



Australian Government

Program Specific Guidance for Outcome 4.1 Housing and Homelessness Program in the Data Exchange

Version dated 1 August 2023



Introduction

The Program Specific Guidance

The Program Specific Guidance assists service providers on entering data into the Data Exchange in a consistent way that best reflects the program activity being delivered.

Purpose of this document

This document provides policy guidance on entering data into the Data Exchange for activities funded under **Outcome 4.1 – Housing and Homelessness** by the **Department of Social Services**.

These guidelines should be read in conjunction with:

- Data Exchange [Protocols](#)
- Your funding agreement
- Your program guidelines
- The task cards and e-Learning modules available on the Data Exchange [website](#)

Intended Use

The **Program Specific Guidance** is intended to provide practical information for managers and front-line staff to better understand the data expected for their program. It also assists them in integrating Standard Client/Community Outcome Reporting (SCORE) outcomes and partnership data collection into existing service and administrative practices.

Additionally this guide aims to provide consistency on how program data is interpreted within program activities, and support a consistent interpretation of the Data Exchange protocols across commonly funded organisations.

This document will be periodically updated to provide more detailed guidance on questions as they arise and as new programs come on board to the Data Exchange. Users of this document are encouraged to provide feedback where further guidance related to their program activity is needed.

All resources associated with the Data Exchange are available on the Data Exchange [website](#).

The Program Specific Guidance for Commonwealth-funded programs was formerly published as:

- Protocols – Appendix B
- Program Specific Guidance for Commonwealth Agencies in the Data Exchange

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Outcome 4.1 – Housing and Homelessness

Housing and Homelessness includes programs that aim to provide support for affordable housing and homelessness prevention initiatives, including the design and implementation of innovative early stage projects.

Housing and Homelessness Service Improvement and Sector Support

The following program activities are included in the Housing and Homelessness Service Improvement and Sector Support Program:

- Foyer Central
- Opportunity Pathways Social impact Investment Program

Foyer Central

Description

Foyer Central is a purpose-built centre located in central Sydney, offering young out-of-home care leavers a safe and affordable place to live while they engage in education, training and employment. The project is funded by the New South Wales (NSW) Government through a Social Impact Bond, and delivered by Uniting NSW.ACT and St George Community Housing. The Department of Social Services has partnered with the NSW Government in the project through the Commonwealth State Agreement on Social Impact Investing as part of the Australian Government's Social Impact Investing State Partnership Trial.

Who is the primary client?

Young out-of-home care leavers living in NSW and aged 18-22 years who are homeless or at risk of homelessness.

What are the key client characteristics?

- Persons living in crisis, emergency or transition accommodation and/or identifying as homeless or at-risk of homelessness
- Aged 18-22 years and have been in out-of-home care in NSW

Who might be considered 'support persons'?

Support persons are not relevant for this program activity.

Should unidentified clients be recorded?

Foyer Central provides face-to-face support where clients are known to the service; therefore, it is expected that **no clients (0 per cent)** should be recorded as unidentified clients.

How should cases be set up?

There is no formal case structure recommended for this program activity. Organisations should create cases that reflect their own administrative processes. To protect client privacy, client names should never be recorded in the Case ID field.

The partnership approach

For this program activity, organisations are required to collect some extended client level data under the partnership approach. Organisations are **not required** to report outcomes information using the Standard Client Outcomes Reporting (SCORE) tool.

Collecting extended data

For this program activity, it is expected organisations collect and record the following additional data fields:

Client Level Data	Meaning
<ul style="list-style-type: none"> ▪ Income (frequency and approximate gross income) ▪ Main source of income 	<p>Government payments/pensions/allowances means the client is receiving a payment from the NSW Government (for example Rent Start) that is to be included as income in the assessment of a Successful Outcome.</p> <p>The gross value of the NSW Government payment(s) based on whether it is paid weekly, fortnightly etc.</p>
<ul style="list-style-type: none"> ▪ Exit Reason <ol style="list-style-type: none"> 1. Service unable to provide assistance 	<p>Support ended by Uniting NSW.ACT.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Foyer Deal has been breached • Foyer tenant presents an unacceptable risk to the safety and wellbeing of staff and/or other tenants
<ol style="list-style-type: none"> 2. Client has moved out of area 	<p>Tenancy ended by housing provider.</p> <p>Examples:</p> <ul style="list-style-type: none"> • Not paying rent • Property damage
<ol style="list-style-type: none"> 3. Client terminated the service 	<p>Foyer tenant has decided to leave Foyer Central before graduating.</p>
<ol style="list-style-type: none"> 4. Client died 	<p>Person is deceased</p>
<ol style="list-style-type: none"> 5. Client no longer eligible 	<p>A person who was a Foyer tenant:</p> <ul style="list-style-type: none"> • used an excluded form of accommodation • has a child who enters out-of-home care • receives a custodial sentence during their Measurement Period and is not eligible for a Successful Outcome.

For this program activity, when should each service type be used?

Service Type	Example
Intake/Assessment	Gathering information on clients' needs, eligibility, matching clients to services (decision making process on whether the person will be a Foyer tenant).
Accommodation assistance	Start of Foyer Central tenancy.
Fundamental life skills	Date the Foyer tenant completed the Life Skills Course.
Core component completed	End of Foyer Central tenancy. Measurement Period commences on the next calendar day.
Service review	New Measurement Period approved. Start date of new Measurement Period.

Opportunity Pathways Social Impact Investment Program

Description

The Opportunity Pathways Social Impact Investment (OP-SII) program is a trial social impact investment based on Opportunity Pathways, a three year initiative under Future Directions for Social Housing in NSW (Future Directions) that aims to transform the social housing system and break the cycle of disadvantage.

The key objectives of the OP-SII program are to:

- Assist participants to gain, increase or retain employment, by accessing supports and practical assistance, and participating in activities, training and work opportunities
- Encourage and support participants to positively exit social housing or Rent Choice subsidies to housing independence, to reduce their reliance on government assistance, where appropriate.

Who is the primary client?

The primary clients for this program are people who are:

- 17 years or older and have met school leaving requirements; and
- unemployed or currently working 29 hours or less a week; and
- are in public, community or Aboriginal housing **or** receiving a Department of Communities and Justice Rent Choice subsidy (including household members) **or** an approved social housing applicant on the NSW Housing Register (including household members).

Who might be considered 'support persons'?

Support persons are not applicable for this program activity

Should unidentified clients be recorded?

This program activity provides face to support, where clients are known to the service. Therefore, it is expected that **no clients (0%)** should be recorded as unidentified clients.

How should cases be set up?

A case represents a period of service for each individual client. If a client exits a service and then re-enrols, a new case will be created for the next period of service. To protect client privacy, family names should never be recorded in the Case ID field.

For this program activity, when should each service type be used?

Service Type	Example
Facilitate Employment Pathways	The date a client enrolls in the Opportunity Pathways Social Impact Investment service and agrees to participate in activities that will assist them to find employment or increase their hours of employment.
Exit Interview	The date a client exits an Opportunity Pathways Social Impact Investment service.

Version History

Version 1, August 2023

First publication and release of document.

This document was detached from the previous **Program Specific Guidance for Commonwealth Agencies** based on department and outcome type.

Program activities added:

- Opportunity Pathways Social impact Investment Program