Introduction

Specialist Homelessness Services Delivery Framework

Specialist homelessness services (SHS) are a vital part of the broader service system that supports people experiencing or at risk of homelessness. The NSW Department of Family and Community Services (FACS) developed a new service delivery framework for SHS (see Figure 1) which comprises the following elements:

- a client-centred approach that places the client at the centre of all service responses
- evidence-based practice responses in four core service responses – prevention and early intervention, rapid rehousing, crisis and transitional responses, and intensive responses for complex needs clients
- SHS service system enablers, including access, service quality, and industry and workforce development
- links with other human services to ensure SHS responses are part of the broader service system and build/maintain connections with family and community.

Figure 1: Specialist Homelessness Service Delivery Framework
The Practice Guidelines

The Practice Guidelines have been developed to inform and guide SHS practitioners to effectively implement each element of the Service Delivery Framework.

The first version of the Guidelines, released in September 2013, was developed to assist applicants with the Going Home Staying Home (GHSH) Prequalification Scheme.

The second version of the Guidelines, released in November 2013, was developed for the tender stage of the GHSH procurement process and was expanded to include more information regarding brokerage and SHS clients, including providing support to unaccompanied children under 16 years.

This third version forms part of the contracting package of information and informs the implementation of the new specialist homelessness services established through the GHSH reform.

All service providers funded under the SHS program are contractually required to comply with their Funding Deed, SHS Program Level Agreement, Service Delivery Schedule, SHS Program Guidelines and these SHS Practice Guidelines.

These Guidelines are presented as a series of Modules including:

- Service delivery responses – Module 1
- Streamlined Access – Module 2
- Quality assurance system – Module 3
- Brokerage funding guidelines – Module 4
- Policy for unaccompanied children under 16 years accessing SHS – Module 5.

These modules contain key information and tools to implement the principles and practices for best practice service delivery for SHS.

Modules within these guidelines will be reviewed and revised as required.