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| Housing First for Young People Leaving Care (Housing First) |
| Performance and Reporting Practice AdvicePractice advice updated January 2025 |
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# Introduction

Each year in Victoria, about 1,000 young people aged 16 to 18 have their child protection order end for the final time and leave care.

Young care leavers are more likely to experience a range of adverse life outcomes than their peers from a non-care background. Access to stable housing continues to be a challenge.

In the 2023/24 State Budget, the Victorian government funded the Housing First for Young People Leaving Care (Housing First) program. The program is supporting up to 225 young people leaving residential care and other settings with at least 2 years of housing and at least 3 years of wrap-around support.

Housing First will:

* give young people leaving care guaranteed housing and support
* add to existing supports like Better Futures and Home Stretch
* make the transition from care for young people more gradual and supported
* increase chances for good life outcomes and thriving in adulthood.

The program includes a number of dedicated places for Aboriginal young people given their over-representation within the leaving care population.

For more information about the Housing First program, refer to the Housing First service specifications and other related documentation available at [Providers – Housing First](https://providers.dffh.vic.gov.au/housing-first)[[1]](#footnote-2).

# Purpose

Housing First is designed to improve outcomes for young people transitioning from residential care and other settings to supported independence. It is guided by the [Better Futures Advantaged Thinking practice framework](https://assets.bsl.org.au/assets/services/Young-people/BSL-Better-Futures-Advantaged-Thinking-Practice-Framework_Revised-April-2024.pdf)[[2]](#footnote-3) and support is tailored to meet the individual needs of young people.

This performance and reporting practice advice outlines performance and reporting requirements for organisations delivering Housing First as per the activities contained in the service agreement.

This document should be read with the individual-funded activity descriptions which can be found on the [Department of Families, Fairness and Housing (the department) activity search website](https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search)[[3]](#footnote-4).

# Audience

* Community service organisations and Aboriginal Community Controlled Organisations delivering Housing First Stage 1 and Stage 2
* DFFH Agency Performance and System Support teams (APSS)
* Divisional Housing First senior program officers.

# Performance and reporting requirements

This practice advice outlines the activities organisations funded to deliver Housing First must complete along with the department’s performance monitoring tools and resources.

# The department’s service agreement requirements

Service agreements are used to manage departmental funding to organisations. The service agreement establishes the standard terms and conditions that apply to all funded organisations and provides organisation-specific information on funding and payments in its schedules.

The [Service Agreement Requirements](../fac.dffh.vic.gov.au/service-agreement-requirements)[[4]](#footnote-5) outlines the policies and obligations that form part of the service agreement.

To meet the terms of the service agreement, funded organisations must ensure they comply with:

* the service agreement
* the standard policies and obligations in the service agreement requirements
* the specific policies and obligations in each relevant activity description.

To access funded activity descriptions, refer to the [department’s activity search website](https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search)[[5]](#footnote-6).

The online search functionality requires the individual activity name or number. Use the relevant Housing First activity names or activity number **31652** to undertake the search.

# The department’s reporting tools

## Service delivery tracking

Service Delivery Tracking (SDT) supports organisations in managing their progress towards meeting agreed targets and assists the department in managing its reporting commitments. SDT is an online tracking tool that service providers are required to use to report monthly service delivery against the service agreement.

The SDT acquittal templates are available for updating and submission from the first day of the month, following the reporting month.

More information about SDT can be found on the [Funded Agency Channel website](https://fac.dffh.vic.gov.au/service-delivery-tracking)[[6]](#footnote-7).

# Information about Housing First (31652) funded activities

The following sub-activity descriptions set out the department’s approach to measuring the performance of Housing First providers. For more detailed information on funded activities refer to individual activity descriptions accessible via the department’s website as noted above.

## Housing First case work Support (10 hours)

This sub-activity refers to the number of case work hours of service provided by the Housing First service provider.

Organisations must report on the:

* total number of service hours provided to young people participating in the Housing First program.

Service hours are defined as hours spent by the service provider’s staff providing Housing First case work support to young people.

Case work support includes a range of service activities such as assessment, active engagement, planning and review.

Example:

A Housing First worker provides 2 hours of case work to one young person. The worker also travelled 30 minutes each way to meet the young person. This is counted as one Housing First worker for 2 hours of case work plus one hour of travel equals to 3 service hours.

Service hours include time spent writing case notes, travelling and other activities directly relating to individual young people.

The number of hours of service provided is recorded on Client Relationship Information System for Service Providers (CRISSP) by the service provider, generated into the monthly CRISSP report and entered SDT.

### Requirements for Housing First case work support (10 hours)

| Measure | Description | Count | Reporting frequency | Report |
| --- | --- | --- | --- | --- |
| Key performance measure 1 | Number of service hours | Cumulative | Monthly | SDT |

### Guidelines for number of service hours

The table below provides an estimated number of minutes or hours allocated to tasks undertaken by Housing First providers. The estimated number of hours have been developed incorporating feedback from service providers and have been rounded. Tasks may take less or more time and the actual time taken should be recorded in CRISSP.

These are guidelines only and should be applied flexibly.

| Task | Estimated time |
| --- | --- |
| Text sent | 10 minutes |
| Text response | 10 minutes |
| Phone not answered voicemail left | 10 minutes |
| Outreach/face to face contact | 1 hour |
| Telephone call | 10 minutes |
| Email | 10 minutes |
| Email received and case noted | 10 minutes |
| Email sent and case noted | 10 minutes |
| Provided secondary consultation | 30 minutes |
| Undertaking a consultation | 30 minutes |
| Safe and reasonable travel time | 10 minutes |
| Administration | 10 minutes |
| Flexible funding request administration | 30 minutes |
| Intake triaging | 1 hour |
| Research and information gathering in relation to the young person’s goals | 30 minutes |
| Referrals | 30 minutes |
| Writing assessments, case notes, support plans etc | 10 minutes |
| Attending meetings, events, appointments etc with or on behalf of the young person | 1 hour |

## Tenancy Support

This sub activity relates to the delivery of agreed deliverables of the Tenancy Support provider and does not apply to Stage 1 providers of Housing First.

Tenancy Support providers are required to:

* submit a Tenancy Support Annual Directions plan using the template provided, by 30 June each year
* submit a Tenancy Support Annual Outcomes report using the template provided, by 15 July each year

Tenancy Support providers must submit both Tenancy Support Annual Directions plan and Tenancy Support Annual Outcomes report to their local APSS advisor for departmental endorsement. Departmental endorsement is required by the APSS Manager, or a nominated delegate determined by the local area. APSS advisors are required to send a copy of the endorsed report to the department’s Transitions from Care team at betterfuturescentral@dffh.vic.gov.au.

Please note, the department is currently developing enhancements to CRISSP to include the Tenancy Support Annual Directions plan and Annual Outcomes report templates. Interim templates are available for providers and can be accessed via their local APSS advisor or their divisional Housing First Senior Program Officer.

### Requirements for Tenancy Support report against agreed objectives

| Measure | Description | Count | CRISSP Report | Reporting frequency | Report |
| --- | --- | --- | --- | --- | --- |
| Performance measure 2 | Tenancy Support Directions plan and Tenancy Support Outcomes report | Cumulative | Template not yet available in CRISSP. Manual template available | Annually | Manual submission  |

## Brokerage for Aboriginal young people

This sub-activity supports the brokerage expended for Aboriginal young people receiving Housing First support.

Each Aboriginal young person who participates in the Housing First program will be entitled to an amount equating up to $10,000 in brokerage, across their period of involvement in the program.

The funding is to be brokered by the Housing First service provider and can be used for Cultural Connection activities and/or goals identified in the young person’s Cultural Plan.

Organisations must report on the:

* total amount of Brokerage for Aboriginal young people spent in the reporting period.

This advice refers to funds spent and not funds approved. The total flexible funding expenditure is recorded by an organisation on CRISSP. An annual expenditure report is then generated by organisations for the previous financial year and provided to local APSS advisor by 15 July.

### Requirements - Brokerage for Aboriginal young people

| Measure | Description | Count | CRISSP Report | Reporting frequency | Report |
| --- | --- | --- | --- | --- | --- |
| Performance measure 3 | Amount of funding expended in the reporting period | Cumulative | Client Expenditure: Housing First Aboriginal Young People Brokerage | Annually | Provided to local APSS Advisor |

# Additional information

Supporting documentation and publications may be accessed via the department website:

* [providers.dffh.vic.gov.au/housing-first](https://providers.dffh.vic.gov.au/housing-first)[[7]](#footnote-8)
* [providers.dffh.vic.gov.au/leaving-care](https://providers.dffh.vic.gov.au/leaving-care)[[8]](#footnote-9)
* [services.dffh.vic.gov.au/leaving-care](https://services.dffh.vic.gov.au/leaving-care)[[9]](#footnote-10)
* [Funded Agency Channel](https://fac.dhhs.vic.gov.au)[[10]](#footnote-11)
* Funded activity descriptors are accessible via the [department’s activity search website](https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search)[[11]](#footnote-12)

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| To receive this document in another format email, Transitions from Care, betterfuturescentral@dffh.vic.gov.auAuthorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Department of Families, Fairness and Housing, January 2025.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. **ISBN** 978-1-76130-755-3 Available at [providers.dffh.vic.gov.au/housing-first](../providers.dffh.vic.gov.au/housing-first) providers.dffh.vic.gov.au/housing-first.  |

1. https://providers.dffh.vic.gov.au/housing-first [↑](#footnote-ref-2)
2. https://assets.bsl.org.au/assets/services/Young-people/BSL-Better-Futures-Advantaged-Thinking-Practice-Framework\_Revised-April-2024.pdf [↑](#footnote-ref-3)
3. https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search [↑](#footnote-ref-4)
4. [fac.dffh.vic.gov.au/service-agreement-requirements](https://fac.dffh.vic.gov.au/service-agreement-requirements) [↑](#footnote-ref-5)
5. <https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search> [↑](#footnote-ref-6)
6. <https://fac.dffh.vic.gov.au/service-delivery-tracking> [↑](#footnote-ref-7)
7. https://providers.dffh.vic.gov.au/housing-first [↑](#footnote-ref-8)
8. https://providers.dffh.vic.gov.au/leaving-care [↑](#footnote-ref-9)
9. https://services.dffh.vic.gov.au/leaving-care [↑](#footnote-ref-10)
10. <https://fac.dhhs.vic.gov.au> [↑](#footnote-ref-11)
11. <https://providers.dffh.vic.gov.au/families-fairness-housing-health-activity-search> [↑](#footnote-ref-12)