

Housing & Suburban Development

ISSUE: Total Operating Costs 2017-18

Talking points:

- The total operating costs amounted to \$192 million in 2017-18, some \$4 million higher than 2016-17 mainly due to:
 - Higher depreciation expenses (\$5.5 million) impacted by the Public Housing Renewal Program.
 - Higher Supplies and Services (\$3.6 million) as a result of indexation on goods and services including higher property rates, water costs and repair and maintenance.
 - Higher Grants and Purchased Services (\$1.0 million) due to impact of the Equal Remuneration Order, indexation, and additional funding to strengthen homelessness services.
 - Higher employee costs, including superannuation (\$0.9 million) mainly through expected wage increases under the Enterprise Agreement currently under negotiation.
- This is partially offset by lower Other Expenses (\$6.7 million) mainly due to lower demolition and transfer expenses and lower Interest Expense (\$0.2 million) in accordance with the repayment schedule for the Commonwealth loans.

Key Information

	2017	2018
	\$'000	\$'000
Employees	24,559	25,313
Superannuation Expenses	3,383	3,491
Admin Expenses	12,949	11,980
Repairs and Maintenance	40,316	41,383
Rates Expense	31,494	34,617
Other Operational Expenses	2,461	2,431
Insurance Premium	2,344	2,780
Total Depreciation and Amortisation	32,535	38,009
Borrowing Costs	3,045	2,831
Grants and Purchased Services	20,926	21,971
Other Expenses	13,827	7,128
	187,839	191,934

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	2013-14	2014-15	2015-16	2016-17	2017-18
Improvement in employment outcomes	61%	64%	88%	128%	55%

Strategic Indicator 3

Improvement in employment in outcomes as a result of support

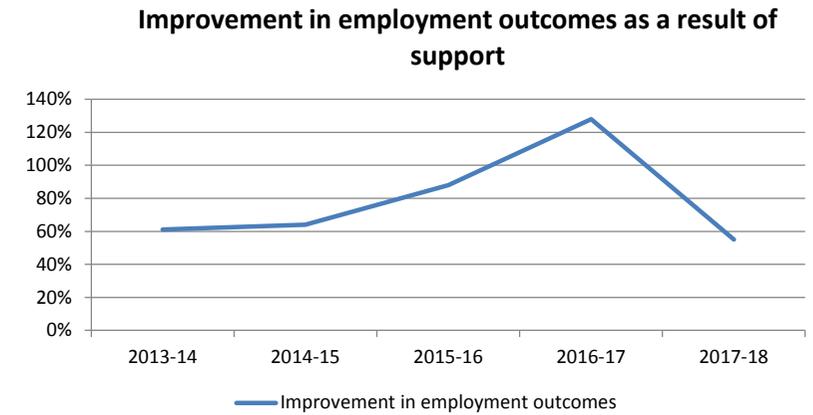
	Original Target 2017-18	Actual Result 2017-18	Variance %
Improvement in employment outcomes	62%	55%	-11%

	Original Target 2016-17	Actual Result 2016-17	Variance %
Improvement in employment outcomes	89%	128%	44%

	Original Target 2015-16	Actual Result 2015-16	Variance %
Improvement in employment outcomes	62%	88%	42%

	Original Target 2014-15	Actual Result 2014-15	Variance %
Improvement in employment outcomes	62%	64%	3%

	Original Target 2013-14	Actual Result 2013-14	Variance %
Improvement in employment outcomes	62%	61%	-2%



ISSUE: Strategic Indicators

Talking points:

- The strategic indicator results for Housing ACT show strong achievements for the community by assisting those most in need to affordable and secure housing, facilitating positive employment outcomes for people who have experienced homelessness, and building a sense of community belonging among Canberra's most disadvantaged households.
- Strategic Indicator 1 shows that public housing is highly targeted: all of those housed within three months were in greatest need. Households in greatest need are those that are homeless, in inappropriate housing such as living in very overcrowded conditions, or in housing that is adversely affecting their health or whose safety is at risk including people experiencing domestic violence.
- Of the households that were in greatest need and allocated within three months, one in five were households experiencing domestic violence.
- Data for Strategic Indicator 2 is gathered from a national survey undertaken in 2018, taking a random sample of housing tenants. Tenants are asked whether or not they experience various benefits through living in public housing. Around four out of every five tenants report that public housing assists them to participate in the community.
- Against Strategic Indicator 3, Canberra's homelessness services show a high level of success in achieving positive employment outcomes for people who are homelessness or at risk of homelessness. Of those clients who needed assistance with employment or training (165), the number who were employed at the start of assistance compared to the number who were employed at the end of assistance, shows a 55% increase (against a target of a 62% increase).
- The below target result for Strategic Indicator 3 reflects fluctuation over time in the relatively small number of clients needing assistance in this domain and moving from unemployment to employment. There were more clients employed after support in 2016-17 than in 2015-16 (45 compared to 41), but because the indicator measures change in clients

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employed before and after support, the indicator result is lower for 2016-17.

- Housing ACT has redeveloped this indicator to improve its stability, clarity and relevance and in future years will report on the achievement of independent housing for clients of homelessness services. This will be measured as the proportion of all specialist homelessness services clients who achieve independent housing at the end of support.

Key Information

- The February 2018 Auditor-General's Report on strategic and accountability indicators made recommendations regarding the ACT Government's Performance and Accountability Framework (the Framework).
- A specific recommendation for Housing ACT was that we address problems identified with Strategic Indicator 3 (employment outcomes for homeless people, see Attachment B). In particular, the indicator was assessed as not meeting the criteria of:
 - Representative – because the 2016-17 Budget in Brief did not specify employment outcomes of homeless people as a Government priority,
 - Clarity - because it was unclear if the indicator was measuring changes in employment outcomes or access to support services.
 - Sustainable - because it was unclear how this measure could be consistently measured overtime.
- Housing ACT consequently proposed a new indicator Strategic Indicator 3: People who are homeless or at risk of homelessness are assisted to achieve independent housing. This indicator will be measured as the proportion of all specialist homelessness services clients (with a closed support period in the financial year) who achieve independent housing at the end of support.
- The new indicator addresses the representativeness criteria because it is directly related to the purpose of homelessness services to reduce homelessness. It addresses the clarity of the indicator by providing more detailed information about the method of calculation in the indicator description. It addresses the sustainability criteria by drawing data from all clients who have exited ACT homelessness services in the year, thus producing more stable results over time due to the larger number of cases.

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Strategic Indicator One
Percentage of allocations housed within 90 days that were in the greatest need

	Original Target 2017-18	Actual Result 2017-18	Variance %
Percentage of Tenants	99%	100%	1%

Strategic Indicator Two
Percentage of tenants indicating that public housing assists them participate in the community

	Original Target 2017-18	Actual Result 2017-18	Variance %
Percentage of Tenants	79%	79%	0%

Strategic Indicator Three
Improvement in employment outcomes as a result of support

	Original Target 2017-18	Actual Result 2017-18	Variance %
Improvement in employment outcomes	62%	55%	-11%

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ISSUE: Accountability Indicators for the year ending 30 June 2018 (p.331)

Talking points:

- Total cost of \$191,934 million was 6% below target. One of the main reasons for this was that the anticipated depreciation expenses for the disposal of Northbourne and Stuart Flats (under the Public Housing Renewal Program) occurred in 2018-19 rather than 2017-18.
- Indicator (a) shows that Housing ACT continues to assist those in greatest need with 99% of new allocation of housing to applicants who were in the high need or priority category and 94% of public housing tenants are receiving a rental rebate.
- Indicators (b) and (i) show the 30 June 2018 results for the total number of social housing properties (11,903) and occupancy rate for public housing dwellings (96%). Both are influenced by the progress of the Public Housing Renewal Program. At 30 June 2018, both Northbourne Flats and Stuart Flats were largely empty as residents were transferred out to their new homes. These large multiunit complexes were transferred to the Suburban Land Agency in the first quarter of 2018-19.
- Indicator (f), the public housing tenant satisfaction measure for 2017-18 was lower than anticipated (73% against a target of 80%). The target for public housing tenant satisfaction had been set high relative to trend with expectation that the improved housing situation of tenants relocated through the Public Housing Renewal Program, and the improvement of services offered through the digitisation of services, would result in higher satisfaction.
- Housing ACT is in the early stages of digital transformation of services with the first product launch to coincide with the release of the Housing Strategy. The benefits of digitisation will be progressively realised through iterative redesign of service channels.
- By 30 June 2018 tenant relocation under the Public Housing Renewal Program had affected a relatively small proportion of the tenant population and where the sample had captured those affected by the move, the survey is likely to have measured their satisfaction immediately after or during the transition period of settling into a new

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home. Again, the benefits of renewal are expected to become evident over the coming years.

Key Information

Material variances from target

- The following accountability indicators had a result that was a greater variance:
 - Total cost (-6%);
 - (f) Satisfaction with the provision of public housing (-9%);
 - (h) Satisfaction with the provision of community housing (-18%);
 - (j) Percentage of tenant accounts \geq \$500 and four or more weeks in arrears on repayment agreements (-19%).
- Tenant satisfaction with community housing fell short of the target of 85%. Among the diverse range of community housing organisations participating in the collection, some faced particular challenges in 2017-18. Maintenance concerns were issues for tenants of some organisations. Concerns about long term tenure has also impacted on the satisfaction reported by tenants of one organisation.
- The measure of tenants on an agreement to repay their rental debt has fallen below target. The result is a reflection of the cost-of-living pressures facing the lowest income households. Between 2016-17 and 2017-18, the number of public housing tenants on an agreement to repay their debt has changed little (529 and 526 respectively). However the number of tenants with rental debt at \$500 or more or with four or more weeks in arrears has increased over the two years, from 678 to 730. Housing ACT works with tenants to reduce their arrears, particularly through early intervention and engagement strategies.
- Tenants of Ainslie Village have reported some scepticism regarding the ACT Governments intentions for the Ainslie Village site. This has impacted on the overall satisfaction reported by tenants of Ainslie Village and on contributing measures such as satisfaction with the information provided to them.

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Housing & Suburban Development

ISSUE: Rent Revenue and Rebates 2017-18
Talking points:

- Housing ACT manages over 11,500 properties (as at 30 Sep 2018) on behalf of the ACT Government.
- The portfolio generated \$232 million in market rent revenue in 2017-18, a slight increase on the \$228 million in 2016-17.
- Housing assistance occurs through the provision of rental subsidy to eligible tenants. Tenants are generally required to pay 25% of assessable income or market rent whichever is lower.
- The rental subsidy amounted to \$145 million in 2017-18 (\$142 million in 2016-17).

Key Information

	2016-17	2017-18	2017-18
	Actual	Original	Actual
	\$'000	Budget	\$'000
		\$'000	\$'000
Market Rent	228,368	231,539	232,223
Rent Rebate	-142,151	-143,993	-144,847
Total Rent Receivable (User Charges)	86,217	87,546	87,376

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ANNUAL REPORT HEARING BRIEF

Portfolio/s Housing & Suburban Development

Sched 1.6 (1)(a) FOI Act 2016

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Sched 1.6 (1)(a) FOI Act 2016

Budget Summary

	2018-19 Budget \$'000	2019-20 Estimate \$'000	2020-21 Estimate \$'000	2021-22 Estimate \$'000
Revenue				
Controlled Recurrent Payments	48,637	49,904	50,081	48,883
Rent	88,218	89,845	90,736	90,736
Interest	523	158	165	165
Other Revenue	8,831	8,634	8,538	8,551
Total Revenue	146,209	148,541	149,520	148,335
Expenses				
Employee Expenses	26,694	27,577	28,394	28,737
Superannuation Expenses	3,694	3,725	3,812	3,808
Supplies and Services	98,154	102,368	107,830	110,913
Depreciation and Amortisation	37,198	15,827	16,045	16,286
Grants and Purchased Services	23,389	24,163	25,019	25,315
Borrowing Costs	2,620	2,413	2,210	2,011
Other Expenses	4,961	5,542	5,583	5,613
Total Expenses	196,710	181,615	188,893	192,683
Profit/Loss	(50,501)	(33,074)	(39,373)	(44,348)
Cash Flow from Operations	(12,549)	(16,330)	(21,973)	(26,683)

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Housing & Suburban Development

ISSUE: **ACT Housing and Homelessness Summit**

Talking points:

- Housing ACT in collaboration with Environment, Planning and Sustainable Development Directorate (EPSDD) successfully planned and held the first ACT Housing and Homelessness Summit on 17 October 2017, delivering on a key commitment of the 9th Parliamentary Agreement.
- The Summit brought together 200 people with wide-ranging expertise and perspectives, including representatives from industry, the housing and community sector, as well as public housing tenants and people with lived experience of homelessness.
- Summit participants were invited to:
 - Generate and discuss potential solutions and innovative ideas to solve the housing and homelessness challenges in the ACT;
 - Further develop suggested inputs to the ACT Government housing and homelessness strategy; and
 - Identify tangible, efficient and practical solutions which do not need Government intervention and which could be progressed within the community.
- The Summit was the final stage of an extensive seven week community consultation process which sought feedback on the *Towards a new Housing Strategy* discussion paper.
- Participant feedback on the Summit was predominantly positive and showed enthusiasm for continued collaboration to address housing and homelessness challenges in the ACT.
- A summary report of what we heard at during the Summit and wider consultation process has been released on the YourSay *Towards a New Housing Strategy* website.
- The ideas and discussions heard from the Summit are helping to guide and inform the development of the new *ACT Housing Strategy*, currently being progressed in collaboration between Housing ACT and EPSDD.

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- A key priority in developing the Housing Strategy has been ensuring alignment with other key pieces of work being progressed across government, including the Public Housing Asset Management Plan, the Housing Choices project, and the upcoming review of the Residential Tenancies Act.

Key Information

- The Housing and Homelessness Summit was organised by Housing ACT and EPSDD in collaboration with key community organisations. It was a one-day event held at the QT Hotel and brought together a wide range of experiences and perspectives of the challenges of housing affordability and homelessness.
- PricewaterhouseCoopers provided facilitation and logistical support for the Summit and much of this effort was provided on a pro bona basis. This support is estimated to be valued at up to \$250,000.
- The Summit provided the Minister for Housing and Suburban Development, Ms Yvette Berry, with an opportunity to announce three key initiatives to support innovative solutions to housing affordability and homelessness. This included:
 - \$1 million for a Housing Innovation Fund to support new affordable housing initiatives in the Territory;
 - releasing 530 sites in the 2017-2018 financial year for affordable home purchase and public and community housing; and
 - establishing a new affordable home purchase database to ensure that future affordable home purchasers are appropriately targeted.

Background Information – from the annual report

On 17 October 2017, the Minister for Housing and Suburban Development hosted the ACT Housing and Homelessness Summit. The Summit marked the culmination of an extensive program of community consultation to inform the development of a new 10 year housing and homelessness strategy to reduce homelessness, strengthen social housing assistance and increase housing affordability in the ACT. A diverse range of participants across industry, community and government, as well as people with lived experience of homelessness have contributed to this comprehensive strategy which will be released in 2018.

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Portfolio Housing & Suburban Development

ISSUE: Continued Support for tenants during and beyond the relocation process as part of the Public Housing Renewal Program

Talking points:

- The Public Housing Renewal Program will deliver new homes that will better meet tenants' needs now and into the future, creating a more sustainable public housing system.
- The Program includes the relocation of public housing tenants from 1,288 properties across 13 public housing sites.
- The Public Housing Renewal Program Tenant Relocation Team has been working on the relocation of tenants from all of the 13 multi-unit sites that are part of the program.
- Tenant Relocation Officers work with each individual tenant for nine months prior and three months post relocation.
- Post relocation support has a focus on ensuring that the tenant has settled into their new home and community, supports are in place and provide an opportunity to engage additional supports, if required.
- For each renewal site the relocation and follow up happens over five phases.
- The first phase of each site reflects on the program's scope, deliverables and timelines, along with any lessons learnt from prior site relocations.
- The second phase involves speaking with tenants individually about their relocation needs and location preferences. Tenant Relocation Officers and members of the Transforming Communities Partnership actively engage with tenants to raise awareness of relocation activities, such as BBQs or information sessions.
- Phase three commences when stock being acquired (purchased or built) by the Taskforce is transferred to Housing ACT. Once stock is available, the logistics of tenant relocation can be planned.

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QUESTION TIME BRIEF

- This includes processing transfer applications, viewing properties, arranging removalists and signing tenants to new tenancy agreements for their new homes.
- Phase four is the supported move of tenants, cost reimbursements and reconnection of utilities.
- Phase five consists of follow up engagement with tenants and client service visits post-relocation.
- The successful relocation of so many people is a result of listening to tenants and engaging through a strength based person centred approach.
- As the renewal program continues it remains a government priority that tenants continue to be supported during and beyond their journeys to their new homes.
- At 3 October 2018, 702 tenancies, resulting in 945 people have been relocated to their new homes over the life of the program so far.

Key Information

- Transfers as at 3 October 2018

Complex	Tenancies transferred	Number of people moved	Status	Date of Handover to LDA
Owen Flats	39	45	Completed	December 2015
Karuah	41	66	Completed	August 2017
Allawah Court	104	157	Completed	December 2016
Red Hill Housing Precinct	120	194	Completed	June 2017
Bega Court	88	116	Completed	In progress
Northbourne Flats – Braddon	55	72	Completed	August 2018
Turner	71	84		
Stuart Flats	101	108	Completed	In progress
Lyneham and De Burgh	40	60	Commenced	
Strathgordon Court	25	21	Commenced	
Gowrie Court	18	22	Commenced	
TOTAL	702	945		

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Background Information

- The Linking Into New Communities Taskforce (LINCT), a collaborative governance group comprising peak bodies, community service providers and government agencies is responsible for guiding tenant engagement activities and the successful relocation of tenants.
- In overseeing the relocation of tenants the LINCT has tasked the Transforming Communities Partnership – a practitioners group to undertake continuous engagement and consultation with the tenants to be relocated before, during and after the relocation process.
- The Tenant Relocation Strategy underpins the relocation of public housing tenants from 1,288 dwellings across 13 public housing sites along Northbourne Avenue and other sites across the city. The Strategy acts as a framework for government, the community sector and residents to co-design their successful relocation and maximise the opportunities created by planned social housing redevelopment.
- There will be different considerations for each site over time. In realising the opportunities of planned redevelopment a key strategy applied to tenant relocation has been a person-centred and strengths-based approach to tenant engagement activities.

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Portfolio Housing & Suburban Development

ISSUE: Implementation of the Public Housing Asset Management Plan under the ACT Housing Strategy**Talking points:**

- Public housing is a vehicle for better lives, social inclusion, building stronger communities and for the long term financial viability of the Territory.
- Our stewardship of this significant public asset is important to ensure that safe, affordable and secure housing is made available for vulnerable Canberrans who need it – now – and into the future.
- Work is underway to develop a plan for the strategic management of the public housing portfolio. *The Public Housing Asset Management Plan* will set the strategic vision for growth and renewal of the public housing portfolio and guide the development of our five year capital works program from 2019-20 to 2024-25.
- The plan continues work – already commenced under the *Public Housing Asset Management Strategy 2012-2017* and the *Public Housing Renewal Project* – to upgrade Canberra’s ageing public housing stock, improve tenant outcomes and support the broader renewal of Canberra’s city and urban areas.
- The asset management plan will guide the sales, purchase and redevelopment of the public housing portfolio into the future, with a focus on creating better:
 - client outcomes – by growing, renewing and reconfiguring dwellings to suit contemporary tenant need;
 - community outcomes – by further promoting the ‘salt and pepper’ approach to support diverse and vibrant local communities, positive social and economic outcomes and client choice; and
 - program sustainability – by responsibly maintaining the value and quality of this substantial public good.

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- This plan will support the achievement of the future *ACT Housing Strategy* goal to strengthen public housing assistance and leverages the extensive community feedback provided on the issue of affordable housing leading up to the Affordable Housing Summit in October 2017.
- Development of the plan has already commenced and will take effect following the completion of the Public Housing Renewal Program on 1 July 2019.

Background Information – suitable for public disclosure

- An inter-Directorate Working Group is overseeing development of this work to ensure alignment alongside a broader integrated plan of city and urban planning, development and renewal, including:
 - ACT Housing Strategy;
 - ACT Planning Strategy: Planning for a Sustainable City;
 - Demonstration Precincts; and
 - Housing Choices.

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Portfolio Housing & Suburban Development

ISSUE: Implementation of the new National Housing and Homelessness Agreement

Talking points:

- The new National Housing and Homelessness Agreement was agreed and signed by the Chief Minister on 12 June 2018 and came into effect on 1 July 2018.
- Under the new agreement the ACT receives around \$130.7 million in Commonwealth funding over five years.
- This provides much needed certainty for the ACT's social housing and homelessness sectors.
- This funding is in addition to the \$125 million the ACT Government spends each year on social housing, and \$144 million paid each year in rental rebates for public housing.
- This Agreement complements the extensive range of work already underway in the ACT. It aligns with current ACT homelessness service delivery and the new budget commitments to increase frontline homelessness service.
- The new ACT Housing Strategy has become a condition of funding under the Agreement and will be key to its implementation. The new Housing Strategy will focus on assisting those who need it most – people experiencing homelessness and low income households in housing stress.
- While the ACT Government is dedicated to implementing an effective strategy, it is vitally important that the Commonwealth Government uses its unique policy levers to influence improved affordability and address the social and economic drivers of homelessness.

Key Information

- The National Housing and Homelessness Agreement (NHHA) came into effect on 1 July 2018. The NHHA replaces the existing National Affordable Housing Agreement (NAHA) and related National Partnership Agreement on Homelessness (NPAH).
- Commonwealth funding is subject to each State and Territory providing:

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- a publicly available housing strategy;
 - a publicly available homelessness strategy; and
 - improved reporting of performance data.
- The new ACT Housing Strategy will meet these conditions as it will cover both homelessness and housing. The new ACT Housing Strategy is due to be released in October 2018.
 - Under the new NHHA, the ACT Government is represented on a national data working group, led by the Commonwealth, to develop nationally consistent indicators for housing and homelessness.
 - NHHA funding consists of general funding, homelessness funding and SACS. Table 1 below outlines the estimated funding components for the ACT under the new Agreement. The Commonwealth homelessness funding component of the agreement must be allocated to homelessness services, however general Commonwealth funding can be allocated to either housing or homelessness.
 - *Table 1: ACT funding under the NHHA*

(\$ million)	2018-19	2019-20	2020-21	2021-22	2022-23	Total
General	23.0	23.3	23.7	24.0	24.4	118.4
General (SACS*)	1.1	1.4	1.6	tbd*	tbd*	4.1
Homelessness	1.5	1.6	1.6	1.6	1.6	7.9
Homelessness (SACS*)	0.1	0.1	0.1	tbd*	tbd*	0.3
Total	25.7	26.4	27.0	25.6	26.0	130.7

*SACS funding beyond 2021-22 is subject to future Government decision given that Commonwealth funding under the *National partnership Agreement on Pay Equity for the Social and Community Services Sector* is terminating.

Background Information

- The NHHA is a multilateral agreement between the Commonwealth and States and Territories, supported by a series of outcomes-focussed bilateral agreements between the Commonwealth and each state and territory jurisdiction.
- The NPAH has previously been a time limited agreement, and, since 2013, has been on a year to year arrangement. The ACT Government has welcomed the NPAH being rolled into the ongoing NHHA, and the commitment to apply indexation to all funding.
- On 26 October 2017, the Commonwealth introduced a Bill in the House of Representatives seeking changes to the *Federal Financial Relations Act 2009*. States and Territories were not consulted on the draft Bill and opposed the Commonwealth taking unilateral action.

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- The Senate referred the legislation to the Economics Legislation Committee for inquiry. The Committee issued its report on 6 February 2018 with the recommendation that the Bill be passed.
- States and Territories made a joint submission to the Inquiry recommending that the Bill be withdrawn and replaced, highlighting that in its current form it could place funding for critical front line homelessness and social housing services at risk.
- The submission also recommended significant amendments in the event the Bill is passed, in order to ensure jurisdictions retain control over the content of their own housing strategies.
- On Thursday 1 March 2018, in recognition of State and Territory concern about the Commonwealth's span of control under the new legislation, the House of Representatives passed the Bill with significant amendments. In particular, amendments made clear that the quality or effectiveness of State and Territory housing and homelessness strategies, including the accuracy of the level of housing supply, is a matter for states and territories only.

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Portfolio Housing & Suburban Development

ISSUE: STUDY INTO SUPPORT NEEDS OF PEOPLE WITH HIGH AND COMPLEX NEEDS (COHORT STUDY INCLUDING MYHOME AND AINSLIE VILLAGE) (\$0.350 million in 2017-18)**Talking points:**

- The Government is committed to addressing the challenges faced by people in the ACT who are homeless or at risk of homelessness.
- For people with enduring mental illness, substance abuse and other complex problems who can often find it difficult to access accommodation and sustain tenancies, these challenges can be particularly great.
- People with high and complex needs may also require tailored and sustained support to achieve good housing, health and well-being outcomes.
- The Government has recognised this and has allocated \$350,000 in the 2017-18 Budget for a study ('the cohort study') into the long-term accommodation models and support requirements of people who are chronically homeless or at-risk of becoming homeless.
- The study is intended to help us to better understand who is at risk in our community, and what their needs are, and will help us to continue to build on the strengths of our homelessness services sector.
- Drawing on Australian and international experience, the study is looking at models ranging from the shared living community housing at Ainslie Village to supportive housing innovations such Common Ground in Gungahlin and HOME in Queanbeyan (which is the model for the MyHome in Canberra proposal), and help us understand how this infrastructure can meet those needs.
- This is an exciting era for the ACT Government and there is a great level of community interest in progressing this work.
- Findings from the cohort study will inform future asset and service planning and delivery in the ACT.

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- As part of the study process, researchers from the University of Queensland have interviewed 54 people from 27 organisations from across the ACT's public and community service system as well as 16 people with a lived experience of homelessness.
- The study has also included the analysis of various administrative and population-based data sets to establish the characteristics of people who are homeless or at risk homelessness and, in particular, identifying those with 'high and complex needs'.
- Housing ACT and the consultant team are working together to bring the various parts of the study together and deliver a report to the Government.

Key Information

- Finalisation of the study has been delayed to enable further work with the consultant team on elements of the analysis and development of the report. The contract with the University of Queensland has been extended to the end of October 2018.

Background Information

- The 2016 Parliamentary Agreement includes a commitment to "work with community and business partners to construct purpose built accommodation for people experiencing mental health concerns and housing difficulties, utilising the 'MyHome for Canberra' project plan" (PA4.7).
- Funding of \$350,000 is provided in the 2017-18 Budget to undertake "work to inform future support requirements and associated long-term accommodation types for clients with high and complex needs such as the people living at Ainslie Village and the clients eligible to be accommodated in services such as MyHome".
- A Reference Group with representatives from peak bodies, consumer advocates and other key stakeholders including service providers with an interest in the welfare of, and services for, people who homeless or at risk of homelessness has provided advice on the conduct of the study, and on stakeholder engagement. Members include Diane Kargas (Chair, Board of Directors, Common Ground Canberra), John Tucker and Shukry Sahhar (President and Vice President, MyHome in Canberra), and Wendy Middleton (CEO, Argyle Housing which provides management services to Common Ground Gungahlin and Ainslie Village).
- The study has both quantitative and qualitative components. The qualitative component includes interviews with service providers and with people who are homeless or at-risk of homelessness and use their services. During April 2018, the research team held a series of interviews and/or focus groups with some 27 specialist services providers and other peak/advocacy organisations to explore:
 - how services providers understand the needs of people who are homeless or at risk of homelessness

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- how service providers perceive the contribution of their service to addressing people's needs
- the barriers or challenges that service providers face in terms of identifying and addressing people's needs, including the challenges that they face in terms of connecting with other support services
- the perceived gaps in the service system or unmet client needs as identified through service providers' practice knowledge.
- A program of consultation with service users took place in May 2018. A number of service provider organisations assisted the research team by facilitating access to a sample of service users.
- Homelessness is regularly reported on in the media particularly in relation to rough sleepers who are often visible and have complex vulnerabilities which contribute to their experiences of chronic homelessness.
- The release in May of the *Australian Homeless Monitor 2018* showed that while the overall number of homeless people decreased in the Territory over the period 2011 to 2016, the number of rough sleepers grew. The *Monitor* was the subject of media attention ('Rough sleeping almost doubles in the ACT as government spending falls', *The Canberra Times*, 14 May 2018).
- The onset of winter and cold weather saw increased media attention on rough sleepers including a report that crisis accommodation service Safe Shelter was forced to turn away some homeless people as it had reached capacity ('Not getting any better': Safe Shelter ACT records busiest week since it began', *The Canberra Times*, 14 July 2018). More recently, Safe Shelter was reported as saying that demand for homeless shelter in the ACT has almost doubled since last year and that there is a need for more permanent shelter rather than temporary homeless shelters ('Homeless shelter demand almost doubled since last year', *The Canberra Times*, 7 September 2018).

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Portfolio Housing & Suburban Development**ISSUE: Strengthening Homelessness Services (2017-18 Budget)****Talking points:**

- The \$1 million committed to “Better support when it matters – Strengthening specialist homelessness and housing support services” in 2017-18 continues to be implemented in 2018-19.
- Additional annual funding of \$100,000 is again being provided to the Early Morning Centre for expanded service delivery.
- Remaining funding of \$285,000 from the \$350,000 trauma informed care commitment will purchase recommended training resources in early 2019.
- ACT Shelter and Joint Pathways continue to develop a professional development framework for frontline specialist housing and homelessness services from the \$100,000 announced in 2017-18.
- Funding of \$25,000 is contributing to the development of new policy initiatives coming from the Housing and Homelessness Summit, held at the end of last year.

Key Information

- The ‘strengthening homelessness services’ package continues to support specialist homelessness and housing support services to:
 - support people seeking housing who have a lived experience of trauma;
 - fund professional development and training for the Specialist Housing and Homelessness Service Providers; and,
 - support the Early Morning Centre’s provision of essential services.

Background InformationTrauma

- \$75,000 was invested in 2017-18 to fund research towards training resources for the ACT Specialist Homelessness Sector (ACT SHS). ACT Shelter continued consultations with the ACT SHS from July to September 2018 and has just provided Housing ACT with a final report and training recommendations.

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Professional Development

- The roll-out of a professional development and training program in 2018-19, including development of a trauma informed approach to homeless support, will build the sector's capacity to respond to unanticipated challenges; improve the capacity of front line services to support those most vulnerable; and position the sector for opportunities in the future. This framework will be used to recommend preferred training resources to be rolled out in alignment with the Trauma training, in early 2019.

The Early Morning Centre

- The extended operating hours of the Early Morning centre commenced October 2017 and are: 7:30am-8:30am for breakfast and 9:00am to 2.00pm for drop-in centre and support services, Monday to Friday. The EMC's extended opening hours enable provision of additional services and activities to improve guests' social skills, social inclusion, health, job and educational outcomes. This includes computing skills, dental and health clinic, counselling, cooking and nutrition, current affairs discussions, music and arts workshops.
- The EMC Business Plan, completed in 2017-18 with the \$50,000 commitment, includes the following key goals, to be enabled by the expanded service delivery activities:
 - a better life for people who are experiencing homelessness, at risk of experiencing homelessness or experiencing social isolation;
 - better physical and mental health;
 - better life skills;
 - better social connections; and
 - the Early Morning Centre is a sustainable organisation.

Housing and Homelessness Summit

- The first ACT Housing and Homelessness Summit was held on 17 October 2017. The Summit was the culmination of a seven week program of community consultation.
- On 21 March 2018 the Summary Report of the consultations was released which brought together all the feedback from the Summit and broader community consultation.
- Funding of \$25,000 is contributing to policy development from the broad range of ideas gathered from the Housing and Homelessness Summit.

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Portfolio Housing & Suburban Development

ISSUE: Common Ground Dickson – Design and Planning (\$0.250 million in 2018-19)

Talking points:

- The first Common Ground in Canberra opened in July 2015 at Gungahlin. It comprises 40 one bedroom units and has been a successful example of providing support to vulnerable people in the community.
- Building on the success of Common Ground in Gungahlin, the Government allocated \$100,000 in the 2017-18 budget to undertake early planning to identify design options, location and construction for a second Common Ground.
- The development of a second Common Ground in Canberra provides an opportunity to increase the supply of affordable housing and free up crisis accommodation, leading to long term sustainable housing.
- To develop Common Ground 2 on Section 72 Dickson the zoning needs to be varied.
- Community engagement on changing the zoning has commenced and is being led by the Environment, Planning and Sustainable Development Directorate. Key messages heard through the first stage of engagement earlier this year included strong support for an integrated development in the landscape through supportive residential uses, prioritising active travel, enhanced community facilities, improved green spaces and urban amenity.
- This feedback, together with background analysis has informed the preparation of planning and design options for the site.
- An integrated section plan is being developed to address land uses, community and cultural facilities, place making, open space, landscaping, infrastructure and transport (including walking and cycling) connections.
- These options will be tested with the community as part of a second stage of engagement, which commenced in early September.

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- The 2018-19 Budget allocates \$250,000 for further design work. Architects have been appointed and their work will draw from, and take place alongside, the community engagement that is being undertaken on changing the zoning for Section 72.

Key Information

- The zoning for section 72 Dickson needs to be varied to permit residential use, including Common Ground 2 – it is also proposed to develop public housing on Section 72.
- Housing ACT is looking at a tenancy and supportive housing model for Common Ground 2 which includes homeless families and older homeless women. Housing ACT is commencing consultation on the tenancy model.
- Housing ACT is also undertaking a detailed study on the support and accommodation needs of people with high and complex needs (cohort study) which will help inform the best support and accommodation options for people such as those at Common Ground 2.
- Housing ACT will continue to support the Environment, Planning and Sustainable Development with its community engagement on changing the zoning to permit Common Ground and public housing on Section 72 Dickson. Draft Territory Plan variation is proposed to be released in March 2019.

Budget Funding Table

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	250	0	0	0	250

Background Information – suitable for public disclosure

- NA

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TRIM Ref:

Portfolio Housing & Suburban Development

**ISSUE: Better housing for Aboriginal and Torres Strait Islander Older People
(\$4.488 million over 2 years)****Talking points:**

- Mura Gunya, a complex for older Aboriginal and Torres Strait Islander people in Kambah, is a successful example of the Government's commitment to people in the community that are in need of support and recognises the need for dedicated, culturally appropriate housing.
- The complex of five 2 bedroom units opened in September 2016, with tenancies commencing in November 2016.
- The homes allow tenants to maintain connection to their family, community and culture.
- The Government committed to build on this example and identified \$250,000 in the 2017-18 budget to undertake planning and early design of further dedicated housing for older Aboriginal and Torres Strait Islander people.
- We have also committed a further \$4.488 million over two years in the 2018-19 Budget to deliver on this second complex for older Aboriginal and Torres Strait Islander people.
- Housing ACT has worked with the Aboriginal and Torres Strait Islander Elected Body to find a suitable site in Lyons for the second older persons' complex and we will continue to work closely during the community consultation period.
- Housing ACT has appointed Phillip Leeson Architects to undertake the necessary site investigations and design of the new complex.
- A Project Control Group has been established to oversee the design and construction process and will involve the Aboriginal and Torres Strait Islander Elected Body.

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Background Information

- At 30 June 2018 there were 960 Aboriginal and Torres Strait Islander public housing tenancies.
- Housing ACT has been working closely with the Aboriginal and Torres Strait Islander Elected Body to identify a suitable site for the next complex.
- In late-2017, five sites were identified as potentially suitable for the second site, taking into account proximity to essential services, heritage, environmental or planning constraints, block size, yield capacity and any known sensitivities.
- Following a visit to each of the sites, the Aboriginal and Torres Strait Islander Elected Body advised in February 2018 that a site in Lyons was its preferred location for the second complex of 5 units.
- Housing ACT has appointed Phillip Leeson Architects to undertake the necessary site investigations and design of the new complex. A Project Control Group has been established to oversight the design and construction process and will involve the Aboriginal and Torres Strait Islander Elected Body.
- The Project Control Group has been meeting since June 2018 and has been considering possible design options for the site.
- Housing ACT has been undertaking community engagement on the proposed development since early August 2018, including conducting two community information sessions at the Lyons shops (11 August and 29 September 2018).
- Following feedback from the first information session, one of the original concepts was revised to address concerns about possible noise from the proposed communal open space.
- It is anticipated a development application will be lodged in October 2018 subject to the relocation of tenants and community engagement.
- Depending upon how many dwellings can be located on the site in Lyons, a further site may need to be located to expend the commitment of \$4.488 million.

Budget Funding Table

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	2,388	2,100	0	0	4,488

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TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: Improved Energy Efficiency for public housing (\$5.713 million over 3 years)

Talking points:

- In early 2017, Housing ACT in collaboration with the Environment, Planning and Sustainable Development Directorate entered into partnership with ActewAGL to deliver energy efficient products into public housing.
- As a result of this collaboration the Government launched a trial program in December 2017 to improve energy efficiency and lower utility bills in ACT public housing homes under the Energy Efficiency Improvement Scheme.
- This program helped public housing tenants by replacing more than 200 old, inefficient heaters with better systems, including electric reverse-cycle units that will reduce energy bills and improve the comfort of homes all year round.
- In 2017-2018, 240 properties had new appliances installed.
- Building on the success of this trial program, the Government has allocated a further \$5.713m to be spent over three years, on the next stage of the program, with an aim to improve energy efficiency to more than 2,000 public housing properties.
- The expanded program will target inefficient gas heating as well as electric space heaters.
- Public housing tenants will also be able to access education programs and energy audits through the Energy Efficiency Improvement Scheme and the Actsmart Low Income Program.
- The scheme will help tenants to reduce their power bills, use energy more efficiently and cut greenhouse gas emissions.
- Housing ACT will meet with the various business units within the Environment, Planning and Sustainable Development Directorate to discuss the program design and ensure the most vulnerable households are being correctly targeted.

Cleared as complete and accurate: 11/09/2018

Cleared by: Director

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Ext:

Lead Directorate:

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Key Information

- As part of the Energy Efficiency Improvement Scheme Trial ActewAGL was contracted to replace up to 75 ducted gas heaters and up to 160 gas wall flued heaters with split system heaters by 30 June 2018.
- The trial program has concluded with 83 ducted gas heaters and 157 gas flued heaters replaced.
- The inclusion of public housing properties in the program assists the retailer and ACT Government to reach the legislated targets.
- Housing ACT supplied a list of properties known to have gas heating to ActewAGL who prioritised installations based on those households that consumed the largest amount of gas and would therefore benefit most from inclusion in the program.
- Housing ACT further prioritised those households known to be experiencing utility stress as advised by the Energy and Water section of the ACT Civil and Administrative Tribunal.
- The continuation of the program through budget funding of \$5.713 million over three years, will provide approximately 2,200 energy efficient products and upgrades.

Quote from Housing ACT tenant when asked about her new reverse cycle split system installed as part of the Energy Efficiency Improvements in Public Housing trial:

“The new heater works 140 times better than the old one! It has reduced my energy bill by \$40 per fortnight and now I can heat the whole house.”

Background Information

- Housing ACT have met with the various business units within the Environment, Planning and Sustainable Development Directorate to discuss the program design and ensure the most vulnerable households are being correctly targeted.
- The meetings have focused on ensuring that ensure ActewAGL’s Priority Household Targets and Housing ACT’s priorities are aligned.
- Housing is contracting ActewAGL to undertake these energy efficiency activities and establishing service delivery parameters. Housing ACT will have a focus on replacing inefficient electric heating and a relatively smaller number of inefficient gas units.

Budget Funding Table

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	1,449	1,498	2,766	0	5,713

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TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: More frontline homelessness services (including refugees)**Talking points:**

- The ACT Government is committed to reducing homelessness and has been working with the specialist homelessness sector to help people quickly and early, to keep problems small, and prevent them from falling into crisis.
- Last year through our consultations, we heard from the community that there are groups of people either falling through the gaps or emerging as priority groups who are at risk of homelessness.
- To provide further support to our frontline services and address these gaps, the Government has allocated \$6.524 million over four years.
- This funding will help services intervene early and support people before their situation gets worse.
- This initiative is about:
 - preventing older women from losing their housing;
 - preventing children from entering into the statutory child protection system by supporting young mothers gain vital education and training and life skills;
 - supporting people who have no income because they have uncertain or no immigration status; and
 - keeping women and children escaping family and domestic violence from churning through crisis accommodation.
- This funding complements the funding to front line crisis workers, such as the Domestic Violence Crisis Service (DVCS) and the Canberra Rape Crisis Centre, by increasing accommodation and support for women who are fleeing violent relationships.
- The funding includes:
 - \$100,000 per annum to specialist domestic violence services, Doris Womens' Refuge, Beryl Women Inc and Toora Women Inc;
 - \$80,000 per annum for Karinya House for Mothers and Babies Inc;

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- \$586,000 over four years for OneLink to extend its operating hours and access brokerage funds, so that appropriate crisis support can be provided at the time it's needed.
- More than \$1.8 million over four years will be allocated to establish a new service to better support asylum seekers and other migrants with uncertain immigration status who are in need of housing assistance.
 - This funding will provide medium term accommodation and support to gain community connections, employment, education and training to enable people to sustain accommodation in the longer term, while their immigration status is being resolved.
- Over \$1.7 million over four years will also go to establish support for older women who are either homeless or at risk of becoming homeless.
- The ACT government will work with the community sector and service users over the coming months to design the new programs for asylum seekers and older women to ensure the funding will address key service gaps.

Key Information

- The funding for this budget initiative scales up over the four years (budget table below refers). Therefore, placements also scale up from 28 in 2018-19 to 45 in 2021-23. Based on this we have estimated that the sector can employ additional staff time to undertake intensive case management for 36 individuals or families at any one time.
- The placements do not equate to beds. We are funding staff time and resources to increase the capacity of the service to support more people. One support placement could be one person for a month - or a family of six for three months, depending on the level of support required. Depending on family size and length of support this could be hundreds of individuals and families in a single year. For example – we currently have 900 placements across the sector at any one time– which supported nearly 5,000 clients last year.
- A service funding agreement variation will be put in place for Doris Womens' Refuge, Beryl Women Inc, Toora Women Inc, Karinya House for Mothers and Babies Inc. For the new programs to support older women and new migrants we will work with the sector to co-design these programs and then proceed to tender.

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Background Information

- The objective of this budget initiative is to relieve the burden on high cost crisis accommodation and support, and address gaps in service delivery by:
 - Providing cohorts who are at risk of homelessness with support to sustain their existing housing, or identify more suitable sustainable housing – for example older women in financial stress – before they reach crisis.
 - Preventing asylum seekers from entering short-term crisis accommodation by providing longer-term transitional housing and support while they resolve immigration status, gain employment and vital life skills to sustain accommodation in the long term.
 - Increasing medium term support places to women and children, including those escaping domestic and family violence, and at risk of statutory intervention, to re-establish safe and secure housing.
- This initiative was informed by the extensive seven week consultation process for the new ACT Housing Strategy and the outcomes from the Housing and Homelessness Summit in November 2017.
- These activities will form the foundation of the ACT Government’s response to homelessness in the new ACT Housing Strategy. They will also form part of the bilateral agreement between the ACT Government and the Commonwealth under the National Housing and Homelessness Agreement.
- As part of this budget initiative we are also extending the operating hours of the Human Services Gateway, OneLink, to better connect people to the help they need, when they need it. Work is underway to identify the extent of the increase in opening hours of OneLink.

Budget funding table

	2018-19	2019-20	2020-21	2021-22	• Total
	\$'000	\$'000	\$'000	\$'000	• \$'000
Expenses	1,227	1,479	1,761	2,057	• 6,524

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TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: Supported accommodation for people with a mental illness (ACT Health/Housing ACT accommodation project)

Talking points:

- Housing affordability and homelessness are key issues that the ACT Government is continuing to address.
- The Government recognises providing safe supported accommodation for people living with enduring mental illness, helps people live independently, participate in social interaction, form safe friendships and be supported as needed.
- The ACT Government has already committed \$350,000 in the 2017-18 Budget that is being used on a study to inform future support, and associated accommodation requirements, for people with high and complex needs.
- \$200,000 has been provided in the 2018-19 Budget that will focus on the feasibility and project development of a purpose built supportive housing facility and support services for people with enduring mental health needs.
- In 2016-17, 1047 clients of specialist homelessness services identified mental health issues as a reason for seeking homelessness assistance. This equates to one in every five people who approached a homelessness service in 2016-17.
- Housing ACT will work with community and business partners to undertake the necessary feasibility studies into establishing a purpose-built supportive housing facility for people experiencing long-term mental health needs and housing issues.
- Housing ACT is also working with ACT Health to provide long-term supported care and accommodation in Florey for people with mental health needs.
- This site is close to shops and transport, and the community was consulted about the proposed development.

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Lead Directorate: Community Services

TRIM Ref:

- Housing ACT has provided the land and is managing the construction of the project.
- ACT Health will pay construction costs and will engage a provider to provide 24 hour support to the residents of the new dwelling.

Key Information

- ACT Health has received 2018-19 Budget funding to develop housing for people with mental health needs. Housing ACT has agreed to work with ACT Health to deliver this initiative.
- Housing ACT will provide the land and construct the dwellings which will be funded by ACT Health. Housing ACT will retain ownership of the site and dwelling.
- ACT Health will fund support services and Housing ACT will engage a community organisation to manage the property.
- A drop-in information session for the first house in Cooksey Place Florey was held on Saturday 23 June 2018.
- Dwellings in the street and to the rear of the property were informed of the drop-in session by letterbox and information was placed on the YourSay website.
- Officers from Housing ACT and ACT Health were present at the session. Seven people from the area attended the session and Ms Cheyne MLA also attended.
- No attendees raised concerns with the design, scale or appearance of the proposed dwelling, but did want to know about security on the property, who the future tenants would be and whether they would pose a safety concern for residents of the street, and whether increased traffic and parking in the street or reduced property values had been considered

Background Information

- \$350,000 was identified in the 2017-18 Budget to undertake a 'cohort study' that is providing an overview of the 'at risk' and vulnerable population in the ACT and identify what care, support and accommodation they need.
- The outcomes of the 'cohort study' and the Advisory Group set-up to inform the cohort study will be used to guide the design and conduct of this further study.
- A further \$200,000 was allocated in the 2018-19 for feasibility and project development that will inform future long-term accommodation options for people with enduring mental health issues.

Budget funding table

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Expenses	200	0	0	0	200

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TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: Housing ACT Digital Transformation Program (\$2.134 million over 2 years)**Talking points:**

- Community expectations are changing. Most Australians have access to the internet and use mobile devices to connect to services anywhere at any time - even isolated and marginalised groups are using technology in their everyday lives.¹
- As part of the ACT Government's Digital Strategy, Housing ACT is designing and implementing a complementary digital service delivery channel. The channel will consist of a client portal, a mobile application, electronic forms, and a digital assessment engine.
- The complementary digital service delivery channel will be designed and implemented over 18 months by leveraging the government's prior investment in contemporary platforms and technologies such as iConnect.
- The first priority piece is the development and implementation of an online form to apply for a rental bond loan. The release of this digital product will coincide with the release of the ACT Housing Strategy.
- The Housing ACT implementation of a digital service delivery channel aims to complement and improve existing services, providing more efficient business practices. It will also enable a more client focussed and personalised delivery of services and products. It will benefit the most vulnerable members of the community by improving availability of access to essential services and give them the information they need to make informed choices.

Key Information

- Housing ACT's current service delivery model does not allow its 26,000 existing clients and members of the broader community 24 hour access to essential housing and homelessness services.

¹ A report prepared by the Australian Institute of Family Studies into internet access and mobile usage.

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The Government will improve the speed and responsiveness of Housing ACT's service delivery by developing a digital platform that enables clients to access essential services online and via their mobile devices.

The complementary digital service delivery channel will ensure public housing tenants and other members of the community are able to access essential housing and homelessness services 24 hours a day, seven days a week.

Clients will also be able to submit applications, update personal information and lodge and manage maintenance requests from their mobile devices.

The program of work has five key components:

1. The first component focusses on improving client access channels: the next step is to digitise the rental bond loan process then develop a client portal and a mobile tenant application.
2. The second component is to simplify and automate business processes: based on identified priorities in Gateway and Tenancy services, updates to policies, procedures and forms will be undertaken to enable digitisation.
3. The third is to develop understanding and manage change: undertaking change management to shift products and services and practices to enable better tailoring of activities to clients.
4. The fourth is to develop data and service metrics: develop insights into current data holdings, enable access to the value of this data through establishing a data repository and associated analytics.
5. And the fifth is to update current key IT systems: undertake an update of the current main housing business system and examine ways to better exploit its capacity to provide digital services.

Budget funding table

	2018-19	2019-20	2020-21	2021-22	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Capital	223	445	0	0	668
Associated Expenses	487	979	0	0	1,466
Total Capital	710	1424			2,134

Background Information

- NA

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Portfolio Housing & Suburban Development

ISSUE: Aboriginal and Torres Strait Islander People**Talking points:**

- Housing assistance for Aboriginal and Torres Strait Islander clients is most commonly provided through mainstream public housing.
- At 30 June 2018, there were 960 Aboriginal and Torres Strait Islander tenancies, housing 2065 Aboriginal and Torres Strait Islander residents.
- This included 61 new tenancies beginning in 2017-18.
- Recognising the need for dedicated culturally appropriate housing for older Aboriginal and Torres Strait Islander people, Housing ACT completed Mura Gunya, a complex of five two bedroom units in Kambah in 2016.
- Building on this example funding was provided in the 2017-18 budget to undertake planning and early design of further dedicated housing.
- In the 2018-19 Budget \$4.488 million has been committed over two years to deliver a second complex for Aboriginal and Torres Strait Islander people.
- The ACT Government also provides funding of \$1.171 (2018-19) million for six programs under the ACT Specialist Homelessness Sector that support Aboriginal and Torres Strait Islander people.
- These services include:
 - the Home Maintenance Program, and the Housing Liaison Service, provided by Winnunga Nimmityjah Aboriginal Health and Community Services;
 - the Young Person's Program provided by Gugan Gulwan;
 - the Indigenous Boarding House Network, and the Indigenous Program are provided in partnership by Toora Women Inc and Everyman Australia; and
 - The Gulanga Program, delivered by ACTCOSS to develop and improve culturally competency of services working with

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Aboriginal and Torres Strait Islander children, youth and their families.

- Sustainable Economic engagement is encouraged under the Housing ACT Total Facilities Management Contract. As at 30 June 2018, Spotless employed 19 Aboriginal and Torres Strait Islander people through its contract

Key Information

- Funding for the below services totalled \$1.143 million in 2017-18.

Aboriginal and Torres Strait Islander people	
\$80,624.65	<p><u>Gugan Gulwan -Youth Aboriginal Corporation</u></p> <p>This service provides outreach support and case management for young Aboriginal and Torres Strait Islander people experiencing or at risk of homelessness. Specifically, the service is contracted to provide Support Services to 6 service users.</p>
\$136,804.57	<p><u>Winnunga Nimmityjah - Housing Liaison Service</u></p> <p>This service provides information advice and advocacy to support service users to access appropriate housing options and support people to sustain their tenancies. Specifically, the service is contracted to provide Support Services to 5 clients at any one time.</p>
\$125,787.36	<p><u>Winnunga Nimmityjah - Home Maintenance Program</u></p> <p>This service provides home maintenance assistance to Aboriginal and Torres Strait Islander tenants who are at risk of eviction from their Housing ACT property; and offers Aboriginal and Torres Strait Islander people involved in the criminal justice system opportunity to develop work skills in home maintenance assistance. Specifically, the service is contracted to provide Support Services to 10 clients at any one time.</p>
\$319,717.32	<p><u>Toora - Indigenous Boarding House Network</u></p> <p>This service supports Aboriginal and/ or Torres Strait Islander families experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 6 service users; and Tenancy/Property Management for 6 service users.
\$384,820.37	<p><u>Toora -Indigenous Program</u></p> <p>This service supports Indigenous families in all their diversity who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 8 service users; and Tenancy/Property Management for 6 service users.

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 Lead Directorate: Community Services

TRIM Ref:

\$123,221.92	<u>ACTCOSS – Gulanga Program</u> The Gulanga Program supports government funded homelessness services to develop and improve upon culturally appropriate practice standards. This includes a service to improve the cultural competence of services working with Aboriginal and Torres Strait Islander peoples and their families.
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Lead Directorate: Community Services

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TRIM Ref:

Housing & Suburban Development

ISSUE: Aboriginal and Torres Strait Islander Housing**Talking points:**

- The ACT Government is committed to working with the Aboriginal and Torres Strait Islander community as well as the Aboriginal and Torres Strait Islander Elected Body to deliver culturally appropriate housing options and enhance the capacity of the community housing sector.
- This includes building the capacity of Aboriginal and Torres Strait Islander managed community housing in the ACT.

Existing Aboriginal and Torres Strait Islander Housing Support

- The ACT government provides housing support for Aboriginal and Torres Strait Islander peoples in the ACT through our mainstream public housing and through our specialist homelessness services.
- We have a Memorandum of Understanding for the Management of the Indigenous Boarding House Network and Indigenous Program with Toora and Everyman which includes:
 - building capacity for Aboriginal and Torres Strait Islander community organisations to deliver Aboriginal and Torres Strait Islander specific housing programs.
- In collaboration with the Aboriginal and Torres Strait Islander Elected Body, we completed Mura Gunya, a complex of five two bedroom units, dedicated and culturally appropriate homes for older Aboriginal and Torres Strait Islander Canberrans, in Kambah in 2016.
- The 2017-18 budget provided funding for planning and early design of further dedicated housing and in the 2018-19 budget \$4.488 million has been committed over two years to deliver a second complex for older Aboriginal and Torres Islanders.

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- The ACT Government also provides funding of \$1.171 million for six programs under the ACT Specialist Homelessness Sector that support Aboriginal and Torres Strait Islander peoples.
- These services includes housing specific support:
 - the Home Maintenance Program, and the Housing Liaison Service, provided by Winnunga Nimmityjah Aboriginal Health and Community Services; and
 - the Indigenous Boarding House Network, and the Indigenous Program are provided in partnership by Toora Women Inc and Everyman Australia.

Background

Indigenous Community Housing Provider

- There is currently one Aboriginal and Torres Strait Islander National Regulatory System registered community housing provider in the ACT, Yeddung Murra Aboriginal Corporation.
- While Yeddung Murra Aboriginal Corporation is registered, they do not yet have any community housing stock.
- Housing ACT is committed to working with Yeddung Murra and other Indigenous community housing providers to build their capacity to deliver housing to the Aboriginal and Torres Strait Islander community.

Funding for existing Aboriginal and Torres Strait Islander Specialist Homelessness Services

2018-19 Funding	
\$136,804.57	<p><u>Winnunga Nimmityjah - Housing Liaison Service</u></p> <p>This service provides information advice and advocacy to support service users to access appropriate housing options and support people to sustain their tenancies. Specifically, the service is contracted to provide Support Services to 5 clients at any one time.</p>
\$125,787.36	<p><u>Winnunga Nimmityjah - Home Maintenance Program</u></p> <p>This service provides home maintenance assistance to Aboriginal and Torres Strait Islander tenants who are at risk of eviction from their Housing ACT property; and offers Aboriginal and Torres Strait Islander people involved in the criminal justice system opportunity to develop work skills in home maintenance assistance. Specifically, the service is contracted to provide Support Services to 10 clients at any one time.</p>

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TRIM Ref:

QUESTION TIME BRIEF

\$319,717.32	<p><u>Toora - Indigenous Boarding House Network</u></p> <p>This service supports Aboriginal and/ or Torres Strait Islander families experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 6 service users; and Tenancy/Property Management for 6 service users.
\$384,820.37	<p><u>Toora -Indigenous Program</u></p> <p>This service supports Indigenous families in all their diversity who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 8 service users; and Tenancy/Property Management for 6 service users.

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Portfolio Housing & Suburban Development**ISSUE: HOUSING STATISTICS****Talking points:**

- At 30 June 2018, the public housing stock portfolio was approximately 11,900¹ properties with a value of over \$5 billion.
- This portfolio underpins the broader human services system providing accommodation, assets and purpose-built facilities for not only public housing, but also people with mental health or a disability, refugees, older persons, people exiting corrections, those in need of child protection, Aboriginal and Torres Strait Islander people, homelessness and mainstream services.
- Around seven per cent of ACT households are provided with secure housing through public and community housing programs managed or funded by Housing ACT. At 30 June 2018, there were 10,621 households in public housing.
- The ACT continues to lead the nation in allocating social housing to those most in need. Of the 523 new allocations to public housing, 99% were households in greatest need. *Greatest need refers to people who are homeless, escaping domestic violence, in unhealthy living situations, and experiencing housing stress in the private market.
- The majority, 60%, of new households placed in public housing were households with persons with specific needs. This includes people with a disability, Aboriginal and Torres Strait Islanders, or main tenants who are under 25 years or people 75 years and older.
- In 2017-18 Housing ACT financed a \$50 million capital program to provide housing to meet tenant needs and approximately \$40 million expenditure on maintenance across the portfolio.
- Housing Managers make over 9,000 visits to tenants in a year.

1. These numbers are point in time figures and can fluctuate from time to time dependant on holdings and sales as part of the Public Housing Renewal Program

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Key Information**Demographic Profile**

At 30 June 2018 there were 10,621 households in public housing. Of these:

- almost half (49%) were single person households
- almost one quarter (24%) were single parent with children households
- 28% of households had at least one person aged 65 years and over, and most households with a person 65 years and over were single person households (68% of all older person households)
- 9% (or 960 households) had at least one person of Aboriginal or Torres Strait Islander descent and children were present in 61% of these households
- 960 households in public housing had at least one member who was Aboriginal and Torres Strait Islander (9% of all households), and there were a total of 2,065 Aboriginal and Torres Strait Islander residents living in these households.
- During 2017-18, there were 61 new allocations of public housing to Aboriginal and Torres Strait Islander households.
- over half (51%) of households had at least one person with a disability and 57% of these households were single person households
- one quarter of households (25%) receive the Disability Support Pension as a main source of household income and another 18% receive either a Carers Payment or a Parenting Payment as their main source of income, and
- one in five households (19%) receive the Age Pension as their main source of income.

Public Housing Rental Debt

- As at 5 November 2018, among 10,585 public housing tenancies, 86% have no rental debt.
- At 5 November 2018, there were 1,516 public housing households that were behind in their rent payments. The average rental debt for those behind in payments was \$1,461.
- At 5 November 2018, there were 675 households with debt over \$500 and whose rent was four or more weeks in arrears. Of these, 74% had signed a repayment agreement.
- At 5 November 2018, the total value of rent arrears for current tenants is \$2,215,199. This represents approximately 2.64% of the net annual rental income.

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- On an annual basis, the government achieves a high level of overall rental return through effective support of tenants regarding debt management and recovery. At 30 June 2018, the rent collection rate (total value of rent collected divided by total value of rent charged) was 98% inclusive of collection of rental arrears from former and current tenants.

Public Housing Waiting List

- As at 5 November 2018, there were 1,801 households waiting for a public housing dwelling (currently not housed by Housing ACT). Of these 1,801 applicants, 751 were on the standard list, 1,008 were on the high needs list and 42 were on the priority list.
- An additional 588 existing public housing tenants were seeking to transfer to another public housing property.
- Each month, an average of approximately 144 applications for new housing or transfer within public housing are received.
- Over the 2017-18 year there were an average of 143 applications for new housing or transfer within public housing, received per month.
- Over the 2017-18 year there were 523 new allocations to public housing, and 439 transfers.

Background Information –suitable for public disclosure

Table 1. Properties held by the Commissioner for Housing by program type

	30 June 2016	30 June 2017	31 December 2017	30 June 2018
Social housing and homelessness				
Public housing properties	10,905	11,056	11,170	11,158
Student accommodation properties	105	115	114	114
HAAP properties	638	617	605	591
Not yet assigned / New	40	33	34	0
Total social housing and homelessness properties	11,688	11,821	11,923	11,903
Affordable and other housing programs				
Affordable Rental Housing properties	40	43	48	52
Long Stay Park dwellings	144	143	143	143
Shared equity	69	63	58	52
Lease License	2	2	2	2
Common Ground	40	40	40	40

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Housing & Suburban Development

ISSUE: PUBLIC HOUSING APPLICATION SERVICES (GATEWAY)**Talking points:**

- Public housing is government owned housing rented to people on low to moderate incomes. To qualify for public housing in the ACT applicants must meet the eligibility criteria.
- Once an application is submitted, the person will be contacted by an Assessment Officer from Housing ACT to arrange an assessment interview.
- The assessment process, including the application, an interview and any supporting documentation allows Housing ACT to determine an applicant's eligibility and needs category.
- The Multi-Disciplinary Panel, made up of Housing ACT senior officers and community services agencies, is engaged to assess whether applications for housing assistance meet the criteria for the priority housing category as outlined in the Housing Categories Needs Determination.
- The public housing waiting list consists of the Housing Register for people seeking public housing accommodation and the Transfer Register for people seeking to transfer from their current public housing home.
- Housing ACT also helps people applying for housing assistance to engage with available support services while they are on the housing register.
- At 15 October 2018, there were 1,809 households on the Housing Register – that is people currently not housed by Housing ACT who are seeking housing assistance.

Key InformationNeeds Category

- **Standard Housing** – People face significant affordability issues in obtaining housing on the private market.
- **High Needs Housing** – People must demonstrate significant needs that cannot be resolved by any reasonable means other than the provision of social housing within a reasonable timeframe. This includes significant affordability issues in obtaining housing on the private market.

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- **Priority Housing** – People must demonstrate exceptional, urgent and critical needs that cannot be resolved by any reasonable means other than the early provision of social housing and they must be able to demonstrate an ability to sustain a tenancy.
- Applicants that are assessed as potentially meeting the criteria and qualifying for priority housing are referred to the Multi-Disciplinary Panel. During 2017-18 the Multi-Disciplinary Panel met on 27 occasions and considered 168 applications. 149 of these applications (89%) were approved onto the priority category of the housing register.

Out of turn transfers

- In the case of the tenants being transferred under the Public Housing Renewal Program, these tenants will have the administrative category of “Out of Turn” applied. Out of Turn is not a housing needs category that applicants can apply for.
- Applicants who have the Out-of-Turn status receive property offers before priority housing applicants, reflecting our commitment of ensuring no-one is made homeless as a result of a redevelopment.

Background Information

- In order to discharge Housing ACT responsibilities as a landlord under the *Residential Tenancies Act 1997* there is a requirement to relocate tenants due to the redevelopment of their homes and for property related condition. Housing ACT meets its obligation to existing tenants alongside the management of the transfer and housing registers.

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SUBJECT: Housing ACT Waiting Lists

ISSUE: Public housing in the ACT is targeted to those people in the community who are most in need

TALKING POINTS

- When looking at the social housing register, two important aspects need to be considered. The first is the total number of people on the register and how many are in each category; the second is how long it takes to be allocated a house.
- As at 05 November 2018, there were 1,801 applicants on the public housing waiting list – that is people currently not housed by Housing ACT who are seeking housing assistance. Of these 1,801 applicants, 751 are on the standard list, 1,008 are on the high needs list and 42 are on the priority list.
- An additional 588 existing public housing tenants were seeking to transfer to another public housing property.
- Waiting times depend on several factors, the number of suitable vacancies that occur and the number of people who are placed on the list above people who do not have a priority need.
- Because we target to those people most in need the people on the standard and high needs register may wait for a considerable time before a suitable property becomes available (about two to two and a half years).
- The waiting times for people on the priority list are much shorter – it is dependent on a property being available that meets an applicant’s needs, but on average it takes about three months but in some circumstances can be a matter of weeks.
- There are however, some individuals who may have physical needs which require specific structural responses which may impact the wait times.

QUESTION TIME BRIEF
MINISTER FOR HOUSING AND SUBURBAN DEVELOPMENT
05 November 2018

BACKGROUND

The number of households on the waiting list dropped from 2,309 at the end of 2015 to 1,759 at 30 June 2018, the lowest figure since 2012.

The waiting list numbers are affected by a number of factors including external factors such as housing market and economic conditions, and internal factors such as policy and program settings. Over the past few years there have been higher vacancy rates and a drop in rental prices thus making it easier for more people to access private rental. However, the latest figures show a tightening in the rental market and we expect that this will flow through to an increase in households on the waiting list.

The drop in the number of households on the public housing waiting list is also partly due to a strengthening of conditions on the suitability of applications and tighter targeting in the assessment processes to ensure that public housing is allocated to those people who need it most.

Housing ACT regularly reviews applications for housing assistance in order to respond to changes in an applicant's circumstances (such as escalating an application to a higher category or cancelling an application where applicants are no longer interested or eligible for public housing).

In 2017-18, there were 603 applications that were removed from the waiting list. Removals were most commonly due to being assessed and ineligible (30%), client withdrawal or failing to provide some relevant information (40%) and removal through the Wait List Review process (12%).

Housing ACT also provides information to applicants about alternative options to public housing, including information on CHC Affordable Housing. Whilst people are waiting for housing, Housing ACT works with individuals to identify and respond to their specific needs and circumstances. This includes provision of information and referral to appropriate services such as Family Support Services and the Sustaining Tenancies Program.

For people who are experiencing homelessness while on the Housing ACT waiting list, Onelink is available to assist in crisis accommodation and outreach support. Onelink maintains contact with people who are homeless and on their waiting list to continually assess their circumstances to ensure people do not "fall through the gaps".

Each month, an average of approximately 144 applications for new housing or transfer within public housing are received. On average 79 households will be housed or transferred in an average month. Over the 2017-18 year there were 523 new allocations to public housing, and 439 transfers.

QUESTION TIME BRIEF
MINISTER FOR HOUSING AND SUBURBAN DEVELOPMENT
05 November 2018

Table 1. Housing ACT waiting list, number of applications for housing

Category	Number
Priority Housing	42
High Needs Housing	1008
Standard Housing	751
Total	1801

Table 2. Housing ACT waiting list, number of applications for transfer to another public housing property

Category	Number
Priority Housing	105
High Needs Housing	296
Standard	187
Total	588

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Portfolio Housing & Suburban Development**ISSUE: PUBLIC HOUSING TENANCY SERVICES****Talking points:**

- Housing ACT is the largest landlord in the ACT, managing approximately 11,900 properties and at 30 June 2018, providing public housing to 21,921 people.
- Housing ACT is a 'social landlord' and seeks to leverage tenant capabilities and strengths, respond to changing tenant circumstances, focus on early intervention responses and social, community and service system outcomes.
- Under the Modernising Tenancy Services model tenants are supported to enable them to sustain their tenancies and to live, contribute and engage positively in the community.
- Modernising Tenancy Services seeks to engage tenants early and tackle problems before they get too large. Debt management, property condition, neighbourhood conflict and anti-social behaviour are all issues that can impact on the quiet enjoyment of one's home.

Antisocial behaviour

- All tenants must abide by their tenancy agreement and not cause disruption to others. Housing ACT has specialist housing managers who work directly with tenants who exhibit anti-social behaviour.
- Housing ACT may provide referrals to agencies such as the Conflict Resolution Service for effective mediation and conflict resolution to all parties impacted by neighbourhood disharmony.
- Tenancy matters involving criminal activities or criminal behaviour are outside the jurisdiction of Housing ACT and are managed by ACT Policing. Housing ACT and ACT Policing have a Memorandum of Understanding to support a close working relationship.

Breach of Tenancy Agreement

- Substantiating complaints regarding noise and disturbance can be a lengthy process. Housing ACT is impartial, transparent and fair in its

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TRIM Ref:

approach when investigating complaints regarding disruptive or anti-social behaviour.

- Where evidence has been substantiated that a public housing tenant has breached their tenancy agreement Housing ACT may take action through the ACT Civil and Administrative Tribunal to terminate the tenancy.
- The tenant may be served notices under the terms of the *Residential Tenancies Act 1997* giving the tenant 14 days to remedy a tenancy breach. If the tenant is unwilling or unable to remedy the breach, formal orders for remedy or, in extreme cases, termination and possession orders will be sought.

Key Information

- Tenant Experience is responsible for the management of social housing tenancies. Management activities include linking tenants with support (if required), monitoring tenants' compliance with residential tenancy agreements, property visits, rental rebate assessments, and complaint and debt management.
- Housing ACT adopted the Modernising Tenancy Services service delivery model in 2015 to provide targeted, differentiated and outcomes focused services to tenants.
- An evaluation of the Modernising Tenancy Services model is to be progressed this financial year to assess its effectiveness and to identify opportunities for improvement.

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Housing & Suburban Development

ISSUE:**Talking points:**

- Rental rebates for public housing tenants provide a safeguard against housing stress. A household is defined as being in housing stress when it pays more than 30% of its gross income in housing costs and its income is amongst the lowest 40% of all households.
- The majority of public housing households have household incomes in the lowest income quintile. They largely rely on Centrelink pensions or benefits as their main source of income. A rental rebate ensures that these households pay no more than 25% of the income on rent.
- More than 94% of tenants in public housing do not pay market rent for their property. They receive a rent subsidy from Housing ACT.
- The average weekly rental subsidy per rebated household in public housing in 2017-18 was \$267. Over a year, this is an average rental subsidy of approximately \$14,000 per household for public housing tenants.
- The 2018 National Social Housing Survey of ACT tenants shows that many people appreciate the benefit that living in public housing has provided to them. In particular, they report feeling more able to cope with life events (89% agreed this was a benefit for them) and being able to continue living in areas that might otherwise be unaffordable (92% agreed this was a benefit for them).

Key Information - from Annual Report

- Tenants are required to pay market rent unless they are eligible for a rental subsidy (rebate), which ensures they pay no more than 25 per cent of their assessable household income as rent.
- Over the last five years, rental rebates have increased at approximately the same rate as market rents. The total rent subsidy provided to tenants in 2017–18 was \$145 million. This compares with \$142 million in 2016–17.
- With continued targeting of housing assistance to those most in need, the majority of newly allocated households in 2017–18 had a Centrelink /Commonwealth Government pension or benefit as their sole or main source of income and would most likely be eligible for a rebate.

Cleared as complete and accurate: 22/10/2018

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- Housing ACT assists tenants to address their debt at the earliest possible opportunity and ensure negotiated rental repayments or arrears are no more than 30 per cent of their assessable weekly household income.

Background Information – suitable for public disclosure

- At least 76% of all public housing households have a main income sourced from a Centrelink benefit (income details are not known for households who are not on a rebate). Among those households receiving a rebate, 81% receive a Centrelink benefit as their main income source.

SUBJECT: Public Housing Rental Debt

ISSUE: The ACT Government is committed to effectively managing debt to assist low income and disadvantaged households to sustain their public housing tenancies.

TALKING POINTS

- Among 10,584 public housing tenancies, 86% have no rental debt as at 22 October 2018.
- At 22 October 2018, there were 1,494 public housing households that were behind in their rent payments. The average rental debt for those behind in payments was \$1,451.
- At 22 October 2018, there were 683 households with debt over \$500 and whose rent was four or more weeks in arrears. Of these, 74% had signed a repayment agreement.
- The total value of rental arrears for current tenants at 22 October 2018 is \$2,167,257. This represents approximately 2.59% of the net annual rental income.
- On an annual basis, the ACT Government achieves a high level of overall rental return through effective support of tenants regarding debt management and recovery. As at 30 June 2018, the rent collection rate (total value of rent collected divided by total value of rent charged) was 98% inclusive of collection of rental arrears from former and current tenants. .

BACKGROUND

- Housing ACT advises tenants as soon as their rent account falls into arrears and assists them to make arrangements to repay the debt, either in full or via a repayment agreement.
- The overall purpose of the process is to offer assistance to tenants to help them meet their rental commitment and, when they experience financial problems, to ensure that they are given the opportunity to repay their arrears at an affordable amount. This assists tenants to retain their home and avoid the possibility of homelessness.

QUESTION TIME BRIEF
MINISTER FOR HOUSING AND SUBURBAN DEVELOPMENT
22 October 2018

- Given the circumstances of many tenants, it can take some time for a debt to be repaid, therefore debt levels may only reduce slowly.
- Housing ACT employs Tenant Support and Community Connection Officers (TSCCO's) to assist tenants who experience particular problems that require special attention. The TSCCO may also refer the tenant to community support agencies such as Mental Health, CARE Financial Counselling Service, Public Trustee, Canberra Community Law, or the Sustaining Tenancies Team.
- If tenants refuse to enter into a repayment agreement or to address their debt, Housing ACT will apply to the ACT Civil and Administrative Tribunal (ACAT) for an order. The ACAT may make a conditional order for repayment of the arrears or issue of an unconditional Termination and Possession order (warrant of eviction).
- Eviction action is taken as a last resort and only in cases when a tenant is substantially behind in rental payments and has refused to take reasonable steps to address their debt.

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Portfolio Housing & Suburban Development

ISSUE: HOUSING ACT COMPLAINT STATISTICS**Talking points:**

- Housing ACT recognises that being responsive to complaints allows clients, stakeholders and employees to contribute to the improvement of the services delivered by the government and it builds a stronger community by modelling behaviours that demonstrate respect, integrity, collaboration and innovation.
- It also provides people with an opportunity to raise their concerns and be heard.
- Housing ACT, as part of the Community Services Directorate, has implemented a new Complaints Handling and Management Policy - CHAMP
- The number of complaints received by Housing ACT continues to drop. In 2016-17, 2,211 complaints were received, reducing to 1,939 in 2017-18.
- The change reflects improved practices in providing greater education and guidance to people enquiring about anti-social behaviour and neighbourhood disputes through information and referral to external agencies.
- Housing ACT is committed to investigating and resolving complaints from tenants or members of the community within 28 days. In the majority of cases, this time frame is achieved. Some complaints involving anti-social behaviour and the complex nature of some issues may require a longer timeframe.

Total Facilities Management - complaints

- Complaints and queries regarding maintenance are handled by the Total Facilities Manager, Spotless.
- From 1 November 2018 Program Facility Management will provide all repairs and maintenance services on behalf of Housing ACT. Programed will manage all complaints and queries regarding maintenance and the quality and timelessness of responses will be monitored by Housing ACT

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through Quality Assurance processes and the performance management system.

- The majority of all complaints are resolved within the required timeframe and generally tenants have been satisfied with the response and follow up action. This is evident by the low number of second level review complaints, where the tenant has felt the need to escalate the issue directly to Housing ACT.

Key Information

- From 1 July 2018 to 22 October 2018, Housing ACT has received 574 complaints, for which 228 were complaints about anti-social behaviour.
- From 1 July to 30 September 2018, Spotless registered 11 formal complaints with regards to maintenance and resolved 388 escalated phone calls where the caller did not want to lodge a formal complaint.

Table 1. Complaints received by Housing ACT by category; average per month 2016-17 and 2017-18

Subject of Complaint	Monthly average 2016-17	Monthly average 2017-2018
Anti-social behaviour	78	63
Tenant responsible maintenance	39	47
Property	39	31
Tenant fraud	15	10
Housing ACT staff	9	6
Other	1	5

Note: these exclude the maintenance complaints taken by Spotless, but include the maintenance complaints taken by Housing ACT (in other)

Background Information

- Complaints are managed by an independent Complaints Management Unit which ensures complaints are dealt with fairly, impartially and promptly.
- The relevant business unit is responsible for investigating complaints and taking any actions required to resolve the matter, including a written response to the complainant.
- If a complainant is not happy with a response to their complaint they may seek an independent arbiter to assess their complaint. The independent arbiter could be the ACT Civil and Administrative Tribunal, the Human Rights Commissioner or the Ombudsman.
- Recently Housing ACT hosted the NSW Ombudsman in providing six sessions of training in best practice complaints handling as part of the new Community Services Complaints Handling and Management Policy (CHAMP).
- As part of the training, people who attended received a number of tools and documents with practical strategies for resolving a person's complaint.

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Housing & Suburban Development

ISSUE: **PERFORMANCE ORDERS MADE BY ACAT**

Talking points:

- Performance orders can be sought when a tenant is in breach of their tenancy agreement but the breach is not sufficiently serious to justify seeking the termination of the tenancy. The power to seek these orders comes under section 83 of the *Residential Tenancies Act 1997*.
- In 2017-18, Housing ACT made seven applications for Performance Orders to the ACT Civil and Administrative Tribunal.
- Five Performance Orders were issued for property condition and two orders were issued restraining public housing tenants from permitting or displaying anti-social behaviour.
- No Performance Orders have been sought this financial year.

Key Information - from Annual Report

- Housing ACT seeks a Performance Order when a public housing tenant is found to be in breach of their tenancy agreement because of anti-social behaviour, property condition or for abandonment of a property.
- In 2017-18, Housing ACT made seven applications for Performance Orders to the ACT Civil and Administrative Tribunal.
- Five Performance Orders were issued for property condition (although one of these was only approved on 13 August 2018) and two orders were issued restraining public housing tenants from permitting or displaying anti-social behaviour.

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TRIM Ref:

Portfolio Housing & Suburban Development**ISSUE: Evictions from Housing ACT properties****Talking points:**

- Termination of a public housing tenancy is considered an action of last resort once all other avenues have been explored to assist the tenant sustain their tenancy.
- In 2017-18, 17* tenants were evicted by the ACT Civil and Administrative Tribunal.
- Housing ACT cannot evict tenants without an order from the ACT Civil and Administrative Tribunal.
- Following the issuing of notices as required under the *Residential Tenancies Act 1997*, Housing ACT needs to make an application to the Tribunal, who then determine whether the tenancy should be terminated.

* In Estimates QoN #564, preliminary data indicated nine evictions in 2017-18. Final reconciliation of data shows 17 evictions in 2017-18. This figure was corrected in a letter to the Speaker of the Legislative Assembly

Key Information

- As at 3 October 2018, across 13 multi-unit complexes and 914 tenancies relocated as part of the Public Housing Renewal Program, there have been three tenancies that have required the eviction process. Legal action had commenced on two of these matters before the Tenant Relocation Team started engagement at the relevant site. Despite ongoing attempts from the Tenant Relocation Team to engage with and support this tenant, all offers and options to rehome in a public housing property were refused.
- During 2017-18, 13 evictions were for non-payment of rent and four evictions were for property condition.
- During the first quarter of 2018-19, there were four evictions.

Background Information

- There has been a media focus on Northbourne Flats, Braddon and Turner as a result of tenants who had been evicted by Housing ACT.
- The eviction processes were well underway for both tenants of Northbourne Flats, Braddon and Turner prior to the Relocation program commencing.
- Due to privacy restrictions, Housing ACT was not able to comment on the specifics of these cases to the media.
- They were complex situations and all avenues for an alternative and positive outcome for these tenants were explored.

Cleared as complete and accurate: 11/09/2018
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TRIM Ref:

Housing & Suburban Development

ISSUE: Exits from Institutions into homelessness

- Exits from Institutions into homelessness was a key theme that emerged from last year's Housing and Homelessness Summit. The issue is now being explored as part of the ACT Housing Strategy.
- It is well recognised there is more work to be done on this issue.
- We have started exploring more opportunities for cross-government collaboration particularly with the Justice and Health Directorates to provide a whole of government approach to supporting those who exit institutions.
- We have also commissioned a study to provide advice on the most appropriate support and accommodation requirements for people with high and complex needs, many of which will be exiting either a justice or health institution.
- This study will also assist in the planning and construction of a purpose built long term supported accommodation for people experiencing enduring mental health issues who require long term support to sustain safe and secure housing.
- We recognise that a range of pathways should be available that are appropriate to different needs.
- Housing ACT already funds two programs that specifically support people exiting corrections who may be at risk of experiencing homelessness. In 2017-18, collectively these programs received \$888,311:
 - \$524,749 for the Managed Accommodation Program (MAP – now known as the Managed Transitional Program) delivered by EveryMan Australia; and
 - \$363,562 for the Coming Home Program delivered by Toora Women Inc.
- For 2018-19, the Coming Home Program will receive \$372,469 and the Managed Transitional Program will receive \$537,605.

Cleared as complete and accurate: 26/10/2018
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TRIM Ref:

- Housing ACT also delivers a Rental Bond Loan Scheme which can assist people to access the private rental market through a no interest loan to cover the cost of bond.
- AMC detainees in particular have access to this scheme via a conditional pre-approval process allowing the applicant to find a suitable property prior to providing all documentation required.

Key Information

- Supporting people who are exiting institutions is a national homeless policy priority under the new National Housing and Homelessness Agreement.
- The new National Housing and Homelessness Agreement was agreed and signed by the Chief Minister on 12 June 2018 and came into effect on 1 July 2018.

Managed Accommodation Program (MAP) – now known as the Managed Transitional Program

- The Managed Transitional Program has the capacity to support 25 men exiting the AMC at any one time. Fifteen of these support places include accommodation in properties provided by Housing ACT. In delivering the program, EveryMan Australia works closely with the Justice and Community Safety Directorate to support men exiting the Alexander Maconochie Centre and related criminal justice programs.

Coming Home Program

- The Coming Home Program has the capacity to support 20 women, (with or without children) exiting the AMC at any one time. Five of these support places include accommodation in properties provided by Housing ACT. This accommodation can be individual or shared.

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Talking points:

- Housing ACT works hard to ensure properties are used to support people in greatest need to avoid, wherever possible, properties being left vacant and unoccupied.
- We need to balance the interests of tenants who are incarcerated against the increasing demand for limited public housing stock.
- Consistent with this approach, when a public housing tenant is remanded in custody or incarcerated, we work with tenants and their supports, on a case by case basis, to determine how long they are likely to be away from the property, and what support are required.
- Tenants who are incarcerated are eligible for a minimum weekly rent of \$5.
- Depending on the circumstance we might issue a 26-week 'No Cause' notice to terminate the tenancy. This action is taken in accordance with Section 94 of the Standard Residential Tenancy terms.
- Housing ACT will only progress the notice if the tenant is unlikely to be released within a reasonable period. A Termination and Possession order would be sought through the ACT Civil and Administrative Tribunal (ACAT). The decision to terminate the tenancy is made by ACAT.
- In 2017-18, 13 applications were made to ACAT for termination and possession orders following 26-week 'No Cause' notices. Four termination orders were granted.
- However, Housing ACT is currently renewing policies around incarcerated tenants, we will be engaging with stakeholders this year, including Canberra Community Law, the Aboriginal Legal Service, the Human Rights Commission and the Justice and Community Safety Directorate.

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Key Information

- Ensuring public housing properties are not left vacant while tenants are in custody or incarceration is important to help ensure that properties are maintained in a satisfactory condition and are available for those most in need.
- Early action to secure properties and, where possible, to return them to Housing ACT reduces the potential of adverse outcomes and enables properties to be reallocated to other Canberrans in need.
- Every effort is made to ensure that no incarcerated tenant exits into homelessness. Former tenants are able to apply for housing assistance when in custody and they are placed on the appropriate housing register based on their individual circumstances. Housing ACT also works with the ACT Corrections Service and supported accommodation providers to deliver the 'Throughcare' program which provides supported, short-term accommodation for exiting prisoners to help their transition back into the community.
- Tenants who are incarcerated are eligible for a minimum weekly rent of \$5 while they are in jail.
- In the first quarter of 2018-19 no applications have been made to ACAT for termination and possession orders following 26-week 'No Cause' notices. However, one termination order was made from an application made in the 2017-18 year.

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TRIM Ref:

Housing & Suburban Development

ISSUE: **Reasons for tenancies ending**

Talking points:

- In 2017-18, there were 1,126 public housing tenancies that ended.
- Almost half of these ended tenancies (507) were households who were transferring to another public housing property better suited to their needs.
- 26 households moved into home purchase in the private market.
- 10 households purchased the public housing dwelling that they were living in under Housing ACT's Sale to Tenant Scheme and two households purchased their home under the Shared Equity Scheme.
- Another 153 moved into the private rental market.
- Very few tenancies end due to eviction. Termination of a public housing tenancy is considered an action of last resort. In 2017-18 there were 17 tenants evicted by the ACT Civil and Administrative Tribunal due to serious tenancy breaches. These breaches include: non-payment of rent, property condition, and anti-social behaviour.

Key Information - from the annual report

In 2017–18, a total of 1,126 public housing tenancies ended. Tenancies ended for a variety of reasons, including:

- 507 tenancies were transferred to other public housing properties;
- 401 tenancies moved to alternative accommodation;
- 17 tenancies were evicted for a breach of their tenancy;
- 71 tenancies ended their tenancy for reasons including properties sold to tenants and properties abandoned; and
- 130 tenancies ended because the tenant passed away.

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Background Information – may not be suitable for public disclosure

- Of the 507 transfers that occurred in 2017-18, there were 251 that were transfers out of properties being redeveloped through the Public Housing Renewal program. Tenant Relocation Officers work with each individual tenant for nine months prior and three months post relocation. Post relocation support has a focus on ensuring that the tenant has settled into their new home and community, supports are in place and provide an opportunity to engage additional supports, if required.
- Of the 401 tenancies that moved to alternative accommodation:
 - 26 were to purchase their own home;
 - 153 were to rent in the private market;
 - 73 moved to aged care accommodation; and
 - 149 left public housing and did not report their reasons for exit.
- Ten public housing households purchased their public housing property in 2017-18.
- While just 17 households were evicted, a further 4 households had their tenancy terminated due to a breach (such as not living at the property) and 23 households had abandoned their dwelling following legal action but before an eviction had occurred.
- There were 34 households that abandoned their property (not associated with legal action by Housing ACT).

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Portfolio Housing & Suburban Development

ISSUE: Public Housing Properties – Underutilisation/Vacancy Rate**Talking points:****Why does the ACT have the second highest underutilisation rate and what steps is the government taking to reduce this?**

- The ACT boasts the largest public housing portfolio per capita in the nation. More than 7% of all homes in the ACT are social housing properties.
- Our portfolio was originally built for public servants and their larger family households. With the role of public housing changing over time we now see a greater number of smaller households in need of housing support.
- Dwelling underutilisation is said to occur when an occupied household has two or more bedrooms additional to what is need to satisfy the needs of the household.
- As households age, the number of spare bedrooms increases, which affects the utilisation rate.
- Often these dwellings are the homes our tenants have lived in for many years and have raised their children and grandchildren in.
- There can also be complex reasons a property may be deemed as underutilised and Housing ACT works with these tenants to provide support as needed.
- Support is also offered to tenants who wish to downsize when that becomes an appropriate step for them.

Why has the vacancy rate in public housing continued to rise?

- At 30 June 2018, the public housing portfolio was 11,903 properties. Of these, 651 were categorised as vacant.
- This figure is higher than previous years and reflects the work and progress of the Public Housing Renewal Program.

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- These numbers are point in time figures and can fluctuate dependant on holdings and sales.
- 389 of these properties were in renewal sites that had not been formally handed over to the Suburban Land Agency and were still classified as Housing ACT properties.
- 114 properties were newly acquired by Housing ACT, either through the business as usual Capital Delivery Program or acquisition process (16), or were provided by the Public housing Renewal taskforce (98) and were not allocated to tenants at 30 June 2018.
- The remaining 148 properties were vacant due to evictions, property abandonment, and normal routine household movements, either transfers within public housing, households leaving public housing, and tenants passing away.

Key Information

Underutilisation

National performance information for 2017-18 on underutilisation is not yet available.

Public Housing

In 2017, the ACT has the second highest underutilisation rate for public housing dwellings at 17.4% (16.6% nationally). The ageing profile of public housing tenants is one of the challenges for efficient dwelling utilisation. Ongoing programs encourage tenants to downsize in order to free up homes for families in need who are on the waiting list.

Vacancies

- 651 properties were vacant as at 30 June 2018;
- 311 vacancies were due to internal transfers;
- 187 vacancies were due to termination of tenancy;
- 39 vacancies were due to evictions or property abandonment; and
- 114 were due to new properties coming on line.

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Table 1. Vacant properties at 30 June 2018 by reason for vacancy

Reason for vacancy	PHR properties	Non-PHR properties	Total properties
New property (awaiting allocation)	98	16	114
Transfer/relocation	264	47	311
Eviction	8	5	13
Property abandoned (including following legal action)	8	18	26
Moved to private rental	48	18	66
Moved to home ownership	1	4	5
Aged care/death	7	21	28
Other/Ended by tenant (no reason given)	53	35	88
Total	487	164	651

Background Information

- Dwelling underutilisation is determined to occur where a household occupied a dwelling with two or more bedrooms additional to the number required to satisfy the Occupancy Standard.
- There are a number of policy imperatives which govern housing allocation and which have informed the decision to determine that underutilisation occurs where there are two or more bedrooms excess to requirements. These include:
 - the placement of children who have experienced abuse or neglect with grandparents, foster and kinship carers;
 - provisions for people with disabilities and medical conditions that provide the opportunity to live as independently as possible, and that support families and carers (including live in carer requirements);
 - support for women and children experiencing domestic and family violence to stay in their present housing where it is safe to do so;
 - behavioural factors which necessitate separate bedroom allocation for children;
 - shared custody arrangements, access visits for children, or child restoration;
 - expectant mothers;
 - future needs of children who may need separate bedrooms in coming years; and
 - extended family responsibilities including care or custody of children or care of aged parent.

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Housing & Suburban Development

ISSUE: **Rent Review 2017-18**

Talking points:

- The annual market rent reassessment was recently completed by Herron Todd White. The application of the new market rents has been scheduled to commence from Sunday, 20 January 2019.
- This is due to the need to provide tenants with at least eight weeks of notice for rent increases and the looming festive season.
- A small number of properties (119) have been recommended for rent decreases between \$5 and \$30 per week.
- A further 89 properties recorded no change in the market rent.
- Market rents are to increase by an average of 3.5% across the rest of the portfolio and 97% of the increase falls between \$5 and \$30 per week.
- Tenants in receipt of a rebate will generally not be affected by an increase or decrease in the market rent that applies to their property. As over 94% of tenants receive a rebate, the change in market rent will affect only a small number of tenants.
- The market rent assessment may have a more significant impact on some Community Housing Providers (CHPs) who are required to pay a percentage (mostly 33.3%) of the market rent under their head lease agreements.

Background Information – suitable for public disclosure

- Section 22 of the Housing Assistance Act 2007 (the Act) requires the rent charged for each property covered by the Act to be set at market rent.
- Under section 23 of the Act, the Commissioner for Social Housing is required to undertake an annual review of the market rent that applies to each property in the housing portfolio.
- Under the Residential Tenancies Act 1997, where the rent is to be increased, tenants must receive notice of the increase in rent at least 8 weeks prior to the date of effect of the increase and rent cannot be increased within 12 months from the date of the last rent increase.
- Housing ACT also manages the Affordable Rental Scheme (ARS) and Narrabundah Long Stay Park on behalf of the Directorate and CMTEDD respectively. These two programs are not covered by the Act and there is no legal requirement for an annual market rent assessment. However, it is good practice to regularly review rents and it has been the policy to include these properties as part of the market rent assessment process. As with other rental

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properties, there is provision under the *Residential Tenancies Act 1997* for landlords to increase rent every 12 months from the date of the last rent increase.

- The previous determination of market rent applied to each property was on 2 April 2017.

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Housing & Suburban Development

ISSUE: **Housing ACT Panels**

Talking points:

Multi-Disciplinary Panel

- The Panel is responsible for determining whether an application for social housing meet the criteria for 'Priority Housing'.
- To approve an application for priority housing, the panel must be satisfied that the applicant demonstrates Critical, Urgent and Exceptional needs that cannot be met by any reasonable means other than the early provision of housing assistance.
 - Exceptional needs – must be considered relative to the needs of housing applicants generally.
 - Urgent needs – requires a clear and demonstrable time constraint that impacts on need.
 - Critical needs – must demonstrate extreme risk that has a direct causal relationship with housing need.
 - The panel must also be satisfied that the applicant is capable of sustaining an independent tenancy and that the applicant has demonstrated an inability to find appropriate and affordable housing.
- Due to the complexity of issues relating to why people become homeless and/or need longer term public housing support, the MDP draws on a range of expertise and personnel on the Panel including representatives from the homelessness sector and other relevant sectors such as mental health, disability, domestic violence, child protection and corrections.
- A comprehensive assessment is prepared for each application and includes advice, recommendations and supporting evidence/documentation from relevant supporting services.
- In 2017–18, the Multi-Disciplinary Panel met on 27 occasions to assess 168 applications for priority housing.

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- Of these, 149 (89%) were approved for priority housing. Seven applications (4%) were deferred for further information; and 12 applications (7%) were considered to not meet the requirements for Priority Housing and were denied.
- 49 applications (29%) were in relation to Domestic or Family Violence. Of these 48 were approved for priority, with one case deferred pending further information.
- Applicants are able to seek a review of decision of the MDP by the Housing Assistance and Tenancy Review Panel (HATRP).

Housing Assistance and Tenancy Review Panel

- The Housing Assistance and Tenancy Review Panel met on 36 occasions in 2017-18 and considered 171 matters.
- Of this total, 38 matters concerned reviews of decisions relating to applicants, 8 related to rental rebates assessments and the remaining 125 were considerations to remove housing assistance due to breaches of residential tenancy agreements.
- In the first quarter of 2018-19, the panel sat on 4 occasions and considered 28 matters.
- The panel's processes are currently under review and it is anticipated that this review will be completed this financial year.

Sustainable Income Multi-Disciplinary Panel

- The Sustainable Income Multi-Disciplinary Panel did not meet in 2017-18.
- The next Sustainable Income Review is now underway and 223 Housing ACT tenancies have been requested to provide details of their income for 2015-16 and 2016-17.
- The Sustainable Income Multi-Disciplinary Panel will meet later this year to consider those tenancies that have had a sustainable income of more than \$103,582 for two consecutive years.

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Key Information - from Annual Report

- A number of panels support Tenancy Operations at Housing ACT.
- In 2017–18, the Multi-Disciplinary Panel, which comprises representatives from the CSD and other government and community agencies, met on 27 occasions to assess 168 applications for priority housing.
- A third (33%) of applications which received priority were from clients escaping domestic and family violence.
- Of these, 149 (89 per cent) were approved for priority housing. Seven cases (four per cent) were deferred for further information; and 12 cases were denied (seven per cent).
- The Housing Assistance and Tenancy Review Panel (HATRP) provides a second level internal review of administrative decisions about tenancy and housing assistance matters.
- The panel comprises Senior Managers and Managers from across Housing ACT. In 2017–18, the HATRP met on 36 occasions to review 171 cases.
- Of these, housing assistance matters accounted for 27 per cent and tenancy matters accounted for 73 per cent
- The Sustainable Income Multi-Disciplinary Panel meets every few years to assess tenants who are earning an income above a set threshold.
- This panel supports tenants, whose household incomes are above this threshold to vacate public housing properties. Support includes providing them with links to the Shared Equity and Sale to Tenant schemes or encouraging them to purchase their own property or rent in the private market.
- The next Sustainable Income Review will be undertaken in 2018-19.

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Housing & Suburban Development

ISSUE: **Satisfactions Survey – Public and Community Housing tenants**

Talking points:

- National and ACT specific surveys of tenants of public and community housing show a high level of overall satisfaction with the services provided by Housing ACT and by non-government ACT community housing organisations.
- Public housing tenant satisfaction has remained relatively steady over the last two years, with 73% of tenants reporting overall satisfaction in 2017-18 compared to 74% in 2016-17.
- Community housing tenant satisfaction dropped slightly to 70% in 2017-18, down from 76% in 2016-17 and 80% in 2015-16. Tenant satisfaction results are known to vary considerably across organisations. So these results are likely to be impacted by changes in the sector, including the closure of Capital Community Housing.
- Housing ACT and Lonergan Research have worked with community housing organisations to encourage participation of tenants from organisations that assist people with higher levels of vulnerability and/or manage shared accommodation.
- Detailed analysis of the satisfaction results is not currently available because the data is collected by Lonergan Research and analysed by the Australian Institute of Health and Welfare. Further results will not be available until November 2018.

Key Information - from the Annual Report

- The 2018 Tenant Satisfaction Survey for ACT public housing was based on a total of 1,550 surveys mailed to Housing ACT tenants with 524 surveys returned, giving a response rate of 34% and a satisfaction rating of 73%. Allowing for the standard error associated with survey sampling, this result was consistent with the satisfaction rate in 2017 results.
- For the community housing component, 660 surveys were mailed to tenants with 177 survey responses received, giving a response rate of 27% and a satisfaction rating of 70%. There was a slight decrease in the satisfaction rate from the 2016 result (down from 76%). The tenant satisfaction results for community housing vary considerably across years and between organisations in this diverse sector.

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Background Information suitable for public disclosure

- Six community housing organisations participated in the survey. These were Argyle Community Housing, Environmental Collective Housing Organisation, Havelock Housing Association, Salvo's, Tamil Senior Citizens, Young Women's Christian Association (YWCA).
- Tenant satisfaction results varies considerably both across and within organisations. Breakdown of the results by organisation is not available for the 2018 survey as the required methodology was not available as part of the national survey approach.

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Portfolio/s Housing & Suburban Development

ISSUE: Housing ACT as a specialist disability accommodation provider

Talking points:

- Housing ACT provides a range of housing for people with disability, either through our existing public housing or through head leasing arrangements with community housing organisations.
- For example we currently head-lease a number of properties to Focus ACT, Hartley Lifecare and Havelock Housing Association.
- Of the 99 properties previously head-leased to Capital Community Housing:
 - 91 were head-leased to Havelock Housing,
 - 7 were transferred back to Housing ACT, and
 - 1 was head-leased to another provider.
- Many of these properties are former Disability ACT group homes, with the group living arrangements funded by the NDIS through Supported Independent Living (SIL) funding.
- Under the NDIS some participants are also eligible for a Supported Disability Accommodation (SDA) funding in their NDIS package.
- SDA is intended for participants who have extreme or complete functional impairment due to disability. The NDIA estimate around 6% of people on NDIS plans will be eligible for SDA.
- The SDA component is attached to an individual's NDIS plan and sets out the design category and the building type to be funded and the general location in which it will be provided.
- Participants will then be able to choose from suitable available housing options.
- On 27 October 2017, Housing ACT registered as a provider of disability housing and specifically Specialist Disability Accommodation Housing ACT is currently working with Disability ACT and our existing community housing providers to investigate how we can support those people in Housing ACT properties who may be eligible for SDA.

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Key Information

- The funding provided by the National Disability Insurance Agency for the provision of Specialist Disability Accommodation may be used for further investment in disability housing in the Territory.
- It is expected that the funding from the National Disability Insurance Agency for the Special Disability Accommodation will amount to approximately \$1 million per annum
- The investment in disability housing may take the form of replacing older disability housing with housing that better meets the needs and aspirations of people with disability, refurbishing or upgrading existing properties to better meet the needs of tenants and/or building new purpose built accommodation, specifically designed to meet the needs of people with disability.
- The National Disability Insurance Agency estimates that approximately 6% of people with disability will have Specialist Disability Accommodation funding in their support plans under the National Disability Insurance Scheme.
- Funding for Specialist Disability Accommodation is limited to those people with very high support needs. For the ACT, the 6% translates to approximately 400 people with disability being eligible for inclusion of Specialist Disability Accommodation in their support plans.
- Housing ACT is working with the National Disability Insurance Agency and Disability ACT on options for enrolling the 130 existing disability properties as Specialist Disability Housing, which could accommodate over 300 people requiring high needs support.
- The other 94% of people with disability, who will not have Specialist Disability Accommodation support in their support plans under the National Disability Insurance Scheme may require disability housing to be provided by the government, families or the community sector.

Background Information – may not be suitable for public disclosure

- Specialist Disability Accommodation refers to housing for people with disability who require specialist housing solutions to assist with the delivery of supports that cater for their (significant) functional impairment and/or very high support needs.
- Specialist Disability Accommodation funding is paid to property owners who provide housing to people with disability who are assessed as being eligible to receive the Specialist Disability Accommodation funding.
- The amount of funding is based upon the building type, i.e., apartment, house or group home etc., the number of residents with Specialist Disability Accommodation funding living in the property, the design category, i.e., whether basic, improved liveability, fully accessible, robust or high physical support, with the amount of funding increasing as the design category requires increasingly more complex adaptations.

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- Specialist Disability Accommodation refers to housing for people with disability who require specialist housing solutions to assist with the delivery of supports that cater for their (significant) functional impairment and/or very high support needs.
- Under the National Disability Insurance Scheme, Housing ACT properties used to house people with disability prior to the implementation of the Scheme, particularly the former Disability ACT Group Homes are able to be enrolled for Specialist Disability Accommodation funding without the formal processing required of other non-government providers, investors or other organisations.

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Portfolio Housing & Suburban Development

ISSUE: DANGEROUS DOGS IN PUBLIC HOUSING**Talking points:**

- Domestic Animal Services is responsible for managing the *Domestic Animals Act 2000* which details the requirements for keeping dangerous dogs.
- The ACT does not at this time have any banned dog breeds; however, should problems arise, Domestic Animal Services will assess each dog on a case-by-case basis.
- Housing ACT tenants are subject to the same pet ownership rules as all other ACT residents. Housing ACT does not impose any additional restrictions on pet ownership although residents of multi-unit complexes are required to seek prior approval to have a pet from Housing ACT and/or the relevant Body Corporate.
- Whilst the incidence of dog attacks in public housing properties and complexes is very low, when Housing ACT is notified of a dog attack, it works closely with Domestic Animal Services to identify the severity and circumstances of the attack.
- Where appropriate, Housing ACT may seek legal action against a tenancy where there is alleged to be a breach of the conditions of the *Residential Tenancies Act 1997*.
- There has been a total of four serious dog attacks in Housing ACT properties since 2010.
- Following a fatal dog attack in October 2017 the ACT Government adopted stricter controls for dangerous dogs in December 2017. Housing ACT is continuing to work closely with Domestic Animal Services to ensure that, where applicable, these requirements are being met by public housing tenants.
- On Monday 13 August 2018 Justice Mossop of the Supreme Court handed down his decision in the matter of Daniel Meyers v Commissioner for Social Housing and the ACT. Mr Meyers was a tenant in a Housing ACT complex when he was attacked by two dogs owned by

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a friend of another tenant in March 2016. He sustained serious injuries as a result of the attack and sought compensation from Housing ACT and the ACT Government. Housing ACT and the ACT Government defended their actions.

- Justice Mossop dismissed the case against the Commissioner and the ACT Government. He found that no duty of care was owed to Mr Meyers. Costs were awarded to the Commissioner and the ACT Government.
- This finding followed a similar outcome in the matter of Hartigan v Commissioner for Social Housing that was released in May 2017. On that occasion Justice Penfold also found that the Commissioner was not responsible for the behaviour of pets in public housing.
- Both of these decisions attest to the ACT Government acting appropriately in the management of dangerous dogs. Of course, any attack is regrettable but it is the owner of these animals and not the government that is responsible for them.

Key Information

- The first attack occurred on 7 October 2010 and involved a young six year old boy who was attacked by the tenant's dogs while visiting a Housing ACT property in Griffith.
- The second attack occurred in March 2016 when dogs belonging to an unauthorised occupant of a Housing ACT complex allegedly attacked another tenant, Daniel Meyer.
- The third attack occurred on 25 October 2017 when a Housing ACT tenant, Tania Klemke, lost her life when she was attacked by her own dog. Another visitor was also injured. The incident remains under investigation by ACT Policing.
- The fourth attack was reported on 20 December 2017 when a man made a personal injury claim alleging that, in August 2017, he had been bitten by the dog involved in the October 2017 attack.

Background Information – not suitable for public disclosure

First Attack

- The young boy injured in the attack was Jack Hartigan a [Sched 2.2 \(a\)\(ii\) FOI Act 2016](#)
- On 22 July 2011 Housing ACT was notified by the ACT Government Solicitor (ACTGS) that a claim had been received on behalf of Master Hartigan.

Cleared as complete and accurate: 18/10/2018
Cleared by: Executive Director Ext: 71514
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Lead Directorate: Community Services

TRIM Ref:

- The Supreme Court ruling handed down on 5 May 2017 found that the Commissioner did not owe the plaintiff a duty of care due to the principles arising out of conventional occupiers' liability. The Supreme Court dismissed the claims made under the *Civil Law (Wrongs) Act*.
- The Supreme Court also dismissed the claims made under the *Domestic Animals Act*. The Supreme Court found that the Commissioner was not the "Keeper" of the dog and, therefore, was not liable to pay compensation pursuant to the Act.

Second Attack

- Mr Meyers was seriously injured in the attack and filed a notice of claim in the Supreme Court. He sought compensation from Housing ACT, Domestic Animal Services and the ACT Government.
- Justice Mossop heard this matter and handed down his decision on 13 August 2018 dismissing the case against the Commissioner and the ACT Government and awarding costs to them. This decision was similar to that made by Justice Penfold in the *Hartigan* matter.

Sched 2.2 (a)(ii) FOI Act 2016

Third Attack

- The attack occurred at Sched 2.2 (a)(ii) FOI in Watson in the early hours of 25 October 2017. Ms Tania Klemke died from injuries sustained in the attack involving her own pitbull dog. The dog was killed by ACT Policing.
- A male, Sched 2.2 (a) , was also allegedly injured in the attack and was transported to hospital.

Sched 1.2 FOI Act 2016

Fourth Attack

Sched 2.2 (a)(ii) FOI Act 2016

- The ACT Government Solicitor's Office is handling the matter.

Sched 1.2 FOI Act 2016

Cleared as complete and accurate: 18/10/2018
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TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: PUBLIC HOUSING MAINTENANCE**Talking points:**

- As at 30 June 2018, the public housing stock portfolio was approximately 11,900 properties with a value of over \$5 billion.
- In 2017-2018 Housing ACT spent approximately \$ 40 million on repairs and upgrades to its portfolio through its Total Facilities Manager Spotless with \$39.2 million budgeted for 2018-2019.
- Over the past 2 years, Housing ACT worked closely with Spotless to further refine maintenance programs and definitions to achieve better value for money.
- The outcome of this work has been a positive shift in the volume of planned verses responsive work where Housing ACT has been able to re-direct an additional \$1.3 million to planned programs.
- As a result, in 2017-18 public housing tenants have benefited from 1,888 upgrades to properties including 196 kitchens, 212 wet areas, 584 floor coverings and 896 internal or external painting jobs.
- Housing ACT also provides an in-home occupational therapy assessment service to tenants. The service provides professional advice on the disability modifications required to assist tenants with a disability to live more independently in their public housing homes.
- In 2017-2018, 393 disability modifications were made to public housing properties at a cost of approximately \$1.7m. Work ranging from grab rails to a complete property alteration have been completed.
- Following a competitive tender process, the TFM contract has been awarded to Programmed Facility Management initially for six years and will commence on 1 November 2018, with the option to extend for up to two periods of four years, totalling a potential 14 years.
- Leading up to the commencement of the new contract, Housing ACT will ensure continuity of all maintenance services to public housing tenants and existing levels of service are maintained through the establishment of a dedicated transition team.

Cleared as complete and accurate: 03/10/2018

Cleared by: Director

Ext: 71514

Contact Officer Name:

Catherine Loft

Ext:

Lead Directorate:

Community Services

TRIM Ref:

Tenant Responsible Maintenance

- Like any landlord, Housing ACT has to manage issues of damage to its properties and expects its tenants to maintain their homes.
- Tenants are not responsible for the costs of fair wear and tear such as carpet or tap washers that have worn out due to age.
- Not all Tenant Responsible Maintenance (TRM) is the result of wilful damage. TRM includes other costs such as cleaning and rubbish removal at the end of a tenancy. Other examples of TRM include broken windows, holes in walls or doors, stains or burns on floor coverings.

Key Information

Planned and Responsive Maintenance

- Housing ACT aims to maximise the amenity of properties through upgrades and sets the Total Facilities Manager a target that 70% of all funding is spent on planned works (which includes upgrades).

Disability Modifications

- Housing ACT employs three Occupational Therapists who receive and assess in excess of 270 referrals each year and undertake approximately 400 home visits. Referrals are prioritised based on need and the wait time for non-urgent referrals is up to 7 months. Minor modifications such as lever taps and door handles do not require an assessment in order for the works to be completed.

Tenant Responsible Maintenance

- Tenants are encouraged to arrange their own repairs when damage has been caused by themselves, a family member, a guest or where usual wear and tear does not seem likely to be the cause.
- Spotless' maintenance call centre receives on average over 5,500 calls per month resulting in approximately 2,500 priority (between 4 hours and 4 days) work orders and a further 2,400 non priority work orders.

Background Information

- The tender process has been completed, see separate QTB for information.

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TRIM Ref:

Housing & Suburban Development

ISSUE: **Tenant Responsible Maintenance (including sundry debt)**

Talking points:

- At 30 June 2018, Housing ACT had a stock portfolio of approximately 11,900 properties at an estimated value of approximately \$5 billion.
- Like any landlord, Housing ACT has to manage issues of damage to its properties and expects its tenants to take care to maintain their homes.
- In the 2017-18 financial year, the cost for repairs to ACT public housing properties for Tenant Responsible Maintenance (TRM) was \$3.7 million, or \$0.1 million more than in 2016-17.
- Outstanding debts relating to TRM at the end of 2017-18 were \$3.3 million, which is the same as the 2016-2017 financial year.

Key Information

- Tenants are not responsible for the costs of fair wear and tear such as carpets or tap washers that have worn out due to age.
- Not all TRM is the result of wilful damage. TRM may include other costs such as cleaning and rubbish removal at the end of a tenancy.
- Other examples of TRM include broken windows, holes in walls or doors, stains or burns on carpets.
- Housing ACT have an established process for tenants to dispute their responsibility of any TRM charges and tenants are provided with this information when they sign their tenancy agreement and is also available on Housing ACT's website.
- Tenants are encouraged to make good any non-urgent TRM themselves and/or employ a contractor to avoid charges when they vacate the property. All licensed work must be carried out by a licensed trades-person and all tenant completed work must to be a tradesman like standard.
- TRM may be identified by Housing ACT's Total Facilities Manager, Housing ACT staff, contractors and tenants themselves.

Background Information

- If a tenant wishes to dispute the responsibility of any TRM charge due to damage they or their family or guests did not cause, they must:
 - report the incident to the police;
 - record the incident number, name of the police officer and the date of incident; and
 - complete a statutory declaration detailing the incident, break-in or theft and resulting Tenant Responsible Maintenance work required.

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TRIM Ref:

ANNUAL REPORT HEARING BRIEF

- Housing ACT will assess the Police report and/or statutory declaration and make a decision about whether the TRM costs will remain as the tenant's responsibility, or the charges will be removed from the tenant account.

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Cleared by: Director
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Lead Directorate: Community Services

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TRIM Ref:

Housing & Suburban Development

ISSUE: Disability Modifications / Accessible Housing**Talking points:**

- Housing ACT reviews all properties on vacancy to determine whether the property can be modified to meet the needs of current applicants.
- Housing ACT also carries out a range of disabled modification to properties to assist tenants to live independently in their homes and provides an in-home occupational therapy assessment service to tenants.
- Housing ACT employs three Occupational Therapists who assess in excess of 270 referrals for 2017-18. Referrals are prioritised based on need and the wait time for non-urgent referrals is up to 7 months. Minor modifications such as lever taps and door handles do not require an assessment in order for the works to be completed.
- In 2017-18, 393 disability modifications have been made to public housing properties at a cost of approximately \$1.7m.
- As at 8 October 2018, 77 public housing properties have received disability modifications ranging from grab rails to fitouts of entire properties.
- In 2018 the maintenance contract was awarded to a new provider and Housing ACT is committed to working with them to ensure that properties continue to receive upgrades in a timely manner.
- Housing ACT endeavours to construct all new dwellings to a Class C adaptable standard or to incorporate the key elements of the Liveable Housing Design Guidelines for residential housing at a Gold level.

Key Information

- At 8 October 2018, of the 11,515 properties held by the Housing Commissioner, there are 2,053 (17.8%) that are adaptable or have disability modifications for accessibility. Adaptable housing ensures people of all ages and abilities can live within the home and it can be easily adapted to meet changing household needs without requiring costly or substantial modifications.
- At 8 October 2018, there were 1809 households waiting for a new public housing tenancy and 625 households seeking transfers within public housing. Of these, 711 were households where at least one person in the household has a disability. Of the 711

Cleared as complete and accurate: 22/10/2018
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households, 58 people seeking a new public housing tenancy requested a dwelling with disability modifications and 33 people on the transfer list were also seeking a dwelling with disability modifications. In other words, 4% of those waiting for new housing or a transfer were seeking a dwelling with disability modifications.

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TRIM Ref:

Housing & Suburban Development

ISSUE: Total Facilities Management Mobilisation (including social employment targets)

Talking points:

- Housing ACT and Programmed Facility Management (Programmed) entered into the mobilisation period of the contract on 27 July 2018. Programmed provided a comprehensive transition plan as part of the request for tender that established the roles, responsibilities and timeframes to achieve full operational commencement on 1 November 2018.
- Housing ACT and Programmed established governance structures including a joint steering committee to manage the contract mobilisation response. Programmed provided weekly progress reports to advise Housing ACT on progress against key milestones. There were a range of other key groups established which worked on technology interfaces and operational requirements.
- An active Risk Management approach was taken by both parties, monitored throughout the mobilisation period. Programmed and Housing ACT actively engaged in risk management activities and both organisations identified a broad range of risks including, resources, information communications technology, accommodation, performance management and procurement.
- The Total Facilities Management model is an important vehicle for promoting social outcomes and leverages opportunities for a wide range of disadvantaged cohorts in the ACT Community. Housing ACT have increased the cohort targets within the new contract and Programmed have committed to achieving the increased targets.
- Programmed staffing includes the provision of a dedicated Social Inclusion and Indigenous Participation Coordinator and a Social Inclusion Taskforce headed by Executive General Manager to achieve long term sustained outcomes.
- Customer feedback and the voice of tenants will be a high priority for Programmed Facility Management.

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Key Information

- As part of their staffing structure Programmed are required to have 1 Customer Service Centre Consultant trainee and 1 Claims Team Member trainee.
- Programmed held a recruitment roadshow for the employment of potential local staff on 9 August 2018 as well as a National search for appropriate staff. Programmed received over 500 applications for various positions under the contract.
- Through strategic recruitment practices Programmed are committed to provide employment opportunities for the target cohorts either through direct employment or through the sub-contractor base employed under the TFM contract. The increased cohort targets are 50 Public Housing Tenants, 25 Aboriginal and Torres Strait Islander people, 50 People with a disability, 25 People from Culturally and Linguistically diverse backgrounds, 100 young people and 10 apprentices.
- During the mobilisation period, Programmed engaged with a wide range of stakeholders including Unions ACT, the Tenant Consultative Group and Community and Homeless service providers.
- Programmed FM service offering assessed against the market as part of the tender assessment process and was found to represent significant value for money with regards to ongoing cost, innovation and commitment to continual improvement.
- Achievements against the cohort targets form part of the KPIs under the contract and will be measured under the Performance Management System. The cohorts have doubled in all categories and now include 100 young people, 10 Apprentices, 25 CALD, 25 Aboriginal and Torres Strait Islander, 50 People with a disability and 50 Public Housing tenants. (Aspirational Targets).
- ICT improvements include:
 - Condition Assessments more developed and industry best practice.
 - Technology innovation and systems providing industry best and future state innovation i.e. Client and tenant portal.
 - Live reporting through improved information technology to assist Housing ACT staff with managing work and tenancies.
 - Corporate innovation team to aid technology development.

Background Information

- Housing ACT have increased Cohort targets from 108 in the previous contract to 260 under the new TFM contract with Programmed.
- Programmed are using sub-contractors until July 2020 which was an outcome of the negotiations in ensuring the contract provides employment to the region.

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- Programmed held three rounds of tender opportunities for subcontracts to submit tender responses to provide services under the contract. A range of current and new subcontractors provided tender responses and were successful in obtaining subcontracts.
- Cash flow to sub-contractors payment within 15 days from agreed work previously 30 Days.
- Programmed's recruitment outcomes included 12 existing local Spotless staff and a range of new staff from within the local community. A further 5 staff transferred from within Programmed's current operations.
- Programmed local contract team has 46% of staff employed as female and 67% of the management structure also being female.

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TRIM Ref:

Housing & Suburban Development

ISSUE: Public Housing Renewal Program – progress so far

Talking points:

- The Public Housing Renewal Program will deliver new homes that will better meet tenants' needs now and into the future, creating a more sustainable public housing system.
- The Program includes the relocation of public housing tenants from 1,288 properties across 13 public housing sites.
- The Public Housing Renewal Program Tenant Relocation Team has been working on the relocation of tenants from all of the 13 multi-unit sites that are part of the program.
- Since the commencement of the Tenant Relocation Program, 84% of the overall program is complete.
- Over the life of the Program to 3 October 2018, 914 tenancies have been transferred resulting in 945 people being relocated to their new homes.

Complex	Tenancies transferred	Number of people moved	Status	Date of Handover to LDA
Currong Apartments	212	0*	Completed	March 2015
Owen Flats	39	45	Completed	December 2015
Karuah	41	66	Completed	August 2017
Allawah Court	104	157	Completed	December 2016
Red Hill Housing Precinct	120	194	Completed	June 2017
Bega Court	88	116	Completed	In progress
Northbourne Flats – Braddon	55	72	Completed	August 2018
Turner	71	84		
Stuart Flats	101	108	Completed	In progress
Lyneham and De Burgh	40	60	Commenced	
Strathgordon Court	25	21	Commenced	
Gowrie Court	18	22	Commenced	
TOTAL	914	945		

* Student Program

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TRIM Ref:

- The Tenant Relocation Team are currently relocating tenants from the final three complexes.
- The successful relocation of so many people is a result of listening to tenants and engaging through a strength based person centred approach.
- As at 3 October 2018, the Public Housing Renewal Taskforce has delivered 817 of the 1,288 replacement properties required under the program.

Key Information

- The Linking Into New Communities Taskforce (LINCT), a collaborative governance group comprising peak bodies, community service providers and government agencies is responsible for guiding tenant engagement activities and the successful relocation of tenants.
- In overseeing the relocation of tenants the LINCT has tasked the Transforming Communities Partnership – a practitioners group to undertake continuous engagement and consultation with the tenants to be relocated before, during and after the relocation process.
- There will be different considerations for each site over time. In realising the opportunities of planned redevelopment a key strategy applied to tenant relocation has been a person-centred and strengths-based approach to tenant engagement activities.

Site hand over process:

- The Tenant Relocation Team meet on a weekly basis to discuss allocation of tenants being relocated across complexes as properties become available
- Property Services and Vacants teams continue to work closely with the Tenant Relocation Team to monitor and secure vacant properties.
- Power will be isolated where possible in all vacant units to deter unauthorised use.
- Doors / entry ways are secured and boarded with a different types of fasteners and/or have their drives bored to deter unauthorised access.
- Housing ACT work closely with the AFP to deter unauthorised use of vacant units.
- Remaining tenants are actively encouraged to contact AFP if they witness criminal activity.

Background Information – from the annual report

The Public Housing Renewal Program (PHRP) will replace 1,288 public housing properties and sell 13 public housing sites along Northbourne Avenue and other sites across Canberra. The new public housing dwellings, which comprise approximately 11 per cent of the existing public housing portfolio, will continue to be constructed or purchased across Canberra to replace existing older properties and improve the overall quality of the public housing portfolio.

The Public Housing Renewal Taskforce facilitates delivery of the new housing stock under the PHRP. The Taskforce is located with the EPSDD. In 2017-18, the Public Housing Renewal Taskforce delivered 270 dwellings to Housing ACT. At 30 June 2018, the program had delivered a total of 780

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replacement dwellings to Housing ACT. Public housing tenants are well supported during relocation. In 2017-18, 608 Housing ACT tenancies were transferred, resulting in 835 people being relocated from older properties to newer, better quality well designed buildings that are more energy efficient across Canberra. Under the Tenant Relocation Strategy, tenants are kept well informed of the progress with the PHRP and where necessary are supported with the cost of relocation

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Portfolio Housing & Suburban Development**ISSUE: Housing ACT Construction and Renewal Program****Talking points:**

- At 30 September 2018 the public housing stock portfolio was approximately 11,500¹ properties with a value of over \$5 billion.
- Housing ACT delivers an annual Capital Program to realign and renew the portfolio so that it better matches the needs of tenants and responds to the changing tenant profile using a ‘salt and pepper’ approach that sees public housing in most of Canberra’s suburbs.
- The program is largely self-funded through property sales principally on the open market but also through the Sale to Tenant and Shared Equity schemes.
- New dwellings are delivered through construction, purchase of new dwellings on the private market and the purchase of land plus construction of new dwellings.
- All new properties are constructed to a 6 star energy rating making them more energy efficient, so they are cheaper to run and maintain.
- As far as practical the dwellings are constructed to Adaptable Class C or Liveable Housing Design ‘Gold level’ which allows people to age in place, remaining in their established communities.
- The delivery of the Capital Program provides a significant contribution to the local economy – through the use of local architects and builders
- The Public Housing Renewal Program has increased the rate of renewal of the public housing portfolio.
- Housing ACT is developing a long term asset management plan which will focus on continuing to upgrade Canberra’s ageing public housing stock, improve tenant outcomes and support the broader renewal of Canberra’s city and urban areas.

1. These numbers are point in time figures and can fluctuate from time to time dependant on holdings and sales as part of the Public Housing Renewal Program

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Key Information

- Public housing is located through most of Canberra's suburbs – generally close to shops, buses, employment, health and other community services – on average there is about 7 per cent of public housing in each suburb.
- In addition to having the highest level of public housing of all other jurisdictions ACT public housing is the oldest.
- Houses are generally purchased through the open market, Housing ACT has purchased vacant land from the now Suburban Land Agency, the Asbestos Taskforce (Mr Fluffy blocks) and Treasury (surrendered land rent blocks).
- Housing ACT has also used vacant community facility land to develop public housing mainly for older people (including Mura Gunya – for older Aboriginal and Torres Strait Islanders) and other projects such as Common Ground and Karinya House for Mothers and Babies.

Details of the 2017-18 Capital Program

Sales

Raised \$51.8 million through a total of 69 sales including:

- \$36.3 million through auction sales (56 properties)
- \$5.5 million through Sale to Tenant (10 properties - \$4.7m) and Shared Equity (2 properties - \$0.8m)
- \$0.7 million through the sale of one vacant block
- \$9.3 million in prepayments from the Public Housing Renewal Taskforce on the sale of 33 units currently under construction in Kaleen.

Construction / Purchases

During 2017-18, the Capital Program delivered 68 new properties:

- 46 were delivered through the Construction Program,
- 22 were delivered through direct purchase from the market (20 dwellings and 2 blocks of land).

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TRIM Ref:

Housing & Suburban Development

ISSUE: Housing ACT community developments (including Emma Ruby House)

Talking points:

- In addition to the construction of properties for public housing tenants, Housing ACT often constructs properties which provide support for the broader community or specific groups of people.
- Examples of such projects include:
 - Common Ground (Gungahlin) – a low-cost supportive housing initiative for people at risk or experiencing homelessness
 - Project Independence (Harrison and Latham) - a home ownership model for people with disability
 - Karinya House (Melba) - providing support for young mothers and their children, and
 - Mura Gunya (Kambah) - a dedicated complex for Aboriginal and Torres Strait Islander older persons.
- Housing ACT has also partnered with the Ricky Stuart Foundation to develop Ricky Stuart House (Chifley) and Emma Ruby House (Cook).
- Emma Ruby House provides short-term accommodation (previously referred to as respite) and capacity-building programs for young people with disability.
- Emma Ruby House, which is named after Ricky Stuart’s daughter, is located next to the Cook Community Hub and was officially opened in June 2018, and The Disability Trust began operating it in July 2018.
- Housing ACT contributed \$1.367 million to the construction of this project.
- Housing ACT is currently undertaking planning and design work for a second Common Ground (in Dickson) and a second dedicated complex for Aboriginal and Torres Strait Islander older persons (in Lyons), with the intention to commence construction on these developments in 2019.

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- In the past Housing ACT has also been involved in the construction of community halls in Griffith and Bonython, the Seniors Centre in Tuggeranong, and the refurbishment of child care centres as well as new community centres (from former primary schools) in Chifley, Cook, Holt and Weston.
- As part of the Nation Building and Jobs Plan Initiative, Housing ACT directly constructed public housing properties, on a variety of sites but also assisted construct other dwellings for groups such as the Uniting Church (Hackett) and Salvation Army (Narrabundah).
- There are both direct and in-direct benefits to individuals and the broader community through the construction program that Housing ACT has undertaken.

Key Information

- Most of this work was on community facility zoned land – in some instances, such as Karinya, the Uniting Church and the Salvation Army, use was made of under-utilised community facility land. In these three instances, Housing ACT was able to partner with a community organisation as the lessee to provide a development that delivered an outcome for the broader community.
- Housing ACT uses its existing properties to renew the public housing portfolio but will from time to time consider using community facility land, subject to engaging the community on the use of the land.

Community Engagement Framework

- Effective engagement with local communities and key stakeholders is critical to ensuring an efficient and successful asset management program and to providing an environment for positive integration of public housing tenants into the local neighbourhood. To this end, Elton Consulting was engaged by Housing ACT to develop a new engagement toolkit to support the delivery of the annual capital program, and reframe the community perception and discourse around public housing in the Territory.
- *LIVE.CONNECT: A HACS Framework for Engaging with Canberra* establishes a new listening and participating consultation architecture to facilitate meaningful community engagement.
- The intent of this work is to humanise the public housing experience, and in turn promote goodwill and a sense of community for tenants, and build stronger, more integrated and diverse neighbourhoods. It seeks to reprioritise community consultation as an integral part of the annual capital program so that Housing ACT can understand and address community concerns during the project design phases to streamline the development approval process.

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- Housing ACT carries out pre-development community engagement on its construction projects. The community engagement processes are tailored to each site and various initiatives are used to make sure that as many people in the community are given the opportunity to provide feedback on the developments as possible.
- This can include informing neighbours, the local community and/or the whole suburb), pop-up stalls, drop-in sessions, meetings with community councils and residents association, and the 'Yoursay' online platform.
- A report on what we heard is prepared on each community engagement and the issues raised are documented and addressed. This information is posted to the YourSay website and is included as part of the Development Application.
- The community has another opportunity to make representations on the proposed development through the Development Application process.

Background Information – Emma Ruby House - from the annual report

In 2015-16, the ACT Government contributed \$1.376 million to construct a short term accommodation centre for young people with a disability, including those with autism. The Emma Ruby House opened in June 2017, and was developed by Ricky Stuart Foundation and the ACT Property Group in CMTEDD.

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Housing & Suburban Development

ISSUE: **Housing ACT developments on Community Facilities Land**

Talking points:

- Housing ACT has constructed more than 300 properties on Community Facility zoned land across Canberra.
- The majority of the Housing ACT properties on Community Facility zoned land are designated for older persons accommodation.
- Other properties include Common Ground Canberra, and the Karinya House for Mothers and Babies.
- The Community Facility zoned land is often close to local shops or group centres, local services and supports and public transport.

Key Information

- The most recently completed Housing ACT development on Community Facility zoned land was to provide suitable and culturally specific older persons accommodation for Aboriginal and Torres Strait Islander people.
- The site is located in Kambah was completed and handed over in November 2016.
- In the 2017-18 Indicative Land Release Program 24 dwelling sites on Community Facility land in Lawson were identified for public housing. It is expected that this land will be construction ready in 2021.
- Housing ACT may consider using further sites on Community Facility land for further developments but will work with other agencies such as the Environment, Planning and Sustainable Development Directorate in determining the suitability and availability of the land.
- Housing ACT will engage with the community about any development on Community Facility land.

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TRIM Ref:

Public Housing Developments on Community Facility Land

<u>Suburb</u>	<u>No. Dwellings</u>
CONDER	53 Adaptable Class C units – these properties have been transferred to Argyle Community Housing
KAMBAH	47 Adaptable Class C units
CHAPMAN	31 Adaptable Class C units
CURTIN	12 Adaptable Class C units
FLOREY	34 Adaptable Class C units
MACQUARIE	13 Adaptable Class C units
BONYTHON	37 Adaptable Class C units
RIVETT	70 Adaptable Class C units
GUNGAHLIN	Common Ground Canberra 40 Units
MELBA	Residential Care Accommodation (Karinya House for Mothers and Babies) Administration Building 4 Bedroom Unit (General Care Residential Unit) 7 separate 2-bedroom units.
KAMBAH	Aboriginal and Torres Strait Islander Older People Accommodation 5 Adaptable Class C Units
CHAPMAN	Housing for Older Women. Beattie Searle House – 9 bedroom Boarding House.

Background Information

- Emma Ruby House was also built on Community Facility zoned land in Cook, and whilst the project is managed by Housing ACT, the project was funded by CSD and has not been included in the above list.
- Properties built by the Public Housing Renewal Taskforce and transferred to Housing ACT have not included as assumed the Environment, Planning and Sustainable Development Directorate will brief separately.

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Portfolio Housing & Suburban Development

ISSUE: Public Housing Development Community Consultation**Talking points:**

- Public housing has, and continues to play an important role in Canberra's community.
- Overall, there is good support for public housing and the redevelopment of older stock for housing that is of a higher quality and better meets the needs of public housing tenants – however this view is not shared by all.
- Making community engagement an integral part of the development process provides an opportunity to draw more meaningful feedback from stakeholders, expose areas of concern and better align projects to the needs of the community.
- Rethinking how to engage with the community generates a more transparent discussion and has the potential to streamline approvals processes.

Key Information

- Since April 2018, Housing ACT has undertaken community engagement on eleven sites, including four ex-Mr Fluffy blocks in Flynn, Fraser, Giralang and Latham, and seven re-development sites (Dickson, Florey, Turner, Fisher, Gowrie, Lyons and Watson).
- During each community engagement period, pop-up stalls/information kiosks have been hosted in the community and information is posted on the YourSay website.
- The feedback has been considered in the development of each of the sites – in some instances no changes have been made but information on the issues raised, and how they have been responded to, is made available to people who provided comments and is also posted on the YourSay website.
- Engaging with the community provides an opportunity to shift perceptions of public housing and public housing tenants, to better explain the role of Housing ACT in the community and to 'humanise' the public housing experience.
- Housing ACT has developed a Community Engagement Framework matrix which outlines the appropriate level of engagement, depending upon the type of development.

Cleared as complete and accurate: 18/10/2018
Cleared by: Executive Director Ext: 71514
Contact Officer Name: Catherine Loft Ext:
Lead Directorate: Community Services

TRIM Ref:

Background Information

- Housing ACT has engaged the community about the development of four ex-Mr Fluffy blocks.
- There has been community feedback around a perceived lack of consultation on the purchase and development of the sites with Flynn and Fraser attracting most interest.
- In the case of the Fraser site, Housing ACT agreed to consider the community's comments and provide them with further development options to consider.
- The revised options were presented to the community in late July 2018, and the local residents expressed appreciation that their views have been listened to and reasonable alternative options have been provided for their consideration.
- A more robust and transparent process can establish an ongoing positive relationship with the community which translates into a more inclusive neighbourhood.

Cleared as complete and accurate: 18/10/2018

Cleared by: Executive Director

Ext: 71514

Contact Officer Name:

Catherine Loft

Ext:

Lead Directorate:

Community Services

TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: Fire safety compliance of public housing multi-unit complexes**Talking points:**

- There are concerns about the fire safety and building integrity of a public housing multi-unit complex in Lowanna Street, Braddon, which was constructed for Housing ACT by a licensed builder in 2012.
- Experts have been engaged to help Housing ACT understand the issues
- Despite preliminary rectification works in April 2016, Housing ACT decided to relocate the tenants as a precaution.
- Housing ACT continues to work with the builder and experts to resolve the issues associated with this complex and work towards a solution.
- The fire safety of some other public housing multi-unit complexes is being reviewed.
- Separately, a compliance audit into the maintenance of the fire safety systems including hydrants, sprinklers and emergency entries and exits has been completed.

Key Information

Lowanna Street

- There are 10 one and two bedroom units at the Lowanna Street complex which is two storey with basement car parking.
- Construction was completed in 2012 and a Fire Appliance Approval Certificate and a Certificate of Occupancy and Use were issued in August 2012.
- The specific needs and requirements of the tenants were taken into account when they were relocated from Lowanna Street.
- Various consultants and the ACT Government Solicitor have been engaged to provide advice on the fire safety of other public housing multi-unit complexes. Housing ACT has sent a letter of demand to rectify identified issues and to formally commence contract dispute negotiations.

Sched 1.2 FOI Act 2016

Cleared as complete and accurate: 18/10/2018
Cleared by: Executive Director Ext: 71514
Contact Officer Name: *Fiona Barbaro* Ext: 76043
Lead Directorate: Community Services

TRIM Ref:

Sched 1.2 FOI Act 2016

Other 11

- Expert reports have been received on 11 other complexes and Havelock House, which identify a range of fire safety issues requiring attention. Access Canberra and ESA agree that there is no unreasonable risk to tenants and no need to relocate tenants. Scope of works are being prepared and agencies are collaborating to prioritise required work.
- Minor works on 9 of the 11 Housing ACT sites are progressing and expected to be completed by 31 October 2018.
- An approved performance solution and Quantity Surveyors costing for the two remaining sites has been provided, a builder will be procured to undertake these works which are expected to be completed in early 2019.

Sched 1.6 (1)(a) FOI Act 1989

Compliance Audit

- The audit into the fire safety systems seeks assurance that the systems are being maintained in accordance with the Total Facilities Management contract and regulations.
- Norman Disney and Young (NDY) with the assistance of Housing ACT staff have completed the fieldwork.
- The draft report has been provided to Housing ACT for consideration and comment
- The results of the compliance audit were good overall with very few non-compliances being identified and these were considered relatively minor as far as any risk to the health and safety of ACT Housing tenants.
- Where there were non-compliances, these were passed on to the Housing ACT TFM Contract Manager who then contacted the TFM to arrange for rectification of the issues identified, such as replacing missing fire extinguishers

Background Information

- The ACT Government Solicitor is working with Housing ACT, the Construction Occupations Registrar, ACT Fire and Rescue and Building Certifiers.

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Contact Officer Name: Fiona Barbaro Ext: 76043
Lead Directorate: Community Services

TRIM Ref:

Sched 1.2 FOI Act 2016

Cleared as complete and accurate: 18/10/2018
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TRIM Ref:

Housing and Suburban Development

ISSUE: Window furnishings in newly constructed properties**Talking points:**

- Since June 2017 Housing ACT and the Public Housing Renewal Taskforce have included window furnishings in all newly constructed public housing dwellings.
- This has many benefits to tenants including privacy, improvements to the energy efficiency of properties, saving tenants money, as well as improving the look and feel of the properties.
- Housing ACT has commenced discussions with the Public Housing Renewal Taskforce to fund the retrofit of the 337 dwellings that were delivered prior to the trial commencing.
- At 4 October 2018, Housing ACT has provided roller blind style window furnishings to 60 newly constructed dwellings.
- The trial to provide window furnishings to new dwellings has been extended to dwellings being constructed by the Public Housing Renewal Taskforce (PHRT).

Background Information

- In June 2017 Housing ACT commenced a trial of providing window furnishings to newly constructed public housing dwellings.
- Housing ACT and the Public Housing Renewal Taskforce had previously adopted a position to not provide window furnishings in newly constructed or existing public housing dwellings. This was due to the cost to install and maintain the furnishings.
- Housing ACT's 'salt and pepper' policy includes a principle that public housing have a 'look and feel' which makes it indistinguishable from other housing in a neighborhood. Not having any window furnishings or the use of materials like bedsheets makes properties stand out and identifies them as public housing and can stigmatise the tenants.
- Correspondence has been received from members of the community raising concerns about the negative appearance of public housing dwellings that do not have window furnishings or where tenants have used materials such as bedsheets to cover windows.
- Roller blind style window furnishings provide modest energy efficiency improvements to new dwellings.
- More significant energy efficiency savings can be achieved with curtains that contain a "backing material", this style of window furnishing is expensive compared to roller blinds.

Cleared as complete and accurate: 26/10/2018
Cleared by: Executive Director Ext:
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Lead Directorate: Community Services

TRIM Ref:

ANNUAL REPORT HEARING BRIEF

- Housing ACT proposes to work with its Total Facilities Maintenance (TFM) provider, Programmed Facility Maintenance to explore window furnishing that provides amenity, is durable, cost effective and delivers good energy efficiency outcomes.
- The trial to provide window furnishings to new dwellings has been extended to dwellings being constructed by the Public Housing Renewal Taskforce (PHRT).
- At 4 October 2018, 482 dwellings (819 in total) have been constructed by the PHRT with window furnishings.
- There are 337 dwellings which have been constructed by the Public Housing Renewal Taskforce that have not been fitted with window furnishings. The cost to retrofit window furnishings to these dwellings is estimated to cost in the order of \$500,000 or about \$1500 per unit.

Cleared as complete and accurate: 26/10/2018
Cleared by: Executive Director
Contact Officer Name: *Catherine Loft*
Lead Directorate: Community Services

Ext:
Ext: 74592

TRIM Ref:

Housing & Suburban Development

ISSUE: Capital Delivery for 2017-18**Talking points:**

- Revenue for the 2017-18 capital program of \$65.1m exceeded budget expectations largely as a result of additional sales revenues.
- Expenditure for the 2017-18 capital program of \$50.7m was slightly less than budget as a result of less than planned expenditure on the combined construction and purchase programs.
- A total of 68 dwellings and 1 block of land were sold in 2017-18, on target with budget estimates of 69 sales.
- A total of 46 dwellings were constructed and 22 properties were purchased (20 dwellings and 2 blocks of land). This was below budget expectations of 53 dwelling constructions and 35 dwelling purchases.
- Stock numbers at 30 June 2018 were 11,903 dwellings, an increase of 82 dwellings for the financial year.
- In addition to the \$50.7m capital program expenditure reported in the annual report, the capital program also funded a \$4.7m principal repayment on housing debt owed to the Commonwealth.

Key InformationRevenue - Sales

- Sales are the major source of funds for the capital program. In 2017-18 sales comprised 68 dwellings and 1 block of land. Of this, 56 dwellings and 1 block of land were sold at auction for \$37.0m, 12 dwellings were sold outright to tenants for \$5.5m and 2 dwellings were sold to tenants under shared equity arrangements for \$0.8m. In addition \$9.3m was received in prepayments on the sale of 33 units in Kaleen to the PHRT.
- Sales in 2017-18 comprised 6 x 2 bedroom houses, 51 x 3 bedroom houses, 3 x 4 bedroom houses, 3 x 5 bedroom houses and 5 x 2 bedroom flats.
- Geographically, there were 15 sales in Tuggeranong, 4 in Woden, 12 in Belconnen, 2 in Gungahlin, 4 in Weston Creek, 18 in the Inner North, 11 in the Inner South and 2 in rural locations (Coree).
- The average age of properties sold in 2017-18 was 46 years.

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Lead Directorate: Community Services

TRIM Ref:

Revenue – Funds from Government

- The ACT Government provided \$5.350m in funds to the 2017-18 capital program, comprising \$5.000m in NAHA funding which was used to purchase 12 dwellings and \$0.350m for feasibility studies for a second Common Ground project and a second ATSI Older Person Housing project.

Revenue – Carried Over 2016-17 Funds & Other

- Capital program funds carried over from 2016-17 comprised \$7.6m and \$0.4m was received as insurance payouts for fire damaged properties.

Expenditure – Construction

- Construction expenditure in 2017-18 totalled \$26.9m. Expenditure in 2017-18 was higher than budget due to funds being redirected from the purchases program to the construction program as suitable redevelopment sites became available during the year.
- In 2017-18 46 dwellings were constructed (budget 53). The number of dwellings constructed was less than budget primarily because of commencement delays at a 16 unit redevelopment site in Downer due to relocation of tenant issues and DA approval issues. This reduction was partially offset by the construction of 11 additional units which were not in the budget as unutilised funds were redirected to new projects.
- Dwellings constructed comprised 4 x 2 bedroom houses, 8 x 3 bedroom houses, 1 x 4 bedroom house, 11 x 5 bedroom houses, 1 x 6 bedroom house, 3 x 1 bedroom flats, 16 x 2 bedroom flats and 2 x 3 bedroom flats.
- Geographically, there were 3 constructed in Tuggeranong, 2 in Woden, 14 in Belconnen, 3 in Gungahlin, 1 in Weston Creek, 2 in Molonglo, 12 in the Inner North and 9 in the Inner South.
- Of the 46 dwellings constructed 16 were Class C adaptable properties and the remaining 30 were built to Liveable Gold Standards.

Expenditure – Purchases

- Purchase expenditure in 2017-18 totalled \$10.1m. Expenditure in 2017-18 was lower than budget due to funds being redirected to the construction program. In 2017-18 20 dwellings and 2 blocks of land were purchased (budget 35).
- Dwellings purchased comprised 5 x 2 bedroom houses, 3 x 3 bedroom houses, 6 x 4 bedroom house, 1 x 5 bedroom house, 3 x 1 bedroom flats, and 2 x 2 bedroom flats.
- Geographically, there was 1 purchase in Tuggeranong, 10 in Belconnen, 5 in Gungahlin, 2 in the Inner North and 2 in the Inner South. The 2 blocks of land purchased were in Rivett and Latham.

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Expenditure – Asset Improvements

- Asset Improvement expenditure in 2017-18 totalled \$13.4m. Expenditure comprised \$6.6m on major refurbishment works and \$6.8m paid to the PHRT for the uplift of properties from 1 bedroom to 2 bedrooms under the public housing renewal program.
- In 2017-18 212 major wet area refurbishments and 196 major kitchen refurbishments were undertaken.

Stock Number Movements

- In 2017-18 there were 336 additions to dwelling stock numbers. These comprised 46 constructed, 20 purchased and 270 transferred to Housing ACT from the PHRT as part of the public housing renewal program.
- In 2017-18 there were 254 reductions to dwelling stock numbers. These comprised 68 sales, 17 demolished to permit the construction of new dwellings at redevelopment sites, 9 transferred to the Affordable Rental Office and 160 transferred to the Suburban Land Agency as part of the public housing renewal program.

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Cleared by: Executive Director Ext:
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Lead Directorate: Community Services

TRIM Ref:

Housing & Suburban Development

ISSUE: Project Independence - Phillip**Talking points:**

- Project Independence is a registered community housing provider and has received status as a charitable organisation. It provides a model of home ownership for people with disability.
- To support this model, the ACT Government provided land and funding for the construction of 20 accommodation places over two sites, in Harrison and Latham. These developments were completed in 2016.
- The ACT Government also agreed to make land available for a third Project Independence, with the construction to be financed by Project Independence Ltd through fundraising and philanthropy.
- A site in Phillip was identified as suitable for the third project. Housing ACT has worked with the Environment Planning Sustainable Development Directorate to establish and register a Crown Lease over the previously unleased Territory land.
- Housing ACT continues to work with the Project Independence Board to progress the Phillip site.

Key Information

- The ACT Government committed to contributing land and \$3 million in funding to develop the Project Independence model across two sites, in Harrison and Latham, and land for a third site.
- Due to increased project costs, however, the overall ACT Government expenditure totalled \$4.260m in construction and \$1.7m in land value for the Harrison and Latham sites.
- The land in Phillip is valued at \$1.8m, bringing the total ACT Government contribution to \$7.76m.

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Lead Directorate: Community Services

TRIM Ref:

Org	Pgrm	Sub-Sector	Service Provider	Service Description	Target Group	2017-18 Funding (excl. GST, ERO & co-contribution; indexation included)	Accommodation Short term Crisis, supported or transitional accommodation	Support Services offered in tenure neutral	Total Support Services individuals or families at any one time	Accommodation available either Congregate or Stand alone	Accommodation Places includes both Stand Alone or Congregate house (max.)	Comments
1	1	1. Women - DV inclusive	Toora Women	Coming Home Program	Women (with or without accompanying children) exiting corrections who are at risk of, or experiencing homelessness and recidivism	\$363,562.26	✓	✓	20	Stand alone	5	
	2		Toora Women	Toora Domestic Violence and Homelessness Service (NAHA)	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$675,250.87	✓	✓	57	Congregate and Stand alone	23	
	Toora Domestic Violence and Homelessness Service (NPAH)			Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$340,926.22							
2	3		Karinya House and Home for Mothers and Babies	Karinya House	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$498,453.76	✓	✓	18	Congregate and Stand alone	6	
	4		Toora Women (previously Inanna)	Women and Children's Program	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$561,055.37	✓	✓	11	Congregate and Stand alone	11	
3	5		Beryl Women	Women's Refuge	Women (with or without accompanying children) who are in need of immediate safety escaping domestic and family violence	\$592,643.45	✓	✓	13	Congregate and Stand alone	9	
4	6		Doris Women's Refuge	Women's Refuge	Women (with or without accompanying children) who are in need of immediate safety escaping domestic and family violence	\$538,677.20	✓	✓	12	Congregate and Stand alone	7	
5	7		YWCA	Housing Support Unit	Women (with or without children) who are at risk of, or experiencing homelessness	\$720,393.56	✓		13	Stand Alone	13	
6	8	Northside Community Service	Women's Program	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$368,864.52	✓	✓	30	Stand Alone	10		
SUB TOTAL:						\$4,659,827.21			174		84	
7	9	2. Men	EveryMan Australia	Early Intervention Program	Men who are at risk of, or experiencing homelessness	\$735,870.18		✓	36	Stand Alone (properties acquired when required)	20	
*	10		EveryMan Australia	Managed Accommodation Program	Men who are at risk of, or experiencing homelessness	\$524,749.00	✓	✓	25	Stand Alone (properties acquired as required)	15	
8	11		St Vincent de Paul	Samaritan House	Men who are at risk of, or experiencing homelessness	\$708,625.88	✓		12	Congregate	12	
9	12		Domestic Violence Crisis Service	Room for Change	Families in all their diversity who are at risk of, or experiencing homelessness due to domestic or family violence (TBA)	\$589,407.89	✓	✓	12	Congregate and Stand alone	9	
*	13		St Vincent de Paul	Blue Door	People who are at risk of, or experiencing homelessness	\$149,817.26		✓	50	No accommodation		
10	14		CatholicCare Canberra and Goulburn	Minosa: Accommodation Assist: Support with case management	Men who are at risk of, or experiencing homelessness	\$597,418.97	✓	✓	50	Congregate	6	
SUB TOTAL:						\$3,305,889.18			185		62	
*	15	3. Families	Toora Women (previously Inanna)	Family Program	Families, in all their diversity, who are at risk of, or experiencing homelessness	\$667,481.88	✓	✓	15	Congregate and Stand alone	13	
*	16		St Vincent de Paul	Family Service	Families in all their diversity who are at risk of, or experiencing homelessness	\$839,940.12	✓	✓	27	Stand Alone	17	
11	17		Communities @ Work	Reach Home Program	Families in all their diversity who are at risk of, or experiencing homelessness	\$201,293.70	✓	✓	9	Stand Alone	7	
SUB TOTAL:						\$1,708,715.69			51		37	
12	18	4. Youth	Barnardos Australia	Youth Identified Accommodation and Support Program	Young people who are at risk of, or experiencing homelessness	\$322,901.03		✓	20	No accommodation		
*	19		Barnardos Australia	Friendly Landlord Service	Young people who are at risk of, or experiencing homelessness	\$390,880.07		✓	80	Shared (2 per property)	60	
*	20		Barnardos Australia	Our Place	Young people who are engaged in education and training and who are at risk of, or experiencing homelessness	\$503,944.48	✓	✓	24	Shared (2 per property)	24	
13	21		Salvation Army	Youth Emergency Accommodation network	Young people who are at risk of, or experiencing homelessness	\$2,515,224.78	✓	✓	24	Congregate in Cluster housing model	24	
*	22		St Vincent de Paul	Young Parent Accommodation Support Program	Young people (with or without accompanying children) who are at risk of, or experiencing homelessness	\$209,602.61	✓	✓	24	Stand Alone	4	
14	23		Ted Noffs Foundation	Take Hold Program	Young people who are at risk of, or experiencing homelessness	\$175,613.09	✓	✓	15	No accommodation		
*	24		CatholicCare Canberra and Goulburn	Youth Housing Support Service	Young people who are at risk of, or experiencing homelessness	\$300,241.35		✓	35	No accommodation		
15	25		Conflict Resolution Service	Family Tree House	Young people, and families in all their diversity, who are at risk of, or experiencing homelessness	\$277,581.66		✓	20	No accommodation		
SUB TOTAL:						\$4,695,989.07			242		112	
16	26	5. Indigenous	Gugan Gulwan Youth Aboriginal Corporation	Young Person's Program	Young Aboriginal and Torres Strait Islander people who are at risk of, or experiencing homelessness	\$78,696.59		✓	6	No accommodation	-	
*	27		Toora Women (previously Inanna)	Indigenous Boarding House Network	Aboriginal and Torres Strait Islander families	\$312,071.57	✓		6	Congregate and Stand alone	6	
*	28		Toora Women (previously Inanna)	Indigenous Program	Indigenous families in all their diversity who are at risk of, or experiencing homelessness	\$375,617.74	✓	✓	8	Congregate and Stand alone	6	
17	29		Winnunga Minnityjah	Housing Liasion	Aboriginal and Torres Strait Islander individuals or families who are at risk of, or experiencing homelessness	\$133,533.01		✓	5	No accommodation		
*	30		Winnunga Minnityjah	Home Maintenance Program	Aboriginal and Torres Strait Islander individuals or families who are at risk of, or experiencing homelessness	\$122,779.27		✓	10	No accommodation		

SUB TOTAL:													\$1,022,698.18	35	12	
18	31	6. General Support (Food Services)	Australian Red Cross	Road House	People who are at risk of, or experiencing homelessness		\$204,683.32	✓	40	No accommodation		Estimate from last reporting period - grant does not specify outputs				
19	32		Stanislawa Dabrowski	Soup Kitchen	Peopole who are at risk of, or experiencing homelessness		\$28,758.49	✓	40	No accommodation		Estimate from last reporting period - grant does not specify outputs				
20	33		Hare Krishna Food for Life	Food Services	People who are at risk of, or experiencing homelessness		\$8,531.17	✓	40	No accommodation		Estimate from last reporting period - grant does not specify outputs				
SUB TOTAL:													\$241,972.98	120		
21	34	6. General Support (Housing)	Woden Community Service	One Link	People who are at risk of, or experiencing homelessness		\$637,980.00	✓	✓	10		Estimate from last reporting period - grant does not specify outputs				
*	35		Woden Community Service	Sustaining Tenancy Service	People (with or without accompanying children) who are at risk of, or experiencing homelessness		\$735,859.51		✓	20	No accommodation					
*	36		Toora Women (previously Inanna) & EveryMan Australia	Head Tenant Program	People who are at risk of, or experiencing homelessness		\$130,000.00	✓	✓	8	Stand Alone	8				
*	37		St Vincent de Paul	Street to Home	People who are at risk of, or experiencing homelessness		\$384,846.00	✓	✓	30	Stand Alone	6				
22	38		UnitingCare Canberra	Early Morning Centre	Peopole who are at risk of, or experiencing homelessness		\$306,312.00		✓	30	No accommodation		Estimate from last reporting period - grant does not specify outputs. *Includes \$100,000 increase to base funding plus \$50,000 one-off business development grant			
			Various Providers	Head Lease Program	General		\$50,000.00				Stand Alone					
*	39		Various Providers	Head Tenancy / HAAP Support to various providers	People who are at risk of, or experiencing homelessness		\$100,000.00									
			Tamils	Community Housing	Community Housing		\$9,411.15									
			Northside Community Service	Common Ground Tenant Support	Common Ground Tenant Support		\$328,406.89									
*	40		Domestic Violence Crisis Service	Domestic Violence Christmas Initiative	People (with or without accompanying children) who have been subjected to domestic violence		\$75,000.00		✓		Motel Accommodation		Accommodation not included for sector capacity as program runs only 6 weeks pa			
*	41	Woden Community Service	The Big Issue	People who are at risk of, or experiencing homelessness		\$106,973.46		✓	10	No accommodation		Estimate from last reporting period - grant does not specify outputs				
23	42	Canberra Rape Crisis Centre	Crisis Intervnetion, Counselling and Education	People who have experienced, or been affected by, or at risk of sexual violence; and/or their family members and supporters		\$485,408.81		✓	10	No accommodation		No. of support services not included in SFA is an estimation				
*	43	Domestic Violence Crisis Service	Court Advocacy Program	People (with or without accompanying children) who have been subjected to domestic violence		\$187,411.11		✓	10	No accommodation						
24	44	COTA	Housing Information, Advice and Support	Older people in the ACT		\$72,165.32		✓	5	No accommodation		Estimate from last reporting period - grant does not specify outputs				
		YHMD	YouthCo Youth Homelessness Matters Day Awareness Raising Activities	Young people experiencing or at risk of experiencing homelessness; General Community		\$1,400.00						One-Off Grant				
25	45	Care Inc	Financial Counselling Service	Low income earners and vulnerable consumers		\$96,219.70		✓	5	No accommodation		Estimate from last reporting period - grant does not specify outputs				
SUB TOTAL:													\$3,707,393.95	138	14	
26	46	6. General Support (Sector)	ACT Shelter	Policy advice and advocacy	Sector support/engagement		\$130,290.43			No accommodation						
			ACT Shelter	Trauma Project	Development of a Sector wide trauma informed approach to homelessness support		\$350,000.00				No accommodation		*71,500 expended in 2017-18 remainder to be rolled over into 2018-19 for training product purchase			
	47		Joint Pathways	Sector support	Sector support/engagement		\$40,000.00				No accommodation					
27	48	ACTCOSS	Gulanga	Aboriginal and Torres Strait Islander workers		\$120,275.18				No accommodation						
SUB TOTAL:													\$640,565.61		0	
SECTOR TOTAL:													\$19,983,051.88	945	321	
ERO:													\$1,500,000.00			
TOTAL:													\$21,483,051.88			At any one time = minimum no. of individuals/families supported at a point in time.

Organisation	2016-17 (indexed 1.8%)	2017-18 (indexed 2.0%)	Indexation	
ACT Shelter Association	\$127,735.72	\$130,290.43	✓	
		\$350,000.00		\$480,290.43
ACT Shelter Association (one off)(D.G.10135.220)		\$350,000.00		
Banardos Australia	\$383,215.76	\$390,880.07	✓	FLS
	\$316,569.64	\$322,901.03	✓	YIASP
	\$503,944.48	\$503,944.48	×	Our Place
Beryl Women Inc	\$482,983.77	\$492,643.44	✓	
Canberra Men's Centre Incorporated	\$721,441.35	\$735,870.18	✓	
	\$509,749.11	\$509,749.11	×	
Canberra Rape Crisis Centre	\$475,890.99	\$485,408.81	✓	
Care Incorporated	\$94,333.04	\$96,219.70	✓	
Communities@Work	\$197,346.76	\$201,293.70	✓	
Conflict Resolution Service	\$272,138.89	\$277,581.66	✓	
			✓	
Woden Community Service Inc	\$637,980.00	\$637,980.00	×	
Connections ACT	\$577,850.87	\$589,407.89	✓	
	\$0.00			
Council of the Ageing	\$70,750.32	\$72,165.32	✓	
Domestic Violence Crisis Service Inc	\$183,765.80	\$187,441.11	✓	
Doris Women's Refuge Incorporated	\$430,075.68	\$438,677.20	✓	
Gugan Gulwan Youth Aboriginal Corporation	\$77,153.52	\$78,696.59	✓	
Toora Women Incorporated	\$550,054.28	\$561,055.37	✓	
	\$654,394.00	\$667,481.88	✓	
	\$368,252.68	\$375,617.74	✓	
	\$81,440.00	\$83,068.80	✓	
	\$305,952.52	\$312,071.57	✓	
Karinya House Home for Mothers and Babies Inc	\$488,680.16	\$498,453.76	✓	
Northside Community Service	\$361,631.89	\$368,864.52	✓	
Roman Catholic Church for the Archdiocese of Canberra and Goulburn as Trustees for CatholicCare	\$294,354.26	\$300,241.35	✓	
	\$585,704.87	\$597,418.97	✓	
Society of St. Vincent De	\$146,879.67	\$149,817.26	✓	
	\$823,470.71	\$839,940.12	✓	

Society of St. Vincent de Paul Pty. Limited	\$694,731.26	\$708,625.88	✓
	\$205,492.76	\$209,602.61	✓
	\$384,846.00	\$384,846.00	✓
Ted Noff Foundation	\$172,169.70	\$175,613.09	✓
The Salvation Army (NSW South Wales) Property Trust trading as the Salvation Army ACT based	\$2,465,906.64	\$2,515,224.78	✓
The Young Women's Christian Association of Canberra	\$706,268.19	\$720,393.56	✓
Toora Women Incorporated	\$356,433.59	\$363,562.26	✓
	\$662,010.65	\$675,250.87	✓
	\$340,926.22	\$340,926.22	×
Wurrung Aboriginal Health Clinic/Health Service (ACT) Incorporated	\$130,914.72	\$133,533.01	✓
	\$120,371.83	\$122,779.27	✓
Woden Community Service Inc	\$735,859.51	\$735,859.51	×
SFA Total	\$17,699,671.80	\$18,691,399.13	

**** Calculations are GST exclusive; indexed @ 1.8%; do not include co-contribution; and do not include ERO. NPAH services are not indexed**

-\$13,335.38

Organisation	Contract Numbers	Program	2015-16 gst.ex
Australian Capital Territory Council of Social Service	2012.17754.210 - tfr to recurrent grant 2016-17	The Aboriginal and Torres Strait Islander Engagement Service	\$115,831.87
Australian Red Cross	One-Off Grant	Food Services Liasion	
Australian Red Cross	2013.23025.220 - tfr to recurrent grant 2016-17	Food Services Liaison	\$197,121.73
DVCS	Recurrent Grant	DV Xmas Initiative	\$75,000.00
Hare Krishna	Recurrent Grant	Free Food Services	\$8,454.26
Joint Pathways	Recurrent Grant	Sector Collaboration	\$40,000.00
Stanislawa Dabrowski	Recurrent Grant	The Soup Kitchen	\$28,194.60
Tamil Senior Citizens	DG2015.024	Tenancy Management and Tenancy Support	\$9,244.74
UnitingCare Canberra City	DG.2016.063	Early Morning Centre	\$98,691.06
	DG2017.049 (one-off)		\$50,000.00
Various Providers	Fee-for-service program	Transitional Support and Head Tenancies	\$100,000.00
Various Providers	Fee-for-service program	Housing and Support Initiative (HASI)	\$358,000
Woden Community Service Inc	DG.2015.029	The Big Issue	\$103,021.55
TOTAL			\$1,183,559.81

**** Calculations are GST exclusive; indexed; do not include co-contribution; and do not include F NPAH services are not indexed**

2016-17 gst.ex; indexation 1.8%	2017-18 (incl 2% indexation)	Indexation	
\$117,916.84	\$120,275.18	✓	
\$15,000.00	\$15,000.00	x	
\$200,669.92	\$204,683.32	✓	
\$75,000.00	\$75,000.00	x	
\$8,606.44	\$8,778.57	✓	
\$40,000.00	\$40,000.00	x	
\$28,702.10	\$29,276.14	✓	
\$9,411.15	\$9,599.37	✓	
\$100,467.50	\$202,476.85	✓	
\$50,900.00	\$51,918.00		\$254,394.85
\$100,000.00	\$100,000.00	x	
\$304,522.00		x	
\$104,875.94	\$106,973.46	✓	
\$1,156,071.89	\$963,980.88		

ERO.

Org	Pgrm	Sub-Sector	Service Provider	Service Description	Target Group	2017-18 Funding (excl. GST, ERO & co-contribution; indexation included)	2018-19 Funding (excl. GST, ERO & co-contribution; 2.45% indexation included) *Indexation is cumulative	2018-19 ERO	2018-19 Total (Incl. ERO & Indexation)	Accommodation Short term Crisis, supported or transitional accommodation	Support Services offered in tenure neutral	Total Support Services individuals or families at any one time	Accommodation available either Congregate or Stand alone	Accommodation Places includes both Stand Alone or Congregate house (max.)	Comments & Changes from 2017-18
1	1	1. Women - DV inclusive	Toora Women	Coming Home Program	Women (with or without accompanying children) exiting corrections who are at risk of, or experiencing homelessness and recidivism	\$363,562.26	\$372,469.54	\$34,387.81	\$406,857.35	✓	✓	20	Stand alone	5	
	2		Toora Women	Toora Domestic Violence and Homelessness Service (NAHA)	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$675,250.87	\$1,041,073.42	\$97,352.86	\$1,138,426.28	✓	✓	57	Congregate and Stand alone	23	In 2017-18: \$691,794.51 (NAHA) & \$349,278.91 (NPAH)
				Toora Domestic Violence and Homelessness Service - Budget Initiative	Women with Accompanying children who are at risk of or experiencing homelessness	\	\$100,000.00	\$0.00	\$100,000.00		✓	2		0	Additional 2 support places from 2018-19 Budget Initiative
2	3		Karinya House and Home for Mothers and Babies	Karinya House	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$498,453.76	\$510,665.88	\$125,871.41	\$636,537.29	✓	✓	18	Congregate and Stand alone	6	
				Karinya House	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\	\$80,000.00	\$0.00	\$80,000.00		✓	1	Congregate and Stand alone	1	Budget Initiative: 1 extra place from 2018-19 & + 80k. No indexation on budget initiatives
\	4		Toora Women	Women and Children's Program	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$561,055.37	\$574,801.22	\$0.00	\$574,801.22	✓	✓	11	Congregate and Stand alone	11	
3	5		Beryl Women	Women's Refuge	Women (with or without accompanying children) who are in need of immediate safety escaping domestic and family violence	\$592,643.45	\$504,713.21	\$69,752.25	\$574,465.46	✓	✓	13	Congregate and Stand alone	9	2017-18 additional 100k separated into new line as now comes from 2018-19 Budget Initiative
				Women's Refuge - Budget Initiative	Women (with accompanying children) who are in need of immediate safety escaping domestic and family violence	\	\$100,000.00	\$0.00	\$100,000.00		✓	2		0	Additional 2 support places from 2018-19 Budget Initiative
4	6		Doris Women's Refuge	Women's Refuge	Women (with or without accompanying children) who are in need of immediate safety escaping domestic and family violence	\$538,677.20	\$449,424.79	\$37,506.14	\$486,930.93	✓	✓	12	Congregate and Stand alone	7	2017-18 additional 100k separated into new line as now comes from 2018-19 Budget Initiative
				Women's Refuge - Budget Initiative	Women (with accompanying children) who are in need of immediate safety escaping domestic and family violence	\	\$100,000.00	\$0.00	\$100,000.00		✓	2		0	Additional 2 support places from 2018-19 Budget Initiative
5	7	YWCA	Housing Support Unit	Women (with or without children) who are at risk of, or experiencing homelessness	\$720,393.56	\$738,043.20	\$172,046.00	\$910,089.20	✓		13	Stand Alone	13		
6	8	Northside Community Service	Women's Program	Women (with or without accompanying children) who are at risk of, or experiencing homelessness	\$368,864.52	\$377,901.71	\$34,988.62	\$412,890.33	✓	✓	30	Stand Alone	10		
\	9	TBA	Older Women's Program	Design process with Sector to develop program	\	\$320,800.00	\$0.00	\$320,800.00		✓	9		0	Additional 9 support places from 2018-19 Budget Initiative	
SUB TOTAL:						\$4,659,827.21	\$5,269,892.97	\$571,905.09	\$5,841,798.06			190		85	16 additional support places from 17-18
7	10	2. Men	EveryMan Australia	Early Intervention Program	Men who are at risk of, or experiencing homelessness	\$735,870.18	\$753,899.00	\$99,077.94	\$852,976.94		✓	36	Stand Alone (properties acquired when required)	20	
	11		EveryMan Australia	Managed Accommodation Program	Men who are at risk of, or experiencing homelessness	\$524,749.00	\$537,605.35	\$70,005.54	\$607,610.89	✓	✓	25	Stand Alone (properties acquired as required)	15	*15k needs to be formalised in SFA for 2018-19
8	12		St Vincent de Paul	Samaritan House	Men who are at risk of, or experiencing homelessness	\$708,625.88	\$725,987.22	\$7,594.62	\$733,581.84	✓		13	Congregate	13	DOV November'17 added an additional space, utilising what was previously office space.
9	13		Domestic Violence Crisis Service	Room for Change	Families in all their diversity who are at risk of, or experiencing homelessness due to domestic or family violence (TBA)	\$589,407.89	\$603,848.38	\$153,166.22	\$757,014.60	✓	✓	18	Congregate and Stand alone	9	Up to 12 Families or 18 Single Men (Compared to 2017-18 we have used the 18 single men figure as opposed to 12 families) 6 currently allocated
\	14		St Vincent de Paul	Blue Door	People who are at risk of, or experiencing homelessness	\$149,817.26	\$153,487.78	\$1,605.65	\$155,093.43		✓	50	No accommodation	0	
10	15		CatholicCare Canberra and Goulburn	Minosa: Accommodation Assist: Support with case management	Men who are at risk of, or experiencing homelessness	\$597,418.97	\$612,055.74	\$96,571.14	\$708,626.88	✓	✓	50	Congregate	6	
SUB TOTAL:						\$3,305,889.18	\$3,386,883.47	\$428,021.11	\$3,814,904.58			192		63	6 extra support places Room4Change Ramp Up from 17-18
\	16	3. Families	Toora Women	Family Program	Families, in all their diversity, who are at risk of, or experiencing homelessness	\$667,481.88	\$683,835.18	\$0.00	\$683,835.18	✓	✓	15	Congregate and Stand alone	13	
\	17		St Vincent de Paul	Family Service	Families in all their diversity who are at risk of, or experiencing homelessness	\$839,940.12	\$860,518.65	\$9,001.97	\$869,520.62	✓	✓	27	Stand Alone	17	
11	18		Communities @ Work	Reach Home Program	Families in all their diversity who are at risk of, or experiencing homelessness	\$201,293.70	\$206,225.39	\$21,574.35	\$227,799.74	✓	✓	9	Stand Alone	7	
SUB TOTAL:						\$1,708,715.69	\$1,750,579.23	\$30,576.32	\$1,781,155.55			51		37	No change from 17-18
12	19	4. Youth	Barnardos Australia	Youth Identified Accommodation and Support Program	Young people who are at risk of, or experiencing homelessness	\$322,901.03	\$330,812.11	\$8,232.88	\$339,044.99		✓	20	No accommodation	0	
\	20		Barnardos Australia	Friendly Landlord Service	Young people who are at risk of, or experiencing homelessness	\$390,880.07	\$400,456.63	\$9,966.12	\$410,422.75		✓	80	Shared (2 per property)	60	
\	21		Barnardos Australia	Our Place	Young people who are engaged in education and training and who are at risk of, or experiencing homelessness	\$503,944.48	\$516,291.12	\$13,105.86	\$529,396.98	✓	✓	24	Shared (2 per property)	24	
13	22		Salvation Army	Youth Emergency Accommodation network	Young people who are at risk of, or experiencing homelessness	\$2,515,224.78	\$2,576,847.78	\$326,770.65	\$2,903,618.43	✓	✓	24	Congregate in Cluster housing model	24	
\	23		St Vincent de Paul	Young Parent Accommodation Support Program	Young people (with or without accompanying children) who are at risk of, or experiencing homelessness	\$209,602.61	\$214,737.88	\$2,246.39	\$216,984.27	✓	✓	24	Stand Alone	4	
14	24		Ted Noffs Foundation	Take Hold Program	Young people who are at risk of, or experiencing homelessness	\$175,613.09	\$179,915.61	\$31,695.52	\$211,611.13	✓	✓	15	No accommodation	0	
\	25		CatholicCare Canberra and Goulburn	Youth Housing Support Service	Young people who are at risk of, or experiencing homelessness	\$300,241.35	\$307,597.26	\$48,533.19	\$356,130.45		✓	35	No accommodation	0	
15	26		Conflict Resolution Service	Family Tree House	Young people, and families in all their diversity, who are at risk of, or experiencing homelessness	\$277,581.66	\$284,382.41	\$0.00	\$284,382.41		✓	20	No accommodation	0	
SUB TOTAL:						\$4,695,989.07	\$4,811,040.81	\$440,550.61	\$5,251,591.42			242		112	No change from 17-18
16	27		Gugan Gulwan Youth Aboriginal Corporation	Young Person's Program	Young Aboriginal and Torres Strait Islander people who are at risk of, or experiencing homelessness	\$78,696.59	\$80,624.65	\$0.00	\$80,624.65		✓	6	No accommodation	0	* List in both Youth and Indigenous Fact Sheets and Advice

\	28	5. Indigenous Support Services	Toora Women	Indigenous Boarding House Network	Aboriginal and Torres Strait Islander families	\$312,071.57	\$319,717.32	\$0.00	\$319,717.32	✓		6	Congregate and Stand alone	6	Delivered by EveryMan
\	29		Toora Women	Indigenous Program	Indigenous families in all their diversity who are at risk of, or experiencing homelessness	\$375,617.74	\$384,820.37	\$0.00	\$384,820.37	✓	✓	8	Congregate and Stand alone	6	Delivered by EveryMan
17	30		Winnunga Nimmitjyah	Housing Liasion	Aboriginal and Torres Strait Islander individuals or families who are at risk of, or experiencing homelessness	\$133,533.01	\$136,804.57	\$0.00	\$136,804.57		✓	5	No accommodation	0	
\	31		Winnunga Nimmitjyah	Home Maintenance Program	Aboriginal and Torres Strait Islander individuals or families who are at risk of, or experiencing homelessness	\$122,779.27	\$125,787.36	\$0.00	\$125,787.36		✓	10	No accommodation	0	
SUB TOTAL:						\$1,022,698.18	\$1,047,754.28	\$0.00	\$1,047,754.28			35		12	No change from 17-18
18	32	6. General Support (Food Services)	Australian Red Cross	Road House	People who are at risk of, or experiencing homelessness	\$204,683.32	\$209,698.06	\$22,674.00	\$232,372.06		✓	60	No accommodation	0	*Grant does not specify outputs - Estimate from last reporting period (+20 compared to 2017-18)
19	33		Stanislawa Dabrowski	Soup Kitchen	Peopole who are at risk of, or experiencing homelessness	\$24,000.00	\$24,000.00	\$0.00	\$24,000.00		✓		No accommodation	0	*Finance confirmed: No GST; \$2,000 per month x 12 = \$24,000 annual. **Free food only - no support services or warm referral
20	34		Hare Krishna Food for Life	Food Services	People who are at risk of, or experiencing homelessness	\$8,531.17	\$8,740.18	\$0.00	\$8,740.18		✓	0	No accommodation	0	*Free food only - no support services or warm referral
SUB TOTAL:						\$237,214.49	\$242,438.25	\$22,674.00	\$265,112.25			60		0	60 less places than 2017-18. ARC captures all client support at Griffin Centre
21	35	6. General Support (Housing)	Woden Community Service	One Link	People who are at risk of, or experiencing homelessness	\$637,980.00	\$653,610.51	\$79,755.86	\$733,366.37	✓	✓	18	No accommodation	0	Average clients Q1 2018 520 per month. Capacity is 520 divided by 30 days at any one time. Full Contract Value: \$1.42mil = 653,610.51 SHSD rest is CYFSP \$
					People who are at risk of, or experiencing homelessness	\	\$142,000.00	\$0.00	\$142,000.00		✓	0	No accommodation	0	2018-19 Budget - Additional ongoing funding - no additional support places
\	36		Woden Community Service	Sustaining Tenancy Service	People (with or without accompanying children) who are at risk of, or experiencing homelessness	\$735,859.51	\$753,888.07	\$0.00	\$753,888.07		✓	20	No accommodation	0	
\	37		Toora Women Inc./ Everyman Australia	Tenant Assistance Program	People who are at risk of, or experiencing homelessness	\$80,000.00	\$80,000.00	\$0.00	\$80,000.00	✓	✓	8	Stand Alone	8	No indexation. 80k & 8 accom. Toora;
						\$50,000.00	\$50,000.00	\$0.00	\$50,000.00	✓	✓	5	Stand Alone	5	No indexation. 50k & 5 accom. EveryMan +5 wasn't specified in 2017-18 - HTP EveryMan Australia
\	38		St Vincent de Paul	Street to Home	People who are at risk of, or experiencing homelessness	\$384,846.00	\$394,274.73	\$4,124.55	\$398,399.28	✓	✓	30	Stand Alone	6	
22	39		UnitingCare Canberra	Early Morning Centre	Peopole who are at risk of, or experiencing homelessness	\$256,312.00	\$211,366.64	\$44,052.39	\$255,419.03		✓	50	No accommodation	0	Grant does not specify outputs - Estimate from last reporting period (+20 compared to 2017-18)
					Peopole who are at risk of, or experiencing homelessness	\$100,000.00	\$100,000.00	\$0.00	\$100,000.00		✓	0	No accommodation	0	* \$100,000 increase to base funding; from 2017-18 Budget initiative; excludes the additional \$50k OneOff grant for 2017-18
\	40		Northside Community Service & Argyle Housing Ltd.	Common Ground Tenant Support	Common Ground Tenant Support	\$328,406.89	\$336,452.86	\$0.00	\$336,452.86		✓	20	No Accommodation	20	Northside provide funded support services; Argyle provides accommodation
\	41		Domestic Violence Crisis Service	Domestic Violence Christmas Initiative	People (with or without accompanying children) who have been subjected to domestic violence	\$75,000.00	\$75,000.00	\$0.00	\$75,000.00		✓	0	Motel Accommodation	0	Non-indexed. *Program runs only 6 weeks p.a. 7 accommodation places (six for women with or without children and one for a man with or without children).
\	42	TBC	Asylum Seekers & Migrants with unresolved immigration status	Sector to Design	\	\$384,600.00	\$0.00	\$384,600.00		✓	12		0	New program 2018-19 Budget (recurring) Budget Initiative promises 12 support places	
SUB TOTAL:						\$2,648,404.40	\$3,181,192.81	\$127,932.80	\$3,309,125.61			163		39	25 extra support services than 2017-18. OneLink increase, inclusion of Common Ground, increase EMC and removal of DV XMAS support and accommodation
\	43	6. General Support (Information/ Advice)	Woden Community Service	The Big Issue	People who are at risk of, or experiencing homelessness	\$106,973.46	\$109,594.31	\$11,366.94	\$120,961.25		✓	10	No accommodation	0	Estimate from last reporting period - grant does not specify outputs
23	44		Canberra Rape Crisis Centre	Crisis Intervention, Counselling and Education	People who have experienced, or been affected by, or at risk of sexual violence; and/or their family members and supporters	\$485,408.81	\$497,301.32	\$82,734.49	\$580,035.81		✓	10	No accommodation	0	No. of support services not included in SFA is an estimation
\	45		Domestic Violence Crisis Service	Court Advocacy Program	People (with or without accompanying children) who have been subjected to domestic violence	\$187,411.11	\$192,002.68	\$28,298.04	\$220,300.72		✓	10	No accommodation	0	
24	46		COTA	Housing Information, Advice and Support	Older people in the ACT	\$72,165.32	\$73,933.37	\$7,694.29	\$81,627.66		✓	5	No accommodation	0	Estimate from last reporting period - grant does not specify outputs
\	\		TBA	Sector Training (2017-18 BUDGET Initiative)	To be rolled out 2018-19	\	\$100,000.00	\$0.00	\$100,000.00		✓	\	No Accommodation	0	2017-18 Budget Initiative to be delivered in 2018-19
25	47		Care Inc	Financial Counselling Service	Low income earners and vulnerable consumers	\$96,219.70	\$98,577.08	\$12,876.39	\$111,453.47		✓	5	No accommodation	0	Estimate from last reporting period - grant does not specify outputs
SUB TOTAL:						\$948,178.40	\$1,071,408.77	\$142,970.15	\$1,214,378.92			40		0	
26	48	6. General Support (Sector)	ACT Shelter	Policy advice and advocacy	Sector support/engagement	\$130,290.43	\$133,482.55	\$8,110.21	\$141,592.76			0	No accommodation	0	
\	\			Trauma Project	Development of a Sector wide trauma informed approach to homelessness support	\$71,500.00	\$278,500.00	\$0.00	\$278,500.00			0	No accommodation	0	*\$71,500 spent 2017-18 remainder rolled over into 2018-19 for training product purchase
27	49		Joint Pathways	Sector support	Sector support/engagement	\$40,000.00	\$40,000.00	\$0.00	\$40,000.00			0	No accommodation	0	
28	50		ACTCOSS	Gulanga	Aboriginal and Torres Strait Islander workers	\$ 120,275.18	\$ 123,221.92	\$ -	\$ 123,221.92			0	No accommodation	0	
		NPAH	TBA		\	\$250,000.00	\$0.00	\$250,000.00			0	No accommodation	0	Needs to be committed (possibly Housing Strategy Priorities)	
\	\	Tamils	Community Housing	Community Housing	\$ 9,411.15	\$ 9,641.72	\$ -	\$ 9,641.72			0	No accommodation	0		
\	\	Havelock House		*ERO ONLY*			\$ 108,735.53	\$ 108,735.53			0	No accommodation	0		
SUB TOTAL:						\$371,476.76	\$834,846.19	\$116,845.74	\$951,691.93			0		0	
SECTOR TOTAL:						\$19,598,393.39	\$21,596,036.77	\$1,881,475.82	\$23,477,512.59			973	0	347	
ERO:						\$1,500,000.00									
TOTAL:						\$21,098,393.39			\$23,477,512.59						At any one time = minimum no. of individuals/families supported by SHSD services at a point in time.

Variance to 2017-18 Explained

additional 27 support places from 2017-18 relates to Budget initiatives, inclusion of Common Ground for the first time, reassessment of food and support places, OneLink capacity and additional Room4Change support

additional 32 accommodation places from 2017-18 due to inclusion of Common Ground for the first time and scale up of Room4Change

Organisation	2016-17 (indexed 1.8%)	2017-18 (indexed 2.0%)	Indexation	
ACT Shelter Association	\$127,735.72	\$130,290.43	✓	
		\$350,000.00		\$480,290.43
ACT Shelter Association (one off)(D.G.10135.220)		\$350,000.00		
Banardos Australia	\$383,215.76	\$390,880.07	✓	FLS
	\$316,569.64	\$322,901.03	✓	YIASP
	\$503,944.48	\$503,944.48	×	Our Place
Beryl Women Inc	\$482,983.77	\$492,643.44	✓	
Canberra Men's Centre Incorporated	\$721,441.35	\$735,870.18	✓	
	\$509,749.11	\$509,749.11	×	
Canberra Rape Crisis Centre	\$475,890.99	\$485,408.81	✓	
Care Incorporated	\$94,333.04	\$96,219.70	✓	
Communities@Work	\$197,346.76	\$201,293.70	✓	
Conflict Resolution Service	\$272,138.89	\$277,581.66	✓	
			✓	
Woden Community Service Inc	\$637,980.00	\$637,980.00	×	
Connections ACT	\$577,850.87	\$589,407.89	✓	
	\$0.00			
Council of the Ageing	\$70,750.32	\$72,165.32	✓	
Domestic Violence Crisis Service Inc	\$183,765.80	\$187,441.11	✓	
Doris Women's Refuge Incorporated	\$430,075.68	\$438,677.20	✓	
Gugan Gulwan Youth Aboriginal Corporation	\$77,153.52	\$78,696.59	✓	
Toora Women Incorporated	\$550,054.28	\$561,055.37	✓	
	\$654,394.00	\$667,481.88	✓	
	\$368,252.68	\$375,617.74	✓	
	\$81,440.00	\$83,068.80	✓	
	\$305,952.52	\$312,071.57	✓	
Karinya House Home for Mothers and Babies Inc	\$488,680.16	\$498,453.76	✓	
Northside Community Service	\$361,631.89	\$368,864.52	✓	
Roman Catholic Church for the Archdiocese of Canberra and Goulburn as Trustees for CatholicCare	\$294,354.26	\$300,241.35	✓	
	\$585,704.87	\$597,418.97	✓	
Society of St. Vincent De	\$146,879.67	\$149,817.26	✓	
	\$823,470.71	\$839,940.12	✓	

Society of St. Vincent de Paul Pty. Limited	\$694,731.26	\$708,625.88	✓
	\$205,492.76	\$209,602.61	✓
	\$384,846.00	\$384,846.00	✓
Ted Noff Foundation	\$172,169.70	\$175,613.09	✓
The Salvation Army (NSW South Wales) Property Trust trading as the Salvation Army ACT based	\$2,465,906.64	\$2,515,224.78	✓
The Young Women's Christian Association of Canberra	\$706,268.19	\$720,393.56	✓
Toora Women Incorporated	\$356,433.59	\$363,562.26	✓
	\$662,010.65	\$675,250.87	✓
	\$340,926.22	\$340,926.22	×
Wurrung Aboriginal Health Clinic/Health Service (ACT) Incorporated	\$130,914.72	\$133,533.01	✓
	\$120,371.83	\$122,779.27	✓
Woden Community Service Inc	\$735,859.51	\$735,859.51	×
SFA Total	\$17,699,671.80	\$18,691,399.13	

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Australian Capital Territory Council of Social Service	2012.17754.210 - tfr to recurrent grant 2016-17	The Aboriginal and Torres Strait Islander Engagement Service	\$115,831.87
Australian Red Cross	One-Off Grant	Food Services Liasion	
Australian Red Cross	2013.23025.220 - tfr to recurrent grant 2016-17	Food Services Liaison	\$197,121.73
DVCS	Recurrent Grant	DV Xmas Initiative	\$75,000.00
Hare Krishna	Recurrent Grant	Free Food Services	\$8,454.26
Joint Pathways	Recurrent Grant	Sector Collaboration	\$40,000.00
Stanislawa Dabrowski	Recurrent Grant	The Soup Kitchen	\$28,194.60
Tamil Senior Citizens	DG2015.024	Tenancy Management and Tenancy Support	\$9,244.74
UnitingCare Canberra City	DG.2016.063	Early Morning Centre	\$98,691.06
	DG2017.049 (one-off)		\$50,000.00
Various Providers	Fee-for-service program	Transitional Support and Head Tenancies	\$100,000.00
Various Providers	Fee-for-service program	Housing and Support Initiative (HASI)	\$358,000
Woden Community Service Inc	DG.2015.029	The Big Issue	\$103,021.55
TOTAL			\$1,183,559.81

**** Calculations are GST exclusive; indexed; do not include co-contribution; and do not include F NPAH services are not indexed**

2016-17 gst.ex; indexation 1.8%	2017-18 (incl 2% indexation)	Indexation	
\$117,916.84	\$120,275.18	✓	
\$15,000.00	\$15,000.00	x	
\$200,669.92	\$204,683.32	✓	
\$75,000.00	\$75,000.00	x	
\$8,606.44	\$8,778.57	✓	
\$40,000.00	\$40,000.00	x	
\$28,702.10	\$29,276.14	✓	
\$9,411.15	\$9,599.37	✓	
\$100,467.50	\$202,476.85	✓	
\$50,900.00	\$51,918.00		\$254,394.85
\$100,000.00	\$100,000.00	x	
\$304,522.00		x	
\$104,875.94	\$106,973.46	✓	
\$1,156,071.89	\$963,980.88		

ERO.

Portfolio Housing & Suburban Development

ISSUE: ONELINK**Talking points:**

- OneLink is the ACT's Integrated Human Services Gateway.
- Operated by Woden Community Services, OneLink provides people with information and connects them to human services and programs that meet their needs.
- OneLink also provides brokerage to meet the immediate needs of people who are in crisis. This includes money or vouchers for transport, food and/or clothing.
- OneLink data shows the overall number of people accessing accommodation and support services has remained steady for the last 12 months.
- For the final quarter of 2018 (April to June), OneLink:
 - supported an average of 461 clients each month;
 - reported a twenty two per cent reduction in new clients compared to the same quarter in 2017; and
 - noted people experiencing family and domestic violence remained the single largest group seeking support..
- The 2018-19 Budget, allocated an additional \$586,000 over four years to extend OneLink's operating hours and increase brokerage funding. OneLink is currently working with Housing ACT to finalise an implementation strategy detailing the additional hours and when they will commence.

Key InformationWomen Sleeping in Cars

- On 5 October 2018, OneLink reported it was supporting six women that were sleeping in cars; three of these with children.
 - Two of the women are sleeping with their children in the car;
 - One woman is sleeping in the car outside her parent's house whilst her child sleeps inside;

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- One is being supported by Toora - Aleta program for outreach support and has been provided with information regarding private rentals;
- One is being supported by her friend and Legal Aid;and
- One is being supported by Canberra Community Law

Rough Sleepers

- OneLink reports there were 24 rough sleepers accessing its service at 5 October 2018. Of these, four people were sleeping in swags, nine were sleeping in cars and eleven were sleeping in the open.
- The 2016 Census shows there were 54 people sleeping rough in the ACT on Census night. These figures are consistent with the government's understanding of how many people are sleeping rough in the ACT on any one night.

Most Recent Quarterly Performance Report – April to June 2018

- From April to June 2018, OneLink assisted an average of 461 clients per month, which is lower than an average of 539 clients per month during the same quarter in 2017 and lower than the previous quarter of January – March 2018, where an average of 520 clients were assisted.
 - New clients represent around 33% of all clients, lower than 36.1% in the same quarter in 2017, but higher than 31.3% in the previous quarter January – March 2018.
 - At the end of each month, an average of 117 clients were on the waitlist for OneLink, lower than the 196 clients in the same quarter in 2017 and lower than 181 in the previous quarter January to June 2018 .
 - Clients waited on average 22.78 days for placement into accommodation and 15.57 days for support services.
 - People experiencing family and domestic violence remain the single largest group seeking support.
 - The majority of non-accommodation placements (61.6%) were for those clients seeking housing support (i.e. support to sustain tenancy, access to independent housing).

Background – suitable for public disclosure

Service Model

- When a person contacts OneLink their needs are assessed, and they are connected with services that address their immediate and long-term needs. This may include family case management services or youth engagement services, as well as homelessness accommodation and housing support services.
- Housing ACT works closely with OneLink to ensure it receives early notification of extremely vulnerable families. OneLink maintains daily contact with clients who are sleeping in cars or tents to ensure client safety and wellbeing.

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ONELINK QUARTERLY REPORT ENDING JUNE 2018

What is One Link?

OneLink is a central intake service. This means that it assesses all requests for support (accommodation and services) and does not turn eligible people away. It then prioritises people according to their needs and places them on a waiting list.

On 1 July 2016, OneLink combined the previous homelessness gateway (Firstpoint) and the Child Youth and Family Services Gateway, as well as providing access to a range of mainstream services.

How does it work?

People can access OneLink through a 1800 number (1800 176 468), in person at Nature Conservation House, or via the Onelink Website (www.onelink.org.au/services) through webchat.

OneLink does not provide support directly – it assesses and records a person’s needs and connects them to the supports they require.

When a person calls or visits OneLink, an intake officer assesses and prioritises the client’s needs, provides information about options and, where appropriate, follows up with clients to connect them to support. The intake officer will stay in touch with clients until they have all supports they need.

At the end of the month OneLink reports on the number of people still waiting to be connected to any service both accommodation and non-accommodation supports. Some people waiting at the end of the month may have had some service needs met while still waiting connection to others.

Note: not all people waiting for accommodation are sleeping rough. Most are staying with relatives or friends or in other temporary accommodation (e.g. caravan parks, hostels etc).

What supports does OneLink connect people with?

Accommodation

- Short term emergency accommodation
- Transitional accommodation

Support services

- Housing support
 - Assertive outreach
 - Access to independent housing
 - Support to sustain a tenancy
- Youth and family support
 - Youth support
 - Family and child support

- Other support
 - Aged care support
 - Counselling services
 - Disability support services
 - Domestic and family violence support services
 - Financial counselling
 - Legal services
 - Mental health services
 - Health/medical services
 - Drug/alcohol support
 - Domestic assistance

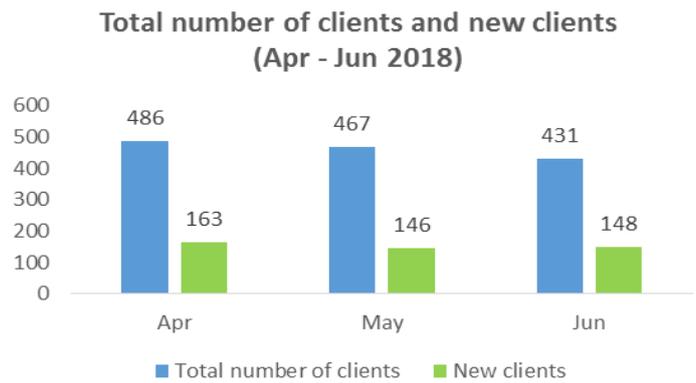
What does this latest report show?

- Over the 3 months from April to June 2018, OneLink assisted an average of 461 clients per month; lower than 539 clients in the same quarter in 2017, and lower than 520 clients in the previous quarter (January- March 2018).
- New clients represented around 33.0% of all clients per month; lower than 36.1% in the same quarter in 2017, but higher than 31.3% in previous quarter (January – March 2018).
- The number of clients on the waiting list at the end of each month was on average 117 clients; lower than 196 clients during the same quarter in 2017, and lower than 181 clients in the previous quarter (January - March 2018). This, at least in part, reflects a strengthening in internal processes for management of the waiting list implemented during this quarter.
- People experiencing family and domestic violence remain the single largest group seeking support.
- The majority of non-accommodation placements (61.6%) were for those clients seeking housing support (i.e. support to sustain their tenancy, access to independent housing); slightly lower than the last quarter (63.4%).
- Data from this quarter together with the previous three quarters provides a full picture of OneLink operations in 2017-18. Throughout OneLink's second year of operation:
 - The number of clients assisted on average each month ranged from 419 clients (lowest) to 549 clients (highest).
 - The number of new clients represented 33.8% of all clients per month, ranging from 128 clients to 196 clients each month;
 - The number of clients on the waiting list at the end of each month ranged from 105 clients to 192 clients.
 - The number of clients placed into accommodation each month ranged from 30 clients to 53 clients, and into support services from 51 clients and 101 clients.

ONE LINK QUARTERLY REPORT ENDING JUNE 2018

Number of clients

- OneLink supported an average 461 clients each month during this quarter (April, May, and June 2018). This is lower than 539 during the same quarter in 2017.
- OneLink supported 457 new clients during January to March 2018 period, lower than 583 in the same period in 2017.
Note that new clients are those clients who contacted OneLink for the first time.



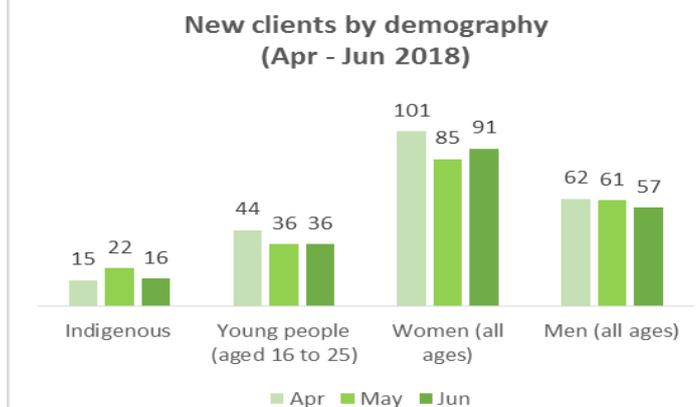
New clients by priority groups

- Of all **new** clients the largest single priority group was those experiencing family and domestic violence (on average 24.1% of new clients).
Note this graph is reflective of the top four priority groups and does not capture all new clients.



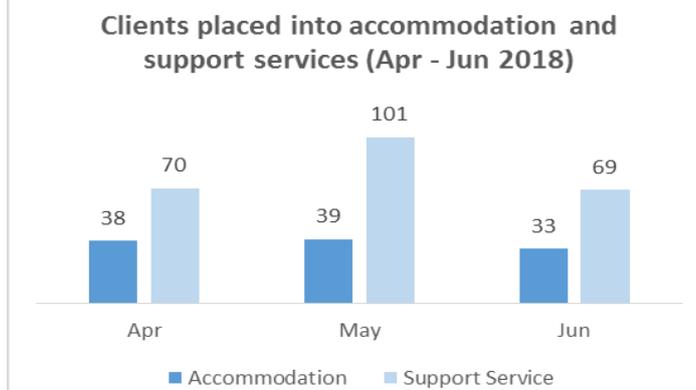
New clients by demography

- There were more new female clients (on average 60.6%) than new male clients (39.4%).
- Aboriginal and Torres Strait Islander people accounted for 11.6% of new clients.
- Young people accounted for 25.4% of all new clients.



Number of clients placed into accommodation and support services

- A total of 110 clients were placed into accommodation with an average of 37 clients placed each month.
- A total of 240 clients were placed into support services with an average of 80 clients placed each month.



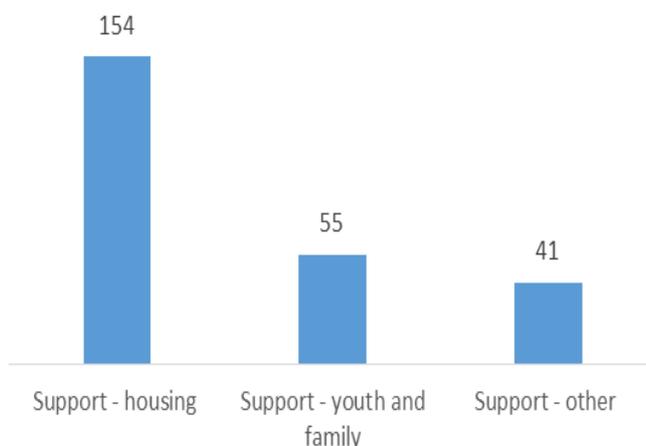
Placement by Support Service

During this quarter, there were a total of 250 placements into support services:

- 61.6% provided by housing support services, which provide tenancy support, assertive outreach, access to independent housing.
- 22.0% provided by youth and family support services.
- 16.4% provided by other support services including legal, mental health, family and domestic violence, financial assistance, disability support, and counselling services, drug, alcohol service.

Note: number of clients and number placements are different; some clients are provided with more than one placement to meet their different needs.

Number of placement by type of support service (Apr - Jun 2018)

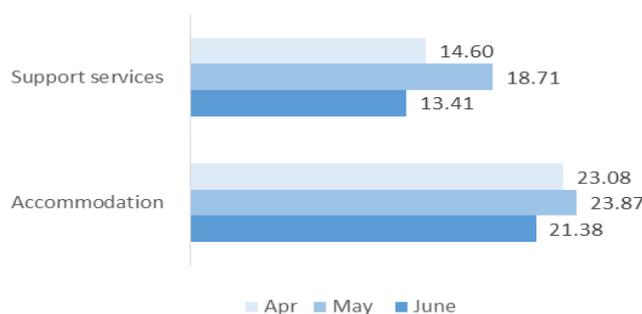


Waiting time for accommodation and support services

During this quarter, clients waited on average 15.57 days for support services (20.4 days in the last quarter), and 22.78 days for placement into accommodation (19.50 days in the last quarter).

Note that 'waiting for accommodation' does not necessarily equate to rough sleeping. Many people are staying with friends or relatives or other temporary accommodation.

Waiting time for accommodation and support services (Apr - Jun 2018)

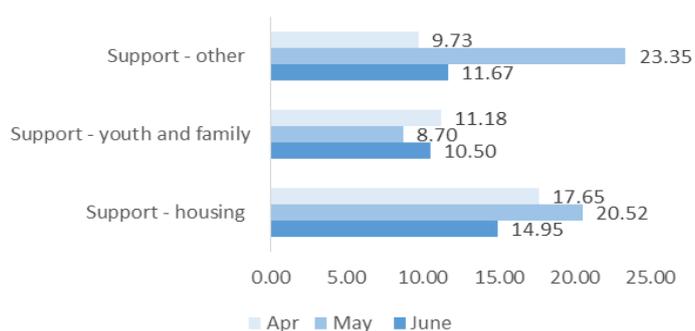


Waiting time by type of support service

During this quarter, clients waited on average:

- 17.71 days for placement into housing support (22.26 days in the last quarter).
- 10.31 days for youth and family support (13.14 days in the last quarter).
- 14.92 days for other support (19.26 days in the last quarter).

Waiting time by type of support services (Apr - Jun 2018)



Wait list

- At the end of June 108 clients were waiting for accommodation and/or support services.
- This is lower than the average of 117 over the 3 month period.

Note: clients at end of month may be connected to some services but are waiting connection to others.

Number of clients waiting



Key terms explained

Client	A client refers to any person who receives a service. For example, if a mother and 3 children require accommodation, and the children do not receive a service directly, this is one client, however if one of the children requires a service then that child will also be counted as a client.
Rough sleeper	A person who is living on the streets, sleeping in parks
Non-conventional dwelling	A person who is a squatter or who is living in an improvised dwelling (tent, car etc)
Tenancy support and assistance to access independent housing and	<p>Tenancy support refers to funded services which aim to assist people to maintain their private rental or which assist people to move into community or public housing. Services include:</p> <ul style="list-style-type: none"> • Supportive Tenancy Service (WCS) • ASSIST (Catholic Care) • Youth Housing Support Service(Catholic Care) • St Vincent de Paul's (SVDP) Family Service and Young Parents Program • Everyman Australia • YWCA Canberra; • Karinya • Northside Community Service • Ted Noffs Take Hold • Assistance with Care and Housing for the Aged
Short term emergency accommodation	Funded emergency accommodation includes Samaritan House, Youth Emergency Accommodation Network (YEAN), CatholicCare Minosa, Beryl Women, Doris
Transitional accommodation	Funded transitional accommodation includes SDVP's Family Service, YWCA Canberra's Housing Support Unit, Banardo's Our Place and Friendly Landlord programs, Everyman, Australia, Northside Community Service and Karinya.
Assertive outreach for rough sleepers	Primarily SVDP's Street to Home program which assists people living on the streets
Financial assistance/material aid	Emergency relief providers including SVDP, the Salvation Army and Uniting Care Kippax

Domestic/family violence support	Domestic Violence Crisis Services including Beryl, Doris, YWCA Canberra and Toora Women provide domestic and family violence support as part of crisis accommodation
Youth Support	Youth Engagement Teams including St John's Care – Youth Care
Family/child support	Family case management services
Disability support (including NDIS)	Services to assist people with a physical or intellectual disability, including services under NDIS or CASP other than domestic assistance – excludes psychosocial disability.
Aged care support	My Aged Care, COTA (other than domestic assistance)
Health/ medical services	General Practitioners, Winnunga, National Health Co-op
Mental health services	Mainstream mental health services - includes services under NDIS for psychosocial disability
Counselling services	Relationships Australia
Drug/alcohol support	Directions ACT
Legal issues/court support	Canberra Community Law, Tenants Union, Street Law, Legal Aid
Financial counselling	Care Financial
Domestic assistance	My Aged Care or CASP (Community Assistance and Support Program) where domestic assistance/garden maintenance is the primary need.
Other	MARSS (refugees)

Portfolio/s Housing & Suburban Development

ISSUE: Early Morning Centre**Talking points:**

- The Early Morning Centre is a community hub that provides support to people at risk of or experiencing homelessness, including those who may be sleeping rough.
- Services provided by the Early Morning Centre include free food, information, advice, showers, lockers, mail collection, medical clinic and facilitating referrals to other support services.
- In 2017-18, the ACT Government committed additional funding of \$100,000 per annum over three years to the Early Morning Centre to expand services and increase innovation to better support the needs of new and existing guests.
- In addition, in 2017-18 the Early Morning Centre received a one-off grant of \$50,000 for business development and planning activities. This funding enabled the Early Morning Centre to develop a new business plan and to revise its service model to improve its reach and connection with guests.

Key Information - from Annual Report

- On 30 October 2018, the Early Morning Centre extended its opening hours to operate from 7:30-8:30am for breakfast and 9:00am-2.00pm for Drop-in centre and support services, Monday to Friday offering additional workshops and revised services to better meet the needs of guests.
- The Early Morning Centre previously opened each week from 7.30am to 8.30am for breakfast and then 9.00am to 11.30am for drop-in support and referral services.
- A primary objective of the \$50,000 grant in 2017-18 was to improve the Early Morning Centre's capacity to provide services to Canberrans at risk of, or experiencing homelessness, ensuring those most in need received the assistance they required. This included developing strategies to reach cohorts who may not currently access the Early Morning Centre such as women and families, people who identify as Aboriginal or Torres Strait Islander, or who are culturally and linguistically diverse. In April 2018, a new Business Plan with five key objectives was adopted:
 - a better life for people who are experiencing homelessness, at risk of experiencing homelessness or experiencing social isolation;
 - better physical and mental health;

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- better life skills;
 - better social connections; and
 - the Early morning Centre is a sustainable organisation.
- Prior to the 2017-18 ACT Government Budget commitment, base funding for the Early Morning Centre per annum was \$206,312 (excluding GST). The new Budget commitment increased base level funding for the Early Morning Centre to \$306,312 (excluding GST and indexation) per annum until 30 June 2020.

Background Information – from the annual report

The Early Morning Centre extended its opening hours, and expanded to offer additional services to provide a better avenue for rough sleepers to have a nutritious meal and talk to service providers about their circumstances and needs, with the opportunity to link in with speciality services through warm referral processes;

A one-off grant of \$50,000 has enabled the Early Morning Centre to develop a new Business Plan to provide direction for its operation and development;

- Prior to the 2017-18 ACT Government Budget commitment, base funding for the Early Morning Centre per annum was \$206,312 (excluding GST). The new Budget commitment increased base level funding for the Early Morning Centre to \$306,312 (excluding GST and indexation) per annum until 30 June 2020.
- The Early Morning Centre previously opened each week from 7.30am to 8.30am for breakfast and then 9.00am to 11.30am for drop-in support and referral services.

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Housing & Suburban Development

ISSUE: Rough sleepers including Street to Home**Talking points:**

- In 2017-18, ACT Government allocated \$983,131.00 to five key programs to support those who are sleeping rough:
 - Street to Home (\$384,846);
 - The Early Morning Centre (\$356,312); and
 - Three free food services (\$241,973) including the Red Cross Roadhouse, Blue Door and the Soup Kitchen.
- These programs, available both weekdays and on weekends, are funded to address people's immediate and critical needs, including material and financial support, information and connection to other specialist services. Street to Home also six provides crisis accommodation in places at any one time.

Key Information

- An excellent example of assertive outreach for rough sleepers is St Vincent de Paul's Street to Home program. This program actively seeks out those who are sleeping on the street, in their cars or in makeshift dwellings, and offers support and connections to services, when people are ready to engage. If people chose not to engage, Street to Home can offer immediate material aid such as warm clothing, sleeping bags, tents, hygiene products, transport vouchers etc.
- Street to Home also responds to reports from members of the community of concern for people who may be sleeping rough.
- Uniting Care's Early Morning Centre, operating out of 69 Northbourne Avenue Canberra City, is another critical service providing support to rough sleepers through access to lockers, computers, showers, regular medical services and warm referral operating within an early intervention and prevention service model.
- The 2017-18 ACT Government Budget committed an additional \$100,000 per annum for four years, to enable the Early Morning Centre to extend opening hours and provide additional services to better meet the needs of its guests.
- The 2017-18 ACT Government Budget also committed a one-off grant of \$50,000 for the EMC to complete business development activities to enable the service to better meet the needs of guests in the additional opening hours.

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- Free food services provide an avenue for rough sleepers to have a nutritious meal and talk to service providers about their circumstances and needs. These services also provide an opportunity for people to connect to specialist support services through warm referral processes.
- On Census night 2016, 3.7% (54 people) of homeless people slept rough in the ACT compared to 7% nationally.
- The St Vincent de Paul *Street to Home* team also facilitate a forum, called ‘*Who’s New on the Streets*’, in partnership with city park rangers, ACT policing, ACT Mental Health, and other organisations who work with or have interest or concerns about rough sleepers. This forum is held usually once every 2 months to discuss “new” individuals sleeping rough as well as any other existing or emerging homelessness issues.

Background Information - from the annual report

St Vincent de Paul’s Street to Home actively seeks out (and accepts reports of concern from members of the community) those who are sleeping on the street, in their cars or in makeshift dwellings, and offers supports and connections to services when people are ready to engage. The Street to Home team continued their invaluable work throughout 2017-18, working closely with Housing ACT to better understand the lived experience of people sleeping rough in the Canberra community.

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Housing & Suburban Development

ISSUE: Heatwave Response

Talking points:

- In response to a predicted heat wave over the weekend of 19 and 20 January 2018, Housing ACT worked with other Government Directorates to activate an extreme heat response for Canberra's rough sleepers.
- Housing ACT and ACT Property Group joined forces to provide bottled water in the air-conditioned Griffin Centre to help people sleeping rough to stay cool and re-hydrate.
- The Early Morning Centre and St Vincent De Paul provided staff to support individuals and provide supervision at the Griffin Centre over the weekend. Additional staff from St Vincent de Paul roamed Civic and Dickson shops on foot distributing water, which was gratefully received by rough sleepers in the area.
- This response demonstrated the strong collaboration between the ACT Government and the ACT Specialist Homelessness Sector to provide innovative, timely and appropriate support to those in need.

Key Information

- In collaboration with ACT Property Group, the Australian Red Cross, the Early Morning Centre and St Vincent de Paul a cool room and bottled water was available for rough sleepers at the Griffin Centre from 9am to 6pm on both Friday and Saturday.
- Housing ACT purchased and distributed 200 bottles of water across the weekend and 12 people visited the Griffin Centre to shelter from the heat.
- The Red Cross Road House's free food service operated as normal from 4pm-6pm Saturday 20 January 2018, providing additional support for rough sleepers at this time.
- To notify the community of the event a post was put up on the Community Services Directorate Facebook Page which received positive feedback and was shared 78 times. Housing ACT reimbursed Uniting Care Canberra City and St Vincent De Paul for staff costs associated with providing assistance during the Heatwave Response.

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Background Information – from the annual report

In response to a predicted heat wave on Friday 19 January and Saturday 20 January 2018, Housing ACT activated an extreme heat response for Canberra’s rough sleepers. In collaboration with ACT Property Group, the Australian Red Cross, the Early Morning Centre and St Vincent de Paul a cool room and bottled water was available for rough sleepers at the Griffin Centre from 9am to 6pm on both Friday and Saturday.

Housing ACT purchased and distributed 200 bottles of water across the weekend and 12 people visited the Griffin Centre to shelter from the heat. Two St Vincent de Paul staff roamed Civic and Dickson shops distributing water, which was gratefully received by rough sleepers in the area.

The Red Cross Road House’s free food service operated as normal from 4pm-6pm Saturday 20 January 2018, providing additional support for rough sleepers at this time.

This response demonstrated creative initiatives and strong collaboration between ACT Government, and the homelessness sector to provide timely and appropriate support to those in need.

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Housing & Suburban Development

ISSUE: Australian Red Cross – Social Enterprise Model for the Road House Program**Talking points:**

- In 2017-18, the ACT Government provided \$204,683 to the Australian Red Cross (ARC) to deliver the Roadhouse at the Griffin Centre.
- The Roadhouse program is a free food and warm referral service. The provision of free meals is used as an enable for social engagement with guests and workers provide information and support service referrals to people at risk of or experiencing homelessness.
- In 2017-18, the ARC commenced work on a new social enterprise model to complement the RoadHouse program and as a means of supplementing revenue into the future.
- After a pilot in April 2018 and a feasibility study in June 2018, the ARC Board concluded that the social enterprise model was not profitable for the Roadhouse and would therefore not continue.
- The ARC is continuing to explore innovative options to support those accessing the Roadhouse who are at risk of or experiencing homelessness.

Key Information

- The Roadhouse has capacity to support up to 60 service users at any one time.
- During 2017-18, the ARC recruited two new positions: a social enterprise lead and a project officer, to support development of a new social enterprise model to supplement funding for the Roadhouse.
- Market research was undertaken in July 2017 to scope the feasibility of a meal delivery service for Canberra. Initial findings indicated that this could be a viable option and a pilot was undertaken in April 2018.
- To staff the pilot, two Roadhouse patrons were recruited to volunteer as Kitchenhands for training and work experience, and a volunteer carried out the delivery component of the pilot, charging \$10 per meal.
- The ARC connected with the Social Enterprise Hub Initiative and the Mill House Social Entrepreneurial Accelerator Program led by the University of Canberra (UC).

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These initiatives provide different types of support including mentoring, training, and networking to emerging social enterprises in the ACT.

- While developing the new model, Australian Red Cross continued to deliver services to clients at Griffin centre.
- A pilot of this social enterprise model was trialled for four weeks in April 2018. The model involved preparation and delivery of hot lunch meals to students and retirees.
- The pilot employed guests of the Roadhouse, who are experiencing or at risk of experiencing homelessness, to train and support them into positive employment pathways.
- Following this pilot, the Roadhouse undertook a feasibility study for continuation of this social enterprise. The feasibility study concluded that the proposed model was too expensive to implement in the ACT, and the social enterprise project was not approved to continue by the ARC Board.
- The Social Enterprise Hub is funded by the CBR Innovation Development Fund (CBRIDF), Innovate Canberra, CMTEDD. The Mill House Social Entrepreneurial Accelerator Program is a collaboration between UC, CBR Innovation Network (CBRIN) and Service One Banking.

Background Information – from the annual report

During 2017-18, the ACT Government funded the Australian Red Cross (ARC) to continue to deliver the Roadhouse program at the Griffin Centre while progressing a project to develop a new social enterprise model. The ARC tapped into social enterprise training, capacity building, and networking support provided by Social Enterprise Hub and the Mill House Program. This opened an opportunity for the ARC to explore the development of a social enterprise component for the Roadhouse program, to supplement funding for the Roadhouse program in the future. During 2017-18, the ARC successfully recruited to two new positions a social enterprise lead and a project officer to support the implementation of the development of the social enterprise model. The ARC will continue progressing this work in the next financial year

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Housing & Suburban Development

ISSUE: **Barnardos including OurPlace Work Experience Program**

Talking points:

- Each year, Housing ACT delivers a work experience program for young people at risk of homelessness who are being supported by Barnardos' Our Place Program.
- In 2017-18, three young people were engaged under the program and worked in Housing ACT at the ASO1 level during the January school holiday period.
- This partnership between Housing ACT and Barnardos is provided in addition to programs funded under the Specialist Homelessness Services budget allocation.
- In 2017-18, Barnardos received funding of \$1,217,725.00 to deliver three programs for young people at risk of or experiencing homelessness in the ACT:
 - The **Friendly Landlord Service (FLS)** provides young people with assistance to engage with the private rental market, help to sustain a tenancy, mentoring, advocacy, life skills training, and warm referral services. Funding in 2017-18 was \$390,880.
 - The **Youth Identified Accommodation and Support Program** facilitates accommodation arrangements for young people at risk of or experiencing homelessness through the provision of rental assistance and support to help them reside with a family of choice (e.g. friend, neighbour etc.). Funding in 2017-18 was \$322,901.
 - **Our Place** is a shared accommodation/foyer like model for young people. Young people must be engaged in study to be eligible for the program. Funding in 2017-18 was \$503,944.
- Collectively these services provide a minimum of 124 Support Services places; and tenancy/property management for up to 84 young people at any one time.

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TRIM Ref:

Key Information

- Since 2013, Housing ACT has worked with Our Place (managed by Barnardos) to deliver a work experience program for young people residing at the service. In 2017-18, three young people were engaged under the program and provided with training opportunities and income.

Background Information - from the annual report

- During 2017-18, the Specialist Homelessness Service Delivery Team conducted an evaluation of the program. The evaluation confirmed the value of the program and on-going support to continuing the program in 2018-19 with a raised profile and improved administrative functions.

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Portfolio Housing & Suburban Development

ISSUE: Interstate People Accessing Homelessness Services**Talking points:**

- While some may see the ACT as a city-state constrained by the ACT-NSW border the reality is that the ACT is at the centre of a regional economy.
- In many areas of health and welfare the ACT is the principal service centre for the surrounding local government areas.
- During 2017-18 around 320 people from interstate accessed specialist homelessness services in the ACT. The vast majority of these from NSW.
- Cross-border homelessness does cost the ACT Government approximately \$1.2 million every year, however, our homelessness service system operates on the basis of not turning vulnerable people away.

Background Information

- The Australian Institute of Health and Welfare (AIHW) is responsible for collating and reporting data on the Specialist Homelessness Services Collection. This is a national collection relating to all homelessness services funded under the previous National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH), as well as the new National Affordable Housing Agreement (NHHA).
- All the specialist homelessness services in the ACT contribute monthly data to the AIHW on the demographics of the clients, their needs and services.
- This data collection allows the ACT to estimate the number of clients who were living in another state one week before they sought assistance from an ACT agency.

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Portfolio Housing & Suburban Development

ISSUE: Room4Change: A Breathing Space to improve family safety**Talking points:**

- Room4Change is a therapeutic, residential behaviour change program for men who use domestic and family violence. The program provides tailored case management and support to families, partners and children including assistance to stay safely at home.
- In 2018-19, the ACT Government has allocated more than \$1.1 million to Room4Change. The program has the capacity to support up to 18 men, or up to 12 families, in nine properties at any one time.
- In the first 17 months of operation, a total of 33 men have been engaged with the program. Twelve men have been accommodated and 31 partners or ex-partners, with 56 accompanying children, have been supported.
- Since the program began, not one woman has had to leave her home as a result of her participating partner's behaviour.

Key Information

- In 2017-18, the ACT Government allocated \$1.04 million to Room4Change. This was for the ramp up phase of the program which increased the capacity of the program to support up to 12 men in six properties at any one time.
- The *Room4Change* pilot was announced in the 2016-17 Budget as part of the Safer Families Initiative, with total funding of \$2,763,850 over three years.
- *Room4Change* began on 1 April 2017 when case management, group work and support programs started for male participants and their families.
- Since the program became operational:
 - 33 men have been engaged in the program and 12 accommodated;
 - 31 partners (and/or ex-partners) and 56 children have been supported;
 - 11 men have participated in *Taking Responsibility for Respectful Relationships*, a behavioural change program;
 - 5 men have completed the closed Men's Behaviour Change Program, *Taking Responsibility for Respectful Relationships* program;

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- 5 men have completed the *Caring Dads* program; and,
- 1 children's program *Seasons for Growth* has been held.

Background

Statistics

- In August 2018:
 - 16 men were engaged in the program and three were accommodated;
 - there were four new accommodation referrals pending and these men were expected to access accommodation if deemed suitable. Participants continued to enter and exit the accommodation on a regular basis depending on needs and safety;
 - 15 partners (and/or ex-partners) and 28 children were accessing partner support (phone calls to face-to-face engagement);
 - Room4Change was completing intake for the next Behaviour Change Program
 - an open group to assist with readiness for the closed therapeutic groups had commenced. An average of six men had been attending each session. Example topics include 'What counts as violence', 'Can taking time out help? Can it harm?', 'Abusive or angry – how to tell the difference'.
 - the second Caring Dads group was underway with four men engaged in this group;
 - one man and his child were accommodated at *Dad's Place*.
- Reportable outcomes will be available once the first tranche of participants graduate from Room4Change in October 2018.

Program Model

- As a therapeutic, residential behaviour change program for men who use domestic and family violence, participants enter and exit accommodation on a regular basis depending on needs and safety.
- The Domestic Violence Crisis Service has a thorough assessment process in place to ensure readiness and commitment to *Room4Change*. The rigorous assessment process has contributed to a high retention rate in the program.
- It is too early to determine any long term outcomes for *Room4Change*. However, initial feedback from the Domestic Violence Crisis Service indicates the holistic, whole of family approach of the program is enabling an integrated and comprehensive response to family safety planning.

Evaluation

- DVCS has contracted a criminologist from ANU to undertake the *Room4Change* evaluation. The evaluation has passed ethics approval. It will assess effectiveness of implementation, and outcomes, including long term behaviour change. The Evaluation will include interviews with men, families, and other stakeholder groups, as well as, potentially, small focus groups and workshops.

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Portfolio Housing & Suburban Development

ISSUE: Domestic and Family Violence Services**Talking points:**

- Domestic and family violence remains the leading cause of homelessness for women and children in the ACT.
- All women's services in the ACT Specialist Homelessness Sector offer domestic and family violence support. Two services, Doris Women's Refuge and Beryl Women Inc., are funded exclusively to accommodate women and children escaping domestic violence who are in need of an immediate safety response.
- In the 2018-19 Budget, Doris and Beryl were allocated additional ongoing funding of at least \$100,000 per annum over the next four years. In addition:
 - \$100,000 per annum was allocated to Toora to support women and children escaping domestic and family violence; and
 - \$80,000 per annum was allocated to Karinya House for Mothers and Babies to support young pregnant women and mothers who are risk of entering the statutory system.
- These new Budget measures complement the funding committed to front line crisis services: Domestic Violence Crisis Service (DVCS) and Canberra Rape Crisis Centre.
- In 2018-19 the ACT Government will continue to support:
 - Room4Change, a therapeutic behaviour change program for perpetrators of domestic violence (\$1.116m); and
 - the Domestic Violence Christmas Program (\$75,000).
- The Domestic Violence Christmas program provides short-term accommodation and support, as well as safe exit options for families and individuals at risk of homelessness due to domestic violence, over the Christmas period.
- In 2017-18, the Domestic Violence Christmas program supported twelve families and five individuals. This included 16 adult females, one adult

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male and 20 children. The program provided 276 accommodation nights across six motels in Canberra.

Key Information

- Domestic and family violence remains the leading cause of homelessness for women and children in the ACT. In 2016/17:
 - 1,930 females (aged more than 18 years) accessed homelessness services and received 3,072 support periods;
 - The main reasons females sought assistance from homelessness services were:
 1. domestic/family violence (539; 11.7%);
 2. housing crisis (467; 10.2%);
 3. inadequate or inappropriate dwelling conditions (336; 7.3%); and
 4. relationship/family breakdown (248; 5.4%)

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Portfolio Housing & Suburban Development

ISSUE: SAFER FAMILIES GRANT PROGRAM PILOT**Talking points:**

- In 2016-17, the government echoed our commitment to tackling domestic and family violence by announcing the budget's landmark Safer Families package.
- As part of this commitment, the government commenced a piloted grant program that provides practical help to intimate partners who are leaving violence.
- The *Safer Families Grant Program* provides practical assistance by offering up to \$2,000 for eligible persons to cover the costs related to the establishment of a new private rental tenancy.
- Grant money can be used to pay up to four weeks rent, removal and storage costs, the cost of connecting utilities and services, or to buy the things people need to get their new home established.
- The grant is available for low to moderate income earners who are looking to access the private rental market and have received a rental bond loan from ACT Government. Grants are designed to complement the bond loan scheme, which works by covering up to 90% of your private rental bond when you enter a new tenancy agreement.

Key Information

- In 2016-17, the Safer Families Package committed \$21.42 million over four years to drive the next phase of government-backed responses to combat violence against women and children. Of this, a total of \$315,000 was committed to provision of the Safer Families Grant Program.
- In 2016-17, only two grants were administered. Housing ACT has worked to better promote the pilot program among services providers and service users. A total of 13 grants were administered in the 2017-18 financial year with a combined value of \$25,952.32. As of 3 October 2018, three grants had been issued.
- In light of the lower than anticipated take-up of the grants, Housing ACT brought forward the planned review of the grants program. The review recommended decoupling the Safer Families Grants Program from the Rental Bond Loan Scheme, and establishing a standalone Safer Families Grants Program which includes a broader range of eligible items for the grant.

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Housing & Suburban Development

ISSUE: Sector Capacity Places 2017-18

Table: Sector Capacity 2017-18

Subsector	Target Group	Number of Programs	Number of support places at any one time	Number of accommodation places (for individual or families) at any one time
Women – Domestic Violence inclusive	Women (with or without accompanying children) who are at risk of or experiencing homelessness	8	174	84
Men	Men who are at risk of or experiencing homelessness	6	185	62
Families	Families in all their diversity who are at risk of or experiencing homelessness	3	51	37
Youth	Young people who are at risk of homelessness	8	242	112
Aboriginal and Torres Strait Islander specific	Aboriginal and Torres Strait Islander individuals or families who are at risk of or experiencing homelessness	5	35	12
General support (food services)	People who are at risk of or experiencing homelessness	3	120	0
General support (housing, information and advice)	People who are at risk of or experiencing homelessness	7	98	14
General support (information and advice)	People who are at risk of or experiencing homelessness including advice and support for older Canberrans, financial counselling and court advocacy support for those experiencing domestic and family violence	5	40	0
Sector Development	Policy advocacy and support and sector development support	3	0	0
Total		48	945	321

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Housing & Suburban Development

ISSUE: Sector Capacity Places 2018-19

Table: Sector Capacity 2018-19

Subsector	Target Group	Number of Programs	Number of support places at any one time	Number of accommodation places (for individual or families) at any one time
Women – Domestic Violence inclusive	Women (with or without accompanying children) who are at risk of or experiencing homelessness	9	190	85
Men	Men who are at risk of or experiencing homelessness	6	192	63
Families	Families in all their diversity who are at risk of or experiencing homelessness	3	51	37
Youth	Young people who are at risk of homelessness	8	242	112
Aboriginal and Torres Strait Islander specific	Aboriginal and Torres Strait Islander individuals or families who are at risk of or experiencing homelessness	5	35	12
General support (food services)	People who are at risk of or experiencing homelessness	3	60	0
General support (housing, information and advice)	People who are at risk of or experiencing homelessness	7	163	39
General support (information and advice)	People who are at risk of or experiencing homelessness including advice and support for older Canberrans, financial counselling and court advocacy support for those experiencing domestic and family violence	5	40	0
Sector Development	Policy advocacy and support and sector development support	3	0	0
Total		48	973	348

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Housing & Suburban Development

ISSUE: Support placements in the Homelessness Sector**Talking points:**

- When we talk about placements— what we are largely talking about is funding for intensive case management support.
- Which is really staff time and resources to increase the capacity of the service to support more people.
- One support placement could be one person for a month - or a family of six for three months.
- Some families will require intensive support for a long time, other families may require less intensive support for a shorter period.
- Depending on family size and length of support this could be hundreds of individuals and families in a single year.
- For example while we currently have 900 placements across the sector at any one time— in 2017-18 the sector supported nearly 5,000 clients.

How are support place numbers estimated?

- The ACT Government provides over \$20 million per year to 48 specialist homelessness services sector to deliver homelessness support.
- Within the funding provided to each organisation we determine the number of support places that can be resourced, taking into consideration the type of service and service demand.
- Support places are determined by estimating the cost of providing organisational resourcing, including staff, to provide intensive case management support, accommodation or outreach support to a person, per day, over a year.
- By funding support places rather than beds, we give services the flexibility to provide case management support to a person or family no matter what their tenure is, enable early intervention and prevention approaches and increase the capacity of the system to deliver services to a larger number of people.

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How is the additional \$6.524 m in homelessness funding being allocated?

- The \$6.524 million in funding includes:
 - \$100,000 per annum to specialist domestic violence services, Doris Womens' Refuge, Beryl Women Inc and Toora Women Inc;
 - \$80,000 per annum for Karinya House for Mothers and Babies Inc;
 - \$1.8 million over four years for a new service to better support asylum seekers and other migrants with uncertain immigration status who are in need of housing assistance.
 - Over \$1.7 million over four years will also go to establish support for older women who are either homeless or at risk of becoming homeless.
 - \$586,000 over four years for OneLink to extend its operating hours and access brokerage funds, so that appropriate crisis support can be provided at the time it's needed.

How many beds does the additional funding provide?

- We have estimated that the new funding will provide an additional 36 places *at any one* time across all the funded programs.
- This funding scales up over the four years – from \$1.2 million in the first year up \$2.05 million in the fourth year.
- Therefore, the number of placements also scale up from 28 in 2018-19 to 45 in 2021-23.

Key information

- In 2018-19 Budget, \$6.524 million over four years was allocated to provide further support to our frontline services and address these gaps.
- The funding for this budget initiative scales up over the four years (budget table below refers). Therefore, placements also scale up from 28 in 2018-19 to 45 in 2021-23. Based on this we have estimated that the sector can employ additional staff time to undertake intensive case management for 36 individuals or families at any one time.
- The placements do not equate to beds. We are funding staff time and resources to increase the capacity of the service to support more people. One support placement could be one person for a month - or a family of six for three months, depending on

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the level of support required. Depending on family size and length of support this could be hundreds of individuals and families in a single year. For example – we currently have 900 placements across the sector at any one time– which supported nearly 5,000 clients last year.

Background – suitable for public disclosure

- The \$6.524 million in funding for more frontline homelessness services includes:
 - \$100,000 per annum to specialist domestic violence services, Doris Womens' Refuge, Beryl Women Inc and Toora Women Inc;
 - \$80,000 per annum for Karinya House for Mothers and Babies Inc;
 - \$586,000 over four years for OneLink to extend its operating hours and access brokerage funds, so that appropriate crisis support can be provided at the time it's needed.
- More than \$1.8 million over four years will be allocated to establish a new service to better support asylum seekers and other migrants with uncertain immigration status who are in need of housing assistance.
 - This funding will provide medium term accommodation and support to gain community connections, employment, education and training to enable people to sustain accommodation in the longer term, while their immigration status is being resolved.
- Over \$1.7 million over four years will also go to establish support for older women who are either homeless or at risk of becoming homeless.
- The ACT government will work with the community sector and service users over the coming months to design the new programs for asylum seekers and older women to ensure the funding will address key service gaps.

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Housing & Suburban Development

ISSUE: **Coming Home Program and Managed Transitional Program**
(formerly known as the Managed Accommodation Program)

Talking points:

- There are two key services in the ACT that support women and men exiting corrections who are at risk homelessness and recidivism. These are Toora Women Inc's *Coming Home Program*, and EveryMan Australia's *Managed Transitional Program*.

Coming Home Program

- The Coming Home Program provides wrap around support to women exiting the Alexander Maconochie Centre (AMC). Toora establishes a supportive relationship with women while they are incarcerated at the AMC.
- Upon release, the Coming Home Program continues to provide women with intensive case management and accommodation support if needed.
- The Coming Home Program has the capacity to support 20 women, (with or without children) exiting the AMC at any one time. Five of these support places include accommodation in properties provided by Housing ACT. This accommodation can be individual or shared.
- In 2017-18, Housing ACT provided funding of \$363,562 for the Coming Home Program.

Managed Transitional Program

- The Managed Transitional Program provides men leaving the AMC with intensive case management and support for up to twelve months. EveryMan Australia connects clients with community resources and support networks, as well assistance to help them maintain and sustain stable accommodation.
- The Managed Transitional Program has the capacity to support 25 men exiting the AMC at any one time. Fifteen of these support places include accommodation in properties provided by Housing ACT.
- In 2017-18, Housing ACT provided funding of \$524,749 for the Managed Transitional Program.

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Key Information

- The objectives of both programs are to ensure that people exiting correctional facilities are able to improve their safety, health and wellbeing outcomes; increase their skills and confidence to manage future crisis; increase their capacity to access community resources, education and support networks; and are better able to sustain suitable accommodation.
- For 2018-19, the Coming Home Program will receive \$372,469 and the Managed Transitional Program will receive \$537,605.

Coming Home Program

- The Coming Home program manages five properties on a head lease agreement with Housing ACT.
- Support services in the form of case management continue with the Coming Home Program, where appropriate.
- Referrals to the Coming Home Program are received through the Justice and Community Safety Directorate.

Managed Transitional Program

- The Managed Transitional Program provides tenancy and property management for men accommodated in 15 properties.
- Support services are delivered as a component of the Justice and Community Safety Directorate's Managed Accommodation Program for people exiting the AMC and related criminal justice programs.
- Case management is in place for 100% of the service users and brokerage is provided to address particular needs of service users or their families.

Background Information – from the annual report

The Coming Home Program delivered by Toora Women Inc. and the Managed Accommodation Program (MAP) delivered by EveryMan Australia provided 45 support places for people who are exiting institutions who may be at risk of experiencing homelessness.

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Housing & Suburban Development

ISSUE: Asylum Seeker Transitional Accommodation (ASTA) Program**Talking points:**

- In 2017-18 Housing ACT worked in partnership with Everyman Australia to continue the Asylum Seeker Transitional Accommodation (ASTA) Program.
- The ASTA Program supports unaccompanied men on bridging visas, who are living in the ACT community, while their applications for protection visas are processed.
- The program has capacity to accommodate 21 men in seven Housing ACT properties at any one time. Tenancy/accommodation support is provided by EveryMan Australia while Companion House, Canberra Refugee Support and the Australian Red Cross provide support services.
- Housing ACT provides EveryMan Australia with properties for the ASTA program at a greatly subsidised rent. This ensures that program clients have access to safe and secure accommodation while they are supported to rebuild their lives and achieve community inclusion.
- The ACT Government remains committed to welcoming asylum seekers and refugees into the Canberra community. In the 2018-19 Budget, an additional \$1.8 million was committed (over four years) to support asylum seekers and migrants with uncertain immigration status.

Key Information

- The ASTA Program commenced in September 2012 to provide transitional, safe accommodation for unaccompanied male asylum seekers.
- Housing ACT has a Services Partnership Agreement in place with EveryMan Australia, a specialist men's service provider, to provide the program.
- The program has capacity to accommodate 21 men in seven properties. The program utilises the opportunity provided by properties within the Housing ACT portfolio slated for redevelopment. Everyman Australia utilises this stock without reducing stock available for allocation to those on the public housing waiting list.
- Feedback from EveryMan Australia highlights that individuals supported by the property have a strong ability to sustain a tenancy and require a low level of case management support.

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Background Information – from the annual report

Housing ACT continued to work in partnership with Everyman Australia to ensure the continuation of the Asylum Seeker Transitional Accommodation (ASTA) program through the provision of six properties. The ASTA Program provides transitional accommodation for up to 21 men so that they can access safe, secure accommodation, and be supported to achieve community inclusion.

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Housing & Suburban Development

ISSUE: St Vincent de Paul – Oaks Estate

Talking points:

- There are 78 public housing properties in Oaks Estate – 38 are head leased to St Vincent de Paul and eight to Havelock Housing Association and Everyman Australia. The remainder are managed by Housing ACT.
- With the transition to the National Disability Insurance Scheme the block funding to deliver supported accommodation and outreach services provided by St Vincent de Paul ceased.
- St Vincent de Paul continues to provide support services for Oaks Estate residents through a Community Room model that was being funded through its own resources.
- Housing ACT has agreed to not charge rent to St Vincent de Paul for the Community Room while sustainable service delivery arrangements and costing models are being developed.
- Earlier in 2018, St Vincent de Paul was successful in securing \$449,000 funding through the National Disability Insurance Agency's Information, Linkage and Capacity building (ILC) grants program and commenced a two-year pilot *Community Inclusion Program* on 2 July 2018.
- The new program is operated from the Oaks Estate community room and provides participants with opportunities for social inclusion.
- Housing ACT continues to maintain properties at Oaks Estate.

Key Information

- St Vincent de Paul has been at Oaks Estate for some years and has worked to manage the tenancies and improve the environment and amenity of the area.
- Housing ACT has been considering a number of options for future arrangements – including capital upgrades to improve the properties and surrounds; mixed tenure arrangements (including the possibility of a long term lease arrangement to a community organisation).

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Background Information

- On 13 May 2018, Minister for Housing and Suburban Development agreed to Housing ACT's recommendation that community organisation/s manage the public housing properties in Oaks Estate. This will include an open procurement process for the transfer of properties to a community housing provider. Housing ACT is currently drafting the procurement documentation to enable this to occur.

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Housing & Suburban Development**ISSUE: HOMELESSNESS KEY FACTS AND SERVICES****Talking points:**

- In 2018-19, the ACT Specialist Homelessness Sector is continuing to focus on early crisis intervention to prevent chronic homelessness.
- This year, the ACT Government has allocated more than \$23.4 million to the ACT Specialist Homelessness Sector to provide 50 programs that support people at risk of, or experiencing homelessness.
- These programs include crisis accommodation, preventative and early intervention tenancy support and support services such as counselling, financial management and living skills.
- Collectively, the sector has the capacity to provide 973 support places and 348 accommodation places at any one time.
- Funding of \$23.4 million for the ACT Specialist Homelessness Sector in 2018-19 includes the additional \$1.227 million announced in the recent ACT Government Budget:
 - \$700,800 to address service delivery gaps for women;
 - \$384,600 to support asylum seekers and migrants with uncertain immigration status; and
 - \$142,000 to extend OneLink's operating hours and increase brokerage.

Key InformationFunding

- In 2017-18, the ACT Specialist Homelessness Sector received funding of \$21.4 million. This funding was allocated to 27 providers for the provision of 48 programs. The sector had the capacity to provide 945 support places and 321 accommodation places at any one time.
- In 2018–19, the ACT Government has allocated more than \$23 million to the ACT Specialist Homelessness Sector to provide 50 programs to support people at risk of, or experiencing homelessness. Of this:
 - \$5.8 million is allocated to nine programs to support women (with or without accompanying children);
 - \$3.8 million is allocated to six programs to support men;

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- \$1.7 million is allocated to three programs that specifically support families (in all of their diversity);
 - \$5.2 million is allocated to eight programs that support young people up to the age of 25;
 - \$1 million is allocated to five programs that support Aboriginal and Torres Strait Islander families;
 - \$265,000 is allocated to three free food programs; and
 - \$5.5 million is allocated to 16 general support services including the Early Morning Centre, OneLink, Street to Home, sector support and advocacy.
- The 2018-19 ACT Government Budget included funding of \$6.524 million over four years to fund specific services and programs that focus on:
 - women and children, particularly those at risk of or experiencing domestic and family violence;
 - older women experiencing homelessness; and
 - asylum seekers and migrants with unresolved immigration status.
 - This will see two new programs developed and implemented in the ACT Specialist Homelessness Sector in 2018-19.

Data

- OneLink data:
 - shows as at 5 October there were 24 rough sleepers accessing its service.
- What these figures don't show are the people who are not yet at the level of engagement where they are able to be put on a waiting list for accommodation. They may however be accessing the Early Morning Centre, Street to Home and other homelessness services.
- The 2016 Census found there were 54 people sleeping rough in the ACT on Census night. This is consistent with the government's understanding of how many people are sleeping rough in the ACT on any one night.
- A list of all services within the ACT Specialist Homelessness Sector is attached:

Funding 2018-19 (incl. indexation, excl. GST ERO)	Program Outputs
General Support (Housing)	
\$398,399.28	<u>St Vincent de Paul – Street to Home</u> Workers actively seek out people who are sleeping on the streets and attempt to provide intensive case management. Specifically, the service is contracted to provide: <ul style="list-style-type: none"> ● Support services to up to 30 chronically homeless people living in the ACT at any one time; and

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QUESTION TIME BRIEF

	<ul style="list-style-type: none"> 6 emergency accommodation places at any one time.
\$355,419.03	Uniting Care - Early Morning Centre (EMC) Free breakfast and takeaway meals; support and referral services; workshops, lockers, shower and mail facilities from 7:30 to 2.00pm each weekday.
\$875,366.37	Woden Community Services - OneLink Information and support services to people experiencing or at risk of homelessness.
\$753,888.07	Woden Community Service - Sustaining Tenancies Program Early intervention and outreach support to those at risk of homelessness to maintain housing and assist service users to access sustainable housing.
\$75,000.00	Domestic Violence Crisis Service (DVCS) – Domestic Violence Christmas Initiative Support and temporary crisis accommodation to people (with or without children) who have been subjected to domestic violence.
\$130,000.00	Toora women & EveryMan Aust. –Tenant Assistance Program People who are risk of, or experiencing homelessness. Specifically the service is contracted to provide: <ul style="list-style-type: none"> 13 accommodation places; and 13 support places, at any one time.
\$336,452.86	Northside Community Service Common Ground Tenant Support.
\$141,592.76	ACT Shelter Housing and homelessness policy advice and advocacy.
\$278,500.00	Trauma Project.
\$40,000.00	Joint Pathways Sector support/engagement.
General Support (Information/Advice)	
\$580,035.81	Canberra Rape Crisis Centre Crisis intervention, counselling and Education to people who have experienced, or affected by, or at risk of sexual violence; and/or their family members and supporters.
\$220,300.72	Domestic Violence Crisis Service(DVCS) – Court Advocacy Program Advocacy and support for people (with or without children) who have been subjected to domestic violence
\$120,961.25	Woden Community Service - The Big Issue Management and support for distributors of the publication.
\$81,627.66	Council Of The Ageing (COTA) Counselling, advice and support for at least 5 older people at any one time, on issues relating to housing and homelessness.
\$111,453.47	Care Inc. - Care Financial Service Financial advice and counselling for people who are homeless or at risk of homelessness and advocate on behalf of clients on financial matters.
\$100,000	TBA- Sector training to be rolled out in 2018-19
General Support (Free Food Services)	
\$232,371.06	Australian Red Cross - Road House Free food service
\$155,093.43	Blue Door The service provides Support Services for people who are at risk of, or experiencing homelessness. Specifically, the Service is contracted to provide: Support Services to a minimum of 50 people at any one time.
\$24,000	Soup Kitchen Free food service Friday 4:00-6:00pm out of the Griffin Centre, Canberra City

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\$8,740.18	<u>Hare Krishna – Food for Life</u> <u>Free food service Wednesday and Saturday 4:30 -5:30 out of the Griffin Centre, Canberra City</u>
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Funding 2018-19 (incl. indexation, excl. GST ERO)	Program Outputs
Men	
\$852,976.94	<u>EveryMan – Early Intervention Program</u> Support services, following a case management approach, for men who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide: <ul style="list-style-type: none"> • Support Services to a minimum of 36 men at any one time; and • Tenancy/Property Management for up to 20 properties to accommodate service users. Case Management in place for 100% of service users where applicable.
\$607,610.89	<u>EveryMan Australia – Managed Transitional Program</u> Support services, following a case management approach, for men who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide: <ul style="list-style-type: none"> • Support Services to a minimum of 25 men as a component of the Justice and Community Safety Directorate’s (JACS) Managed Accommodation Program for people exiting the Alexander Maconachie Centre and related criminal justice programs; • Tenancy/Property Management for 15 properties used to accommodate service users; • Case Management in place for 100% of service users. • Brokerage to address a particular need of a service user or family. • One off assistance as required by those seeking assistance.
\$733,581.84	<u>St Vincent de Paul – Samaritan House</u> Support Services and Tenancy/Property Management for men who are at risk of, or experiencing homelessness. Specifically, he service is contracted to provide: <ul style="list-style-type: none"> • Support Services to a minimum of 13 men at any one time; and • Tenancy/Property Management for one (1) property used to accommodate 13 men. • Case Management in place for 100% service users.
\$155,093.43	<u>St Vincent de Paul – Blue Door</u> The service provides Support Services for people who are at risk of, or experiencing homelessness. Specifically, the Service is contracted to provide: <ul style="list-style-type: none"> • Support Services to a minimum of 50 people at any one time.
\$757,014.60	<u>Domestic Violence Crisis Service – Room for Change</u> The service provides a domestic violence prevention program through a therapeutic residential program that will reduce the likelihood of men using domestic and family violence (DFV), to enable women and children. <ul style="list-style-type: none"> • Specifically, the service is contracted to provide: Support Services through therapeutic program, case management support, counselling, parenting support, group work living skills training, outreach support and referral to a minimum of 12 families at any one time; and • Tenancy/Property Management for up to 9 properties used to accommodate up to 18-20 men. • Workshop with key government stakeholder on full operational of service delivery.
\$708,626.88	<u>CatholicCare Canberra and Goulburn – MINOSA (Men in Need of Supported Accommodation) and Assist (Support with case management).</u> The service provides support to men who are at risk of or experiencing homelessness. Specifically, the service is contracted to provide: <ul style="list-style-type: none"> • Support Service to a minimum of 50 people at any one time; and • Tenancy/Property Management for 1 property used to accommodate six men at any one time. Case Management in place for 100% of service users.

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Funding 2018-19 (incl. indexation, excl. GST ERO)	Program Outputs
Aboriginal and Torres Strait Islander people	
\$80,624.65	<p><u>Gugan Gulwan -Youth Aboriginal Corporation</u> This service provides outreach support and case management for young Aboriginal and Torres Strait Islander people experiencing or at risk of homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 6 service users at any one time.
\$136,804.57	<p><u>Winnunga Nimmityjah - Housing Liaison Service</u> This service provides information advice and advocacy to support service users to access appropriate housing options and support people to sustain their tenancies. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 5 clients at any one time.
\$125,787.36	<p><u>Winnunga Nimmityjah - Home Maintenance Program</u> This service provides home maintenance assistance to Aboriginal and Torres Strait Islander tenants who are at risk of eviction from their Housing ACT property; and offers Aboriginal and Torres Strait Islander people involved in the criminal justice system opportunity to develop work skills in home maintenance assistance. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 10 clients at any one time.
\$319,717.32	<p><u>Toora - Indigenous Boarding House Network</u> This service supports Aboriginal and/ or Torres Strait Islander families experiencing, or at risk of experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 6 service users; and • Tenancy/Property Management for 6 service users.
\$384,820.37	<p><u>Toora -Indigenous Program</u> This service supports Indigenous families (in all of their diversity) who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to 8 service users; and • Tenancy/Property Management for 6 service users.
\$123,221.92	<p><u>ACTCOSS- Gulanga Program</u> Support and training to Aboriginal and Torres Strait Islander workers.</p>

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Funding 2018-19 (incl. indexation, excl. GST ERO)	Program Outputs
Families	
\$683,835.18	<p><u>Toora Women – Family Program</u> Families (in all of their diversity) who are experiencing, or at risk of experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services for up to 15 families in all their diversity; and • Tenancy/property management for 12 properties used to accommodate up to 13 families at any one time.
\$869,520.62	<p><u>St Vincent de Paul – Family Service</u> Families (in all of their diversity) who are experiencing, or at risk of experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services for up to 27 families in all their diversity; and Tenancy/Property management for 17 families any one time.
\$227,799.74	<p><u>Communities@Work – Reach Home</u> Families (in all of their diversity) who are experiencing, or at risk of experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services for up to 9 families in all their diversity; and Tenancy/Property management for 7 families any one time.

Funding 2018-19 (incl. indexation, excl. GST ERO)	Program Outputs
Women (Domestic Violence inclusive)	
\$406,857.35	<p><u>Toora Women Inc.-Coming Home Program</u> Women (with or without accompanying children) exiting corrections who are at risk of, or experiencing homelessness and recidivism. Specifically, the program is contracted to provide:</p> <ul style="list-style-type: none"> • 5 accommodation places; and • 20 support places, at any one time.
\$574,801.22	<p><u>Toora Women Inc-Women and Children’s Program</u> Women with accompanying children who are at risk of, or experiencing homelessness. Specifically, the program is contracted to provide:</p> <ul style="list-style-type: none"> • Accommodation; and • support for up to 11 families, at any one time.
\$1,238,426.28	<p><u>Toora Domestic Violence and Homelessness Service</u> Women (with or without accompanying children) who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • 23 accommodation places; and • 57 support places at any one time.
\$716,537.29	<p><u>Karinya House for Mothers and Babies</u> Women in their final stages of pregnancy who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • 7 accommodation places; and

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	<ul style="list-style-type: none"> 19 support places, at any one time.
\$674,465.46	<p><u>Beryl Women Inc</u> Women with accompanying children who are in need of immediate safety escaping domestic and family violence. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> 9 accommodation places; and 15 support places for 15 families.
\$586,930.93	<p><u>Doris Women's Refuge</u> Women with accompanying children who are in need of immediate safety escaping domestic and family violence. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> 7 accommodation places; and 14 support places for families.
\$910,089.20	<p><u>YWCA-Housing Support Unit</u> Women (with or without children) who are at risk of, or experiencing homelessness. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> 13 accommodation places; and 13 support places for families.
\$412,890.33	<p><u>Northside Community Service-Women's Program</u> Women who are at risk of, or experiencing homelessness. Specifically, the program provides up to 10 accommodation and 30 support places at any one time.</p>
\$320,000.00	<p><u>TBA- Older persons Program</u> To be developed in 2018-19.</p>

Funding 2018-19 (incl. indexation, excl. GST ERO, & co-contribution)	Program Outputs
Youth	
\$410,422.75	<p><u>Barnardos – Friendly Landlord Service</u> The service supports young people to engage with the private rental market by offering access to help to sustain a tenancy, mentorship, advocacy, life skills training, and warm referral services. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> Support Services to a minimum of 80 young people at any one time; Tenancy/Property Management for 30 properties used to accommodate 60 young people at any one time; and Case Management Plans in place for 100% of service users where applicable.
\$339,044.99	<p><u>Barnardos - Youth Identified Accommodation and Support Program (YIASP)</u> The service facilitates accommodation arrangements establishing agreements to respect both parties needs and interests; and provides rental assistance and to assist young persons to reside with a support family of choice (no accommodation provided directly). Specifically the service is contracted to provide:</p> <ul style="list-style-type: none"> Support Services to a minimum of 20 young people at any one time; and Case Management Plans in place for 100% of service users where applicable.
\$529,396.98	<p><u>Barnardos - Our Place: Youth Integrated Education and Accommodation Service</u> The service provides Shared accommodation for young people through a foyer model including mentoring and life skills. Service users must be engaged in study to be eligible for the program. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> Support Services to a minimum of 24 young people at any one time Tenancy/Property Management for: <ul style="list-style-type: none"> 15 properties at any one time, including one (1) used as an office; Tenancy Management for 14 units to accommodate up to 24 young people at any one time; and Case Management Plans in place for 100% of service users where applicable.

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\$356,130.45	<p><u>CatholicCare - Youth Housing Support Service</u></p> <p>The service offers support including early intervention, outreach, case management and crisis support assisting young people to identify/respond to issues sustaining longer term accommodation. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 35 young people at any one time; and Case Management Plans in place for 100% of service users where applicable.
\$284,382.41	<p><u>Conflict Resolution Service – “Family Tree House” Crisis Mediation Service</u></p> <p>The service provides crisis mediation focussed on resolving family conflict and keeping young people at home if safe to do so, including crisis support, mediation, outreach, warm referral and action plans. Specifically the service provides:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 20 young people at any one time; and Case Management Plans in place for 100% of service users where applicable.
\$2,903,618.43	<p><u>Salvation Army - Youth Emergency Accommodation Network (YEAN)</u></p> <p>The service provides supported emergency accommodation within a case management framework through four housing clusters (each with 3 houses) including 24/7 staffing for crisis support. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 24 young people; <p>Tenancy/property management for 12 properties; and Case Management Plans in place for 100% of service users where applicable.</p>
\$ 216,984.27	<p><u>St Vincent de Paul - Young Parents Accommodation Support Program</u></p> <p>Supported accommodation outreach and tenancy management support for young parents (16-25) with children. Provides 4 accommodation places and support services for up to 24 young people at any one time. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 24 young people at any one time; • Tenancy/Property Management for four (4) properties used to accommodate four (4) young people (and their children) at any one time; and Case Management Plans in place for 100% of service users where applicable.
\$211,611.13	<p><u>Ted Noffs – “Take Hold” Mentoring and Living Skills Program</u></p> <p>The service provides mentoring and life skills training for young people including individual advocacy and warm referral and support to access/maintain tenancies. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 15 young people at any one time; and Case Management Plans in place for 100% of service users where applicable.

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Portfolio Housing & Suburban Development

ISSUE: Women Services (including older women)**Talking points:**

- Women's services in the ACT Specialist Homelessness Sector have extensive experience and expertise in supporting the unique needs of women, with or without accompanying children.
- In 2018-19, the ACT Government has allocated more than \$5.8 million to nine programs within the ACT Specialist Homelessness Sector that exclusively support women, with or without children. Programs include crisis accommodation, transitional housing, domestic violence counselling, education and advocacy.
- Collectively, these programs provide 190 support places and 85 accommodation places at any one time
- All women's services offer domestic and family violence support. Two services, Doris Women's Refuge and Beryl Women Inc., are funded exclusively to accommodate women and children escaping domestic violence who are in need of an immediate safety response.
- Funding in 2018-19 includes \$700,800 from the ACT Budget:
 - \$100,000 each to three specialist domestic violence services: Beryl, Toora and Doris;
 - \$80,000 to Karinya House for Mothers and Babies; and
 - \$320,000 for the design and delivery of a program, specifically targeted at older women at risk of homelessness.
- Older women are disproportionately over-represented among low income people in housing stress, often through the financial set-backs of divorce and disrupted working patterns through child rearing. The aim of this program will be to support women into affordable housing options in both the public and private sectors.
- In 2017-18, ACT Government funding for women's services within the ACT Specialist Homelessness Sector totalled \$4.7 million. Collectively,

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there were 8 programs that provided 174 support places and 84 accommodation places at any one time.

Key Information

- Domestic and family violence remains the leading cause of homelessness for women and children in the ACT.
- During 2016-2017*:
 - 1,930 females (aged more than 18 years) accessed homelessness services and received 3,072 support periods (AIHW, *Table ACT CLIENTS:1*)
 - The main reasons females sought assistance from homelessness services were:
 1. domestic/family violence (539; 11.7%);
 2. housing crisis (467; 10.2%);
 3. inadequate or inappropriate dwelling conditions (336; 7.3%); and
 4. relationship/family breakdown (248; 5.4%) (AIHW TABLE ACT 14).

**AIHW data for 2017-18 will be available late December 2018.

- The 9th Parliamentary Agreement identifies older women as a target group and the new ACT Housing Strategy will seek to deliver improved housing outcomes for this groups.
- Older women are able to access other services provided by the sector, including accommodation, counselling, and food services and material relief. Services for women, including older women, include up to 92 accommodation places at any one time, and 176 support places.

Background Information

- In 2017-18, ACT Government funding for women's services within the ACT Specialist Homelessness Sector totalled \$4.7 million. Collectively, there were 8 programs that provided 174 support places and 84 accommodation places at any one time.
- There are currently six agencies funded to deliver nine programs, providing 85 accommodation places and 190 support places.

2018-19 Funding(Excl. GST & co-contribution; Incl. Indexation)	Service Description
\$406,857.35	<u>Toora Women Inc.-Coming Home Program</u> Women (with or without accompanying children) exiting corrections who are at risk of, or experiencing homelessness and recidivism. The program has 5 accommodation places and up to 20 support places.

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QUESTION TIME BRIEF

\$1,238,426.28	<u>Toora Domestic Violence and Homelessness Service</u> Women (with or without accompanying children) who are at risk of, or experiencing homelessness. The program has 23 accommodation places and up to 59 support places.
\$716,537.29	<u>Karinya House for Mothers and Babies</u> Women in their final stages of pregnancy who are at risk of, or experiencing homelessness. The program has 7 accommodation and 19 support places.

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QUESTION TIME BRIEF

2018-19 Funding(Excl. GST & co-contribution; Incl. Indexation)	Service Description
\$574,801.22	<u>Toora Women Inc.-Women and Children's Program</u> Women with accompanying children who are at risk of, or experiencing homelessness. The program provides accommodation and support places for up to 11 families.
\$674,465.46	<u>Beryl Women Inc.</u> Women with accompanying children who are in need of immediate safety escaping domestic and family violence. The service provides 9 accommodation and support places for up to 15 families.
\$586,930.93	<u>Doris Women's Refuge</u> Women with accompanying children who are in need of immediate safety escaping domestic and family violence. The service provides 7 accommodation and support places for up to 14 families.
\$910,089.20	<u>YWCA-Housing Support Unit</u> Women (with or without children) who are at risk of, or experiencing homelessness. The program provides accommodation and support to 13 families.
\$412,890.33	<u>Northside Community Service-Women's Program</u> Women who are at risk of, or experiencing homelessness. The program provides 10 accommodation and up to 30 support places.
\$320,800	<u>Older Women's Program</u> 2018-19 ACT Government Budget Initiative for the design and delivery of a program, specifically targeted at older women at risk of homelessness. The program will support up to 9 women
TOTAL:	\$5,841,798.06

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Portfolio Housing & Suburban Development**ISSUE: MEN'S SERVICES****Talking points:**

- Men's services in the ACT Specialist Homelessness Sector have extensive experience and expertise in supporting the unique needs of men.
- In 2018-19, the ACT Government has allocated \$3.8 million to six programs within the ACT Specialist Homelessness Sector that provide targeted support for men.
- All programs are provided under a personalised case management approach, assisting men to identify specific needs and goals including obtaining and sustaining long term accommodation.
- Collectively, these programs provide 192 support places and 63 accommodation places at any one time.
- In addition to these services, men can also access non-gendered services within the homelessness sector. These include free food services, the Early Morning Centre, Street-to-Home etc.

Key Information

- In 2016-17*, 1,339 men (aged over 18 years) accessed specialist homelessness services (29.2% of all people accessing ACT homelessness services).

*AIHW data for 2017-18 will be available late December 2018.

Background Information

- In 2016-17, the majority (82%) of all clients supported by the St Vincent de Paul's Street to Home program were men. The Street to Home program provides assertive outreach and actively seeks out those who are sleeping on the street, in their cars or in makeshift dwellings.
- Anecdotal evidence from the Uniting Care's Early Morning Centre and the Australian Red Cross' Roadhouse program indicate that men account for the majority of the clients of these free food services.
- Support Services are defined as any form of general or specialist service(s) provided by an Organisation to a Service User, which helps to address their homelessness or the factors contributing to them being at risk of homelessness. This support is tenure neutral (independent of the Service User's accommodation/tenancy status).
- Tenancy/property management is undertaken in line with the *Residential Tenancies Act 1997* in relation to Service Users accommodated in properties managed by the Organisation.

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- In 2017-18, the ACT Government allocated \$3.3 million to the above six programs that provided targeted support for men. Collectively, these programs provided 185 support places and 62 accommodation places at any one time.

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ACT Government funded Specialist Homelessness Services for men are:

Funding 2018-19 (incl. indexation, excl. GST ERO, & co-contribution)	Program Outputs
\$852,976.94	<p><u>EveryMan – Early Intervention Program</u></p> <p>The service provides support services, following a case management approach, for men who are at risk of, or experiencing homelessness. The service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 36 men at any one time. • Tenancy/Property Management for up to 20 properties to accommodate service users. • Case Management in place for 100% of service users where applicable.
\$607,610.89	<p><u>EveryMan Australia – Managed Transitional Program</u></p> <p>The service provides support services, following a case management approach, for men who are at risk of, or experiencing homelessness. The service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 25 men as a component of the Justice and Community Safety Directorate’s (JACS) Managed Accommodation Program for people exiting the Alexander Maconachie Centre and related criminal justice programs. • Tenancy/Property Management for 15 properties used to accommodate service users. • Case Management in place for 100% of service users. • Brokerage to address a particular need of a service user or family. • One off assistance as required by those seeking assistance.
\$733,581.84	<p><u>St Vincent de Paul – Samaritan House</u></p> <p>The service provides Support Services and Tenancy/Property Management for men who are at risk of, or experiencing homelessness. The service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 13 men at any one time. • Tenancy/Property Management for one (1) property used to accommodate 13 men. • Case Management in place for 100% service users.
\$757,014.60	<p><u>Domestic Violence Crisis Service – Room for Change</u></p> <p>The service provides a domestic violence prevention program through a therapeutic residential program that will reduce the likelihood of men using domestic and family violence (DFV), to enable women and children. The service will be implemented in different phases including program establishment, initial service delivery, ramp-up of service delivery, full operation model, and evaluation. When fully operating, the service is contracted to deliver:</p> <ul style="list-style-type: none"> • Tenancy/Property Management for up to 9 properties used to accommodate up to 18-20 men. • Support Services through therapeutic program, case management support, counselling, parenting support, group work living skills training, outreach support and referral to a minimum of 12 families at any one time.

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QUESTION TIME BRIEF

Funding 2018-19 (incl. indexation, excl. GST ERO, & co-contribution)	Program Outputs
\$155,093.43	<p><u>St Vincent de Paul – Blue Door</u></p> <p>The service provides Support Services for people who are at risk of, or experiencing homelessness. The Service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 50 people who are at risk of, or experiencing homelessness at any one time.
\$708,626.88	<p><u>Catholic Care Canberra and Goulburn – MINOSA House (Accommodation) and ASSIST (Support with case management).</u></p> <p>MINOSA (Men In Need of Supported Accommodation) House provides support to men who are at risk of, or experiencing homelessness.</p> <p>ASSIST (Aiding in Secure, Safe, Independent and Stable Tenancies) provides Support Services for people who are at risk of, or experiencing homelessness.</p> <p>Together, these services are contracted to provide:</p> <ul style="list-style-type: none"> • Support Service to a minimum of 50 people at any one time. • Tenancy/Property Management for 1 property used to accommodate six men. • Case Management in place for 100% of service users.

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Portfolio Housing & Suburban Development

ISSUE: Youth Homelessness key facts and Services

Talking points:

- Youth services in the ACT Specialist Homelessness Sector have extensive experience and expertise in supporting the unique needs of young people aged 16 to 26 years.
- In 2018-19, the ACT Government has allocated \$5.2 million to eight programs within the ACT Specialist Homelessness Sector that support young people. Programs include crisis accommodation, transitional housing, counselling and living skills.
- Collectively, these programs provide 242 support places and 112 accommodation places at any one time.
- In addition, Gugan Gulwan Youth Aboriginal Corporation, receives funding of \$80,624 to support up to six young Aboriginal or Torres Strait Islander people at any one time.

Key Information

- In 2016-17:
 - 1,176 young people were supported by ACT specialist homelessness services; and
 - 25.7% of all people seeking assistance in 2016-17 were young people.

*AIHW data for 2017-18 will be available late December 2018.

Background Information

- Support services provide young people with life skills training, advocacy, mentoring, encouragement and support to participate in education, training, employment and community; and support to obtain/sustain private rental tenancies.
- In 2017-18, the ACT Government allocated \$4.7 million to eight programs within the ACT Specialist Homelessness Sector that support young people. Programs include crisis accommodation, transitional housing, counselling and living skills. Collectively, these programs provided 242 support places and 112 accommodation places at any one time.
- In 2017-18, Gugan Gulwan Youth Aboriginal Corporation received funding of \$78,696 to support six young Aboriginal or Torres Strait Islander people at any one time.
- 2018-19 ACT Government funded Specialist Homelessness Services for young people are:

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QUESTION TIME BRIEF

Funding 2018-19 (incl. indexation & ERO, excl. GST)	Program Outputs
\$410,422,75	<p><u>Barnardos – Friendly Landlord Service (aged 16-25 years)</u></p> <p>The service supports young people to engage with the private rental market by offering access to help to sustain a tenancy, mentorship, advocacy, life skills training, and warm referral services. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 80 young people at any one time; • Tenancy/Property Management for 30 properties used to accommodate 60 young people at any one time; and • Case Management Plans in place for 100% of service users where applicable.
\$339,044.99	<p><u>Barnardos - Youth Identified Accommodation and Support Program (YIASP)(aged 15-19 years)</u></p> <p>The service facilitates accommodation arrangements establishing agreements to respect both parties needs and interests; and provides rental assistance and to assist young persons to reside with a support family of choice (no accommodation provided directly). Specifically the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 20 young people at any one time; and • Case Management Plans in place for 100% of service users where applicable.
\$529,396.98	<p><u>Barnardos - Our Place: Youth Integrated Education and Accommodation Service (aged 16-21 years)</u></p> <p>The service provides shared accommodation for young people through a foyer model including mentoring and life skills. Service users must be engaged in study to be eligible for the program. Support Services to a minimum of 24 young people at any one time Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Tenancy/Property Management for: <ul style="list-style-type: none"> ○ 15 properties at any one time, including one used as an office; ○ Tenancy Management for 14 units to accommodate up to 24 young people at any one time; and • Case Management Plans in place for 100% of service users where applicable.
\$356,130.45	<p><u>CatholicCare - Youth Housing Support Service (aged 15-25 years)</u></p> <p>The service offers support including early intervention, outreach, case management and crisis support assisting young people to identify/respond to issues sustaining longer term accommodation. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 35 young people at any one time; and • Case Management Plans in place for 100% of service users where applicable.

Funding 2018-19 (incl. indexation & ERO, excl. GST)	Program Outputs
\$284,382.41	<p><u>Conflict Resolution Service – “Family Tree House” Crisis Mediation Service (aged 13-20 years)</u></p> <p>The service provides crisis mediation focussed on resolving family conflict and keeping young people at home if safe to do so, including crisis support, mediation, outreach, warm referral and action plans. Specifically the service provides:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 20 young people at any one time; and • Case Management Plans in place for 100% of service users where applicable.
\$2,903,618.43	<p><u>Salvation Army - Youth Emergency Accommodation Network (YEAN)(aged 16-25 years)</u></p> <p>The service provides supported emergency accommodation within a case management framework through four housing clusters (each with 3 houses) including 24/7 staffing for crisis support. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 24 young people; • Tenancy/property management for 12 properties; and • Case Management Plans in place for 100% of service users where applicable.
\$216948.27	<p><u>St Vincent de Paul - Young Parents Accommodation Support Program (aged 16-25 years)</u></p> <p>Supported accommodation outreach and tenancy management support for young parents with children. Provides 4 accommodation places and support services for up to 24 young people at any one time. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 24 young people at any one time;

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Lead Directorate: Community Services

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QUESTION TIME BRIEF

	<ul style="list-style-type: none"> • Tenancy/Property Management for four properties used to accommodate 4 young people (and their children) at any one time; and • Case Management Plans in place for 100% of service users where applicable.
\$211,611.13	<p><u>Ted Noffs – “Take Hold” Mentoring and Living Skills Program (aged 16-25 years)</u></p> <p>The service provides mentoring and life skills training for young people including individual advocacy and warm referral and support to access/maintain tenancies. Specifically, the service is contracted to provide:</p> <ul style="list-style-type: none"> • Support Services to a minimum of 15 young people at any one time; and • Case Management Plans in place for 100% of service users where applicable.
\$5,251,591.42	

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Portfolio Housing & Suburban Development

ISSUE: COMMUNITY HOUSING**Talking points:**

- Community housing provides an important form of social housing, alongside public housing and affordable housing, in the Government's response for easing housing stress for people on low and medium incomes.
- Community housing providers are not-for-profit organisations that receive assistance from the ACT Government in the form of grants, loans, dwellings or operational funding.
- Five community housing providers are currently contracted by the Commissioner for Social Housing to provide tenancy management and tenancy support to clients:
 - Havelock Housing Association, Environmental Collective Housing Organisation, Tamil Senior Citizens Association, Argyle Community Housing, and Salvo's Housing.
- There are 18 National Regulatory System registered community housing providers operating in the ACT, 14 of which have the ACT as their primary jurisdiction.
- The ACT Government is committed to developing a new ACT Housing Strategy which will look at ways to grow and diversify the community housing sector.

Key Information

- Community housing providers charge below current market rents, ranging from 25% of household income, up to 74.99% of market rent.

Background Information

- The diversity of the community housing portfolio reflects the cross section of people across the ACT community.
- The characteristics of tenants and community housing organisations is recorded through the national community data collection, compiled by the Australian Institute of Health and Welfare and reported in the Report on Government Services. In 2017-18, seven ACT organisations participated in this collection, reporting on 755 households and 888 dwellings.

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- While all Community housing providers provide tenancy management and tenancy support, many refer people to other organisations to assist them in sustaining their tenancies and participate in community activities.

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Portfolio/s Housing & Suburban Development

ISSUE: Review of the National Regulatory System for Community Housing

Talking points:

- The National Regulatory System for Community Housing (NRSCH) is a national system of registration and regulation of community housing providers and is administered by a Registrar in each participating jurisdiction guided by the *Community Housing Providers National Law* (National Law).
- In 2012 the Commonwealth, States and Territories signed the *Inter-Governmental Agreement for a National Regulatory System for Community Housing Providers* (the Agreement) to create the framework for establishing and maintaining ongoing arrangements for NRSCH, including the application of the National Law.
- The NRSCH is designed to contribute to a well-governed, well-managed and viable community housing sector and to reduce the regulatory burden for multi-jurisdictional community housing providers (CHPs).
- The implementation of the NRSCH in the ACT commenced on 1 January 2014.
- As determined by the Agreement, a review of the operation and terms of both the National Law and the Agreement is to be undertaken after five years of the operation, to determine the effectiveness of the National Regulatory System.
- The review will be conducted over the following three stages:
 - Consultation and the development of a discussion paper evaluating the effectiveness and operation of, as well as current issues with, the operation of the NRSCH.
 - Evaluation of submissions and development of an options paper.
 - Final report and recommendations.
- It is expected that the final report and recommendations will be provided to Housing and Homelessness Ministers by the end of 2019.

Cleared as complete and accurate: 19/10/2018

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Key Information

- Proposed Terms of Reference (ToR) for the NRSCH review have been developed in consultation with key stakeholders.
- The governance arrangements and working groups to conduct the evaluation comprising a range of stakeholders will be established. Representatives will be drawn from: the Commonwealth Government, State and Territory government agencies including Registrars; the community housing provider sector; peak bodies such as the Community Housing Industry Association and property and development peak bodies; financial institutions; Aboriginal community housing providers; and other relevant stakeholders (housing clients and the private sector, where relevant).
- As part of the ToR, a working group was established, to undertake the Review. The working group is co-chaired by the Commonwealth and NSW and is comprised of representatives from:
 - Commonwealth Treasury
 - Commonwealth Department of Social Services
 - NSW Department of Family and Community Services
 - Victorian Department of Health and Human Services
 - ACT Community Services Directorate (Housing ACT)
- An Expert Panel of industry representatives is also being established to provide expertise and guidance during the Review process. The ACT Human Services Registrar has been put forward as a nomination for the Expert Panel.

Background Information – may not be suitable for public disclosure

- The ACT Legislative Assembly passed the *Community Housing Providers National Law (ACT) Act* in May 2013. The previous ACT Regulatory System, which provided a framework for registration and monitoring of the ACT housing providers' on-going compliance with the eligibility criteria, has been replaced by the National Regulatory System for Community Housing commencing on 1 January 2014.
- The Human Services Registrar in the Quality, Complaints and Regulation branch of the Community Services Directorate administers the National Regulatory System for Community Housing in the ACT on behalf of the Director-General.
- There are currently 18 community housing providers in the ACT regulated under the system. Based on the available data as at March 2018, the registered community housing providers in the ACT supported around 1,800 tenancies or occupancies in dwellings ranging from free-standing houses to single or shared accommodation units.

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Portfolio/s Housing & Suburban Development

ISSUE: HOUSING ASSET ASSISTANCE PROGRAM

Talking points:

- The Housing Asset Assistance Program (HAAP) provides properties to non-profit community organisations and ACT Government directorates to deliver services such as community housing, crisis accommodation, supported and transitional accommodation.
- In doing so, HAAP is a significant contributor to ACT Government priorities and empowers disadvantaged and vulnerable people to meet their full potential through inclusive and equitable communities.
- In 2017-18, 555 public housing properties were allocated to thirty-six HAAP accommodation providers. Of these:
 - 128 properties were provided to community organisations that support people with disabilities to live independently or in shared accommodation in the community; and
 - 427 properties were provided to community organisations that support disadvantaged and vulnerable people including those accessing the ACT Specialist Homelessness Sector, Out-of-Home Care, and Care and Protection.

Key Information

- The HAAP program is governed by a disallowable instrument made under the Housing Assistance Act 2007, s 19 (1) (Housing assistance programs).
- The object of HAAP is ‘to make available public housing assets to eligible organisations for the provision of services within the social housing and human services system’.

Background Information – may not be suitable for public disclosure

- The HAAP program is administered by Housing ACT.
- HAAP works closely with the ACT Specialist Homelessness Sector, other ACT Government Directorates and the community sector to provide accommodation to people whose needs might not otherwise be appropriately met through the allocation of public housing.

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Portfolio/s Housing & Suburban Development

ISSUE: Havelock Housing Association**Talking points:**

- Havelock Housing Association (HHA) is one of the ACT's largest community housing providers. It manages more than 170 properties across four portfolios that include Havelock House, Gungahlin Singles Accommodation (GSA), Independent Living properties, and properties for people with disability.
- Over the past few years, Havelock Housing Association has been impressive in improving the level of service and quality of life for its residents living at Havelock House. New residents are offered up to two weeks free rent and are provided with a new mattress and items such as bed linen, pillows, and refrigerators.
- Havelock Housing Association is flexible, responsive, and respectful of individual rights, and encourages and maximises opportunities for tenants to take control of their home and environment through participation in management, and the development of communities.

Key Information

- HHA does not receive funding from the ACT Government, rather, it is provided properties to deliver property and tenancy management to low income individuals and families.
- HHA's portfolio includes:
 - Havelock House - 101 rooms in shared accommodation split into 20 units ranging from 3 to 8 bedrooms for single individuals. The Canberra Student Housing Coop is accommodated in 20 beds in 5 units in one wing.
 - Gungahlin Singles Accommodation (GSA) – 20 individual units for single individuals.
 - Independent Living properties - Up to 45 properties across Canberra, including stand-alone houses and units, providing accommodation to families and individuals.
 - Disability properties – 93 properties ranging from one to two bedroom apartments/townhouses for single individuals, through to larger specially modified properties for group living. Most of these properties were previously under the mandate of Capital Community Housing and provide a specialised response to people living with disability. HHA provides enhanced tenancy support to this cohort including involvement in regular house meetings, management of disability modifications, and organising utility and gardening services.

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- HHA also manages 21 properties provided by the government during the 1980's and 1990's, as part of the then Community Housing Program (CHP), under a shared equity arrangement. The Commissioner for Social Housing/Housing ACT generally holds the major equity share, with HHA being a minor equity holder, generally as a result of HHA accumulating equity through holding and managing the properties long term for the provision of affordable housing to low income and vulnerable families.

Background Information – from the annual report

Havelock Housing Association (HHA) is one of the ACT's largest Community Housing providers and the largest provider of Disability Accommodation in the ACT. HHA is dedicated to providing long-term, safe, secure, affordable and appropriate housing that:

- Encourages and maximises opportunities for tenants to assume control over their home and environment through participation in management.
- Is flexible, responsive and respectful of individual rights.
- Contributes to the development of communities.

Over the past five years, the team at HHA have continued to improve the level of service and quality of life of its residents. In 2017-18, this included providing residents with free Wi-Fi, and increased safety with HHA installing Closed Circuit TV in Havelock House. Applicants to Havelock House are offered up to two weeks free rent and a new mattress upon signing up and on occasion assistance with items such as bed linen, pillows, and refrigerators.

HHA manages over 170 properties on behalf of Housing ACT across portfolios that include Havelock House, Gungahlin Singles Accommodation, Independent Living, and Disability properties. HHA also manages 21 properties under a shared equity basis.

HHA also manages a further ninety-three properties, some of which were previously under the mandate of Capital Community Housing. These properties provide a specialised response to people living with disability, and range from one to two bedroom apartments/townhouses for single persons, through to larger specially modified properties for group living. Havelock House provide enhanced tenancy support to this cohort including involvement in regular house meetings, management of disability modifications, and organising utility and gardening services.

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TRIM Ref:

Housing & Suburban Development

ISSUE: Common Ground Gungahlin**Talking points:**

- Common Ground Gungahlin is an excellent example of Government, community, and private sector organisations working together for a common cause. To date it has exceeded expectations and tenants are achieving great outcomes.
- During 2017-18, of the twenty social tenants at Common Ground Gungahlin who transitioned from chronic homelessness, ten are engaged in employment. Another five are participating in tertiary education, with one tenant completing a Certificate II in Business, and another completing a hairdressing internship.
- The Common Ground model gives tenants ample time to adjust to their new accommodation. Tenants are not pressured to engage with support services as a condition of their tenancy.
- The flexibility of the Common Ground model has led to a high number of sustained tenancies, especially for the social tenants, at Common Ground Gungahlin.
 - “When Northside is approached by a social tenant wanting support, it invariably means they are ready to make changes in other domains of their life.” (Northside Report Jul-Dec 2016)

Key Information

- Common Ground Gungahlin has 40 x 1 bedroom units - 20 social units for chronic homeless clients (25% of income), and 20 affordable rental units (allocated to those paying up to 80% of market rent as prescribed by the former National Affordable Rental Scheme (NRAS)). Units can accommodate couples.
- Argyle Community Housing provides tenancy and property management; and Northside Community Service provides support. Both service providers are on site.
- Common Ground is based on a Housing First approach and offers permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. On site supportive services are proactively offered to help tenants achieve and maintain housing stability, but tenants are not required to participate in services as a condition of their tenancy.

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- Total cost for Common Ground Gungahlin was \$19 million - \$15 million (including land) from ACT Government and \$4 million from the Commonwealth Government's 2013-14 National Partnership Agreement on Homelessness (NPAH) Development Fund.
- The Community Services Directorate provided funding of \$328,407.00 in 2017-18 to provide support services to tenants at Common Ground Gungahlin.
- Tenants must be over 18 years. Prospective tenants for social housing come from the Housing ACT public housing waiting list while Argyle manages applications from the affordable cohort.
- Learnings from Common Ground Gungahlin are informing the design and development of the second Common Ground in Dickson which is a key priority of the Parliamentary Agreement for the 9th Legislative Assembly.

Background Information – from the annual report

Common Ground Gungahlin has been operational for two years. During this time, the support provider, Northside Community Service, working in partnership with the tenancy manager, Argyle Community Housing and the Common Ground Canberra Board, report that tenant outcomes have exceeded expectations. While the ACT has the smallest Common Ground, our outcomes to date are unmatched nationally. Some highlights include:

- 85 per cent of tenants have sustained their tenancy for more than two years;
- 90 per cent engaged with Northside to address personal issues;
- 70 per cent connected with social support and community activities;
- 67 per cent accessed new employment;
- 35 per cent commenced training, including three tenants studying at CIT, the Catholic University and the University of Canberra;
- 91 per cent accessed community and targeted health services; and
- Most importantly, 80 per cent of tenants described their move to Common Ground as life changing, and 92 per cent felt Common Ground was their home.

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Housing & Suburban Development

ISSUE: Ainslie Village**Talking points:**

- Ainslie Village is a unique social housing site that is located in Campbell. It contains 23 properties in 4, 8 and 12 bedroom configurations that collectively house up to 172 individual residents.
- In 2017-18, the resident population was primarily men at 89%. In June 2018, the resident population reached 168.
- Ainslie Village contains a number of onsite support services for residents and guests. These include One Door Mental Health (formally known as Sunflower Services) and the Blue Door Drop in Centre which provides life skills assistance, meals, haircuts, no-interest loans, starter packs for newcomers, transportation, and brokerage.
- Argyle Community Housing (Argyle) has established strong linkages with partner services to support residents at Ainslie Villages. These include Directions ACT, Canberra Alliance for Harm Minimisation and Advocacy (CAHMA), ACT Health for free dental clinic appointments, Centrelink, Orange Sky laundry, and City Mental Health.

Key Information

- Ainslie Village is managed by Argyle who have been providing tenancy management and support and property management since 2012 following a successful bid in an open tender process.
- The current contract with Argyle expires on 30 June 2019, with an option to extend for a further two years at the discretion of the ACT Government. The ACT Government does not provide direct funding to Argyle for tenancy and property management at Ainslie Village. Argyle operates under a rent retention model and keeps rent paid by resident and accompanying Commonwealth Rental Assistance.
- Argyle works hard to create a harmonious environment by providing a range of opportunities for resident participation and engagement, such as:
 - Village Vikings indoor cricket team
 - Resident workshop: Volunteers refurbish donated furniture and work on creative projects, including indoor and outdoor décor.

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- Rainbow Room: the central hub at Ainslie Village that collects and stores donations, from toiletries to clothes.
- Art Haven: a space for residents to express their artistic creativities.
- Recycle bike shop: provides repair and maintenance and sells second hand bikes.
- Community healthcare outreach provided by nurses/GP's from Directions ACT, working closely with Argyle's Tenant Action Officer to monitor residents with physical and mental health issues.
- Internet Café: five public PCs.
- Communities@Work Community Pantry to access affordable cooking items.
- Take 1 Leave 1: the winter coat project, hosted by ANU students who coordinate donations from the community.
- Fortnightly BBQ provided by CAHMA to engage with residents and promote health programs.
- Centrelink worker on site every Thursday at the Blue Door.

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TRIM Ref:

Portfolio Housing & Suburban Development

ISSUE: AFFORDABLE HOUSING SERVICES (Housing ACT) – What services are available?

Talking points:

- The government provides a range of affordable housing options for those Canberrans who cannot afford to rent or buy without some form of assistance.
- The *Public Housing Program* provides long-term affordable accommodation to more than 10,600 households on low income.
- The *Affordable Rental Office* also manages and rents a number of properties to older, low income people at a percentage of market rate to ensure affordability. At 30 June 2018 there were 51 tenancies under this program.
- The government also provides two public housing schemes to support eligible tenants purchase their own home through:
 - The *Sale to Tenant Scheme* for those tenants who have the financial means to purchase their home; and
 - The *Shared Equity Scheme* which involves purchasing a percentage of the home along with the Commissioner for Social Housing. The remaining percentage can be purchased over time.
- The *Rental Bonds Loan Scheme* supports choice for those on low to moderate incomes to access and begin renting suitable properties in the private sector. The loans remove one of the major financial barriers to accessing the private market by covering up to 90% of a private rental bond for a new tenancy agreement. The loans can be repaid without interest over 20 months from the start of the repayment schedule. The government is working actively to promote this excellent scheme to increase take up.
- In partnership with Domestic Violence Crisis Service the government has implemented the *Safer Families Grants Program* pilot, providing financial support to those people affected by domestic and family violence. The program offers grants of up to \$2,000 to help with the costs of moving,

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buying furniture and white goods, setting up utilities and services, and paying rent in advance.

Key Information

- At 30 June 2018, 95 properties had been purchased and 38 purchasers had paid out the Commissioner for Social Housing's equity share since the beginning of the Shared Equity Scheme. In 2017-18 there were eight active applications – two were carried over from 2016-17 and six new applications were received. Of these, two applications were settled during the year and four did not proceed. Two applications will carry over to 2018-19.
- During the first three months of 2018-19 (July, August and September) 6 purchasers, under the Shared Equity Scheme, paid out the full share of the Commissioner for Social Housing. Two new applications were received and one was settled. In 2017-18, 10 properties were sold under the Sale to Tenant Scheme.
- During the first three months of 2018-19, 14 new applications were received and two properties have been sold under the Sale to Tenant Scheme. During 2017-18 there were 226 bond loans issued totalling \$216,336.94. The average bond loan was \$957.24.
- During the first three months of 2018-2019 there were 42 bond loans issued totalling \$43,779.11. The average bond loan was \$1,042.36.
- During 2017-18 13 grants were provided under the Safer Families Grants Program.
- As of 3 October 2018 three grants were provided under the Safer Families Grants Program.

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Portfolio Housing & Suburban Development

ISSUE: AFFORDABLE RENTAL OFFICE**Talking points:**

- The Affordable Rental Office administers the Affordable Rental Scheme and provides affordable rental accommodation for older Canberrans.
- The scheme is open to persons within five years of age pension (10 years if you are an Aboriginal or Torres Strait Islander person) who qualify for the age pension and have income less than the Average Weekly Earnings in the ACT.
- The Affordable Rental Office manages a portfolio of 53 properties which are owned by the Community Services Directorate. The properties are located in five sites across Canberra in Bonython, Chapman, Kambah, Rivett and Florey.
- As at 30 September 2018 there were 53 tenancies with nine applicants awaiting properties. A further two applications are awaiting further information before assessments can be completed.
- The Affordable Rental Scheme operates a six band rent model that ranges from 33.3% to 74.9% of market rent. The amount of rent paid is based on household income with current income limits set at 75% of Average Weekly Earnings in the ACT.

Key Information

- The Affordable Rental Office (ARO), located within Housing ACT, administers the Affordable Rental Scheme on behalf of the Community Services Directorate. This administrative separation is important as tenants accessing the Affordable Rental Scheme are not eligible for public housing. They may, however, qualify for Commonwealth Rent Assistance.
- The Affordable Rental Scheme is targeted at ACT residents who are elderly, have low to moderate incomes, are not eligible for public housing and are able to sustain an affordable rental tenancy.
- While there are currently 53 properties being managed by the ARO, as other Housing ACT older persons units become available in any of the five sites across Canberra, they will be considered for inclusion in the ARO has program. There is potential for about 80 properties to be managed by the ARO.

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Portfolio/s Housing & Suburban Development

ISSUE: ACT Housing Strategy

Talking points:

- The new ACT housing strategy was released last month. It was guided by what we heard during the extensive consultation process last year and at the Housing and Homelessness Summit.
- The Strategy contains a range of goals and objectives aimed at reducing homelessness, strengthening social housing assistance, increasing affordable rental housing and increasing affordable home ownership.
- The goals of the strategy reflect its broad ambition. The actions in the housing strategy housing span across government and the action plan shows the many ways in which the government will act in coming years, in particular:
 - \$100 million in new investment to further grow and renew our public housing stock as well as provide new opportunities for growth in the community housing sector;
 - a renewed commitment to meet or exceed population growth in our land supply, with 15% of dwelling sites committed for public, community and affordable housing;
 - further reforms to the Residential Tenancies Act to strengthen the rights of renters; and
 - seed funding for new innovations in housing management, design and ownership.
- The government had already taken steps towards achieving the goals of the Strategy before its release
 - Providing funding of \$1 million for a Housing Innovation Fund to support new affordable housing initiatives in the Territory;
 - releasing sites in the 2017-2018 and 2018-19 financial year for affordable home purchase and public and community housing, with a capacity for 1,082 dwellings;
 - establishing a new affordable home purchase database to ensure that future affordable home purchasers are appropriately targeted.

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- Other initiatives were funded in this year's budget which address the outcomes of the strategy that will be implemented over the next year:
 - Building more long-term supported mental health accommodation in partnership with ACT Health (\$10.659m);
 - \$200, 000 for early work and design planning for additional supported mental-health accommodation;
 - more support for frontline homeless services as well as the expansion of OneLink operating hours (\$6.524m);
 - An expanded energy efficiency improvement program for public housing tenants(\$5.713m);
 - A second culturally Aboriginal and Torres Strait Islander older persons complex which will be built in close consultation with the Elected Body (\$4.488m);
 - \$250, 000 for the planning and design for a second Common Ground in Dickson, building on the success of Common Ground in Gungahlin; and
 - the design and delivery of a digital service for social housing tenants (\$1.466m).

Key Information

- The ACT Housing Strategy (the Strategy) was launched on 29 October 2019 alongside the new Homes and Housing website.
- Housing ACT and EPSDD worked closely together to develop and deliver the Strategy and the website.
- The Minister's Affordable Housing Consultative Group provided advice throughout the development process.

Background Information – suitable for public disclosure

- The ACT Housing Strategy is informed by feedback provided during extensive community consultation in response to the *Towards a New Housing Strategy: An ACT Community Conversation* paper. Released in July 2017, the paper attracted feedback from:
 - 125 organisations participating in 26 community workshops;
 - 166 online surveys;
 - 129 community members attending six community drop-in sessions; and
 - 36 formal written submissions.
- The community consultation period culminated in the inaugural Housing and Homelessness Summit on 17 October 2017. The Summit was a key commitment under the Parliamentary

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ANNUAL REPORT HEARING BRIEF

Agreement and brought together 200 representatives from across the community, industry and government to discuss and refine ideas generated throughout the consultation process.

- An Affordable Housing Consultative Group was convened to provide an independent perspective of the challenges of housing affordability and the responses that might be considered. The Group's membership includes business, industry, community, academic and tenant representatives and reflects the Government's desire to engage with a broad range of interlocutors on this issue.

Portfolio:

Housing & Suburban Development

ISSUE: Public Housing Growth and Renewal Program – The analysis underpinning the Government’s \$100 million commitment to Public Housing Growth and Renewal

Talking points:

- Housing ACT has developed financial modelling to analyse various public housing stock renewal and growth options.
- The analysis shows that net capital funding of \$100 million over five years would allow Housing ACT to pursue the following options:
 - net growth of 200 dwellings and renewal of 1,000 dwellings; or
 - net growth of 150 dwellings and renewal of 1,250 dwellings.
- We have chosen to pursue the option of **growth of 200 dwellings and renewal of 1,000 dwellings** because this option achieves a greater rate of net growth across the public housing portfolio, while enabling us to continue our unprecedented program of public housing renewal.

Key Information

- In developing growth and renewal options, consideration has been given to a wide range of factors, including:
 - demographic need;
 - existing dwelling types and characteristics;
 - potential dwelling yields;
 - regional distribution of stock holdings;
 - value for money considerations;
 - delivery and partnership opportunities, and
 - planning/construction lead times.
- The following stock management options are used in the options:
 - **Options for existing dwellings** – retain, sell, or knock down; and
 - **Options for procuring new dwellings** – construction on Housing ACT land (from knock-downs of existing dwellings), construction on vacant greenfields sites

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(allocated through the Indicative Land Release Program), or purchased on the competitive market.

- To enhance the analysis, Housing ACT is procuring a consultant to independently verify the financial modelling and undertake broader Cost Benefit Analysis work.

Background Information

- The ACT Housing Strategy was launched on 29 October 2018. A key component of this strategy is the announcement Government will provide \$100 million over five years to further grow and renew public housing stock.
- Housing ACT is currently preparing:
 - an overarching, five-year business case outlining growth and renewal strategies within the context of the Government's announcement of a net capital investment of \$100 million over five years;
 - a final Long-Term Asset Management Plan, and
 - options and advice on governance and delivery
- The overarching, five-year business case will:
 - outline the proposed number and type of dwellings to be acquired/renewed (ie growth of 200 dwellings and renewal of 1,000 dwellings over five years);
 - outline the indicative five-year funding requirements for the growth and renewal program, as well as whole-of-life financial analysis and a Cost Benefit Analysis;
 - discuss the drivers and trade-offs associated with different renewal and growth strategies; and
 - discuss delivery options, risk, governance and performance measures.
- Housing ACT is also preparing a specific business case for consideration as part of the 2019-20 Budget to seek appropriation for the 2019-20 Program.

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Portfolio:

Housing & Suburban Development

ISSUE: Implementation of the Public Housing Growth and Renewal Program

Talking points:

- The \$100 million growth and renewal program continues the Government's unprecedented investment in improving public housing, started through the Public Housing Renewal Program which is replacing 1,288 dwellings.
- While there are many similarities between the two programs, the new growth and renewal program is different in that it will:
 - grow the number of social housing properties by 200 dwellings over five years;
 - renew 1,000 dwellings over five years;
 - focus on renewal across all areas of Canberra;
 - include a larger number of smaller scale projects; and
 - have a greater focus on redeveloping housing on existing sites.
- Housing ACT, under the oversight of a cross-government working group, is currently finalising its Asset Management Plan.
- The Asset Management Plan is an integral piece of work to support the delivery of the *ACT Housing Strategy*. This document will outline the growth and renewal approach, which will:
 - allow more public housing to be offered to people in need;
 - improve the experience of our tenants by delivering more adaptable and energy efficient homes that suit diverse contemporary tenant needs; and
 - promote inclusivity and community integration by continuing to adopt a 'salt and peppered' approach to public housing distribution and developing a more strategic approach to long-term portfolio management.

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Key Information

- To implement the Asset Management Plan's objectives, Housing ACT is preparing an overarching, five-year growth and renewal business case. This business case will:
 - establish a road-map that will guide the program of portfolio growth and renewal for public housing and ensure that the five-year targets identified in the Asset Management Plan are achieved;
 - serve as an overarching and dynamic document that informed by the demands, needs and requirements of our tenants, and government's broader social, financial, economic and planning priorities; and
 - inform the development of the future annual capital delivery programs (and accompanying business cases) each year.

Sched 1.6 (1)(a) FOI Act 2016

- Future annual capital delivery programs and business cases will be refined by:
 - a program of feasibility and development studies; and

Sched 1.6 (1)(a) FOI Act 2016

Background Information

- The ACT Housing Strategy was launched on 29 October 2018. A key component of this strategy is the announcement Government will provide \$100 million over five years to further grow and renew public housing stock.

Sched 1.6 (1)(a) FOI Act 1989

[Open Access Information Scheme requirements](#)

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Lead Directorate:

Community Services

TRIM Ref:

Portfolio/s Housing & Suburban Development

ISSUE: NARRABUNDAH LONG STAY PARK

Talking points:

- The Narrabundah Long Stay Park has been managed by the ACT Government since August 2006. Housing ACT manages the site on behalf of the ACT Government.
- The park is a mobile home park with a maximum capacity of 122 sites. There are currently 88 dwellings on site with 20 of these being newly constructed mobile homes.
- The ACT Government is committed to maintaining the park as an affordable housing option targeted at owner-occupiers. Residents of the park live there under Occupancy Agreements that do not permit the sub-leasing of their mobile homes.
- The government has also committed to:
 - continuing ownership and management of the park for the foreseeable future;
 - providing security of tenure for park residents through standard three-year Occupancy Agreements; and
 - ensuring that the park continues to provide an attractive affordable housing option for Canberrans.

Key Information

- The Narrabundah Long Stay Park is part of a broader housing continuum. The provision of stable accommodation for low-to-medium income households improves economic and social outcomes and encourages individuals to actively participate in the community.
- The park provides housing for people who are not eligible for public housing but would experience housing stress under full market rent conditions, or who have difficulty affording their own home.
- Site fees at the park are charged weekly and are determined each year based on advice from an independent valuer. As at October 2018 the site fees are \$105 per week (GST exclusive).

Cleared as complete and accurate: 26/10/2018
Cleared by: Executive Director Ext:
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Lead Directorate: Community Services

TRIM Ref:

2017-18 ANNUAL REPORT HEARINGS
8 November 2018

Community Services Directorate

OUTPUT CLASS 2 STRATEGY, PARTICIPATION AND EARLY INTERVENTION

Output 2.3 Community Participation

Topic: Strategic Indicator 5 PROMOTE AN ANTI-VIOLENCE CULTURE IN THE ACT TO ENSURE THAT WOMEN FEEL SAFE

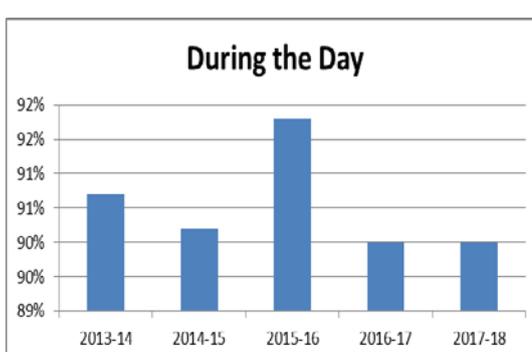
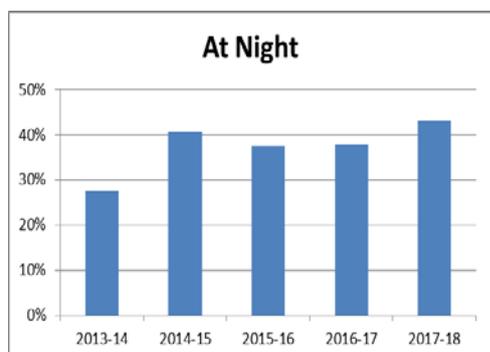
PROMOTE AN ANTI-VIOLENCE CULTURE IN THE ACT TO ENSURE THAT WOMEN FEEL SAFE

The Directorate works to enhance the status of women and girls in the ACT and to create a community where they are safe, healthy, equally represented and valued for their contribution to society. This is achieved through the implementation of the *ACT Women's Plan* and the *Prevention of Violence against Women and Children Strategy*. This is also achieved through targeted women's programs such as grant and leadership programs for women and girls, International Women's Day and Violence Prevention Awards and the application of women's safety assessments to ACT funded events and environment design in urban planning.

The data is obtained from the 'Community Satisfaction with Policing' national survey, measuring women's perception of safety in public places during the day and at night.

Strategic Indicator 5: The proportion of ACT women who feel safe by themselves in public places during the day and at night

	Original Target	Actual Result	Variance
	2017-18	2017-18	
	%	%	%
Day	93%	90%	-3%
Night ¹	38%	43%	+13%



Result

1. The higher than targeted result indicates a greater proportion of women responded positively to feeling safe when walking in their neighbourhood during the night. This is higher than the national average of 36.5%.

ISSUE: ACT Women's Plan First Action Plan Implementation**Talking points:**

- The ACT Government has an ambitious 10-year plan to support women and girls in our community, the *ACT Women's Plan 2016-26*.
- The *ACT Women's Plan* is a crucial step in achieving the full and equal participation of women and girls in all aspects of our community.
- The ACT Government's ongoing commitment to this Plan to advance the status of women at work and in our community can be seen in the additional \$696,000 committed in the 2018-19 Budget. This additional funding will support the implementation of actions under the *ACT Women's Plan* and promote gender equality more broadly.
- The Canberra community has long led the nation on equality and inclusiveness for women and other communities who face barriers to full inclusion. This new investment will support the Office for Women to continue their work with each and every government directorate to drive and deliver the commitments identified under the *ACT Women's Plan*.
- The ambitious *First Action Plan 2017-19* under the *ACT Women's Plan 2016-26* has committed to deliver one hundred actions over three years. Of these one hundred actions, forty four were to be implemented through year one of the *First Action Plan* which concluded in March 2018.
- I am pleased to report that as of March 2018, over ninety five per cent of the year one actions had been completed or were underway. At this time, the ACT Government had also taken significant steps in achieving the implementation of year two of the *First Action Plan*, with around a quarter of the fifty six year two actions having been commenced.
- Year two of the *First Action Plan* is now well underway. The Office for Women is continuing to work to coordinate a collaborative approach for the implementation of this whole of government Plan to improve the wellbeing and opportunities available to women and girls in the ACT.

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TRIM Ref:

Key Information

- The ACT *Women's Plan 2016-26* was launched in August 2016.
- The *First Action Plan* has two overarching priorities: equity and wellbeing, and physical and mental health.
- The *First Action Plan* was developed through a collaborative process involving all ACT Government Directorates in consultation with community partners and the Ministerial Advisory Council on Women.

Background Information

- The *First Action Plan* was launched at the 2017 ACT Women's Awards on 7 March 2017, the eve of International Women's Day celebrations.
- The 2018-19 Budget commitment includes funding support for a SOG C to support delivery of the Women's Plan and funding the Diversity Register and Board Traineeship Program.

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Lead Directorate: Community Services

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ISSUE: Audrey Fagan Programs**Talking points:**

- The ACT Government Audrey Fagan Program was established to honour the late Audrey Fagan, the first female Chief Police Officer in the ACT. They celebrate her contribution to women in public life at the highest level and seek to inspire other women in making a difference, promote gender equality and women's safety.
- In 2017-18 the ACT Government supported three initiatives under the Audrey Fagan Program – The Audrey Fagan Leadership Program, the Audrey Fagan Young Women's Enrichment Grants and the pilot Audrey Fagan Board Traineeship Program.

Audrey Fagan Women's Leadership Program

- The Office for Women partners with the Australian Institute of Company Directors to run annual workshops for local women seeking to advance their careers as Directors of public, private and community sector boards.
- The 2016-2017 Audrey Fagan Leadership Program was delivered in a series of four workshops in August and September 2017.
- The 2017-2018 Audrey Fagan Leadership Program was delivered in a series of three workshops in August 2018.
- Over 30 women participated each year.

The Audrey Fagan Board Traineeship Program

- The Board Traineeship Program provides trainees the opportunity to take part in board meetings as a non-member participant, providing first-hand exposure to being in a boardroom as well as mentorship and networking opportunities.
- The Board Traineeship Program also provide a series of four workshops on the fundamentals of board membership. Trainees will learn about the fundamental principles and functions of boards, the roles of board members, financial processes and other governance priorities.
- The program was developed in 2017-18. The workshops commenced in September 2018.

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Audrey Fagan Young Women's Enrichment Grants

- The Audrey Fagan Young Women's Enrichment Grants Program provides funding of up to \$2,000 for young women aged between 12 and 18 years to develop their skills and to enhance their knowledge in their chosen career pathway
- 5 young women were awarded the grants in 2017 and their awards were presented on 11 October 2017.

Key Information

- The 2018-19 Budget includes additional funding of \$105,000 from 2018-2021 to support the Board Traineeship Program over four years.
- Prior to 2017-18 annual funding of \$75,000 is provided through three programs: the Audrey Fagan Churchill Fellowship; Audrey Fagan Leadership Program and Audrey Fagan Young Women's Enrichment Grants.
- There were delays in expending the Audrey Fagan Leadership program funding in 2017-18 due to no suitable candidate being available under the Audrey Fagan Churchill Fellowship program.
- In November 2017, Minister Berry agreed to redirect funding of \$25,000 from the Audrey Fagan Churchill Fellowship to expand the Audrey Fagan Leadership Program, to deliver the Board Traineeship Program.
- Funding for 2017-18 was allocated as follows:
 - Audrey Fagan Young Women's Enrichment Grants - \$10,000;
 - Audrey Fagan Leadership Program – Leadership Series: approximately \$30,000. The Office for Women (OfW) engaged the Australian Institute of Company Directors (AICD) to deliver the program; and
 - Audrey Fagan Leadership Program – Board Traineeship Program: approximately \$14,000. This program will support the roll out of the Diversity Register and gender representation targets. The OfW engaged Interaction Consulting to develop and deliver this program.
- In April 2018 Minister Berry agreed to reallocate the remaining \$21,000 of unspent funds from the 2017-18 Audrey Fagan programs to undertake two projects which align with the purpose of the Audrey Fagan programs and contribute to the delivery of actions under the First Action Plan 2017-19 of the ACT Women's Plan 2016-26:
 - \$9,000 to develop and trial a mentoring program for women in the ACT Public Service (ACT PS); and
 - \$12,000 to develop guidelines, templates and an online training module to support improved gender impact analysis in the policy development process;

Background Information

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- The Australian Institute of Company Directors (AICD) has been delivering the ACT Audrey Fagan Women in Leadership series of workshops for over 10 years and have demonstrated a record of completing the courses on time and by highly qualified trainers who are members and fellows of the AICD.

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TRIM Ref:

ISSUE: Diversity Register

Talking points:

- The ACT Government launched the Diversity Register on 1 June 2018.
- The ACT Government recognises and values our diverse community. It is important that this diversity is reflected in appointments to boards and committees and in leadership roles.
- The Diversity Register has been developed to encourage and promote the participation of women and people with diverse experiences on boards and committees. Diversity of experience leads to greater innovation and in turn better outcomes for everyone.
- The Register is an important resource supporting people from a range of ages and diverse backgrounds including Aboriginal and Torres Strait Islander people, people with disability, culturally and linguistically diverse people, Lesbian, Gay, Bisexual, Transgender, Intersex and Queer, and Veterans.
- The Register provides a platform for individuals to apply for government and non-government vacant board and committee positions and to seek information about networking and training opportunities.
- There were 192 individuals registered as at 30 June 2018.
- The Diversity Register is an important tool to assist Government in achieving its target of 50 per cent female representation on ACT Government boards and committees and the target of 40 per cent female representation in sporting associations by 2020 to be eligible to receive ACT Government funding.
- The Diversity Register is designed to support these targets and to support all boards and committees across the ACT to have a membership that reflects the community they serve.
- Additional funding of \$105,000 has been committed to support this program over the next four years through the 2018-19 Budget.

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TRIM Ref:

Key Information

- Of the 192 people registered on the Diversity Register as at 30 June 2018:
 - 80% were women
 - 14% identified as a person with disability
 - 4% identified as being from an Aboriginal or Torres Strait Islander background
 - 39% identified as having been born in a country other than Australia
 - 20% identified as speaking a language other than English at home
- As at 5 October 2018 there are 520 people registered.
- The Office for Women has developed the Register as an action under the ACT Multicultural Framework 2015-20.
- The Diversity Register has been developed as part of the ACT Government's Digital Strategy 2016–2019.
- The Office for Women is looking to facilitate networking opportunities through the Register. It will also be used to support the delivery of a Women's Board Traineeship Program which the Office for Women is piloting between September 2018 and February 2019.

Background Information

- Nil

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Lead Directorate: Community Services

TRIM Ref:

Women

ISSUE: Successful Projects/Programs under the 2017-18 Women's Grants Program

Talking points:

ACT Women's Grants Program 2017-18

- On 20 April 2018, Minister Berry launched the ACT Women's Grants Program 2017-18 providing \$180,000 in funding for initiatives aimed at improving the status and lives of women and girls in the ACT, and initiatives that focus on the prevention of violence against women.
- The ACT Women's Grants Program provides an opportunity for individuals and organisations to help make a real difference for women in the community, and even small ideas can lead to significant and lasting change.
- A total of \$180,000 (GST exclusive) was available in the 2017-18 ACT Women's Grants Program.
- There are two types of grants that are run under the program, being the ACT Participation (Women's) Grants and the Women's Safety Grants.

ACT Women's Safety Grants

- ACT Women's Safety Grants are to support innovative projects to advance the following priorities identified in the Third Action Plan under the National Plan to Reduce Violence against Women and their Children 2010-2022. the *ACT Prevention of Violence against Women and Children Strategy 2011-2017*.
- \$100,000 (GST exclusive) of the total \$180,000 (GST excl) was allocated to support six projects the ACT Women's Safety Grant Category.
- Justice and Community Safety (JACS) Directorate provided \$100,000 funding for the 2017-18 Women's Safety Grants through JACS' Confiscated Assets Program.

ACT Participation (Women's) Grants

- ACT Participation (Women's) Grants are awarded to innovative projects related to the health and wellbeing of ACT women and girls, in line with the priorities of the *ACT Women's Plan 2016-26*.

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- \$80,000 (GST exclusive) of the total \$180,000 was awarded to support five projects in the Participation (Women's) Grants category

Key Information

- A total of 32 grant applications were received including:
 - 18 applications for ACT Women's Safety Grants; and
 - 16 applications for the Participation (Women's) Grants.
 - Two applicants submitted applications for both programs.
- Minister Berry met with and announced the successful applicants for the grants on 13 August 2018. She was delighted to hear firsthand the innovative projects they will be undertaking.
- A list of the successful projects/programs under the ACT Women's Grants 2017-18 is provided at Attachment A.
- Recipients' projects include engaging younger women in the production of local information resources about sexual and reproductive health and safe relationships.
- Other programs include the production of a handbook on ACT Family Violence Orders and responding to domestic and family violence in the workplace, and a culturally sensitive model to address violence against culturally and linguistically diverse women in the ACT.
- The quality of applicants for the 2017-18 Participation (Women's) Grants was higher than the previous year. The improved quality is assumed to be the result of better communication of requirements, better promotion and an increase in the maximum funding cap for grants in each category.
- In 2016-17, a significant number of the grant applications did not meet the threshold to be recommended for funding, which resulted in \$45,145 (GST exclusive) of the available funding in the Participation (Women's) Grants Category not being allocated.

Background Information

- For the past two financial years, the ACT Office for Women has administered the ACT Women's Safety Grants Program as an initiative of the JACS Directorate and the Community Services Directorate (CSD). The program has received \$100,000 per year funding from the JACS Confiscated Assets Program.
- The program has provided funding to groups and organisations to develop activities that advanced the objectives of the ACT Prevention of Violence against Women and Children Strategies 2011-2017. Safety for diverse groups of women, and early intervention and prevention programs for children and young people have been a priority.
- Ongoing funding support of the Women's Safety Grants Program through JACS' Confiscated Assets Program will continue to assist CSD's contribution to the ACT Government's

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commitment to the National Plan to Reduce Violence against Women and their Children 2010-2022.

- Ongoing funding under this arrangement has not been confirmed. Office for Women is engaging with JACS and the Office of the Coordinator General Family Services to discuss seeking funding for the 2018-19 Women's safety Grants, in line with other ACT government priorities dealing with Domestic and Family Violence.
- The previous 2015-16 ACT Women's Grants Program was different because it focused entirely on projects and initiatives related to violence against women and children.
- This was to provide a one-off boost to the ACT Government's response to domestic and family violence.

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Successful Applications

Five (5) applications totaling **\$80,000.00** (GST exclusive) were successful in the 2017-18 ACT Women's Grants program - Participation (Women's) Grants

ID	Applicant	Project	Grant Funding (GST Exclusive)
1718WG024	Initiatives For Women In Need (IWIN)	Collective action for the economic advancement of culturally and linguistically diverse women in the ACT. The community events will include a symposium on flexible working arrangements to generate dialogue and action to support women's progress in the workplace (August 2018); a workshop to assist women from diverse backgrounds in overcoming barriers to employment (early 2019); and a festival to celebrate local women's achievements while also providing a platform for CALD women to connect with businesses, community services and government about their health, wellbeing and safety (April 2019).	\$16,200.00
1718WG034	Lifeline Canberra Inc	ACT Women's Empowerment Program Twenty ACT women who face disadvantage will be invited to participate in a 12 month Women's Empowerment Program to up-skill, make connections and ultimately increase employment opportunities. The Program will be provided at no cost to the participant and include participation in four key training courses: Domestic Violence Awareness and Response, Accidental Counsellor, Mental Health First Aid and Applied Suicide Intervention Skills Training (ASIST). Participants will attend training for two days, approximately every eight weeks.	\$20,000.00
1718WG047	Belconnen Community Service Inc	Women into Work - BCS Childcare Initiative This project will provide childcare placements for women who are unable to enrol in or complete SPARK vocational education and training programs due to lack of access to	\$17,150.00

		<p>childcare. To offer additional support to these women, childcare placements will be provided by Belconnen Community Service accredited long day-care centres at Bruce Early Childhood centre, Belconnen Early Childhood centre and Ginninderra Early Childhood centre. The services will provide 820 hours of childcare for those women who have not been able to access private or other territory and federal government childcare initiatives, and will assist their ability to complete training / education and improve their opportunities for employment.</p>	
1718WG057	Women's Centre For Health Matters	<p>Developing the capacity of ACT Women In Prison. This project aims to build on the success of the previous work undertaken with ACT women in prison (through the WAP program) but this time by utilising and developing the involvement and skills of the women while they are still in prison to guide policy and service delivery responses within the AMC and by ACT government.</p>	\$20,000.00
1718WG059	Woden Community Service Incorporated	<p>Girls Empowered Together - a program for teenage girls aged 13-16 to support and educate them on subjects and issues they come to face whilst in this developmental period. Two groups of girls will each undertake a 10 week program, which will focus on a specific topic each week, covering theory on the topics in the morning. The girls will then all cook and eat lunch together and undertake an activity in the afternoon to embed what was learnt in the morning session.</p>	\$6,650.00

Successful Applications

Six (6) applications totaling **\$100,000.00** (GST exclusive) were successful in the 2017-18 ACT Women's Grants program - ACT Women's Safety Grants

ID	Applicant	Project	Grant Funding (GST Exclusive)
1718WG009	Tjillari Justice Aboriginal Corporation	<p>Our Kids Get the Picture This workshop is about informing Aboriginal and Torres Strait islander women (parents, carers and grandparents) by about the impact of family violence on the children. It provides strategies to assist them manage problem behaviours and builds on their parenting skills. At the completion of the workshop there will be ongoing support if the participants choose to follow through.</p>	\$3,870.00
1718WG014	Big Hart Inc	<p>This primary prevention project offers disadvantaged young women new confidence and skills to facilitate a vital training opportunity for crisis services in the ACT. In November 2017, ACT young women from Project O delivered Colourathon, a fundraising event at the NGA. This project assists participants from Project O to build upon on this work, through a new workshop program in the lead up to a high profile event to launch this training - highlighting the importance of family violence (FV) prevention, and the need to support critical frontline services..</p>	\$20,000.00
1718WG016	Migrant and Refugee Settlement Services of the ACT Inc. (MARSS)	<p>Empowering Women for Action Towards Zero Tolerance (EWFATZO) focuses on community awareness, education, access to services, law and order measures to prevent and combat domestic and family violence (DFV). EWFATZO focuses on working with women in Culturally and Linguistically Diverse (CALD) communities in Canberra.</p>	\$11,635.00

1718WG020	Domestic Violence Crisis Service Inc	YPOP's Project CAFÉ (Connections, Activities, Families, Excursions) DVCS' Young People's Outreach Program (YPOP) is an early intervention outreach program aimed at supporting primary school-aged children who have been impacted by experiences of Domestic Violence. Through the course of their work, YPOP's Child & Family Practitioners have identified gaps in the number of affordable activities available to families, which support their journey of healing and recovery after Domestic Violence. Project CAFÉ will connect YPOP children and their families with a range of different activities with therapeutic benefit, designed to complement and enhance the YPOP intervention.	\$19,893.00
1718WG041	Women's Centre For Health Matters	"In their own voice" – Engaging younger women in the ACT in the production of local information resources about sexual and reproductive health and safe, healthy relationships Framed for and informed by the needs and experiences of ACT young people, the project will specifically look to develop information and promotion material collateral that assist ACT young people (and their parents/carers) to identify where to go for reliable trusted advice and supports delivered by local services they can access directly, acknowledging there are other generic online information sources nationally	\$40,000.00
1718WG046	Women's Legal Centre Act & Region Inc	Community Legal Education Resources – Handbook on ACT Family Violence Orders + Handbook on responding to Domestic and Family Violence in the Workplace. Designing and printing two resources related to domestic and family violence. The first is an update of Your Court, Your Safety, which is a guide to seeking a Family Violence Order in the ACT, to reflect the changes in the Act in 2017. The second is a handbook for employers on how to support employees experiencing family violence and develop a domestic and family violence policy for their workplace.	\$4,602.00

ISSUE: Return to Work Grants Program, Women's Information and Elder Abuse Prevention Referral Information Line (APRIL)**Talking points:****Return to Work Grants Program**

- The Office for Women continues to support women in the community through the Women's Information Service and the Return to Work (RTW) Grants program.
- In the 2017-18 financial year the RTW Program provided guidance and grants of \$1,000 each to 135 women helping them to obtain skills, training and other essentials to enable them to return to work.
- A total of \$135,000 of the \$160,000 allocated for the program was spent during the financial year.
- The remaining funds of \$25,000 have been allocated to providing a series of workshops and career coaching for eligible women returning to the workforce. The workshops cover resume preparation, dressing for the workplace, interview techniques, exploring career options and personal presentation.

Women's Information

- The Women's Information Service is a free and confidential information and referral service for women in the community. Women may initiate contact with the Service, or friends or family members may call on their behalf.
- Women, and their representatives, are able to access information on a range of topics and are linked with relevant services.
- In the 2017-18 financial year there were 361 contacts made to the Women's Information Service.

Older Person Abuse Prevention Referral and Information Line

- ACT Government continues to develop and implement strategies and awareness programs that will serve to prevent and reduce the

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prevalence of elder abuse, including the continuation of the Abuse Prevention Referral and Information Line (APRIL).

- The APRIL Line, which was managed by the Office for Women, continued to have contact from citizens seeking information and referral for senior community members, and ACT Policing contacts.
- During the 2017-18 financial year, 81 calls were received on the APRIL line.
- On 1 July 2018, management of the APRIL line was transferred to the Senior Rights Service run by Legal Aid ACT.

Key Information

- The Office for Women administer the RTW Program.
- Under the Program, grants of \$1,000 are provided to women on low incomes who have been absent from the workforce for more than 12 months due to caring responsibilities, in order to facilitate their re-entry to the ACT Workforce.
- This is an ongoing grants program with applications received throughout the year and no closing date.
- The use of the grant money is tailored to the needs of the individual woman and may be used to cover expenses such as education, training, course fees, purchasing computer equipment and software, child care and driving lessons.
- To be eligible, applicants must meet the following criteria:
 - be in receipt of a low income (for example, have a current Health Care or Pension Card);
 - have been out of the workforce due to unpaid caring responsibilities for 12 months or more in their lifetime;
 - have not worked in paid employment for more than four consecutive months (full time or part time equivalent) during the past 12 months;
 - are not currently in paid employment or on maternity or paid/unpaid leave;
 - have lived in the ACT for the three months prior to applying for the grant (please note: a waiver may apply if the applicant has moved to the ACT due to relocation as a result of domestic violence);
 - are not receiving financial support for all training and related costs through a Job Services Australia provider or ACT Government assistance such as Canberra Institute of Technology (CIT) scholarships; and
 - not have previously received an RTW grant.
- The only additional requirement of the grant is that the applicant must work with the Office for Women to develop a return to work plan, tailored to the needs of the individual woman.

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- In the 2017-18 financial year, \$135,000 was spent of the \$160,000 available for the RTW program.
- The surplus funds of \$25,000 are supporting the Ginninderry SPARK and Employment Initiative, in partnership with the Career Shop, to deliver two Return to Work programs consisting of a series of workshops and individualised coaching sessions for up to 40 women returning to the work force. This program is specially targeted to women living within the ACT and fulfils the aim of the return to work program. The Northside workshops commenced on 4 September 2018 and the Southside to commence on 24 October 2018.
- A total of \$160,000 has been allocated to the Return to Work Program during the 2018-19 financial year which will support another 160 women in need. The OfW is well on track to provide grants to 160 women this financial year with 50 grants approved and paid in the first quarter of 2018-19.
- The Abuse Prevention Referral and Information Line (APRIL) provides information and referral to members of the public, family, friends and service providers in respect of elder abuse. It also provides community awareness and education about elder abuse. Forms of abuse of older people may include: physical, financial, psychological, sexual and/or social abuse and neglect.
- As of 1 July 2018, management of the APRIL line was transferred to Legal Aid ACT where it will form part of the Senior Rights Service run by Legal Aid ACT. Legal Aid had obtained extra funding to facilitate this move.

Background Information

- Nil

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Lead Directorate: Community Services

TRIM Ref:

Women

Prevention of Domestic & Family Violence

ISSUE: Women's Awards and ACT Prevention of Violence Awards**Talking points:**

- The ACT Government is committed to honouring the achievement of Women in the ACT through the Women's Awards and the Honour Roll and to acknowledge those who are working to achieve a community where women and girls feel safe through the Prevention of Violence Awards.

ACT Women's Awards

- The 2018 ACT Women's Awards were presented by Minister Berry on 6 March 2018, at an event attended by over 200 people held at the National Arboretum.
- The ACT Women's Awards honour the achievements of local women who have improved the status and lives of women and girls in the ACT. This recognition provides encouragement to all women to continue striving for gender equality and supporting women in our community.
- Each year the ACT Women's Awards are presented by the Minister for Women as part of celebrations for International Women's Day in early March.
- The recipients of the 2018 ACT Women of the Year awards were:
 - ACT Woman of the Year - Ms Ashleigh Streeter-Jones.
 - ACT Senior Woman of the Year - Ms Cathi Moore.
 - ACT Young Woman of the Year - Miss Caitlin Figueiredo.

Women's Honour Roll

- On 6 March 2018, along with presenting the ACT Women's Awards, the Minister for Women launched the inaugural digital Women's Honour Roll, which acknowledges and celebrates outstanding achievements of women in Canberra. This launch marks 30 years of self-government.

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- The biennial ACT Women’s Honour Roll includes all recipients of ACT Women’s Awards, Canberra Citizen of the Year, the ACT Honour Walk, ACT Sports Hall of Fame, and ACT Scientist of the Year.
- More than 300 women are represented on the Honour Roll, which will be added to every second year to mark International Women’s Day celebrations for the ACT.

ACT Prevention of Violence Awards

- The ACT Violence Prevention Awards recognise projects, organisations and individuals who are making significant contributions to the prevention of violence against women and children in the ACT.
- The Awards are presented annually, with timing to coincide with the 16 Days of Activism, which is a global campaign to raise awareness about violence against women.
- The awards were presented on 27 November 2017 at the Belconnen Arts Centre.
- The 2017 Award Recipients were:
 - The Alcohol Tobacco and Other Drug Association ACT
 - Beryl Women Inc.
 - Domestic Violence Crisis Service
 - Canberra Police Citizens Youth Club
 - Assistance Beyond Crisis
 - John Hinchey (Victims of Crime Commissioner)
 - Juliet Moody (Fearless Comedy Gala)

Key Information

ACT Prevention of Violence Awards

- The Awards process is run by the Office for Women in partnership with the Office of the Coordinator- General for Family Safety.
- Awards are given in five categories; community, sport, workplaces, media and education.
- The applications were assessed on the following criteria:

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ANNUAL REPORT HEARING BRIEF

- Raising awareness of violence against women and/or children in our community.
 - Building our community so that women and/or children feel free from violence.
 - Changing attitudes and behaviors to support an anti-violence culture.
 - Developing innovative ways to prevent violence against women and/or children, especially in areas that would not normally engage with the issue of domestic violence.
- The PVA Award ceremony coincided with the annual 16 days of Activism campaign. This is a global campaign to raise awareness about violence against women. It commences each year on 25 November, the International Day for the Elimination of Violence against Women and concludes on 10 December, Human Rights Day.

Background Information

- The first Partners in Prevention Awards were held in November 2012 as an action under the ACT Prevention of Violence against Women and Children Strategy 2011-2017. This action was Primary Objective 1- women and girls are safe because an anti-violence culture exists.
- During 2015-16, the awards were renamed the ACT Violence Prevention Awards: *Canberra Unites to Prevent Violence Against Women and Children*. The renaming addressed a number of issues arising from the previous name, 'Partners in Prevention'. The previous name did not readily associate the awards with violence prevention measures and lead to a misconception that nominees needed to have official partnership arrangements in place in order to meet award criteria

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TRIM Ref:

ISSUE: Ministerial Advisory Council on Women**Talking points:**

- The ACT Ministerial Advisory Council on Women (MACW) provides strategic advice to the ACT Government on issues affecting women in the ACT. The Council also provides a link between the Minister for Women and women in the ACT Community.
- MACW hosted the ACT Gender Equity Forum: Sharing Stories of Success on 12 February 2018. The forum was co-designed and co-facilitated by (MACW) and the ACT Office for Women (OfW).
- The forum's aim was to share inspirational stories and practical solutions that have resulted in positive outcomes towards gender equality, and to consider ways in which the learning from these can be applied in other community, business and government practices.
- The current council's term expires on 31 December 2018.
- Nominations for the new Council 2019-2020 opened on 7 September 2018 and closed on Friday 19 October 2018.

Key Information

- MACW Members 2017-18 include: Dr Elizabeth Beckmann (Chair); Ms Dana Esperanza (Deputy Chair); Mrs Louise Bannister; Ms Julie Blackburn; Ms Alisa Draskovic; Ms Lauren Gale; Ms Jayanti Gupta; Ms Patricia Jones; Ms Fiona Petersen; and Ms Megan Taylor.
- MACW's 2018 work plan has focus areas which align with the ACT Women's Plan, as a continuum of work addressing: Women's reproductive and sexual health in the ACT; Domestic and family violence and sexual assault; Post school education and training opportunities for women in prisons, particularly Aboriginal and Torres Strait Islander women; and Women's housing and homelessness.
- The ACT Gender Equity Forum: Sharing Stories of Success, held as a café style forum, provided the 60 participants with practical application of story sharing in the community, business and government reflective practice across six topic areas including: Housing and homelessness; Respectful relationships; Women supporting women in business; Leadership; Breaking down gendered occupations; and Changing the system not the woman.
- Dr Gail Crimmins was the guest speaker in providing insights of positive story sharing.

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Background Information

- MACW have consulted with Canberra Women in Business and ACT President and Human Rights Commissioner in relation to Priority Area 2 of the MACW Work plan: Engagement with Government and Community, to ensure robust and informed responses to the ACT Women's Plan 2016-26.
- The Council has focused on accessible and affordable housing for women, engaging with ACT Housing as well as participating in the ACT Housing Affordability Summit, which generated submissions to ACT Housing Strategy. The Council notes that there are opportunities to develop stronger cross-Directorate approaches to housing and homelessness with focus on older women and innovative flexi housing solutions as well as mixed use housing.
- The call for nominations for the new MACW council was widely advertised in the local media, via email networks and online through the Diversity Register. Nomination forms were also distributed to women's organisations, community groups, the business sector and social media.

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TRIM Ref:

ISSUE: Domestic Violence Support Groups

Talking points:

- The Domestic Support Group Program was created in recognition of the diverse needs of Canberra women affected by domestic violence, supporting their capacity to rebuild self-efficacy and safe social worlds whilst acknowledging the different stages of recovery.
- The Domestic Violence Crisis Centre received grant funding to run three key programs in 2017-18 to enhance the wellbeing of women who have experienced domestic violence.
- The three programs were:
 - Stepping Forward Program - an open group program to support women starting to reconnect with their social worlds by creating opportunities to share exercise and conversation.
 - Moving On Program – a closed group program for women ready to explore their sense of self, grow their social skills, and understand the dynamics of power and abuse in domestic violence relationships.
 - Growing Strong Program – a dual program for women and their children to grow a new sense of family, enhance mother-child relationships, and facilitate mothers to help their children heal from domestic violence.
- Funding of \$28,000 was allocated for the Domestic Support Group Program during 2017-18.
- Funding of \$30,000 has been made available in the 2018-19 financial year to the Domestic Violence Crisis Centre to run the Domestic Support Group Program again in the current financial year.

Key Information

- Nil

Background Information

- Nil

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Lead Directorate: Community Services

TRIM Ref:

Portfolio/s Multicultural Affairs

Women

ISSUE: Canberra Multicultural Women's Forum Final Report

Talking points:

- The Canberra Multicultural Women's Forum (CMWF) report demonstrates the good work done by CMWF to provide a platform for ACT Culturally and Linguistically Diverse (or CALD) women to have their voices heard in relation to domestic and family violence.
- The CALD Women's Consultation Initiative were awarded \$15,000 through a 2016-17 Women's Safety Grant that supported the establishment of the CMWF.
- As a result of the consultation undertaken to inform this report, there is an opportunity for services and policies in the ACT to better reflect the needs of all community members.
- The project will also help contribute to building our understanding of ways government and other organisations consult with CALD women in the future.
- The report provides a rich source of information about seven CALD communities in the ACT and their experiences with ACT Government services.
- The ACT Government is currently reviewing the recommendations raised in the report.
- These recommendations relate to a range of issues and areas of responsibility across the ACT Government.

Family and Domestic Violence

- It is really positive to hear the voices of women who are not always heard. We know from consultation undertaken to inform the Family Safety Hub that it is a sensitive topic that many women are not comfortable to discuss, particularly if they experience a language or cultural barrier.
- The findings support and build upon the insights gathered for the Family Safety Hub.

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- The ACT Government has played an active role in the development of the Fourth Action Plan of the *National Plan to Reduce Violence against Women and their Children 2010-2022*. Consultations for the Fourth Action Plan have included a specific focus on women and families of CALD background, with an expert group called together to advise on complex forms of violence such as dowry abuse, early forced marriage and female genital mutilation.

Language services

- The draft ACT Language Services Policy is currently going through the Cabinet process.
- The aim of the policy is to provide people who experience challenges in communicating in English with the same access to services and programs as those who do not experience language or communication barriers.
- The ACT Language Services Policy will provide a Whole of Government framework, which sets out the key priorities and directions for the ACT Government to support all Canberrans, irrespective of their language to have fair and equal access to all ACT programs and services.
- The policy aims to encourage ACT Government Directorates to provide opportunities for all Canberrans to learn and develop their language skills and abilities, to improve access so that they may access services and programs to enable them to make an effective contribution to the Canberra community.
- Each ACT Directorate will implement the Policy relevant to their area including raising awareness of situations in which an interpreter should be used, taking into account legislative requirements and risks that could impact clients' health, safety, security and/or human rights if an interpreter is not utilised; using qualified interpreters and translators in the delivery of all services for people who communicate in a language other than English; and translating documents and information into a range of languages.

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Consultation with community

- The ACT Government is committed to ensuring Canberra continues to grow as an inclusive and connected city where everyone has the opportunity to reach their full potential.
- The 2018 ACT Multicultural Summit will explore ways to ensure the voices of people from diverse backgrounds are heard and their contributions acknowledged, ensuring Canberra will continue to grow as a diverse and inclusive city.
- In the lead up to the 2018 ACT Multicultural Summit, community consultation has been arranged for members of the community to have their say.
- Community Consultation Roundtable sessions have concluded, with data from the sessions being used to inform the four discussion papers (based on the four themes) which will be delivered at the Summit.
- Community members were also encouraged to respond to the online survey on YourSay, which was open until mid-October 2018.

Housing ACT

- The needs of people from CALD backgrounds is recognised by Housing ACT. This group was part of the community consultations undertaken in 2017 for the ACT Government's *Towards a new Housing Strategy* discussion paper.
- To assist CALD clients Housing ACT fact sheets are available in a range of languages. Social Housing applicants and tenants have access to the Translating and Interpreting Service (TIS) if required. TIS can provide telephone translating services to people who don't speak English and to organisations that need to speak with their non-English speaking clients.
- The central intake service for homelessness services, OneLink provides service users with direct access to telephone interpreter services, through the Translating and Interpreting Service, if required.
- Housing ACT Tenancy staff are provided training for working with diverse clients. For example, the Certificate IV in Social Housing and

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Homelessness, completed by many staff, includes a unit on “Working with Diverse People”.

- Housing ACT current Service Funding Agreements with the ACT Specialist Homelessness Sector require services to report on “initiatives that improve engagement with CALD service users to contribute to improved housing outcomes.” Organisations must also use quality improvement practices, and undertake cultural awareness training with staff, to provide services in a linguistically and culturally appropriate way. Future Service Funding Agreements will continue to incorporate these requirements.

Accessibility

- The Access Canberra website is being continuously developed to meet the ACT Government’s web accessibility requirements. Web content is published in a way that information is accessible to all users, including those with a disability.
- Access Canberra regularly meets with key stakeholders including the Multicultural Community Forum to seek feedback and work collectively around accessibility of information.

Key Information

- More than \$1.8 million was also committed by the Government to establish a new service to support asylum seekers and other migrants with uncertain immigration status who are in need of housing assistance. This funding will provide medium term accommodation and support to gain community connections, employment, education and training to enable people to sustain their accommodation in the longer term, while their immigration status is being resolved.

Background Information

- There are 14 recommendations in the Canberra Multicultural Women's Forum report. The ACT Government is currently reviewing the report and its recommendations.
- A letter will be prepared to respond to Ms Laura Aoun, Chair of the Canberra Multicultural Women's Forum with a summary of ACT Government responses to the report recommendations.

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Canberra Multicultural Women's Forum report - Recommendations	
1	Develop a culturally appropriate engagement strategy for ACT Government services, co-designed with CALD communities, to improve service delivery.
2	Additionally, co-develop a culturally appropriate engagement strategy with youth from CALD communities to ensure the ACT Government can support their diverse interests and needs.
3	Support community-based initiatives focussed on men from CALD backgrounds working with other men on FDV-related issues in terms of prevention education and intervention.
4	Establish a fully accessible refuge with wraparound services for women and children from CALD backgrounds in the ACT staffed by culturally competent staff able to support women escaping violence.
5	Provide funding for more interpreters with specialist knowledge across health, legal, and education sectors.
6	Provide funding for more interpreters with knowledge of the cultural, religious and geographic diversity within different language communities.
7	Ensure interpreters receive trauma-informed training to better support CALD communities.
8	Deliver face-to-face cultural awareness training across all ACT Government departments and services to increase knowledge of the diversity of experiences and identities in CALD communities and to address personal and institutional racism.
9	Provide multilingual information on the Access Canberra website.
10	Make available after-hours services for Access Canberra.
11	Appoint multicultural liaison officers (MLOs) within Access Canberra as well as mandate the appointment of MLOs in all ACT Government services.
12	Increase representation of women from CALD backgrounds in ACT Government Advisory Councils.
13	Provide a multi-faith prayer room in ACT Government service locations including hospitals.
14	Undertake further consultations regarding specific forms of violence, which may manifest in some CALD communities in the ACT, as well as consult with communities not represented as part of this initiative. Any new findings or further best-practice methodology should be incorporated into a subsequent report.

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TRIM Ref:

Community Services Directorate**OUTPUT CLASS 2 STRATEGY, PARTICIPATION AND EARLY INTERVENTION****Output 2.7 SAFER FAMILIES****Topic:** *New Indicator*

This indicator was created in 2017-18 under Section 19D of the *Financial Management Act 1996* as a result of the new Administrative Arrangements transferring Coordinator-General for Family Safety from Justice and Community Safety Directorate (JACS) to Community Services Directorate (CSD).

OUTPUT CLASS 2: STRATEGY, PARTICIPATION AND EARLY INTERVENTION
PRINCIPAL MEASURES

OUTPUT 2.7: SAFER FAMILIES

Description:

The Office of the Coordinator General for Family Safety ensures ACT Government directorates and agencies work together to respond to family and domestic violence. This office is responsible for overseeing the ACT Governments commitment to address family and domestic violence.

Measures	2017-18 Original Target	2017-18 Amended Target	2017-18 Result	Var. %	Notes
Accountability Indicator					
a. Family Violence Statement presented to the ACT Legislative Assembly	N/A	1	1	0	1
TOTAL COST (\$'000)	N/A	N/A	1,606		2
CONTROLLED RECURRENT PAYMENTS (\$'000)	N/A	N/A	1,340		2

Explanation of Accountability Indicator

- a. It outlines the Government's progress and achievements in addressing family and domestic violence.

Explanation of Material Variance (>5%):

- This indicator was created in 2017-18 under Section 19D of the *Financial Management Act 1996* as a result of the new Administrative Arrangements transferring Coordinator-General for Family Safety from Justice and Community Safety Directorate (JACS) to Community Services Directorate (CSD).
- The Family Safety portfolio was transferred from JACS to CSD in 2017-18 as a result of the new Administrative Arrangements. The total cost is higher than the controlled recurrent payments due to expenses in developing the Family Safety Hub.

ANNUAL REPORT HEARING BRIEF

Prevention of Domestic & Family Violence

Community Services & Social Inclusion

ISSUE: ACT Specific Statistics

ACT Policing	2015-16	2016-17	2017-18
No. of family violence incidents attended	3,454	3,194	2697
No. of reported offences for family violence recorded	2,316	2,767	2,310
main offence: assault offences	1,141 <i>(49.3 % of FV offences recorded)</i>	1,362 <i>(49.2 % of all FV offences recorded)</i>	1134 <i>(49.1 % of FV offences recorded)</i>
main offence: property damage offences	379 <i>(16.4 % of FV offences recorded)</i>	467 <i>(16.9 % of all FV offences recorded)</i>	372 <i>(16.1 % of FV offences recorded)</i>
main offence: breach of domestic violence and restraining orders offences	252 <i>(10.9 % of FV offences recorded)</i>	257 <i>(9.3 % of all FV offences recorded)</i>	330 <i>(14.3 % of FV offences recorded)</i>

Notes:

1. ACT Policing have made minor amendments to statistics from previous financial years due to retrospective corrections made to their case management system
2. Figures used for total breaches of Domestic violence and Restraining Order offences have been amended due to changes in collection methods brought on by the implementation of the Australian Standard Offence Classification (ASOC), enacted to enhance both the production and analysis of crime and justice statistics. The ASOC classification replaces the previous ANCO classification and features improved collection methods of data for both breaches of Domestic violence and Restraining Order offences

Director of Public Prosecutions	2015-16	2016-17	2017-2018
No. of criminal proceedings related to family violence commenced	710	687	678

Legal Aid ACT	2015-16	2016-17	2017-2018
No of new grants of legal assistance to support victims of domestic and family violence	154	159	148
Common types of legal matters in which legal advice and tasks services were provided during the year: Domestic Violence Order and Personal Protection Order	1,745 <i>(26.8 % of all advice)</i>	1,685 <i>(22.5 % of all advice)</i>	1867 <i>(32.7% of all advice)</i>
Clients seen in DVO matters for Advice, DL, Grants	1045 (client count)	1256 (client count)	1515 (client count)

Cleared as complete and accurate: 12/10/2018

Cleared by: Choose an item.

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Ext:79837

Lead Directorate:

Community Services

TRIM Ref:

Notes:

- In 2017-2018, total inquiries handled by the ACT Legal Aid helplines relating to Domestic Violence and Personal Protection Orders were not recorded and as such this data item has been omitted

Domestic Violence Crisis Service (DVCS)	2015-16	2016-17	2017-2018
No. of crisis intervention visits made to families	1,820	1,367	1,450

Notes:

- Changes made to the report requirements of DVCS under their new contract has influenced the availability of data that can be reported against for the 2017-2018 financial year

Canberra Rape Crisis Centre	2015-16	2016-17	2017-2018
No. of individuals supported (total service users)	6,162	7,947	7,610
No. of call outs from police and/or forensic service to support victims reporting sexual assault responded to	307	471	393
No. of crisis appointments provided	199	320	319
No. of counselling and support sessions provided	4,090	5,818	2,958
No. of telephone counselling support / crisis interventions provided	27,623	23,934	27,893

Background Information – also provided to the Minister for Police

Key Statistics from ACT policing

- Table 2: Family Violence assault offences - 12 month comparison

Family Violence Assault offences	01 May 2016 to 30 April 2017	01 May 2017 to 30 April 2018	Percentage Change (%)
Assault – Family violence related	1326	1203	9.3
All other assaults	1675	1568	6.4
Total	3003	2776	15.2
Proportion of family violence related assaults (%)	44.2%	43.3%	

- Over the past 12 months, family violence related assault offences decreased by 9.3 per cent.

Cleared as complete and accurate: 12/10/2018
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 Lead Directorate: Community Services

Ext:
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TRIM Ref:

Prevention of Domestic and Family Violence

ISSUE: SAFER FAMILIES OVERVIEW**Talking points:**

- In 2016, the ACT Government made the single largest spending and policy commitment to address family violence in the ACT's history. This commitment was made to support the implementation of the *ACT Government Response to Family Violence*.
- The *ACT Government Response to Family Violence* included 41 separate commitments aimed at reducing the impact of domestic and family violence within the ACT.
- Together with the community sector, the Government has made considerable progress towards implementing the commitments made in 2016. Progress is reported annually via the ACT Government Budget Papers and the Annual Safer Families Ministerial Statement.
- The ACT Government remains committed to long term change so that we may reach our goal of zero tolerance of domestic and family violence. The change we are seeking will only come about with a long term investment in service and system design that is developed in partnership with the community and is informed by children, women and men with an experience of domestic and family violence. Long term investment is also required to shift attitudes in our community towards violence against women and children.

Key Information

- Funding from the Family Safety Levy has gone directly to specialist services designed to meet the needs of those experiencing domestic and family violence. Similarly, Levy funding has enabled the strengthening of criminal justice responses, for example additional police officers to assist victims of domestic violence.
- Significant progress was made during 2017-18 to establish the Family Safety Hub, which was officially launched on 11 May 2018 as a catalyst for change.
- The Family Safety Hub is bringing people together in a collaborative network to drive system change through the use of a 'try, test and learn' approach. Implementation will focus on building: a shared understanding across the service system so people get the right response wherever they seek help; capability to integrate services for clients; and alternative pathways to safety that meet diverse needs.

Cleared as complete and accurate: 05/07/2018

Cleared by: Choose an item.

Ext:

Contact Officer Name:

Jane Pepper

Ext: 59441

Lead Directorate:

Community Services

TRIM Ref:

- Work is well under way to address the first challenge under the Family Safety Hub; early intervention opportunities for pregnant women and new parents experiencing or at risk of domestic and family violence. The Family Safety Hub has brought together experts from a range of services to progress new approaches or strengthen existing approaches to address the first challenge.
- In relation to training of staff, a comprehensive capability framework has been developed to ensure a sustainable approach to the delivery of training to frontline workers across the health, education, community services and justice sectors. Training will equip frontline workers with the ability to recognise and provide basic support for clients who are experiencing domestic or family violence. Importantly, the capability framework recognises and builds upon existing training structures and workforce needs.

Background Information – may not be suitable for public disclosure

- The 2018-19 Budget allocated \$24.1 million over four years for Safer Families initiatives, and included a further \$9.3 million over four years for initiatives that complement the Safer Families package.
- In the 2018-19 Budget, the levy funds \$19.7 million of the \$24.1 million investment in Safer Families initiatives over four years.
- The 2017-18 Budget allocated \$23.5 million over four years to Safer Families initiatives, with \$19.7 million being funded by the Levy.
- The 2016-17 Budget allocated \$21.4 million over four years to Safer Families initiatives, with \$19.1 million being funded by the Levy.
- The following initiatives resulted in an underspend for 2017-18
 1. *Enhancing access to justice for non-English speakers.* Underspend was applied to the supplementing funding for the Domestic Violence Crisis Service and the Canberra Rape Crisis Centre.
 2. *Integrated case management.* Initially aimed at supporting integrated case management within the Family Safety Hub, this underspend was repurposed to support the final Family Safety Hub model.
 3. *Training in domestic violence for frontline workers.* This underspend was rolled forward to be used once the whole of government strategy is complete.

Cleared as complete and accurate: 05/07/2018

Cleared by: Choose an item.

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Prevention of Domestic & Family Violence

ISSUE: Family Safety Hub activity**Talking points:***Establishing the Family Safety Hub*

- Significant progress was made during 2017-18 to establish the Family Safety Hub.
- The Family Safety Hub was officially launched on 11 May 2018 as a catalyst for change.
- The Family Safety Hub is not a service. The Family Safety Hub is a network for collaboration and innovation. It brings the right people together to work through one problem at a time to see how we can provide better help, earlier.
 - The Family Safety Hub fosters shared understanding, builds capability, delivers new or improved pathways to safety, and promotes system cohesion.
- The Family Safety Hub was co-designed with the 50 people in the community services sector and 20 people with lived experience domestic and family violence.
- The insights from the co-design told us that:
 - People are offered generic pathways that do not meet their needs or aspirations.
 - Power and control, particularly, is not recognised as violence by victims, perpetrators or the system.
 - People with lived experience disclose to people they trust, who are often not domestic violence specialists.
- The insights work told us that we didn't need a new service with a shiny front door in order to improve access. What we need is a broad range of systemic reforms requiring a new way of working. Co-design and collaboration is needed to design and test solutions to systemic problems.
- These insights prompted the Government to think differently about the role for a Family Safety Hub in the ACT.

Cleared as complete and accurate: 10/10/2018
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- The Family Safety Hub will now bring the right people together to work through a series of ‘challenge workshops’, to help generate ideas on how we can solve one problem at a time. The most promising ideas will be selected to be tested with the community and potentially piloted. Depending on the outcomes of the pilots, the Office of the Coordinator general for Family Safety will work with Directorates and community to terminate, extend or scale-up the idea.
- Other challenges will follow including a focus on access to financial support and private housing.

The first Challenge

- The first Family Safety Hub challenge began on 10 May 2018. The Challenge focusses on early intervention opportunities for pregnant women and new parents experiencing or at risk of domestic and family violence—as research indicates this is a high-risk period for violence to emerge or escalate.
- Over 40 participants from a range of sectors came together over two days to develop concepts to address the Challenge topic. Participants generated 57 ideas. Of those ideas, four ideas were selected for further co-design and testing with system users, which are:
 - easy access to free legal information in health and community settings
 - marketing campaign to reduce stigma for people seeking help
 - involving Fathers, and
 - minimising reproductive coercion.
- The Family Safety Hub is now actively working with the sector to deliver its first pilot, which will deliver a new service to provide free legal information to pregnant women and new parents in health and community settings.
 - The pilot service will commence in the last quarter of 2018. It was co-designed with over 55 health, community and legal professionals to test and refine how the service would work.

Cleared as complete and accurate: 10/10/2018
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Funding for the Family Safety Hub

- The Family Safety Hub is funded through the Family Safety Levy.
- The 2017-18 budget committed \$455,000 to co-design and establish the Family Safety Hub.
- Following the successful Family Safety Hub launch, the 2018-19 budget committed funds to establish a permanent team within the Office of the Coordinator General to drive the activities of the Hub. The team will work closely with the community sector and across all levels of government to help drive lasting change in the ACT around domestic and family violence.
- The 2018-19 Budget allocates \$5.961 million over four years for the Family Safety Hub, which is part of a total \$24.1 million budgeted over four years for Safer Families initiatives.

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Portfolio/s Prevention of Domestic & Family Violence

ISSUE: **Domestic and Family Violence Frontline Worker Training**

Talking points:

- Training for frontline workers in Domestic and Family Violence is already provided across the service system. Extensive training is available in key operating areas:
 - Child, Youth and Protection Services (CYPS) in CSD deliver an intensive 5 day training equipping staff with the understanding and skills to respond to family violence in the context of child protection and youth justice work
 - CYPS also delivers a comprehensive five days sexual abuse training
 - ACT Policing provides frontline officers 4 days of face to face training to implement best practice procedures and policies when responding to DFV. The program includes specific training on: the use of the Family Violence Evidence in Chief provisions; the Family Violence Risk Assessment Tool; Protection Orders; service supports for victim and perpetrators; and the impact on children.
- A whole of government approach has been developed and will be implemented in early 2019.
- The training will be provided to a broader range of frontline workers to build understanding and skills, so that workers recognise the broad range of behaviours that constitute domestic and family violence and know how to respond to reduce the impact of this violence across the community.
- A comprehensive capability framework has been developed to ensure there is a sustainable and consistent approach to the delivery of training to frontline workers that recognises and builds upon existing training structures and workforce needs.
- Training of frontline workers recognises the research findings that show women commonly seek support from those with whom they have trusted relationships.

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- Training of frontline workers such as midwives and school psychologists recognises the valuable role that ACT Government employees can play as a first responder for people who may not otherwise seek support.

Key Information

- The Strategy will train approximately 21,790 ACT Government workers to recognise domestic and family violence and respond effectively. 11,500 of those trained will be frontline workers.
- There will be three tiers of training available, Foundation tier, Tier 1 and Tier 2 with each tier differing in capability and outcomes according to work role.
- The Foundation tier of training will be available to all ACTPS in early 2019.
- The Foundation Tier includes training for managers to ensure all Managers and are well equipped to support staff and support a culture of change in the workplace to stop violence against women.
- The Foundation tier of training will support the accreditation requirements for White Ribbon Workplace Accreditation.
- A community of practice has been established with representation from all ACT Directorates to support the implementation of the Training Strategy ensuring it is available to all ACTPS, is of high quality and is sustainable into the future.

Background Information – may not be suitable for public disclosure

- \$770,000 was allocated for the delivery of frontline worker training as part of the 2016-17 budget. This money has been rolled over to be spent on training in 2018-19.
- The ACT Government remains committed to preventing violence and creating an anti-violent culture as stated in the 2nd Implementation 2015-17 of the *ACT Prevention of Violence against Women and Children Strategy 2011-17*. The 2nd Implementation Plan listed “All Directorates will consider becoming White Ribbon Accredited “as a key reportable action.
- Foundation Tier is being developed in house by CSD.
- Tier 1&2 content will be developed externally. Work is underway in how best to engage with the private sector in the tender process for Tier 1&2 content.

Existing ACT Government DFV training

CSD

- Child and Youth Protection Services run a specific intensive five day training program to improve the capability of staff to work with families experiencing family violence;
- CSD Housing managers and staff have received DFV awareness training;

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- CSD staff have access to a DFV awareness eLearning module to increase understanding of the impacts and service responses relating to DFV.

Health

- face to face and online training has been provided to Child and Adolescent Mental Health Service (CAMHS) services staff. This has included implementing domestic and family violence screening for clients.

Education

- has updated its Mandatory Reporting guideline and training to include a specific e-learning module on family violence.

Justice and Community Safety:

- delivered training on Domestic Violence facilitated by DVCS and CRCC which is open to all staff;
- ACT Corrective Services is providing a range of training to Community Corrections and Offender Services staff, including courses on family violence offenders and working with sex offenders;
- ACT Ambulance Service sent a number of senior and frontline managers to a two day workshop on family violence in March 2018 with the intent to expand this training opportunity to other staff;
- The Restorative Justice Unit is developing staff expertise in dealing with domestic and family violence. Staff have received training from Domestic Violence Crisis Service and 1800RESPECT; and
- ACT Policing: the Family Violence Coordination Unit supports frontline officers to implement best practice policies and procedures when responding to domestic and family violence through face to face training. There is specific training on the use of the Family Violence Evidence in Chief provisions; the Family Violence Risk Assessment Tool; Protection Orders; service supports for victim and perpetrators; and the impact on children.

CMTEDD

- Managers have been provided training with DVCS.

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Portfolio/s Prevention of Domestic & Family Violence

ISSUE: Domestic Violence Prevention Council (DVPC) Report Extraordinary Meeting on children and young people affected by DFV

Talking points:

- The Government welcomes DVPC Report and acknowledges the significant expertise and experience of the many individuals and organisations that contributed.
- We know children can be profoundly impacted by violence in the home and are often invisible within the service system where supports can inadequately recognise them in their own right.
- The DVPC Extraordinary Meeting provided the ACT the opportunity to focus on the needs of children and young people affected by domestic and family violence (DFV) and sexual violence.
- The DVPC Report requires a collaborative whole of government response and the Government will be carefully considered best to take the recommendations forward.
- The DVPC recommends funding be allocated to undertake specific consultation with children and young people about their experiences and the supports and services that would best empower them and enable them to recover from domestic and family violence.
- The ACT Government is exploring how it can best consult with children and young people to better understand their specific needs to recover from the impacts of DFV. ***This will need updating as announcements are made by ACT Gov re: possible funding for this initiative expected on Friday 13 October 2018.***

Key Information

- The DVPC convened the meeting to bring a focus on identifying priorities to improve service responses for children and young people impacted by DFV, including sexual violence in the ACT.
- The DVPC Report cover the following themes:
 - children and young people should be consulted to understand their needs to inform policies and programs going forward

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- increased availability of therapeutic trauma informed services for children and young people and clear referral pathways
- improving court and legal approaches to reduce the impact of children and young people involved in the court process.
- training for people who work with children so they can recognise and respond to children and young people impacted by DFV
- using data to inform DFV strategies for children and young people

Background Information – may not be suitable for public disclosure

- On 4 April 2018, the DVPC convened an Extraordinary Meeting focusing on the needs of children and young people affected by family and domestic violence including sexual violence.
- Over 80 people attended the Extraordinary Meeting including people with a lived experience of Domestic and Family Violence (DFV); members from the community sector; academics; the Legislative Assembly; and, key stakeholders from across ACT Government directorates and agencies including Community Services, Education, Justice and Community Safety, Health, the Human Rights Commission, and ACT Police.
- This Meeting follows the historic gathering held in 2015 which identified key issues in the ACT relating to addressing DFV, including sexual assault. The 2015 Extraordinary Meeting led to the development of new initiatives and strategic reforms underpinned by the Safer Families Levy.
- The 2018 Extraordinary Meeting builds on the insights gained from the Family Safety Hub co-design, the Royal Commission into Institutional Responses to Child Sexual Abuse, the DVPC's 2016 Death Review Report and the *Third Action Plan of the National Plan to Reduce Violence against Women and their Children 2010-2022* National Priority Area 5 'Responding to children living with violence'.

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Prevention of Domestic & Family Violence

Community Services & Social Inclusion

ISSUE: Strategic Objectives and Indicators

Output 2.7: Safer Families¹

The Office of the Coordinator General for Family Safety ensures ACT Government directorates and agencies work together to respond to family and domestic violence. This office is responsible for overseeing the ACT Government's commitment to address family and domestic violence.

Table 11: Output 2.7: Safer Families

	2017-18 Estimated Outcome \$'000	2018-19 Budget \$'000
Total Cost	1,447	4,693
Controlled Recurrent Payments ²	1,343	4,671

Notes:

1. This is a new Output following the Administrative Arrangements transferring the Coordinator-General for Family Safety from Justice and Community Safety Directorate to the Directorate.
2. The increase in the 2018-19 budget from the 2017-18 estimated outcome is due to Family Safety Innovation Hub resources and additional resources in supporting increased demand for frontline crisis services.

Output 2.7: Safer Families

Table 23: Accountability Indicators Output 2.7

	2017-18 Targets	2017-18 Estimated Outcome	2018-19 Targets
Safer Families			
a. Family Violence Statement presented to the ACT Legislative Assembly ¹	1	1	1

Note:

1. This indicator was created in 2017-18 under Section 19D of the *Financial Management Act 1996* as a result of the new Administrative Arrangements transferring Coordinator-General for Family Safety from Justice and Community Safety Directorate (JACS) to Community Services Directorate (CSD).

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Portfolio/s Prevention of Domestic & Family Violence

ISSUE: National Summit on Reducing Violence Against Women**Talking points:**

- The National Summit on Reducing Violence and Women and their Children (RVAW) was the final session in the national consultation process for the Fourth Action Plan of the *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan).
- The national consultation on the Fourth Action Plan has been underway with consultations occurring between July and September 2018.
- The themes of the Summit were prevention, response and recovery.
- The Summit focused on; what has been achieved so far through the National Plan and what areas need a more focused effort; what has been the feedback so far from the consultations and what are the emerging priorities; and what would success for the Fourth Action Plan and National Plan look like in 2022.
- The Summit was attended by over 80 delegates from communities and key stakeholder groups. The emerging priorities and feedback gathered so far from the National Consultation process was discussed at length in small group and panel discussions by the delegation to help shape the overall direction of the Fourth Action Plan, as well as discuss next steps for 2019 and beyond.
- Jurisdictions had the opportunity to share with the delegation their local reform agenda including what initiatives worked well in addressing DFV.
- The ACT raised local issues including: the impact for women experiencing DFV who had uncertain immigration status; and funding for the Women's Safety Package for specialist Domestic Violence legal services, currently funding will expire on June 2019.
- A report will be prepared for COAG on the outcomes of the Summit and the priority areas to be included in the Fourth Action Plan.

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Key Information

- The 2018 Council of Australian Governments (COAG) National Summit on Reducing Violence against Women and their Children (the Summit) was on 2-3 October 2018 in Adelaide.
- Attendance at the Summit was by invitation only. The ACT Government supported six delegates from local community organisations to attend the Summit as well as one community member with lived experience. The organisations represented include:
 - Chair, Domestic Violence Prevention Council and Executive Director, Women’s Centre for Health Matters
 - Executive Director, Domestic Violence Crisis Service
 - Executive Director, EveryMan Australia
 - Executive Officer, Canberra Rape Crisis Centre
 - Executive Director, Toora Women Inc.
 - ACT Aboriginal and Torres Strait Islander Elected Body member
- The Women’s Safety Ministers Meeting occurred alongside the Summit where national issues discussed included: the status of the National Order Reference System; best practice programs for changing behaviour; and launch of Phase 2 *Stop it at the Start*.

Background Information – may not be suitable for public disclosure

- The first Council of Australian Governments (COAG) National Summit on Reducing Violence and Women and their Children (RVAW) was held in Brisbane on 27-28 October 2016.
- In June 2017, COAG committed to holding another summit to align with the development of the Fourth Action Plan (2019-2022) – the final action plan of the National Plan.
- The ACT Government in partnership with the Commonwealth facilitated local consultations with the sector during July and August 2018. Across both consultations more than 120 people participated from both government and non-government agencies.
- The panel and small group discussion at the Summit focused on:

Ensuring a ‘safety first’ response	Women from culturally and linguistically diverse communities
Responding to those who use violence	Women with disability
Enhancing access to justice	Diverse gender and sexuality/LGBTIQ
Supporting the medium to long-term safety, wellbeing and independence of women and their children	Older women
Developing workforce capability	Women from regional and remote communities
Women from Aboriginal and Torres Strait Islander communities	Supporting culturally and linguistically diverse communities

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- Women with temporary visas issue raised by the ACT consultation:
 - Temporary visas create an additional vulnerability as visa status is used by perpetrators to intimidate and control victims
 - Women who end up with uncertain immigration status can't leave emergency accommodation because they have no income, i.e. are not eligible for any income support payments
 - Domestic Violence provisions under the Migration Act need to be extended to all temporary visas not just spousal and distinguished talent due to the vulnerability created.
 - For women on temporary visas the system intersections create complexity, vulnerability and leave women trapped, so we need to address the way the Immigration, Income Support, Social Housing and Family Law systems interact to improve pathways to safety for this group of women.

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Portfolio/s Police & Emergency Services

ISSUE: EXPLAIN WHAT THE BRIEF IS ABOUT

Talking points:

- ACT Policing's Family Violence Coordination Unit (FVCU) and Victims of Crime Team (VOCT) work with Government agencies and non-government organisations to ensure a collaborative approach in combating family violence and providing ongoing support to victims.
- ACT Policing has adopted a 'pro-intervention' model focused on prevention and safety. Initiatives of this model include:
 - Implementation of a Family Violence Risk Assessment Tool to strengthen the capacity of police to assess risk and intervene early to prevent family violence.
 - Sharing information with partner agencies to support early intervention for victims of family violence where a judicial approach is not appropriate, with a focus on vulnerable groups.
 - Delivery of an improved and targeted assistance in the Family Violence Order application process.
 - Regular engagement with the Coordinator-General for Family Violence regarding the development of new policies and initiatives such as the Family Safety Hub.
 - Formalised agreements with partners such as Domestic Violence Crisis Service regarding cooperative working relations.

Key Information

Family Violence Order Liaison Officers

- The ACT Government committed \$1,180,000 to ACT Policing for four years to employ two dedicated Family Violence Order Liaison Officers (FV-OLOs) to assist applicants in applying for Family Violence Orders (FVOs).
- The FV-OLOs duties include:
 - Providing day-to-day advice to frontline police officers regarding FVOs.
 - Liaising with members of the community and providing advice on FVOs.
 - Liaising with external agencies and providing updates regarding current family violence matters for affected persons.

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- The FV-OLOs operate under the provisions of the *Family Violence Act 2016* (ACT) which commenced on 1 May 2017.
- Where an ACT Policing member identifies a situation where a FVO may be appropriate, the matter is referred to the FV-OLOs.
- For all After Hours FVOs granted, the FV-OLO will contact the affected person to offer assistance including the process of obtaining an order at Court.

Perpetrator Programs

- ACT Policing continues to work collaboratively with support agencies by referring perpetrators to programs that provide support services to offenders.

Family Violence Risk Assessment Tool

- A key initiative of the ACT Policing FVCU that focuses on victim safety is the development and implementation of a Family Violence Risk Assessment Tool.
- This tool provides police with a thorough and consistent method to assess the risk posed by an offender to the victim in a family violence setting.
- This risk based approach has strengthened the capacity of ACT Policing members to intervene early and put in place mitigation strategies to assist in keeping victims safe.

Background Information – may not be suitable for public disclosure

- Nil.

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ISSUE: Respectful Relationships education in ACT Public Schools.**Talking points:****Why is it important?**

- A focus on respectful relationships is important because gender inequality and gender-based violence continue to have a profound effect on outcomes for Australians.
- Respectful Relationships Education is a school based approach to primary prevention of Domestic and Family Violence.
- It aims to develop skills and attitudes early, that will stop Domestic and Family Violence from happening in the future.
- *Respectful Relationships Education (RRE)* programs have had increased attention in recent years, with the link between this curriculum area and primary prevention of gender based violence becoming more widely understood. In all Australian jurisdictions, Education departments are working on developing resources and implementing curriculum in this area.
- The Directorate's approach has been informed by the work of Our Watch, an independent, not for profit organisation established under the *National Plan to Reduce Violence against Women and their Children 2010-2022* (the National Plan). Our Watch works closely with Australia's National Research Organisation for Women's Safety (ANROWS).

Implementation in ACT public schools

- Respectful Relationships Education is most effective when used as part of a whole school approach, which involves students experiencing the "key messages" in many different ways across the curriculum and in different areas of the school and community. This should involve the whole school community, including students, staff and the wider school community in the process of cultural change.
- At the universal level (all students), schools teach RRE through the Australian Curriculum (AC) supported by Social and Emotional approaches and specific RRE resources.
- This is supported through the Directorate's Safe and Supportive Schools Policy (2016), requiring all Canberra public schools to deliver Social and Emotional Learning programs, and the requirement for all ACT public schools to implement the AC.

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- Schools are able to choose programs and resources that suit their particular context and school community. All ACT public schools have access to the online QLD Curriculum to Classroom (C2C), the 'Student Wellbeing Hub' hosted by the Commonwealth and resources from Our Watch and Victorian Department of Education and Training to support implementation of RRE.
- The Directorate supports schools to access a range of PL including the White Ribbon Breaking the Silence Schools program and the Love Bites Program (NAPCAN) provided by senior psychologists.
- In the ACT some non-government organisations, such as the YWCA, PCYC and Menslink offer training to schools in this area. The YWCA's program involves a cost to schools which covers a license to train other school staff and a resource kit. There are also a range of commercial programs available to schools.

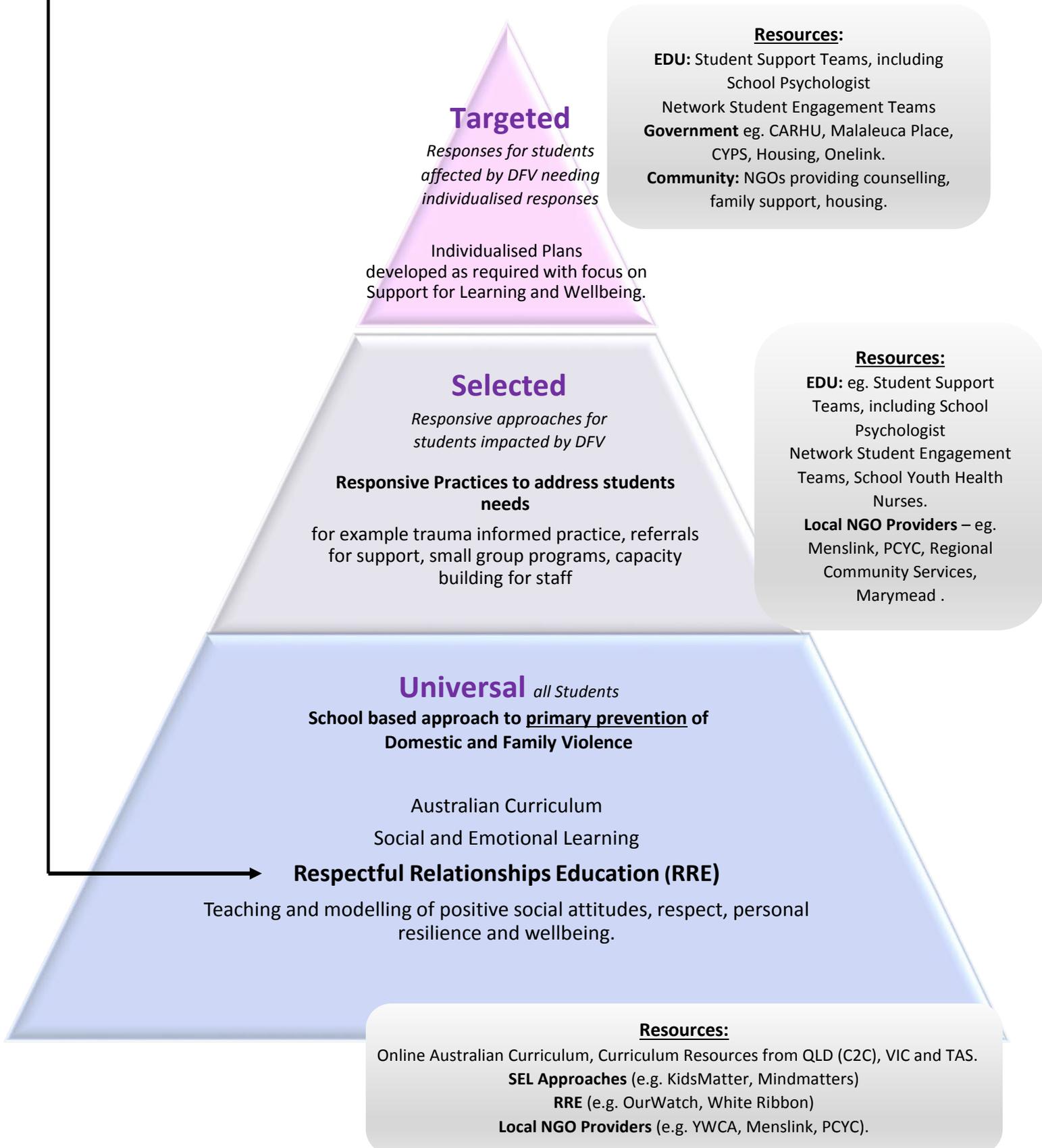
Who are we working with?

- The Directorate is working with Our Watch to progress Respectful Relationships Education. Our Watch is also working with other education jurisdictions (Victoria and Queensland) to help meet commitments under the National Plan to Reduce Violence against Women and their Children 2010-2022.
- The ACT Education Directorate contributes to an Australian Government led working group in this area and is also a member of the Our Watch National Respectful Relationships Education Expert Group. The Directorate attended workshops provided by Our Watch on 5 and 6 March 2018.
- The Directorate has promoted the White Ribbon Australia, Breaking the Silence Schools Program to Canberra Public Schools. Participation in the program is free. 20 ACT schools have engaged with this respectful relationships program which takes a whole school approach. 16 have finished the program, with another 6 finishing in 2018. Planning is currently occurring to commence another cohort of schools in the training in August, 2018.

How do we support individual families/students experiencing family violence?

- In addition to the primary prevention approach of Respectful Relationships Education, the Directorate provides a range of supports for individual students/families who have/are experiencing family violence.
- This includes support from the Network Student Engagement teams (NSET) and links to Government and NGO providers.

Where Respectful Relationships Education fits in Education's Domestic and Family Violence Plan



Key Information

- The YWCA Canberra has, on a number of occasions, spoken out in public forums and in the media commenting that the Education Directorate needs to do more in the area of Respectful Relationships Education.
- On 17 May, 2018 YWCA released their *Leading the Change: Gender Equality Report*, which provided recommendations based on YWCA's assessment of the ACT Government's progress on gender equality. The Education Directorate met with the YWCA on 11 May and provided a follow-up letter, providing information about their approach to RRE and clarified inaccuracies in the draft report.
- The YWCA has been promoting its *Respect Ed* suite of training and resources to ACT schools. There is a cost to schools to access training. The Directorate has supported the advertisement of the *Respect Ed* to schools.

Background Information

The ACT Education Directorate's (EDU) response to Family Violence aligns with both Australian and ACT government priorities and recognises the important role the education system plays as a setting for *primary prevention*.

Young people benefit from education programs which assist them to recognise and question gender norms, and to critically examine the potentially negative or limiting impacts they may have. Research indicates that education programs that work on building positive gender relationships must commence from an early age, as children are well aware of gender norms and make efforts to fit within gendered expectations by the time they are in kindergarten.¹

Continuing **social and emotional learning programs** in schools to enhance the skills of children and young people to engage in respectful relationships forms part of the current Parliamentary Agreement between ACT Labor and ACT Greens.

During the 2015 and 2016 the Directorate made Social and Emotional Learning grants available to schools (up to \$5000/school). 51 schools applied for a grant to assist implementation of SEL approaches in their school.

Social and Emotional Learning (SEL) forms a strong foundation for teaching about positive gender relationships. SEL programs provide a logical starting point from which to engage in more explicit work with students around gender norms, gender identity and respectful relationships.

Social Emotional Learning (SEL) is the process through which students acquire and effectively apply the knowledge, attitudes, and skills necessary to:

- understand and manage their emotions
- understand and show empathy for others
- establish and maintain positive respectful relationships

¹ Victorian Department of Education and Training (2016). Resilience, Rights & Respectful Relationships: Teaching For Social and Emotional Learning and Respectful Relationships. Melbourne. Available at www.education.vic.gov.au/respectrel

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- set and achieve positive goals
- make responsible decisions.