4F Six-Monthly Funding Reconciliation Report of brokerage expenditure.

**Family Service Provider**

For **Individual Child and Family Support** **activity-based targets**, key performance output data collection for the family services support component will be via the Integrated Reports and Information System’s (IRIS) standard monthly submissions of client and service data, and monthly reporting via Service Delivery Tracking (SDT) templates in the Funded Agency Template.

For **specialised interventions activity-based targets**, key performance output data collection for the community connector component will be via the Integrated Reports and Information System’s (IRIS) standard monthly submissions of client and service data.

For **flexible funding** **activity-based targets**, key performance measures will derive from what agencies self-report via Service Delivery Tracking (SDT). The H4F Six-Monthly Funding Reconciliation Report of brokerage expenditure will be used only for the program’s evaluation.

**All Service Providers**

Service Providers must also complete and submit a **Six**-**Monthly Funding Reconciliation** **Report** – a Microsoft Excel Spreadsheet template, 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 Service Provider must complete and submit a weekly CDR on the approved Microsoft Excel Spreadsheet template via a pre-established H2H Secure Data Exchange (SDE) by 5PM (COB) every Wednesdays, excluding public holidays. Where a Wednesday falls on a public holiday, the H4F CDR is due at 12pm (midday) the prior working day.

### Integrated Reports and Information System (IRIS)

The department will use IRIS as the main monitoring tool for services delivered by Family Service Providers for the H4Fprogram. Data collected through IRIS will be used alongside the H4F CDR.

IRIS funding source codes have been prescribed for the program. A detailed guide for recording services and supports delivered to families in IRIS using ‘Agency selected’ funding sources is outlined in **Appendix 7**.

All hours-of-service delivery, including pre-connection consultation, should be recorded on IRIS. Family service hours include activities directly related to case work, for example writing case notes and travel from directly to and from home visits. These hours should be recorded in IRIS and Service Delivery Tracking. Time spent in professional development should not be recorded as family service hours. It is expected that providers will consider the targets they need to deliver and structure and operations of their model accordingly to be able to deliver the required service hours.

### H4F CDR

H4F Service Providers are required to submit CDR data on a weekly basis. H4F submissions are due at 5pm every Wednesday, excluding public holidays where data will be due at 12:00pm (midday) on the Tuesday prior.

The H4F Secure Data Exchange (SDE) portal will be used to facilitate submission of H4F CDR reports. A secure folder exists for each Service Provider. Access to the SDE will be granted to H4F team members and staff nominated by the Service Providers. Service Providers must nominate at least two contacts who will receive logins to the H4F SDE.

Submissions must be uploaded to the SDE in the required Microsoft Template in the .xlsx file format. Prior to submitting data, Service Providers are required to undertake data quality and validation checks. The H4F team may require further corrections or amendments to be made and resubmission will be required on the same day.

Instructions on how to complete the submission and perform the data quality and validation checks are contained in the H4F CDR template, H4F CDR How to Guide **Appendix 8,** and H4F Reporting FAQ’s **Appendix 9.** Where any assistance and/or clarification is required, Service Providers are required to send an [email to HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au) with a subject line “ATTN H4F Client Data Reporting (H4F CDR)”. Service Providers are to note this email address is not for submission of CDR data.

## **Activity-based targets**

The Service Providers must acquit against three activity-based targets as established in the variation to their Service Agreement.

**Housing Service Provider are to acquit against:**

* Client (Family) support (activity 94842).
* Housing and tenancy administration (activity 94843); and
* Flexible funding (activity 94844).

**Family Service Provider are to acquit against:**

* Individual child and family support (activity 31435).
* Specialised interventions (activity 31438); and
* Flexible funding (31437).

Service Providers must follow the target requirements as stated in the service agreement, activity descriptors and program guidelines. These targets form the service delivery objectives for the Service Providers, which must be met for a successfully delivery of the Program.

# Evaluation

The H4F Evaluation Framework, scope and approach is currently in development. Further correspondence will be sent to Service Providers in due course. Once finalised, Service Providers will have the opportunity to have input into the evaluation and its related activities.

# Appendix 1 – Maximum Rent Formula

The Maximum Rent Formula varies depending on whether the client (e.g., sub-renter) is eligible for Commonwealth Rent Assistance (CRA) at the time of commencement of the sublease.

The Maximum Rent Formula is described below and may be amended from time to time.

The Maximum Rent payable by a client (e.g., sub-renter) eligible to receive CRA on the commencement date of the sublease is the amount which is the lower of:

* (Assessable Income + 44% of Family Tax Benefits) - 3 x Threshold Rent; and
* 25% of Assessable Income + 15% of Family Tax Benefits + Maximum CRA; and
* where the property the subject of the Sub-Lease is:
* not a Shared Property, the amount which is equal to the property rent detailed in the head lease; and
* a Shared Property, the amount which is equal to the property rent detailed in the head lease divided by the number of current subleases of parts of that property.

where:

* Assessable Income has the meaning given to that term in the DFFH *Rent setting and rebate operational guidelines*, as amended from time to time by Homes Victoria.
* Family Tax Benefits has the meaning given to that term in the DFFH *Rent setting and rebate operational guidelines*, as amended from time to time by Homes Victoria.
* Maximum CRA means the maximum amount of CRA to which the Client would be entitled to on the commencement date of the sublease; and
* Threshold Rent is the relevant weekly rent threshold for sub-renters eligible to receive CRA as defined by Centrelink and notified by Homes Victoria to the Agency and amended from time to time.
* While there is no threshold for Market Rent, it should be consistent with the rent of similar dwellings in the same area.

The Maximum Rent payable by a client (e.g., sub-renter) who is ineligible to receive CRA on the commencement date of the sublease is the amount which is the lower of:

* the amount which is the sum of 25% of Assessable Income + 15% of Family Tax Benefits; and
* where the property the subject of the sublease is:
* not a Shared Property, the amount which is equal to the property rent detailed in the head lease; and
* a Shared Property, the amount which is equal to the property rent detailed in the head lease divided by the number of current subleases of parts of that property.

where:

* Assessable Income has the meaning given to that term in the Office of Housing Rental Rebate Policy and Procedures Manual, as amended from time to time by Homes Victoria; and
* Family Tax Benefits has the meaning given to that term in the Office of Housing Rental Rebate Policy and Procedures Manual, as amended from time to time by Homes Victoria.

# Appendix 2 – H4F Payment Mechanism and Six-Monthly Reconciliation Reporting

The funding model for the H4F is aligned with the standard DFFH funding model using existing Activity Descriptions 94842, 94843, 94844, 31435, 31438 and 31437 in conjunction with the total number of targets per annum.

**For H4F Housing Service Provider:**

* Activity 94842 (Homelessness Client Support) finds direct support provided by the H4F Housing Support Worker.
* Activity 94843 (Homelessness Housing and Tenancy Administration) funds support provided by the H4F Project Manager and approved property services including:
  + Net Rent
  + Bond
  + Tenancy Management Services,
  + Rental Broker Services
  + Maintenance and Make Good Services
* Activity 94844 (Flexible Funding) funds access to flexible supports including:
  + Flexible Brokerage to fund access to specialist services including: AOD, Mental Health, Community Health, Family Violence, Financial Counselling.
  + Flexible Brokerage to fund Tenancy Establishment.

**For H4F Family Service Provider:**

* Activity 31435 (Individual Child and Family Support) funds direct support provided by the H4F Lead Family Worker.
* Activity 31438 (Specialised Interventions) funds support provided by the H4F Community Inclusion and Connection Worker.
* Activity 31437 (Flexible Funding) funds supports accessed through flexible brokerage.

The process results in monthly payments through the SAMS2 payment system. This approach allows Service Providers to fulfil Service Agreement contractual arrangements flexibly, resulting in agile service delivery to meet client demand and manage human resources appropriately.

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. |

**Six-Monthly Reconciliation Reporting requirements**

Service Providers will be required to submit six-monthly acquittals on all H4F-funded Activity Descriptors.

This template will be shared with Service Providers and is being used to ensure consistency in reporting noting that these reports will not inform funding allocation. Reporting period and due date information will be circulated alongside this template.

Reports should be submitted via the H4F SDE unless otherwise advised by the department.

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

# Appendix 3 – Measuring program performance through activity-based targets

Homes Victoria IHR will monitor H4F Service Providers’ performance based on DFFH’s Agency Monitoring Framework[[2]](#footnote-3).

**How is the H4F program performance measured?**

The Service Agreement between H4F Service Providers and Homes Victoria 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 H4F activity.

**Table 1 Summary: measuring H4F’s performance via activity-based targets**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Activity number | Activity name | Performance measure | Target | Data source | Data access |
| 94842 | Homelessness client (family) support | Number of families supported | Number of families as stated in the Service Agreement (non-cumulative) | Homelessness Data Collection   1. Client Data Report (CDR) | SDE |
| 94842 | Homelessness client (family) support | 1. Proportion of services provided or referred | 1. 70 per cent (non-cumulative) | 1. H4F Client Data Report (CDR) 2. Six-Monthly Reconciliation Report | 1. SDE |
| 94843 | Homelessness housing and tenancy administration | 1. Number of tenancies | 1. The performance measure target is provided in the Service Agreement. (non-cumulative) | 1. Service delivery tracking system (SDT) | 1. SDT |
| 94844 | Homelessness flexible funding | 1. Number of family household assisted | 1. The performance measure target is provided in the Service Agreement. (cumulative) Number of family households assisted as stated in the Service Agreement (cumulative) | 1. Six-Monthly Reconciliation Report | 1. SDE |
| 31437 | Flexible funding | 1. Amount of Flexible Funding expended in the reporting period | 1. The performance measure target is provided in the Service Agreement (cumulative) | 1. Service Delivery Tracking System (SDT) | 1. SDT |
| 31437 | Flexible funding | 1. Number of Flexible Funding packages provided | 1. The performance measure target is provided in the Service Agreement. (cumulative) | 1. Service Delivery Tracking System (SDT) | 1. SDT |
| 31438 | Specialised Services | 1. Daily average number of clients | 1. The performance measure target is provided in the Service Agreement. (non-cumulative) | 1. Integrated Reports and Information System (IRIS) | 1. IRIS |
| 31435 | Individual, Child, and Family Support | 1. Number of service hours | 1. The performance measure target is provided in the Service Agreement. (cumulative) | 1. Integrated Reports and Information System (IRIS) 2. Service Delivery Tracking System (SDT) | 1. IRIS 2. SDT |

**What are delivered targets?**

Delivered targets are listed in the H4F Service Providers service agreement for each of the six activities funded through this program.

**How are funded targets and delivered targets measured?**

H4F Service Providers 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 H4F variation to the service agreement and recorded in the referenced data source collection in the funded activity descriptor.

H4F Service Providers are expected to meet 100 per cent 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 Service Provider level. Therefore, any action taken in relation to under-performance also occurs on an activity basis at a Service Provider level.

**When is performance measured?**

Performance is measured every 6-months.

**How are the six-monthly reporting periods defined?**

Six-monthly reporting periods are defined as follows:

* Bi-Annual Report 1 (January – June 2022)
* Bi-Annual Report 2 (July– December 2022)
* Bi-Annual Report 3 (January – June 2023)
* Bi-Annual Report 4 (July – December 2023)

**What is under-performance?**

H4F Service Providers are expected to fully deliver against the total funded activity-based targets. Homes Victoria will investigate instances where performance falls below 90 per cent of the target and act. To understand what is leading to underperformance, Homes Victoria’s H4F team may request information from H4F Service Providers for further information, clarification, investigation, or monitoring.

**Identifying areas of program under-performance**

Program under-performance will be primarily based on targets included in the funded activity descriptors, on a H4F Service Provider basis, with consideration of analysis from other data sources used in program monitoring, such as outcomes data and qualitative information, as needed.

H4F Service Providers 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 H4F Service Providers and the local area to monitor what is influencing this and work collaborative to resolve it.

**Request for clarification**

Homes Victoria H4F team will document the issue/s regarding a consortium’s under-performance and (in consultation with the H4F Program Manager) may request H4F Service Providers 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, Homes Victoria will review and consider the performance of all H4H Service Providers based on the data provided (as per funded activity descriptors).

If Homes Victoria 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 H4F Service Providers with a capacity to provide additional targets, who could be considered in the reallocation of targets.

**Performance Improvement Action Plan (PIAP)**

Where a consortium does not 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:

* 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., 6-months), with no satisfactory implementation of rectifying actions; AND
* 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 families without a family plan), based on reported data.
* poor level of collaborative engagement with other stakeholders in the local area 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 deciding.

**Exceptional circumstances**

When do the general policy rules not apply?

Homes Victoria could not permit an organisation to retain funding if the minimum required performance threshold is not met for two consecutive quarters. The divisional Deputy Secretary has the discretion to permit a consortium to retain total 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). The consortium will 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 to justify 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 the relevant divisional staff must complete a formal request for approval by the divisional Deputy Secretary.

The business case must outline the rationale for not adjusting targets and the proposed action by the H4F provider to improve performance in subsequent quarters.

# Appendix 4 – H4F VHR eligibility and process

The VHR (Victorian Housing Register) is a platform on which 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. Using the VHR to allocate people accommodated in hotels into social housing is an essential step to providing hotel and emergency accommodation exits.

The VHR has two categories:

* **Register of Interest** for people to register their interest in social housing, and
* **Priority Access** for people most in need

H4F families may present in one of these three scenarios:

* H4F families who do not have a VHR application of any kind: the Designated Service Provider (entry point or family service provider) must first determine if the family is eligible and then complete and submit a VHR priority application with the Homeless with Support priority access category and priority reason H4F Head Lease.
* H4F families who have an existing Register of Interest: The Designated Service Provider must first determine if the family is still eligible and then complete and submit a VHR priority application with the Homeless with Support priority access category and priority reason H4F Head Lease.
* H4F families who have existing approved priority access (e.g., Priority Transfer): the Homes Victoria H4F team will liaise with the VHR team to reclassify the priority reason to H4F Head Lease.

For any family to be eligible for a service package through the H4F program, they **must meet** theeligibility criteria for the Homeless with Support priority access categoryfirst. Information on eligibility can be found at [Eligibility criteria (dffh.vic.gov.au)](https://fac.dffh.vic.gov.au/eligibility-criteria-0).

VHR Policy and Operational Guidelines can be found at (<https://fac.dhhs.vic.gov.au/victorian-housing-register>).

**Special dispensations**

VHR applicants must meet the five core eligibility criteria for social housing to be approved to the register. Citizenship and permanent residency are included among these.

There are, however, exceptions for Participating Registered Agencies (PRA) with a mission that includes housing people who are not permanent residents of Australia. These organisations can request an application be added to the VHR, which in turn enables them to allocate community housing to that client.

Participating Registered Agencies (PRAs) may use discretion under section 9(c) Director of Housing Determinations (Determinations) on a case-by-case basis. The Director of Housing may use discretion under the Director Determinations (Determinations) to allocate housing to persons who do not meet the eligibility criteria where exceptional circumstances apply (Section 9(f)), including clients who become homeless due to fleeing family violence.

In the case of H4F clients who are determined to be non-permanent residents, Service Providers are required to advise the Homes Victoria H4F team of the residency status and request a special dispensation be applied prior to presenting the client at PAP. These will be evaluated on a case-by-case basis and must be approved by the IHR Executive Director.

**RentAssist Bond Loans**

The RentAssist bond loan is a Victorian Government initiative to assist people moving into private rentals with their upfront bond payment. The family must meet the department’s eligibility criteria to be approved for the loan. Further information may be [found on the Housing Victoria website](https://www.housing.vic.gov.au/rentassist-bond-loan) <https://www.housing.vic.gov.au/rentassist-bond-loan>.

H4F families moving from unsustainable private rental properties into a H4F head-lease property and who have been approved for a RentAssist bond loan will retain their current priority status on the VHR. The VHR team will enter the following script into the “Decision Comments” field of the Priority tab in HiiP: *Application approved as validated by IHR team in Homes Vic. Priority status must not be removed where a RentAssist Bond Loan is issued for a H4F Head Leased property.*

**Public Housing**

Several families have moved into, or are being offered, DFFH public housing properties since initially being identified as eligible for the H4F program in November 2021.

For families who exit crisis accommodation or H4F-supported properties into public housing and who wish to remain in the H4F program, the program and service providers will continue to support families for the full-service package period.

# Appendix 5 - Mandatory disclosures and safety checks for General Lease and HPF Dwellings

From 29 March 2021 new rental laws under the *Residential Tenancies Act* 1997 (RTA) came into effect.

This information sheet is intended to clarify how these changes apply to properties managed by registered housing agencies under the General Lease and Housing Provider Framework (option 2) programs.

## Mandatory disclosures

The new rental laws require rental providers to make certain disclosures prior to entering into a rental agreement.

The aims of the mandatory disclosure reform are to:

* provide the minimum information that potential renters should know when considering whether to enter into a rental agreement
* ensure that the information which could significantly impact on a potential renter is disclosed prior to the beginning of the rental agreement.

The mandatory disclosures that are most relevant to general lease dwellings are:

* **Owners corporations** – there are any owners corporation rules applicable to the premises – and if so, the renter must receive a copy of them
* **Homicide** – the premises or common property is known by the rental provider to have been the location of a homicide in the last 5 years
* **Minimum standards** – the premises comply with the rental minimum standards
* **Mould and damp**: the rental provider has received a repair notice in the last 3 years that is related to mould or damp in the premises which is caused by or related to the building structure (this requirement starts on 31 December 2021)
* **Contamination**: the premises is known by the rental provider to be contaminated because:
  + the premises has been used for trafficking or cultivation of a drug of dependence in the last 5 years, and/or
  + have friable or non-friable asbestos based on an inspection by a suitably qualified person
* **Safety checks** – the date of the most recent gas safety and electrical safety checks.

For all properties managed under the General Lease and Housing Provider Framework, the managing agency is the ‘rental provider’ for the purposes of the Residential Tenancies Act 1997 and is therefore responsible for ensuring that mandatory disclosures are provided to all new renters[[3]](#footnote-4).

In circumstances where the managing agency has not managed the property for five years and/or requires further details of the property history in order to comply with the mandatory disclosure requirements, agency staff can contact the Leasing Unit via email to [ala@homes.vic.gov.au](mailto:ala@homes.vic.gov.au) to request the relevant property history details.

### How mandatory disclosures affect offers of housing from the Victorian Housing Register

If an applicant refuses a reasonable offer based on any of the information disclosed, the offer must be recorded in the VHR as Cancelled.

When a vacant property has structural mould, asbestos that is unsafe, or drug contamination, no offer is to be made until the property condition is fully rectified.

## Safety Checks

Rental providers who enter into a new agreement on or after 29 March 2021 must comply with the electrical and gas safety check requirements. Section 3 of the Regulations specifies the following:

1. Electrical safety activities

The rental provider must ensure that an electrical safety check of all electrical installations, appliances and fittings provided is conducted every 2 years, using a licensed or registered electrician. The rental provider should keep records of these checks and must provide the renter with the date of the most recent safety check, in writing, if requested by the renter.

1. Gas safety activities

If the rented premises contain any appliances, fixtures or fittings which use or supply gas, the rental provider must ensure that a gas safety check of the installations and fittings is conducted every 2 years, using a licensed or registered gasfitter. The rental provider should keep records of these checks and must provide the renter with the date of the most recent safety check, in writing, if requested by the renter.

In addition, for all rental properties the rental provider must:

* Ensure at each smoke alarm is correctly installed, in working condition and tested according to the manufacturer’s instructions at least once every 12 months.
* Ensure that the batteries in each smoke alarm are replaced as required.
* Provide the renter with information about how to use and test smoke detectors at the premises as well as outlining their duty not to tamper with smoke alarms and to report any breakdowns to the rental provider.

If these safety checks are not completed the managing agency as rental provider is in breach of the Residential Tenancy Act (RTA).

For the purposes of the general lease and Housing Provider Option 2 dwellings, the managing agency is fully responsible for managing and completing the safety checks[[4]](#footnote-5).

### Completing the safety checks

Rental providers are required to arrange inspections of the property to carry out the safety check activities. Renters are required to provide access to the property for the safety checks. To complete these checks, rental providers will be able to enter the property without consent of the renter but only after all attempts to contact the renter have been exhausted.

In order to confirm each managing agency is complying with their obligations, amendments to the reports currently submitted to Homes Victoria for the general lease program are currently being considered. Consultation with the sector about these changes will occur soon.

### Where Essential Safety Measures are managed by Homes Victoria

For a limited number of properties Homes Victoria directly contracts specialists to manage the Essential Safety Measures (ESMs), including completing the annual checks. This is generally limited to rooming houses and a small number of other high-risk settings that have more complex fire safety systems. For these properties Homes Victoria’s contractors will continue to complete the annual checks of the fire safety measures specific to each building. If smoke alarms are found to be faulty at the time of the annual check, the ESM contractor will replace the smoke alarm.

Managing agencies can request a copy of the most recent Essential Safety Measure report from the Fire Services Team via <mailto:fireservicesteam@homes.vic.gov.au>.

All other safety measures in these properties are the responsibility of the managing agency.

Managing agencies are required to ensure that:

* Gas safety checks are completed by a licensed or registered gasfitter who is endorsed to service Type A gas appliances, and
* Electrical safety checks are completed by a licensed electrician that is employed by a Registered Electrical Contractor or a Registered Electrical Contractor.
* Smoke alarms are checked and repaired or replaced if the renter has advised they are faulty or at the time of undertaking vacant unit maintenance. Note: where the smoke alarm forms part of an integrated fire safety system, the agency is required to immediately refer the fault to the ESM contractor.

Managing agencies are required to maintain appropriate records of the safety checks.

Appendix A contains details of the instructions Homes Victoria issues to its contractors for safety checks. This information is intended as a guide only.

## More information

For more information, visit

* Consumer Affairs Victoria website:
* <https://www.consumer.vic.gov.au/housing/renting/changes-to-renting-laws>
* <https://www.consumer.vic.gov.au/housing/renting/changes-to-renting-laws/resources-for-practitioners/rental-providers-gas-and-electricity-safety-checks>
* Energy Safe Victoria: <https://esv.vic.gov.au/technical-information/residential-tenancy-changes/new-renting-laws/>

## Homes Victoria safety check contractor instructions

The following provides an extract of the instructions for Homes Victoria contractors when conducting safety checks.

**Service and Gas Safety Check of Space Heater/Wall Furnace/Ducted Heater – all types.**

* Service all types of space heaters including wall furnace and ducted heater and carry out minor repairs, includes minor not on schedule parts such as nuts, washers, screws, clips etc.
* Heater to be serviced as per the manufacturers requirements and shall include but is not limited to dismantle clean and adjust burner, clean pilot tip, vacuum unit and remove all dust, debris, lint, cobwebs, etc. vacuum fan assembly removing all built-up dirt, dust etc, clean external of unit including vents, air intakes, filters and grille.
* Check gas isolation valves are installed where required by AS/NZS 5601.1.
* Check for any gas appliance flame abnormality and conduct a combustion spillage test. Check gas appliance burner ignition is reliable and complete.
* Check gas supply and appliance operating pressures, and test for gas leakages. Pressure test gas fitting lines for leaks.
* Check full operation of appliance including safety devices.
* Check clearances from appliances to combustible surfaces are in accordance with installation instructions and AS/NZS 5601.1.
* Check there is adequate ventilation for appliances to operate safely, and the appliance and components are accessible for servicing and adjustment.
* Check appliance is adequately restrained from moving or tipping over to manufacturer instructions and Plumbing Specification.
* Check appliance for evidence of certification. Balance fan, check operation of fan and thermostat, reset operating gas pressure to unit.
* Check integrity of heat exchange.
* Carry out Carbon Monoxide (CO) test.
* Check appliance flue system integrity and effectiveness.
* Check any LPG cylinders and associated gas components installed correctly. Refix heater to wall if required. Refer to Plumbing trade Specification clause B14-1 for full requirements.
* Record design, make, model, serial number, location and CO test results.
* Serial number recorded only where easily accessible on appliance.

**Service and Gas Safety Check of Stove or Water Heater - all types**

* Gas appliance safety check of stove or water heater, including minor adjustments and repairs.
* Check fittings, knobs, switches, hinges, etc.
* Remove dust, debris, cobwebs, rust etc from water heater burners and clean pilot, burner deck and flue.
* Check gas isolation valves are installed where required by AS/NZS 5601.1 and duo valve, gas cock, operate PTR easing lever.
* Set temp dial to manufacturer setting.
* Check for any gas appliance flame abnormality and conduct a combustion spillage test.
* Check gas appliance burner ignition is reliable and complete.
* Check gas supply and appliance operating pressures, and test for gas leakages. Pressure test gas fitting lines for leaks.
* Check full operation of appliance including safety devices. Check clearances from appliances to combustible surfaces are in accordance with installation instructions and AS/NZS 5601.1.
* Check there is adequate ventilation for appliances to operate safely, and the appliance and components are accessible for servicing and adjustment.
* Check appliance is adequately restrained from moving or tipping over to manufacturer instructions and Plumbing Specification.
* Check appliance for evidence of certification.
* Check integrity of heat exchange for water heaters.
* For internal water heaters conduct Carbon Monoxide (CO) test and check flue system integrity and effectiveness.
* Check any LPG cylinders and associated gas components installed correctly.
* Clean exterior of appliance.
* Record design, make, model and serial number of appliance.
* Serial number recorded only where easily accessible on appliance.

**Electrical Safety Check of entire electrical installation, fittings and fixtures - power and light outlets, megger test wiring.**

* Check ENTIRE electrical system/installation to including all power outlets, lighting points and unit appliances etc. in accordance with Section 4 of AS/NZS 3019 Electrical Installations (as published or amended from time to time).
* Check, re-terminate, adjust, repair, tighten screws (fixing and terminal), repair burnt/damaged wiring, (sleeve if required).
* Remove all globes/lamps, disconnect/unplug appliances and megger test whole installation with the switches in the "on" position.
* Check and megger test main earth and repair if necessary.
* Clean switchboard and refix if required. Reconnect appliances and reset as required. Check & reload fuse wedges to correct ratings or reset circuit breakers. Injection test RCD's, test and service all smoke alarms.
* Check all gas installations are electrically safe.
* Record all test results on the ITP. Record design, make, model, serial number and location of electric appliances (stove/oven, water heater, heater, split system) in ITP.
* Serial number recorded only where easily accessible on appliance.

**Service, check and test smoke or carbon monoxide (CO) alarm**

* Remove alarm from ceiling. Vacuum all dust, insects and cobwebs from unit. Wipe cover with damp cloth and dry.
* Visually check openings in alarm are not clogged - if clogged replace alarm with new unit. Reattach alarm to ceiling.
* Check and test alarm in accordance with manufacturer instructions and Electrical Repairs Specification.
* If alarm fails check/test - replace alarm with new unit.
* Record each alarm location and expiry date in ITP.
* Replace alarms that have an expiry date in less than six months time.

# Appendix 6 - HEF Reimbursement for H4F Clients Claim Form

The Housing Establishment Funding (HEF) reimbursement claim form is to be submitted by approved agencies to claim emergency accommodation expenses incurred between the 25 October 2021 and the time the family transitions into their H4F supported property. Expenses incurred outside of this timeframe must be claimed through general HEF.

To request an Excel copy of the HEF reimbursement form please [email HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au?subject=HEF%20Reimbursement%20for%20H4F%20Clients).

# Appendix 7 - Recording Homes for Families in IRIS using ‘Agency selected’ funding sources

**14 April 2022**

The Homes For Families (H4F) Program is a key Victorian Government COVID-19 pandemic response initiative to rapidly transition up to 250 families from emergency hotel accommodation to appropriate housing and support. The model includes delivery of family services as an element of multi-disciplinary packages to support 150 families to transition into a ‘housing first’ exit and to rebuild safe and sustainable family arrangements.

The H4F model is based on the From Homelessness To A Home (H2H) program with elements of the integrated model of support from the Putting Families First (PFF) program being trialled by the Children, Families, Communities and Disability Division. The model provides housing as well as targeted case management supports that connect families with the right service supports across family services, health, mental health, family violence, alcohol and other drugs, financial counselling and community connections.

H4F program funding for the H4F Lead Family Worker, H4F Community Inclusion and Connection Worker and Family Services Flexible Brokerage are funded via Family Services funding activities, and client specific service delivery is recorded in IRIS in the Family Services case.

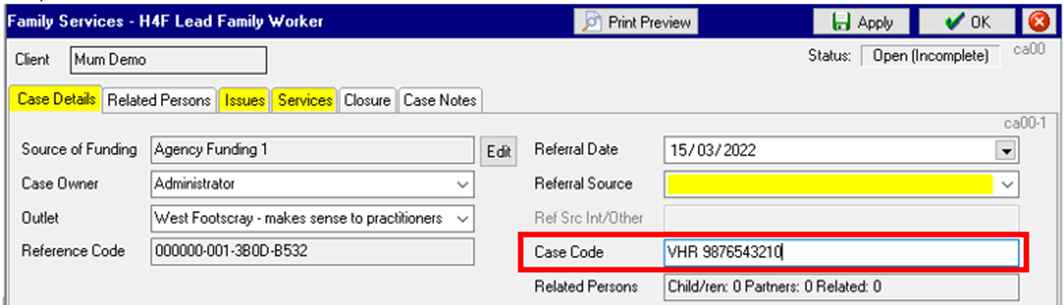
## Record each family’s VHR number in the ‘case code’ field

The VHR is a 10-digit code that will begin with a 9 or with 710. It is the primary unique identifier employed to identify families within the H4F program that is verified across partner services for each family prior to the commencement of their Phase 2 packages.

The families verified VHR can be found in the H4F Prioritisation and Allocation Panel Client Assessment Template. If you require any assistance to confirm this, please request assistance from Homes Victoria via [email to HomelessnessToHome@homes.vic.gov.au](mailto:email%20to%20HomelessnessToHome@homes.vic.gov.au).

Providers should record each family’s unique 10-digit Victorian Housing Register (VHR) number in the ‘Case Code’ field of their IRIS cases (Key worker and Community Connector cases) in the following format:

For example: VHR 9876543210 is entered as VHR<space>9876543210



## Designated IRIS Funding Sources for Homes for Families

### About IRIS Funding Sources

Funding sources used in IRIS are directly related to the programs agencies are funded to deliver.

This guide will refer to three elements of IRIS that, together, tell us which service each client receives

1. **IRIS Case type: Family** Services programs all use the ‘Family Services’ IRIS case.
2. **IRIS Funding Source:** Each program uses a specific funding source in IRIS, DFFH. There are types of funding sources, which are added to existing IRIS databases in different ways. Homes for Families will use the second type.
   1. **Funding sources that require a new ‘key’ to access** - These are generally used for statewide programs. Each program has a dedicated Funding Source allocated to it.
   2. **‘Agency selected’ funding sources** – IRIS provides limited ability for agencies to add their own sub-program in certain situations.
3. **Agency edited Description of funding source name:** Each case type – funding source pair also has a ‘Description’. The default is just the name of the case type + funding source, but IRIS allows users with Administration rights to give them an alias in their agency data base. This is a useful feature as funding sources can, if required, be given a name that makes more sense to practitioners.

**Note that Agencies should only add new funding sources of either type to their databases where they have received advice to do so.** This is because each funding source is allocated to a particular program, and only those designated as part of the family services continuum will appear in the aggregated state-wide data.

If at all unsure please check with your APSS contact before proceeding, and your APSS can consult with the CFCD team vial <mailto:zoe.lang@dffh.vic.gov.au>.

### IRIS funding sources allocated to Homes for Families

The following IRIS funding sources have been allocated to Homes for Families. Please follow the guidance below to set these up for your organisation.

**Lead Family worker**

* Funded under activity 31435 Individual Child and Family Support
* Uses IRIS Funding Source Agency Funding 1

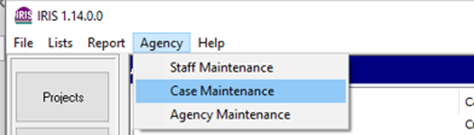
**Community Inclusion & Connection worker**

* Funded under activity 31438 Specialised Interventions
* Uses IRIS Funding Source Specialised Interventions 2

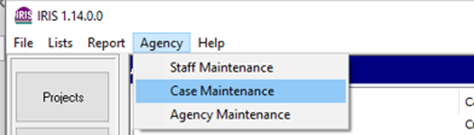
## Step by step guide to adding an ‘Agency selected’ funding source to a database

These funding sources can only be created by an IRIS user with Administration rights.

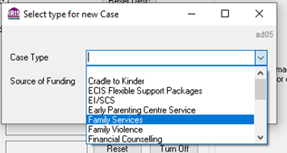
* 1. Navigate to the Case Maintenance screen



* 1. Select ‘New



* 1. Select case type ‘Family Services’



* 1. Select the Source of Funding option as advised below and click ‘ok’
  2. Use ‘Agency Funding 1’ for the Lead Worker
  3. Use ‘Specialised Interventions 2’ for Community Connection and Inclusion workers



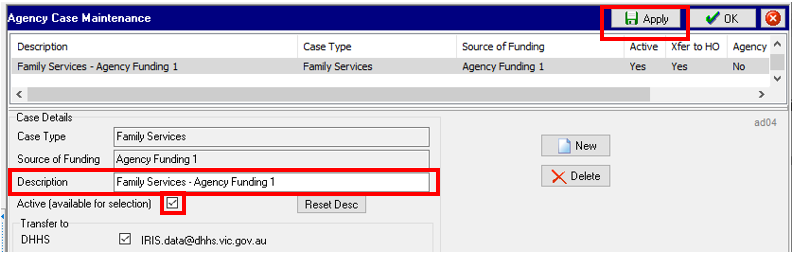
**NOTE:** Be careful to only use ‘agency selected’ options as advised – only some combinations are recognised and programmed to appear in Team Room reports.

* 1. The new funding source will appear in the list of available ‘Case Type – Source of Funding’ combinations in the case maintenance screen.

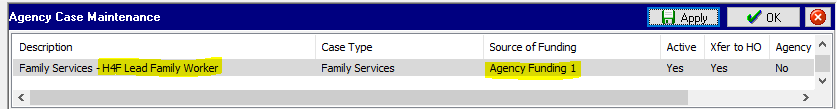
When the new line is selected the ‘Description’ field can and should be edited to a name that will make sense to practitioners and to people who will be using the data (see below).

Edit:

* 1. For Lead Workers:edit ‘Agency Funding 1’ to ‘H4F Lead Family Worker’ (or similar)
  2. For Community Connection and Inclusion workers edit ‘Specialised Interventions 2’ to ‘H4F Community Inclusion’ (or similar)

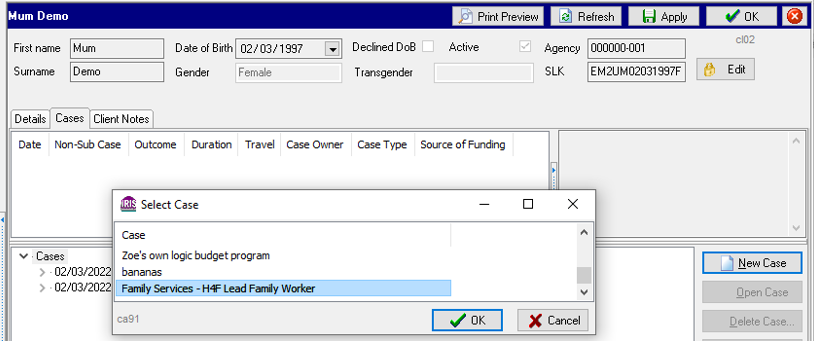


* 1. Make sure that the ‘Active’ and ‘Transfer to DHHS’ boxed are ticked.
  2. Select ‘Apply’. The Case type - Funding Source combination will be displayed like this:

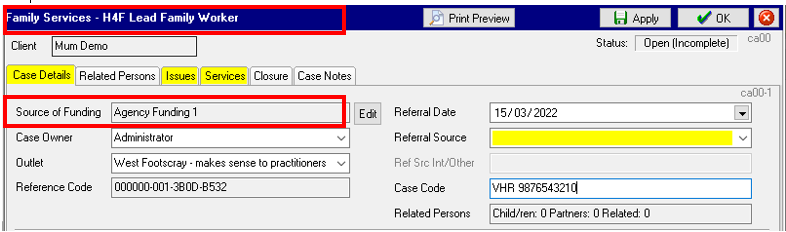


The new Funding Source is ready to use

As shown in the screenshot below, now, when a practitioner is opening a new case in IRIS the option “Family Services – H4F Lead Family Worker” will appear as a case type option.



When in the case itself, the ‘Source of Funding’ field displays the underlying hard-coded Funding Source, but the banner at the top displays the description practitioners expect to see.



Please submit any questions or queries on the use of IRIS source codes in the H4F program via [email to HomelessnessToHome@homes.vic.gov.au](mailto:email%20to%20HomelessnessToHome@homes.vic.gov.au)

# Appendix 8 – H4F CDR How to Guide

**9 Seprember 2022**

## Document Purpose

The purpose of this document is to outline the Homes for Families (H4F) weekly Client Data Reporting (CDR) process and provide a step by step guide for the Housing Service Providers (HSPs), Family Service Providers (FSPs) and H4F Project Managers to use to complete their weekly H4F CDR report.

Note: For assistance in accessing information about the Integrated Reports and Information System (IRIS) reporting and Homelessness Data Collection (HDC) reporting required under H4F, please refer to the section of this document titled *Additional Program Reporting Requirements*.

## Introduction

As outlined in the H4F Program Guidelines, performance monitoring and reporting of activity-based targets (on a H4F Service Provider basis) will be managed by the Department of Families, Fairness and Housing (DFFH). The below outlines the requirements for H4F Weekly Reporting.

## Roles

The roles and responsibilities of the HSPs, FSPs and H4F Project Managers who play an integral role in the H4F Program are outlined below:

* HSPs and FSPs (i.e., H4F Lead Family Workers, H4F Community Inclusion and Connection Worker and the Housing Support Worker) are required to collect client data for families that are part of the H4F Program and ensure the H4F Project Managers are across this information.
* HSPs (i.e., H4F Project Managers) are responsible for collating data provided by the H4F Lead Family Workers, H4F Community Inclusion and Connection Worker and the Housing Support Worker.
* H4F Project Managers are responsible for completing the H4F CDR template and uploading the completed template on the H4F Secured Data Exchange (SDE) platform.
* The Integrated Housing Responses (IHR) Unit will provide relevant access to the H4F Project Managers to the SDE.
* The IHR will consolidate the H4F CDRs received for reporting purposes to the IHR and DFFH Executives and to the Minister.

## Definitions

**Integrated Housing Responses Unit (IHR)** – Integrated Housing Response Unit at the Department of Families, Fairness and Housing responsible for administering the H4F Program.

**Homes for Families (H4F) Program** – The Homes for Families (H4F) Program under which families are to be relocated to stable housing.

**H4F Program Guidelines** – The overarching H4F Program Guidelines that provides governance to the overall management of the H4F Program.

**H4H Housing Service Provider (HSP)** – Registered Housing Agency funded to provide H4F program services.

**H4F Family Service Provider (FSP)** – Registered Family Service Provider funded to provide H4F program services.

**H4F Client Data Report (CDR)** – A weekly client data report submitted by H4F Project Managers to the IHR via the Secure Data Exchange. Also referred to as the ‘reporting template’.

**Secured Data Exchange (SDE)** – A SDE on the DFFH SharePoint where H4F Project Managers are required to upload the weekly H4F CDR.

## H4F CDR Reporting Template

**H4F CDR Submission:**

* All H4F CDR submissions must be made on the IHR approved reporting template.
* H4F Project Managers are responsible for collating the required data from FSPs and HSPs on the approved IHR H4F CDR template and uploading the completed H4F CDR template to the SDE by 5pm on Wednesdays, excluding public holidays. Where a Wednesday falls on a public holiday the H4F CDR will be due at 12:00pm (midday) the prior working day.
* When inputting data into the CDR template, always ensure you are working on the Excel desktop application (i.e., not using a web browser version of Excel).
* Where there is a dropdown selection, ensure to use the dropdown function and not manually type in data.
* Upon opening the CDR and when prompted, click ‘Enable Macros’.

There will be six Reporting Templates for the respective HSP and FSP regional partnerships funded to deliver H4F services as shown below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **File Name** | **Region** | **HSP** | **FSP** |
| 1 | CDR Reporting Template – Uniting HSP and Uniting FSP – Metro and Regional East | Metro and Regional East | Uniting Housing | Uniting Family Services |
| 2 | CDR Reporting Template – Uniting HSP and Uniting FSP – Regional North | Regional North | Uniting Housing | Uniting Family Services |
| 3 | CDR Reporting Template –Unison HSP and Uniting FSP – Metro North | Metro North | Unison Housing | Uniting Family Services |
| 4 | CDR Reporting Template – EACH HSP and Anglicare FSP – Metro and Regional South | Metro and Regional South | EACH Housing | Anglicare Family Services |
| 5 | CDR Reporting Template - Unison HSP and Mackillop \_McAuley FSP - Metro with Geelong | Metro West (plus Geelong) | Unison Housing | Mackillop Family Services (with support from McAuley) |
| 6 | CDR Reporting Template - Uniting HSP and Mackillop \_McAuley FSP – Regional West without Geelong | Regional West (excluding Geelong) | Uniting Housing | Mackillop Family Services (with support from McAuley) |

# Step by Step Guide to H4F CDR

The table below outlines the definitions of each of the fields within the H4F CDR template and the business rules used to complete the template.

## Business Rules and Definitions for H4F Reporting

| **Field Name** | **Column**  **In H4F CDR** | **Field Description** | **Field Type** | **Field Format** | **Mandatory vs Optional** | **Drop Down Values**  *[Alphabetical Order]* | **Validation Rule** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Submission Date** | A | Enter the reporting date. | *Date* | DD/MM/YYYY | Mandatory | N/A | N/A |
| **Unique Identifier** | B | Enter the VHR Application number and chronological number for the number of individual in the family.  Agencies need to note this number for their reference of unique items within the data set. | *Unique Value* | *VHR Application Number\_00X*  *[Note X is number in chronological order]* | Mandatory | N/A | One family cannot have the same unique identifier for all individuals |
| **H4F Housing Services Provider** | C | Select the name of Housing Services Provider delivering Phase 2 supports to family from the drop-down list. | *Drop-down list* | *Single selection* | Mandatory | EACH Housing Uniting Housing Unison Housing | N/A |
| **H4F Family Services Provider** | D | Select the name of Family Services Provider delivering Phase 2 supports to family from the drop-down list. | *Drop-down list* | *Single selection* | Mandatory | Anglicare Family Services MacKillop Family Services MacKillop - McAuley Family Services Uniting Family Services | N/A |
| **VHR Application Number** | E | Enter the families Victorian Housing Register (VHR) application number. This number is a unique identifier for the family. | *Unique Value* | *0000000000* | Mandatory - With additional validation rules | N/A | Must be 10-digit numbers only. Must not contain any text or alpha characters. |
| **Housing Service Provider case, client or household ID** | F | Enter the unique case number, Client ID or Household ID for the family or individual as denoted in the Housing Service Provider's client management system | *Unique Value* | *N/A* | Optional | N/A | N/A |
| **Family Service Provider case, client or household ID** | G | Enter the unique case number, Client ID or Household ID for the family or individual as denoted in the Family Service Provider's client management system | *Unique Value* | *N/A* | Optional | N/A | N/A |
| **SLK Pin** | H | Enter the unique identifier for the individual/family determined through the upload of client information to the HDC. | *Unique Value* |  | Optional - With Validation Rules | N/A | Field to be optional until 2 months after the date entered in column V "Date Family moved into H4F Supported Property" |
| **Status of the family in the H4F program** | I | Select a value from the drop-down list to indicate if the family is receiving supports from H4F Service Providers or if they have disengaged from the program | *Drop-down list* | *Single selection* | Mandatory | Active At Risk of Disengagement Disengaged | N/A |
| **Last Successful Contact Date** | J | Enter the date of last successful contact the H4F Service Provider made with the family. | *Date* | DD/MM/YYYY | Mandatory | N/A | Date must not be a future date |
| **Prioritisation Status** | K | Select from the drop-down list the priority group (tranche) that the client’s Phase 2 H4F package has been funded under, as determined by the H4F Prioritisation and Allocation Panel. | *Drop-down list* | *Single selection* | Mandatory | Tranche 1 Tranche 2 | N/A |
| **Clients preferred H4F catchment area at time of allocation** | L | Select the client’s preferred region to be housed in, as reported to the H4F Prioritisation and Allocation Panel, from the drop-down list.  This informs which service provider has been funded to deliver Phase 2 H4F services. | *Drop-down list* | *Single selection* | Mandatory | East Metro  East Regional including Gippsland  North Metro  North Regional  South Metro  South Regional  West Metro plus Geelong  West Regional excluding Geelong | N/A |
| **Clients housing status at the time of reporting** | M | Select the client's location as at the reporting date from the drop-down list. | *Drop-down list* | *Single selection* | Mandatory | Caravan Park  Community Housing  Couch Surfing  H4F Housing Property  Hotel or Motel  Out of home care arrangement  Other known accommodation  Private Rental  Public Housing  Refuge  Rooming House  Rough Sleeping  Social Housing  THM - Transitional Housing Accommodation  Unknown | If a family is to receive their H4F supports within a property type other than a Head-Lease property, for example in a Public Housing or THM property, and is presently residing in that property then providers must select ‘H4F Supported Property’ for this field. |
| **Families current address (only required if family is residing somewhere other than their H4F supported property)** | N | If the family is yet to transition into their H4F Supported Property or is residing somewhere other than their H4F property, enter the family's current address | *Text* | Text | Optional | N/A | If ‘H4F Supported Property’ is selected for Column M ‘**Clients housing status at the time of reporting’** Then this field must be left blank. |
| **Region family is currently residing (only required if family is residing somewhere other than their H4F supported property)** | O | If the family is yet to transition into their H4F Supported Property or is residing somewhere other than their H4F property. select the region the family is currently staying in from the drop-down list i. | *Drop-down list* | *Single selection* | Optional | East Metro East Regional including Gippsland North Metro  North Regional South Metro South Regional West Metro plus Geelong West Regional excluding Geelong | If ‘H4F Supported Property’ is selected for Column M ‘**Clients housing status at the time of reporting’** Then this field must be left blank. |
| **Status of H4F Housing Offer** | P | Select the from the drop-down list the most appropriate option to describe the status of the families H4F housing offer. | *Drop-down list* | *Single selection* | Mandatory | Lease under negotiation  No offer required  Offered - Accepted  Offered - Declined  Offered - Waiting  Property yet to be identified | N/A |
| **H4F Housing Property Type** | Q | Select from the drop down list the ‘type’ of H4F supported property the family is residing in for the duration of their 24-month H4F support period. For most families this will be ‘Head Lease’. | *Drop-down list* | *Single selection* | Optional - With Validation Rules | Community Housing  General Lease  Head Lease  Other  Private Rental  Public Housing  Social Housing  THM - Transitional Housing Accommodation | If Column P "Status of H4F Housing Offer" is selected as "Lease under negotiation, Offered - Waiting, Offered - Accepted, or No offer required" then this field is mandatory  If in Column P "Property yet to be identified" value is selected, then this field should be blank |
| **H4F Housing Property ID** | R | Enter the unique identifier for the families H4F supported property (including apartments). This may be the HiiP PIN determined by DFFH or a unique PIN denoted by the HSP. | *Unique Value* | *N/A* | Optional - With Validation Rules | N/A | If Column P "Status of H4F Housing Offer" is selected as "Lease under negotiation, Offered - Waiting, Offered - Accepted, or No offer required" then this field is mandatory  If in Column P "Property yet to be identified" value is selected, then this field should be blank |
| **H4F Housing Property Address** | S | Enter the street address of the property where the family is receiving H4F Phase 2 supports. Please do not use abbreviations. | *Text* | Text | Optional - With Validation Rules | N/A | If Column P "Status of H4F Housing Offer" is selected as "Lease under negotiation, Offered - Waiting, Offered - Accepted, or No offer required" then this field is mandatory  If in Column P "Property yet to be identified" value is selected, then this field should be blank |
| **H4F Housing Property Region** | T | Select the region that corresponds with the H4F Housing Property Address from the drop-down list. This could be different to the region reported to the H4F Prioritisation and Allocation Panel when the family was first assessed. | *Drop-down list* | *Single selection* | Optional - With Validation Rules | East Metro East Regional including Gippsland North Metro  North Regional South Metro South Regional West Metro plus Geelong West Regional excluding Geelong | If Column P "Status of H4F Housing Offer" is selected as "Lease under negotiation, Offered - Waiting, Offered - Accepted, or No offer required" then this field is mandatory  If in Column P "Property yet to be identified" value is selected, then this field should be blank |
| **H4F Housing Property Lease Term** | U | Select the lease term for the families H4F supported property from the drop-down list. | *Drop-down list* | *N/A* | Optional - With Validation Rules | 6 Months 12 Months 18 Months 24 Months Other | If Column P "Status of H4F Housing Offer" is selected as "Lease under negotiation, Offered - Waiting, Offered - Accepted, or No offer required" then this field is mandatory  If in Column P "Property yet to be identified" value is selected, then this field should be blank |
| **Date H4F Tenancy Commenced** | V | Enter the date the tenancy commenced.  If "H4F Housing Property Type" is "Head Lease” or “General Lease," this date should be the lease commencement date.  If any other selection for "H4F Housing Property Type" is made, this date should be the date the H4F Housing Service Provider commenced the delivery of Phase 2 supports to the family in their existing tenancy. | *Date* | DD/MM/YYYY | Optional - With Validation Rules | N/A | If Column P "Status of H4F Housing Offer" is selected as "Offered - Accepted, or No offer required" then this field is mandatory  If in Column P " Lease under negotiation,  Offered – Declined,  Offered – Waiting, Property yet to be identified" value is selected, then this field should be blank |
| **Date Family moved into H4F Supported Property** | W | Enter the date the family moved into their H4F supported property. | *Date* | DD/MM/YYYY | Optional - With Validation Rules | N/A | If Column P "Status of H4F Housing Offer" is selected as "Offered - Accepted, or No offer required" then this field is strongly reccomended  If the family is yet to transition into the property where they will receive their H4F supports then this field should be blank |
| **Relocations Recorded** | X | Select a value from the drop-down list to indicate if the HSP has relocated the family from one H4F supported property to another H4F supported property in the reporting period. Please note the initial transfer of the family from temporary/emergency accommodation into their H4F supported property does not qualify as a ‘relocation’ in this context. | *Drop-down list* | *Single selection* | Mandatory | Yes No | N/A |
| **Relocation Date** | Y | If the family has been relocated in the reporting period, enter the date the relocation was finalised. | *Date* | DD/MM/YYYY | Optional - With Validation Rules | N/A | If Column X "Relocations Recorded" value is selected as "Yes" then this field is mandatory |
| **Reason for Relocation** | Z | If the family has been relocated in the reporting period, enter the reason for the relocation. | *Text* | Text | Optional - With Validation Rules | N/A | If Column X "Relocations Recorded" value is selected as "Yes" then this field is mandatory |
| **H4F Housing Property Rent Arrears** | AA | Select a value from the drop-down list to state if the family has any rent arrears noted against their H4F supported property. | *Drop-down list* | *Single selection* | Mandatory | Yes No | N/A |
| **Current VCAT Interaction** | AB | Select a value from the drop-down list to state whether the family has engaged with VCAT for any reason within the reporting period. | *Drop-down list* | *Single selection* | Mandatory | Yes No | N/A |
| **H4F Housing Property Complaints Received** | AC | Select a value from the drop-down list to state if a formal complaint has been received relating to the family or their H4F supported property within the reporting period. | *Drop-down list* | *Single selection* | Mandatory | Yes No | N/A |
| **H4F Housing Property Breach Notices** | AD | Select a value from the drop-down list to state if any breach notices have been issued to the family within the reporting period. | *Drop-down list* | *Single selection* | Mandatory | Yes No | N/A |
| **Date H4F Housing Property Vacated** | AE | If the family has permanently vacated their H4F Supported Property for any reason, enter the date the property was vacated. | *Date* | DD/MM/YYYY | Optional - With Validation Rules | N/A | This must be a date after the date in Column should not be before date in Column V "Date H4F Tenancy Commenced" and cannot be a future date. |
| **Reason H4F Housing Property Vacated** | AF | If the family has permanently vacated their H4F Supported Property, select a value from the drop-down list to state the reason why the tenancy was vacated. | *Drop-down list* | *Single selection* | Optional - With Validation Rules | Client disengaged from H4F - support withdrawn  Conclusion of 24-month H4F support period  Deceased - Natural Causes  Deceased - Unknown  Deceased- Harmful Intent  Evicted  Incarcerated  Moved Away  Other  Uncontactable  Unknown | N/A |
| **Does the family have a documented H4F Care Plan** | AG | Select a value from the drop-down list to state whether the family has a Care Plan that has been defined by the H4F multidisciplinary team in conjunction with the family. | *Drop-down list* | *Single selection* | Mandatory | Yes No | N/A |
| **Which members of the H4F multidisciplinary team have engaged with the family during the reporting period [Multi-Select]** | AH | Select a value from the drop-down list to state which H4F service providers - if the family had contact with during the reporting period. All options that are applicable must be selected. | *Drop-down list* | *Multi-selection* | Mandatory | H4F - Third Party Supports  H4F - Community Connections Worker  H4F - Housing Support Worker  H4F - Lead Family Services Worker  H4F – Project Manager  Unknown | N/A |
| **Is the family currently reporting acute mental health challenges?** | AI | Select a value from the drop-down list to state if the household is currently experiencing any form of acute mental health challenges.  Note: This is different to asking if they are interacting with specialist providers regarding acute mental health challenges. | *Drop-down list* | *Single selection* | Mandatory | Yes  No  Unknown | N/A |
| **Is the family currently engaged with child protection?** | AJ | Select a value from the drop-down list to state if the household is currently involved with any child protection agencies. | *Drop-down list* | *Single selection* | Mandatory | Yes  No  Unknown | N/A |
| **Is the Family currently experiencing family violence?** | AK | Select a value from the drop-down list to state if the household is currently experiencing any form of family violence. Note: This is different to asking if they are interacting with specialist providers regarding family violence | *Drop-down list* | *Single selection* | Mandatory | Yes  No  Unknown | N/A |
| **First name of family member** | AL | Enter the first name of the individual family member. | *Text* | Text | Mandatory | N/A | N/A |
| **Last name of family member** | AM | Enter the last name of the individual family member. | *Text* | Text | Mandatory | N/A | N/A |
| **Classification of family member** | AN | Select a value from the drop-down list to state the individual family member is a parent, a child, or a carer. | *Drop-down list* | *Single selection* | Mandatory | Carer  Child  Parent | N/A |
| **Age of family member** | AO | Enter the Individual family member's age as a number. A date of birth is not a valid entry. | *Number* | *Numeral* | Mandatory | N/A | N/A |
| **Gender of family member** | AP | Select the Individual family member's gender from the drop-down list. | *Drop-down list* | *Single selection* | Mandatory | Female  Gender Diverse  Male  Not Stated | N/A |
| **Does the family member identify as Client Aboriginal and/or Torres Strait Islander** | AQ | Select a value from the drop-down list to state if the individual identifies as of Aboriginal and/or Torres Strait Islander. | *Drop-down list* | *Single selection* | Mandatory | No  Prefer Not to Say  Yes | N/A |
| **Is the family member pregnant** | AR | Select a value from the drop-down list to state if the individual currently pregnant. | *Drop-down list* | *Single selection* | Mandatory | Yes  No Unknown | N/A |
| **Has the family member engaged with H4F funded specialist services during the reporting period** | AS | Select a value from the drop-down list to state if the family has had contact with any H4F-funded specialist services during the reporting period (more than one option can be selected). | *Drop-down list* | *Multi selection* | Mandatory | Alcohol and other drugs  Community connection  Community health  Financial counselling  Legal support  Mental health  Specialist family violence  No specialist services  Unknown | N/A |
| **Status of Exit Planning for conclusion of H4F support period** | AT | Select a value from the drop-down list to indicate the status of Exit Planning to support the family to transition into long term housing at the conclusion of the H4F program. | *Drop Down List* | *Single selection* | Mandatory | Commenced  Complete  Not commenced | N/A |
| **Any Other Comments** | AU | Use this free text field to report additional information to Homes Victoria | *Text* | Text | Optional | N/A | N/A |

# User Access to the Secure Data Exchange (SDE)

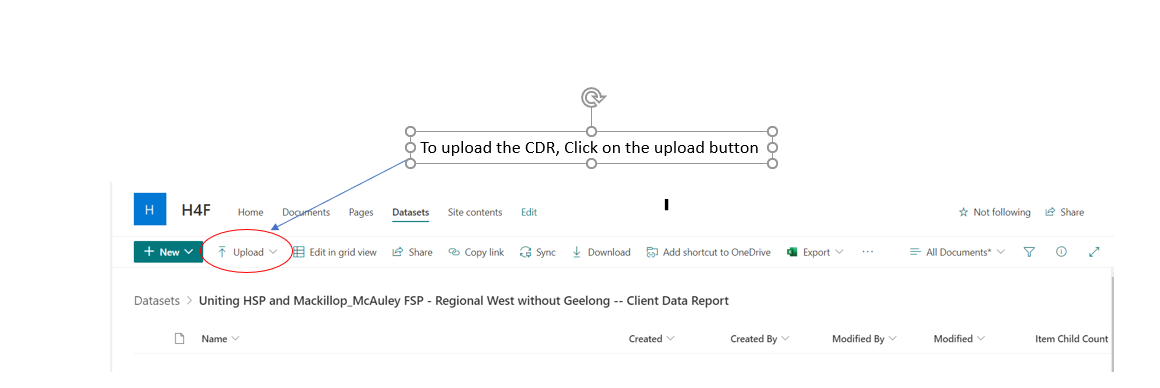
The IHR will add users (H4F Project Managers) to the SDE. The user will receive an email from “SharePoint Online [no-reply@sharepointonline.com](mailto:no-reply@sharepointonline.com)” with a link to the SDE portal. The user receiving the email will be required to click on the link to set up their account and access to the SDE through a guided set of instructions.

# Uploading the H4F CDR on the SDE

Once access has been gained to the SDE, users (H4F Project Managers) will be able to view the H4F inbound page.

Users (H4F Project Managers) will be required to click on the Inbound Page to upload data onto the SDE. They will then will be directed to the Service Providers folder structure page.

To upload the H4F CDR, click on the respective folder which will take the user to the file upload page.



Users will be required to click on the upload button which will direct the user to the location of the SDE file on their computer/LAN. Once uploaded, the file will appear on the SDE.

# Additional Program Reporting Requirements

As outlined in the H4F Program Guidelines, the CDR is one component of programs monitoring and reporting framework. This framework also includes:

* Integrated Reports and Information System (IRIS) Reporting  
  Instructions for recording H4F activities in IRIS is available in the guide linked below which:
  + Outlines how to set up H4F specific funding source codes within the IRIS system.
  + Provides instruction on how each funding source code is to be utilised.
  + Provides instructions on how to record the programs primary unique identifier (Victorian Housing Registration application number (VHR)) against the clients ‘Case Code’ field, which is mandatory for this program.
* Homelessness Data Collection (HDC) reporting   
  Information on how the department will use the HDC as a monitoring tool for services delivered by H4F Housing Service Providers is available in the H4F Program Guidelines. Further instructions and program specific advice will be provided at a later date.  
  Link to access H4F Program Guidelines: https://providers.dffh.vic.gov.au/homes-families-h4f-program-guidelines
* Six-Monthly Funding Reconciliation Reporting.  
  Information on this reconciliation process is available in the H4F Program Guidelines. Further instructions and a program specific flexible-funding acquittal template are to be provided at a later date.  
  Link to access H4F Program Guidelines: <https://providers.dffh.vic.gov.au/homes-families-h4f-program-guidelines>
* The Department of Families, Fairness and Housing (DFFH) is responsible for several performance measures outlined in Budget Paper 3. The ‘Total social housing dwellings acquired during the year’ measure is relevant to Integrated Housing Response team Homelessness to Homes Program. Property Service Providers will need to provide Homes Victoria 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.

# Appendix 9 - H4F CDR – Frequently Asked Questions

**15 June 2022**

**Q: What’s the difference between relocation and vacation?**

A: A relocation occurs when the client/household has relocated from one H4F supported property to another. This could occur for a range of reasons – e.g., defects in the initial property, the initial property becoming unsafe for the family. Families can be relocated multiple times within the programs 24-month support period however prior approval from the department must be obtained.

A vacation occurs when the client leaves the property and the H4F program and only occurs when the family disengages from the program and associated supports, this may occur at the end of the programs 24-month support period or earlier as agreed with Homes Victoria.

**Q: Classification of a ‘H4F supported property’ extending to Public Housing, Community Housing, Non-H4F Private Rental**

A: In most cases a family’s ‘H4F Housing Property’ will be a head-lease property managed by the funded H4F Housing Support Provider. In some cases, however, families will receive their H4F supports in a Public Housing, Community Housing, General Lease, or other Private Rental property that is not a head-lease. If the family is residing in the property that they are expected to receive H4F supports within for the duration of the program, please ensure you enter ‘H4F Supported Property’ in Column M ‘Client’s housing status at the time of reporting’ and stipulate the appropriate property type in column Q ‘H4F Housing Property Type’.

If ‘H4F Supported Property’ in selected in Column M ‘Client's housing status at the time of reporting’ you must:

* Ensure the following columns are left blank:
  + Column N ‘Families current address (only required if family is residing somewhere other than their H4F supported property)’
  + Column O ‘Region family is currently residing (only required if family is residing somewhere other than their H4F supported property)’
* Ensure complete information is entered in columns
  + Column P ‘Status of H4F Housing Offer’ must be either ‘Offered-accepted’ or ‘No offer required’
  + Column Q ‘H4F Housing Property Type’ must not be left blank
  + Column S ‘H4F Housing Property Address’ must not be left blank. If you require support to confirm the address of an OOH property, please liaise with your H4F team contact or [email HomelessnessToHome@homes.vic.gov.au](mailto:email%20HomelessnessToHome@homes.vic.gov.au) with a request for support
  + Column T ‘H4F Housing Property Region’ must not be left blank.
  + Column U ‘H4F Housing Property Lease Term’ must not be left blank.
  + Column V ‘Date H4F Tenancy Commenced’ must be populated with a date on or before the report submission date in Column A.
  + Column W ‘Date Family moved into H4F Supported Property’ must be populated with a date on or before the report submission date in Column A.

**Q: What do I do if the address is unknown?**

A: Utilise Column AU ‘Any Other Comments’ to note that the address is unknown. This column should also be used to provide any further context to responses, or to explain other data gaps. If you require support to confirm the address of an OOH property, please liaise with your H4F team contact or [email HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au) with a request for support

**Q: What is the difference between Column L ‘Clients preferred H4F catchment area at time of allocation’ and Column T ‘H4F Housing Property Region’?**

A: Column L ‘Clients preferred H4F catchment area at time of allocation’ is the area the family initially advised they would like to live in when they were allocated a H4F housing and support package by the H4F Prioritisation and Allocation Panel. The catchment area reported against each family in this column must match that reported in the H4F Prioritisation and Allocation Panel – Client Assessment Template as this reflects the regional cost centre through which funding for this families H4F package has been allocated in SAMS. If you require support to confirm the appropriate area to report for each family, please contact Jemma Brown via [email to HomelessnessToHome@homes.vic.gov.au](mailto:email%20to%20HomelessnessToHome@homes.vic.gov.au)

Column T ‘H4F Housing Property Region’ is the area in which the families H4F Supported Property is located.

Provided that this has already been reported to the department it is appropriate for the entries recorded in these two columns to be different from one another.

**Q: Which fields need to be updated each week?**

A: Not all fields will need to be updated in the CDR every week, some fields will remain the same for the duration of the program and others will just need to be updated now and then when the family's circumstances change. Please see below reference table indicating how frequently you should be updating the information reported in the CDR.

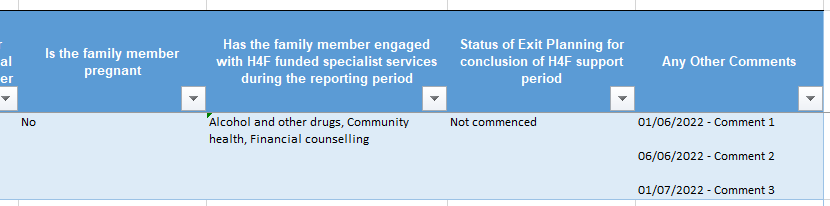
| **Recommended frequency of update** | **Fields to update** |
| --- | --- |
| **Always check and change** | * (A) Submission Date * (I) Status of the family in the H4F program * (J) Last Successful Contact Date * (M) Clients housing status at the time of reporting * (AA) H4F Housing Property Rent Arrears * (AB) Current VCAT Interaction * (AC) H4F Housing Property Complaints Received * (AD) H4F Housing Property Breach Notices * (AH) "Which members of the H4F multidisciplinary team have engaged with the family during the reporting period * (AI) Is the family currently reporting acute mental health challenges? * (AJ) Is the family currently engaged with child protection? * (AK) Is the Family currently experiencing family violence? * (AS) Has the family member engaged with H4F funded specialist services during the reporting period * (AU) Any Other Comments |
| **Change only as required** | * (N) Families current address (only required if family is residing somewhere other than their H4F supported property) * (O) Region family is currently residing (only required if family is residing somewhere other than their H4F supported property) * (P) Status of H4F Housing Offer * (X) Relocations Recorded * (Y) Relocation Date * (Z) Reason for Relocation * (AE) Date H4F Housing Property Vacated * (AF) Reason H4F Housing Property Vacated * (AG) Does the family have a documented H4F Care Plan * (AR) Is the family member pregnant * (AT) Status of Exit Planning for conclusion of H4F support period |
| **Rarely change** | * (F) Housing Service Provider case, client, or household ID * (G) Family Service Provider case, client, or household ID * (H) SLK Pin * (Q) H4F Housing Property Type * (R) H4F Housing Property ID * (S) H4F Housing Property Address * (T) H4F Housing Property Region * (U) H4F Housing Property Lease Term * (V) Date H4F Tenancy Commenced * (W) Date Family moved into H4F Supported Property * (AL) First name of family member * (AM) Last name of family member * (AN) Classification of family member * (AO) Age of family member * (AP) Gender of family member * (AQ) Does the family member identify as Client Aboriginal and/or Torres Strait Islander |
| **Never change** | * (B) Unique Identifier * (C) H4F Housing Services Provider * (D) H4F Family Services Provider * (E) VHR Application Number * (K) Prioritisation Status * (L) Clients preferred H4F catchment area at time of allocation |

**Q: What happens if I record behaviours of concern in the CDR?**

A: Recording a behaviour of concern in the CDR is just one step in the process of reporting emerging and established risks and issues pertaining to families and their participation in the H4F program. Depending on the circumstance you may also be required to escalate behaviours of concern to third party agencies such as Child Protection, log an incident via the H4F Incident Reporting process as outlined in the H4F Guidance, or report the risk or issue to the department via another channel. If you are unsure what action is required in a particular circumstance, please liaise with your H4F team contact or [email HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au) with details of the issue.

**Q: Should I delete previous comments out of Column AU ‘Any other comments’ each week?**

A: Please retain comments registered in the CDR so that a complete log of comments can be viewed in the reporting template for any given week. Homes Vic recommend you include the date that each comment is noted alongside each comment for easy reference. To create multiple separate lines of text in excel; double click in the cell you would like to enter information into, place your curser where you would like to create a line break and hold down the ‘Alt’ key and press the ‘Enter’ key one or more times to create the size line break you would like to insert. In the screenshot below the user has pressed the ‘Enter’ key twice to create a single line break between each dated comment.



**Q: How should FSPs and HSPs collaborate to complete the CDR template?**

A: Collaboration to complete the CDR is determined at the preference of the Project Manager. Service providers are empowered to collaborate via their preferred means of working and under the guidance of their internal IT and governance structures.

**Q: How do I access the CDR template?**

A: If you are the designated project manager: You will have received a link via email inviting you to access the Secure Data Exchange (SDE) portal. From the SDE portal you will be able to view the folder and within the folder the CDR template.

If you are not a Project Manager - your designated Project Manager will liaise with you to arrange access/use of the CDR template. See Table 2 for confirmation of your Project Manager.

**Q: What do I need to be aware of when using the CDR template?**

A: Due to functionality within the template, it is important you open the document in the Excel desktop application (not web browser) and ‘Enable Macros’ when prompted. If you are saving a copy of the template to send to other colleagues for their input, ensure you save the document as an Excel Macro Enabled file with the file path .xlsm.

**Q: I am getting an error message – what should I do?**

A: The CDR template will provide an error message pop-up if text is entered in the cell in an incorrect format or value. To understand why the error is occurring and to address it, please first consult the ‘Step-by-Step Guide to H4F CDR’ within the H4F How-To Guide. If you are unable to solve the issue by consulting the Guide, please contact the H4F Reporting Team members to assist (Table 1).

**Q: How do we report on a family’s housing status including any arrears or breaches if they are in a public housing property?**

A: When a family is receiving H4F support services while residing in an Office Of Housing (OOH) property they are entitled to the full suite of supports from their H4F multidisciplinary team available to them through the program in addition to supports provided by their department designated Housing Support Officer (HSO). H4F Housing Support Workers and H4F Tenancy Managers are responsible for liaising with the families HSO to provide updates on key risk factors associated with the families Public Housing tenancy. If assistance is required to establish a connecting with the families HSO please liaise with your H4F team, contact or [email HomelessnessToHome@homes.vic.gov.au](mailto:HomelessnessToHome@homes.vic.gov.au) with a request for support.

**Q: If I have a family where the parent has moved into their H4F supported property, but their children are residing at another address in out of home care, do I leave the children’s addresses as their current location, or do I list their address the same as the parents?**

A: In this circumstance under the current template we would recommend that:

For the children:

1. Column M: Client's housing status at the time of reporting – None of the available options reflect out of home care so please select ‘Other known accommodation’ and provide context in comments.
2. Column N: Families current address (only required if family is residing somewhere other than their H4F supported property) – List the children’s current location
3. Column O: Region family is currently residing (only required if family is residing somewhere other than their H4F supported property) - List the children’s current location
4. Columns P – W: Match to the parent’s records regarding the status of the procurement of the families H4F property.

For the parents:

1. Column M: Client's housing status at the time of reporting – if residing in their H4F property please select ‘H4F Supported Property’
2. Column N: Families current address (only required if family is residing somewhere other than their H4F supported property) – if residing in their H4F property please leave blank
3. Column O: Region family is currently residing (only required if family is residing somewhere other than their H4F supported property) – if residing in their H4F property please leave blank

**Table 1: Homes Victoria H4F Reporting Key Contacts**

|  |  |
| --- | --- |
| **Name & Position** | **Email** |
| Sam Gilfedder, Senior Project Officer | sam.j.gilfedder@homes.vic.gov.au |
| Ravi Kamoda, Senior Project Officer | ravi.kamoda@homes.vic.gov.au |
| Jemma Brown, Senior Project Officer | jemma.x.brown@homes.vic.gov.au |

**Table 2: H4F Reporting Project Managers**

|  |  |  |
| --- | --- | --- |
| **Template** | **Project Manager** | **Email** |
| **1 -** *CDR Reporting Template – Uniting HSP and Uniting FSP – Metro and Regional East* | Rachel Hamilton | rachel.hamilton@vt.uniting.org |
| **2 -** *CDR Reporting Template – Uniting HSP and Uniting FSP – Regional North* | Nicole Manford | nicole.manford@vt.uniting.org |
| **3 -** *CDR Reporting Template –Unison HSP and Uniting FSP – Metro North* | Charlotte Timmermans | ctimmermans@unison.org.au |
| **4 -** *CDR Reporting Template – EACH HSP and Anglicare FSP – Metro and Regional South* | Louise Daniel | Louise.Daniel@each.com.au |
| **5 -** *CDR Reporting Template - Unison HSP and Mackillop \_McAuley FSP - Metro with Geelong* | Charlotte Timmermans | ctimmermans@unison.org.au |
| **6 -** *CDR Reporting Template - Uniting HSP and Mackillop \_McAuley FSP – Regional West without Geelong* | Nicole Manford | nicole.manford@vt.uniting.org |

|  |
| --- |
| 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, October 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 [Homes For Families (H4F) Program Guidelines webpage](https://providers.dffh.vic.gov.au/homes-families-h4f-program-guidelines) <https://providers.dffh.vic.gov.au/homes-families-h4f-program-guidelines>. |

1. 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-2)
2. Department of health and Human Services (2019); “*Agency Monitoring Framework*”, Victorian Government, July 2019. [↑](#footnote-ref-3)
3. Noting new renters includes all situations were a new rental agreement is signed, including where the property has not actually become vacant, but the a new rental agreement is signed (for example the existing renter moves out and their partner remains in the property as the new renter). [↑](#footnote-ref-4)
4. For Housing Provider Framework Option 1 dwellings the safety checks will be completed by Homes Victoria’s head contractors. For tenanted dwellings the contractors will make contact with the managing agency once a works order has been issued by the Housing Call Centre. Where the dwelling is vacant the head contractor will complete the safety checks as part of the vacant unit maintenance works. [↑](#footnote-ref-5)