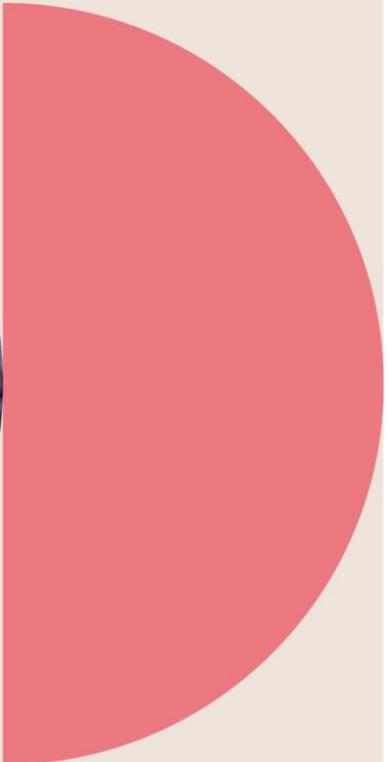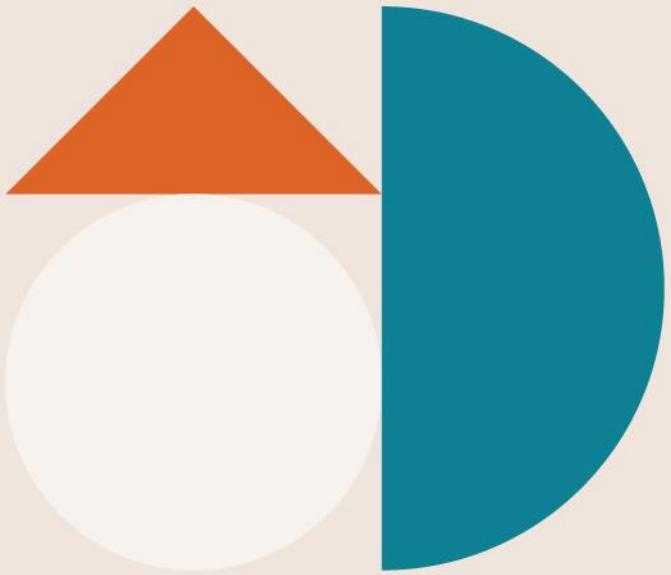# Housing Establishment Fund Guidelines 2025

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Housing Establishment Fund Guidelines 2025

The Housing Establishment Funds Program Guidelines will be routinely reviewed every five years. Should there be significant changes to the Victorian Homelessness System before the scheduled review, the Guidelines will be updated to reflect these changes.

Version and Review History

Version	Approved by	Date	Next Revision Due
Version 1.0	Executive Director, Homelessness and Housing Support	November 2025	November 2029

Except where otherwise indicated, the images in this document show models and illustrative settings only, and do not necessarily depict actual services, facilities or recipients of services. This document may contain images of deceased Aboriginal and Torres Strait Islander peoples.

In this document, 'Aboriginal' refers to both Aboriginal and Torres Strait Islander people. 'Indigenous' or 'Koori/Koorie' is retained when part of the title of a report, program or quotation.

Available at Funded Agency Channel and the Homelessness operational program guidelines webpage

Housing Establishment Fund Program Guidelines

The Department of Families, Fairness and Housing acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land and acknowledges and pays respect to their Elders, past and present.

The department is committed to safe and inclusive workplaces, policies and services for people of LGBTIQA+ communities and their families.

Housing Establishment Fund Program Guidelines

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Housing Establishment Fund Program Guidelines

1. Program Overview

Homes Victoria, as a part of the Department of Families, Fairness and Housing (department) funds some Specialist Homelessness Services (SHS) to deliver the Housing Establishment Fund program (HEF).

The HEF program is a Victorian Government financial assistance product that aims to address and prevent homelessness HEF is a critical component of the homelessness service system.

The HEF program allows SHS to purchase emergency short term accommodation, maintain current housing, secure long-term housing and purchase tangible necessities to establish housing for individuals and families at risk or experiencing homelessness.

People experiencing or at risk of homelessness can contact a homelessness entry point, including Aboriginal homelessness entry points to enquire if they are eligible for a HEF assessment. A list of homelessness entry points can be found on the Housing Vic website.

> Victorian homelessness entry point list
>
> https://services.dffh.vic.gov.au/getting-help

2. Program components

Homes Victoria is committed to supporting SHS to achieve high standards of practice and service in the delivery of homelessness services. SHS are expected to uphold key service delivery principles that ensure people experiencing or at risk of homelessness receive high-quality and effective support.

The HEF program is underpinned by service delivery principles.

2.1. The role of the HEF program

HEF is a resource which enables initial assessment and planning and assertive outreach workers to assist people who are experiencing or at risk of homelessness. The assessment is in part used to identify clients who may require financial assistance and are already in or are wishing to enter private rental housing. It also identifies and supports those who are experiencing a housing crisis and require overnight or short-term accommodation.

Workers are responsible to undertake an initial assessment of presenting peoples' housing and support needs and to coordinate referrals to relevant services within their catchments are made available.

People in housing crisis need to receive appropriate services. SHS can contribute to successful outcomes using HEF to support clients in securing or maintaining accommodation by facilitating timely and appropriate referrals.

2.1.1. Providing support

SHS are required to complete an initial assessment with the person seeking HEF. The assessment provides the information required to distribute HEF and it is also a tool to explore any support the person may require.

In recognition that some people experiencing an immediate housing crisis are likely to have other significant support needs, all people assisted into short term private accommodation must be offered appropriate referrals and follow up support. This may involve:

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- maintaining contact with the services that provided HEF assistance
- referral to appropriate support providers, or developing support plans for the duration of their accommodation
- developing long-term housing plans, including information about other accommodation options available.

SHS should actively encourage people to continue to engage with housing and support services as a means of addressing any ongoing homelessness and related support needs. Ultimately it is the clients' decision to accept further support.

If further support is required, SHS are to ensure the referrals they make on behalf of the person, are made in a pro-active manner, it is not acceptable to only provide the person with contact details of services which may be able to assist.

2.2.   HEF products

HEF may be used for a range of goods or services. SHS will prioritise the allocation of HEF funds based on people's needs, risks and vulnerabilities.

It is important for each SHS to discuss all financial assistance options available to people who are seeking HEF. For example, HEF should not be provided to secure private rental if the person seeking assistance is eligible for the Private Rental Assistance Program or other private rental brokerage. The following are examples of goods and services which HEF can purchase:

- appropriate and safe emergency accommodation (accompanied by a meal and transport to the accommodation where no acceptable alternative option is available)
- private rental in advance (if not eligible for Private Rental Assistance Program)
- private rental arrears (if not eligible for Private Rental Assistance Program)
- up to two weeks rent in advance for individuals or families exiting crisis or transitional housing and moving to long term community managed housing.
- pre-purchase of accommodation to ensure availability and to manage costs associated with local and seasonal events
- storage costs
- removal expenses
- essential household items where required if there is no alternative resourcing option available. Provision of items such as refrigerators, beds and essential health related items may also be provided to individuals and families exiting residential homelessness services into long term public rental housing
- lock changes to allow people to feel safe remaining in their property.

HEF is not available for:

- material relief (e.g. food, travel, clothes, personal expenses) other than in the circumstances described above
- household expenses (e.g. utility costs, property repairs)
- payment of DFFH debts (e.g. rent in advance, arrears or outstanding bonds) or to be used for other personal debts
- DFFH RentAssist top up payments
- anything illegal.

2.3.   Other forms of financial assistance

SHS should confirm the availability of other funding sources within their localities for the provision of material relief and private rental assistance. Individuals and families should be advised of how to access alternative programs which may assist them to access alternative options including:

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- Aboriginal Private Rental Assistance Program (APRAP) or Private Rental Assistance Program (PRAP) should be considered for people to maintain their current housing or secure long-term housing
- No Interest Loans Scheme program that provides loans to low-income individuals and families to purchase whitegoods and/or furniture
- DFFH Utility relief grant scheme
- Australian Government emergency support crisis payment
- funds for emergency relief and material aid from charitable organisations
- Traveller's Aid which helps towards travel costs.

Not all these programs are necessarily linked and co-ordinated within homelessness services and access may vary across the DFFH local areas.

APRAP guidelines
https://fac.dffh.vic.gov.au/aboriginal-private-rental-assistance-program-aprap-guidelines
PRAP guidelines
https://fac.dffh.vic.gov.au/private-rental-assistance-program-guidelines

2.4.   RentAssist bond loan

HEF can only be used for a bond loan when a client is ineligible for the DFFH RentAssist bond loan scheme (RentAssist). For example, when the individual or family are not permanent residents of Australia or where the RentAssist has been used previously and was not returned in full at the end of the lease.

In most cases, it is expected that HEF will be provided to people seeking financial assistance except for a bond loan. The issuing of bond loans will be in keeping with legislated requirements. The provision of HEF for a bond must be lodged with the Residential Tenancies Bond Authority. Returned bond funds will be retained by the issuing HEF SHS for re-use in the HEF program.

A bond should only be paid when a client is ineligible for RentAssist, and where the share of the rent is less than 55 per cent of the individual or family's gross (before tax) weekly income.

2.5.   Client safety in purchased accommodation

SHS can use HEF to purchase a range of private accommodation. This includes rooming houses and motels. SHS need to complete due diligence before using private accommodation providers.

Consumer Affairs Victoria and the relevant local government area authorities regulate prescribed accommodation, including those listed below.

SHS must raise concerns about building or facility safety with the local council that issued the occupancy permit.

Under the Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020, prescribed accommodation businesses include:

- hotels and motels
- hostels
- student dormitories
- holiday camps
- private rooming houses
- residential accommodation
- labour hire accommodation.

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Public health risks can arise from shared use of facilities, high turnover of occupants and/or overcrowding. The aim of the regulations is to set standards to minimise such public health risks. Prescribed accommodation providers must meet hygiene, maintenance and other standards and requirements.

Homes Victoria Housing and Homelessness Support Branch email HHS@homes.vic.gov.au
Public health and wellbeing prescribed accommodation amendment regulations https://www.legislation.vic.gov.au/as-made/statutory-rules/public-health-and-wellbeing-prescribed-accommodation-amendment-regulations-0

2.6. Online motel mapping database

The motel mapping database (database) is a centralised system designed to provide a searchable, filterable list of emergency accommodation providers used by community service organisations in Victoria. It ensures safety, availability, and service suitability while allowing users to track warnings, alerts, and comments on motel conditions.

The system is intended for caseworkers, emergency accommodation booking agencies, and administrators who need accurate, up-to-date information to assist people in crisis.

The database provides live information on alerts and concerns about privately owned motels, enabling SHS to make informed crisis housing placement decisions. For example, SHS assisting women and children who are escaping family violence, can make sure they are not using the same motels as people exiting prison or motels where family perpetrators have been placed by police. This real-time intelligence helps prevent potentially unsafe situations and allows each SHS to select motel accommodation that best meets the individual and families' specific safety and support needs.

Prior to allocating HEF to secure a private motel, SHS are required to refer to the database to ensure the accommodation provided is suitable for the individual or family.

To access the database please contact moteldatabase@mcauley.org.au

motel database https://www.motel-mapping.net

2.7. Private accommodation providers

SHS should be familiar with private accommodation providers in and around their catchment areas that meet all standards and current legislative requirements of private accommodation details and requirements, including:

- registration status for rooming houses
- premises/room information
- adequacy of overall amenity, level of amenity in individual rooms available for rent and in common areas
- client groups accepted and suitability
- owner/manager contact details
- room rates and payment requirements
- house rules and exclusions
- public transport access
- shared facilities available

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- management practices relating to house rules / client rights in the context of the *Residential Tenancies Act 1997 (Vic)* (RTA) rooming house or residential tenancies provisions
- management acceptance of external support services.

In addition to this, SHS should note accommodation features, such as:

- premises/room information
- adequacy of overall amenity, level of amenity in individual rooms available for rent and in common areas
- client groups accepted and suitability
- owner/manager contact details
- room rates and payment requirements
- house rules and exclusions
- public transport access
- shared facilities available

2.7.1. Feeback and information sharing on private accommodation providers

SHS may receive feedback from people who they have assisted with purchased accommodation about management practices and any risks to safety and security at the premises. Where this occurs, SHS should ask this person about their experience of staying in private accommodation and any issues they had observed about the premises. If people report that particular premises pose risks to their personal health, safety and security, SHS must assist with alternative options as they become available and report the premises to the local council where appropriate.

If a SHS has a concern about a rooming house or rooming house operator, or wish to report an unregistered rooming house, contact should be made with the relevant local council.

2.7.2. Rooming house register

Consumer Affairs Victoria oversees the public register of rooming houses. This allows the public to check if a rooming house is registered with local council. Section 67 of the *Public Health and Wellbeing Act 2008* provides that it is an offence for the proprietor of prescribed accommodation within the meaning of that Act not to register that accommodation with the council. In these cases, the illegal Rooming House should be reported to the local council and HEF should not be used to purchase the accommodation.

SHS must refer to the public register to ensure a rooming house is registered prior to using HEF to purchase rooming house accommodation.

Consumer Affairs Victoria public register

https://registers.consumer.vic.gov.au/rhrsearch

2.7.2.1. Rooming house closure protocol

To manage the risk of a rooming house closure, a rooming house closure protocol is in place to assist homelessness services and local government to work together to support and protect vulnerable residents affected by closures.

HEF may be used as part of an overall response for people affected by rooming house closures.

Private rooming house closure protocol

https://providers.dffh.vic.gov.au/rooming-houses

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2.7.2.2. Written agreements with local private accommodation providers

Where appropriate, homelessness services will develop written protocols with private accommodation providers to be used when referring clients. It is always in the best interests of clients to provide them with accommodation that is underpinned by written agreements that actively comply with the legislative requirements of the (RTA).

Such agreements/protocols must be consistent with privacy legislation and should include:

- contact protocols including afterhours responses where available
- details of any support provided and periods of support
- confidentiality
- costs and payment periods
- services and facilities available to clients
- dispute resolution processes
- RTA rights and responsibilities of landlords and tenants.

Where a formal protocol is not appropriate, an informal protocol should be established verbally. Notes should be kept at the referring agency for use by all workers involved in referring clients to the premises.

> Residential Tenancies Act
>
> https://www.legislation.vic.gov.au/in-force/acts/residential-tenancies-act-1997/107

2.7.2.3. Monitoring private emergency accommodation providers

The rate of private accommodation closures is reported to be increasing and may have impacts on homelessness services with increased demand for alternative accommodation options. SHS need to maintain regular contact with DFFH local area offices and local government authorities about such closures (or proposed closures) to assist with future planning processes. Where services receive early information about potential closures, it will also assist DFFH divisions, the local area service network and local councils to collaboratively develop alternative responses.

2.8. Payment of HEF

HEF monies are not paid directly to the person seeking HEF. Monies are payable to the entity providing the goods or services, for example, real estate agents, whitegoods companies, locksmiths. Normally, multiple assists may not be necessary, as HEF is a primary tool in ensuring individuals' or families' housing crises are stabilised. The intent of the HEF program is to provide effective one-off assistance resulting in a pathway to long term housing outcomes. However, for high needs individuals and families, multiple assists may be required before sustainable outcomes can be achieved.

It is important to recognise that assisting people who are in housing crisis is not just about providing them with material aid and emergency accommodation. SHS should ensure that individuals and families are linked to appropriate supports to minimise any requirement for further HEF assistance.

However, people who do re-present for HEF assistance in a crisis situation and can demonstrate they are experiencing or at risk of homelessness must not be refused access to any services that may provide them with secure accommodation.

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2.9. Co-contribution to purchase emergency accommodation

SHS which deliver HEF should be cognisant that people seeking financial assistance through HEF are often experiencing extreme financial hardship and may also have outstanding debts. Therefore, there is no requirement for people to enter into a 'voluntary' repayment agreement. Please see below for situations that may use a co-contribution arrangement. It is not intended to discourage those individuals who, of their own choosing, wish to co-contribute or repay all or part of their HEF assistance.

People experiencing homelessness who require emergency accommodation, such as hotels, may need a longer stay in emergency accommodation. A co-contribution can only be requested after a set period. This is to occur after HEF has been used without a co-contribution and when the client is in receipt of their next income support payment, most likely after two weeks. In these situations, a co-contribution of up to 30 per cent of the recipient's income, can be put towards the cost of the emergency accommodation. Co-contributions are to be paid to the accommodation provider not the SHS.

SHS are not to stipulate that co-contribution is a requirement of securing emergency accommodation. However, they can discuss the option with people who wish to extend their stay and have the capacity to contribute up to 30 per cent of their income.

Young people on Youth Allowance should not be asked to enter into any such voluntary repayment or co-contribution agreement.

2.10. Intersection between HEF and other programs, systems or initiatives

To effectively serve people experiencing homelessness, collaboration and coordination with other systems and programs is crucial. This section highlights how HEF interacts with other SHS or community organisations, ensuring comprehensive support while avoiding duplication of efforts. Understanding these interconnected relationships empowers staff to navigate referrals, share resources, and ultimately maximise client outcomes.

Any community organisation can refer people experiencing homelessness to a homelessness entry point for HEF. In some circumstances another organisation may contact the homelessness entry point to arrange for a HEF payment to cover the cost of housing related purchases. This includes where a person or family require emergency accommodation. In these cases, the HEF provider must ensure that the person is eligible for HEF, and an assessment has been completed. It is imperative that due diligence on client safety has also been addressed (outlined in section 2.5).

Examples of how HEF intersects with other programs, systems and initiatives include:

- Assertive outreach workers may organise a HEF payment from a homelessness entry point to purchase emergency accommodation.

- SHS supporting people to secure private rental accommodation can proactively refer people to a homelessness entry point, supporting them to access HEF and support if required.

- The Corrections Housing Pathways Initiative or Aboriginal Corrections Housing Pathway Initiative may refer people who are exiting prison to a homelessness entry point for financial assistance and support post release.

- Where a homelessness entry point does not have available HEF, they can contact another homelessness entry point to request HEF on behalf of people seeking assistance for the HEF program.

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2.11. Stakeholders

The effective delivery of the HEF program requires clear understanding of roles, responsibilities, and relationships between various government and non-government stakeholders. This section outlines key partnerships and integration points that support HEF outcomes. It defines how different parts of the service system work together to support people experiencing or at risk of homelessness.

2.11.1. Primary stakeholders

Stakeholders	Guidance
SHS support providers	People who require further support from a SHS provider should be included on the local prioritisation list for support within the local area.
Real estate agents	SHS should develop and maintain collaborative relationships with real estate agents. This will provide real estate agents with knowledge about the HEF program. It will also equip a real estate agent with the information on how to refer people to a homelessness entry point to avoid a housing breakdown.
Allied services	Pro-active referrals for support from allied services should be made by the assessing worker. It is not acceptable to only provide a person with the contact details of allied services which may be able to assist.
Local government	Local governments offer a range of services to residents. Providing local councils with information on how HEF can assist will better equip council employees to make referrals to a homelessness entry point should they encounter someone who is experiencing or at risk of homelessness.

3.   Eligibility and Access

This section outlines the eligibility criteria and access pathways for HEF. HEF has specific criteria, and understanding this criteria is essential for both SHS and those seeking support through HEF to ensure appropriate referrals and service delivery.

3.1.   Eligibility criteria

The primary basis for eligibility is that those seeking assistance are either homeless or at risk of becoming homeless and do not have the financial means to address their immediate housing crisis.

To ensure that HEF is distributed to those in greatest housing need, it is important that eligibility is assessed equitably.

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- eligibility for HEF assistance is assessed against the DFFH income and asset eligibility criteria for the RentAssist Bond Loan Scheme

- eligibility should be assessed whilst considering the level of risk involved for individuals and families, for example, their capacity to access the required resources to prevent a housing crisis.

It is likely that most people seeking HEF will be in receipt of a full or partial Centrelink income or low wages. However, HEF may be provided on a discretionary basis to assist people who do not meet the income eligibility criteria but are in significant housing difficulty. Refer to section 3.3 for further information.

> RentAssist bond loan eligibility
>
> https://www.housing.vic.gov.au/rentassist-bond-loan-eligibility

3.1.1.   People without an income or proof of income are eligible for HEF

Where possible, the recipient of HEF will provide a Centrelink, Veterans' Affairs income statement or bank statement. A current Healthcare Card is also acceptable.

In instances where a person who is a recipient of HEF has been removed from a household because they are the perpetrators of family violence, proof of income is not required to provide assistance in the short term, for example emergency accommodation.

Some people may be ineligible for Centrelink, or may be suspended from payment, due to a range of circumstances including, but not limited to:

- failing to participate in Centrelink's mutual obligation requirements
- new arrivals to Australia on certain types of temporary or bridging visas
- New Zealand citizens who arrived in Australia after 26 February 2001
- sponsored migrants subject to the Centrelink two-year waiting period for income (10 years for people over the age of 65) whose relationship with their sponsor has broken down
- a young person exiting a Juvenile Justice facility who is still under custodial protection and is ineligible for Centrelink for a period of up to eight weeks
- a person exiting a correctional facility who does not have access to an income for the first two weeks post release
- someone experiencing crisis who has been unable to arrange Centrelink payments due to personal circumstances or a lack of support - such as a person escaping domestic or family violence
- a person who is homeless or at risk of homelessness but, for a range of reasons including mental health, is unwilling or unable to engage with Centrelink in order to claim their entitlement to payments
- a person experiencing a personal and/or housing crisis with subsequent need for emergency housing assistance, which may include a person escaping domestic or family violence.

Those without an income, where possible should sign a statutory declaration to that effect. In cases where a person is eligible for a Centrelink income but have not accessed it or have been suspended for failing to meet job search participation obligations, SHS workers should assist them to access their entitlements.

Centrelink has made significant changes to the range and timing of one-off crisis payments. Access to these payments may form part of an overall package of assistance, including HEF.

3.2.　HEF limits

The average financial assistance for recipients of HEF is based on the SHS HEF funding amount and targets which are provided in the Service Agreement.

SHS are responsible for managing the upper limit amount per transaction for people seeking purchased emergency accommodation. Funding and targets for the HEF program in the SHS Service Agreement will guide this process. SHS should make sure the amount of HEF provided will result in successful outcomes for the people who access the program.

The upper limit amounts of HEF assistance per transaction for establishing private tenancies are based on median rents according to actual size of rented properties. These limits are applied by the DFFH RentAssist bond loan scheme.

The Victorian Statewide After-Hours service receives HEF to accommodate people who contact the service outside of business hours. The average financial assistance in these cases will be significantly less as the service is only required to purchase emergency accommodation for one or two nights.

> Private tenancies limits
>
> https://www.housing.vic.gov.au/how-much-can-i-borrow

3.3.　Discretionary assistance

SHS may use discretion to provide financial assistance above the indicative limits, however SHS should consider this in the context of the organisation's annual HEF funding, making sure the organisation can deliver HEF over the 12-month funding period. When assessing people for assistance, HEF providers should consider the level of assistance needed to resolve the presenting housing crisis.

Discretionary assistance- purposes not specifically listed in these guidelines on the basis that:

- assistance is necessary to secure appropriate rental housing
- circumstances are documented to adequately support and monitor the use of discretion
- use is not within the responsibility of material aid services or flexible brokerage packages available through some programs targeting young people and women and children escaping family violence
- use is not specifically excluded by the guidelines
- provision of HEF will alleviate an immediate housing crisis
- allocation of HEF is appropriate to a client's financial situation and will not cause further financial hardship, for example, for people who do not have an ongoing income and no current capacity to sustain a private rental situation
- additional assistance above the assistance limit to ensure that clients are no longer in immediate housing crisis
- assistance to people who do not meet the eligibility criteria, including:
    - clients without an income, who are eligible for Centrelink payments and meet the asset test
    - family violence victim survivors who are marginally ineligible for Centrelink payments because of wages but meet the asset test
    - family violence victim survivors who meet the income eligibility criteria, but fail the asset test because of a share in the family home
    - persons removed by police from the family home in family violence situations that may otherwise be ineligible due to income and assets.

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3.4.   Re-presenting for HEF

If a person re-presents for HEF, SHS should take into consideration a person's situation and undertake a safety and risk assessment. In some cases, financial assistance may not always be the most appropriate form of assistance, successful outcomes may also be achievable through a referral to other forms of support.

4.   Access, assessment and allocation pathways

SHS should ensure access to HEF is a relatively simple process. People who are experiencing or at risk of homelessness should be assisted at the entry point they present at and not referred to another entry point for emergency accommodation.

4.1.   Access, assessment and referral

People who are experiencing a housing crisis can contact any homelessness entry point across Victoria to enquire if they are eligible for HEF. They may self-refer or receive a referral from another organisation to a homelessness entry point.

Aboriginal people who choose to access a mainstream entry point, should not be automatically referred to an Aboriginal entry point, instead they should be made aware that they have a choice of entry points to apply for HEF assistance. If an Aboriginal person chooses to access an Aboriginal Access Point, good practice would involve a warm referral to that service, including the worker calling the ACCO provider to ensure that HEF is available and the service has capacity to see the person.

 HEF is not bound by geographical areas. People can access HEF at any homelessness entry point across the State (including outreach entry points such as correctional facilities). A list of homelessness entry points can be found on the DFFH website.

Homelessness entry point

https://services.dffh.vic.gov.au/getting-help

The assessment to check if someone is eligible for HEF will be included as part of the SHS initial assessment and planning process. Generally, the assessment will be done in person, there may be times where a SHS or a person seeking HEF will request the assessment be undertaken on the phone. For people sleeping rough the assessment will be completed as part of an assertive outreach episode.

The assessment process should identify any safety concerns, risks and vulnerabilities. These must be considered when assessing the appropriateness of some forms of private accommodation for individuals.

During the assessment, SHS must ensure people are given clear and accurate information about the private accommodation options, so they can make informed decisions on whether to accept an offer. A choice by a person to refuse accommodation referrals based on information provided by SHS worker should not preclude them from further assistance.

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4.1.1.   Allocation Process and Vacancy Management System

To ensure transparency of resources, all SHS must log all DFFH funded resources on the Vacancy Management System (VMS), as this allows each SHS to view the range of funded programs. When a SHS has available HEF, this will be visible on the VMS. Further information on the VMS can be found in the link below.

Vacancy Management System
https://www.dffh.vic.gov.au/publications/homelessness-service-system?auHash=o7VVLSFk29SL2HcJxVePmFmm_cKw5Jz88H9MrrqfGcY

5.   Data collection and reporting

5.1.   Reporting

The Service Agreement SHS have with the DFFH, specifies general reporting, financial and accountability requirements for HEF under the Flexible Funding activity. Allocation of HEF to homelessness services is conditional upon satisfactory compliance with these requirements.

HEF data collection is through the Service delivery tracking (SDT) via the Funded Agency Channel and the Monthly submission of two extracts from Vic Specialist Homelessness Information Platform (SHIP) or equivalent client management system (CSM – as certified by the Australian Institute of Health and Welfare (AIHW) to include SHS client data.)

The two extracts are:

- The **SHS extract**, submitted to both AIHW via Validata and the Department via the Homelessness secure data exchange. The SHS extract should only be submitted to the department once it has been validated by Validata.

- The **HDC extract**, submitted to the department via the Homelessness secure data exchange after the SHS extract has been approved by Validata.

SHS-funded activities within the SHS collection must submit SHS and HDC extracts by the tenth working day of the month after the reporting month. For example, submit April data by the tenth working day in May.

Data collection name	Data system	Data set	Reporting cycle
Service Delivery Tracking (SDT)	My Agency/SAMS	SAMS/Service delivery tracking data set	Monthly
Homelessness Data Collection	SHIP	Specialist homelessness services collection provided to DFFH	Monthly

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5.1.1. Performance and monitoring

As part of the Service Agreement between DFFH and each SHS, the DFFH local area APSS teams meet regularly with SHS to monitor performance, and an annual desktop review is undertaken. Some programs may be centrally contract managed and monitored by DFFH.

SHS are required to deliver services against the outputs outlined in their service plans. There may be instances where the DFFH local area will negotiate new targets with SHS.

Performance measures communicate performance expectations and measure outcomes of activities performed by SHS. These measures are quantifiable service goals for funded activities under the Service Agreement. They provide the basis for assessment of services' performance against agreed targets.

Issues with performance and/or monitoring will be managed by the relevant APSS team using their local area guidance to ensure arrangements are appropriate.

5.2. Financial acquittal

The acquittal process will ensure funds are used in accordance with the outcomes and principles of the program. The allocation of HEF to SHS is conditional upon satisfactory compliance with these requirements.

SHS are required to report HEF expenditure monthly through Service Delivery Tracking requirements as outlined in the Service Agreement along with a detailed financial acquittal to their local area advisers at the end of the financial year.

SHS are expected to fully expend allocated brokerage funding over the relevant funding period and must report any unspent brokerage funds within one month of the end of the financial year.

The treatment of any unspent funds will be negotiated with the department, depending on the amount and reasons.

The department reserves the right to recoup unspent funds. The department may undertake a forensic audit of the expenditure to ensure funds have been acquitted as reported and are in line with the guidelines.