



NSW Department of
Community Services

Frequently Asked Questions on the 2008/09 SAAP Service Specification for SAAP Service Providers.

- Q The operating name of the service. Is the Operating Name the name of the Organisation or the project?**
- A.** The operating name may be the old project name, or the name used by the service provider to identify the service.
- Q. Is there a difference between the Service Specification dates and the Service Agreement dates?**
- A.** There may be. A Service Agreement may have one or many service specifications linked to it. The Service Agreement end date will be the end date of the service specification that extends furthest into the future. The Service Specification end date is the agreed conclusion date of the DoCS financial contribution under a unique service specification.
- Q. Does geographic coverage mean the location of the clients or the location of the service itself? The User Guide also says that this is up to the Community Program Officer (CPO) and Service to determine. Is this going to change to allow for consistency across the state or regions?**
- A.** Generally the geographic coverage would be the geographic area from which an agency will accept referrals. However, the definition of geographic coverage in the User Guide has been left flexible to reflect those agencies that prefer to frame geographic coverage in terms of the locations that case management will be delivered.

The CPO and the service provider should come to an agreement about how the Geographic Coverage will be defined for each unique service specification. If the agency prefers that the geographic coverage for a unique service specification is defined in terms of location of case management provision, this can be noted in the Special Conditions section at 1.14 of the template.

Q. For Case Work Early Intervention and Case Work Post Crisis, are individuals, both adults and accompanying children, counted separately to determine daily service levels?

A. Yes they are.

Q. What is the difference between Supported Transitional Accommodation and Supported Semi-Independent Accommodation?

A. Supported Transitional Accommodation is provided in types of accommodation that the SAAP agency owns, rents or purchases on an ongoing/continuous basis - ie the unit costs reflects the costs that the SAAP agency would incur in the provision and upkeep of these accommodation types.

Supported semi-independent Accommodation is provided in types of accommodation that are not owned or rented by the SAAP agency, and don't incur an ongoing/continuous outlay of funds on the part of the SAAP agency eg the client may pay for the accommodation and are supported by the SAAP agency to maintain independence and the tenancy.

Brokerage has been included as a component of each accommodation type - to reflect the need to sometimes pay for one off services while arrangements are made to secure one accommodation type or the other for the client.

Q. A SAAP service that provides medium term transitional support to women and children manages 24 CAP properties that house their clients. What would be their daily service level and would they be costed under supported semi-independent accommodation?

A. The accommodation component of the Supported Transitional Accommodation Service Activity is defined as *providing supported accommodation, including private leaseholds rented or owned by SAAP services...* and the accommodation component of Supported Semi-Independent Accommodation is defined as *providing supported accommodation, including formal partnerships with Community housing providers/Housing NSW...* The Service Activity referred to would fit under Supported Semi-Independent Accommodation.

The daily service level would depend on how many clients the service is able to accommodate i.e. the daily bed night capacity. Page 23 of the SAAP User Guide contains an example of how to calculate the daily service level.