

# Crisis Refuge Visits

## Managing Crisis Accommodation Portfolio

During 2012/13, staff from regional teams within the Community and Private Market Housing Directorate plan to conduct a program of scheduled visits to crisis refuges across regional and metropolitan areas of NSW.

### Crisis Refuge Visits

In the context of a number of initiatives being rolled out by the Community and Private Market Housing Directorate, it has been recognised that there is a need to re-connect with crisis refuges and to update information on crisis refuge services and property characteristics.

In particular, the Directorate is updating the property lease agreements for homelessness services and rolling out new outsourced maintenance arrangements for crisis properties. The Directorate's staff are aiming to discuss and clarify queries regarding these initiatives as part of the scheduled visits.

It is intended that crisis refuge site visits will commence in February 2013 with the aim of completing the visits in late 2013.

In line with the Homelessness Service Property Lease, at least 7 days notice of visits will be



given by the Community and Private Market Housing Directorate and an agreed date and time will be negotiated with service providers and property managers.

Staff from the regional offices of the Directorate will be contacting you to arrange the visits.

### Objectives of the visits:

- Provide information and clarify queries regarding the new Homelessness Accommodation Property Lease.
- Provide information and clarify queries regarding outsourcing of responsive maintenance.
- Collect updated service and property related information for Community and Private Market Housing Directorate records.
- Ensure service providers have access to current information about the Directorate.

If you have any queries regarding this program of visits, please email

[SHScommunications@facs.nsw.gov.au](mailto:SHScommunications@facs.nsw.gov.au) .

