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| Housing Advocacy Support - Secondary Advice  91425 |
| Outcome objective: Victorians are safe and secure  Output group: Housing Assistance  Output: Housing Support and Homelessness Assistance |

**OFFICIAL**

**1. Service objective**

To achieve improved housing outcomes for social housing renters, forming part of the Victorian Government’s ongoing commitment to sustainable tenancies

**2. Description of the service**

Provision of secondary advice to community service organisations assisting social housing renters with complex legal tenancy issues   
Under this activity, funded community service organisations:  
• provide legal tenancy advice to service providers funded for specific housing related programs by the Department of Families Fairness and Housing   
• involve renters in the service planning and management of the service.  
In order to achieve the above objectives for social housing renters, the service provider is expected to work closely with the department.

**3. Client group**

The client group for this activity is targeted at Community service organisations funded by the department for specific housing related programs requiring specialist legal advice to assist social housing renters with complex tenancy issues.

**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>

* [Public housing policy and procedures manual](http://www.dhs.vic.gov.au/for-service-providers/housing-and-homelessness/public-housing/public-housing-policy-and-procedure-manuals)

<http://www.dhs.vic.gov.au/for-service-providers/housing-and-homelessness/public-housing/public-housing-policy-and-procedure-manuals>

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

<https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997>

**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 episodes of Secondary legal advice**

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| **Aim/objective** | To provide legal tenancy advice to service providers, to Tenancy plus – Tenancy support program providers. |
| **Target** | The performance measure target is provided in the Service Agreement |
| **Type of count** | Cumulative |
| **Counting rule** | Count episodes of secondary legal advice to program providers during the reporting period. Client data report (Microsoft compatible spreadsheet) 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. |
| **Data source(s) collection** | * Service provision reports against workplan specifications |
| **Definition of terms** | Secondary advice: Legal advice to department-funded Tenancy plus- Tenancy support program service providers who are assisting social housing tenants. The service provision report collates all the information provided in the spreadsheet identifying emerging trends and issues. Episodes means each time a new case is presented by a Tenancy plus – Tenancy support program provider for specialist legal advice  Service provision report including data detailing progress on outcomes against the service agreement and workplan specifications. |

**6. Data collection**

The reporting requirements for this service are:

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

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