

## Opportunity Pathways – Social Impact Investment (OP-SII)

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## 1. Purpose

Apply this policy if:

- You work for a Social Housing Provider participating in the OP-SII program, and
  - You would like to refer a client to the OP-SII program
  - A client you manage has been referred to the OP-SII program or
  - A client you manage is participating in the OP-SII program.
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## 2. Background and policy links

The OP-SII is a trial social impact investment approach based on Opportunity Pathways (a three year initiative under *Future Directions for Social Housing*). The program provides people receiving social housing assistance with support to increase their economic participation and facilitate positive exits from social housing to housing independence, where appropriate. Participation in the program is voluntary.

The following documents are linked to this policy:

- [Eligibility for Social Housing Policy](#)
  - [During a Tenancy Policy](#)
  - [Rent Choice Policy](#)
  - [Opportunity Pathways – Social Impact Investment: Information for clients](#)
  - [Opportunity Pathways – Social Impact Investment: Program Specification](#)
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## 3. Scope and application

### 3.1. Eligibility

The OP-SII is designed for eligible clients who, with the appropriate support, aspire and have the capacity to gain, increase and retain employment. Participants may include clients who:

- are not working
- are seeking a job
- want to work more hours or
- want improve their employment situation.

**To be eligible for the OP-SII, participants must:**

- be 17 years and over and meet the school leaving requirements
- be unemployed, OR currently working 20 hours or less a week
- be living in public, community or Aboriginal housing, OR receiving a DCJ Rent Choice subsidy (including household members) OR an approved social housing applicant on the NSW Housing Register (including household members)

- consent to engage in the program and, and be able to commit to a Training, Employment and Housing Plan<sup>1</sup>
- consent to provide identifying details about their household and employment to enable eligibility and outcome verification.

### 3.2. *OP-SII Providers*

See the list of [OP-SII Providers](#) by DCJ district.

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## 4. Legislation

Social Housing Providers and OP-SII Providers must always act in a lawful way, including when making decisions on client entitlements and will act within the following frameworks:

- The rules of procedural fairness in accordance with administrative law
- The [Housing Act 2001](#)
- The [Residential Tenancies Act 2010](#)
- The [Privacy and Personal Information Protection Act 1998](#)
- The [Health Records and Information Privacy Act 2002](#)

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## 5. Policy statement

### 5.1. *Recruitment*

The OP-SII Provider is responsible for ensuring a sufficient number of clients are recruited to the program. They will work in partnership with Social Housing Providers and other client support providers to encourage client referrals.

### 5.2. *Referral*

Referrals can be made to an OP-SII Provider who will then assess if a client is eligible and suitable to participate in the program. The local DCJ District Contract Manager will verify the clients' eligibility.

A client can be referred to the program by:

- A client phoning the OP-SII Provider directly, or
- Any Social Housing Provider or any other support provider approaching a client that may be suitable and determining their interest in the OP-SII program.

Clients will be required to provide written consent for the OP-SII Provider to exchange information with the Social Housing Provider (and other relevant support providers) in order for the referral to be assessed.

### 5.3. *Assessment*

The OP-SII Provider will phone a client to complete a referral form and advise the client of the assessment timeframe. The Provider will check eligibility with relevant social housing staff, and will follow up with the client for further information as required.

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<sup>1</sup> Participants are considered as recruited only after this stage

## 5.4. Review

If a client believes that they were deemed ineligible or unsuitable for the OP-SII program due to an error or missing information, they should refer to the OP-SII Provider to review the decision. The OP-SII Provider can also refer decisions to the local governance group or Operations Group.

## 5.5. Case Planning

The OP-SII Provider will develop a case plan, a Training, Employment and Housing Plan (TEHP) with the program participant. The TEHP will outline their training, career and housing independence goals and the tasks, resources and support required to achieve them. The TEHP will be reviewed regularly to track the participant's progress against their identified goals. For some program participants, exiting social housing or coming off the NSW Housing Register may not be a suitable goal. Social Housing Providers may be requested to provide support with achieving housing independence goals as part of the TEHP.

Brokerage funds can be used to support the TEHP within the agreed limits.

## 5.6. Case Management

The OP-SII Provider will provide active case management and advocacy to the program participant. The OP-SII Provider will maintain regular contact with the program participant and this will include regular reviews of their TEHP to ensure that they are appropriately supported to meet their training, career and housing independence goals. Progress and outcomes will be reported back to the relevant governance groups as well as any issues, risks or suggestions for improving the program's operation.

Clients will be exited from the program in accordance with their TEHP.

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## 6. Support and advice

The OP-SII is not a housing assistance program and as such clients cannot lodge an appeal under the Social Housing Provider's appeals policy. E.g. if deemed to be unsuitable for the program or not selected to participate. For more information see section 5.4 of this document.

If a client or advocate has a complaint or feedback about an OP-SII Provider, they should first provide their feedback under the OP-SII Provider's complaints policy. If they remain unsatisfied, they can complain to FACS at [feedback@facs.nsw.gov.au](mailto:feedback@facs.nsw.gov.au). For more information see:

- [Client Service Delivery and Appeals Policy \(FACS\)](#)
- [Code of Ethical Conduct \(FACS\)](#)
- [Community Housing Complaints, Issues and Appeals Management Framework](#).

If you are reviewing a printed version of this document, please refer to the Internet to confirm that you are reviewing the most recent version of the policy. Following any subsequent reviews and approval this policy will be uploaded to the internet and/or intranet and all previous versions removed.

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## Communities and Justice

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