



Ref: HAF/18/00588  
18EHAF/307

Ms Nat Cook  
Member for Hurtle Vale  
967 South Road  
MELROSE PARK SA 5039

**Housing SA**

GPO Box 1669  
Adelaide SA 5001  
DX 550

Tel: 131 299  
ABN: 17 545 435 789

[www.housing.sa.gov.au](http://www.housing.sa.gov.au)  
[HousingFreedomofInformation@sa.gov.au](mailto:HousingFreedomofInformation@sa.gov.au)

Dear Ms Cook

I refer to your application made under the *Freedom of Information Act 1991* (the FOI Act), in which you requested access to:

*Copies of any and all documents (including but not limited to physical and electronic material) regarding DHS or Ministerial paper 18MHAF/010.*

Unfortunately, your application was not determined within the 30-day timeframe set out in the Act, resulting in a deemed refusal. However, Section 19(2a) of the FOI Act allows an agency to continue processing an application and make a determination to give access to documents after this time.

The South Australian Housing Authority has undertaken a comprehensive search of records and identified four documents as meeting the scope of your application. A schedule of the documents is outlined below.

I have determined your application as follows:

Document	Description	Pages	To release
Document 1	Draft briefing paper 18MHAF/010	4 pages	Release in full
Document 2	Email trail relating to briefing 18MHAF/010	3 pages	Release in part
Document 3	Briefing paper 18MHAF/010 (signed by the CE)	3 pages	Release in full
Document 4	Briefing paper 18MHAF/010 (signed by the Minister)	3 pages	Release in full

I have determined to release Documents 1, 3 and 4 to you in full. I have determined to release Document 2 to you in part pursuant to Section 20(4) of the FOI Act.

Document 2 contains the personal affairs of third parties, such as their names or personal phone numbers. Housing SA has a responsibility to preserve their privacy and I have determined that it would be unreasonable to disclose those details to you, as they would have an expectation their personal affairs would not be released to others. As such all relevant information has been redacted under Clause 6(1) of Schedule 1 of the Act.

Information relating to the abovementioned Section of the FOI Act, as well as exemption Clause 6(1) is outlined below for your information:

**Section 19 – Determination of applications**

(2a) *However, nothing prevents an agency from making a determination to give access to a document on an application after the period within which it was required to deal with the application (and any such determination is to be taken to have been made under this Act).*

**Section 20 – Refusal of access**

(4) *If –*

- a) *it is practical to give access to a copy of a document from which the exempt matter has been deleted; and*
- b) *it appears to the relevant agency (either from the terms of the application or after consultation with the applicant) that the applicant would wish to be given access to such a copy,*

*the agency must not refuse access to the document to that limited extent.*

**Clause 6. Documents affecting personal affairs**

(1) *A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).*

If you disagree with my determination, you may seek an internal review of my decision by writing to the Principal Officer, South Australian Housing Authority. This must be done within 30 days of the date of this letter. I have enclosed a copy of *Your Rights to Review and Appeal*, which explains your review options.

Please note, in accordance with the requirements of Premier and Cabinet circular PC045, details of your FOI application and the documents to which you are given access, may be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any questions in relation to this matter, please contact me on telephone 8207 0239 or by email at [housingfreedomofinformation@sa.gov.au](mailto:housingfreedomofinformation@sa.gov.au). If you disagree with publication, you will need to advise me within two weeks of the date of this determination.

The SA Housing Authority's reference number is shown above and you should quote this number in any further correspondence concerning your application.

Yours sincerely



Fiona Sage  
**Accredited FOI Officer**  
**SA Housing Authority**

12/12/2018

Reference Number: 18MHAF/010



**Government of  
South Australia**

**TO MINISTER FOR HUMAN SERVICES**

**RE: STREET CONNECT PUBLIC RELEASE AND LAUNCH**

**Decision/action required by: 27/07/2018**

**Reason: Allow preparations for launch**

Recommendation	Response
1. That you approve the public release of Street Connect	Approved / Not Approved / Noted
2. That you approve the launch of Street Connect at the Don Dunstan Foundation Homelessness Conference on 8 August	Approved / Not Approved / Noted
3. That you advise whether you would like to formally launch Street Connect in your opening speech at the conference.	Yes, include Street Connect launch in opening speech. No, another Adelaide Zero Project representative to launch Street Connect.

<b>Comments:</b> ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	----- <b>Hon Michelle Lensink MLC</b> / / 2018
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**KEY POINTS**

- In 2017, Housing SA in partnership with Department of Premier and Cabinet developed a new web application, 'Street Connect' to enable members of the public to refer people sleeping rough in the inner city to the outreach service 'Street to Home' for a service response.
- Street Connect was released privately in late 2017 for a controlled trial and independent evaluation.
- The evaluation recommended its continued use and expansion
- Approval is being sought for release of Street Connect as a publically available tool that will support the work of the Adelaide Zero Project.
- Approval is also being sought for an official launch of the tool to take place at the upcoming 2018 Don Dunstan Foundation Homelessness Conference on 8 August, as well as advice on your preferred involvement.

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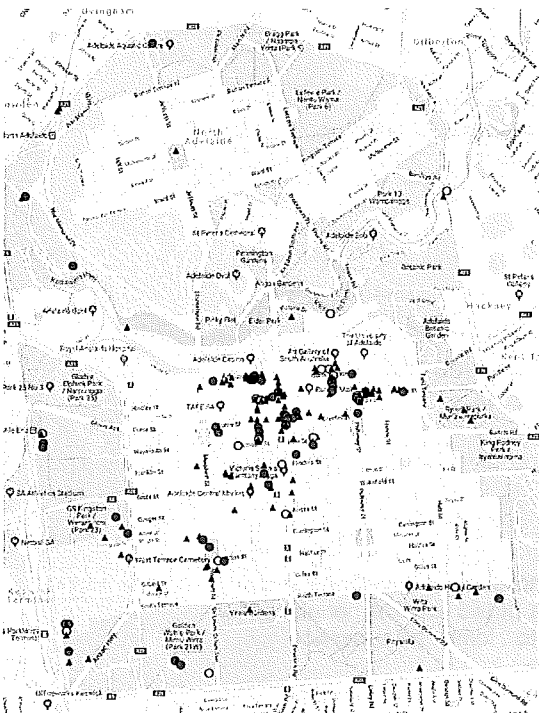
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## DISCUSSION

In 2017, Housing SA in partnership with Department of Premier and Cabinet, undertook a User-Centred Design project to investigate how technology could be used to help homelessness services respond more effectively to people who are sleeping rough in Adelaide's inner city (the CBD, North Adelaide, and surrounding parklands). To understand the needs of stakeholders and the community, over 90 people were interviewed, including 44 who worked in the homelessness sector, 23 who were currently sleeping rough or who had done so in the past, 13 city traders, and 4 city residents.

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Street Connect was the outcome of that project. It is an online referral tool that supports the work of Street to Home, a specialist homelessness service, which conducts assertive street outreach to people sleeping rough in the inner city area. Street Connect allows users to drop a pin on a map to inform Street to Home the location of someone they have seen sleeping rough. By utilising community knowledge about where people are currently sleeping rough, Street Connect helps Street to Home to plan their outreach shifts to connect with more people needing assistance, identify 'hot spots', and to locate people they may otherwise not have found. The tool may also prove useful in stakeholder management, as it will enable city businesses to take action by informing Street to Home of people sleeping rough.



Street Connect referrals to date  
19 November 2017 to 9 July 2018

- Assisted: Person/people unknown (22)
- Assisted: Person/people already known to Street to Home (64)
- ▲ Other outcomes (158)  
*Includes: person was not at location, person was not sleeping rough, referral auto-closed after 48 hours, or duplicate referral.*

Street Connect has been live in a limited release capacity since November 2017 for the purpose of a trial with a user group of roughly 50 referrers. An independent evaluation was commissioned to review the satisfaction with Street Connect for referrers and its value in helping Street to Home connect with people sleeping rough. The evaluation validated Street Connect as an effective tool for referring people who are sleeping rough, and recommended a broader roll-out to enable members of the public to make referrals. A number of technical enhancements to the tool were also recommended and will be considered for version 2.0.

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It is recommended, Street Connect be released from 'trial phase' to a publically available web application. In doing so, it is also recommended the tool be promoted under the auspices of the Adelaide Zero Project, whose goal it is to end street homelessness in the inner city of Adelaide. The Don Dunstan Foundation and the Adelaide Zero Project partners are in support of this approach.

The upcoming 2018 Don Dunstan Foundation Homelessness Conference on 8 August provides an opportunity to officially launch Street Connect under the auspices of the Adelaide Zero Project.

Subject to your approval for a public release and launch of Street Connect, your advice is sought as to whether you wish to personally make this announcement as part of your invitation to speak at the Don Dunstan Foundation Homelessness Conference, or whether if you would like prefer to defer this role to another Adelaide Zero Project representative.

~~If you would like~~ A demonstration of Street Connect, ~~this can be arranged for you should you wish.~~

**BUDGET**

Are there financial implications No

Is there a budget impact No

Is there an FTE impact No

**MEDIA/SENSITIVE:** Yes

SA Housing Authority Communications and Engagement will work with your office to produce a media release about the launch.

<b>Director</b> Statewide Services, SA Housing Authority	Carol Shard	...../...../..... <b>signature</b>	...../...../..... <b>date</b>
<b>Chief Executive</b> SA Housing Authority	Michael Buchan	...../...../..... <b>signature</b>	...../...../..... <b>date</b>

**ATTACHMENTS**

n/a

**Contact Officer:** Danielle Bament, Service Reform

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Reference Number: 18MHAF/010

0477 381 131, danielle.barent@sa.gov.au

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## Whelan, Johanna (Housing)

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**From:** Hassam, Kristy (DHS) on behalf of Housing:OCE - Correspondence & Briefings  
**Sent:** Monday, 30 July 2018 11:59 AM  
**To:** McGuinness, Clare (Housing); Furner, Wendy (DHS)  
**Subject:** RE: 18MHAF/010 - Status check  
**Attachments:** 18MHAF\_010 - Minister Signed Briefing.pdf

Hi Clare

Please note the Minister signed briefing attached for your information and records. It's not clear on the returned briefing who she would like to launch the app (as she won't be in attendance) so this may be something that Carol will need to discuss with Michael about doing or getting David to do it.

Thanks kindly,

**Kristy Hassam**  
**Briefings Officer**  
**Office of the Chief Executive**  
P: 08 8413 9064 | E: [kristy.hassam@sa.gov.au](mailto:kristy.hassam@sa.gov.au)

**SA Housing Authority**



**Government of  
South Australia**

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**From:** McGuinness, Clare (Housing)  
**Sent:** Friday, 27 July 2018 10:15 AM  
**To:** Housing:OCE - Correspondence & Briefings ; Furner, Wendy (DHS) ; Hassam, Kristy (DHS)  
**Subject:** Re: 18MHAF/010 - Status check

Thanks Kristy, that's excellent. In case it comes up, another option is that David [REDACTED] from Don Dunstan Foundation could potentially also launch Street Connect at the conference (if the CE doesn't want to).

---

**From:** Hassam, Kristy (DHS) on behalf of Housing:OCE - Correspondence & Briefings  
**Sent:** Friday, 27 July 2018 10:03 AM  
**To:** Furner, Wendy (DHS); McGuinness, Clare (Housing)  
**Subject:** FW: 18MHAF/010 - Status check

Hi Wendy and Clare

Please note the response from the Minister's Office. Courtney has confirmed that the CE is attending the event on behalf of the Minister but I've advised Jo that we will still like the Minister's decision around the public release and launch of the app at the conference and if she's happy for Michael to do this or whether she would like to do it on another occasion.

I will keep you updated as I hear.

Thanks kindly,

**Kristy Hassam**  
**Briefings Officer**  
**Office of the Chief Executive**  
P: 08 8413 9064 | E: [kristy.hassam@sa.gov.au](mailto:kristy.hassam@sa.gov.au)

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**From:** Mets, Joanne (DHS)  
**Sent:** Thursday, 26 July 2018 4:35 PM  
**To:** Housing:OCE - Correspondence & Briefings <[HousingOCECorrespondenceBriefings@sa.gov.au](mailto:HousingOCECorrespondenceBriefings@sa.gov.au)>  
**Subject:** RE: 18MHAF/010 - Status check

Hi Kristy,

Funnily enough I was just looking at this file.

The Minister is not attending this event as Michael Buchan is attending. Would you still like this brief sighted and signed by Minister Lensink?

Many Thanks,

Jo Mets  
**A/Briefings Officer**  
**Minister for Human Services**  
Department of Human Services  
Tel: 82041694  
Email: [joanne.mets@sa.gov.au](mailto:joanne.mets@sa.gov.au)



**Government of South Australia**  
**Department of Human Services**

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**From:** Hassam, Kristy (DHS) **On Behalf Of** Housing:OCE - Correspondence & Briefings  
**Sent:** Thursday, 26 July 2018 4:31 PM  
**To:** Mets, Joanne (DHS) <[Joanne.Mets@sa.gov.au](mailto:Joanne.Mets@sa.gov.au)>  
**Subject:** 18MHAF/010 - Status check



Hi Jo

We have a current MHAF file that has an action date of 27 July 2018, file number is 18MHAF/010. I've attached a copy.

The directorate is just following up to see if the Minister has been able to review the file and/or what the status might be?

I wasn't sure if these requests come to you or whether I check in with Glen the MLO? Let me know if you would like me to do it differently in future.

Any information would be most appreciated.

Thanks!

Thanks kindly,

**Kristy Hassam**

**Briefings Officer**

**Office of the Chief Executive**

P: 08 8413 9064 | E: [kristy.hassam@sa.gov.au](mailto:kristy.hassam@sa.gov.au)

**SA Housing Authority**

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**Government of  
South Australia**



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South Australia**

Level 1 West, Riverside Centre, North Terrace

Adelaide SA 5000

Visit Housing SA at: [www.sa.gov.au/housing](http://www.sa.gov.au/housing)

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Reference Number: 18MHAF/010



**Government of  
South Australia**

**TO MINISTER FOR HUMAN SERVICES**

**RE: STREET CONNECT PUBLIC RELEASE AND LAUNCH**

**Decision/action required by: 27/07/2018**

**Reason: Allow preparations for launch**

Recommendation	Response
1. That you approve the public release of Street Connect	Approved / Not Approved / Noted
2. That you approve the launch of Street Connect at the Don Dunstan Foundation Homelessness Conference on 8 August	Approved / Not Approved / Noted
3. That you advise whether you would like to formally launch Street Connect at the conference.	Yes, include Street Connect launch in opening speech. No, another Adelaide Zero Project representative to launch Street Connect.

<b>Comments:</b> ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	<p style="text-align: center;">-----  <b>Hon Michelle Lensink MLC</b>  / / 2018</p>
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**KEY POINTS**

- In 2017, Housing SA in partnership with Department of Premier and Cabinet developed a new web application, 'Street Connect' to enable members of the public to refer people sleeping rough in the inner city to the outreach service 'Street to Home' for a service response.
- Street Connect was released privately in late 2017 for a controlled trial and independent evaluation.
- The evaluation recommended its continued use and expansion
- Approval is being sought for release of Street Connect as a publically available tool that will support the work of the Adelaide Zero Project.
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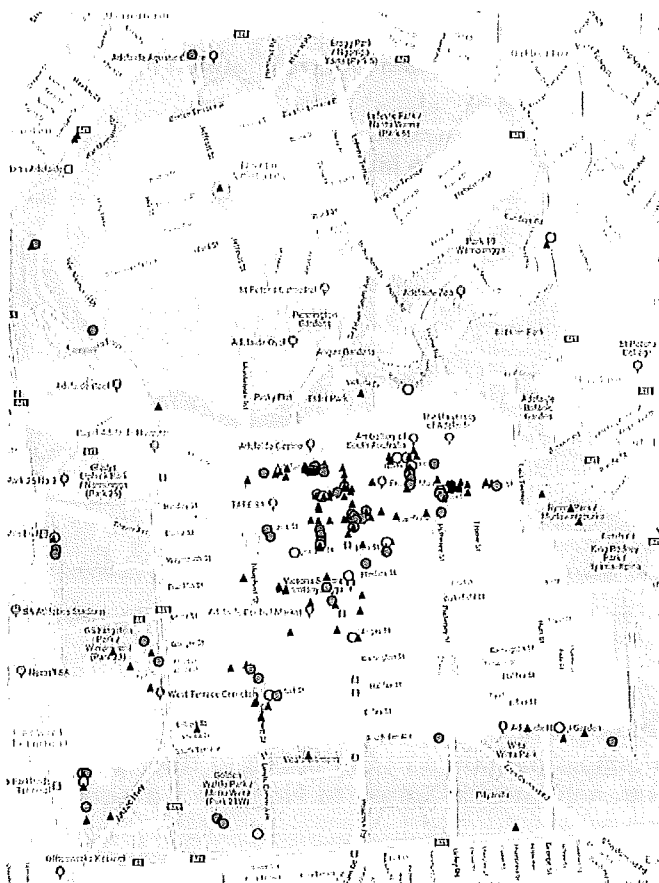
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## DISCUSSION

In 2017, Housing SA in partnership with Department for Premier and Cabinet, undertook a User-Centred Design project to investigate how technology could be used to help homelessness services respond more effectively to people who are sleeping rough in Adelaide's inner city (the CBD, North Adelaide, and surrounding parklands). To understand the needs of stakeholders and the community, over 90 people were interviewed, including 44 who worked in the homelessness sector, 23 who were currently sleeping rough or who had done so in the past, 13 city traders, and 4 city residents.

Street Connect was the outcome of that project. It is an online referral tool that supports the work of Street to Home, a specialist homelessness service, which conducts assertive street outreach to people sleeping rough in the inner city area. Street Connect allows users to drop a pin on a map to inform Street to Home the location of someone they have seen sleeping rough. By utilising community knowledge about where people are currently sleeping rough, Street Connect helps Street to Home to plan their outreach shifts to connect with more people needing assistance, identify 'hot spots', and to locate people they may otherwise not have found. The tool may also prove useful in stakeholder management, as it will enable city businesses to take action by informing Street to Home of people sleeping rough.



### Street Connect referrals to date 19 November 2017 to 9 July 2018

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It is recommended, Street Connect be released from 'trial phase' to a publically available web application. In doing so, it is also recommended the tool be promoted under the auspices of the Adelaide Zero Project, whose goal it is to end street homelessness in the inner city of Adelaide. The Don Dunstan Foundation and the Adelaide Zero Project partners are in support of this approach.

The upcoming 2018 Don Dunstan Foundation Homelessness Conference on 8 August provides an opportunity to officially launch Street Connect under the auspices of the Adelaide Zero Project.

Subject to your approval for a public release and launch of Street Connect, your advice is sought as to whether you wish to personally make this announcement as part of your invitation to speak at the Don Dunstan Foundation Homelessness Conference, or whether you would prefer to defer this role to another Adelaide Zero Project representative.

A demonstration of Street Connect can be arranged for you should you wish.

**BUDGET**

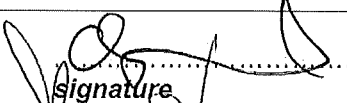
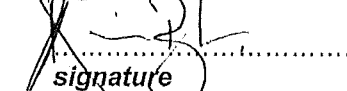
Are there financial implications No

Is there a budget impact No

Is there an FTE impact No

**MEDIA/SENSITIVE:** Yes

SA Housing Authority Communications and Engagement will work with your office to produce a media release about the launch.

<b>Director</b> Statewide Services, SA Housing Authority	Carol Shard	 signature	18/7/18 date
<b>Chief Executive</b> SA Housing Authority	Michael Buchan	 signature	18/7/18 date

**ATTACHMENTS**

n/a

<b>Contact Officer:</b>	Danielle Bament, Service Reform 0477 381 131, danielle.bament@sa.gov.au
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Government of  
South Australia


TO MINISTER FOR HUMAN SERVICES

RE: STREET CONNECT PUBLIC RELEASE AND LAUNCH

Decision/action required by: 27/07/2018

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<b>Comments:</b> ..... ..... ..... ..... ..... ..... ..... ..... ..... .....	 Hon Michelle Lensink MLC 27/7/2018
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**KEY POINTS**

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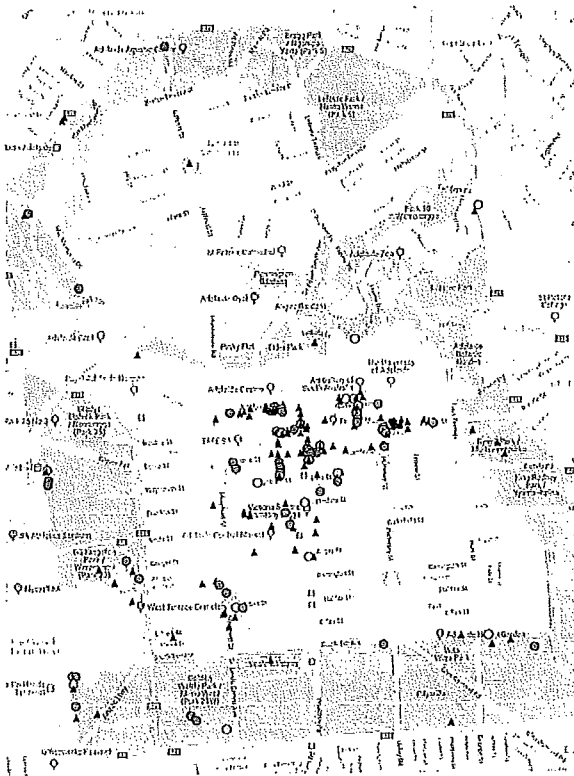


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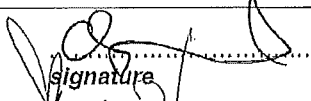
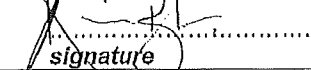
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**MEDIA/SENSITIVE:** Yes

SA Housing Authority Communications and Engagement will work with your office to produce a media release about the launch.

<b>Director</b> Statewide Services, SA Housing Authority	Carol Shard		18/7/18 date
<b>Chief Executive</b> SA Housing Authority	Michael Buchan		18/7/18 date

**ATTACHMENTS**

n/a

<b>Contact Officer:</b>	Danielle Bament, Service Reform 0477 381 131, danielle.bament@sa.gov.au
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