



NSW Department of
Community Services

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

Q. Is SAAP rent included in the “renewable funding amount per annum” in the 2008/09 SAAP service specification template?

A. No. The SAAP rental allocation is excluded as it is paid to Housing NSW and not to the SAAP funded agency.

Q. I attended the Regional training provided on the 2008/09 SAAP service specification template run by Learning and Development Branch. The Participant’s Guide that I received during the training states that Supported Transitional Accommodation and Supported Semi-Independent Accommodation services are defined by whether or not the SAAP agency has “nomination rights” to the property. This is different to the definition in the service specification template. Which is correct?

A. The definition that Learning and Development have included in the Participants Guide refers to “nomination rights” and this term is used in SAAP/Crisis Accommodation Program (CAP) documents.

The Service Activity definitions and unit costs in the 2008/09 SAAP service specification template don't refer to "nomination" rights - rather they are indicative and represent the average amount that SAAP service providers might expend to provide one unit of a particular Service Activity. For example, it will cost an agency more to provide one unit of a service activity if they are paying market rent for the property.

For the purposes of negotiating a 2008/09 SAAP service specification the definitions that are in the 2008/09 SAAP service specification template should be used. These are:

- *Supported Transitional* - includes the accommodation of clients in private leaseholds and properties that are rented or owned by SAAP services
- *Semi Independent* – includes the accommodation of clients in properties that are provided under formal partnerships with

Community Housing or Housing NSW. The lower unit cost reflects that fact that the accommodation cost is subsidised by the housing provider.

Q. My SAAP agency and another one in my area offer co-case management to SAAP clients. My agency provides accommodation and the other agency provides case management. Should both agencies include the clients in NDCA data collection?

A. Yes. Each agency will record the support and/or accommodation services they provide.

Q. I work for a SAAP Agency and I was trying to work out the “Total Cost by Service Activity” for our Homelessness Prevention and Community Awareness Service Activity. Is the “No. of Days of Operation” the number of days my service operates or the number of days that my service offers Homelessness Prevention and Community Awareness activities?

A. The sorts of activities that fall under Homelessness Prevention and Community Awareness will vary from agency to agency. Some agencies will engage in this type of activity every day, while other agencies will offer these types of activities on a number of separate occasions across the year. Depending on the circumstances, deciding on the “No. of Days of Operation” can be approached in a number of different ways - although the results will generally end up the same.

For Example, a SAAP agency generally participates in 4 homelessness Prevention and Community Awareness activities per year for 10 clients each time. You could either choose to put 4 as the number of days of operation or to spread the total client numbers out over the days of operation of the service.

Scenario 1:

“Daily Service Level” (10) x “No. of Days of Operation” (4) = “Capacity Per Annum” (40). In this case the “Total Cost by Service Activity” is \$1,000.

Scenario 2:

Daily service level (.10958) (40 divided by 365) x days of operation (365) = capacity per annum (40). The total cost of service activity is still \$1,000.