

**S**upported  
**A**ccommodation  
**a**ssistance  
**p**rogram

## WHAT IS SAAP

- Provides case management to assist people who are homeless or at risk of homelessness, through a range of support & supported accommodation services.
- A major crisis response to people affected by domestic violence.

## GOALS OF SAAP

- To resolve crisis.
- To re-establish family links.
- To re-establish a capacity to live independently of SAAP.


## BACKGROUND TO SAAP

- Joint Commonwealth/State program.
- Operates within 5yr multilateral and bilateral agreements
- Current agreement (SAAP IV) expires on 30 June 2005.
- 400 projects in NSW & 1200 projects in Australia.

## POLICY FOR SAAP

- SAAP MOU is the main national policy framework for SAAP IV.
- MOU commits NSW and other states to achieving progress on **four Strategic Themes**:
  - Client-focused service delivery.
  - Integration between SAAP & other service systems.
  - Increasing performance, knowledge & skills.
  - Working together (States & Commonwealth).

## ADVISORY ARRANGEMENTS

- Supported Accommodation Advisory Council (SAAC) 
- Established November 2001.
- Provides strategic advice to Minister on SAAP & to Housing Minister on CAP.
- Key consultation point for advice on SAAP IV Reforms.

## SAAP IV PRIORITIES

### 1. Implementation of enhanced planning & accountability requirements.

- SAAP Service System Review & Planning process.
- Service Framework.
- Monitoring and Review Framework.

### 2. Improved purchasing practices through clear service agreements with service specifications linked to reform agenda.

7

## SAAP IV PRIORITIES

### 3. Improve linkages between SAAP and other service systems.

### 4. Continued improvement in SERVICE DELIVERY through:

- Improving the skills and professionalism of management committees and workers through training.
- Enhancing the skills of DoCS workers to better manage SAAP at the service provider level.

8

## RESOURCE DISTRIBUTION

Funding		No. Services
38%	young people	176
28%	domestic violence	85
12%	multiple target agencies	49
14%	single men	40
4%	single women	20
5%	families	24

9

## NSW CLIENT DATA

Clients in SAAP	
26,350	clients supported in 2001/02
46,900	support periods
13%	young people under 19 (or 3400 clients)
2.2%	under 15 (or 600 clients)
16%	Indigenous (or 4200 clients)
18%	Women escaping DV (or 4800 clients)
9,400	Accompanying children under 12

Source: National SAAP Data Collection Report 2001-02

10

## NSW CLIENT DATA

Main reason for seeking assistance	
18%	Domestic violence
11%	Relationship/family breakdown (20% for Young People)
10.5%	Financial difficulty
10%	Usual accommodation unavailable
9.5%	Eviction/accommodation ended
9%	Drug/alcohol

Source: National SAAP Data Collection Report 2001-02

11

## NSW CLIENT DATA

Services provided to clients	
83%	Accommodation
68%	Access to financial & employment services
77%	Counselling
90%	General support
44%	Access to specialist services.

Source: National SAAP Data Collection Report 2001-02

12

## Specialist Services Required

- **6,950 Drug/Alcohol support**  
– 60% provided.

- **6,100 Health/medical services**  
– 63% provided

- **2,900 psychiatric/psychological services** - 36% provided

- **400 disability services**  
– 51 % provided

13

## SAAP IV PROGRESS SO FAR

### 1. Enhanced planning & accountability requirements.

- DoCS undertook Statewide service system review & planning in partnership with the sector, between February 2001 and February 2002 to:
  - improve & develop the SAAP service system against SAAP IV priorities.
  - ensure the most appropriate allocation and best utilisation of the SAAP IV reforms dollars.

14

## SAAP IV PROGRESS SO FAR

### Common issues identified:

- Service viability issues and disparity of funding levels.
- Increasing number of clients with complex needs & difficulty accessing specialist services particularly in rural & remote areas.
- Limited access by indigenous homeless to SAAP services and lack of knowledge around what models work in rural & remote settings.
- Need to expand existing capacity & develop greater flexibility around service system.

15

## SAAP IV PROGRESS SO FAR

### Common issues identified (cont):

- Need to improve service delivery in some areas eg access. There is also a need to support the sharing of "intelligence" around best practice.
- Need for improved linkages between key service providers.
- Need to improve services for accompanied children.
- Lack of (affordable & secure) exit housing options.

16

## SAAP IV PROGRESS SO FAR

### 2. Improved purchasing practice and policy.

- Negotiated a Service Framework with the SAAP NGOs that identifies:
  - The client group for services & their support needs.
  - The services that are required to be provided by SAAP to meet these needs.
  - Performance measures.
  - Standards.
  - Governance arrangements.
- Implemented new service agreements with 2/3 of SAAP services from 1 July 2003.

17

## SAAP IV PROGRESS SO FAR

### 3. Improved linkages.

- Participate on Partnerships Against Homelessness (PAH) - DOH lead agency.
- Negotiated Intoxicated Persons Protocol with Police and Health.
- Negotiating Joint Guarantee of Service (JGOs) with Housing and Health for people with a mental illness.

18

## SAAP IV PROGRESS SO FAR

### 4. Improved service delivery:

- Reviewed the operations of SAAP Training.
- Working across government to develop improved services for clients with complex needs.

19

## What SAAP can do

- Provide short term and medium term supported accommodation
- Outreach support
- Information, Liaison and Referral
- Advocacy – both systemic and client focused
- Support groups, focusing on specific issues such as domestic violence
- Children's programs e.g. Specialised programs in women's refuges; playgroups etc

20

## What SAAP can't do

- Provide specialised counselling services such as D&A.
- Manage clients with complex needs **UNLESS** services are actively supported by specialist external services.
- Manage clients who are violent and pose a risk to staff and other clients.

21

S A a p

τη ενδ

22