

EAP21/7578 (Your Ref: Z18/0158)

Mr Lewis Rangott
Executive Director,
Corruption Prevention Division
The Independent Commission Against Corruption NSW
By Email: Lrangott@icac.nsw.gov.au

Dear Lewis

RE: Final report on the implementation of FACS plan of action in response to Operation Tarlo

Thank you for your correspondence of 7 May 2021 about the implementation of the Department's action plan in response to recommendations made in Operation Tarlo.

The Department of Communities and Justice's (DCJ) submits the enclosed implementation report in response to your request under Section 111E of the *Independent Commission Against Corruption (ICAC) Act 1988*.

We report that the outstanding action items continue to be on track for completion within the revised timeframes, which have been updated due to the impacts of the COVID-19 pandemic.

DCJ remains committed to implementing the recommendations made by ICAC, and continues to welcome any feedback or suggestions in relation to this report.

If you would like more information, please contact Eleri Morgan-Thomas on (02) 9716 2917 or email Eleri.Morgan-Thomas@facs.nsw.gov.au

Yours sincerely



Pip Welman

A/Executive Director, Partnerships

Date: 5 JULY 2021

Encl.

Department of Communities and Justice's 24 month report on the implementation of its plan of action in response to Operation Tarlo

Department of Communities and Justice
Postal address: Locked Bag 4028, Ashfield NSW 1800
W www.facs.nsw.gov.au
T (02) 9377 6000 | TTY (02) 8270 2167
ABN 36 433 875 185

Department of Communities and Justice’s 24 month report on the implementation of its plan of action in response to Operation Tarlo.

This is a final report
 The plan of action is fully implemented

Recommendation 10 – Outcome-Based KPIs

Recommendation 10: That FACS, in conjunction with relevant NGOs, develops additional outcomes-based KPIs that reflect the critical objectives of the services that it funds. Where possible, measurement of these KPIs should not be based solely on information self-reported by NGOs.

DCJ continues to implement the recommendation as described in the report.

Status	Action Plan item	Progress update
	<p>Client outcome indicators will be introduced into new homelessness services (SHS) contracts commencing July 2020. In early 2019, FACS will commence work to develop an agreed FACS Performance and Outcome Indicator Framework that is aligned across the human services sector. A white paper for discussion with the human services sector will be developed to assist the Framework’s development.</p>	<p>DCJ has developed an Outcomes Framework for Specialist Homelessness Services sector.</p> <p>The SHS Outcomes work experienced delays due to contract extensions and Covid-19. An Outcomes Framework has now been developed for SHS, and will be progressively implemented during the 2021-24 contract term. The Framework defines outputs, outcomes and indicators in the domains of Safety, Housing and Wellbeing. The Framework uses a prescribed client information management system, as well as two client reported tools (the Personal Wellbeing Index and the Client Outcomes Survey) to generate outcomes data. KPIs will be gradually set and then reported against during Years 2 and 3 of the new contract term, once initial data has been gathered to set baselines. The Framework uses a mix of provider and client reported information.</p> <p>Further details can be found on the Department website here: https://www.facs.nsw.gov.au/providers/homelessness-services/outcomes</p>

Recommendation 11 – Qualifications and Registrations

Recommendation 11: That FACS considers, as part of its ongoing review of its contract governance framework, implementing checks and (wherever possible) verifying qualifications, and continued registration (where necessary) of NGO employees.

DCJ continues to implement the recommendation as described in the report.

Status	Action Plan item	Progress update
	<p>DCJ Specialist Homelessness Service Program (SHS) will implement the Australian Service Excellence Standards (ASES) quality framework owned by the South Australian Government Department of Human Services for all existing and new SHS service providers by 30 June 2023.</p>	<p>Due to COVID-19, DCJ has extended the date for SHS services to become ASES accredited from 30 June 2023 to 30 June 2024.</p> <p>The Industry Partnership, which is managed by Homelessness NSW, will be providing additional support to SHS providers throughout the accreditation period. Part of this includes access to a support grant of \$16,000 for organisations with an annual revenue of less than \$5m to remove barriers to achieving their accreditation.</p> <p>Further information can be found on the Department website here: https://www.facs.nsw.gov.au/providers/homelessness-services/ASES-accreditation-for-providers</p>