



NSW Department of  
Community Services

## **Frequently Asked Questions (FAQs) on the 2008/09 SAAP Service Specification for SAAP Service Providers.**

- Q. I have noticed that the Service Levels table in the 2008/09 SAAP service specification template doesn't include the terms medium or long term accommodation. Why is this?**
- A.** The unit costs contained in the 2008/09 SAAP service specification template Service Levels table are indicative and represent the average amount that SAAP service providers might expend to provide one unit of a particular Service Activity. For supported accommodation services this means the amount that a SAAP service provider might expend to provide accommodation for one client for one day. The Service Levels table doesn't refer to medium or long term accommodation because the daily cost will remain the same whether the client stays for 4 months (medium term) or 12 months (long term).
- The unit costs don't seek to describe the length of time that a client might remain in supported accommodation, but are there to assist DoCS to work out what Service Level it is fair to ask a SAAP agency to provide given the total SAAP funding the agency receives.
- Q. A SAAP agency provides 24 hour on call support to their clients accommodated in "transitional" housing. Would this come under the Supported Transitional or Supported Crisis (24 hour on-call) Service Activity?**
- A.** If the supported accommodation provided by the service to these clients includes private leaseholds that are rented or owned by the SAAP agency, then the service would come under the Supported Transitional Accommodation service activity. Please note that the unit costs for these two Service Activities are the same.
- Q. Which Service Activity would a Young Persons' Refuge that closes in the middle of the day come under?**
- A.** If the service is providing on call support during the shut down period, the service would come under the Supported Crisis Accommodation (24 hour on call) Service Activity.
- Q. A SAAP agency provides 24 hour on call support to clients accommodated in "exit" housing. Would this be viewed as a Supported Crisis (24 hour on-call) Service Activity?**

- A.** The Supported Crisis (24 hour on call) Service Activity is defined by the provision of supported accommodation with 24 hour on call supervision, including intake, for people experiencing a crisis. The unit cost for this Service Activity reflects the expected cost to the SAAP service provider to provide intake and to respond to the needs of people experiencing a crisis.

If the "exit" housing is supported accommodation involving formal partnerships with Community Housing Providers or Housing NSW, then this service would come under the Supported Semi-Independent Accommodation Service Activity. In this scenario the unit cost for the Supported Semi-Independent Living Service Activity reflects the expected cost of support to existing clients.

- Q. I work for a SAAP agency that provides Supported Crisis (24 hrs, on-call). Staff are on the premises from Monday to Friday, and there is a staff person on call at other times. Would the number of days that my service operates be considered to be 5 or 7?**

- A.** The number of days the service operates per week would be 7. The "on-call" part of this Service Activity acknowledges that the staff are only physically on the premises for 5 days per week, but that the remainder of the time the service provides 24 hour "on-call" supervision for people experiencing a crisis. The unit cost for this Service Activity reflects the cost of paying staff to be "on-call" outside of the Monday to Friday work week.

- Q. I work for a SAAP agency that provides Supported Transitional accommodation. The staff work from Monday to Friday. Would the number of days that my service operates be considered to be 5 or 7?**

- A.** The number of days the service operates would be 7. Your agency accommodates clients 24 hours a day, 7 days per week (i.e. they aren't asked to leave over the weekend). The unit cost for the Supported Transitional Service Activity reflects the cost of the provision of accommodation and case management to clients moving towards independent living.