

Table 1: Crisis fully supported accommodation – good practice benchmark

Description	Cost: \$662,015.00
Service Model	24-hour on site support, 24-hour referral/intake, and basic life skills needs
Target Group and profiles	Homeless and at risk young people 15- 24 years
Staffing model	<p>1 full-time Coordinator – CASH A 4, no caseload, focus on organisational management/compliance, administration, finances, resource development, broad policy development, supervision of caseload</p> <p>7 full-time Youth Workers – CASH Award B Level 2 /3 (Level 3 to allow for 2 people per shift, 3 8 hour rotating shifts and 2 plus sleepover, + relief hours).</p> <p>1 full-time Administrator CASH A1/ 2</p>
Broad service outcome	Crisis accommodation and support appropriate to client need through the provision of a case management approach to address immediate housing and support needs.
Objectives	<p>To provide support services to address:</p> <ul style="list-style-type: none"> ▪ Immediate needs of safety, shelter, food, health and hygiene etc.; ▪ Crisis intervention and support; ▪ 24 hour referral/intake; ▪ Case management approach to needs identification and short term goal setting; ▪ Advocacy; ▪ Education, training, income issues; ▪ Information and referral for appropriate transition to more stable accommodation.
Capacity benchmark	<p>7/8 young people on-site in a share accommodation model</p> <p>Over 16 years, broad support needs - staff to client ratio 2:8</p> <p>Include under 16's, JJ, high support needs – staff to client ratio 2:7</p>

Table 2: Medium/long term fully supported accommodation – good practice benchmark

Description	Cost: \$714,515.00
Service Model	24 hour on-site support, assessment process prior to intake and living skills program
Target Group and profiles	Homeless and at-risk young people aged 15-18 years. Young people with limited or no family support who have complex or high support and supervision needs.
Staffing Structure	1.0 full-time coordinator CASH 4, no caseload, focus on organisational management/compliance, administration, finances, resource development, broad policy development, supervision of caseload 7.0 full-time youth workers CASH 2/3, (Level 3 to allow for 2 people per shift, 3 8 hour rotating shifts and 2 plus sleepover, + relief hours). 1.0 full time Administrator CASH 2 1.0 full-time outreach/follow up support worker SACS 4/5
Broad service outcome	Transitional accommodation to support to enable young people to move towards independent living.
Objectives	To provide living skills program and case management, information, referral and advocacy, educational and therapeutic recreational programs, day program for young people who are not engaged in vocational or educational training, follow up support. <ol style="list-style-type: none"> 1. To enable young people to develop sound practical living skills and resources for independent living; 2. Assist young people to identify goals and work towards them; 3. Address the individual/diverse needs of young people; 4. Assist young people to learn skills in conflict resolution and decision making thus encouraging them to make informed decisions about their lives and to take responsibility for same; 5. Assist young people in their personal and social development; 6. Assist young people to re-establish family links wherever possible and to foster a sense of community belonging.
Capacity	7/8 young people on-site in a share accommodation model and an average of 15 external follow up support clients Ratio of 2 staff to 7/8 young people at all times (worker health and safety)

Table 3: Externally supported accommodation and support – good practice benchmark

Description	Cost: \$293,991.00
Service Model	Long term externally supported (units or share), living skills program, referral, advocacy and personal support, follow up support.
Target Group	Homeless and at-risk young people aged 16-25 years.
Staffing Structure	1 full-time coordinator, SACS 6, no caseload, focus on Organisational management/compliance, administration, finances, resource development, broad policy development, supervision of caseload 2 full-time youth workers, SACS 5 0.5 Administrator (19 hours), SACS 3 1 full-time outreach/follow up support worker (inc housing information and support) SACS 4/5
Goals	Transitional accommodation, assistance and support to enable young people to move towards independent living.
Objectives	<ol style="list-style-type: none"> 1. Enable young people to develop sound practical living skills and resources for independent living; 2. Provide information, advocacy and referrals to other services to develop responses to individual client needs; 3. Assist young people to identify goals and work towards them; 4. Assist young people to learn skills in conflict resolution and decision making thus encouraging them to make informed decisions about their lives and to take responsibility for same; 5. Assist young people in their personal and social development; 6. Assistance and follow up in securing and maintaining accommodation when young people exit the program.
Capacity	8 young people in a externally supported model (flats or share) and an average of 15 external follow up support clients Ratio of 2 staff to 8 young people at all times