

Social Housing Management Transfer Program (SHMT)

Summary of the information provided by FACS to date

Objectives of SHMT

- Transfer significant management responsibility to non-government housing providers
- Increase the focus of the management services on:
 - improved service quality
 - better outcomes for social housing clients

Features

Key features of the SHMT include:

- **Twenty year lease period**
 - **Whole of location**, 14,113 properties in nine packages
 - Shoalhaven - **961** properties
 - Mid-north Coast - two packages of **1,093** and **1,359** properties
 - Hunter New England* - three packages of **2,205**, **1,882** and **1,850** properties and
 - Northern Sydney excluding Ivanhoe Estate - three packages of **1,931**, **1,273** and **1,559** properties
- *excluding Newcastle and Lake Macquarie LGAs
- **Management functions** - tenancy management, responsive and planned maintenance
 - **Whole of location management** will include:
 - managing access and demand services
 - support coordination
 - service system coordination and
 - other FACS housing related reforms
 - **Investment of additional rental income requirement.** Community housing providers will be expected to invest the additional rental income through CRA in improved services and tenant outcomes
 - **Three year transfer completion** - transfers to be complete within a three year timetable
 - **Staff - FACS staff in the selected areas** to be considered for employment when ramping up / scaling up the provider's capacity to deliver the program. Consideration to also be given to the suitability of the premises and layout of the premises to deliver the services

Contracting Principles

The contract will set out delivery expectations, performance definitions and standards and the consequences of exceeding or failing to meet the agreed performance thresholds.

The Contract

The approach to the contract will be:

- partnerships that promote innovation
- regular reviews of the policy framework
- clear, relevant initial performance expectations
- there will be a number of specific expectations so the program aligns with Future Directions.

Tenancy Management

Requirements under tenancy management include:

- protection of tenant rights - especially in respect of the duration of the lease. Approximately 40% of the tenancies will have a time limited lease
- alignment to a tenants existing entitlements - not to providers operational policies
- establishment of tenant satisfaction metrics for each package - at commencement of the contract. Overall it is likely to be greater than 76%.

Property management

Property management will have enhanced responsibilities due to the twenty year lease term. Hence the motivation for a partnership approach to planning and reviewing contracted services.

Access and demand management

Access and demand management will cover:

- applications
- assisting homeless people, temporary accommodation and homelessness services
- assisting people with private tenancies when they are at risk
- assisting people into private rental accommodation.

Fulfillment of Public Housing Function

There will be no public housing offices in the transfer locations; consequently the provider will be expected to fulfill this role. A partnership approach will be required for existing FACS products, new products and different delivery options so that the product or service can be accommodated in the transfer location.

The FACS Housing Contact Centre

The FACS Housing Contact Centre, through the online and phone application process, will reduce the demand for one on one contact. Nevertheless, when it is required, the provider is expected to deliver this service.

Support coordination through 'wrap around' services for 'safety net' and 'opportunity' clients

Support coordination through 'wrap around' services for 'safety net' and 'opportunity' clients will need to be delivered. The provider will be expected to take a leadership role in building community networks and support partnerships. The contract will not be prescriptive on how this should be done but providers will need to specify how success should be measured. Personal support plans will become a common feature of the provision of social housing assistance. Measuring and reporting on personal support plans will occur.

Leadership

Taking a leadership role in local service coordination will be important and will help the provider support initiatives under *Future Directions* and other FACS related reforms. This will include chairing or participating in local governance and coordination structures including District Implementation and Coordination Committees and DFV Safety Action meetings.

As a consequence, Social Housing Engagement Plans are being prepared. A copy of the plans will be provided with the tender.

For further information on Morrison Low see www.morrisonlow.com