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| Housing Advocacy Support - Legal Tenancy Advice  91426 |
| Outcome objective: Victorians are safe and secure  Output group: Housing Assistance  Output: Housing Support and Homelessness Assistance |

**OFFICIAL**

**1. Service objective**

To provide advocacy and support services to social housing renters and prospective public housing renters in order to assist them in accessing and sustaining their housing.

**2. Description of the service**

To achieve improved housing outcomes for social housing renters, forming part of the Government’s ongoing commitment to sustainable tenancies.  
Under this activity funded community service organisations:  
• provide tenancy legal assistance to social housing renters with complex tenancy law matters   
• involve renters in the service planning and management of public housing infrastructure program services.  
In order to achieve the above objectives for social housing renters, the service provider is expected to work closely with the local housing offices and registered housing providers

**3. Client group**

The client group for this activity is targeted at existing social housing renters requiring legal assistance to sustain their tenancies.

**4. Obligations specific to this activity**

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

**4a. Registration and Accreditation**

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

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

* [Housing Act 1983](http://www.legislation.vic.gov.au/Domino/Web_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/ff8b257bb218c57fca25736000008380!OpenDocument)

<http://www.legislation.vic.gov.au/Domino/Web\_Notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/ff8b257bb218c57fca25736000008380!OpenDocument>

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

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

* [Public Housing Infrastructure Program (PHIP) Guidelines](https://providers.dffh.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-word)

<https://providers.dffh.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-word>

* [Residential Tenancies Act 1997](https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997)

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**5. Performance**

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

Performance is measured as follows:

**Key performance measure 1: Number of new cases**

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| **Aim/objective** | Support social housing tenants with complex tenancy matters to retain their tenancy by providing legal tenancy advice |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count number of new cases during the reporting period. A client may have multiple cases in a reporting period |
| **Data source(s) collection** | * Public Housing Infrastructure Program Data Collection * Service provision reports against workplan specifications |
| **Definition of terms** | Data report – Microsoft compatible spreadsheet Client data report including data on suburb, referral source, housing status, housing provider and issue. Service provision report including data detailing emerging trends, client numbers and support provided. Public Housing Infrastructure Program Service provision report including data detailing progress on outcomes against the service agreement workplan specifications  Public Housing Infrastructure Program service provision reports due on 28 February and an annual report within 90 days after the end of the financial year. |

**6. Data collection**

The reporting requirements for this service are:

| **Data collection name** | **Data system** | **Data set** | **Reporting cycle** |
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| Public Housing Infrastructure Program Data Collection | Manual Data Collection | Manual - 28 February | Annual |
| Service provision reports against workplan specifications | Manual Data Collection | Public Housing Infrastructure Program data collection | Half-yearly |

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