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| Housing infrastructure – facilities management 91415 |
| Outcome objective: Victorians are safe and secureOutput group: Housing assistanceOutput: Housing support and homelessness assistance |

# 1. Service Objective

To provide positive value for public tenants and the local tenant community through management of community facilities (as part of the Public Housing Infrastructure Program).

# 2. Description of the service

The Director of Housing has approximately 110 community facilities throughout the state. While most are managed by the department’s divisional housing offices, some of these facilities are managed by Community support organisations, through Public Housing Infrastructure Program funding. Management of the facilities is focused on providing positive value for public tenants and the local tenant community.

# 3. Client group

Public housing tenants and the local tenant community.

# 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

N/A

## 4b. Program requirements and other policy guidelines

The department requires community service organisations funded through service agreements to participate in the following monitoring processes for this funded activity:

* [Public Housing Infrastructure Program (PHIP) guidelines](https://providers.dhhs.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-2017-word)

<https://providers.dhhs.vic.gov.au/public-housing-infrastructure-program-framework-and-funding-guidelines-2017-word>

# 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: Achievement of deliverables in service agreement

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| Aim/objective | Facilities management is focused on providing positive value for public tenants and the local tenant community.  |
| Target | The performance measure target is provided in the Service Agreement. |
| Type of count | [x]  Cumulative [ ]  Non-cumulative |
| Counting rule | As per Service Agreement |
| Data source(s) collection | Service provision report including data detailing progress against the service agreement/work plan. |
| Definition of terms | Provided in Service Agreement |

# 6. Data collection

The reporting requirements for this service are:

| Data collection name | Data system  | Data set  | Reporting cycle |
| --- | --- | --- | --- |
| Public housing infrastructure program data collection | Service provision report | Public housing infrastructure program data collection | Annual |

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