

SA Housing Authority

2018-19: Our first year



Government of South Australia

SA Housing Authority

SA Housing Authority commenced operations on 1 July 2018. We are a statutory corporation that was formed to integrate housing-related functions previously managed by two separate agencies, including housing strategy, service delivery and asset management.

During our first year of operations we worked hard to build our new organisation, while continuing to provide vital housing services to thousands of South Australians.

Building a new organisation

The organisation was created to have a greater focus on performance, transparency and accountability. We are committed to having a **system focus, sustainable business model and a culture of excellence**.

1. System focus – we strengthen and promote meaningful relationships between customers, community and industry, working to decide, design and deliver whole-of-system reform with shared responsibility from stakeholders across the full housing spectrum.
2. Sustainable business model – we facilitate effective long-term planning and efficient delivery of strategic outcomes through transparent and accountable governance and a functional structural alignment.
3. Culture of excellence – we engage our people and our partners with clear expectations of excellence, and demonstrate discipline in maintaining a shared focus on new thinking and different solutions.

We are evolving a business mindset while remembering that people are at the centre of what we do - to operate with **"a social heart and a commercial mind"**.

Key milestones during 2018-19

- Welcomed a new South Australian Housing Trust Board, bringing together a broad range of new skills and experience.
- Supported the Australian Housing and Urban Research Institute (AHURI) to audit the State's housing assets and map future demand.
- Started development of a new State Housing and Homelessness Strategy.
- Secured \$75 million for remote Aboriginal housing, with \$37.5 million from the Commonwealth Government matched by the State Government.
- Began planning development of a new Aboriginal Housing Strategy, to enable a more tailored approach specific to the housing needs of Aboriginal people.
- An Aboriginal Advisory Committee was appointed, with representation from a wide skills base across metropolitan, regional and remote South Australia.
- Continued constructing apartment blocks designed specifically for older tenants with the first block, located at Blair Athol, completed.
- Implemented a new Antisocial Behaviour policy clearly outlining tenant behaviours that are not acceptable.
- Expanded the Domestic Violence Crisis Line from business hours to 24 hours a day, seven days a week.
- Activated Code Blue/Red responses as needed to support people experiencing homelessness during periods of extreme weather.

Providing housing supports and services

While building a new organisation and achieving our milestones, the Authority continued to provide a wide range of vital housing services during 2018-19:

- Provided more than **35,000** public and Aboriginal housing properties, enabling more than **53,748** South Australians and their families to live in safe, secure and affordable housing.
- **55,396** households were supported in safe and secure private rental accommodation.
- **12,700** households were provided with safe, good quality housing through our partnerships with not-for-profit organisations. This included **5,100** public housing tenants whose homes are now managed by community housing providers regulated by the Authority.
- Maintained a **98%** occupied tenancy rate of public and Aboriginal housing.
- Allocated **2,478** new tenancies to people and families from the housing register.
- Maintained **501** houses in remote Aboriginal communities, providing housing for **2,327** people.
- Helped **21,242** people who were homeless, or who were at risk of homelessness, through Specialist Homelessness Services. This included **7,473** people experiencing domestic or family violence.
- Supported **6,573** people into emergency accommodation as a result of homelessness or domestic violence circumstances.

More information about our 2018-19 operations can be found in our annual report at www.housing.sa.gov.au