

Below is a summary of key policies proposed by the Government within 'Improving and Expanding Services', the second of the three strategy areas outlined in 'The Road Home':

- The Australian Government will lead this effort by improving collaboration in areas where it funds or operates mainstream services.
- The Australian Government will work with state and territory governments to develop state and regional homelessness action plans to improve collaboration between mainstream services and homelessness services.
- The Australian Government will work with the states and territories to establish a 'case-mix' pilot trial to better quantify the actual costs of supporting high-needs clients and test whether additional outcome-based performance payments can improve both employment and housing outcomes for people who are homeless.
- The Australian Government will work with the states and territories to review the current distribution of specialist homelessness services against the geographic distribution of people who are homeless, particularly those sleeping rough.
- The Australian Government, with state and territory governments, will consider the development of 'advanced practitioners' within the awards covering employees in specialist homelessness services.
- The Australian Government, as part of its social inclusion agenda, is developing a new and stronger relationship with the not-for-profit sector, based on partnership and respect.
- The Australian Government and state and territory governments will work with homelessness services and people who are homeless to develop national homelessness service standards and a system for accrediting services focused on improving quality.
- The Australian Government will enact new legislation to ensure that people who are homeless receive quality services and adequate support.

Where the Government will start:

- Improve collaboration between mainstream and specialist homelessness services.
- Develop a shared definition of homelessness.
- Build a national service system where there are 'no wrong doors'.
- Improve service integration through improved IT systems.
- Test new funding models for specialist homelessness services that reflect the costs of delivering services to clients with complex needs.
- Encourage the use of local and regional action plans, with particular focus on service connections.
- Address homelessness in rural and remote areas.
- Work towards developing advance practitioner positions in specialist homelessness services.
- Develop agreed national accreditation, service standards and service charters for people

who are homeless.

- Enact new legislation to ensure people who are homeless receive quality services.

Download the [White Paper on Homelessness - 'The Road Home'](#). [Adobe Acrobat PDF - 722.52 KB]

Access the [full report and individual sections](#) via the Department of Families, Housing, Community Services and Indigenous Affairs website.