

ISC NEWSLETTER

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Welcome to the Inaugural ISC Newsletter

The Information Sub Committee (ISC) was established by the SAAP National Coordination and Development Committee (CAD) to advise CAD on a range of data and program activities. The ISC meets quarterly and is comprised of Commonwealth and State and Territory Government officials, two community members, a technical expert and a representative from the Australian Federation of Homelessness Organisations (AFHO). The ISC membership list is provided at the back of this publication. The ISC Newsletter has been established to help keep the SAAP sector informed of ISC data and research activity in particular and of related SAAP activities in general. The ISC Newsletter will be published on a quarterly basis.

“MEET THE ISC” Goodbye and Thank You to Out-going Members - Welcome to New Members!

With the start of SAAP V, the ISC has recently farewelled two Community Members, Kel Knox and Dorothy Belperio, and welcomed two new Community Members – Marilyn Roberts, from Somerville Community Service, NT, and Andrew Hall, from Joondalup Youth Support Services Inc, WA. The ISC also recently farewelled Julie Oberin, the former AFHO Representative and David MacKenzie, the former Expert Member. In their place, the ISC welcomes Kedy Kristal as the AFHO Representative, and Steve Mondy as the new Expert Member. The work of the ISC is greatly assisted by the work of our Community and Expert members and we are most grateful for the substantial contributions made by the out-going members. The ISC will also miss the presence and contributions of Allan Raisin (NSW) and Anna Fieldhouse (ACT). Fay Kitto and Sally Gibson are the new members for NSW and the ACT respectively. A warm welcome is extended to our new members!

SAAP V National Administrative Arrangements

SAAP V began on 1 October 2005 and will conclude on 30 June 2010.

The Commonwealth, State and Territory Governments have jointly developed the SAAP V Multilateral Agreement (MA) under the provisions of the *Supported Accommodation Assistance (SAAP) Act 1994 (Commonwealth)*.

All governments have agreed to focus on three Strategic Priorities over the life of SAAP V. These are: (a) increase involvement in early intervention and prevention strategies; (b) provide better assistance to people who have a number of supports needs; and (c) provide ongoing assistance to ensure stability for clients, post crisis.

In addition, each State and Territory Government enters into a Bilateral Agreement with the Australian Government to deal with SAAP issues that are either individual to the state or territory, or are not covered in the MA.

SAAP V is managed by the National SAAP Coordination and Development Committee, (CAD) which is a formal sub-committee of the Community Services Ministers Advisory Council (CSMAC). CAD comprises a representative from each state and territory government and two representatives from the Australian Government - one of whom chairs the meeting. CAD currently has two sub-committees: the Information Sub-Committee (ISC), established to advise CAD on a range of data and program activities; and the Evaluation Working Group (EWG), established to advise CAD on the development of a rolling evaluation of the SAAP V program, including a Mid Term Review and a final evaluation.

Indigenous Data Training Package

The ISC with support from CAD, is currently developing an Indigenous Data Training package that focuses on the needs of Indigenous agencies and those in SAAP who work with Indigenous Australians. A meeting with a group of Indigenous SAAP workers and trainers was held at the Australian Institute of Health and Welfare in Canberra on 27 & 28 of February. The SAAP National Data Collection Agency who have carriage of the project were very pleased with the meeting, and with input from the Indigenous Reference Group have developed some strategies to further this work. The package has been developed and trial will begin soon.

For further information contact: David.Ramsay@facsia.gov.au

SAAP Case Management Resource Kit

In 2005, CAD approved a budget to update the SAAP Case Management Resource Kit. In May 2006, a consultant surveyed SAAP agencies and non-SAAP services, and peak organisations, to collate views on the kit's usefulness, the number in use and suggestions for improving it.

The main findings from the survey are:

- the kit is highly regarded and used by many agencies (64%);
- the majority of agencies support the update of the kit; and
- elements of the kit requiring update include, the language, presentation (fonts, and set out), and current good practice, information on interventions, tools and processes.

An ISC Steering Committee is currently working on proposals for updating the kit. Possibilities under consideration include providing a basic kit to SAAP agencies in either hard copy or electronic format. Agencies can then update their current kits with modules specifically tailored to the needs of their agency; for example, information on single women and men, children, domestic violence, high and complex needs clients. It is planned that an updated kit will be available in 2007.

Client Outcomes Measurement

Client outcomes measures aim to record the achievement of goals by clients during their engagement with SAAP agencies. As many of you are aware the ISC has been working on developing measures of client outcomes for use in SAAP agencies. Work began way back in SAAP III and was progressed through SAAP IV. During SAAP IV measures were developed and trialled within SAAP agencies. Many SAAP agencies have continued to use the client outcome measures as part of their casework practice. The ISC will be promoting the use of outcome measurement during SAAP V. Some outcome measures will be included as part of the next version of SMART and agencies will be able to choose to use these tools.

Some of the initial responses from agencies currently using outcomes measurement are that clients and agencies can measure progress toward goal achievement. Agencies have found benefit by being able to measure the work that they do and the difference they are making in a tangible way. The client outcomes report is available on the web at: [http://www.facsia.gov.au/internet/facsinternet.nsf/vIA/saap/\\$File/SAAP_outcome_measurement.pdf](http://www.facsia.gov.au/internet/facsinternet.nsf/vIA/saap/$File/SAAP_outcome_measurement.pdf)

For further information contact: David.Ramsay@facsia.gov.au

SMART 6 is coming watch this space!

Coordination and Development Committee research on client self-reliance

Helping clients to achieve self-reliance and independence is one of the main objectives of SAAP specified in the legislation. Work towards finding out what self-reliance might mean was commissioned by CAD in 2003. The Australian Housing and Urban Research Institute (AHURI) undertook the research and released a report titled 'Getting back on my feet – Exploring self-reliance in the context of supported accommodation and homelessness' in 2004. Electronic copies of the report are available from the website: [http://www.facsia.gov.au/internet/facsinternet.nsf/vIA/saap2/\\$File/literature_review.pdf](http://www.facsia.gov.au/internet/facsinternet.nsf/vIA/saap2/$File/literature_review.pdf)

The report described self-reliance in the SAAP context as a journey or pathway from a person's current situation to a different situation by:

- achieving specific goals in their lives;
- changing the direction of their lives and
- restoring parts, or all of their lives to what it was before homelessness.

A working definition of self-reliance was given as 'getting back on my feet'.

To further the conceptual work developed by AHURI, CAD is commissioning a new piece of research to try and gauge the extent of self-reliance achieved by SAAP clients after having received SAAP services. The University of New South Wales (UNSW) has been selected as the consultant to carry out this research. The Social Policy Research Centre (SPRC) at UNSW will be contacting peak bodies and SAAP agencies to enlist their support for the project. About 150-200 SAAP agencies will be approached and invited to take part in this research. Participating agencies will be compensated for their time spent on this work. For further information, please contact Rose Lai of FaCSIA on (02) 6244 7133.

ISC Community Member Profiles

Andrew Hall

Andrew has been involved in community and youth services in a variety of ways since the early 80s including: as a detached youth worker; developing and operating a 24/7 youth advocacy service; coordination of local government youth services; an elected member of local government; council member of an independent school, P&F president; and sports coach and umpire.

Andrew has a particular interest in homelessness and young people's belonging and active participation in communities, which has grown, through his involvement managing a SAAP service since 1992. Andrew is the CEO of Joondalup Youth Support Services Inc which hosts a variety of services to young people who are homeless or at risk of such, including SAAP, JPET, drug education and support, emergency relief, mentoring, community youth engagement projects, and a Partnership Outreach Education Model collaborative re-entry education program.

In 1998 Andrew was seconded to the DCD (WA) for 12 months as the inaugural WA SAAP Protocols Officer, and from 1999-2001 participated on the WA SAAP State Advisory Committee.

Andrew has a Masters in Leadership and Management and is also a Justice of the Peace.

Marilyn Roberts

Marilyn was born in England and came to Australia with her husband and four children in 1974. Her husband was in the NT Police for 28 years and they lived and worked in various locations throughout the Territory including remote communities. Marilyn worked primarily in the banking industry, initially with the local Credit Union and then Building Societies and Banks.

While on a four-year secondment to Canberra, Marilyn completed her degree at the Australian National University and on returning to Darwin entered the social welfare sector. Marilyn has worked in the community and homelessness sector for 12 years and has gained considerable practical experience as Coordinator of a general SAAP service. Marilyn has worked with a wide variety of clients of all ages including those with mental health issues, addictive behaviours and substance abuse.

Marilyn has previously been involved with several committees including NT Shelter, Crisis Line, and Mental Health Services and is currently secretary for the Council for Homeless Persons Australia.

Marilyn is Coordinator of a Family Service providing counselling and support which includes: a general SAAP service in Palmerston, a youth focused SAAP service in Katherine, a financial counselling program including a No Interest Loans Scheme, and a range of counselling and support services provided by Psychologists, Social Workers, counsellors and support workers.

While Marilyn often finds the work frustrating, mainly because of a lack of resources, she also finds it very rewarding and is constantly surprised by the resourcefulness of the clients. Marilyn enjoys the experiences she shares with them and says "they have taught me so much".

Commonwealth State Housing Agreement (CSHA) Key Facts

Australian Government funding over 5 years under the 2003 CSHA is estimated at \$4.75 billion.

In 2005-06 funding was \$943.519 million and funding for 2006-07 is an estimated \$956.504 million:

- around \$3.72 billion for public housing and general assistance (eg deposit assistance)
- around \$328 million for community housing
- around \$487 million for Indigenous housing
- around \$203 million for crisis accommodation.

States will contribute an estimated \$1.82 billion in matching funds over 5 years of the Agreement.

At 30 June 2005 335,264 households 343,301 dwellings in public housing plus 28,335 households 29,279 dwellings in community housing 12,288 households 12,860 dwellings in State owned and managed Indigenous housing. Total 375,887 households.

Further there were 7,129 crisis accommodation dwellings at 30 June 2004.

For further information on the CSHA contact:

John Murray – 02 62446867 john.murray@facsia.gov.au

Calendar of events

AHI Coming Events

AUGUST

30th - Supporting Tenancies seminar - Perth, Western Australia

Further details for each event, and online registration can be found on the Australasian Housing Institute's website at: <http://www.housinginstitute.org/events/events.php>

Contributions

Contributions are warmly welcome from people working in the SAAP sector. If you have an announcement to make about, for example, an upcoming seminar or workshop, or if you have anything to say that you think would be of interest to the SAAP sector, please let us know. Contributions can be forwarded to:

Gayle Abbott

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