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Version	Date	Author(s)	Description
0.1	July 2020	Lucy Murrie	Initial version
0.2	Aug 2020	Lucy Murrie	Update after initial feedback from providers
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- Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998 that allows agencies who work with at risk children to exchange information related to their safety, welfare or well-being to facilitate better coordination of services
- Part 13A of the Crimes (Domestic and Family Violence) Act 2007 that allows sharing of victims' and perpetrators' information in specific circumstances. These are outlined in the Domestic Violence Information Sharing Protocol.

All providers need to understand their responsibilities and compliance requirements in line with Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998 and Part 13A of the Crimes (Domestic and Family Violence) Act 2007. Providers should also ensure that participants have these legal obligations explained to them during entry to the program.

Further information can be found at:

- Privacy and Personal Information Act 1998 (NSW)
- Government Information (Public Access) Act 2009 (NSW)
- www.domesticviolence.justice.nsw.gov.au
- www.community.nsw.gov.au/kts/guidelines/info_exchange/introduction.htm

13. Governance Structure

Governance is critical for the implementation of the program and to escalate implementation issues.

Please note that there is a distinction between the below Governance groups and the referral groups into the program - the Client Referral Assessment Group (CRAG) and High Needs Assessment Panel. The Governance groups will work to understand implementation of these referral groups. See Figure 1 below.

Pre-existing governance structures/arrangements can be used where appropriate.

13.1. Program Management

The program management function within DCJ will be performed by Strategy, Policy and Commissioning (SPC). The Directorate will report into the DCJ Housing and Homelessness Steering Committee, which is chaired at Executive Director level.

As with other programs initiated in response to COVID-19, funding will be reported to NSW Treasury.

13.2. Program Steering Committee

DCJ will convene a Program Steering Committee to oversee all locations and ensure a continuous improvement approach to the delivery of the program.

This group will include, but is not limited to:

- Executive Director, Strategy, Policy and Commissioning (or nominated representative)
- Deputy Secretary, Southern HDDSEM (or nominate representative)
- Directors, Commissioning and Planning DCJ/Directors Housing
- CHP representative – Community Housing Industry Association (CHIA)
- ACHP representative – Aboriginal Community Housing Industry Association (ACHIA)

Appendix 2. Together Home Program (THP) Brokerage Policy

Brokerage can be an important tool for achieving positive housing outcomes for people in the THP program.

Brokerage assistance is managed at an individual provider level, and that Provider is responsible for record keeping and acquittal of any expenditure related to the brokerage assistance.

Brokerage assistance from THP funds can only be provided to a person who:

- Is currently accessing THP
- Has a current and formal written case-plan
- Is also receiving non-brokerage support from the provider.

Brokerage assistance can only be provided where:

- funds are used for goals directly related to sustaining housing and/or preventing homelessness
- Implementing the agreed case-plan actions requires particular goods and services which:
 - The program participant is unable to directly access
 - The service is unable to provide from other program resources
 - The service is unable to access from other services/agencies
 - And where the cost for the program participant of these good and services within the timeframe required is not affordable

Brokerage assistance is not available for:

- A goods or service that is provided free as part of a service or program the program participant is eligible for with another organisation or agency (e.g. Medicare bulk billing, DCJ rental housing assistance products, employment service supports, etc.)
- Rental arrears for social housing, which can be addressed through a payment plan
- Ongoing assistance with debts
- Personal debts repayable through a Work Development Order (WDO)
- Discretionary items not essential to achieving support plan goals.

Money is not to be issued directly as part of a brokerage or emergency assistance response. The provider must organise payment for goods or services directly with the relevant supplier.

All Providers should consider the following issues in determining their agency's brokerage policies, procedures and brokerage budgets:

- The target number of program participants to be supported over the contract period
- Mechanisms to equitably manage brokerage across the program participant portfolio through agency determined:
 - Limitations on the range of goods and services that may be supported
 - Assistance 'caps' with respect to each request or number or requests to assist in rationing funds

Appendix 3. Aboriginal led model Central Coast District

An Aboriginal led model of the Together Home program is being delivered on the Central Coast in the DCJ Hunter Central Coast District. The program will operate for two years between 2020-2021 and 2021-2022, with an investment of \$1.3m under the NSW Homelessness Strategy. Discussions are underway in relation to extending the Aboriginal led model for Tranche 3.

Target group

The Aboriginal Together Home program will deliver housing and support to Aboriginal and/or Torres Strait Islander people who are currently or have a history of street sleeping in the Central Coast LGA.

Procurement approach

The Hunter Central Coast District consulted with the Barang Regional Alliance, under the NSW Government Local Decision Making Accord process, on the design of the Aboriginal Together Home service model, and the commissioning approach, with the Alliance confirming their support.

The Barang Regional Alliance is a Local Decision Making body, established under the NSW Government's *OCHRE* strategy. Local Decision Making is underpinned by the principle of self-determination and aims to ensure that Aboriginal communities have a genuine voice in deciding what and how services are delivered to their communities. Local Decision Making places Aboriginal people at the centre of service design, planning and delivery.

Yerin Aboriginal Health Service (Yerin) has been engaged as the lead provider for the program, and will deliver the support component as part of a consortium with Gudjagan Ngara li-dhi Aboriginal Corporation (GNL) and Mingaletta Aboriginal Corporation (Mingaletta).

As part of this model, there is a requirement for Yerin to partner with a Community Housing Provider. Yerin will partner with Compass Housing to access properties from the private rental market.

Delivery and contracting model

Yerin deliver the program as the lead provider contracted with a Human Services Agreement with DCJ for the support component.

Yerin will partner with Compass Housing under an MOU for access to properties in the private rental market.

Compass Housing will deliver the housing component under a Letter of Variation to the CHLP with DCJ.