

## Implementation Checklist

### Specialist Homelessness Services Access, Eviction and Withdrawal of Services Policy

#### Context

The Specialist Homelessness Services Access, Eviction and Withdrawal of Services Policy (the Policy) is a notified policy developed in response to the NSW Ombudsman inquiry into issues of access across homelessness services in NSW, *Specialist homelessness services: helping people with high or complex needs*<sup>1</sup> released 31 August 2022.

The objective of the Policy is to support SHS providers to have fair, clear and accountable decision-making processes when providing services to clients, or if services are withdrawn; that is strengths-based, and trauma informed.

#### Policy Implementation

Under the Human Services Agreement, Specialist Homelessness Service (SHS) providers are required, when performing their obligations under the Agreement, to comply with applicable notified policies issued by DCJ.

The Policy applies to the currently listed programs in the SHS Program Specifications (refer to section 1.1).

- The Policy is effective from **1 February 2025** with a period of 12 months for implementation.
- All processes will need to be in place to meet compliance with the Policy, by **31 January 2026**.

#### Implementation Checklist and Annual Accountability 2024/2025

We request that SHS providers complete the Implementation Checklist (page 2) as a tool to monitor and support implementation of the Policy.

As part of DCJ's Framework for human service contract management, your contract manager will monitor the implementation of the Policy, as part of contract meetings, and a review of implementation will occur prior to the annual accountability in late 2025.

To assist in our reporting obligations to the NSW Ombudsman, you are requested to demonstrate your adherence to the Policy as part of the 2024/2025 annual accountability process.

Please see the table for the Actions to complete.

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<sup>1</sup> NSW Ombudsman Report: <https://www.ombo.nsw.gov.au/news/homeless-people-with-complex-needs-may-be-falling-through-the-safety-net-of-government-funded-homelessness-refuges>

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Action		Suggested Timeframes	Completed	Date completed
<b>Plan</b>	<b>1. Distribute the Policy</b>	Priority actions  Within 2 months of Policy release date	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Distribute the Policy to Board and Management staff to read and become familiar with the Policy.</li> <li>Distribute the Policy to relevant SHS staff and ensure the Policy is read and understood.</li> </ul>		<input type="checkbox"/>	
	<b>2. Attend a DCJ presentation on the Policy</b>		<input type="checkbox"/>	
	<b>3. Develop local implementation actions</b>		<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Board and Management staff develop localised implementation actions for their service.</li> <li>Consider any tools that your service requires in order to support local implementation of the Policy</li> </ul>		<input type="checkbox"/>	
<b>Act</b>	<b>4. Accessibility checklist</b>	Within 5 months of Policy release date	<input type="checkbox"/>	
	<ul style="list-style-type: none"> <li>Complete the Accessibility Checklist for each SHS crisis accommodation property.</li> <li>Enter the checklist information into the Vacancy Management System via CIMS.</li> </ul>		<input type="checkbox"/>	
<b>Review</b>	<b>6. Review progress</b>	To start 6 months from Policy release date	<input type="checkbox"/>	
	<b>7. Interim review</b>	At 6 months from Policy release date	<input type="checkbox"/>	
<b>Sign off</b>	Date checklist completed:	[TBC]		
	Management staff:	[Name, Position, Email]		
	DCJ contract manager:	[Name, Position, Email]		