



INFORMATION FOR SAAP SERVICE PROVIDERS: 2008/2009 Service Specification Template Communiqué Seven: December 2008

The 2008/2009 SAAP Service Specification Template has now been completed and made available to DoCS Partnerships and Planning Teams to use when negotiating SAAP service specifications with individual service providers during 2008/09.

The new Template is based on the format that will be used for all new DoCS service specifications and incorporates changes recommended by key stakeholders such as the three SAAP Peak organisations in NSW, Homeless NSW, the NSW Women's Refuge Movement Working Party, the Youth Accommodation Association, as well as Regional and Head Office DoCS staff.

The new template reflects the desire to more adequately capture the diverse range of SAAP clients and SAAP Service Activities. Importantly, the new Template includes:

- A Service Activity description and Unit Cost for "Homelessness Prevention and Community Awareness", which recognises the work SAAP services do to prevent people becoming homeless;
- Separate Service Activity descriptions and Unit Costs for Supported Accommodation Services providing 24 hour on-site support and on-call support;
- Unit Costs that recognise the different costs associated with providing services for young people, single adults and families;
- Outcome statements for services working with clients affected by domestic or family violence and accompanying children; and
- Performance targets consistent with previous SAAP service specifications.

DoCS Partnerships and Planning staff will be in contact with SAAP funded services in the near future to ensure that all SAAP funded services have a service specification negotiated and in place prior to 30 June 2009.

The DoCS NGO Training Program has developed a training session for SAAP funded services specifically focusing on the new Service Specification Template. This training will be rolled out across the state from late January to early April 2009. Information about the training will be placed on the DoCS Website

www.community.nsw.gov.au/ngotrainingprogram in the near future, as part of the NGO Short Course Calendar, January to June 2009.

SAAP service specification template is an organic document that will continue to grow and evolve in response to changes in the sector and feedback from funded agencies, SAAP Peak organisations and the DoCS' Partnerships and Planning Teams.

Around April 2009, DoCS will review the impact of the 2008/09 SAAP Service Specification, including the Unit Costs. The three SAAP Peaks will be invited to participate in this review.

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