

# APPENDIX A – PROGRAM LOGIC

INPUTS	ACTIVITIES	OUTPUTS	SHORT AND MEDIUM-TERM OUTCOMES	OUTCOME GOALS	Outcomes of WA's 10-Year Strategy on Homeless
<p><b>IN1.</b> Lodging infrastructure</p> <p><b>IN2.</b> Maintenance and upgrades</p> <p><b>IN3.</b> Lodging budget</p> <p><b>IN4.</b> Staffing</p> <p><b>IN5.</b> Street-to-Home NPA funding</p> <p><b>IN6.</b> Positive Tenancy Framework</p> <p><b>IN7.</b> Community engagement strategy</p>	<p><b>AT1.</b> Provide scattered lodging and share house sites</p> <p><b>AT2.</b> Conduct 'tenancy' risk assessment</p> <p><b>AT3.</b> Provide informal homelessness pathways</p> <p><b>AT4.</b> Deliver the Street to Home program</p> <p><b>AT5.</b> Maintain a sensitive allocation process (The transfer process is transparent and accessible)</p> <p><b>AT6.</b> Maintain a resourced/dedicated lodging and allocations team</p> <p><b>AT7.</b> Update Website-based Lodging Waitlist.</p> <p><b>AT8.</b> Deliver engagement and participation activities aligned with the FHL Community Engagement Strategy</p> <p><b>AT9.</b> Ongoing promotion and communication of community activities among residents.</p> <p><b>AT10</b> Provide support services for residents (e.g., financial, health)</p> <p><b>AT11</b> Develop and foster partnerships with nearby providers.</p> <p><b>AT12</b> Manage 'tenancy'</p>	<p><b>OT1.</b> Scattered lodging and share house sites</p> <p><b>OT2</b> Lodging Management Process</p> <p><b>OT3</b> Sensitive allocation process</p> <p><b>OT4.</b> Waitlist</p> <p><b>OT5.</b> Transfer waitlist</p> <p><b>OT6.</b> Engagement and participation activities</p> <p><b>OT7</b> Promotion and communication of community engagement activities (e.g., website, newsletter, social media)</p> <p><b>OT8.</b> Partnerships and collaborations</p> <p><b>OT9.</b> Available support services</p> <p><b>OT10.</b> Diverse Cohorts – First Nations, types of homeless, young people.</p> <p><b>OT11.</b> Street to Home service</p> <p><b>OT12.</b> FHL's Lodging Accommodation and Support Service follow Australian Housing First Principles</p>	<p><b>1.1</b> Residents are involved in decisions that impact them.</p> <p><b>1.2</b> Residents are aware of their housing options, rights and responsibilities.</p> <p><b>1.3</b> Residents are respected, included, and treated with equity and dignity.</p> <p><b>2.1</b> Residents are provided with affordable accommodation with flexible time limits.</p> <p><b>2.2</b> Accommodation meets residents' needs.</p> <p><b>2.3</b> Residents maintain housing.</p> <p><b>3.1</b> FHL makes efforts to ensure safe and secure accommodation for residents.</p> <p><b>3.2</b> Residents feel safe within their accommodation.</p> <p><b>4.1</b> Support services are well-coordinated and easily accessible</p> <p><b>4.2</b> Effective support services are particularly provided to address residents' health needs (physical, and mental health).</p> <p><b>5.1</b> Residents participated in Community Engagement (CE) activities</p> <p><b>5.2</b> Residents feel connected</p> <p><b>5.3</b> Residents gain confidence to engage in employment, education/training.</p> <p><b>6.1</b> FHL's Lodging Accommodation and Support Service is achieving outcomes consistent with Australian Housing First principles.</p> <p><b>6.2</b> Resources are used effectively.</p>	<p><b>1. Empowered</b> FHL has a positive resident-centred culture, based upon values of inclusion, equity, respect, and dignity. Residents are empowered to choose how to live their lives.</p> <p><b>2. Stable</b> FHL is dedicated to providing the residents with affordable and suitable accommodation with flexible time limits, and provide them various support to maintain their accommodation.</p> <p><b>3. Safe</b> FHL maintains properties and work alongside residents to achieve safe and secure accommodation.</p> <p><b>4. Healthy</b> FHL provides support to residents when health and wellbeing may impact their ability to sustain their accommodation.</p> <p><b>5. Connected &amp; Equipped</b> Residents were provided engagement, which equipped them with more confidence to actively participate in work, training, and job opportunities</p> <p><b>6. Cost efficient</b> FHL's Lodging Accommodation and Support Service is consistent with Australian Housing First Model. The cost per resident is no higher than other similar models.</p>	<p>Outcome 3. Preventing homeless (people at risk of homelessness are supported to continue to living in their homes.)</p> <p>Outcome 2. Providing safe, secure and stable homes (Diverse and appropriate housing options are available and accessible; Access to safe and permanent housing is the first priority for people experiencing homelessness.)</p> <p>Outcome 2. Providing safe, secure and stable homes (Individualised support services are available to help people maintain long term housing and achieve their goals.)</p> <p>Outcome 1. Improving Aboriginal wellbeing (Aboriginal communities and organisations design and deliver services primarily affecting aboriginal people).</p> <p>Outcome 4. Strengthening and coordinating our responses and impact (services are coordinated and easy to access).</p> <p>FHL's Lodging Accommodation and Support Service follow Australian Housing First Principles</p>

# APPENDIX B – OUTCOMES FRAMEWORK

OUTCOME GOALS	SHORT AND MEDIUM-TERM OUTCOMES	INDICATOR	DATA SOURCE
<b>1. Empowered</b> Foundation Housing has a positive resident-centred culture, based upon values of inclusion, equity, respect, and dignity. Residents are empowered to choose how to live their lives.	<b>ST1.1.</b> Residents are involved in decisions that impact them.	Residents are provided with opportunities to be involved in Natural Justice Interviews when their accommodation is at risk.	Resident survey - Q13, Q21 Staff survey - Q8.1(7) Staff interview - Q1.3 (4), Q1.4 (8), Q1.5(8), Q1.6(8), Q1.7(9). Client case study
		Residents are involved by StH in the development of case management and Support Coordination Plans.	
		Residents can nominate for representation on the Committee of Residents and Tenants (know about & are able to).	
	<b>ST1.2</b> Residents are aware of their housing options, rights, and responsibilities.	Residents are aware of accommodation options available to them other than lodging.	Resident survey - Q13(2)
		Residents are given a choice of where they live and the type of housing in which they want to live.	Staff survey - Q5.1(1)
		Residents are aware of how to transfer to other accommodation options.	Resident survey - Q13(3)
		Residents are proactively provided with information about accommodation options available to them.	Staff survey - Q7.1(7)/Interviews
		Residents are aware of their rights and responsibilities.	Resident survey-Q13(4) and Q13(5) Staff survey - Q8.1(4) House rules & Licence of Occupancy Inspection schedule

OUTCOME GOALS	SHORT AND MEDIUM-TERM OUTCOMES	INDICATOR	DATA SOURCE
	<b>ST1.3.</b> Residents are respected, included, and treated with equity and dignity.	Residents report feeling included, respected, and being treated with equity and dignity.	Resident survey-Q9 (7) Customer service charter
<b>2. Stable</b> Foundation Housing is dedicated to providing the residents with affordable and suitable accommodation with flexible time limits, and provide them various support to maintain their accommodation.	<b>ST2.1</b> Residents are provided with affordable accommodation with flexible time-limits.	Rent and utilities are affordable to residents.	Lodge setting policy/procedure (residents' satisfaction, what actually is affordable)
		There is no time-limit for how long FHL Lodging residents can remain living in FHL accommodation.	Staff survey - Q4.2 (Occupancy)
		Residents and staff views FHL lodging as long-term accommodation for residents.	Resident survey - Q7 Staff survey - Q3.3 Staff interview - 1.1-Q11, 1.2-Q5, 1.3-Q5, 1.4-Q2, 1.5-Q4, 1.6-Q2, 1.7-Q3
	<b>ST2.2</b> Accommodation meets residents' needs.	FH Lodging rooms are clean and well-maintained at the time of allocation.	Staff survey - Q8.1(8)
		Shared spaces in Lodging houses and shared houses are clean and well-maintained.	Staff survey - Q8.1(9)
		Regular property inspections are in place to make sure accommodation meet the needs of residents.	Resident survey-13(12) Client case study
	<b>ST2.3</b> Residents maintain housing.	Residents are supported address potential challenges that may affect their accommodation (e.g., financial counselling service).	Administrative data Client case study Resident survey - Q7, Q13(13), Q27(17) Staff survey - Q5.3

OUTCOME GOALS	SHORT AND MEDIUM-TERM OUTCOMES	INDICATOR	DATA SOURCE
		Some residents are referred to the Street to Home program for more support to maintain housing.	Resident survey - Q17,19, 21(1)(2)(5) Case Studies/Case Plans Staff survey - Q5.1(Security) Administrative data/ CST Referrals
<b>3. Safe</b> Foundation housing maintains properties and work alongside residents to achieve safe and secure accommodation for residents, FHL staff and the wider community.	<b>ST3.1</b> FHL staff have the capability to ensure a safe living environment for residents.	FHL Lodging is safe and secure accommodation for residents.	Staff survey - Q4.2(7) House rules.
		Residents have been told about how to avoid/reduce risks to themselves and to each other.	Staff interview - Q1.4(9), 1.6(9), 1.7(10) House rules.
		Lodging staff are aware of when, why, and how to refer residents to the Street to Home program.	Staff survey - Q8.1(12,13) (when, how), Q6.1(why)
	<b>ST3.2</b> Residents feel safe within their accommodation.	Residents report that they feel safe where they live.	Resident survey - Q13(11)
		FHL lodging/share houses are safe and secure places for residents to live.	Staff survey - Q4.2(safety), Q4.10(safety)
	<b>4. Healthy</b> Foundation Housing provides support to residents when health and wellbeing may impact their ability to sustain their accommodation.	<b>ST4.1</b> Effective support services are provided on site or in collaboration with nearby providers.	Referrals are made to support residents.
Range and types of support services available to residents.			Staff survey - Q6.2 Resident Survey - Q27
<b>ST4.2</b> Effective support services are particularly provided to address residents' health needs (physical, and mental health).		Residents are aware of health support services.	Resident survey - Q15(1)
		Residents are referred to health services.	Administrative data -SRS Data/ /Resident survey Client case study

OUTCOME GOALS	SHORT AND MEDIUM-TERM OUTCOMES	INDICATOR	DATA SOURCE
		Residents can access the health support services they need.	Resident survey - Q15(4)(3)
<b>5. Connected and Equipped</b> Residents were provided opportunities to engage with other residents, FH staff and their broader community, and this equipped them with more confidence to actively participate in work, training, and job opportunities.	<b>ST5.1</b> Residents connect with each other.	Residents participated in CE activities.	Resident survey - Q35(1)/ CE feedback data CE Report/Staff survey - Q6.4(1)
		Activities are culturally responsive.	Resident survey - Q35(6) Staff survey - Q6.3(2)
	<b>ST5.2</b> Residents connect with broader community.	Residents who connect with the broader community.	Resident survey - Q35(5) Staff survey - Q6.4(1)
	<b>ST5.3</b> Residents connect with FHL staff.	Residents connected with FHL staff.	Resident survey - Q27(4)
	<b>ST5.4</b> Residents gain confidence to engage in employment, education/training.	Living in stable accommodation, residents feel more confident to start looking for employment and/or education/training.	Resident survey - Q23, Q24 Staff survey - Q6.4(1)
<b>6. Housing First Principles</b> FHL's Lodging Accommodation and Support Service follow Australian Housing First Principles.	<b>ST6.1</b> FHL's Lodging Accommodation and Support Service is achieving outcomes consistent with Australian Housing First Principles.	FHL Lodging Accommodation and Support Service is achieving outcomes consistent with the majority of Australian Housing First Principles based on Staff and Stakeholder perspectives.	Staff survey - Q4.2, 4.4, 4.6, 4.8, 4.10,5.1, 5.3, 5.5, Stakeholder survey - to be updated.
	<b>ST6.2</b> Resources are used effectively. Cost per resident is no higher than similar models.	The resources required to operate the program are equivalent or more cost-efficient in relation to similar long-term housing models such as Common Ground.	FHL Budget/Report on Government Services (ROGS)/StH Grant.