

Homelessness Programs

Service Guidelines

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Acronyms	Full form
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NT	Northern Territory
SHS	Specialist Homelessness Services
DCF	Department of Children and Families
AIHW	Australian Institute of Health and Welfare
SHSC	Specialist Homelessness Services Collection
SHIP	Specialist Homelessness Information Platform
NASHH	National Agreement on Social Housing and Homelessness
NTG	Northern Territory Government

Preferred Language	Description
People, individuals and families	People, individuals and families at risk of or experiencing homelessness (service users).
Communities	An identified group of people at risk of or experiencing homelessness.
Aboriginal people	Aboriginal and Torres Strait Islander people of Australia
Warm Referral	The process of supporting a person or directly contacting an agency/organisation prior to a referral being generated. This ensures that both the client and the referred organisation have the information they require to accept the referral and provide the required services.
Non-government organisation	An organisation not established by government, especially one involved in non-profit development, environmental or relief programs (Macquarie Dictionary).
Service provider	An organisation that is a separate legal entity from the NT Government that provides services. It is a broader term than non-government providers and includes local government agencies and for-profit organisations. Generally, refers to funded organisations.
Measure	A measure provides specific detail about what will change as the result of a service or activity and shows if progress is being made towards an outcome
Monitoring	Monitoring is the on-going relationship between the NT Government and assessment of service delivery to ensure service providers are on track to meet the objectives under the funding agreement. Monitoring should be tailored to the source of most risk.
Outcome	The outcome shows the required change or difference a service makes and articulates what success looks like. (Outcomes can be short, medium or long-term. Outcomes can also be at a population or program level)
Output	What is counted to measure the delivery of a service (e.g. the number of activities, products, or clients)
Support Periods	AIHW SHSC data definition - A support period is the period (of time) that a person receives a service from an SHS. This can be as short as a single appointment or as long as a year or longer.
Reporting	Reports include both financial and performance reporting. Financial reporting ensures NT Government funding is properly accounted for. Performance reporting is the formal (usually annual) assessment of how the service has been delivered and if it has achieved its objectives. Performance reports should concentrate on outputs and outcomes rather than inputs.
Value for the Territory	Achieving the best return for government recognising this may not necessarily be at the lowest price.

Table of Contents

1. Introduction	7
2. Background	7
3. Context	8
4. Homelessness Program Governance	8
4.1. Specialist Homelessness Services Reform Group	8
5. The Outcomes Framework	8
5.1. The Northern Territory Social Outcomes Framework	8
5.2. The Department of Children and Families Outcomes Framework	10
5.3. The Northern Territory Homelessness Services Outcomes Framework	10
5.4. Risks associated with measuring outcomes	10
5.5. Framework performance monitoring	11
5.6. Program Evaluation	11
6. About the Homelessness Program	11
6.1. Program purpose	11
6.1.1 Program Strategic Priorities	11
6.1.2 Program Outcomes	11
6.2. Underpinning approaches to service delivery	12
6.2.1 Housing First	12
6.2.2 Culturally safe	12
6.2.3 Duration of need	12
6.2.4 Age Eligibility for Homelessness Services: Young People	13
6.2.5 Child Safety and Wellbeing	13
6.2.6 Connected service system	14
6.3. Program Logic	14
6.4. Quality Accreditation	15
6.5. Industry Housing Assistance Scheme	15
7. Service Delivery Framework	16
7.1. Service categories, types and sub-types	16
7.2. Service Mapping	19
7.3. Groups of people accessing the service (service user groups)	21
7.4. Delivery Locations	22
8. Service Deliverables	22
9. SHS Case Management	22
10. Exit Planning	23
10.1 Housing Pathways	23
11 Service Types	24
11.1 Central Intake Services (NT Wide)	25
11.1.1 Measuring Central Intake Service Outputs	26

11.2	Hubs and Day Centres.....	27
11.2.1	Measuring Hubs and Day Centres Outcomes.....	28
11.2.2	Measuring Hubs and Day Centres Outputs	29
11.3	Tenancy Sustainability Services.....	30
11.3.1	Measuring Tenancy Sustainability Service Outcomes.....	31
11.3.2	Measuring Tenancy Sustainability Service Outputs	32
11.4	Assertive Outreach	33
11.4.1	Measuring Assertive Outreach Outcomes.....	34
11.4.2	Measuring Assertive Outreach Outputs	34
11.5	Integrated Tenancy Sustainability Services.....	35
11.5.1	Measuring Integrated Tenancy Sustainability Service Outcomes.....	36
11.5.2	Measuring Integrated Tenancy Sustainability Service Outputs	37
11.6	Visitor Accommodation (up to 28 days).....	38
11.6.1	Measuring Visitor Accommodation Outputs.....	39
11.7	Supported Crisis Accommodation (up to 3 months)	40
11.7.1	Measuring Supported Crisis Accommodation Outcomes.....	41
11.7.2	Measuring Supported Crisis Accommodation Outputs.....	41
11.8	Supported Transitional Accommodation (3 months to 2 years)	42
11.8.1	Measuring Supported Transitional Accommodation Outcomes	43
11.8.2	Supported Transitional Accommodation Outputs	44
11.9	Youth Supported Transitional Accommodation (3 months to 2 years)	45
11.9.1	Measuring Youth Supported Transitional Accommodation Outcomes	46
11.9.2	Measuring Youth Supported Transitional Accommodation Outputs	47
11.10	Integrated Supported Homelessness Accommodation	48
11.10.1	Measuring Integrated Supported Homelessness Accommodation	50
11.10.2	Measuring Integrated Supported Homelessness Accommodation Outputs	51
11.11	Innovation and Pilot Programs.....	52
11.12	Peak Bodies	53
12	Reporting.....	54
12.1	People Accessing the Service (Service User Groups) Definition	54
12.2	Australian Institute of Health and Welfare	54
12.3	Specialist Homelessness Services Collection.....	54
12.4	Specialist Homelessness Information Platform	54
12.5	Financial Reporting.....	55
12.6	Target Numbers.....	55
12.7	Accommodation and Vacancies.....	55
13	Compliance.....	56
13.1	Critical Incidents	56
13.2	Working with Children Clearances	56
13.3	Feedback and Complaints.....	56

13.4 Communications, Branding and Public Information 57

14 Contract Management..... 57

Introduction

The purpose of the Homelessness Program Service Guidelines (the Guidelines) is to provide departmental staff and funded service providers with clear information on the aims, purpose, operational requirements, and expectations of the Homelessness Program.

The Guidelines support improvements to the homelessness service system by providing consistent guidance on the intent of funding and services delivered under the Program and outlines the principles and essential elements that underpin service delivery for people who are homeless or at risk of homelessness. The content reflects contemporary, evidence-informed service delivery practices.

This document will be updated regularly to reflect approved changes to the Guidelines.

Minor edits may also be made to clarify existing guidelines, specifications, and requirements for homelessness funding.

Background

In June 2024, the Australian Government launched the National Agreement on Social Housing and Homelessness (NASHH), which replaced the National Housing and Homelessness Agreement (NHHA) from 1 July 2024 through bilateral schedules with each state and territory.

Under NASHH, the Australian and Northern Territory Governments are working towards a shared objective: to support people who are experiencing, or at risk of, homelessness and to strengthen the effectiveness of Australia's social housing and homelessness service sectors.

The NASHH provides flexibility for jurisdictions to deliver services that best meet community needs, while also improving data sharing, evidence use, and the transparency and accountability of public expenditure.

In parallel, the Australian Government committed to the development of a National Housing and Homelessness Plan—a 10-year strategy developed in collaboration with state and territory governments. On 28 May 2026, the Australian Government released *Homes for Australia: A National Plan*.¹ The plan identifies priorities for further reform and directs future housing and homelessness investment.

Aligned with this work, the Northern Territory Government has partnered with the sector and developed the **Northern Territory Homelessness Strategy 2025–2030**, which replaces the previous *Pathways out of Homelessness: Northern Territory Homelessness Strategy 2018–2023*.

The NASHH aligns with and supports the implementation of several national and Northern Territory strategic frameworks, including:

- Northern Territory Homelessness Strategy 2025-2030²
- National Agreement on Social Housing and Homelessness
- National Agreement on Closing the Gap and Northern Territory Implementation Plan
- Safe and Supported: National Framework for Protecting Australia's Children 2021 – 2031
- National Plan to End Violence against Women and Children 2022-2028.

¹ [Homes for Australia: A National Plan](https://www.dss.gov.au/) - Department of Social Services, *National Housing and Homelessness Plan*, Australian Government, accessed 17 August 2026, <https://www.dss.gov.au/>.

² (Northern Territory Government, NT Homelessness Strategy 2025-2030, n.d.) Retrieved from: <https://families.nt.gov.au/homelessness/nt-homelessness-strategy-2025-2030>

Context

The Homelessness Programs Service Guidelines form an annexure to the Specialist Homelessness Services Funding Agreements and are a part of the overall funding arrangement. All funded services are expected to align with the principles, service descriptions, and performance measures outlined in this document, unless otherwise specified in the organisation's individual Funding Agreement.

Homelessness Program Governance

1.1. Specialist Homelessness Services Reform Group

The Specialist Homelessness Services Reform Group (SHSRG), comprising representatives from the homelessness sector and the Northern Territory Government, provides strategic advice, oversight, and co-design leadership to support a homelessness service system that is integrated, evidence-informed, responsive to local needs, and aligned with reform priorities.

The SHSRG operates as a sector-led reform and program governance body within the Department of Children and Families (DCF) Governance Structure. It reports to the DCF Programs Sub-Committee and is supported by a multi-agency SHSRG Working Group, which ensures that decisions and actions are progressed and remain aligned with departmental outcomes.

To support delivery of the Northern Territory Homelessness Strategy 2025–2030, three interrelated groups will be established:

- Strategic Advisory Group (SAG) – provides system leadership, strategic guidance, and oversight
- Lived Experience Advisory Group (LEAG) – informs policy and service development through the voices of people with lived experience
- Priority Action Group (PAG) – drives regional and place-based implementation and planning

The SHSRG will continue to lead service system and program reform and will work in collaboration with these three groups. Shared membership across the groups ensures strong coordination, enabling the SHSRG to feed into and be informed by strategic advice, community priorities, and lived experience.

The Outcomes Framework

1.2. The Northern Territory Social Outcomes Framework

In 2021, the Northern Territory Government (Department of the Chief Minister and Cabinet) released the NT Social Outcomes Framework for the whole-of-Government. The Northern Territory (NT) Social Outcomes Framework was developed as a mechanism for the NT to shift from counting inputs and outputs to a focus on outcomes and to measure progress towards making a lasting and positive difference to Territorians' lives.³

The NT Social Outcomes Framework covers seven domains:

- Territorians are able to live a healthy life.
- Territorians have appropriate and secure housing.
- Territorians are connected to culture and community.
- Territorians are able to learn, contribute, and achieve.
- Territorians are safe.

³ Northern Territory Government (2021). *Northern Territory Social Outcomes Framework*. Retrieved from: https://cmc.nt.gov.au/_data/assets/pdf_file/0003/1002747/social-outcome-framework.pdf

- Territorians are financially secure and have material basics.
- The Territory has a natural and built environment that supports a high quality of life.

The NT Homelessness Services Outcomes Framework is structured in the same way as the NT Social Outcomes Framework, which itself was adapted from the Victoria State Governmentⁱ and is depicted in Figure 1.

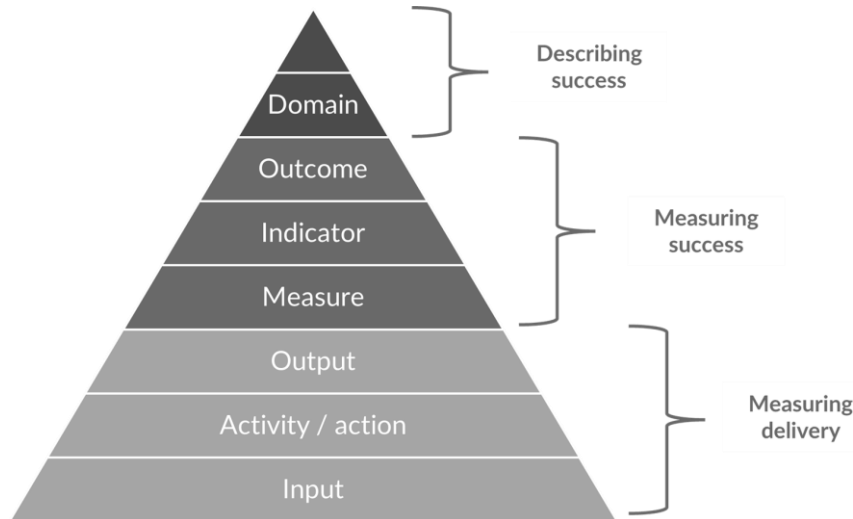


Figure 1. NT Social Outcomes Framework architecture and definitions (taken from Victorian Department of Premier and Cabinet, 2018)

The elements of this Framework are defined as follows:

Describing success	
Domain	Articulates the broad area for action and groups related outcomes. Each domain has a vision (aspirational) statement.
Measuring success	
Outcomes	Show the required change or difference, articulates what success looks like.
Indicators	Specify what needs to change to achieve the outcome and set the direction of change.
Measures	Provides specific details about what will change and how you know that you are making progress.
Measuring delivery	
Outputs	We count on measuring the delivery - e.g. number of activities, products, clients.
Activities / actions	What we do to deliver the services – programs, services, everyday work.
Inputs	Resources or investment allocated to delivering activities (funding, staff, infrastructure).

It is important to note that measuring outcomes does not mean that the measurement of outputs should cease. Output still tells us what and how much has been delivered. Outcomes help us assess the impact of our services. This Outcomes Framework will cover both outcomes and outputs.

1.3. The Department of Children and Families Outcomes Framework

The DCF Outcomes Framework is designed to be embedded within the DCF Strategic Plan and align with the Northern Territory Government's priorities and key NT and national outcomes frameworks, strategies, and reporting. The Northern Territory Homelessness Outcomes Framework is designed to align with the DCF Strategic Plan.

The Northern Territory Government is focused on three pillar priorities to achieve measurable short and long-term outcomes to achieve positive change for Territorians. These pillars are;

- Reducing Crime
- Rebuilding the Economy
- Restoring the Territory Lifestyle

Data reported to the Australian Institute of Health and Welfare through the Specialist Homelessness Services Collection will directly inform the achievement of the below DCF outcomes measures.

Outcome	Indicator	Measure	Data Source	NTG Priority
The essential needs of vulnerable Territorians are met	Increase housing stability for specialist homelessness service clients	Number and proportion of clients who return to homelessness after achieving housing	AIHW SHSC	Reducing Crime
		Number and proportion of clients with an identified need for services who were not provided or referred to those services, split by accommodation and other services		

1.4. The Northern Territory Homelessness Services Outcomes Framework

The Northern Territory Homelessness Services Outcomes Framework developed in 2021 is the first attempt at identifying key outcome measures that could be applied in the NT context for the various types of funded services within the Homelessness Program. This document takes outcomes identified from these measures that can currently be measured through data currently collected in the NT through Specialist Homelessness Services Data Collection.

In time, and in consultation with the sector, this list of outcomes in the NT Homelessness Services Outcomes Framework will continue to be refined. Later, with the availability of new data, additional outcomes will be added to this report. Outcomes frameworks will be subject to ongoing review to ensure relevance of outcome measures.

1.5. Risks associated with measuring outcomes

While there are many benefits to measuring outcomes, there are also some risks associated with outcomes measurement. These include:

1. The focus on outcomes can mean that these outcomes are prioritised at the expense of other potential outcomes that may not be measured or the focus of attention.
2. that there is reduced incentive to record data that may not be favorable, for example, reporting unassisted people or unmet need; and
3. potential for increased administrative burden for service providers if they are required to collect additional data.

1.6. Framework performance monitoring

To maximise the use and utility of the NT Homelessness Outcomes Framework, performance monitoring of Specialist Homelessness Services (SHS) will be conducted regularly against the defined outcome measures. As part of the DCF Strategic Plan, performance against the DCF Outcomes Framework will also be reported annually.

1.7. Program Evaluation

Program evaluation under the Homelessness Strategy drives accountability and continuous improvement by assessing how funded programs contribute to the Strategy's intended outcomes. Evaluation examines program effectiveness in preventing homelessness, supporting people to access and maintain safe and appropriate housing, and strengthening system coordination and effectiveness.

The Department monitors program performance using available Specialist Homelessness Services data and other agreed reporting mechanisms, aligned with the Northern Territory Homelessness Services Outcomes Framework. Evaluation activities are applied proportionately to program scope and risk and inform ongoing service improvement, commissioning decisions and future policy development.

About the Homelessness Program

1.8. Program purpose

The purpose of this program is to support people who are experiencing or at risk of homelessness, and to strengthen the effective operation of the Northern Territory's homelessness service system. The program is aligned with the Northern Territory Homelessness Strategy 2025–2030 and reflects its strategic directions and intended outcomes.

By applying for funding, applicants acknowledge a shared commitment to preventing homelessness—particularly for people disproportionately affected by housing inequality and disadvantage.

6.1.1 Program Strategic Priorities

This program focuses on three strategic priority areas:

1. **Intervene early to prevent homelessness**
Strengthen early identification and intervention efforts to prevent people from entering homelessness.
2. **Deliver culturally safe, person-centred responses**
Provide services that are trauma-informed, culturally safe, and focused on meeting the needs of people experiencing homelessness.
3. **Strengthen and integrate the homelessness system**
Improve coordination, efficiency, and effectiveness across the service system to support lasting outcomes and reduce repeat homelessness.

6.1.2 Program Outcomes

The program aims to achieve the following four key outcomes:

- People at risk of homelessness can access and maintain stable housing through early intervention with access to appropriate services, increased access to income, greater self-reliance and community connections.
- People experiencing homelessness can rapidly access appropriate services, accommodation and housing, with ongoing support suited to their needs and choices.
- The homelessness system is preventive with fewer people becoming homeless, and responsive to people who experience homelessness.
- The homelessness system is more efficient, effective, better coordinated and integrated.

1.9. Underpinning approaches to service delivery

6.2.1 Housing First

A Housing First approach supports people or households to transition directly from homelessness into stable, sustainable housing—wherever possible—without requiring them to first demonstrate readiness. Ongoing support is provided as needed to help sustain the tenancy.

This approach minimises the need for vulnerable people to cycle through multiple short-term or temporary living arrangements, which can be destabilising and hinder recovery.

While many Housing First initiatives focus on rough sleepers and people experiencing chronic homelessness, the core principles can also be applied across the broader service continuum to support other target groups.

6.2.2 Culturally safe

Aboriginal people are significantly over-represented in the homeless population in the Northern Territory. Accordingly, all funded services are expected to adopt policies and practices that enhance access for Aboriginal people.

The Northern Territory Government is a member of the Joint Council on Closing the Gap and is committed to the Four Priority Reforms, which promote collaboration and genuine partnerships with Aboriginal people and communities⁴.

As assessed during the commissioning process, funded organisations are strongly encouraged to develop partnerships with Aboriginal Community Controlled Organisations (ACCOs) in the design, delivery, and evaluation of services. This supports the delivery of culturally safe services and contributes to building capability and capacity within the ACCO sector.

To support this work, the Department has developed an Aboriginal Cultural Security Framework, along with a range of tools to assist organisations in assessing and implementing actions to strengthen cultural security⁵.

6.2.3 Duration of need

A duration of need approach involves providing accommodation and/or support for as long as a person or family needs to obtain and maintain sustainable housing. It is driven by assessed need rather than predetermined time limits.

Ongoing assessment is essential to understand and respond to a person's evolving needs. Once housed, people experiencing or at risk of homelessness should be supported to connect with mainstream services that can assist them in sustaining their tenancy over the long term.

The principles underpinning a duration of need approach include:

- People experiencing or at risk of homelessness should remain in supported accommodation for the shortest time necessary, with transition to long-term, stable housing as the ultimate goal—aligned with a Housing First approach.
- Services focus on meeting people's needs within a case management framework, taking a 'whatever it takes' (flexible delivery approach) approach to securing housing.
- Regular and ongoing assessment of need to ensure support remains relevant and targeted.
- Assistance to find, establish, and sustain independent housing.
- Ensuring access to community, social, and agency supports necessary to maintain housing and wellbeing.

⁴ [Priority Reforms | Closing the Gap](#)

⁵ [DCF Aboriginal Cultural Security Framework](#)

- Promoting self-reliance by equipping people with the skills and confidence to access services independently and avoid prolonged reliance on the homelessness system.

6.2.4 Age Eligibility for Homelessness Services: Young People

Homelessness services in the Northern Territory are primarily designed to support young people aged from 15 years of age, with some programs, particularly transitional housing—extending support to individuals up to 24 years of age. These services, including youth crisis refuges, are intended for young people who have a degree of independence and can engage in case management, shared accommodation, and life skills development.

Children under the age of 15 are not generally accommodated by homelessness services in the Northern Territory. These programs are not funded or equipped to provide the intensive care required for unaccompanied children in this age group.

Where a child under 15 years presents as homeless and there are no available or safe options for them to be accommodated with parents, family members or other responsible adults, the matter must be referred to the Department's child protection service, which operates under a separate legislative framework.

Referrals will be assessed by qualified Departmental staff to determine the most appropriate course of action to ensure the child's safety and wellbeing. The accommodation of a child under 15 years of age within a youth homelessness service is considered an exceptional circumstance and must not occur without prior Departmental approval. Any consideration of such an arrangement will be assessed on a case-by-case basis by the Department, having regard to the child's safety, best interests, developmental needs, and the service's capacity to provide safe and appropriate support within a homelessness service setting.

Support for Young People at Risk of Future Homelessness

While homelessness services in the Northern Territory do not currently provide accommodation for unaccompanied children under the age of 15, some youth specific early intervention and prevention programs may engage with young people who are experiencing circumstances that place them at increased risk of homelessness.

These services focus on engaging young people and their family in addressing risk factors that directly or indirectly increase a risk of future homelessness. Services may include building life skills, foster resilience and promoting connections to education and training opportunities and in some cases promoting tenancy readiness—particularly for young people who may lack stable housing, consistent adult guidance, or positive role models in their life.

In such cases, the young person's family must be actively engaged as part of the support process, and service providers must comply with mandatory reporting obligations.

6.2.5 Child Safety and Wellbeing

Homelessness services in the Northern Territory operate in environments where children may engage directly with services or be present as part of families accessing support.

Funded organisations are expected to ensure that the safety and wellbeing of children is embedded in service design and delivery. This includes promoting safe environments, recognising and responding to risks of harm and supporting the participation of children in ways that are appropriate to their age and circumstances.

Where services engage with children, organisations are expected to align with recognised child safe practice frameworks, including the National Principles for Child Safe Organisations.

6.2.6 Connected service system

A strong and collaborative relationship between the Central Intake Service and the broader SHS sector is critical to an effective and integrated homelessness service system. Central intake provides consistency, transparency and fairness through standardised screening, triage and prioritisation, ensuring people experiencing or at risk of homelessness are assessed and referred based on risk, need and service availability.

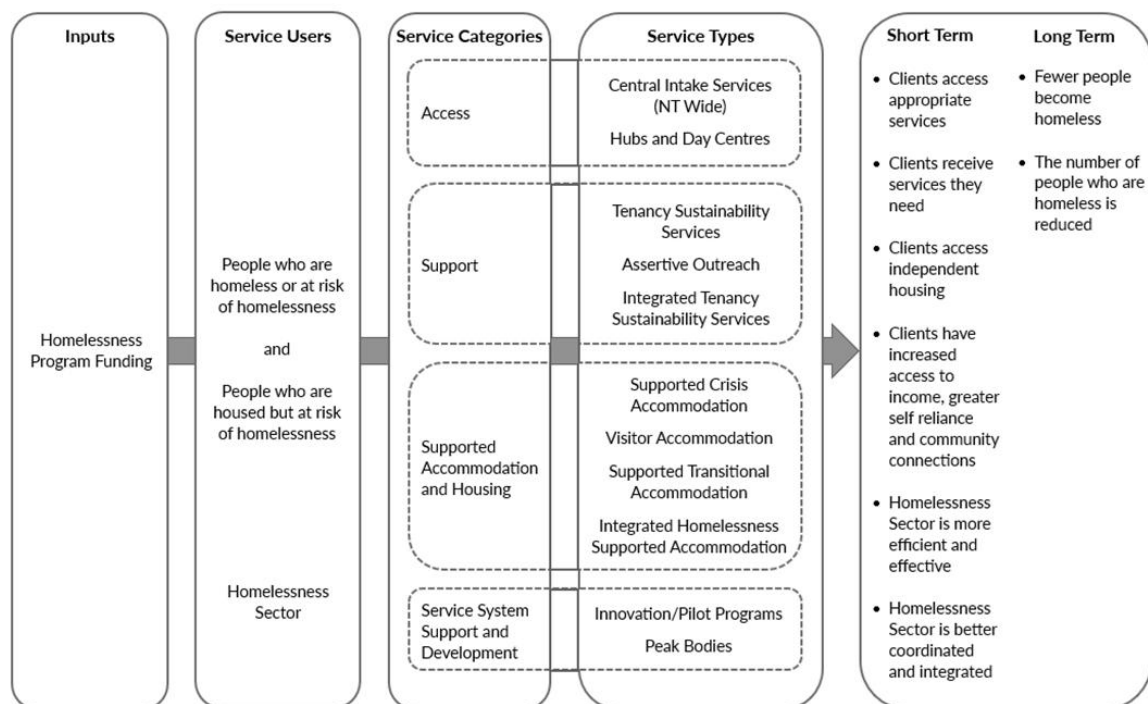
Individual service providers play an equally essential role by delivering place-based, culturally responsive and person-centred supports that respond to local contexts and individual circumstances. Together, this partnership enables a coordinated system where access is streamlined and equitable, while support delivery remains flexible, relational and grounded in regional and community expertise, improving outcomes for people experiencing homelessness or housing instability.

A responsive homelessness system must be well-coordinated, person-centred, and outcomes-focused—enabling seamless transitions through a range of housing and support options. This includes emergency and transitional accommodation, early intervention and prevention, tenancy sustainment, mental health and wellbeing support, and access to culturally safe and trauma-informed services.

Strong integration across agencies, service providers, and housing systems is essential to reduce fragmentation, close service gaps, and deliver holistic, person-led responses. A mature and effective system anticipates both individual and community needs, invests in prevention and early support, and enables lasting pathways out of homelessness—not just temporary relief.

1.10. Program Logic

Homelessness Program Logic



The Homelessness Program Logic diagram illustrates how **Homelessness Program Funding** supports the delivery of services to:

- People who are experiencing or at risk of homelessness
- People who are housed but at risk of homelessness
- The Specialist Homelessness Services (SHS) sector

Short-Term Outcomes

As a result of the services funded through the program, in the short term:

- People experiencing or at risk of homelessness access appropriate services
- People receive the services they need
- People access and maintain independent housing
- People have increased access to income, greater self-reliance, and stronger community connections
- The specialist homelessness sector is more efficient and effective
- The sector is better coordinated and integrated

Long-Term Outcome

- The number of people who are homeless is reduced

Underlying Assumptions

The program is based on the following assumptions:

- Supporting people to address the factors that place them at risk of homelessness will reduce the number of people who become homeless.
- Providing accommodation and support to people once they become homeless will reduce the number of people who remain homeless.
- A more effective and better integrated housing and homelessness system will lead to improved outcomes for people who are homeless or at risk.

External Factors Influencing Outcomes

The effectiveness of the program is influenced by external factors, including:

- Supply of affordable housing.
- Economic climate.
- Discrimination based on race, age, gender or disability.

1.11. Quality Accreditation

Funded services will be required to either hold accreditation or be actively working towards accreditation under one of the following approved quality frameworks within 12 months of service delivery commencement:

- [Australian Service Excellence Standards \(SA\)](#)
- [QIC Health and Community Service Standards \(QIP\)](#)
- [National Standards for Mental Health Services 2010 \(AG\)](#)

In addition to these national frameworks, funded services may also be required to meet any **Northern Territory-specific quality criteria or NT-developed frameworks**, as agreed in consultation with the sector.

The Department of Children and Families (the Department) may approve, upon written request, the use of an alternative quality accreditation system if the organisation can demonstrate that its standards meet or exceed the minimum requirements of the sector-approved standards listed above.

1.12. Industry Housing Assistance Scheme

The Industry Housing Assistance Scheme (IHAS) provides housing to the non-government sector to support the delivery of essential services and other community-benefiting initiatives across the Northern Territory.

There are approximately 267 dwellings currently allocated to support the delivery of services funded under the Homelessness Program.

Rent payable on IHAS properties is calculated at 50% of the rental rate published in the Northern Territory Government Gazette and is subject to change.

In accordance with section 16(4) of the Housing Act 1982, only the Minister may approve the CEO (Housing) to enter into an IHAS lease with a provider.

In situations where service delivery occurs through or within an IHAS property, the grant agreement and the IHAS lease may be interdependent; however, the Department (DCF) is not responsible for the provision or administration of IHAS leases. Service providers are required to maintain a direct landlord-tenant relationship with the Department of Housing, Local Government and Community Development regarding the lease.

If an IHAS lease ends, the funding agreement will be reviewed to assess whether suitable alternative accommodation arrangements can be identified. Where such alternatives are not available, it may be necessary to reconsider the continuation of the funding agreement.

Service Delivery Framework

1.13. Service categories, types and sub-types

The Homelessness Services delivery framework provides a menu of 'building blocks' from which services can be designed to meet identified needs.

The Homelessness Service Delivery Framework comprises of four service categories:

- access
- support
- supported accommodation and housing, and
- service system support and development.

Service types and sub-service types are described under each of these categories.

Homelessness funding is allocated at the Service and sub-service type level. Funding may be allocated for:

- A single service type.
- A single sub-type.
- A combination of service types and sub-types.

Note. Service particulars for all service types will be determined on a service or initiative-specific basis and articulated in service agreements. Minimum sub-types have been identified for each service type to support consistency across service types.

Funding is provided under four service categories:

Service Category Code	Service categories	Service Type Code	Service Types
1.	Access	1.1	Central Intake Services (NT Wide)
		1.2	Hubs and Day Centres
2.	Support	2.1	Tenancy Sustainability Services
		2.2	Assertive Outreach
		2.3	Integrated Tenancy Sustainability Services

3.	Supported accommodation and housing	3.1	Visitor Accommodation
		3.2	Supported Crisis Accommodation
		3.3	Supported Transitional Accommodation
		3.4	Integrated Supported Homelessness Accommodation
4.	Service system support and development	4.1	Innovation/Pilot Programs
		4.2	Peak Bodies

Each Service Type has within it a minimum set of minimum Sub-Types (except for Category 4 services). Service Subtypes represent activities or elements within each Service Type. Funded services are required to deliver the minimum service sub-types identified against the Service Type.

Note: Service Subtypes will be reviewed and amended as service mapping, outcomes and output measures are reviewed.

Sub-Type Code	Service sub-type	Description
Sub1	Advice, Information and Referral	The provision of advice and information about available SHS and accommodation options for people presenting to homelessness services. This will include warm, supported referrals i.e. by telephone and assistance to complete any required referral forms/processes to access a service. This is a standard requirement for all funded services (except Peak Body services). <i>Note: It is intended that referrals will be captured through a central intake service for all SHS referrals, whilst the NT government continues to use SupportLink. Currently the designated system for all SHS referrals is SupportLink.</i>
Sub2	Intake Services	A triage assessment to determine the presenting risk factors and immediate needs; including program eligibility to determine the appropriate referral pathway into the homelessness service system or other service system. This is a standard requirement for all funded services (except Peak Body services). <i>Note: It is intended that referrals will be captured through a central intake service for all SHS referrals, whilst the NT government continues to use SupportLink. Currently the designated system for all SHS referrals is SupportLink.</i>
Sub3	Waitlist Support	This service aims to provide referred People experiencing or at risk of homelessness with a minimum contact level including telephone support and referral, along with updates on expected service timeframes. This will ensure they remain informed, safe, and connected to necessary services.
Sub4	Case Management	A person-centred, collaborative approach is used to assess, plan, and deliver comprehensive support and resources tailored to meet the needs of individuals or families. This approach involves working alongside other community and specialist services to help individuals achieve their goals, with a particular focus on, but not limited to, securing and maintaining stable long-term accommodation. Case planning will include the development of individualized plans, which will be regularly reviewed to ensure ongoing support and progress
Sub5	Outreach	Services which are delivered in an individual or family's home or other location.

Sub-Type Code	Service sub-type	Description
Sub6	Post Program/Crisis Support	Services delivered to a person after they have exited the program. This aims to support either a transition into long term housing or successful transition to another support provider.
Sub7	Dignity Services	Dignity services include toilets, showers, laundry, meals, occasional storage, charging facilities, safe and secure respite.
Sub8	Visitor Management	Services aim to assist people who wish to develop culturally safe strategies to manage visitors to their home whilst supporting the persons access to their family and community.
Sub9	Overcrowding Management	Services aim to assist people to develop strategies to reduce the stressors to the tenant and household members associated with overcrowding.
Sub10	Tenancy Skills	Services deliver education, information and support the development of practical skills to increase a person's capacity to successfully manage a tenancy.
Sub11	Life skills	Services deliver education, information and support the development of the practical skills and increased confidence and knowledge of life skills, including the available mainstream and community resources to assist them to achieve their personal goals. Examples may include cooking, cleaning, money management and personal goal setting.
Sub12	Travel Assistance	Aimed at providing support to people who are homeless or at risk of homelessness where support to travel to another location would limit a person's exposure to homelessness and achieve a housing outcome. <i>Note: This subtype is not currently benchmarked to any Service Type however is an available Sub-type for any service.</i>
Sub13	Material Assistance/Brokerage	The provision of a range of practical material assistance designed to meet the immediate needs of an individual or family and/or to support the achievement of case management goals.
Sub14	Vacancy Management	The provision of tenancy management, vacancy management, maintenance (as per lease arrangements), collection of rent and debt management.
Sub15	Training and Education	The provision of training and education services to the Homelessness sector aimed at increasing opportunities for professional development relevant to the delivery of homelessness services.
Sub16	Evaluation	Evidence based evaluations will be conducted on all pilot projects. The evaluation methodology will be dependent on the type and length of the program. At a minimum the evaluation will measure the outcomes achieved and align with service type outcomes.
Sub17	Stand Alone/Bespoke	Services that do not directly report SHS but receive referrals from Specialist Homelessness Services. For example, accommodation services for pets. <i>Note: Excludes SHS – Service particulars will be outlined in funding agreements.</i>
Sub18	Provision of food/meals	Services that provide access to food and/or prepared meals (do not provide comprehensive dignity services (refer Sub 7))

1.14. Service Mapping

Category 1: Access

Services facilitate access to the housing and homelessness service system and related services for people who are homeless, at imminent risk of homelessness, housed but at risk of homelessness.

Service type	Minimum sub-types
ST1 Hubs and Day Centres Provision of centre access to dignity services, including toilets, showers, laundry, meals, occasional storage and charging facilities. Centres also provide respite and access (warm referral) to connect with Specialist Homelessness Services (SHS) and other specialist services aimed at addressing health, financial, legal, housing and other issues, in a safe and secure environment.	Sub1, Sub2, Sub7, Sub13,
ST2 Central Intake Services (NT Wide) Services which provide access, assessment and appropriate referral via the telephone or the internet.	Sub1, Sub2, Sub3, Sub13

Category 2: Support

Support services provide case management support for people who are homeless, at imminent risk of homelessness, housed but homeless (overcrowding) or at risk of homelessness and will have one or more of the following goals:

- Early intervention - to prevent people from losing a tenancy that is at risk (early intervention)
- Crisis - to transition people from homelessness to being housed, and/or
- Prevention - to support people to maintain a tenancy and prevent the person/household from becoming homeless (tenancy sustainability)

Service type	Minimum sub-types
ST3 Assertive Outreach Reaching out to individuals who are experiencing primary homelessness (e.g. sleeping rough or in improvised dwellings) and may not be accessing traditional support services, often due to complex or challenging circumstances. Referrals and service delivery will include efforts to support a progressive transition beyond tertiary accommodation.	Sub1, Sub2, Sub4, Sub5, Sub13,
ST4 Tenancy Sustainability Services Services that provide case management support and practical support to people in their own home. Includes public, social, community housing and private rentals. This service type also includes ancillary services that reduce the risk of homelessness through generalised practical support i.e. home safety audits for DFSV survivors and services that provide cost of living relief.	Sub1, Sub2, Sub3, Sub4, Sub5, Sub6, Sub8, Sub9, Sub10, Sub11, Sub13,

ST5 Integrated Tenancy Sustainability Site specific provision of intensive support for people with complex needs and an existing tenancy to provide tenancy and life skills education and capability building to prevent eviction and/or assisting in maintaining and sustaining stable, long-term accommodation.	Sub1, Sub2, Sub3, Sub4, Sub5, Sub6, Sub8, Sub9, Sub10, Sub11, Sub13
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Category 3: Supported Accommodation and Housing

Supported Accommodation and Housing services provide support to people in temporary accommodation or longer-term housing.

Service type	Minimum sub-types
ST6 Visitor Accommodation Visitor Accommodation (up to 28 days) – designed to provide safe, culturally appropriate, and affordable short-term accommodation for Aboriginal people who travel to urban centres to access services, or for business, cultural or family reasons. This type of service has limited support however will conduct brief triage assessments to facilitate referrals to other SHS, housing and community services.	Sub1, Sub2, Sub3, Sub14
ST7 Supported Crisis Accommodation Services provide access to safe, temporary accommodation to enable individuals or families to stabilise their circumstances and receive support to access longer term accommodation options.	Sub1, Sub2, Sub3, Sub4, Sub5, Sub6, Sub8, Sub10, Sub11, Sub13, Sub14
ST8 Supported Transitional Accommodation Services provide access to stable accommodation that enables an individual or family to receive support to access services in their local community, learn the skills required to manage a tenancy and be supported to access a range of long-term housing, employment, and education options. <i>(Includes Private Rental Programs where properties are made available through head leasing arrangements).</i>	Sub1, Sub2, Sub3, Sub4, Sub5, Sub6, Sub8, Sub9, Sub10, Sub11, Sub13, Sub14
ST9 Integrated Homelessness Supported Accommodation A comprehensive service that delivers a combination of short term/visitor and transitional accommodation and access to onsite specialist services and activities through formal arrangements with external service providers.	Sub1, Sub2, Sub3, Sub4, Sub5, Sub6, Sub8, Sub9, Sub10, Sub11, Sub13, Sub14

Category 4: Service System Support and Development

Services aimed at developing and facilitating improved quality of SHS provided to people experiencing or at risk of homelessness and/or the efficiency, effectiveness and cost effectiveness of service provision.

Service type	Minimum sub-types
ST10 Innovation/Pilot Services Evidence based funding proposals for new services or additional to existing services aimed at meeting an identified need, addressing a service gap or to achieve service improvements aimed at improving the outcomes of the Homelessness Program. Pilot Services are time limited with the aim of delivering an evaluation report that demonstrates the effectiveness of the program through improved outcomes for individuals and families. Excluded: Internal continuous improvement activities aimed at refining and improving services and internal systems.	There are no identified minimum subtypes for these services. Service particulars and outcomes will be outlined in the funding agreement through negotiation with the service provider.

1.15. Groups of people accessing the service (service user groups)

Services may be provided to people experiencing homelessness or people at risk of homelessness for:

- all groups (universal/general), or
- more than one but not all groups (multiple), or
- a single group (exclusive).

Service User Code	Service user groups
A1	Adults
A1.1	Adult Women (services that do not target men)
A1.2	Adult Men (services that do not target women)
A1.3	Aboriginal Adults
A1.4	Aboriginal Men (services that do not target women)
A1.5	Aboriginal Women (services that do not target men)
YP1	Young People
YP1.2	Young Men (services that do not target young women)
YP1.3	Young Women (services that do not target young men)
YP1.4	Aboriginal Young People
YP1.5	Aboriginal Young Men (services that do not target young women)
YP1.6	Aboriginal Young Women (services that do not target young men)
YP1.7	Young Family
YP1.8	Aboriginal Young Family
F1	Family
F1.1	Aboriginal Family
DFSV1	People experiencing Domestic, Family and Sexual Violence
DFSV1.2	Women and Children experiencing Domestic, Family and Sexual Violence
DFSV1.3	Women experiencing Domestic, Family and Sexual Violence
DFSV1.4	Men experiencing Domestic, Family and Sexual Violence
DFSV 1.5	Aboriginal Women and Children Experiencing Domestic and Family Violence
G1	Gender Inclusive
N1	Non-Gender Inclusive
L1	LGBTQI+SB
V1	Veterans
U1	Universal / General
IC	People Exiting Institutions or Care
IC1.1	Men exiting institutions
IC1.2	Women exiting institutions
IC1.3	Family exiting institutions/out of home care
IC1.4	Young People exiting out of home care
P1	Pets
P1.1	People with Pets
P1.2	Pet only Care
M1	Multiple <i>Note. When multiple Service User groups are to be provided a service, this code applies, and the actual Service User groups are also specified in the Funding Agreement.</i>

1.16. Delivery Locations

Delivery locations define the area where a service will be available, specified by region, community, or location.

Geographical Catchment

The geographic catchment refers to the area in which services are delivered and is used for planning and mapping purposes. Funding agreements will specify boundaries using whole Local Government Areas (LGAs), Statistical Level Areas (SLAs), or Indigenous Locations (ILOCs) in remote areas. Reference maps are available via the Australian Bureau of Statistics website.

The geographic catchment is not necessarily the same as the physical service location. It is determined by areas of greatest service need and typically reflects natural community boundaries, patterns of movement, and local connections. It must also take into account available resources and the practicalities of service delivery. For example, a centre-based service is unlikely to be effective in reaching people in a different location where there is no direct connection or access to public transport.

Importantly, a defined geographic catchment does not prevent people from outside the catchment area from accessing the service.

Service Deliverables

The deliverables required from funded services are set out as performance outcomes, outputs, and service-type specific targets, which may be detailed in the funding agreement or its annexures, including this Service Guidelines document as Annexure A and Annexure B: Service Particulars Summary which sets out:

- Service-specific targets refer to the number of people or families a service is funded to support each year.
- Outcomes are the intended results or goals to be achieved through the delivery of services.
- Outputs represent the volume or quantity of services to be delivered.

Where possible, targets, outcomes, and output measures are aligned with the Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services Collection (SHSC). These will be monitored through Quarterly Statistical Summaries, which are made available to both funded providers and the Department.

SHS Case Management

In a Specialist Homelessness Services (SHS) context, case management is often delivered in the presence of multiple and complex presenting issues, including mental health, substance use, family violence, disability, justice involvement, income instability and health needs. While these issues may require assessment and intervention by specialist services, the primary role of the SHS provider is to work with the person to secure safe, stable, long-term housing as the foundation for improved outcomes. Case management in this context is therefore housing-led and goal-directed, focusing on identifying realistic housing pathways, removing barriers to access, and coordinating the actions required to achieve a housing outcome within a complex service environment.

Effective SHS case management recognises that the SHS provider is not responsible for addressing all presenting issues directly, but for ensuring the right mix of specialist supports are engaged at the right time to support housing access and sustainment. This requires strong coordination, prioritisation and boundary management, with the SHS provider maintaining accountability for housing outcomes while facilitating referrals, warm handovers and shared planning with specialist services. By keeping long-term housing as the central organising goal, SHS case management avoids becoming diffuse or open-ended, instead

enabling people to stabilise their housing situation while longer-term or specialist needs are addressed through appropriate parts of the broader service system.

Exit Planning

Service providers must ensure that service users receive clear, accurate, culturally appropriate and accessible information about their long-term housing options. Exit planning and the identification of suitable long term housing options should occur early in the case management lifecycle, be incorporated into case plans and reviewed regularly to ensure housing options remain appropriate, current and to ensure people are aware of the status, wait times and case management tasks that will support their transition.

This is the primary goal of SHS services and will ensure that no matter where in the service system a person enters the primary goal of long-term stable housing is proactively managed and opportunities to exit into long term housing are available at the earliest opportunity.

10.1 Housing Pathways

Providers improve access to housing by being trusted partners—matching people carefully, preparing strong referrals, engaging early, and actively supporting the tenancy. Over time, this builds the confidence of housing providers to accept people with higher or more complex needs.

Below are some of the housing pathways for providers to consider in forward planning for an exit into long term housing. While not all options will be suitable for all people where possible multiple options should be considered.

Housing Type	Description	May suit	Eligibility / Considerations
Social Housing (Public Housing) For more information: Apply for Social Housing	Government-owned and managed rental housing offered at subsidised rent	• People on very low incomes • People experiencing or at risk of homelessness • People with disability, chronic health issues, caring responsibilities or exiting unsafe housing	• Australian citizen or permanent resident • NT residency • Income and asset limits • Demonstrated housing need • Ability to sustain a tenancy (with or without support)
Community Housing (incl. Aboriginal Community-Controlled Housing) For more information: Apply for Community Housing	Long-term rental housing managed by registered not-for-profit Community Housing Providers	• Low-moderate income households • People needing stable, long-term housing • People who benefit from tenant-focused or culturally appropriate management	• Similar eligibility to social housing • Assessed via the NT social housing system or directly by a provider

Housing Type	Description	May suit	Eligibility / Considerations
Affordable Housing For more information: Apply for Affordable Housing	Rental housing below market rent (often 75–80%), delivered by community housing providers and NT-supported programs	• People in employment experiencing rental stress • Low–moderate income earners	• Income above social housing thresholds but below market affordability • NT residency and right to work • Ability to sustain rent without intensive ongoing support
Private Rental (with service support)	Housing in the private rental market supported by services to improve tenant readiness, reduce landlord risk and support tenancy sustainment	• Clients able to compete in the private market with preparation and support • People open to shared housing or co-leasing arrangements	• Highly competitive NT market • Requires strong applications, references and advocacy • Support may include application preparation, landlord engagement, assistance with upfront costs, shared housing support, and early tenancy support

11 Service Types

Homelessness Programs in the Northern Territory are structured across a range of targeted service types that aim to prevent, reduce, and respond to homelessness through early intervention, crisis support, and longer-term pathways to housing stability. These services operate within a system designed to be person-centred, culturally safe, and responsive to the diverse needs of individuals, families, and communities.

The service types include Central Intake Services (NT-wide – across the Territory), Hubs and Day Centres, Tenancy Sustainability Services, Assertive Outreach, Integrated Tenancy Sustainability Services, Visitor Accommodation, Supported Crisis Accommodation, Supported Transitional Accommodation, Integrated Supported Homelessness Accommodation, Innovation and Pilot Programs and Peak Bodies.

The Homelessness Programs – Service Guidelines outline the definition, objectives and activities, outcomes, and outputs for each service type.

11.1 Central Intake Services (NT Wide)

Definition

The Central Intake Services is a centralised access service that acts as the first point of contact for individuals or families who are at risk of or experiencing homelessness. Its primary goal is to streamline and simplify the process of accessing homelessness support services, ensuring that people experiencing or at risk of homelessness can easily find and connect to the appropriate resources, services, and interventions.

The services will ensure that those seeking help are quickly triaged, and referred to the appropriate services, based on their needs. This will include housing support, mental health services, emergency shelter, case management, and other related services.

Other features of Central Intake Services include:

- that they do not provide accommodation
- do not provide case management services
- they prioritise people experiencing or at risk of homelessness into accommodation based on risk factors to ensure support is delivered to those most in need
- are primarily telephone and online based services
- they are integrated with all funded services, and
- may provide brokerage services to accommodate people in crisis until they can be prioritised into a funded service.

Objectives

The objectives of Central Intake Services are to:

- simplify the process for or people experiencing or at risk of homelessness by providing a centralised point of contact
- support the efficient use of available resources
- prioritise people experiencing or at risk of homelessness into accommodation and services based on risk factors to ensure support is delivered to those most in need, and
- promote accountability and monitoring of vacancies, enquiries and referrals.

Activities

Central Intake Services achieve their objectives by delivering the following activities:

- 24/7 access to initial screening and triage services (minimum of after-hours on-call access)
- provide referrals and access into accommodation and to relevant services
- provide information and advice, and
- monitor and evaluate services and maintain data on unmet need.

11.1.1 Measuring Central Intake Service Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	Individuals and families access the service.	The number of individuals and families provided with a service within the reporting period - <i>Refer to the grant funding agreement for particulars.</i>	2.3
2			The number of support periods within the reporting period.	2.3
3	Referrals	Individuals and families are referred to appropriate services on exit.	80% of closed support periods that end with an outgoing referral for an individual or family to another specialist homelessness service or mainstream agency.	5.5

11.2 Hubs and Day Centres

Definition

Hubs and Day Centres are locations or venues that provide a place of safety with access to dignity and support services for people who are in crisis or who are generally disconnected and/or sleeping rough.

These services usually provide both in-reach and outreach services and are well connected to a wide range of services to allow targeted referrals based on an individual's identified needs.

Other features of Hubs and Day Centres include:

- that they do not provide accommodation and

People experiencing or at risk of homelessness

Objectives

The objectives of Hubs and Day Centres are to:

- provide people experiencing or at risk of homelessness with a safe space and access to dignity and support services
- reconnect individuals with services, and
- meet the basic needs of people experiencing or at risk of homelessness.

Activities

Hubs and Day Centres achieve their objectives by delivering the following activities:

- providing a welcoming, safe and non-judgemental environment
- providing dignity services
- conducting culturally appropriate individual assessments to identify needs
- as required and for regular people experiencing or at risk of homelessness, developing an agreed case management plan and prioritising the key actions needed for success in a future tenancy
- providing referrals to help people experiencing or at risk of homelessness address identified issues or needs.
- helping people experiencing or at risk of homelessness to connect with other services and support to help them manage their situation, and
- working collaboratively with other service providers to assist an individual or family to achieve their goals.

11.2.1 Measuring Hubs and Day Centres Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Goal achievement	People experiencing or at risk of homelessness are assisted to meet their needs and achieve their goals.	The number of support periods in which individuals and family's accommodation needs are met.	80% of closed support periods within the reporting period People experiencing or at risk of homelessness with a need other than accommodation in which this need was provided or referred.	4.3
2			The number of support periods in which identified case management goals are met.	75% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2
3	Economic participation	Individuals achieve employment, education and/or training and income on exit.	Number of individuals who achieve employment on exit.	The change in the percentage of individuals aged 15 years and over who are employed (from beginning to end of support period).	5.2.7
4			Number of individuals who achieve income on exit.	The change in the percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.2
5			Number of individuals who are enrolled in education and/or training on exit.	The change in the percentage of individuals aged 15 years and over who are enrolled in formal study/training (from beginning to end of support period).	5.3.4

11.2.2 Measuring Hubs and Day Centres Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People experiencing or at risk of homelessness access the service.	The number of people experiencing or at risk of homelessness seen within the reporting period. *	Summary Page
2			<i>Refer to the grant funding agreement for particulars.</i>	
3			The number of support periods within the reporting period. *	
5	Referrals	People experiencing or at risk of homelessness are referred to appropriate services on exit.	The average length of a support period within the reporting period (days). *	4.1
5	Referrals	People experiencing or at risk of homelessness are referred to appropriate services on exit.	60% of support periods that end with an outgoing referral for an individual or family to another homelessness service or mainstream agency.	5.5

*SHSC Counting Rule: Given the nature of services provided through Hubs and Day Centres i.e. often high throughput and short-term active services users must be reviewed by the provider each month. Where a service has not be provided to an individual/family during the reporting period the support period is closed. This ensures that only active service users are counted, and one-off short-term services are closed.

11.3 Tenancy Sustainability Services

Definition

Tenancy Sustainability Services aim to assist people experiencing or at risk of homelessness to sustain a tenancy or prevent a tenancy failure, termination or eviction. Tenancy Sustainability services are delivered to people living in all types of tenured accommodation including those who reside in public housing, affordable housing or private accommodation.

Other features of Tenancy Sustainability Services include:

- Accommodation is not provided. Accommodation continues to be held by the tenant who is at risk of losing their tenancy and becoming homeless
- Tailored and targeted tenancy sustainability and/or case management on a need's basis, and
- Identifying and addressing tenancy issues, ranging from situational and episodic to complex and longer-term. Triggers can be broad and may include, for example, tenancy condition, anti-social behaviour, visitor issues or financial compliance issues.

Intensive responses usually include case management and case coordination and may involve a range of services.

Objectives

The objectives of a Tenancy Sustainability Services are to:

- assist people experiencing or at risk of homelessness to sustain their existing tenancy and prevent a tenancy failure or termination / eviction
- ensure an individual or families tenancy is no longer at risk, and
- facilitate skills development and promote self-efficacy.

Activities

Tenancy Sustainability Services achieve their objectives by delivering the following activities:

- conducting culturally appropriate assessments to identify needs
- developing an agreed case management plan and prioritising the key actions needed for the person/family to maintain their tenancy
- providing case management or case coordination as agreed
- engaging with an individual or family to address identified issues in relation to tenancy sustainability
- providing referrals to help an individual or family address identified issues or needs that are beyond the scope of a tenancy sustainability program
- facilitating actions to support an individual or family to develop identified tenancy related skills and capacity, and
- working collaboratively with other service providers to assist an individual or family to achieve their goals.

11.3.1 Measuring Tenancy Sustainability Service Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Housing	Individuals and families are assisted to maintain their tenancies.	The number of support periods in which an individual or family are housed remain housed.	85% of closed support periods where People experiencing or at risk of homelessness were housed at the beginning of their support period and remained housed at the end of their support period.	5.2.4
2	Goal achievement	Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which People experiencing or at risk of homelessness non-accommodation needs are met.	95% of closed support periods within the reporting period for People experiencing or at risk of homelessness with a need other than accommodation in which this need was met.	4.3
3			The number of support periods in which identified case management goals are met.	95% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2
4	Economic participation	Individuals achieve employment, education and/or training and income on exit.	Number of individuals who achieve employment on exit.	The percentage of individuals aged 15 years and over who are employed (from beginning to end of support period).	5.2.6
5			Number of individuals who achieve income on exit.	The percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.3
6			Number of individuals who are enrolled in education and/or training on exit.	The percentage of individuals aged 15 years and over who are enrolled in formal study/training (from beginning to end of support period).	5.3.4

11.3.2 Measuring Tenancy Sustainability Service Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People at risk of homelessness access the service.	The number of people experiencing or at risk of homelessness seen within the reporting period. <i>Refer to the grant funding agreement for particulars.</i>	Pg 3 – line 4
2			The number of support periods within the reporting period. *	Pg 3 – line 1+2
3			The average length of a support period within the reporting period (days). *	Pg – line 7
4	Case management	Case management plans are put into place for individuals and families.	90% of closed support periods with an agreed case management plan (individual or on another person's plan) within the reporting period.	5.4.1

11.4 Assertive Outreach

Definition

Assertive Outreach services aim to empower and build the capacity of individuals or family who are homeless and sleeping rough to improve their circumstances and assist them to reconnect with other services and move towards independence. People experiencing or at risk of homelessness often have complex needs requiring a multi-disciplinary and harm minimisation approach.

Assertive Outreach services are often delivered outside of normal business hours i.e. early in the morning before people begin their day and provide a consistent and persistent case management service that meets a person's immediate needs and reconnect them with their community.

Other features of Assertive Outreach include:

- community engagement or activation services
- outreach service response
- assistance at the individual or community level
- case coordination and/or case management, and
- empowerment and building capacity.

Objectives

The objectives of Assertive Outreach services are to:

- provide support to people in crisis and stabilise their situation
- help people in crisis to reconnect and engage services, and
- engage with individuals with complex needs to prevent them entering a cycle of homelessness.

Activities

Assertive Outreach services including outreach and case management achieve their objectives by delivering the following activities:

- conducting culturally appropriate individual assessments to identify needs in relation to securing and retaining a future tenancy
- developing an agreed case management plan and prioritising the key actions needed for success in a future tenancy
- providing referrals to help people experiencing or at risk of homelessness address identified issues or needs
- facilitating actions to support an individual or family to develop identified skills and capacity including preparation for future tenancy, and
- working collaboratively with other service providers to assist an individual or family to achieve their goals.

11.4.1 Measuring Assertive Outreach Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Goal achievement	Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which an individual or family's non-accommodation needs are met.	80% of closed support periods within the reporting period with a need other than accommodation in which this need was provided or referred.	4.3
2			The number of support periods in which identified case management goals are met.	70% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2

11.4.2 Measuring Assertive Outreach Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People experiencing or at risk of homelessness access the service.	The number of people experiencing or at risk of homelessness seen within the reporting period <i>Refer to the grant funding agreement for particulars.</i>	Page 3–line 4
2			The number of support periods within the reporting period.	2.3
3			The average length of a support period within the reporting period (days).	Page 3–Line 7
4	Case management	Case management plans are put into place for individuals and families.	60% of closed support periods with an agreed case management plan (individual or on another person's plan) within the reporting period.	5.4.1
5	Referrals	People experiencing or at risk of homelessness are referred to appropriate services.	70% of support periods end with an outgoing referral for an individual or family to another specialist homelessness service or mainstream agency.	5.5

11.5 Integrated Tenancy Sustainability Services

Definition

Integrated Tenancy Sustainability Services deliver a place-based response to meet the identified needs of a specific community i.e. a high-density housing complex or a specific neighbourhood. The service has a similar focus to a Tenancy Sustainability Services with the delivery of one-to-one support and case management services but is delivered within the broader context of engaging the target population in activities that build a sense of community, improved safety and amenity of a specific site.

Other features of Integrated Tenancy Sustainability Services include:

- accommodation is not provided. Accommodation continues to be held by the tenant who is at risk of losing their tenancy and becoming homeless
- tailored and targeted case management based on an individual's needs
- a community development approach to the needs of the community or group
- may be delivered in conjunction with professional security services and/or in partnership with Public Housing Safety Officers (PHSO). Security services
- identifying and addressing individual and community issues, ranging from situational and episodic to complex and longer-term. Triggers can be broad and may include, for example, tenancy condition, anti-social behaviour and visitor issues, and
- intensive responses usually include case management and case coordination and may involve a range of services.

Objectives

The objectives of Integrated Tenancy Sustainability Services are to:

- assist people experiencing or at risk of homelessness to sustain their existing tenancy and prevent a tenancy failure or termination / eviction
- ensure a person/family's tenancy is no longer at risk
- facilitate skills development and promote self-efficacy, and
- improve the safety and wellbeing of the community.

Activities

Integrated Tenancy Sustainability Services achieve their objectives by delivering the following activities:

- conducting culturally appropriate assessments to identify needs
- developing an agreed case management plan and prioritising the key actions needed for the person/family to maintain their tenancy
- providing case management or case coordination as agreed
- engaging with an individual or family to address identified issues in relation to tenancy sustainability
- providing referrals to help an individual or family address identified issues or needs that are beyond the scope of a tenancy sustainability program
- facilitating actions to support an individual or family to develop identified tenancy related skills and capacity, and
- working collaboratively with other service providers to assist an individual or family to achieve their goals.

11.5.1 Measuring Integrated Tenancy Sustainability Service Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Housing	Individuals and families are assisted to maintain their tenancies.	The number of support periods in which an individual or family are housed remain housed.	85% of closed support periods where an individual or family were housed at the beginning of their support period and remained housed at the end of their support period.	5.2.4
2	Goal achievement	Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which an individual or family's non-accommodation needs are met.	90% of closed support periods within the reporting period for people with a need other than accommodation in which this need was met.	4.3
3			The number of support periods in which identified case management goals are met.	80% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2
4	Economic participation	Individuals achieve employment, education and/or training and income on exit.	Number of individuals who achieve employment on exit.	The percentage of individuals aged 15 years and over who are employed (from beginning to end of support period).	5.2.6 No Benchmark Set
5			Number of individuals who achieve income on exit.	The percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.3 No Benchmark Set
6			Number of individuals who are enrolled in education and/or training on exit.	The change in the percentage of individuals aged 15 years and over who are enrolled in formal study/training (from beginning to end of support period).	5.3.3 No Benchmark Set

11.5.2 Measuring Integrated Tenancy Sustainability Service Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	Individuals and families at risk of homelessness access the service.	The number of individuals and families at risk of homelessness seen within the reporting period. <i>Refer to the grant funding agreement for particulars.</i>	Page 3–line 4
2			The number of support periods within the reporting period.	2.3
3			The average length of a support period within the reporting period (days).	Page 3–Line 7
4	Case management	Case management plans are put into place for individuals and families.	75% of closed support periods with an agreed case management plan (individual or on another person's plan) within the reporting period.	5.4.2

11.6 Visitor Accommodation (up to 28 days)

Definition

Visitor Accommodation is available for people who are visiting from remote or regional areas of the NT. Though not specifically a homelessness service, funded services play a role in helping to prevent situational homelessness for those who are visiting the regional centres. Visitor Accommodation is intended to be short term, up to 28 days.

Other features of Visitor Accommodation include:

- safe and affordable accommodation
- payment of daily or weekly tariffs that are made by the visitor
- hotel style check-in and check-out facilities
- on-site amenities, including a kitchen and/or laundry facilities
- tariff may include provision of meals, and
- longer term accommodation - based on need.

Objectives

The objectives of Visitor Accommodation are to provide:

- early intervention to prevent situational homelessness, and
- safe and affordable accommodation for visitors to regional centres.

Activities

Visitor Accommodation services achieve their objectives by providing:

- a welcoming environment that facilitates the visitor's independence
- information to help the visitor become familiar with the facility and its location
- information to assist the visitor, as required and
- referrals to support services as required, for example, when the visitor's stay exceeds the expected length of stay for the service, when the visitor has not paid the required tariff or when other circumstances indicate support is required.

11.6.1 Measuring Visitor Accommodation Outputs

#	Domain	Output	Measure	SHSC Ref
	Referrals	People experiencing or at risk of homelessness are referred to appropriate services.	70% of support periods end for people who are homeless or at risk of homelessness with an outgoing referral for an individual or family to another specialist homelessness service or mainstream agency.	5.5

Note: Vacancy rates and the number of nights of visitor accommodation provided will be reported through manual reporting templates.

11.7 Supported Crisis Accommodation (up to 3 months)

Definition

As its name suggests, Supported Crisis Accommodation is short in duration, usually an intended duration of up to three months. Supported Crisis Accommodation is provided to people who may be homeless or sleeping rough and those who may usually be housed but require crisis accommodation. This service type includes short stay accommodation services such as hostels and women's shelters.

Other features of Supported Crisis Accommodation include:

- shared living accommodation; usually includes accommodation, meals, cleaning and limited support
- usually accessed by with a payment or co-payment
- will include a managed exit strategy through referral-based case support for longer stay people experiencing or at risk of homelessness, and
- there is no tenure.

Objectives

The objectives of a Supported Crisis Accommodation service are to:

- provide a safe environment that provides support to enable people experiencing or at risk of homelessness to manage their presenting need(s) and to (re)connect them with other services
- provide respite for people sleeping rough or experiencing other forms of homelessness as well as providing crisis accommodation for those who are housed
- support those in crisis to stabilise their situation and feel empowered to manage it, and
- help those in crisis to engage and re/connect with key services such as Centrelink and other community services.

Activities

Supported Crisis Accommodation services achieve their objectives by delivering the following activities:

- conducting culturally appropriate individual/family assessment to identify needs
- developing an agreed case management plan and prioritising the key actions needed to address their immediate or priority needs
- providing referrals to help people experiencing or at risk of homelessness address identified issues or needs, and
- working collaboratively with other service providers that can assist an individual or family to achieve their goals.

11.7.1 Measuring Supported Crisis Accommodation Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Goal achievement	People experiencing homelessness are assisted to meet their needs and achieve their goals.	The number of support periods in which individuals and family's accommodation needs are met.	The percentage of closed support periods within the reporting period where people with an accommodation need in which this need was met.	4.3
2	Economic participation	People experiencing achieve employment, education and/or training and income on exit.	Increase in the number of people who achieve income on exit.	The change in the percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.2

11.7.2 Measuring Supported Crisis Accommodation Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People experiencing homelessness access the service.	The number of people experiencing homelessness seen within the reporting period. <i>Refer to the grant funding agreement for particulars.</i>	Page 3– line 4
2			The number of support periods within the reporting period.	Page 3– line 1+2
3			The average length of stay within the reporting period (bed nights).	Page 3– line 11
4			The average length of a support periods within the reporting period (days).	Page 3– line 7
5	Referrals	People experiencing or at risk of homelessness are referred to appropriate services on exit.	70% of support periods that end with an outgoing referral for an individual or family to another homelessness service or mainstream agency.	5.5

11.8 Supported Transitional Accommodation (3 months to 2 years)

Definition

Supported Transitional Accommodation has an intended duration of between 3 months and 2 years. It is provided for people who intend to move into longer term accommodation but may not have the capacity or skills to successfully do so.

Other features of Supported Transitional Accommodation include:

- an individual or family resides in an independent living environment
- rent payments are made to an auspicing agency under sub-lease arrangements (limited tenure)
- that it is for a fixed term period (i.e. not expected to be ongoing). However, people should aspire to have a long-term rental tenure on exit from transitional accommodation
- that there is a managed individual exit strategy to a long-term housing option (i.e. public, social, community and affordable housing or private rental)
- includes post-program support to ensure a successful transition into long term housing, and
- includes case management and support to achieve tenancy-ready capability.

Objectives

The objectives of a Supported Transitional Accommodation service are to:

- assist people experiencing or at risk of homelessness to be tenancy-ready on completion of the program and equipped to independently manage their own tenancy, in accordance with the Residential Tenancy Act, and
- help people experiencing or at risk of homelessness to secure long-term accommodation upon exit.

Activities

Supported Transitional Accommodation services achieve their objectives by delivering the following activities:

- conducting culturally appropriate individual/family assessment to identify needs
- developing an agreed case management plan and prioritising the key actions needed to address their immediate or priority needs
- facilitating actions to support an individual or family to develop identified skills and capacity, for example, prevention of rental arrears, visitor management and presentation of tenancy
- providing referrals to help people experiencing or at risk of homelessness address identified issues or needs, and
- working collaboratively with other service providers to assist an individual or family to achieve their goals.

11.8.1 Measuring Supported Transitional Accommodation Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Housing	Individuals and families are assisted into housing.	The number of support periods in which individuals and families who were homeless achieve stable housing on exit.	75% of closed support periods where individuals and families were experiencing homelessness at the beginning of their support period and were housed at the end of their support period.	5.2.4 & 5.2.5
2		Individuals and families are assisted into independent housing.	The number of individuals and families who achieve independent housing on exit.	The change in the percentage of people living in independent housing (from beginning to end of support period).	5.2.4 & 5.2.5
3			The number of support periods where an individual or family are independent renters or owners on exit.	The percentage of closed support periods where individuals and families who were experiencing homelessness at the beginning of their support period and were either renting or owned their own home at the end of their support period.	5.2.4 & 5.2.5
4	Goal achievement	Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which an individual or family's accommodation needs are met.	90% closed support periods within the reporting period for people experiencing or at risk of homelessness with an accommodation need in which this need was met.	4.3
5			The number of support periods in which identified case management goals are met.	85% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2
6	Economic participation	Individuals achieve employment, education and/or training	Number of individuals who achieve employment on exit.	Increase in the percentage of individuals aged 15 years and over who are employed (from beginning to end of support period).	5.2.6 No benchmark set
7			Number of individuals who achieve income on exit.	Increase in the percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.2 No benchmark set

#	Domain	Outcome	Indicator	Measure	SHSC Ref
8	Economic participation	and income on exit.	Number of individuals who are enrolled in education and/or training on exit.	The change in the percentage of individuals aged 15 years and over who are enrolled in formal study/training (from beginning to end of support period).	5.2.8 No benchmark set

11.8.2 Supported Transitional Accommodation Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People experiencing homelessness access the service.	The number of people experiencing homelessness seen within the reporting period <i>Refer to the grant funding agreement for particulars.</i>	Page 3– line 4
2			The number of support periods within the reporting period.	Page 3– line 1+2
3			The average length of stay within the reporting period (bed nights).	Page 3– line 11
4			The average length of a support period within the reporting period (days).	Page 3– line 7
5	Case management	Case management plans are put into place for individuals and families.	90% of closed support periods with an agreed case management plan (individual or on another person's plan) within the reporting period.	5.4.1

11.9 Youth Supported Transitional Accommodation (3 months to 2 years)

Definition

Youth-specific supported transitional accommodation provides time-limited, integrated housing and structured support for young people aged 15 to 24 years who are experiencing or at risk of homelessness and are engaged in, or able to progressively engage in, education, training, employment or other agreed development pathways.

The model combines safe, stable accommodation with developmentally appropriate case management, life skills development, tenancy readiness, participation planning and coordinated transition support. It is designed for young people who require more than general transitional accommodation, but who are suitable for a structured, semi-independent living environment with clear expectations, routines and support.

This model is not crisis accommodation. It provides a planned pathway to independence by supporting young people to stabilise their housing, maintain or build connection to learning and work, strengthen living skills, and transition to long-term or independent housing.

Objectives

Youth-specific supported transitional accommodation aims to:

- provide safe, stable and affordable accommodation for young people experiencing or at risk of homelessness
- support young people to participate in education, training, employment or other agreed development pathways
- build independence, daily living skills, financial capability and tenancy readiness
- support personal safety, wellbeing, community connection and positive routines
- assist young people to develop and progress individual goals through structured case management
- support planned transitions into long-term, independent or more stable housing
- prevent prolonged or repeated experiences of homelessness during early adulthood.

Activities

Services delivering youth-specific transitional accommodation may include the following activities to achieve the above objectives:

- provision of time-limited transitional accommodation for young people aged 15–24 years
- delivery of flexible, developmentally appropriate case management, responsive to individual needs and circumstances
- support to address barriers to housing stability, including safety, health, wellbeing and connection to services
- assistance to develop life skills and tenancy readiness, including budgeting, daily living and understanding tenancy responsibilities
- coordination of referrals to education, training, employment or other supports where appropriate and when the young person is ready
- development of planned exit pathways to long-term or independent housing, including coordination with relevant housing providers.

11.9.1 Measuring Youth Supported Transitional Accommodation Outcomes

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Housing	Individuals and families are assisted into housing.	The number of support periods in which individuals and families who were homeless achieve stable housing on exit.	75% of closed support periods where individuals and families were experiencing homelessness at the beginning of their support period and were housed at the end of their support period.	5.2.4 & 5.2.5
2		Individuals and families are assisted into independent housing.	The number of individuals and families who achieve independent housing on exit.	The change in the percentage of people living in independent housing (from beginning to end of support period).	5.2.4 & 5.2.5
3			The number of support periods where an individual or family are independent renters or owners on exit.	The percentage of closed support periods where individuals and families who were experiencing homelessness at the beginning of their support period and were either renting or owned their own home at the end of their support period.	5.2.4 & 5.2.5
4	Goal achievement	Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which an individual or family's accommodation needs are met.	90% closed support periods within the reporting period for people experiencing or at risk of homelessness with an accommodation need in which this need was met.	4.3
5			The number of support periods in which identified case management goals are met.	85% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2
6	Economic participation	Individuals achieve employment, education and/or training	Number of individuals who achieve employment on exit.	Increase in the percentage of individuals aged 15 years and over who are employed (from beginning to end of support period).	5.2.6 No benchmark set
7			Number of individuals who achieve income on exit.	Increase in the percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.2 No benchmark set

#	Domain	Outcome	Indicator	Measure	SHSC Ref
8	Economic participation	and income on exit.	Number of individuals who are enrolled in education and/or training on exit.	The change in the percentage of individuals aged 15 years and over who are enrolled in formal study/training (from beginning to end of support period).	5.2.8 No benchmark set

11.9.2 Measuring Youth Supported Transitional Accommodation Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People experiencing homelessness access the service.	The number of people experiencing homelessness seen within the reporting period <i>Refer to the grant funding agreement for particulars.</i>	Page 3- line 4
2			The number of support periods within the reporting period.	Page 3- line 1+2
3			The average length of stay within the reporting period (bed nights).	Page 3- line 11
4			The average length of a support period within the reporting period (days).	Page 3- line 7
5	Case management	Case management plans are put into place for individuals and families.	90% of closed support periods with an agreed case management plan (individual or on another person's plan) within the reporting period.	5.4.1

11.10 Integrated Supported Homelessness Accommodation

Definition

Integrated Supported Homelessness Accommodation is a site-specific mix of visitor accommodation and transitional accommodation.

Visitor accommodation is available for people who are visiting from remote or regional areas of the NT. Though not specifically a homelessness service, funded services play a role in helping to prevent situational homelessness for those who are visiting from regional centres. Visitor accommodation is intended to be short term, up to 28 days.

The site also offers transitional accommodation for people who intend to move into longer term accommodation but may not have the capacity or skills to successfully do so.

Other features of Integrated Supported Homelessness Accommodation include:

Visitor Accommodation

- Safe and affordable accommodation.
- Payment of daily or weekly tariffs that are made by the visitor.
- Hotel style checks in and check out facilities.
- On-site amenities, including a kitchen and/or laundry facilities, are available.
- Tariff may include provision of meals.

Transitional Accommodation

- An individual or family resides in an independent living environment.
- Rent payments are made to an auspicing agency under sub-lease arrangements (limited tenure).
- There is a managed exit strategy to a long-term housing option (i.e. public, social and affordable housing or private rental).
- Includes post-program support to ensure a successful transition into long term housing, and
- Includes case management and support to achieve tenancy-ready capability.

Objectives

The objectives of the Integrated Supported Homelessness Accommodation service are to:

- provide early intervention to prevent situational homelessness
- provide safe and affordable accommodation for visitors to regional centres
- assist people experiencing or at risk of homelessness to be tenancy-ready on completion of the program and equipped to independently manage their own tenancy, in accordance with the Residential Tenancy Act, and
- help people experiencing or at risk of homelessness to secure long-term accommodation upon exit.

Activities

Integrated Supported Homelessness Accommodation achieve their objectives by delivering the following activities:

- providing a welcoming environment that facilitates the visitor's independence
- providing information to help the visitor become familiar with the facility and its location
- providing information to assist the visitor, as required
- Provide referrals to support services as required, for example, when the visitor's stay exceeds the expected length of stay for the service, when the visitor has not paid the required tariff or when other circumstances indicate support is required
- conducting culturally appropriate individual/family assessment to identify needs
- developing an agreed case management plan and prioritising the key actions needed to address their immediate or priority needs
- facilitating actions to support an individual or family to develop identified skills and capacity, for example, prevention of rental arrears, visitor management and presentation of tenancy
- providing referrals to help people experiencing or at risk of homelessness address identified issues or needs, and
- working collaboratively with other service providers to assist an individual or family to achieve their goals.

11.10.1 Measuring Integrated Supported Homelessness Accommodation

#	Domain	Outcome	Indicator	Measure	SHSC Ref
1	Housing	Individuals and families are assisted into housing.	The number of support periods in which individuals and families who were homeless achieve stable housing on exit.	75% of closed support periods where individuals and families were experiencing homelessness at the beginning of their support period and were housed at the end of their support period.	5.2.4 & 5.2.5
2		Individuals and families are assisted into independent housing.	The number of individuals and families who achieve independent housing on exit.	The change in the percentage of people living in independent housing (from beginning to end of support period).	5.2.4 & 5.2.5
3		Individuals and families are assisted into independent housing.	The number of support periods where an individual or family are independent renters or owners on exit.	The percentage of closed support periods where individuals and families who were experiencing homelessness at the beginning of their support period and were either renting or owned their own home at the end of their support period.	5.2.4 & 5.2.5
4	Goal achievement	Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which an individuals or family's accommodation needs are met.	90% closed support periods within the reporting period for people experiencing or at risk of homelessness with an accommodation need in which this need was met.	4.3
5		Individuals and families are assisted to meet their needs and achieve their goals.	The number of support periods in which identified case management goals are met.	85% of closed support periods within the reporting period with an individual case management plan where at least half of the case management goals were achieved.	5.4.2
6	Economic participation	Individuals achieve employment, education and/or training and income on exit.	Number of individuals who achieve employment on exit.	Increase in the percentage of individuals aged 15 years and over who are employed (from beginning to end of support period).	5.2.6 No benchmark set
7			Number of individuals who achieve income on exit.	Increase in the percentage of individuals aged 15 years and over who have an income source (from beginning to end of support period).	5.3.2 No benchmark set
8	Economic participation	Individuals achieve employment, education and/or training and income on exit.	Number of individuals who are enrolled in education and/or training on exit.	The change in the percentage of individuals aged 15 years and over who are enrolled in formal study/training (from beginning to end of support period).	5.2.8 No benchmark set

11.10.2 Measuring Integrated Supported Homelessness Accommodation Outputs

#	Domain	Output	Measure	SHSC Ref
1	Activity	People experiencing homelessness access the service.	The number of people experiencing homelessness seen within the reporting period <i>Refer to the grant funding agreement for particulars.</i>	Page 3- line 4
2			The number of support periods within the reporting period.	Page 3- line 1+2
3			The average length of stay within the reporting period (bed nights).	Page 3- line 11
4			The average length of a support period within the reporting period (days).	Page 3- line 7
5	Case management	Case management plans are put into place for individuals and families.	90% of closed support periods with an agreed case management plan (individual or on another person's plan) within the reporting period.	5.4.1

11.11 Innovation and Pilot Programs

Definition

Innovation and Pilot Programs are generally small-scale, experimental initiatives aim at having a positive impact on homelessness within a specific community or region. They are used to test new or innovative service delivery models; solutions aimed at preventing or supporting the delivery of effective homelessness programs.

Other features of Innovation and Pilot Programs include:

- they are generally time limited
- are evidence-based approaches, and
- address or identify existing gaps in homelessness services.

Objectives

The objectives of Innovation and Pilot Programs are to:

- introduce and assess new approaches, tools or services
- evaluate the effectiveness of the approach, tool, strategy or service
- foster partnerships and collaboration, and
- support the efficient use of available resources.

Activities

Innovation and Pilot Programs achieve their objectives by delivering the following activities:

- needs assessment and target population identification
- enhanced service coordination and/or referral systems
- stakeholder engagement and capacity building activities, and
- evaluate success against relevant outcomes, including scalability and sustainability.

Note: Due to the nature of Pilot and Innovation Services, there are no current outcomes measures for this service type. Service particulars are contained within service agreements.

11.12 Peak Bodies

Definition

Peak Bodies refers to providers that represent the interests of members and advocate for the rights of individuals experiencing homelessness. Services are focussed on raising awareness, influencing policy, and providing guidance on best practices in addressing homelessness.

Other features of Peak Bodies include:

- provide leadership, research, and coordination to improve services and systemic responses to homelessness
- offer training for service providers, and
- aim to empower and build the capacity.

Objectives

The objectives of Peak Bodies are to:

- promote the rights of people experiencing
- raise awareness and visibility of issues impacting people experiencing homelessness, and
- influence government policy through research and evidence-based solutions.

Activities

Peak Bodies achieve their objectives by delivering the following activities:

- conducting public campaigns and awareness raising
- engaging with political leaders and policy makers
- conducting research studies and data analysis
- creating peer support networks and encouraging cross sector collaboration
- developing policy recommendations and participating in consultations and inquiries, and
- implementing and managing consultation or working groups.

Note: Due to the nature of Peak Body Services, there are no current outcomes measures for this service type. Service particulars are contained within service agreements.

12 Reporting

12.1 People Accessing the Service (Service User Groups) Definition

For the purposes of homelessness service delivery and reporting, a client or service user is defined as the individual who is directly receiving a service.

This means that children may be recorded as clients where services are provided directly to them, such as accommodation, case management or counselling. However, where a parent or carer is receiving the service on behalf of the family, and the child only benefits indirectly from that support, the child is considered a beneficiary rather than a client.

This definition aligns with the Australian Institute of Health and Welfare (AIHW) approach to the Specialist Homelessness Services Collection (SHSC), which requires identification of a single client for the purpose of service delivery and reporting.

12.2 Australian Institute of Health and Welfare

The Australian Institute of Health and Welfare (AIHW) is an independent government agency that manages health and welfare data. It develops data standards, collects and analyses information from all levels of government, and produces reports to inform policy and improve service delivery.

The AIHW supports the national collection of homelessness data through the Specialist Homelessness Services Collection.

12.3 Specialist Homelessness Services Collection

The Specialist Homelessness Services Collection (SHSC) collects information about people who are referred to, or seek assistance from, specialist homelessness services (SHS) agencies. These services collect the data on an ongoing basis and are responsible for submitting the data to the Australian Institute of Health and Welfare (AIHW) monthly.

Participating in the SHSC is critically important for several reasons including funding accountability, policy development, service improvement and client outcomes tracking. Unless otherwise indicated in individual grant funding agreements all funded SHS are required to participate in the SHSC.

Providers are required to ensure that they have an adequate number of staff trained in the use of the system to capture data through either the Specialist Homelessness Services Information Platform (SHIP) or other approved case management system that is compatible with the SHSC.

12.4 Specialist Homelessness Information Platform

The Specialist Homelessness Services Information Platform (SHIP) is free for any funded SHS provider to use and allows workers to securely record all client information, case notes and case plans. Providers are not required to use SHIP if they have an approved case management.

The Department coordinates regular training in the use of SHIP and providers can nominate staff for training by email homelessnessprograms.dcf@nt.gov.au.

Providers are required to have sufficient staff trained in the use of SHIP and a nominated staff member to coordinate and review staff access every 90 days to ensure users are current.

More information, resources, definitions and online training is available through the AIHW's website <https://www.aihw.gov.au/about-our-data/our-data-collections/specialist-homelessness-services-collection>

12.5 Financial Reporting

Funded services are required to report financial budgets and expenditure, in line with the Funding Agreement, using the National Standard Chart of Accounts (NSCOA) template provided by the Department. The financial reporting template and the NSCOA Data Dictionary are also available on the Australian Charities and Not-for-profits Commission (ACNC) website.

Organisations may not enter into any SLA, MOU, subcontract, contract or other arrangement that is inconsistent with the Funding Agreement – General Conditions or that affects the use of funded assets, funded resources or delivery of the funded activity without first obtaining the Department's written approval.

12.6 Target Numbers

Target numbers are based on an estimated average number of hours delivered by a service to a client. The target number of clients is calculated by dividing the number of funded hours per annum by the average number of hours per client. Given the variation between services and service locations target numbers will vary between services and are contained in individual funding agreements.

Averages are assessed on available evidence of the time required to achieve client outcomes.

In some instances, such as Supported Transitional Housing, a service may assist a client for more than one year. Therefore, it is acknowledged that the achievement of annual client targets may not equate to a total number of unique individuals receiving the case management output over the funding period.

12.7 Accommodation and Vacancies

For services funded to provide accommodation, the minimum number of beds is equal to the service's accommodation capacity.

Accommodation may be defined as a bed, bedroom, flat, apartment, or house—depending on the service model being delivered and the needs of the target group. For example, if a three-bedroom house is typically occupied by a single family, the minimum unit is counted as one.

Alternatively, if a four-bedroom house is generally used to accommodate three young people and an overnight worker, the minimum unit is counted as three.

Consideration must be given when accepting referrals for accommodation to ensure that the maximum room capacity is maintained.

The annual target number of places to be provided is calculated by multiplying the minimum number of accommodation units available at any one time by the number of nights in a year.

The Department acknowledges that accommodation units may occasionally need to be kept vacant for cleaning or essential repairs. Providers must make every effort to return vacant units to service as soon as possible. For properties leased under IHAS, providers must comply with all lease conditions and notify Homelessness Programs as soon as practicable of any issues affecting tenancy or the timely return of a property to service, including significant tenant damage or maintenance delays.

Any variance below the funded accommodation target must be reported to enable departmental consideration.

13 Compliance

13.1 Critical Incidents

As set out in the Funding Agreement, providers delivering services are required to report certain incidents within the following defined time limits. If there is any uncertainty about whether an incident meets the threshold for reporting, providers should contact Homelessness Programs immediately for advice.

Serious incidents include, but are not limited to:

- a fatality
- actual or alleged physical or sexual assault
- attempted or threatened abduction of a person associated with the service
- illegal, threatening, or concerning behaviour
- any incident likely to attract negative media attention
- serious Work Health and Safety (WHS) incidents

1. Critical Client Incident Reporting

- Notify **by telephone immediately** upon occurrence.
- Submit a **formal incident report** within **24 hours (Appendix 2)**.

2. Reputational Impact Reporting

- Notify **by telephone immediately** upon occurrence.
- Submit a **written report** within **24 hours (Appendix 2)**.
- **Planned media activity:** advice to be provided **7 days in advance**.
- **Unplanned media contact or reputational matters** (e.g. illegal activities, escalated incidents, or media enquiries):
 - Notify by telephone **immediately** on occurrence.
 - **Written report** required within **24 hours (Appendix 2)**.

13.2 Working with Children Clearances

Funded providers are responsible for ensuring that all staff delivering services who may come into contact with children as part of their duties hold a valid Working with Children Clearance. Providers must also have systems in place to track and renew clearances to ensure they are always current. The Department may request evidence to demonstrate compliance with and monitoring of this requirement.

13.3 Feedback and Complaints

Funded organisations are responsible for ensuring that individuals have access to procedurally fair and impartial complaints handling mechanisms. Organisations must actively and flexibly promote both internal feedback and complaints processes, as well as external mechanisms available through the Department and the Ombudsman NT.

A range of resources and tools to support the development of policies and procedures that uphold procedural fairness, and transparency is available on the Ombudsman NT website.

Organisations should proactively and flexibly seek feedback from service users to ensure services remain responsive to their needs. Feedback should be used to inform continuous improvement activities.

13.4 Communications, Branding and Public Information

Promotional Material

Funded organisations must comply with the Northern Territory Government's (NTG) communications, branding and public information requirements when delivering activities and/or services. This includes all promotional, advertising, marketing and other public-facing materials produced with funding must include the approved NTG logo and meet branding requirements.

Providers must submit all promotional materials to Homelessness Programs in the first instance for initial review and approvals prior to publication, distribution, or release.

Public Interest Matters

Service providers must notify Homelessness Programs as early as possible of any planned public-facing activities, events, announcements, or engagements that may attract public, community or media interest to enable timely briefing of the Department and the Minister.

Service providers must also notify Homelessness Programs immediately of any emerging matters that may give rise to public interest or media scrutiny.

14 Contract Management

At the commencement of a new service, Homelessness Programs will schedule a kick-off meeting as soon as practicable. The purpose of this meeting is to support a smooth service commencement or transition and ensure a mutual understanding of the services required, service particulars, confirm reporting obligations, and address any queries the provider may have.

Formal Contract Management Meetings will be scheduled, at a minimum, every six months, in alignment with the terms of the funding agreement. The contract management process aims to:

- Promote effective and efficient service delivery.
- Monitor progress against client outcomes; and
- Ensure accountability for the Northern Territory and Commonwealth funding received.

These meetings will be evidence-based and will assess key contractual and operational areas, including:

Service Delivery and Client Outcomes

- Service delivery and outcomes – alignment with the approved service model, delivery of contracted outputs, and evidence of improved client outcomes (e.g. housing stability, wellbeing, service connections).
- Service access and equity – culturally safe, inclusive, and trauma-aware practices; accessibility for priority cohorts including Aboriginal Territorians, young people, families, and people experiencing domestic, family and sexual violence.
- Continuous improvement – implementation of quality improvement processes, response to evaluation findings, and client or stakeholder feedback
- Workforce capability – adequacy of staffing levels, qualifications, training, supervision, and management of recruitment or retention issues.
- Risk management – identification and mitigation of service delivery risks, including management of critical incidents and business continuity planning.

Data and Performance Reporting

- Data reporting – timely and accurate submission of SHSC data and any required supplementary manual reporting.

- Narrative reporting – progress and performance reporting aligned with agreed outputs, outcomes, and strategic priorities.

Financial Accountability

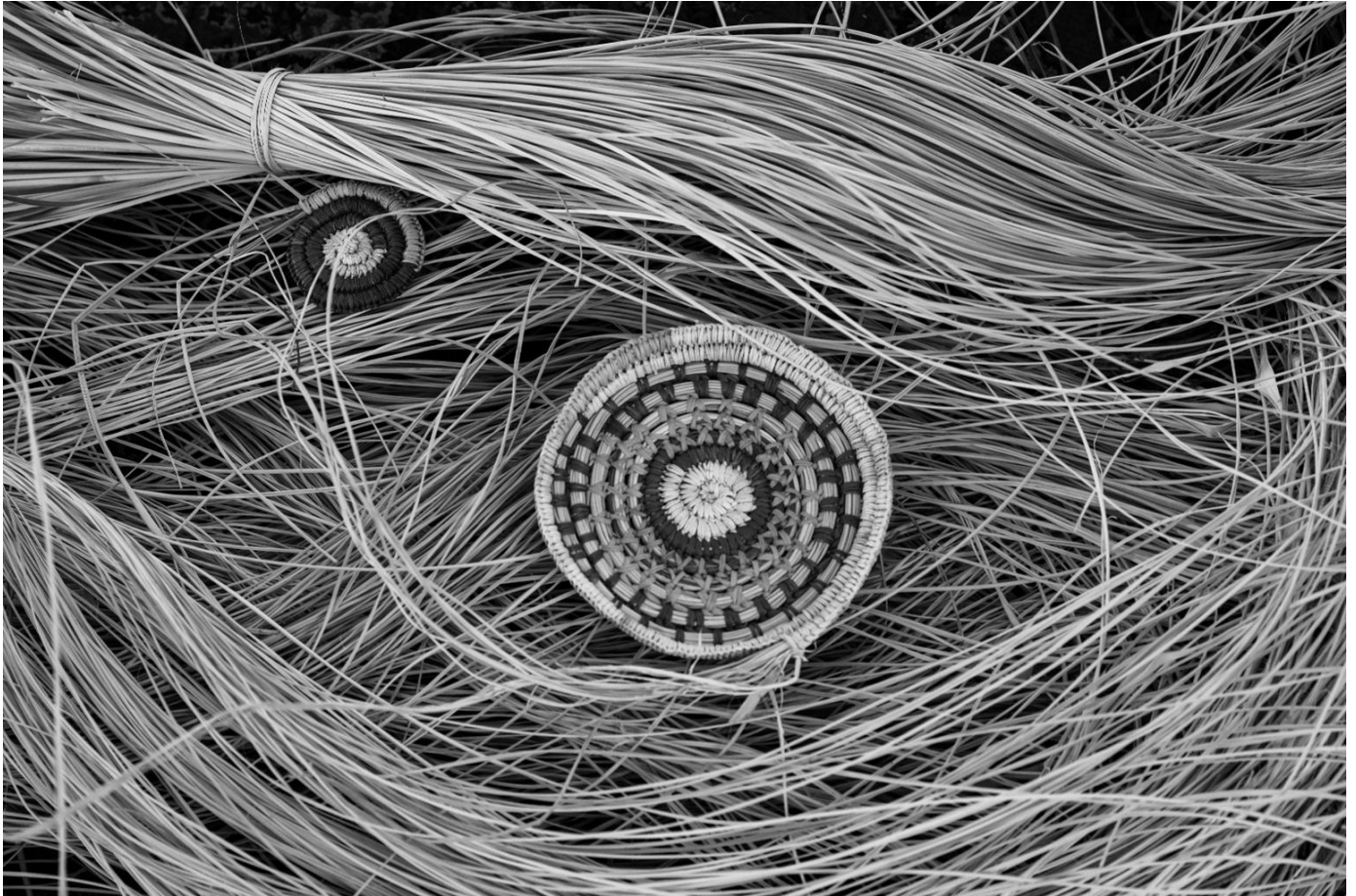
- Financial reporting – projected expenditure against approved budgets, identification of surplus/ deficits, and updates to asset registers.
- Financial sustainability – discussion of funding adequacy, other income sources, and long-term viability where relevant.

Governance and Compliance

- Governance – current legal status, board oversight, insurances, annual reports, and organisational quality assurance frameworks.
- Compliance – with all terms of the Funding Agreement, including standard and special conditions, and relevant Departmental and Northern Territory Government policies and procedures.

All funded organisations will receive a Homelessness Programs Contract Performance Management Pack. This pack outlines key information and expectations related to contract management, supporting effective planning, preparation, and scheduling for all parties.

Annexures A and B of the Funding Agreement will be updated as required to ensure alignment with a contemporary, needs-based service approach in the Northern Territory.



Key Contacts

Telephone: Homelessness Programs Team – 08 8999 8887

Email: HomelessnessPrograms.DCF@nt.gov.au

Appendix 1: Glossary of Terms

Term	Meaning
Adults	Describes people who are over 18 years of age.
Individual	An individual is a person who directly receives a SHS. This definition is based on the definition of a client as used in the SHSC. It includes children if they directly receive a service and are not just a beneficiary of service delivery. The provision of accommodation is considered a service. Note: person, target group and service user may be used interchangeably.
Collaboration	Two or more service providers adopt a partnership approach to achieve common goals for a mutual client by sharing case management, case planning and/or service delivery. People or agencies who have a shared purpose, parallel services and clients in common develop agreed protocols to share knowledge and build consensus. May include the appointment of a dedicated coordinator or manager.
Cooperation	Often unstructured/informal relationships between two or more service providers that share information and may pool resources to deliver programs. They may have shared purpose and parallel services.
Coordination	Structured relationship/partnership between two or more service providers to achieve complementary goals such as working together on a specific program. They may have shared purpose, parallel services and clients in common.
Early intervention	Early intervention builds on the prevention approach by targeting cohorts who are at risk of homelessness early. It responds early to known risk factors and builds on associated protective factors. This may include systems prevention, such as working with mainstream institutions to reduce the flow of individuals from mental health care, child protection and corrections into homelessness.
Families	A family is a group of two or more people who usually live in the same household and who are related to each other biologically or through another family relationship such as adoption or fostering. This includes one or more carers accompanied by one or more child/ren, couples (same sex or heterosexual), multi-generational families and can also include pregnant women.
Universal	Universal services are services that are not cohort specific and may be provided to all service users.
Integration	Two or more organisations come together to form a single system with a common identity and outcome. They have a common purpose, converging processes (continuity of service between organisations) and common client base.
Older People	People aged 60 years and over, or 55 years and over for Aboriginal people, with consideration also given to individuals who may experience the health and living limitations associated with ageing at an earlier age.
Outcome	An outcome is the impact of a funded output. An outcome may be achieved for an individual, group or community.
People experiencing chronic homelessness	Describes people with an experience of homelessness that is long lasting or recurs over an extended period. This includes people who have been homeless for more than 12 months or who have had repeat periods of homelessness over a period of 12 months or longer. Chronic homelessness may include primary, secondary and tertiary homelessness at different times. For example, a person may be homeless for a time, live in boarding houses, stay with friends or use

	crisis accommodation at other times. People who experience chronic homelessness are more likely to experience one or more of the following: a background of trauma and/or abuse, drug and/or alcohol addiction, other disabilities or physical health problems, acquired brain injury or intellectual disability, poor living skills, learning difficulties, unemployment, gambling addictions or family or domestic violence.
People experiencing homelessness or at risk of homelessness	A person is experiencing homelessness or at risk of homelessness if they are living in: • Improvised dwellings or 'sleeping rough'. • Short-term or emergency accommodation. • Temporary arrangements without security of tenure, for example staying with friends or relatives, in boarding houses or motels. • Unsafe or inadequate accommodation, for example where domestic/family violence or abuse threatens the person's safety or there is severe overcrowding. <i>This is based on the definitions used by the Australian Bureau of Statistics and the Australian Institute for Health and Welfare.</i>
People from culturally and linguistically diverse backgrounds (CALD)	People who are born overseas or who identify as a member of a cultural community based on language, ancestry, birthplace, religion and ethnic background. Used interchangeably with people from non-English speaking background (NESB).
Prevention	Prevention refers to policies practices and interventions that reduce the likelihood that a person or household will experience homelessness. It also means providing those who have been homeless with the necessary resources and support to stabilise their housing, enhance integration and social inclusion and ultimately reduce the risk of the recurrence of homelessness.
Rough Sleeping / Living in improvised dwellings	Rough sleeping (or living in an improvised dwelling) refers to people who are sleeping in the open or residing in structures not intended for human habitation, such as tents, makeshift shelters, abandoned buildings, vehicles, parks or streets.
Service User group	The group/s that the service is funded to target for assistance. The term Service User may be used interchangeably with the term client or target group.
Specialist Homelessness Services (SHS)	Services that are funded by Government specifically to assist people who are homeless or at risk of homelessness across Australia.
Support period	The support period is the total period a client receives services from an agency (source: SHSC manual)
Target group	The group/s that the service is funded to target for assistance. The term target group may be used interchangeably with the term client or Service User.
People experiencing domestic and family violence	A person alone, or with children, who are homeless and require a place of safety because of leaving a situation of domestic and family violence (as defined in the Domestic and Family Violence Protection Act 2012).
Young People	People over school leaving age and between 15-24 years. Services may stipulate specific ages ranges within with the 15-24 age range. In some circumstances services may accept people below school leaving age but cannot target their services at this age group.

Appendix 2: Critical Client Incident Reporting Template

- Funded Service Provider must Immediately notify the Homelessness Programs Contract Manager of any Critical Incident by Phone and Email in the first instance. - Critical Incidents must be reported using this form within 24 hours to HomelessnessPrograms@nt.gov.au			
Name of Organisation:			
Service:			
INCIDENT DETAILS			
Incident Location:		Reporter's Name:	
Incident Date:			
Notification Date:		Reporter's Position/Role:	
Time of Incident:		Contact Phone No:	
Incident Involving:	☐ Client ☐ Client/Client ☐ Client/Employee ☐ Employee ☐ Employee/Client ☐ Contractor/Visitor ☐ Other.....		
Names of person (s) involved:			
Main Person impacted by the Event			
Given Names:		Family Name	
Gender: M / F / Non-Binary/ Not Specified		Date of Birth:	
Other Persons impacted by the Event			
Given Names:		Family Name:	
Gender: M / F / Non-Binary/ Not Specified		Date of Birth:	
INCIDENT CLASSIFICATION			
Was this a Near Miss ☐ YES ☐ NO (A near miss is an incident that had the potential to cause harm but didn't, due to timely intervention, and/or luck and/or chance)			

☐ Absconded/Breaking Curfew/Take Own Leave ☐ Aggression/Violence ☐ Assault ☐ Physical/Verbal ☐ Sexual ☐ Behaviour of Concern ☐ Client/Patient Fatality/Death ☐ Criminal Behaviour ☐ Damage Building ☐ Damage Vehicle ☒ Damage Assets ☐ Death Related to Substance Abuse ☐ Drug Discrepancy/Theft of Controlled Substance ☐ Environmental ☐ Cyclone ☐ Earthquake ☐ Flooding ☐ Equipment/Facility ☐ Plant/System Failure ☐ Fire ☐ Bomb Threat ☐ Riot ☐ Hazards – Details _____ ☐ ☐ Medical Emergency ☐ Seizure ☐ Heart problems	☐ Medication Error ☐ Non-Custodial Supervision Order (NCSO) Breach – Details _____ ☐ Pandemic Outbreak ☐ Restraint - Physical/Chemical Seclusion ☐ Self-Harm ☐ Attempted ☐ Completed ☐ Serious Injury ☐ Client ☐ Staff ☐ Visitor ☐ Contractor ☐ Serious Physical or Psychological Injury ☐ Substance Abuse ☐ Suicide - Client/Patient/Other _____ ☐ Theft/Burglary (Police Involvement Required) ☐ Weapons or Illicit Substance Found in Possession ☐ Other _____
INCIDENT SEVERITY RATING (ISR)	
☐ ISR 1 Catastrophic	☐ ISR 2 Major/Serious
☐ ISR 3 Moderate	
What Happened - Description of Incident (details) – Objective / information only	
Immediate Action Taken or Treatment Given (if applicable)	
☐ Treatment Given ☐ Next of kin notified ☐ Deceased ☐ GP Notified ☐ Transfer Required ☐ Transferred to: _____	
Team Leader or Supervisor Endorsement	
☐ Report Endorsed: ☐ Report Not Endorsed	
SIGNATURE Finalised By _____ Date Finalised _____	
INVESTIGATION / FINDING	
Investigated by:	

Investigation Status:	☐ Completed ☐ Started ☐ Under Review	
☐ Investigation Under Review by Funded Service Provider. Estimated Date of Completion/Report to DCF Contract Manager/...../..... ☐ Investigation is subject to review under the Territory or Commonwealth Criminal Justice System Estimated Date of Completion/report to DCF Contract Manager/...../..... ☐ Investigated by or Person/s responsible for Investigation:		
WITNESSES - Full Name / Address / Contact Phone or Email		
• Witness # 1		• Witness # 2
Report Issued to Third Party		
☐ Original to Manager ☐ Yes ☐ No Date:..... ☐ DCF Contract Manager Notified Date:..... ☐ NT WorkSafe Notified as per link Date:..... ☐ Other Date:..... Notified by Date:..... ☐ Incident Finalised: Finalised By Date Finalised		
To Be Completed by NTG		
☐ Newsflash prepared Date:..... ☐ Chief Executive Officer Notified Date:..... ☐ Grants and Contract Management Notified Date:..... ☐ Regional Service Delivery Team Notified Date:..... ☐ Other Date:..... Notified by Date:..... ☐ Reporting Finalised: Finalised By Date Finalised		
Contract Managers Investigations and findings		
Investigated by:		
Contract Managers Recommendations		
Signature:		
Investigation Status:	☐ Completed ☐ Started ☐ Under Review	

