Overview

For many people, the transition from care or custody to independent living is often a difficult and vulnerable time. People leaving care or custody include young people leaving statutory care, people being released from correctional facilities and patients transitioning from health facilities.

The provision of safe, secure and affordable accommodation is a crucial component of any successful transition to independent living. Research into preventing homelessness has found that without effective and co-ordinated transition planning that ensures the provision of stable accommodation and support, people are much more likely to experience negative outcomes including extended periods of homelessness. This transition planning process may include interim accommodation while long-term solutions are developed.

Research also shows that without stable housing and supports, people leaving care or custody are more likely to experience other negative social and economic outcomes. For example, young people leaving care who experience extended periods of homelessness or housing instability are more likely to experience drug and alcohol abuse, poor mental and physical health, involvement in the youth justice system and educational and employment deficits. Ex-prisoners who experience unstable housing or homelessness and who do not have effective accommodation support are also significantly more likely to re-offend and return to prison.

Under the NSW Government’s 2021 Plan, homelessness is a priority area for delivering integrated and responsive services. Goal 13 in the 2021 Plan is to Reduce the number and rate of people who are homeless. The 2021 Plan incorporates the targets under the National Partnership Agreement on Homelessness. These are:

- 7% reduction in the number of homeless people in 2013
- 25% reduction in the number of rough sleepers by 2013
- 33% reduction in the number of Aboriginal people who are homeless in 2013
- Reduction in the number and rate of people experiencing repeat homelessness

Effective transition planning requires the provision of comprehensive and co-ordinated support across the service sector to address the range of issues and challenges that people leaving care or custody may face.

Transition planning and support co-ordination is undertaken by a range of NSW Government agencies and non-government organisations. Transition planning is therefore a multi-agency responsibility and cannot be done by any single agency in isolation.

This Framework for Multi-Agency Transition Planning to Prevent Homelessness outlines agreed service principles for multi-agency collaboration in transition planning and will inform participating agencies’ transition planning policies and procedures to strengthen current practice to prevent homelessness.

A range of key NSW agencies have agreed to implement these principles as good practice to ensure that people leaving care or custody are subject to effective multi-agency transition planning.

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1 "Health facilities" encompasses mental health facilities and medical services including hospitals and accident and emergency departments. Many people who are homeless or at risk of homelessness often have complex health needs and may access a variety of health facilities.

2 Transition planning is the phrase used in this document that may elsewhere be described as exit planning, discharge planning and leaving out of home care.


5 Baldrey, E., McDonnell, D., Maplestone, P., & Peeters, M (2003). Ex-prisoners and accommodation: what bearing do different forms of housing have on social integration? Melbourne: Australian Housing and Urban Research Institute, RMIT Research Centre
1. Background
Through the National Partnership Agreement on Homelessness the NSW Government has committed, with the Australian Government, to reducing homelessness.

To achieve this commitment there is a need to reform the service system to ensure that there is an appropriate balance between early intervention and prevention, long-term accommodation and support and crisis intervention. This will mean improved service integration and a whole of government approach to reduce and prevent homelessness.

The development of transition plans at point of entry that address the long term housing and accommodation needs of the individual and better ensure that connections to support services are provided will have a significant impact on realising the goal of ‘no exits into homelessness’ for those individuals who fall within the target group for this framework.

2. Aim and Objectives
The aim of this Framework for Multi-Agency Transition Planning to Prevent Homelessness is to reduce and prevent the incidences of people transitioning from statutory care, custody or health facilities into homelessness.

The key objectives of the framework are to have consistent service principles that inform participating agencies’ policies and procedures to:

• reduce and prevent transitions into homelessness
• improve interagency collaboration and effective multi-agency transition planning to address all of a person’s needs and risk factors

3. Participating Agencies
NSW Government agencies have collaborated on the development of this framework and have agreed to apply the service principles within their existing policies as much as practicable and to enhance cross agency collaboration for the purpose of improving transition planning to prevent homelessness.

These participating agencies are:

• Department of Family and Community Services (encompassing Housing NSW, Community Services, Ageing Disability and Home Care, Aboriginal Housing Office)
• NSW Ministry of Health
• Department of Attorney General and Justice (Corrective Services NSW, Juvenile Justice)
• Department of Education and Communities (Aboriginal Affairs NSW)

4. Target Group
There are key target groups who are identified as being particularly vulnerable to homelessness:

• Young people leaving statutory care
• Young people released from juvenile justice centres
• Patients transitioning from health facilities/settings
• People released from adult correctional facilities
• Aboriginal people transitioning from all of the above facilities/settings

Participating agencies recognise that people in these target groups often have a range of complex needs requiring a co-ordinated multi-agency response and that transition planning to prevent homelessness is an actively managed dynamic process.

It is acknowledged that participating agencies may have legislation, ministerial guidelines, policies, procedures or standards that govern their planning, support and assistance for specific target groups. Agencies may also have Memoranda of Understanding, protocols or agreements which guide case planning and co-ordination between agencies around the needs of mutual clients.
This Framework for Multi-Agency Transition Planning to Prevent Homelessness is designed to complement and reinforce existing policies and requirements.

4.1 Transition Planning for Aboriginal People

Aboriginal people are at increased risk of homelessness and are significantly over-represented in care and justice systems as well as 2.5 times more likely than non-Aboriginal people to be admitted for potentially preventable hospitalisations. Effective transition planning can prevent those leaving the care of these systems from becoming homeless. The following should be taken into consideration when transition planning for Aboriginal people.

Aboriginality is identified at the earliest opportunity

Identification of Aboriginality on admission to care or custody will minimise the potential for transitions into homelessness. Aboriginal people have different needs to non-Aboriginal people and require different supports on transition from care or custody.

Involve the Aboriginal community controlled services

Successful transition planning for Aboriginal people should include working with Aboriginal community managed services, and Aboriginal community organisations which can provide culturally appropriate support and necessary community linkages.

Transition planning should reflect the needs of family and community

For all people leaving care or custody, including Aboriginal people, transition plans should consider family and community interests. It is also important to support the families of people leaving care or custody, acknowledging the burden that it can place on families already under pressure. Plans should also consider the re-integration of community members and strengthening community connection safely.

Access to transport

As is the case for all people leaving care or custody, it is important that transition plans consider transport arrangements, where relevant, particularly in regional areas. Aboriginal people leaving care or custody are often cut off from their family and community due to distance, increasing the risk of homelessness. It is also important that transition requirements such as medical care take into account access to adequate transport. It is also important that consideration be given to transport for family and community members who are supporting transition plans.

5. Service Principles

The Service Principles for Multi-Agency Transition Planning to Prevent Homelessness are:

1. Multi-agency transition planning should be person-centred with each individual client’s needs and related services identified and addressed to help them transition to independent living with an opportunity for self-direction.

2. Multi-agency transition planning should be culturally appropriate for Aboriginal, Culturally and Linguistically Diverse (CALD) and other people with specific needs, taking into account the unique needs of their communities.

3. The principle of “no exits into homelessness” should be embedded into the relevant transition planning policies and procedures of all participating agencies.

4. Multi-agency transition planning should commence at the point of entry to the facility/setting where possible and be a continuum.6

5. Multi-agency transition planning to prevent homelessness should link housing solutions to support.

6 For Community Services, the majority of children unable to live at home enter into statutory care by six years of age and homelessness is not a relevant consideration on entry into care. Transition Planning for young people leaving care commences when the young person reaches 15 years of age.
6. Multi-agency transition planning to prevent homelessness is most effective when appropriate services are available for clients upon transition.

7. Multi-agency transition planning should involve interagency co-operation and collaboration, including the development of partnerships as well as working in collaboration with non-government organisations.

In support of the service principles:

8. Multi-agency transition plans should detail the type, duration and intensity of support to be received.

9. Effective information exchange between relevant agencies is necessary to support multi-agency transition planning.

10. Agency data collection systems should, where possible, identify people who are homeless or at risk of homelessness.

11. Agencies should ensure that staff have an understanding of their role in facilitating multi-agency transition planning to prevent homelessness.

A full explanation of the Service Principles for Multi-Agency Transition Planning to Prevent Homelessness are detailed in Appendix A.

6. Implementation

Agency Roles and Responsibilities

In implementing the Framework for Multi-Agency Transition Planning to Prevent Homelessness, all participating agencies commit to:

1. Reviewing transition planning policies and procedures for the target groups to ensure that these are consistent with the Service Principles and articulate any statutory requirements.

2. Working collaboratively, where appropriate, with other agencies, including non-government organisations, to improve multi-agency transition planning to prevent homelessness.

3. Disseminating information on the Framework and its application to relevant partner non-government organisations (NGOs) to ensure consistency with the Framework and in recognition of the important role of NGOs.

In implementing the service principles of this framework, it is noted that agency involvement with a client is limited to their role and, where relevant, legal mandate. In addition, the effectiveness of transition planning to prevent homelessness will be affected by:

- Client choice not to take up an offer of support or housing.
- Availability of appropriate support services and programs.
- Availability of housing assistance.

6.1 Specific Agency Roles and Responsibilities

In implementing the agreed approach of having transition planning and procedures for the target groups that are consistent with the Service Principles, each participating agency has also agreed to specific roles and responsibilities, which are in line with their charter to improve effective multi-agency transition planning.

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7 Community Services data collection system does not include data on young people once they have left statutory out of home care. NSW Health does not have data systems capable of reporting specific information on homelessness, or risk of homelessness and therefore could not contribute to evidence of reduced transmission to homelessness.
Department of Family and Community Services

**Housing NSW**

Housing NSW is responsible for providing a range of housing assistance options for eligible clients, including the provision of social housing (along with community housing providers and the Aboriginal Housing Office (AHO)), temporary accommodation, and private rental assistance.

It is recognised that the demand for housing assistance often far outweighs the supply and that agencies may need to assist clients to explore a range of housing options as part of the transition planning process.

Additionally, the largest supply of housing is found in the private rental market and this is the first option for many homeless people. The approach which Housing NSW takes universally to clients without stable accommodation is for them to attempt to get housing in the private rental market. Priority access to social housing is not offered unless a client can demonstrate that they could not house themselves in the private rental market. Housing NSW will work with agencies and clients to provide assistance to clients to rent private accommodation.

Housing NSW will:

- work collaboratively with agencies around information on Housing NSW products and services and access for target groups to housing assistance based on eligibility and within existing resources
- work collaboratively with other agencies and organisations to ensure that people who have complex needs have adequate and documented support plans in place to assist them to sustain their tenancy
- work collaboratively and proactively with support agencies to ensure that all reasonable measures are taken to support the client to sustain their tenancies.

**Aboriginal Housing Office (AHO)**

The AHO has responsibility for planning, developing, delivering and evaluating programs and services to assist Aboriginal and Torres Strait Islander people in meeting their housing needs. This includes planning and administering a substantial asset base, and working with the Aboriginal community housing sector. The Build and Grow reform strategy is the major program designed to assist the Aboriginal community housing sector to move towards financial sustainability.

The AHO will:

- work collaboratively with agencies, NGO's and mainstream community housing providers to ensure that products and services aimed to address homelessness are culturally appropriate and accessible to Aboriginal people
- support the growth of a financially sustainable Aboriginal community housing sector through the Build and Grow Strategy
- work with Housing NSW to deliver a tenant support and education program to support Aboriginal people to maintain their tenancies
- be a key agency for provision of advice in relation to transition planning for Aboriginal people.

**Community Services**

Community Services promotes the safety and wellbeing of children and young people and works to build stronger families and communities. Community Services is responsible for the provision of child protection services, parenting support and early intervention, foster care and adoption services.

Community Services works within legislation which governs out-of-home care as well as National and NSW Standards on the provision of out-of-home care.
Community Services will:

- ensure that leaving care policies and procedures are consistent with the Service Principles for the prevention of homelessness
- work collaboratively with Housing NSW and other relevant agencies to provide young people leaving the statutory care system who are at risk of homelessness with a leaving care plan that involves them in its preparation, assists their transition to independent living and includes support for accessing accommodation based on their eligibility and within existing resources.

**Ageing Disability and Home Care (ADHC)**

ADHC provides support and services to older people, people with disabilities and their carers in NSW.

It is recognised that the demand for disability support services often far outweighs the supply and that agencies may need to assist clients to explore a range of support options as part of the transition planning process.

ADHC will:

- work collaboratively with Community Services to ensure that young people with a disability leaving the care system who are at risk of homelessness are linked into disability support services for which they are eligible prior to transition
- work collaboratively with Juvenile Justice and Corrective Services NSW to ensure that transitioning clients are linked into disability support services for which they are eligible
- work collaboratively with NSW Health to ensure that people with a disability exiting the health system are linked into disability support services for which they are eligible.

**NSW Health**

NSW Health provides a range of health services including mental health, clinical and medical services. Involuntary services provided under the Mental Health Act are also part of NSW Health’s remit. The services that NSW Health provides are subject to clinical need and triage as per existing policies and procedures across the NSW health system.

NSW Health will:

- operate according to their “Transfer of Care” policy as part of the Garling recommendations and will ensure that transition policies, procedures and standards are informed by the Service Principles in order to prevent homelessness
- work collaboratively with other relevant agencies and organisations to provide people transitioning from NSW Health facilities and settings, who are at risk of homelessness with a transition plan that adequately meets their needs.

**Department of Attorney General and Justice**

**Corrective Services NSW**

Corrective Services NSW is an integral part of the criminal justice system, including managing and supervising offenders in both custodial and community settings. Services include managing remandees and sentenced inmates in custody, providing reports to courts and statutory bodies and supervising offenders on a range of orders, including good behaviour bonds, home detention, intensive corrections orders and parole orders in the community.

Corrective Services NSW manages offenders only for the duration of their order and transition planning will often apply only to sentenced inmates, with most resources directed towards offenders being released to parole supervision and those assessed as a higher risk of reoffending.
Corrective Services NSW will:

- ensure that policies, procedures and standards are informed by the Service Principles so that the risks of reoffending, including homelessness are addressed
- work collaboratively with other relevant organisations to provide offenders completing a sentence with appropriate transition planning to assist with reintegration.

**Juvenile Justice**

Juvenile Justice supervises and cares for young offenders in the community and in detention centres and provides youth justice conferences for young offenders referred by Police or the courts.

It is recognised that Juvenile Justice is only involved with young people for the duration of their legal mandate and that transition planning does not always occur for non-sentenced detainees.

Juvenile Justice will:

- ensure that transition policies and procedures are informed by the Service Principles for the prevention of homelessness
- work collaboratively with Housing NSW and other relevant agencies and support services and organisations to provide young people exiting custody who are at risk of homelessness with a transition plan which meet their reintegration needs
- ensure that young people are provided with adequate support which will assist them to sustain their tenancy
- explore alternative supported accommodation arrangements for clients who don’t have the capacity to sustain a tenancy with or without support
- explore a range of accommodation options for young people, where social housing would not be appropriate.

**Department of Education and Communities**

**Aboriginal Affairs NSW**

Aboriginal Affairs NSW works with Aboriginal people, government agencies, and the private and community sectors to promote the interests of Aboriginal people in NSW and reduce inequity.

Aboriginal Affairs NSW will:

- work with all other participating agencies to ensure that their transition planning policies and procedures are appropriate to Aboriginal people
- advise on appropriate engagement with Aboriginal service providers to facilitate multi-agency transition planning.

**7. Multi-Agency Transition Planning Tool to Prevent Homelessness: A Best Practice Survey Tool**

The Multi-Agency Transition Planning Tool to Prevent Homelessness: A Best Practice Survey Tool is attached as (Appendix B) to the Framework.

This survey has been developed as an optional tool to assist agencies who have agreed to the Framework for Multi-Agency Transition Planning to Prevent Homelessness.

The survey tool forms an attachment to the Service Principles and can be used, where appropriate, to review policy and practice against best practice principles. This review can assist agencies to identify areas for improvement.
8. Reporting
There is to be a yearly report on the impact of the Framework on reducing homelessness. The report would:

- identify actions/activities undertaken by participating agencies to improve transition planning processes, including roles and responsibilities agreed in the Framework such as collaboration with other agencies (where appropriate) and reviewing and amending relevant policies and procedures.

Housing NSW will collate all agencies’ reports on their implementation of the Framework and produce a report to the Justice and Human Services Chief Executive Offices’ Forum on the effectiveness of the Framework in making a real difference to transition planning.

Housing NSW will collate the responses and produce a report for the Minister for Family and Community Services.

9. Endorsement
This Framework was endorsed by participating agencies through the Justice and Human Services Chief Executive Officers Forum in November 2012.
Appendix A

Service Principles for Multi-Agency Planning to Prevent Homelessness

The Service Principles under the Framework for Multi-Agency Transition Planning to Prevent Homelessness have been expanded to assist agencies’ consideration of each service principle. High level service principles have been distinguished from action oriented commitment. The listing is not exhaustive nor mandatory for each agency.

1. Multi-agency transition planning should be person-centred with each individual client’s needs and related services identified and addressed to help them transition to independent living with an opportunity for self-direction.
   - Effective transition planning involves the client and if appropriate the client’s family/carers. The aim of these plans is to assist the person to be self-reliant and independent. A person centred approach recognises the needs and expectations of the individual in their particular circumstance. The client’s involvement and buy-in of the transition plan is critical. When the client feels a sense of ownership of the plan, they are more likely to adhere to it.
   - The plan should include all aspects of the client’s service needs across the system including (and not limited to):
     - Health (physical and mental health)
     - Drug and alcohol issues (including relapse prevention for past addictions)
     - Disability
     - Income
     - Living skills
     - Vocation/employability
     - Social support
     - Links to Culturally and Linguistically Diverse services (including Aboriginal services)

2. Multi-agency transition planning should be culturally appropriate for Aboriginal, CALD and other people with specific needs taking into account the unique needs of their communities.
   - Agencies should refer Aboriginal clients to culturally appropriate service providers and when known, include family and kinship networks to assist in supporting the client in the community. Aboriginal people may require a Conformation of Aboriginality to access some services and Agencies should assist clients with this process where possible.
   - Agencies should ensure staff are well informed about Aboriginal, CALD and other specialised service providers in the local area so that appropriate referrals can be made.

3. The principle of “no exits into homelessness” should be embedded into the relevant transition policies and procedures of all participating agencies
   - Well crafted policies and procedures that articulate the intention of transition planning throughout the agency is essential. These policies should articulate any statutory requirements of agencies as well as the clear policy direction of “no exits into homelessness”. This will include attention to the following subject to clause 6 of the framework:
     - Prevent: agencies should ensure that all efforts made to prevent homelessness upon release transition.
     - Respond: agencies are to ensure that people who are homeless receive effective responses so that they do not become entrenched in the system.
     - Break the cycle: agencies are to ensure that people who have been homeless do not become homeless again, which can be achieved when support is geared towards sustaining their accommodation.
4. Multi-agency transition planning should commence at the point of entry to the facility/setting and be a continuum.\(^8\)
   - Transition planning should occur as soon as possible after the client enters the facility/setting – it is recognised that this will vary for different settings and agencies need to identify their own benchmarking for this practice.
   - Transition planning on entry should involve a full needs assessment that takes into account the person’s history of homelessness, current homelessness, and likelihood of homelessness upon exit. The approach to needs assessment should be culturally appropriate.
   - Where clients are assessed as being at risk of homelessness upon exit, planning to address this should commence as soon as possible with all necessary agencies and a documented support plan prepared.

5. Multi-agency transition planning to prevent homelessness should link housing solutions to support.
   - People who are homeless or at risk of homelessness generally have complex needs and as such will need support in the community.
   - Stable and suitable accommodation is required in order to effectively transition a person and assist in their successful reintegration back into the community.
   - Agencies should ensure that support provision is also geared towards assisting people to sustain their tenancies.

6. Multi-agency transition planning to prevent homelessness is most effective when appropriate services are available for clients upon transition.
   - Without access to services, transition planning cannot be effective.
   - It is imperative that agencies ensure that an up to date compendium of services (including housing options) is made available to all staff involved in the creation and implementation of transition plans.
   - Agencies should ensure that staff have an understanding of the range of housing and support options available, the referral pathway and the timeframes that are needed to secure these services. This understanding may be facilitated by local partnerships.
   - Agencies identifying service gaps that are preventing effective transition planning to prevent homelessness should escalate these to the Homelessness Interagency Committee for discussion.

7. Multi-agency transition planning should involve interagency cooperation and collaboration, including the development of partnerships as well as working in collaboration with non-government organisations.
   - Agencies producing transition case/support plans should work collaboratively with other relevant government and non-government agencies to ensure that all parties understand the client’s needs and understand each others’ roles and responsibilities in relation to assisting the client.
   - Agencies will utilise existing or form local partnership arrangements, where required to facilitate improved transition arrangements.

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\(^8\) For Community Services, the majority of children unable to live at home enter into statutory care by six years of age and homelessness is not a relevant consideration on entry into care. Transition Planning for young people leaving care commences when the young person reaches 15 years of age.
In support of the service principles:

8. Multi-agency transition plans should detail the type, duration and intensity of support to be received.

Case plans should detail the type, duration and intensity of support to be received.

- Non-participation (through illness or choice), disconnection from the transition plan, non-planned transitions from facilities and refusal of services may be part of some client’s experience upon re-entry to the community. Transition plans therefore need to anticipate these difficulties and attempt to identify alternative resources that will meet potential and likely needs. Strategies should also be implemented to allow the client to re-engage at a later stage, should disengagement occur.

9. Effective information exchange between relevant agencies is necessary to support multi-agency transition planning.

- Agencies should ensure that staff involved in transition planning are aware of the need for effective information exchange as well as of relevant tools, consent requirements and procedures.

10. Agency data collection systems should, where possible, identify people who are homeless or at risk of homelessness.\(^9\)

- A robust IT system that can flag homelessness upon entry, collect relevant data and also track the client from the facility into the community is required.

- Agencies should consider approaches to flagging clients who are homeless or at risk of homelessness within any existing opportunities for amending information systems

- Tracking clients can assist in informing understanding of service gaps.

11. Agencies should ensure that staff have an understanding of their role in facilitating multi-agency transition planning to prevent homelessness.

- Agencies should ensure that information on transition planning policies, procedures and best practice for transitioning persons who are homeless or at risk of homelessness is readily available and promoted within their agency.

- A communication strategy should be in place to ensure that information can be widely disseminated via emails, intranet and internet. This may also include learning and development elements for staff that are responsible for transition planning such as workshops or e-learning packages.

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\(^9\) Community Services data collection system does not include data on young people once they have left statutory out of home care.

NSW Health does not have data systems capable of reporting specific information on homelessness, or risk of homelessness and therefore could not contribute to evidence of reduced transmission to homelessness.
Appendix B

Multi-Agency Transition Planning to Prevent Homelessness: A Best Practice Survey Tool

An attachment to the Framework for Multi-Agency Transition Planning to Prevent Homelessness.

This survey tool has been developed by agencies who have agreed to the Framework for Multi-Agency Transition Planning to Prevent Homelessness (Housing NSW, NSW Health, Juvenile Justice, Community Services, Aboriginal Affairs, Ageing Disability and Home Care and Corrective Services NSW). The use of this tool is optional.

The survey tool can be used to review policy and practice against best practice principles. This review can assist agencies to identify areas for improvement.

The survey tool contains two parts:

1. **Strategic Principles in Multi-Agency Transition Planning** – this part is for agencies to use at the central level to review whether central policy and practice directions have embedded these principles.

2. **Localised Approach to Multi-Agency Transition Planning** – this part is for agencies to use at a regional/area/local level to review whether localised practice has embedded these principles.

A series of questions enables each agency to consider the transition planning arrangements they have in place and whether they need to be reviewed or amended in order to prevent homelessness.

### Part 1: Strategic Principles in Multi Agency Transition Planning

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<th>Questions</th>
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<th>Under Review</th>
<th>Needs Attention</th>
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<tr>
<td>The principle of “no exits into homelessness” should be embedded into the relevant transition policies and procedures of all participating agencies.</td>
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<td>Do your agency’s policies that relate to transition planning include the approach of, “no exits into homelessness” via prevention and intervention to break the homelessness cycle?</td>
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<td>Does your agency’s strategic partnership direction include consideration of transition planning policy and practice to prevent homelessness?</td>
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<td>Is your agency’s policy in relation to transition planning publicly available?</td>
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<td>Does your policy relating to transition planning take into account specific approaches for Aboriginal, Torres Strait Islander or Culturally and Linguistically Diverse clients who are at risk of homelessness?</td>
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<td>Is there a process in place to regularly review and evaluate your policy in relation to transition planning to ensure ongoing attention to homelessness through a multi-agency approach?</td>
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<td>Agency data collection systems should, where possible, identify people who are homeless or at risk of homelessness.</td>
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<td>Does your agency have an existing IT system in place to flag and record information on the homeless status of persons on entry and transition from your service/facility, especially in relation to the type of accommodation the person was residing in prior to admission? (E.g. private, Specialist Homelessness Services (formerly SAAP), Social Housing).</td>
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<td>Does your agency identify and collect data on whether a client was previously residing at a Specialist Homelessness Service (formerly SAAP) upon admission?</td>
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<td>Does your facility/service identify and collect data on whether a client is Aboriginal upon admission?</td>
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<td>Does your facility/service identify and collect data on whether a client is a Social Housing tenant upon admission?</td>
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<td>Agencies should provide relevant training to staff to ensure an understanding of their role in facilitating multi-agency transition planning to prevent homelessness</td>
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<td>Does your agency have a communications strategy in place to disseminate information to staff on system wide change for policies and practice that relate to transition planning, including information on new services and initiatives?</td>
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<td>Does your agency have in place a learning and development strategy to ensure that staff understand the principles of multi-agency transition planning for people who are homeless or at risk of homelessness?</td>
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<td>Does your agency provide access to resources about suitable services/programs/initiatives for clients transitioning who are at risk of homelessness and have complex needs? Do these resources include information on Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse services?</td>
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### Framework for Multi-Agency Client Transition Planning to Reduce Homelessness

#### Questions

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<th>Needs Attention</th>
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<tr>
<td>Do your agency’s policies that relate to transition planning clearly articulate the roles and responsibilities for transition planning including liaison with other agencies/services where required?</td>
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<td>Does your agency’s transition policy ensure that multi-agency transition planning is an actively managed process which begins at the point of admission in order to prevent homelessness?</td>
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<td>Does your agency’s policy in relation to transition planning include arrangements for clients who are at risk of homelessness who are transitioned after business hours or on weekends?</td>
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### Part 2: Localised Approach to Multi Agency Transition Planning

This section should be used at the local level (gaol, detention centre, hospital, community based health service, community services centre) to enhance existing transition practice within the context of homelessness.

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<th>N/A</th>
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<tbody>
<tr>
<td>Multi-agency transition planning should be person-centred with each individual client’s needs and related services identified and addressed to help them transition to independent living.</td>
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<td>Is a needs assessment/analysis conducted when the client is admitted to your facility/service, and does this include risk factors for homelessness?</td>
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<tr>
<td>Are clients or clients’ family/kin/carers involved in the transition planning process, where appropriate?</td>
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<td>Is a copy of the transition plan given to the client, their families/kin or carers upon transition, where appropriate?</td>
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<tr>
<td>Do your transition plans include links to services that had previously worked with and had success with the client prior to admission, in order to reconnect the client to these services upon transition?</td>
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<td>Does your facility/service’s transition planning processes include assistance for the client to access any income/benefits they may be entitled to?</td>
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<td>Does your facility/service have strategies in place to proactively engage with clients who refuse support, particularly those who are at risk of homelessness?</td>
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<td>Questions</td>
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<tr>
<td>Does your facility/service seek consent from the client in order to provide a copy of the transition plan to those services you are referring them to?</td>
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<td>Do your transition plans ensure appropriate support is given to clients with impaired decision making capabilities?</td>
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<td>Are your transition plans reviewed periodically during the time spent in the facility/service to reflect any changes in the client’s circumstances? (relevant to long term stays only)</td>
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<td>Multi-agency transition plans should detail the type, duration and intensity of support received.</td>
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<td>Do your transition plans detail the type, duration and intensity of support received and have contact names and details of other relevant agencies involved with the client?</td>
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<td>Multi-agency transition planning should commence at the point of entry to the facility/service and be a continuum.</td>
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<tr>
<td>Does your facility/service commence transition planning at the point of entry for clients who are homeless or at risk of homelessness?</td>
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<tr>
<td>Does your facility/service have a delegated person or team who is responsible for transition co-ordination?</td>
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<td>Does your facility/service have a process for transition planning for people who are in the system for a short period of time?</td>
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<td>Does your facility/service have a position or team that has delegated responsibility for following up on clients after transition to monitor if services are being accessed or that homelessness is prevented, where applicable?</td>
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<td>Multi-agency transition planning to prevent homelessness should link housing solutions to support.</td>
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<td>If a client is being transitioned from your facility/service back into Social housing or a Specialist Homelessness Service (SHS formerly SAAP), is the social housing provider/SHS provider involved in the transition planning process to ensure that adequate support is in place?</td>
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<td>Multi-agency transition planning to prevent homelessness should have appropriate services available for clients upon transition.</td>
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<td>Do your transition plans take into account support service’s capacity and waiting times?</td>
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<td>Do your transition plans identify suitable and appropriate housing options, including contingency plans if long term options are not immediately available, in order to prevent homelessness?</td>
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<td>Do your transition plans identify transport arrangements to home communities upon transition?</td>
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<td>Multi-agency transition planning should be culturally appropriate for Aboriginal people, CALD and other clients with specific needs taking into account the unique needs of their communities.</td>
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<td>Are your transition planning processes and approaches appropriate to the needs for Aboriginal, Torres Strait Islander, Culturally and Linguistically Diverse and other clients with specific needs?</td>
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<td>Do your transition plans include links to culturally specialised services such as Aboriginal community controlled services?</td>
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<td>Are client’s family and community involved in the transition planning process?</td>
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<td>Multi-agency transition planning should involve interagency cooperation and collaboration, including the development of partnerships and information exchange as well as working in collaboration with non-government organisations.</td>
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<td>Does your facility/service notify and work with the relevant Social Housing provider when the client is being transitioned back into Social Housing?</td>
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<td>Does your facility/service have local partnerships in place to improve service collaboration arrangements for effective transition planning in relation to preventing homelessness?</td>
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<td>Does your facility/service have links to regional service planning to address service gaps/barriers for people who are homeless or at risk of homelessness? (e.g. Regional Human Service and Justice clusters)</td>
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<td>Does your facility/service have an information sharing protocol with other relevant agencies in relation to transition planning and service needs?</td>
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<td>Does your facility/service consider a person’s risk to themselves or the community and work in partnership with relevant agencies when planning for their transition, particularly in relation to their housing needs?</td>
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