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| Housing First for Young People Leaving Residential Care (Housing First) |
| Stage 1 Service RequirementsVersion 0.2 |
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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.

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# Overview

Housing First (BP3 2023/2024 initiative: Housing First for Young People Leaving Residential Care) is a seven-year initiative providing guaranteed housing, personalised case work and tenancy support for up to 225 young people leaving residential care and other settings.

The program will include a minimum number of dedicated targets for Aboriginal care leavers due to their over-representation within the leaving care population.

Housing First is being delivered in two stages:

* Stage 1 will see an interim model delivered from mid–2024, focussed on young people in residential care.
* Stage 2 will see a revised model delivered from January 2025. The model will support young people from all three eligible cohorts.

These Program Requirements are to support delivery of the Stage 1 interim model.

## Eligibility

The program will support three cohorts of young people aged between 16.5 to 18 years (at the point of referral) who are:

1. Transitioning from residential care and who are on, or were on, an eligible order on or after their 16th birthday.
2. Exiting a custodial facility and who have been on an eligible order and in care on or after their 16th birthday
3. Transitioning from kinship, foster or permanent care, are at immediate risk of homelessness within six months of leaving care, and who are on, or were on, an eligible order on or after their 16th birthday.

For the purposes of the above:

* Eligible order includes Long Term Care order, Care by Secretary Order, Permanent Care order and Family Reunification Order.
* Residential care includes Lead Tenant arrangements.

Eligibility for referral into Housing First will be inclusive of young people who are:

* Receiving other supports such as Targeted Care Packages (TCPs);
* Parents or impending parenthood;
* Of any cultural background or ethnicity;
* Of any gender identity or sexual orientation;
* Presenting with any pre-existing medical condition;
* A person with a disability (except for those eligible for Specialist Disability Accommodation (SDA) under National Disability Insurance Scheme (NDIS);
* Receiving NDIS funding including Supported Independent Living (SIL);
* Have prior criminal history or being subject to a community-based order;
* At any level of independent living readiness; or
* Of any residency status, including status that means they are ineligible for Commonwealth income support.

## Program Objectives

* Provide housing stability that enables young people to achieve their transition goals across housing and independent living, health and wellbeing, education, employment and community connections.
* Strengthen social, community, cultural and where appropriate, family connections.
* Improve health outcomes for young people, such as reduced emergency department presentations and increase educational attainment and employment participation rates.
* Reduce the risk of homelessness and contact with the justice system.

## Program Principles

Housing First case work support is delivered via the [Advantaged Thinking](https://www.bsl.org.au/services/youth/better-futures/)[[1]](#footnote-2) practice approach, focusing on developing the skills and capabilities of young people. Housing First empowers young people to participate in planning and to exercise agency, to the greatest extent possible, over decisions that impact them, promoting self-management and self-determination.

Participants are supported to build independence, and to acquire and sustain tenancies, through:

* **a sustained housing focus**: support that contributes to the young person’s ability to access and maintain housing. Examples include, but are not limited to, enhancing the young person’s life and living skills and support to attain financial independence through access to education, employment and training opportunities.
* **a culturally sensitive approach**: working with the young person in a way that recognises and promotes their family (where appropriate), social, community and cultural connections.
* **tailored supports**:
	+ working with each young person to help them achieve their transition goals across a range of life domains including health and wellbeing, education and employment, and
	+ complementing and collaborating with other support services in place such as those funded via Targeted Care Packages (TCPs), via Home Stretch and via the National Disability Insurance Scheme (NDIS).
	+ it is anticipated that where multiple services are in place, the focus of Housing First case work will be on activities to support housing stability and maintenance of tenure.

Housing First case work support:

* is delivered in a way that aligns with the Better Futures Advantaged Thinking Practice Framework
* incorporates trauma informed practice.
* takes a person-centred approach, which supports the young person to make and be responsible for their own informed life choices.
* proactively engages with the young person and services, maintaining regular contact, particularly when there is a change in circumstance, or emerging issue to be resolved.
* tailors support to the needs of the young person.
* assists young people to transition from care to (supported) independence through the establishment of safe, stable, and secure housing and support.
* works collaboratively with other support services such as those funded via Targeted Support Packages to increase the young person’s independent living skills.

Participation in Housing First is voluntary and is based on a shared commitment between the young person and their Housing First worker, that they will work together towards achieving the young person’s goals and intent of the program. More information on mutual obligations is outlined at 2.8.1

## Duration and levels of support

Young people are provided with up to 3.5 years of tailored case work support. Housing will be provided for at least two years and will be available for up to 2.5 years for young people who are unable to transition to a more independent housing option after two years.



Figure 1: Housing First Journey

The amount of case work support provided to a young person reduces over the lifecycle of their participation in the program, as per the outline below:

In-reach –130 hours across (up to) six (6) months prior to transitioning from care (equates to five (5) hours per week)

Year 1: - 260 hours per young person, across 12 months (equates to five (5) hours per week)

Year 2: - 156 hours per young person, across 12 months (equate to three (3) hours per week)

Year 3: - 104 hours per young person across 12 months (equate to two (2) hours per week)

# Stage 1 model requirements

**The following service requirements relate to delivery of Stage 1 of the initiative only.**

## Eligibility

The interim model will support young people aged between 16.5 to 18 years (at the point of referral) who are transitioning from residential care and who are on, or were on, an eligible order on or after their 16th birthday.

For the purposes of the above:

* **Eligible order** includes Long Term Care order, Care by Secretary Order, Permanent Care order and Family Reunification Order.
* **Residential care** includes Lead Tenant arrangements.

## Intake and Referral

Between August 2024 and December 2024, 38 young people will be referred to, and commence receiving support from Housing First. It is expected that 10 of the 38 young people will identify as Aboriginal and/or Torres Strait Islander (consistent with the proportion of young people identifying as Aboriginal and/or Torres Strait Islander in the broader leaving care population).

## Program components

There are five components of the Housing First program; the table below outlines these components, along with the funding allocation approach to service delivery partners as it relates to the interim model only (a separate process will be undertaken to determine a funding allocation approach for the revised model).

| Component | Housing First responsibilities | Allocation approach |
| --- | --- | --- |
| # 1 Housing | Young people will have guaranteed access to housing for a minimum of two years whilst participating in the program. A small number of young people who are not yet ready to transition to an alternative housing option in their third year on the program will be provided with housing for an additional six months. | N/A |
| # 2 Case Work  | Flexible and tailored case work support, delivered by the young person’s Better Futures Development Coach with reducing intensity over the duration of the program. | Direct allocation to participant’s existing Better Futures provider (CSO or ACCO). |
| # 3 Accommodation management | Property management matters relating to the participant’s Housing First property. | Direct allocation by Homes Victoria to registered housing providers. |
| # 4 Tenancy support | Development of opportunities and networks at a local level to build alternative, stable housing pathways for young people to transition to in their third year on the program. Support to Housing First workers and Accommodation Management providers to support at-risk tenancies.  | Tenancy Support will be procured in Stage 2 of the program.From January 2025, all Housing First Case Work Support providers will be able to access Tenancy Support workers for secondary consultation.  |
| # 5 Brokerage for Aboriginal participants  | Aboriginal participants will have access to flexible funds of $10,000 across their time in the program. Funds will be brokered by the Housing First worker on their behalf to access safe services, reconnect with community, and have control over their goals and decisions.  | Direct allocation to participant’s existing Better Futures provider (ACCO). |

Table 1 Component and proposed funding allocation approach to service delivery partners

Better Futures providers funded to deliver Housing First case work support to the first 38 participants as part of the interim model will continue to support participants for the duration of their time on the program (up to 3.5 years).

Homes Victoria will fund Registered Housing Agencies via direct allocation to deliver the accommodation management support function for the interim model. This function and associated funding may transition to another Registered Housing Agency identified through a Call for Submission process for the revised model.

Further information will be available during the second half of 2024.

## Funding

### Housing First case work support

The Department has created a new Service Agreement Management System (SAMS) Activity for Housing First case work support (refer [Funded Agency Channel](https://fac.dffh.vic.gov.au/)[[2]](#footnote-3) for details) .

Case work support for Housing First is funded at the same hourly rate as support provided through Better Futures and Home Stretch, Individual, Child and Family Support – (Better Futures) activity (31290). The 2023-24-unit price hourly rate is $137.10 (indexable).

Table 2 outlines the weekly hours of support funded per young person; Better Futures Development Coaches will tailor the amount of service delivered to each young person per week depending on their needs and circumstances and other existing supports. The performance measure focuses on the total amount of service hours provided across each financial year.

Housing First case work hours are in addition to support funding provided through Better Futures and Home Stretch (and Targeted Care Packages and NDIS packages).

Table 3 outlines the total hours of support that a young person may receive (Housing First & Home Stretch hours).

|  | In-reach | Year 1 | Year 2 | Year 3 |
| --- | --- | --- | --- | --- |
| Period of Housing First Case Work support funding | 6 months | 12 months | 12 months | 12 months |
| Hours of support funded per participant, per week | 5 | 5 | 3 | 2 |

Table 2 Housing First Case Work Support (delivered by Better Futures Development Coach)

|  |  |  |  |
| --- | --- | --- | --- |
| HOUSING FIRST phase | Hours of support paHOUSING FIRST | Hours of support paHome Stretch | Total hours of support per annum |
| Up to 6 months in-reach | Up to 130 hours | Not applicable | 130 hours |
| Year 1 | 260 hours | 75 hours Home Stretch | 335 hours |
| Year 2 | 156 hours | 75 hours Home Stretch | 231 hours |
| Year 3 | 104 hours | 75 hours Home Stretch | 179 hours |

Table 3 Housing First and Home Stretch hours of support[[3]](#footnote-4)

|  |  |  |  |
| --- | --- | --- | --- |
| DEPARTMENT DIVISION | Targets (non- Aboriginal) | Targets (Aboriginal) | Total Targets |
| North | 9 | 3 | 11 |
| East | 5 | 2 |  7 |
| South | 6 | 2 |  8 |
| West | 9 | 3 | 12 |

Table 4 Housing First targets by Division

### Participant brokerage

Aboriginal young people have access to flexible funds of $10,000 over the life of their involvement with the program to support their access to culture and community. This funding can be used to meet goals identified in their cultural plan and is brokered on behalf of Aboriginal young people by their existing Better Futures provider[[4]](#footnote-5).

## Service delivery locations

The Housing First program is being delivered across all four Department Divisions; Table 4 provides a guide to the anticipated housing locations for the first 38 participants, noting these locations are subject to suitable properties being available and may change.

It is expected that 70 per cent of program participants will reside in metropolitan Melbourne and 30 per cent in regional Victoria.

| DEPARTMENT DIVISION | North | East | South | West |
| --- | --- | --- | --- | --- |
| Homes | 11 | 7 | 8 | 12 |
| Locations | * Heidelberg
* Preston
* Broadmeadows
* Bendigo
 | * Box Hill
* Maroondah
* Monash
* Shepparton
* Wangaratta
* Wodonga
 | * Dandenong
* Berwick/Pakenham
* Cheltenham South
* Frankston
* Morwell
* Traralgon
* Sale
 | * Altona
* Keilor/St Albans
* Melton
* Werribee
* Geelong Nth & Sth
* Central Highlands
* Warrnambool
 |

Table 5 potential location of Housing First homes (subject to change)

## Roles and Responsibilities

### Department of Families Fairness and Housing (the department)

#### Housing First Senior Program Officers

Housing First Senior Project Officers in each department division are the key personnel supporting implementation of the program at a divisional level. These roles work closely with Child Protection practitioners, Placement Coordination Unit staff, Housing First and Better Futures providers, local Housing teams and other key stakeholders.

The responsibilities of the role include, but are not limited to:

* Promoting the program to key stakeholders (internal and external to the department)
* Acting as a point of contact for Child Protection Practitioners and other stakeholders (this may include participation in Leaving Care Panels, Care Teams and other local Governance arrangements)
* Receiving referrals from Child Protection Practitioners and submitting them to Deputy Area Operations Managers for approval, or returning them for necessary follow up
* Advising Child Protection Practitioners of the outcome of the referral and recording it on CRIS (and any other shadow systems as required)
* Maintaining divisional level program data as required, including data relating to program targets, referrals, active participants and funded service providers.
* Supporting the collection and collation of data required to evaluate the program.

#### Child Protection Practitioners

Child Protection Practitioners[[5]](#footnote-6) are expected to support the implementation of the Housing First program in the following ways:

* Through existing leaving care planning processes, and in consultation with young people and their care team, making referrals to the program as appropriate.
* Ensuring all young people referred to the program have a current Victorian Housing Register (VHR) application for Social Housing.
* Actioning required follow up relating to referrals as requested by Divisional Housing First Senior Program Officers
* Supporting young people throughout the in-reach phase of the program, and as they transition to Housing First accommodation (and for the duration of child protection involvement).
* Undertaking all other leaving care planning activities as per current practice, including applications for Targeted Care Packages and Home Stretch for eligible young people

#### Local Housing Office

The local Housing Office Manager has responsibility for assessing dwellings as they become vacant, for suitability for allocation to the Housing First program. Suitability is determined based on the location and property characteristics that have been agreed for each young person referred to the program, noting location and characteristics will be driven by availability and may not directly align with a young person’s preference. The search for dwellings commences no later than three months prior to the young persons planned exit date from residential care.

Once a potential dwelling has been identified, local housing office staff contact the Housing First Senior Program Officer in that division in the first instance.

The Housing First Senior Program Officer coordinates contact with the relevant Child Protection Practitioners who will liaise with the young person and their care team (including the Housing First worker) to arrange an inspection of the property (the local Housing Office Manager co-ordinates access to view the property).

If the property is determined as suitable, the Housing Office arrange for all maintenance works to be completed and provide the anticipated date that it will be ready for tenanting.

If the property is determined as unsuitable, the Housing office continue assessing other dwellings as they become vacant.

### Sector Roles

#### Housing First Worker (also the Better Futures Development Coach in Stage 1)

The Housing First worker’s role varies according to the living arrangements of young people (in care or post care) and other existing supports in place. The role includes, but is not limited to:

* Building a relationship with the young person whilst in residential care for up to 6 months prior to their transition to Housing First housing.
* Working with the young person, their Child Protection Practitioner, residential care workers and their care team whilst still in care to support their transition goals, with a focus on the development of independent living skills.
* Completing the Everyday Life Skills Tool with young people on an annual basis, including as a baseline at the point of acceptance of referral whilst they are still in care (or as close as possible to this time and not more than 8 weeks after acceptance of referral)
* Facilitating a positive, supportive, and consistent relationship with the young person for the duration of their time on the program.
* Developing a Housing First Support Plan with the young person and reviewing this annually; this plan should identify transition goals that others are responsible for supporting (for example, the role of the NDIS in supporting disability related goals, the role of TCP funded workers in supporting health and wellbeing goals and access to specialist services, the focus of Home Stretch supports, including Home Stretch Independent Accommodation Proposal and proposed expenditures within).
* Supporting a young person’s access to culture and community and administering brokerage funds for Aboriginal young people to support identified goals in a young person’s cultural plan.

#### Tenancy Support Worker

This function will commence from early 2025. A Statement of Duties for this role will be developed throughout 2024 and made available via the Funded Agency Channel.

#### Accommodation Manager

All Housing First properties will have an allocated Accommodation Manager. The department, through Homes Victoria, will determine the relevant provider to deliver the accommodation management function for each property.

The Accommodation Manager is broadly responsible for all functions associated with allocating and managing a tenancy including:

* Partially furnishing each home when it is first made available to the Housing First program and replacing items as required.
* Ensuring renters rights are maintained in accordance with the Residential Tenancies Act (RTA).
* Charging, collecting and remitting rent in accordance with the rental calculations provided by Homes Victoria.
* Taking appropriate action to enable access by maintenance contractors to properties.
* Conducting routine inspections twice annually, providing the renter with appropriate notice for entry under the RTA.
* Working with renter’s support providers, including Housing First workers and Tenancy Support workers to support the renter to comply with their renter obligations, including early intervention and engagement where the actions (or inaction by renter place their tenancy at risk, including where the renter’s actions impact neighbours.
* Supporting dispute resolution where required, ensuring all avenues are exhausted, including action via the Victorian Civil and Administrative Tribunal (VCAT) to seek compliance orders, prior to seeking to execute a Warrant of Possession. Where the dwelling is managed as a rooming house (shared housing arrangements) the Accommodation Manager will work with the Housing First worker and the renters to determine the ‘house rules’ for the shared common areas.
* Managing neighbourhood complaints if/where they arise.

The Department will maintain responsibility for all property owner obligations, including the provision of maintenance to the program properties. The Accommodation Manager’s role in relation to property maintenance is:

* Triaging maintenance requests from the renter and lodging appropriate requests with the Housing Call Centre.
* Ensuring that appropriate action is taken to enable departmental contractors to have access to the property for the provision of maintenance services. This may include issuing the appropriate notice for entry where the works are required for safety reasons.
* Following up with the renter to ensure that departmental contractors have completed works to a satisfactory standard.

## Young people’s participation

Participation in Housing First is voluntary and based on the young person’s agreement, including to;

* fulfil mutually agreed obligations; and
* the collection of data relating to service usage and outcomes; and
* making financial contributions, including towards rent and associated program costs.

### Program Participation Agreement

A young person will enter into a Program Participation Agreement with their Housing First provider. This agreement outlines the mutual obligations of both parties, including the young person’s commitment to:

* Sharing relevant information about their circumstances and any concerns.
* Making reasonable efforts to keep contact details up to date to ensure ongoing engagement with the program.
* Making sure their own actions do not adversely impact on other Housing First participants (e.g., co-tenants) or staff.

The Housing First provider will agree to deliver individualised support with a focus on:

* Building the young person’s capabilities to support independent living.
* Working with the young person and other existing support networks to identify, navigate and access relevant services and supports.
* Respecting young people’s privacy and rights, in line with applicable legislation and as outlined in their Service Agreement with the department.
* Working with a high degree of professionalism and in line with standards of professional practice.

### Consent to the collection and use of data

Housing First is being evaluated and its success measured in several ways, including based on outcomes achieved by individual young people.

Young people agreeing to participate in the program need to be aware that a range of data will be collected for this purpose, and they need to provide consent to the collection of data.

The department is responsible for ensuring data collection remains confidential. Housing First workers will be responsible for providing information to the young person about data collection, so they can make an informed consent regarding program participation beyond the in-reach engagement stage. Information will include how data will be collected and how the confidentiality of data will be assured, including how it will be shared.

The young person will be required to sign a Data Consent form to indicate their agreement to the tracking of outcomes.

Where a young person is under the age of 18 years and on a statutory order, Child Protection as the Guardian will provide consent.

### Program participation and rent contribution

The Housing First program will seek to support young people to effectively transition from care by equipping them with the skills to make and manage a personal budget and to understand the costs associated with independent living.

Young people participating in the Housing First program will, while they are residing in Housing First program housing, be required to contribute the following:

* **Rental payments:** Young people will make rental payments (equivalent to 25% of youth allowance rate for single, 18+, no children, living away). If the young person is eligible for Commonwealth Rental Assistance, this amount will be added to the rental charge.
* **Program participation:** Young people aged 18 and over will contribute 35% (approximately $6,215 and indexable) of their Home Stretch allowance per annum to support program participation. For young people aged under 18 years (who are still on child protection order and not yet eligible for Home Stretch allowance), their program participation costs (and any gaps in rental payments) will be met through existing funding sources, such as Targeted Care Packages (TCPs).

The dwellings allocated to the program will include a mix of housing types, including shared housing (two and three-bedroom dwellings) and single bedroom dwellings for young people unable to share with others. Young people, to the greatest extent possible, will be actively involved in inspecting properties available for allocation, and indicating their opinion of suitability of properties. Choice of housemates, whilst not always possible, will be maximised to the greatest extent.

Most young people will reside in Housing First properties for two years prior to transitioning to alternative living arrangements, including via the private rental market or social housing, in their third year on the program. Young people will be supported by their Housing First worker (who in turn will be supported by the Housing First Tenancy Support worker) to identify alternative living arrangements.

## Service Delivery

### In-reach engagement

Young people receive in-reach support from a Housing First worker whilst they are residing in residential care; this in-reach support varies in duration but will likely be for a period of between three and six months.

The primary focus of case work support from Housing First during the in-reach period is to support young people’s “transition readiness”; particularly their ability to maintain a tenancy, which includes, but is not limited to, understanding their tenancy obligations once they leave care, and enhancing their independent living skills, such as learning budgeting, and the importance of paying bills on time.

The young person’s broader life and living skills, such as cooking/meal preparation and conflict management remain the lead responsibility of the young persons’ existing support staff, such as residential care workers.

The focus of Housing First support is to be agreed with the young person and their care team and documented in their 15+ Care and Transition Plan.

The in-reach hours of support can be delivered according to the needs and circumstances of each young person, other supports in place and the goals in their 15+ Care and Transition Plan; some young people will receive a consistent five hours of support each week, whilst others may pool their hours and use them for a period of more intensive, focused support.

The Housing First worker will:

* Be transparent about the opportunities and limitations of the program, along with the impact of choosing to not proceed post the engagement period.
* Deliver support consistent with the Better Futures Advantaged Thinking Practice Framework.
* Work with the young person and their care team, including residential care staff to complete practical tasks that support a young person’s transition to Housing First accommodation.
* Communicate clearly with the young person so they have a clear understanding of proposed new living arrangements and expectations.
* Work with young person and their care team to foster community connections prior to leaving care

It is in the interests of all parties that the young person indicates their intention to participate in Housing First and signs the Program Participation Agreement and Data Collection form as soon as possible once the in-reach phase of support has commenced.

An early indication of a young person’s decision not to participate allows that young person’s care team to continue to work towards alternative living arrangements post care.

### Onboarding process

There are four key steps associated with the identification, planning and onboarding of a young person as a Housing First participant (see below).

|  |  |  |  |
| --- | --- | --- | --- |
| Forecasting | In-reach engagement | Participation Confirmation | Accommodation |
| **Managed Intake via the Divisional Housing First DFFH Project Officer** | **YP provided with 3-6-months engagement by the Housing First worker.** | **YP confirms they wish to participate in Housing First​** | **Property is prepared for the YP​** |
| 1. YP identified via CRIS, drawing on YP’s dates of birth and statutory child protection order expiry dates.​
2. Divisional Leaving Care team indicate the young people leaving care based on the F38 Broadbands, and confirm young person housing needs​
3. Homes Victoria conducts a desk-based assessment of property supply against young person needs​
4. Confirmation of targets by area allows child protection to plan for and commence in-reach support
 | The primary focus of case work support from Housing First during the in-reach period is to support young people’s “transition readiness”; particularly their ability to maintain a tenancy, which includes, but is not limited to, understanding their tenancy obligations once they leave care, and enhancing their independent living skills, such as learning budgeting, and the importance of paying bills on time​During this engagement phase:​1) the YP confirms if they wish to participate.​2) Local housing staff identify properties that could be suitable for that particular young person and refer them to CP staff to confirm or decline suitability before presenting the homes to the young person​ | Participation in Housing First is voluntary. ​The YP will provide written agreement to:​1) mutual obligations​2) data collection; and​3) Rent and participant contribution.​ | Homes Victoria allocate the home to a supported housing model provider for management​* Local housing staff follow regular process of vacant maintenance​
* Fire services and other modifications (where required)​
* Property is established with furniture.​

Young person is supported to transition to Housing First accommodation. |

### Program completion (transition out)

Where necessary, Housing First workers should ensure referrals to alternative services are in place as the young person gets closer to the end of their time on the program. Young people who commenced with Housing First between the ages of 16.5 years and 17 years may also be in receipt of supports via Home Stretch when Housing First ends.

At the conclusion of their participation in Housing First, it is anticipated that the young person:

* Is residing in a safe and secure housing arrangement.
* Is engaged in education, training and/or employment.
* Knows how to seek support from key health and social services to which they are entitled, including primary healthcare and mental health services.
* Has developed the life skills and knowledge that equips them to independently maintain and manage their own home environment (including, for example, understanding and fulfilling the terms of a residential lease)
* Feels connected to their peers/community and has established positive social connections.

## Interface between Housing First and other supports

### Home Stretch

Housing First forms part of a suite of supports for eligible young people leaving care, noting young people may also be in receipt of Home Stretch for the duration of their time on the program.[[6]](#footnote-7)

Refer 2.7.3 for obligations relating to financial contributions from Home Stretch allowance and Table 2 for summary of Housing First case work hours and Home Stretch case work hours.

The young person’s Better Futures Development Coach (who is responsible for delivering Home Stretch case work hours) will also deliver the Housing First case work hours. Better Futures Development Coaches are responsible for developing one holistic support plan with the young person that encompasses transition goals to be achieved via both Housing First and Home Stretch support.

Better Futures Development Coaches are expected to draw on data from the Better Futures Outcomes Tracking System (OTS) to inform Housing First Support Plan development with young people. The OTS has been implemented to track and better understand young people’s experience of Better Futures and Home Stretch and attainment of transition goals.

### Targeted Care Packages

Many young people accessing Housing First may also be supported by a Targeted Care Package (TCP) for at least some of their time on the program; the duration of TCPs will vary for each young person and all packages are subject to annual review. TCPs generally continue for up to 12 months after a statutory child protection order ends.

It is important that roles and responsibilities of all parties supporting a young person are clearly defined, agreed and documented and that duplication of supports is avoided. It is anticipated that where multiple services are in place, the focus of Housing First case work will be on activities to support housing stability and maintenance of tenure.

### National Disability Insurance Scheme Supports

Young people may also be in receipt of supports via the National Disability Insurance Scheme (NDIS) and it is likely that these supports may include a focus on increasing the young person’s independent living skills.

It is important that roles and responsibilities of all parties supporting a young person are clearly defined, agreed and documented and that duplication of supports is avoided. It is anticipated that where multiple services are in place, the focus of Housing First case work will be on activities to support housing stability and maintenance of tenure.

## Data collection

Housing First providers are required to collect a range of data to support the implementation and evaluation of Housing First, along with performance data to support the department’s performance monitoring obligations. For more information, refer to the Housing First Performance and Reporting Practice Advice via the Funded Agency Channel .

Aboriginal service delivery partners will be consulted to guide decision-making about how their data is collected, accessed, stored and used for the purposes of Housing First.

1. https://www.bsl.org.au/services/youth/better-futures/ [↑](#footnote-ref-2)
2. https://fac.dffh.vic.gov.au/ [↑](#footnote-ref-3)
3. This table excludes other supports the young person may be receiving through Targeted Care Packages and/or NDIS packages etc. Home Stretch is only available to young people who are no longer subject to a statutory child protection order. [↑](#footnote-ref-4)
4. Providers may be required to report on expenditure via CRISSP. Further information will be provided. [↑](#footnote-ref-5)
5. Includes, but is not limited to Child Protection practitioners, Contracted Case Managers and Aboriginal Children in Aboriginal Care Case Managers [↑](#footnote-ref-6)
6. Once their final statutory Child Protection order has ended and they have left care; Home Stretch will not be in place whilst the young person is in residential care and receiving in-reach support via Housing First [↑](#footnote-ref-7)