

# Homelessness Accreditation Framework: Addendum 3 – Information for DCJ contract managers and Assessors

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## Accreditation and contract management

### What is the role of DCJ contract management staff?

DCJ contract management staff are not responsible for helping individual providers to achieve accreditation. Providers need to drive the accreditation process, access support as required and engage an assessor and advise their DCJ Contract Manager if they have any issues.

The roles of the DCJ Contract Manager and assessors are separate. Contract Managers need to ensure that the roles of the contract manager and assessor are not confused.

DCJ Contract Managers are not to participate in any accreditation meetings with the assessor and provider where they are engaging in the planning or administration of the accreditation process. It is the responsibility of the provider to undertake the end-to-end achievement of accreditation.

Instead, Contract Managers may be required to provide high level advice to the assessor via the Statement of Service process, see more below.

DCJ Contract Managers may also consider participating in stakeholder interviews if they are invited by their service provider. This will be subject to the Contract Manager's discretion and the District Director's approval.

If there are any questions or concerns about how Contract Managers can engage in the accreditation process, please email the SHS Program Mailbox ([SHSprogram@homes.nsw.gov.au](mailto:SHSprogram@homes.nsw.gov.au)).

### What are the expectations of Contract Managers in the accreditation process?

Contract Managers are briefed on the accreditation process and need to have knowledge of the resources available to services. The following is expected of DCJ contract managers:

- Use normal contract management meetings to obtain updates on how providers are progressing with their accreditation, and ensure they are aware of available supports. Make note of the timeframes for self-assessment and external review to ensure the provider is on track. Note that lead providers are responsible for supporting and ensuring that sub-contracted providers are achieving accreditation.
- Consider how any mergers or acquisitions will impact a providers ability to achieve accreditation.

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- Review accreditation documents to verify that all DCJ homelessness services have been included in the assessment, if needed.
- Provide a formal Statement of Service for accreditation which confirms the homelessness programs and funding and outlines any formal performance issues that are being addressed<sup>1</sup>.
- Understand the performance of funded homelessness providers in the district. Contract Managers should notify district management and central office program areas of any potential market risks. If a Contract Manager is notified that a provider has not achieved accreditation, appropriate action/s need to be identified in consultation with district management and program owners.

### What is the Statement of Service for accreditation?

The high-level advice referred to above will be provided as a *Statement of Service for accreditation*. The *Statement of Service for accreditation* is a key mechanism for ensuring that homelessness services have been scoped for assessment. The *Statement of Service for accreditation* has been adapted from the standard [Statement of Service](#) template which Contract Managers and Providers are familiar with and outlines:

- the contract term and the amount funded (either as a total or annual figures)
- the services or activities agreed in the contract
- the requirements for performance and reporting
- whether the service provider has complied with the terms and conditions of the contract (stated as 'Yes' or 'No', only)
- whether there have been known performance issues (stated as 'Yes' or 'No', only).

A request for a Statement of Service will be generated when DCJ receives notification from the assessor that an assessment has been booked (see more below regarding assessor booking notifications).

The request will be coordinated internally between DCJ and District teams. DCJ will forward the *Statement of Service for accreditation* to the relevant assessor<sup>2</sup>.

The Department has a minimum 14 business day turnaround to generate a Statement of Service. The ideal is that the assessor has a Statement of Service at least 8 weeks prior to the assessment booking date.

It is important to note that a copy of the Statement of Service can be shared with the service provider. More information is available on the [Statement of Service Intranet page](#).

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<sup>1</sup> Issues that are significant and/or have resulted in a Performance Improvement Plan

<sup>2</sup> The Statement of service process currently only applies to the ASES, QIC and Te Wana standards and accreditation programs.

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## Assessor notifications

### What information do Assessors need to provide about bookings with DCJ homelessness providers?

The Assessor is requested to inform DCJ when an assessment has been confirmed and booked with a funded Homelessness Provider. The notification<sup>3</sup> will need to outline:

- the Homelessness Provider's details,
- the booking date and
- the scope of assessment see *Framework Section: Scope of accreditation*.

Once this notification has been received, DCJ will generate a Statement of Service (see above) which will confirm that the scope of assessment includes all the services that are required to be accredited. DCJ has a minimum 14 business day turnaround to generate a Statement of Service. The ideal is that the assessor has a Statement of Service at least 8 weeks prior to the assessment booking date.

### What do assessors need to do about serious/notifiable issues identified in assessments?

If a serious/notifiable issue is found during the accreditation process, the assessor will need to contact the Department via [SHSprogram@homes.nsw.gov.au](mailto:SHSprogram@homes.nsw.gov.au) and the standard owner.

Serious/notifiable refers to assessment evidence or allegations of serious health, safety or abuse risk, financial impropriety or professional misconduct. Assessors are required to:

- record the details of the disclosure, allegation or witnessed event;
- immediately notify the Service Provider's Board of Management; and
- notify the Standard Owner and Department immediately.

Assessors will need to discontinue the assessment and await confirmation from the Department and the standard owner that the assessment can resume or of any other outcomes.

Where a third party (such as Police or other industry commissioners) have found misconduct in a provider, the providers accreditation will convert to provisional accreditation pending investigation. This issue will render further investigation and formal communications will be issued from the standard owner and DCJ regarding the next steps and suggested timelines for any actions to be addressed.

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<sup>3</sup> Under the ASES program this information is covered in the Notification of Assessment, in the QIC program this information is covered in the Scoping document, in the AAA-NZ this information is covered in the Enrolment form.