OPERATIONAL FRAMEWORK – EMPLOYMENT RELATED ACCOMMODATION PROGRAM

Introduction and Background

The Employment Related Accommodation (ERA) program is a Commonwealth funded program and an initiative of the National Partnership Agreement on Remote Indigenous Housing. The programs objective is to assist eligible Aboriginal residents living in remote areas to re-locate to affordable accommodation in regional or metropolitan areas to take up employment, education or training opportunities.

DCSI-Housing SA has entered into a ten year head lease agreement for Community Housing Limited (CHL) to provide property, tenancy management and support services for the metropolitan Adelaide ERA program.

In the first year of the program, DCSI-Housing SA has provided funding to Uniting Care Wesley Pt. Adelaide (UCWPA) to work with CHL to provide a suite of transition support services to assist ERA participants to successfully relocate into a new setting. CHL is responsible for the delivery of these services in subsequent years.

Service Description

ERA housing is provided for the duration of the participant's training, education or employment with the expectation that the participant will relocate to longer term housing when they have the social and financial capacity to do so.

Participants in the program will (in the majority of cases) already be on a training or employment pathway. They will be referred to CHL as a potential candidate for ERA. Once accepted as eligible for the program and allocated a property (see detail in operational matters below), they will be tenants of CHL, with tenancy support provided by UCWPA.

CHL and UCWPA will establish networks and interagency relationships and will build effective links with Aboriginal organisations and support services to ensure culturally appropriate supports are provided to tenants where necessary.

An operational model to support this document is attached.

Operational Matters

	Entry, Eligibility and Assessment
1.1	Applicants will be of Aboriginal descent and relocating from a remote community within South Australia (or cross border areas). In some instances, applicants may have recently relocated from their community of origin. It is preferable that applicants will have commenced a training or employment pathway.
1.2	CHL will receive referrals for potential program participants from training or job providers connected to potential ERA participants already on a pathway. If UCWPA receives a referral it will be forwarded to CHL who will manage the application and registration processes and eligibility assessment.
1.3	Once the eligibility assessment is completed (application form and associated documents) CHL and UCWPA will jointly select the most suitable ERA candidate when a vacancy arises. CHL will maintain a register.
1.4	Ongoing eligibility for the accommodation requires a continued commitment to and engagement in employment, education and training by the participant. UCWPA will undertake periodic reviews of the tenant's attendance and report this through the regular reporting regime.

	Property Management
2.1	CHL will advise UCWPA of allocation date and bond and rent requirements. UCWPA will assist the program participant/s to access bond and rent assistance and establish automatic rental deductions and other deductions (utilities) if required.
2.2	CHL is responsible for the collection and management of rent. If a tenant accrues rental arrears (or other tenancy related debt), CHL will advise UCWPA who will work with the tenant to manage the debt, including referral to supports where necessary.
2.3	CHL will ensure all properties are maintained in a good state of repair and that health, safety and building regulations are met.
2.4	UCWPA will educate tenant/s on the mechanism for reporting maintenance issues to CHL.
2.5	UCWPA will encourage tenants to follow maintenance reporting processes. If UCWPA identifies major damage, they will report this immediately to CHL if the tenant has not already done so.
2.6	CHL will undertake regular reviews of the tenant's circumstances in conjunction with UCWPA. Upon notification of a tenancy ending, CHL will undertake vacancy process and work with UCWPA to facilitate exit to alternative housing.

Operational Matters (continued)

	Housing Support	
3.1	UCWPA will provide tailored case management to participants and their families. In particular: • support to move (logistics of moving, dealing with utilities, enrolling children in school etc.) • support to establish a new tenancy (bond assistance, Housing SA application, local services etc) • connection to training, education or employment provider • ongoing tenancy support (in conjunction with CHL as the tenancy manager)	
3.2	UCWPA will utilise existing assessment, case planning and service delivery procedures and ensure that processes are in place to develop and deliver: • working protocols with ERA partnering agencies • the gathering of data detailing correspondence and discussions with partnering agencies, community councils and Aboriginal community organisations	
3.3	Case plans will link tenants with relevant services to support sustainable housing and engagement in employment/training or education and include exit planning/ transition to alternative housing at the end of the tenancy.	
3.5	UCWPA will maintain relationships with tenants at all stages of the tenancy, from point of ERA application to program exit.	

	Governance	
4.1	UCWPA, CHL and DCSI-Housing SA will meet on a regular basis to provide feedback about program success and operational challenges. All parties will raise urgent or pressing issues or queries as required.	
4.2	In the first twelve (12) months of operation UCWPA and DCSI-Housing SA will meet a minimum of four (4) times commencing from July 2014 to discuss service delivery arrangements and program management.	
4.3	Disputes relating to the operational elements of the program between UCWPA and CHL will be managed by: 1. State Manager CHL and Employment Services Manager UCWPA, and if unable to be resolved, will be referred to: 2. Manager Aboriginal Programs and Practice, Housing SA for resolution.	

	Administration
5.1	UCWPA will keep records regarding all tenants in accordance with UCWPA policies and procedures.
5.2	All information and data collected (electronic and hard copy) is confidential and is only to be accessed and/or utilised by authorised staff in the course of their duties.
5.3	All records pertaining to Aboriginal people must be kept as per Recommendation 21 of the *Bringing them ho*me report and not be destroyed.

	Reporting CHL
6.1	CHL will provide DCSI-Housing SA with a quarterly written report within two weeks after the end of each quarter. The report will be provided electronically and will be reviewed by DCSI-Housing SA's representative.

6.2	Each report will contain, but is not limited to:
	
	• Lease period
	• Household demographic (including gender, ages)
	• Community of origin
	• Length of stay
	• Number and purpose of contact with ERA household
	• Rental data for each household/participant including:
	   o Amount of rent charged
	   o Amount of rent collected
	• Maintenance undertaken
	• Reason(s) for leaving
	
	• If evicted, type of activity undertaken to assist with sustaining the tenancy.
	
	• Information pertaining to service delivery, including challenges and/or good news stories
	
	• Copies of any reports, publications or media statements authored by CHL in relation to any aspect of the ERA program
	
	The report will be endorsed by the State Manager, CHL.

6.3	CHL may be required to report data to DCSI-Housing SA on an ad-hoc basis as requested by DCSI-Housing SA.

	Reporting UCWPA	
7.1	UCWPA will provide DCSI-Housing SA with a quarterly written report within two weeks after the end of each quarter. The report will be provided electronically and will be reviewed by DCSI-Housing SA's representative and forwarded to the Commonwealth. DCSI-Housing SA will provide feedback or outcomes arising from the reports.	
7.2	Each report will contain, but is not limited to: • Type of course the tenant is enrolled • Number of household members participating in employment education, training/ school and nature of work/study • Type of employment the tenant is engaged in • Tenant's ability to maintain and improve in the following areas: o Employment o Sustainable housing o Training/education o Financial management o General life skills. • Information about participant outcomes such as achievement of case plan goals • Information pertaining to service delivery, including challenges and/or good news stories • Copies of any reports, publications or media statements authored by UCWPA in relation to any aspect of the ERA program The report will be endorsed by the Manager Employment Services UCWPA.	
7.3	UCWPA may be required to report data to DCSI-Housing SA on an ad-hoc basis as requested by DCSI-Housing SA.	