THE WA SAAP PROTOCOLS PROJECT

Forging stronger partnerships to address homelessness

“Let’s make it happen!”

WA SAAP Protocols

Protocols between

The Department of Housing and Works

and

The Department for Community Development

in order to improve linkages between

The Department of Housing and Works Rental Services and Community Housing

and

SAAP services

The Supported Accommodation Assistance Program (SAAP) is jointly funded by the Commonwealth and State/Territory Governments.
FOREWORD

This Protocol acknowledges the agreement between the Department of Housing and Works (DHW) and the Department for Community Development (DCD) to work collaboratively to enhance operational relationships between the Department of Housing and Works Rental Services and Community Housing Services and Supported Accommodation Assistance Program (SAAP) services with the purpose of ensuring improved outcomes for mutual clients.

This protocol has been developed by the SAAP Protocol Project in consultation with a working party comprising of SAAP sector representatives and staff from DCD and the DHW.

A copy of this Protocol will be distributed to all SAAP services, DHW and DCD offices in Western Australia.

It is recognised that DCD, the DHW and SAAP services have a joint responsibility to ensure the needs of shared clients are addressed. The challenges for achieving better client outcomes for shared clients as well as improved service delivery are increasingly dependent on improved communication processes being established and maintained at all and between levels including:

- Strategic policy and planning
- Program planning and management
- Service delivery

This Protocol addresses issues of consultation and information sharing at a strategic policy and planning level as well as planning of services and program management. Interagency co-operation and co-ordination at these levels will support the development of operational protocols between SAAP services and regional DHW offices at the service delivery level.

It is hoped that these protocols will encourage the development of effective working relationships and local linkages between service providers.

A WA SAAP Protocols Project File has been developed for SAAP services incorporating a guide and other support material for developing interagency protocols at the local level.

Let’s make it happen!
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1. **RATIONALE FOR THE PROTOCOL**

Strong co-ordination between DHW and DCD both at a departmental level and between the regional offices and the SAAP services, is necessary to both improve the outcomes for people requiring services, and to improve the quality of services provided.

DHW and DCD have a shared client group. This includes clients who are homeless or at risk of homelessness.

It is also acknowledged that DHW and DCD have a shared client group in respect of the SAAP program. This includes clients trying to access SAAP services, those utilising SAAP services, and clients trying to exit SAAP accommodation. Each of these stages presents challenges which require a commitment of all concerned to gain the best possible outcomes for the clients.

Existing joint program responses between DCD and DHW include the Crisis Accommodation Program (CAP), through which DHW funds the capital building works and upgrades to existing properties housing SAAP services.

A collaborative relationship between DHW and DCD will ensure that common issues and any overlap or gaps in agency response can be dealt with effectively to enhance the service received by clients. A commitment to effective collaboration and co-ordination is important at and between all levels including:

* strategic policy and planning
* program planning and management
* service delivery

This document addresses co-ordination at the levels of strategic policy and planning and program planning and management, and sets a foundation for the development of operational protocols between DHW regional offices and SAAP services at the service delivery level.

The protocol provides a context within which departmental staff and funded services can work together to improve the outcomes and quality of service for clients.

**NOTE!**

This document is a revised version of an earlier protocol which was agreed by Director General of Family and Children’s Services, now the Department for Community Development and Managing Director of Ministry of Housing, now the Department Housing and Works in September 1999. This revised version of the protocol was endorsed in June 2003.
2. AGENCY DESCRIPTIONS

THE DEPARTMENT OF HOUSING AND WORKS

The Department of Housing and Works’ (DHW’s) mission as Western Australia’s public housing authority is “to respond to the hopes of all West Australians for their housing and construction needs.” As the State Housing Authority, the DHW is for many disadvantaged households the landlord of last resort.

The DHW houses people who cannot otherwise afford their own homes or cannot access the private housing market. It does this by arranging affordable rental housing, home finance and land.

The main obstacle to accessing and maintaining housing for DHW customers is their low-income level. In addition, some people experience added difficulty in accessing private accommodation because of a lack of suitable housing or reluctance by landlords to provide accommodation to certain groups. People who experience particular difficulty accessing mainstream housing include Aboriginal people, people from culturally and linguistically diverse backgrounds, people with disabilities, young people, single people, sole parents and seniors.

Besides DHW generally assisting people into housing it has programs and initiatives aimed at those who have demonstrated specific needs including people who are homeless or at risk of being homeless. Relevant DHW services include:

- rental accommodation
- home purchase assistance
- Community Housing programs
- Crisis Accommodation Program
- Bond Assistance Loan
- Supported Housing Assistance Program (SHAP)
- YES Housing - Youth Externally Supported
- Fremantle Region Externally Support Housing (FRESH)
- Transitional Supported Housing Program (TSHP)

[NB: YES Housing, FRESH and the TSHP receive support funding from DCD]

DHW CORPORATE OBJECTIVES

Sustainability
- To effectively and efficiently manage the Department’s resources to ensure its sustainability.

Customer Service
- To provide a wide range of quality customer focused services that meets the housing and building needs of our customers.
Internal Processes
* To align and maintain the Department's business processes and resources to ensure best practice.
* To promote two way communication with our customers and amongst ourselves

Learning and Innovation
* To ensure that the Department is at forefront of industry standards.
* To take a wider role and be innovative in the provision of housing, building and infrastructure management in Western Australia.
* To maintain a satisfying and productive work environment.

DHW provides direct rental operations services through Regional offices as well as purchasing specific services from the non-government sector for either property management or the provision of support services or both.

NOTE!
For further information on the Department of Housing and Works services, Contact the Manager Community Housing on (08) 9222 4741.

THE DEPARTMENT FOR COMMUNITY DEVELOPMENT
The goal of DCD is to enhance the quality of life in communities throughout Western Australia by:

* advancing the general well-being of families, individuals, and groups within the community, particularly those who are disadvantaged;

* providing and promoting preventative community support and assistance to people, which may reduce the need for welfare services;

* preventing maltreatment, neglect and exploitation of children.

An important program for achieving these aims is the Supported Accommodation Assistance Program (SAAP).
Supported Accommodation Assistance Program (SAAP)

The Supported Accommodation Assistance Program is a joint Commonwealth/State program administered in Western Australia by the Department for Community Development.

SAAP Aims

The aim of SAAP is to assist people who are homeless or at imminent risk of becoming homeless, and in crisis, to achieve the maximum possible degree of self-reliance and independence. This includes people who are experiencing long term homelessness, and those escaping domestic violence.

Assistance is aimed at the resolution of crisis, re-establishment of family links where appropriate, and reintegration into mainstream society. This is achieved by providing, or actively promoting, access to a range of services including accommodation. The degree to which this is achieved for each person varies.

Program Management

A Commonwealth/State SAAP Agreement and National Strategic Plan sets broad parameters and directions for the program. The plan identifies goals, priorities and specific gaps needing addressing.

DCD purchases SAAP services from the non-government sector. The variety of SAAP services across WA addresses the specific needs identified within the SAAP State Plan. SAAP funds are used to purchase services against generic service specifications for seven types of service as follows:

* Domestic Violence Supported Accommodation Services
* Domestic Violence Support Services
* Supported Accommodation Services for Young People
* Services for Young People
* Supported Accommodation Services for Families and Single Adults
* Supported Accommodation Assistance Program: Day Centres
* Counselling Services

Currently DCD has 122 Service Agreements for the provision of SAAP services. A list of the current SAAP services and contact information can be accessed through the website: dcd.wa.gov.au then go to Families and Communities / Info for non government organisations / Programs / SAAP/.

NOTE!
For further information on SAAP and SAAP funded services contact
The Senior Policy Officer SAAP on (08) 9222 2641
Or local DCD Community Development and Funding Officers.
3. THE AIMS OF THE PROTOCOL

The aims of the Protocol between DHW and DCD are:

1. To enhance the working relationship and communication between DHW and DCD for SAAP clients in respect of:
   * strategic policy and planning
   * program planning and management
   * service delivery.

2. To establish and nurture a collaborative relationship by which DHW and DCD promote and assist the development of operational protocols at the service delivery level between DHW regional offices and SAAP services.

3. To acknowledge the process of establishing and maintaining effective interdepartmental and interagency agreements requires a commitment of time and resources by all participants.
4. **PRINCIPLES**

   The principles underpinning this Protocol include:

1. The best interests of the client are the primary focus for the development and implementation of this Protocol. Improved client outcomes will be achieved by addressing operations at and between all levels:
   - strategic policy and planning
   - program planning and management
   - service delivery

2. The agreements promoted within this Protocol should be implemented flexibly to ensure that the needs of all clients are considered, and there is not a group of clients who fall through the services provided.

3. This Protocol intends to promote a mutual climate of cooperation, professional respect and goodwill between DHW and DCD staff and funded services.

4. Both DHW and DCD will strive to maximise the potential of their services to serve the needs of mutual clients in SAAP services. This may include:
   - Ensuring relevant departmental information and communications are exchanged in a timely manner.
   - Ensuring relevant departmental information and communications are passed on to service providers, both internal and funded services, in a timely manner.
   - Encouraging the development and nurturing of collaborative relationships between SAAP services and DHW Regional offices.
   - Encouraging participation and input into the development of new services and strategies at local and/or regional levels.
   - Encouraging opportunities for combined learning and professional development to enhance service delivery, this includes service providers, policy officers, planners and program managers.
5. PROTOCOL GUIDELINES

DHW and DCD agree to consult with each other around the development of:
- strategic policy and planning
- program planning and review, and
- service delivery.

in respect of SAAP services and their clients.

Up-to-date contact details of the relevant officers responsible for the above areas will be provided and updated by each agency.

Consultation with key stakeholders will need to occur at and between all levels. Key stakeholders may include consumers, service providers, and program advisory committees, sector representatives and DCD and DHW staff.

The Protocol negotiated between DHW and DCD is described below.

**Departmental Level Protocol Guidelines**

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<tr>
<th>Issue addressed</th>
<th>Intent of Protocol</th>
<th>Practice</th>
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<tr>
<td>Strategic Policy and Planning</td>
<td>Complimentary program design and management</td>
<td>• Interdepartmental consultation regarding strategic policy and planning will attempt to ensure that any changes to policy in SAAP and DHW related programs will not adversely affect the clients of the other program</td>
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| Program Planning and Review | Complimentary service design and establishment or purchasing of services | • Ensure the needs of joint clients in both services are taken into account, and the impact on clients of any changes are monitored and reviewed.  
  • The Joint Officers Group provides a cross departmental forum for sharing and discussing program plans and reviews between DCD and DHW as well as other departments |
| Service Delivery | DHW and DCD will consult about changes which impact or have the potential to impact on service delivery areas accessed by SAAP clients | • Non-government service providers will be encouraged and supported to develop operational protocols and consultative processes with the DHW regional office staff.  
  • The first point of contact for this process is the Customer Service Manager |
| Information Sharing | All stakeholders will have the information they require to best meet the needs of their clients | • DHW and DCD undertake to share relevant information with each other and to disseminate information both from service providers to program managers and vice versa |
| Information on Strategic Policy and Planning | Copies of relevant strategic policy documentation will be made available | • DHW and DCD staff will share relevant information regarding changes to strategic policy and plans which may have an impact on SAAP clients or the provision of services for SAAP clients |
### Departmental Level Protocol Guidelines

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<tr>
<th>Issue addressed</th>
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<th>Practice</th>
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<tr>
<td>Information on Program Planning and Review</td>
<td>Sharing relevant information</td>
<td>• DHW and DCD staff will keep each other informed regarding;</td>
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<td>• changes to overall program aims and objectives</td>
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<td>• planning and review processes and timelines</td>
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<td>• opportunities for input and consultation</td>
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<td>• the outcomes of planning and review processes</td>
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<td>in respect of impact on SAAP services and clients</td>
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<tr>
<td>Information on Program Management</td>
<td>Inform of changes that affect or have the potential to affect the policy, or planning of services for SAAP clients</td>
<td>• DHW and DCD will inform each other of;</td>
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<td></td>
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<td>• Programmatic changes in policy</td>
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<td>• Requests for tenders or proposals and procurement timelines</td>
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<td>• Significant changes in resource allocations</td>
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<td>• Reform projects, restructuring</td>
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<tr>
<td>Information on Service Delivery</td>
<td>Inform of any changes to the delivery of services that affect or have the potential to affect program planning or service delivery for SAAP clients</td>
<td>• SAAP services will be encouraged to develop operational protocols with the DHW Regional offices to assist in responding to local needs and enable each other to keep informed about changes which may include;</td>
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<td></td>
<td>• New initiatives</td>
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<td>• New service becoming operational</td>
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<td>• Agreed changes to a service’s operational model</td>
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<td>• Agreed changes to a service’s target group (eligibility)</td>
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Both DHW and DCD have in place planning processes that identify strategies and priorities for their respective programs. These planning mechanisms will ensure consultation with key stakeholders regarding SAAP in both DHW and DCD at and between all levels.

The SAAP State Advisory Committee (SAC) provides a forum for broader consultation with a wide representation of stakeholders from government and non-government including representatives from the SAAP service organisations.

### Service Delivery

DHW and DCD will consult with each other about changes that impact or have the potential to impact on service delivery areas accessed by SAAP clients. Non-government service providers will be encouraged and supported to develop operational protocols and consultative processes with DHW regional office staff. The first point of contact within the DHW regional office for this process is the Customer Service Manager.
## Service Delivery Level Protocol Guidelines

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| Access to Department of Housing and Works Homeswest accommodation and other assistance • Rental accommodation • Wait turn rental accommodation • Priority rental accommodation • Disability rental accommodation • Seniors rentals • Home purchase options • Bond Assistance Loan • Direct Debit scheme • Debt Moratorium and Repayment scheme | Clear and precise process of referral for assessment and housing related service | • DHW officers will receive referrals from SAAP agencies and discuss the urgency and appropriateness of each referral  
• On entry to a SAAP service or as soon as possible the SAAP worker will discuss with the client exit point housing options and identify any obstacle to Homeswest application such as debt history, antisocial report, tenant liability etc  
• SAAP services will encourage the client to provide the necessary documentation to DHW at time of application - proof of identity, proof of address, statement of income, proof of dependents, preferred accommodation type and zone  
• A SAAP staff member may escort a client to a DHW application interview and act as an advocate if this is required  
• DHW Customer Services Managers have discretion to increase the Bond Assistance Loan and will consider taking this action if necessary  
• SAAP clients are Prima-Facie priority applicants - they automatically have priority status if their situation warrants. The intention of DHW is to make an offer of accommodation within the current timeframe for priority assistance which is 75 days  
• Women & children referred by a Women’s Refuge who are escaping domestic violence have special considerations by DHW and may access private rental accommodation and also remain on the priority wait list for a suitable public rental property if required |
| Access to SAAP Crisis Accommodation and support services by DHW officers | Clear and precise process of referral by DHW to SAAP for crisis accommodation and support services | • SAAP services will receive referrals from DHW and discuss the urgency and appropriateness of each situation  
• General adult SAAP vacancies are notified twice a day to Salvation Army Careline  
• The Women’s Refuge Group operates a rotating monthly roster for refuge crisis accommodation.  
• DCD Crisis Care and Salvo Careline have daily information of refuge vacancies  
• DCD Crisis Care has daily information of youth hostel crisis accommodation vacancies.  
• The Homeless Helpline will access these agencies and also has some discretionary resources to arrange alternative overnight emergency accommodation |
# Service Delivery Level Protocol Guidelines

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| Releasing of client information         | SAAP provides accurate information at the point of referral to Homeswest for suitable permanent housing. Homeswest communicates with the SAAP service any information which would assist with the successful outcome of the application | • With the informed consent of the client, information can be passed between Homeswest and SAAP concerning the clients application for permanent, secure, affordable and appropriate housing, including the mental, financial, physical and health status of the client and requirements for any transitional or ongoing supports  
• The SAAP service may provide a letter of support to accompany and strengthen an application for housing or other Homeswest assistance  
• The appropriateness of SAAP transitional accommodation clients for CAP property rollover and replacement will be considered and DHW advised at the earliest opportunity |
| Referral of clients with support needs  | Mutual clients receive appropriate support from SAAP, Homeswest or other agency     | • Where a client/tenant is likely to require long term/continuous or specialist assistance in order to manage a tenancy, other services or support programs should be accessed e.g. the Independent Living Program for people with mental illness or the Disability Services Commission for people with physical limitations.  
• SAAP workers are not trained, resourced or expected to provide high level clinical care or specialist supports  
• The SAAP service will attempt to ensure appropriate supports are in place when suitable accommodation is offered by Homeswest  
• Information relating to referral and support arrangements will be provided to the Homeswest Accommodation Manager with the consent of the client |
| Transfer of SAAP transitional accommodation CAP housing clients to DHW mainstream tenancy | Security of tenancy in current accommodation | • Clients of a SAAP service who are living in a DHW CAP transitional property may be entitled to remain in the CAP property if they satisfy the following eligibility criteria  
  • Established and maintained compliance with all tenancy responsibilities including rental account  
  • Is capable of independent living without ongoing support from the SAAP/CAP organisation  
  • Meets the eligibility requirements that apply to applicants with outstanding Homeswest debts (where relevant)  
• Ideally, application for Homeswest rental accommodation will have been made when identified that a SAAP client was likely to require long-term Homeswest housing  
• Notification of preference to maintain the client in current housing and transfer tenancy management to Homeswest rather than relocate the client to another property will be conveyed to the DHW Regional Manager and the Manager Community Housing as soon as practicable |
## Service Delivery Level Protocol Guidelines

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| Rollover and replacement of CAP properties           | Tenants can remain in location in suitable housing     | • The SAAP Manager responsible for CAP properties to write a formal request to the Manager Customer Service and the Community Housing Project Officer to rollover a CAP property  
• Satisfaction by the client of the above eligibility criteria must be demonstrated and reasons why alternate private rental or Homeswest accommodation is not appropriate must be identified |
| DHW provision of replacement CAP property            | Maintain SAAP CAP housing stock                        | • Once agreement has been reached for transfer of the transitional SAAP client in the CAP property to mainstream Homeswest management DHW will provide the SAAP agency with a replacement CAP property in the same region and of a similar type to the rollover property, unless otherwise negotiated |
| Rollover CAP property inspection by DHW               | Ensure rollover and replacement CAP properties are of an adequate standard | • An inspection of the SAAP property identified for rollover will be undertaken by DHW  
• Where maintenance repairs to bring the property to Homeswest rental standard are established as provider or tenant responsibility, these repairs must be carried out prior to the approval of property rollover and CAP replacement  
• Flexibility is required in negotiating property maintenance responsibility and SAAP agency inability to undertake costly repairs must be acknowledged |
| Replacement CAP property inspection by SAAP          | Ensure replacement CAP properties are of an adequate standard | • An inspection of the DHW property identified for CAP replacement will be made by the SAAP service  
• Where maintenance repairs are required the DHW undertakes to complete these repairs promptly so that the lease changes and asset transfer to SAAP can progress  
• If a replacement property is requested that is significantly different to the CAP property identified for rollover, the SAAP agency will establish valid reasons for the discrepancy and negotiate with DHW for a suitable property transfer  
• The SAAP agency can choose to relocate the client to mainstream DHW accommodation and maintain current transitional CAP property arrangements |
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| Support to clients after appropriate long–term accommodation is obtained | Homeswest officers, SAAP workers and mutual clients are aware of each others roles and responsibilities in relation to the needs of the client in preparation for and maintenance of the tenancy | • SAAP is unable to offer ongoing support and case management beyond short-term/transitional assistance to facilitate entry to permanent accommodation  
• SAAP will refer and arrange ongoing care and support services as are necessary and available  
• During the tenancy, Homeswest officers will discuss any problems with the tenant and refer to relevant services for appropriate intervention when indicated  
• Homeswest funds SHAP programs. Other programs such as Health Department Home and Community Care services and Commonwealth Department of Health and Ageing, Assistance with Care and Housing for the Aged services are able to advocate for accommodation and provide varying levels of support to target client groups |
| Consultation services for SAAP staff on public housing issues | SAAP services receive accurate information from Homeswest staff about client wait list status, priority applications, appeals process, likely allocation timeframes, property condition and any other relevant information that has a bearing on the offer and acceptance of public housing for SAAP client | • SAAP staff can directly contact the Homeswest officer or relevant section of their local regional office to inquire about the a specific application, policy, procedural clarification or other matter  
• Homeswest staff can contact the SAAP service to request further information about an applicant, to offer a vacant property for client inspection prior to acceptance, to inquire about SAAP vacancies or other available SAAP services  
• Information exchange is timely, accurate and conducted in an environment of mutual professional respect |
| Training for SAAP services on Homeswest Policies and Procedures | Promotion of training opportunities for SAAP workers | • SAAP workers are encouraged to attend Tenants Advice Service (TAS) public tenancy training  
• SAAP services are able to access TAS printed resources, advice and tenant advocacy services  
• Homeswest via information sent to PEAK’s will invite SAAP services to attend regular forums with Customer Service Managers, Zone Managers and when required, Regional office staff  
• Quarterly regional Homeswest information forums are currently operating with CHCWA and WRG members |
| Training for Homeswest on SAAP services | Promotion of SAAP training opportunities for Homeswest staff | • Homeswest Accommodation Managers will be considered for invitation to relevant SAAP training activities |
| Promotion of Homeswest and SAAP services | Local SAAP services and DHW staff understand what each can provide | • SAAP and Homeswest staff will visit local services to meet the workers and gain an understanding of the services they provide  
• SAAP and Homeswest staff will arrange ways in which staff teams can meet and gain an understanding of each others working environment |
## Service Delivery Level Protocol Guidelines

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| Grievance Process   | Resolve differences speedily and professionally | • Staff will endeavour to resolve differences speedily, communicating directly in a professional manner to the staff member involved  
• If workers are unable to resolve the issue, Managers will become involved  
• The Executive Director Rental Services will review all referrals where CAP rollover and/or priority rental application has been declined  
• Where the decision is upheld the Homeswest Appeals Mechanism can be utilised  
• If the dispute remains unsettled, the DHW Regional Manager will meet with the relevant Senior Executive, Chairperson or Director of the SAAP service to resolve the dispute |
6. IMPLEMENTATION OF THE PROTOCOL

In order to ensure continuing commitment to the full implementation of this Protocol, the following actions are agreed:

Nominated Officers

* DHW and DCD will nominate a senior officer from each agency to be responsible for the implementation and monitoring of the Protocol within their agency. These officers will identify the names of other staff within their agency with specific responsibilities for implementing the protocols.

* Regular liaison between the senior officers and/or delegated staff will occur to share information and identify and address any issues that may arise.

Implementation at all Levels

* DHW and DCD will support the development and implementation of protocols at the service delivery level consistent with this protocol.

* DCD will develop and distribute a guide as a tool to assist service providers to develop interagency protocols.

* DCD will consider the need for the provision of relevant training in the development of protocols between SAAP services and other agencies in the annual SAAP training plan.

* DCD, in conjunction with DHW, will facilitate a forum in each region to encourage the development of interagency protocols at a local level, and the development of regional processes for consultation and information sharing between DHW regional offices and SAAP services.

EVALUATION

This Protocol will be reviewed within two years of implementation. The review process will involve departmental staff from both DCD and DHW as well as representatives from SAAP and DHW funded services.

Any proposed amendments and/or additions to this Protocol are to be circulated for comment with a reasonable period for feedback prior to agreement.

Further reviews are to take place every three years to ensure the arrangements are relevant to the identified needs of the target group and any other significant influencing factors.
RESOLUTION OF DIFFERENCES

Where there is a disagreement between DHW and DCD and staff have been unable to resolve the matter, the matter will be directed to the respective Managers.

If the matter is unable to be resolved at management level it should be directed to the respective Executive Directors for resolution.

In the event of a SAAP service experiencing a disagreement with DHW, the matter is to be dealt with in accordance with their interagency agreed process.

NOTE!

The DHW Corporate Plan is updated regularly
The current plan is for 2002-2003
For further information contact the
Manager Corporate Development on (08) 9222 4728

The Crisis Accommodation Program (CAP) planning
is conducted by Community Housing.
For further information contact the
Manager Community Housing on (08) 9222 4741

The SAAP planning in Western Australia is conducted by
Strategy and Funding Management.
For further information contact the
Senior Policy Officer SAAP on (08) 9222 2641.
Abbreviations and Terminology

**ACHA** – Commonwealth Department for Health and Aged Care funded Assistance with Care and Housing for the Aged programs. Provide case management outreach service to secure and maintain appropriate housing for people who are on a low income, prematurely aged due to homelessness or transience who are over the age of 50.

**CAP** - Crisis Accommodation Program – funds for capital building works and upgrading existing properties

**CHCWA** – Community Housing Coalition of Western Australia Peak body for community housing providers

**DCD** - The State Government Department for Community Development

**Exit Point Housing** - in respect of SAAP means departing SAAP accommodation and entering other accommodation such as public rental through DHW, community housing, private rental, family home

**HACC** – State Government Department of Health funded Home and Community Care services provide assistance to people in their homes such as Meals on Wheels, domestic supports, home help and personal care services like assistance with showering and dressing

**JOG** - Joint Officers Group - a collection of senior government officers

**DHW** – The State Government Department of Housing and Works

**Mutual client / shared client** - could be either:
- a SAAP client who is engaged with both parties;
- a client accessing a SAAP service and/or a DHW service who requires the services of the other party.

**Protocol** - is an agreement between agencies to enable all parties to gain maximum benefits and outcomes

**SAAP** - Supported Accommodation Assistance Program

**SAC** – The State Advisory Committee reporting to the Minister on SAAP in WA

**SHAP** – Supported Housing Assistance Program funded by DHW to support and assist tenants at risk of eviction to maintain their Homeswest rental housing

**TAS** – Tenants Advice Service – providing no-cost advocacy for people on a low income living in rental accommodation

**WRG** – Women’s Refuge Group Peak organisation

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1. See diagram titled ‘Mandates and Responsibilities’, taken from the *SAAP Protocols Project Planning Process*

REFERENCE POLICY DOCUMENTS

Relevant DHW Documents

Rental Housing Policy

Community Housing Policy

DHW Corporate Plan

CAP Guidelines

SHAP Brochure

Customer Service Charter

Relevant DCD & SAAP Documents

National Case Management Resource Kit for SAAP services

DCD – SAAP Service Agreements generic specifications and outcomes

Western Australian SAAP Service Standards 2002