



Home Stretch WA Commissioning – Sector Information Sessions

Frequently Asked Questions

Home Stretch WA program and model

Eligibility

Who is eligible for Home Stretch WA, and are there any plans to change or review the eligibility criteria, including the age criteria?

Home Stretch WA eligibility criteria is listed on [our website](#). There are no plans to change or review the eligibility criteria, including the age criteria which will remain from 17.5 years until the age of 21.

Are young people who are incarcerated still eligible for Home Stretch WA?

Yes, they are still eligible.

Young people (YP) engagement statistics

What percentage of YP take up Home Stretch WA?

We are seeing approximately 70% of eligible young people wanting to take up Home Stretch WA however actual uptake level is currently constrained by available funding.

Transition Supports – Transition Coach

Are there a maximum amount of contact hours which Transition Coaches can provide to a YP?

No, there is no maximum amount of support a YP can receive from a Transition Coach with all support driven by the YP. A YP will choose the level and type of support they need from their Transition Coach. The Transition Coach will manage caseloads accordingly.

Some eligible YP may require high levels of NDIS support where there is a lack of access to NDIS services, could this result in the Transition Coach providing those services?

Home Stretch WA is not the determinant to address the lack of access to NDIS support, and the model and program are unable to support any potential gaps to NDIS support. The Transition Coach through their coaching relationship with an eligible YP will be responsive to a young persons needs, which may include support for YP with disabilities. It is

important to note that the Transition Coach will have access to other Coaches and other Home Stretch WA support systems through the Community of Practice to navigate any pressures felt as a response to unmet services by the broader support system.

Safety Net – Invest In Me Fund and Housing Arrangements

Is the Invest In Me Fund separate to YP leaving care funds?

Yes, Invest in Me Funds are provided through Home Stretch WA and leaving care funds are provided through Department of Communities district offices. Eligible YP can access both Invest in Me Funding and leaving care funds.

How much is the Housing Allowance?

The specific amount is individually negotiated between the young person and their Home Stretch WA provider and is set at a maximum rate equal to the Staying On Subsidy. There is a rate reduction each year to support the move towards independence and financial capability building.

Do YP get bumped up on the housing priority waitlist through Home Stretch WA?

All eligible YP in care are placed on the priority housing waitlist at the age of 15 years through the leaving care process with Department of Communities district offices.

Program and model additional questions

Does Home Stretch WA sit outside of the child protection system?

Yes. In the Home Stretch WA trial, YP who co-designed the Home Stretch WA model clearly outlined the need for the program to be opt-in and external to the child protection system.

Will another organisation be contracted to deliver the Community of Practice function?

No, there will be no additional funding for another organisation to deliver the Community of Practice. The Community of Practice has evolved to be a self-sustaining and sector-wide Community of Practice, with the support of the Department of Communities.

Currently a Central Referral System is in place to manage Perth metropolitan referrals to metropolitan providers, will this continue?

The Central Referral System was introduced to manage waitlists in the Perth metropolitan region. The decision to continue this system will depend on waitlists and in consultation successful service providers.

How is the operational team employed and how might service providers overcome recruitment challenges?

The Department of Communities will provide funding to the successful service providers to employ operational team members. Organisations should address recruitment challenges

or gaps and their proposed solutions in their Expression of Interests, if they choose to apply.

In regions where there is a choice of providers can a non- Aboriginal Community Controlled Organisations (ACCO)/Community Service Organisation (CSO) service Aboriginal YP as well?

Yes, ultimately the YP chooses to receive support from whichever provider they want. For example, an Aboriginal YP may choose to receive support from a non-ACCO or CSO if their non-Aboriginal siblings are receiving support from that same organisation. Similarly, non-Aboriginal YP can choose to receive support from ACCOs.

Do the estimated numbers of YP provided in the presentation slides account for the movement of YP across regions or the metropolitan area?

The estimated numbers provided are a point-in-time snapshot and do not forecast the movement of YP across regions or Perth as these movements are hard to predict. However, the model is designed to be flexible and support transition of YP across the state. The Department of Communities will work with service providers if there are significant changes or movements in YP.

Hub and Spoke Model and the proposed Place-Based Model

Does the Department of Communities fund the Spoke provider directly?

It is proposed that the Hub provider is contracted by the Department of Communities, and the Hub provider will sub-contract to the Spoke provider. The funds to operationalise the Spoke provider, including employing the Spoke Transition Coach, will be provided to the Hub provider.

Is there potential for the model to be flexible for regional needs (e.g. regional adaptations to the model)?

Yes, to some extent. In the proposed procurement process following the Stage One Expression of Interest stage, respondents will be shortlisted and will then participate in the proposed Request for Tender (RFT) assistance stage. This stage will involve the Department of Communities working with shortlisted respondents to clarify the basis and details of the proposed contractual framework prior to submitting a RFT, including any regional adaptations to the model. However, to be clear, the three key elements of the Home Stretch WA model, Transition Supports, Safety Net and Support Circles are fixed in the model to ensure that all eligible YP no matter where they reside in Western Australia receive the same supports.

If there are more eligible YP in a certain location will this then increase the number of service providers or Hubs?

No, the number of services providers or Hubs will remain the same. To meet any substantial increases in demand, additional support and Transition Coaches may be

provided either to the Hub or the Spoke, depending on where the increase in eligible YP comes from.

In the Perth metropolitan area there are four Hubs proposed, will these be different service providers?

It is proposed that the four Hubs will be different separate service providers to cater to the differing needs of YP across metropolitan Perth.

How do the proposed four Perth metropolitan Hubs work across the nine child protection districts?

The RFT assistance process will allow the Department of Communities to work with shortlisted respondents in the metropolitan area to determine how this will work.

Funding

Will a region's unique needs be taken into account for additional funding?

Yes, regional needs will be factored into the commissioning process.

In some locations the availability of housing is an issue in retaining staff to service the program. Will the Department of Communities be able to offer Government Regional Officer Housing or subsidised housing etc. to address this issue?

Whilst Department of Communities is aware of challenges associated with housing staff in regional areas and aware of the lack of housing options available to many YP, it is important to note that Home Stretch WA is not the determinant to address lack of housing or the housing crisis. The model and program do not support staff housing provisions which include access to Government Regional Officer Housing or subsidised housing. The opportunity for creative solutions to this issue can be discussed between shortlisted respondents and the Department of Communities during the RFT assistance stage.

How do we know how much funding is allocated for each Home Stretch service in each region?

A fixed price will be stated in each of the Expression of Interests when released.

Commissioning

Current agreements

Will there be a transition plan or process?

Yes, where there is a change in service provider, there will be a 3-month transition period which with financial allowances made to service providers where required. There will be no gap in service and support to YP.

Expressions of interest (EOI)

How are ACCOs confirmed if they are not listed on the Office of the Registrar of Indigenous Corporations?

ACCO status can be confirmed through the organisation's constitution.

How will we know which EOIs are restricted and which will be open?

This information will be provided in the EOI when it is released.

Is there a preference for a NGO to partner with an ACCO?

It is proposed that there be a different EOI processes for each regional area, it is proposed that some EOI processes will be restricted to ACCOs and some EOI processes will be open to all organisations. In the EOI processes which are open there are no preferences for partnerships. All applications must address how they best meet the region's need and how their support is local and place-based.

How long will the EOI be open for?

It is proposed that the EOI will be open for six weeks. If the EOI is open across the Christmas and New Year period, then this time will be extended to account for leave and business closures.

Service agreements

How long are the proposed service agreements?

The proposed service agreement term will be five years.