

NSW Ombudsman’s “More than Shelter progress report” (October, 2020) – Implementation Plan¹

NSW Ombudsman recommendation number	Department of Communities and Justice (DCJ) action	Short, medium, long term project	Dependencies	Estimated delivery date (est. assuming dependencies/enablers are delivered prior)
1	DCJ will provide a final outcomes report by March 2022 detailing the outcomes of recommendations 2 to 7 and any other relevant information.	Long Term		March 2022
2	DCJ will work with Specialist Homelessness Services (SHS) providers and frontline DCJ staff to ensure there is clear policy and practice guidance about the legal framework.	Medium Term	<ul style="list-style-type: none"> • Review of unaccompanied Children and Young People 12-15 Years Accessing Specialist Homelessness Services’ policy (due for completion June 2021) • Confirmed approach for the Homeless Youth Assistance Program (HYAP) reconfiguration in response to the findings of the HYAP evaluation 	December 2021

¹ This implementation plan outlines activities that the Department of Communities and Justice will undertake to implement the recommendations of the More than shelter progress report. The plan should be read in conjunction with the [More than Shelter progress report](#) released in October 2020.

3	<p>DCJ will revise and update the policy on <i>Unaccompanied Homeless Children and Young People aged 12-15</i>.</p> <p>As at January 2021 the policy review is underway and being undertaken in consultation with the SHS sector and youth homelessness Peak, Yfoundations.</p> <p>Other key stakeholders will be engaged throughout the review as required (e.g. the Office of Children's Guardian (OCG), the NSW Ombudsman, NSW Government agencies).</p> <p>The roles and responsibilities of nominated contacts will be incorporated in the revised policy.</p> <p>The requirements for case reviews for children who overstay in youth SHS will be incorporated into the revised policy, as advised/determined by the OCG.</p> <p>It is likely that the revised policy will supersede the District protocols.</p>	Short Term		June 2021
4	<p>DCJ will consult with the OCG on expanding the reporting on the placement of all children in statutory OOHC who present to homelessness services.</p>	Short Term		June 2021
5	<p>DCJ will continue to regularly review OOHC children as part of their case plan review.</p> <p>DCJ will continue to review all children and young people in statutory OOHC who are away from their placement and self-place in SHS. This is carried out according to the Permanency Case Management Policy and Away from Placement / Not in Placement Policy</p>	Ongoing		Ongoing

	DCJ will increase the frequency of regular reviews for children who are not in an authorised placements. These children may be reviewed and discussed by the DCJ District High/Complex Needs Children panels.			
6	<p>Information about ASES is readily available within “The Australian Service Excellence Standards (ASES) Policy Framework” and is published on DCJ’s website.</p> <p>DCJ will work with the intellectual property owners of ASES to incorporate additional youth specific information where relevant.</p>	Short Term	ASES Policy Framework	June 2021
7	<p>DCJ will review its performance measures to monitor outcomes for unaccompanied homeless children based on the findings of the HYAP Final evaluation report.</p> <p>DCJ will have a stronger focus on client outcomes and service quality when developing the contracts during the next recommissioning of the sector.</p> <p>DCJ will undertake work to assess the quality and completeness of data being captured through the new field that was added to Child Story in July 2020.</p> <p>DCJ will document unaccompanied minors receiving services from mainstream SHS, through the broader SHS Outcomes Framework.</p>	Medium Term	<ul style="list-style-type: none"> • HYAP evaluation findings • Review of Child Story data quality 	December 2021