

# Homelessness Winter Strategy

2023



Government of South Australia  
SA Housing Authority



While the best solution to homelessness for most South Australians is permanent housing, we know that the cold weather presents increased risk for those sleeping rough.

Already this year we have committed to extend our five Homelessness Alliances for a further two years - providing \$115 million and more certainty for workers doing some of the most important jobs in our state. Providing dedicated support for the colder months, the 2023 Winter Strategy supports the South Australian homelessness system during the cold months and builds upon the current social infrastructure across the state.

Our aim is to bring more people out of the bitter cold and to reach more people who may be sleeping rough, preventing a worsening of chronic health issues or death due to sleeping in adverse conditions.

Central to the 2023 Strategy is additional support for local communities to activate 'warm up' sites in their area, building on the capacity for homelessness services to reach people when they need help.

Central to the approach is providing the right support in the right place at the right time.

### Key priorities:

1. Increase the visibility of people who are sleeping rough over the winter
2. Provide respite from the cold
3. Maximise current social and physical infrastructure
4. Improve communication when extreme responses are required
5. Utilise local approaches where possible
6. Support the workforce to maintain and deliver services





## Readiness

A focus on readiness and preparation will provide the practical assistance to bring people in from the cold. To do this the SA Housing Authority will:

- Partner with local councils and the SA Homelessness Alliances to identify emerging locations people are rough sleeping, using a similar approach to Adelaide Zero, to know the overall number of people sleeping rough in the area
- Refresh regional information and referral toolkits so that people know who to contact if they observe someone sleeping rough during the winter
- In partnership with SA Health and Homelessness Services promote flu vaccination amongst people rough sleeping
- Review Code Blue responses and ensure activation readiness with system partners
- Review Emergency accommodation locations across the state in readiness for activation

## Extreme Weather Response

Code Blue responses to extreme weather aim to reduce the harmful effects on people sleeping rough by:

- Connecting them with support services
- Providing additional services which may include extended operating hours and the provision of additional food and materials.

During the Winter Strategy the SA Housing Authority will:

- Continue to coordinate Code Blue responses
- Partner with homelessness agencies to deliver extended services
- Monitor and support Code Blue responses, including communication and de-activation processes.





## Access to warm up sites

Current data suggests that many people who are sleeping rough may be experiencing their first homelessness event. It is important that the right services are available to provide access to safe and warm shelter and connect people to more sustainable outcomes. To do this the SA Housing Authority will:

- Partner with local organisations and Homelessness Alliances to activate 'Warm Up Sites' across the state, particularly in regional areas where there are limited services.
- Leverage opportunities to expand services that are already in place across regional locations
- Partner with the Department of Human Services to promote Community Centres as a place for people to connect with broader services and keep warm

## Self-Care and Community

It is important that people can make their own choices about accessing services and that the community is supported to provide the best possible assistance they can when they want to help. To ensure that information is ready and available the SA Housing Authority will:

- Refresh the regional referral toolkits monthly and ensure the information is disseminated across regional networks
- Ensure that regional referral toolkits are accessible, including being produced in languages other than English
- Partner with the Department of Human Services to jointly and actively promote financial wellbeing and support services
- Mirror the SA Health Winter Demand Plan and invest in a campaign to provide general information about what to do if people are sleeping rough and are exposed to cold weather.

## Expanding current responses

We want to expand the number of places around the state where people can go to warm up throughout winter, and outside of Code Blue activations and we want to do this with our communities.

A focus on building upon current responses is critical, particularly as winter increases pressure on services and workforce capacity reduces. Winter and flu season often impacts worker attendance. To support this priority, the SA Housing Authority will:

- Utilise bespoke options to create temporary housing outcomes throughout the winter, including the use of modular and pop-up type accommodation.
- Utilise short term leases within current stock
- Review Emergency accommodation locations across the state in readiness for activation
- Working with the Homelessness Alliances to ensure outreach responses, including street work, remain targeted, connecting people rough sleeping to supports.

## Linking and diverting

It is important that the right services are available to connect people to more sustainable outcomes. The Winter Strategy aims to build engagement opportunities through different pathways. To this do the SA Housing Authority will:

- Promote Homeless Connect SA across social media channels

## Improving coordination

A focus on oversight and coordination will provide the practical assistance to ensure timely access to support services and shelter. To do this the SA Housing Authority

- Establish a Winter Strategy Oversight Group consisting of state government and community sector partners to review the effectiveness of actions

## Looking after those in the sector

Ensuring that we have the right people supporting those in homelessness is critical and it is vital that we continue to put in place approaches to ensure the health and wellbeing of that workforce. To do this the SA Housing Authority will:

- Work with leadership across the Homelessness alliances to ensure that staff wellbeing is strategically aligned with capacity planning
- Work with contracted partners to protect rest breaks for the outreach and service delivery workforce
- Promote wellbeing services across the sector to maintain a healthy workforce.



**Government  
of South Australia**

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SA Housing Authority

# Homelessness Winter Strategy

*Regional Toolkit 2023*



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# Winter Response

Regional Toolkit to support people rough sleeping connect to appropriate supports during winter.

## Adelaide City and Eastern Adelaide

*Burnside, Campbelltown, Norwood, Payneham, St Peters, Prospect, Walkerville, Unley*

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Toward Home Access Team

📞 1800 809 273

🕒 Monday to Friday 9am to 5pm

🌐 [www.towardhome.org.au](http://www.towardhome.org.au)

### Street Connect

🌐 [www.streetconnect.sa.gov.au](http://www.streetconnect.sa.gov.au)

Referrals can be made anytime and only within the CBD. The Resolve team will respond within 24 hours

### Hutt Street Centre

📍 258-262 Hutt Street

📞 (08) 8418 2500

🕒 Monday to Friday – 9am to 4.30pm  
Saturday – 7am to 9am

### WestCare Centre

📍 11-19 Millers Court

📞 (08) 8118 5200

🕒 Monday to Friday & Sun – 9am to 1pm

### Resolve (THA Assertive outreach team)

📍 CBD and parklands (as required, in other areas)

📞 1800 569 086

🕒 7:30am-9:30am and 4:30pm-6:30pm  
(open 7 days)

### Wardli-Ana (THA Aboriginal specific assertive outreach team)

📍 CBD and parklands

📞 1800 809 273

🕒 Monday to Friday – 10:30am to 12:30pm

### The Salvation Army – Doorways Community Support

📍 277 Pirie street, Adelaide

📞 (08) 8227 0199

🕒 Monday to Friday 9.30am to 3.30pm

### Additional supports

available during code blue activations:

### Hutt Street Centre

Extendend opening hours

📞 (08) 8418 2500

### WestCare Centre

📞 (08) 8118 5200

Overnight accommodation

### Resolve (THA Assertive outreach team)

📞 1800 569 086

Extended outreach support from 7am-8pm  
As required, in response to local intel.



## Northern Adelaide

*Playford, Salisbury, Tea Tree Gully, Barossa, Gawler*

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Adelaide North West Homelessness Alliance Access Team

📞 1800 569 086

🕒 Monday to Friday – 9am to 5pm

📧 [www.support@anwhahome.org.au](mailto:www.support@anwhahome.org.au)

### ANWHA Youth Service – Elizabeth

📍 34 York Town Road, Elizabeth Park

📞 1800 569 086

🕒 Monday to Friday – 9am to 5pm

### ANWHA – Elizabeth

📍 Elizabeth Clock Tower

📞 1800 569 086

🕒 Monday to Friday – 9am to 5pm

### ANWHA Youth Service – Nurioopta

📍 21 Second St, East Room, Nurioopta

📞 1800 569 086

🕒 Monday to Friday – 9am to 5pm

### ANWHA – Gawler

📍 148 Murray St, Gawler

📞 (08) 8522 2878 (services by appointment)

🕒 Mondays each week

### North East Community House – Hillcrest

📍 27-31 Queensborough Avenue, Hillcrest

📞 (08) 8369 0329

🕒 Monday to Thursday – 9am to 4pm  
Friday – 9am to 3pm

#### Additional support

available during code blue activations:

#### **ANWHA access**

📞 1800 569 086

🕒 Monday to Friday – 9am to 5pm

After hours support Homeless Connect SA.  
As required, in response to local intel.

## Southern Adelaide

*Holdfast Bay, Marion, Mitcham, Onkaparinga*

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Toward Home Access Team

📞 1800 809 273

🕒 Monday - Friday 9am to 5pm

📧 [www.towardhome.org.au](http://www.towardhome.org.au)

### S.A.F.E Centre – Christies Beach

📍 8 Fowey Street, Christies Beach

📞 (08) 7200 5611

🕒 Monday to Friday – 9am to 5pm

### MarionLIFE Community Services

📍 887 Marion Rd, Mitchell Park

📞 (08) 8277 0304

🕒 Monday to Thursday – 9am to 12pm

### Southern Pathways Centre

📍 34 Beach Road, Christies Beach

📞 1800 809 273

🕒 Monday to Friday – 9am to 5pm

### Resolve (THA Assertive outreach team)

📞 1800 569 086

#### Additional supports

available during code blue activations:

#### **Resolve (THA Assertive outreach team)**

📞 1800 809 273

🕒 Monday to Friday – 9am to 5pm

Extended outreach support from 7am-8pm  
As required, in response to local intel.

#### **Sonder Marion**

📍 233 Sturt Road, Marion

📞 1800 717 676

🕒 Monday to Friday – 9am to 5pm

## Adelaide Hills & Mount Barker

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Toward Home Access Team

☎ 1800 809 273

🕒 Monday to Friday 9am to 5pm

➡ [www.towardhome.org.au](http://www.towardhome.org.au)

### The Hut Community Centre - Aldgate

📍 1 Euston Road, Aldgate

☎ (08) 8339 4400

🕒 Monday to Friday – 9am to 4pm

### Strath Neighborhood Centre - Strathalbyn

📍 6 Parker Avenue, Strathalbyn

☎ 0431 337 044

🕒 Monday to Friday – 9am to 3:30pm

### Resolve (THA Assertive outreach team)

☎ 1800 569 086

#### Additional support

available during code blue activations:

#### **Resolve (THA Assertive outreach team)**

☎ 1800 809 273

## Western Adelaide

### *Charles Sturt, Port Adelaide, West Torrens*

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Adelaide North West Homelessness Alliance

☎ 1800 569 086

🕒 Monday to Friday – 9am to 5pm

➡ [support@anwhahome.org.au](mailto:support@anwhahome.org.au)

### ANWHA Aboriginal Service

📍 45-47 Tapleys Hill Road, Hendon

☎ (08) 8202 5610

🕒 Monday to Friday – 9am to 5pm

### ANWHA Aboriginal Service

📍 32 Third Avenue, Woodville Gardens

☎ (08) 8243 1698

🕒 Monday to Friday – 9am to 5pm

### ANWHA – Port Adelaide

📍 64 Dale Street, Port Adelaide

☎ 1800 569 086

🕒 Monday to Friday – 9am to 5pm

### ANWHA Coordinated Outreach

📍 Port Adelaide

☎ 1800 569 086

🕒 Monday, Thursday and Fridays, or as required

### Homelessness Connections Officer, City of PAE

☎ (08) 8405 6600 or 1800 629 888

🕒 Monday to Friday – 9am to 5pm

#### Additional support

available during code blue activations:

#### **ANWHA access**

☎ 1800 569 086

🕒 Monday to Friday – 9am to 5pm

As required, in response to local intel.

## Riverland

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Riverland Domestic Violence Service (Centacare Catholic Family Services)

☎ (08) 8303 6640

🕒 Monday to Friday – 9am to 5pm

### ac.care (Homelessness)

📍 5 Kealley Street, Berri

☎ (08) 8580 5300

🕒 Monday to Friday – 9am to 5pm

## Murray Mallee

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Murray Mallee Adelaide Hills Domestic Violence Services (Centacare Catholic Family Services)

📍 1A 2-6 Sturt Reserve Road, Murray Bridge

📞 (08) 8228 8960

🕒 Monday to Friday – 9am to 5pm

### Murray Bridge Community Centre

📍 18 Beaty Terrace, Murray Bridge

📞 (08) 8531 1799

🕒 Monday to Friday – 9am to 4pm

### ac.care (Homelessness)

📍 29 Bridge Street, Murray Bridge

📞 (08) 8531 4900

🕒 Monday to Friday – 9am to 5pm

## Limestone Coast

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Limestone Coast Domestic Violence Service (Centacare Catholic Family Services)

📞 (08) 8303 6640

🕒 Monday to Friday – 9am to 5pm

### Mount Gambier Community Centre

📍 22 Ferrers Street, Mount Gambier

📞 (08) 7725 3000

🕒 Monday to Friday – 9am to 5pm

## Fleurieu and Kangaroo Island

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Fleurieu and Kangaroo Island Domestic Violence Service

📍 118 Main Road, Morphet Vale

### Junction Australia

📍 16 Telegraph Road, Kingscote

📞 1300 694 961

🕒 Monday to Friday – 9am to 5pm

### Junction Australia (Homelessness)

📍 31B Cadell Street, Goolwa

📞 (08) 8392 307

🕒 Monday to Friday – 9am to 5pm

## Clare and Gilbert Valley

### Clare, Burra, Port Wakefield

### Homeless Connect SA

📞 1800 003 308 (available 24/7)

### Uniting Country SA – Homelessness and Domestic Violence Support Service

📍 3/9 Strickland Street, Clare

📞 (08) 8841 2856

🕒 Monday to Friday – 9am to 5pm

### Additional support

available during code blue activations:

### Uniting Country SA – Assertive Outreach

As required, in response to local intel

## Coober Pedy

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Uniting Country SA - Homelessness, Domestic and Aboriginal Family Violence services

📍 28 Paxton Road, Coober Pedy

☎ 1300 067 777

🕒 Monday to Friday – 9am to 5pm

## Eyre and Far Western

### Ceduna, Streaky Bay

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Centacare Catholic Country SA

📍 45 Poynton Street, Ceduna

☎ (08) 8628 7600

🕒 Monday to Friday – 9am to 5pm

#### Additional supports

available during code blue activations:

### Centacare Catholic Country SA - Centre Respite (Ceduna)

☎ (08) 8628 7600

Extended opening hours of office (if required)

### Wangka Wilurrara Transitional Accommodation Centre

📍 21 Goode Road, Ceduna

☎ (08) 8625 3522

Meals & Shelter options (if required)

### Sobering Up Centre – Shelter option

📍 Dowling Cres, Ceduna

☎ (08) 8625 3810

If required + vacancies

### SAPOL – Transport, material assistance

📍 East Terrace, Ceduna

## Lower Eyre Peninsula

### Elliston, Wudina, Port Lincoln, Tumby Bay

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Community House – Port Lincoln

📍 14 Conrad Street, Port Lincoln

☎ (08) 8683 4722

🕒 Monday to Friday – 9am to 4pm

### Port Lincoln Domestic and Aboriginal Family Violence Service – Yarredi Services

📍 13 Dutton Street, Port Lincoln

☎ (08) 8683 0311

🕒 Monday to Friday – 9am to 5pm

### Port Lincoln – West Coast Youth and Community Support Services

📍 1/7 Mortlock Terrace, Port Lincoln

☎ (08) 8683 0072

🕒 Monday to Friday – 9am to 5pm

#### Additional supports

available during code blue activations:

### West Coast Youth and Community Support Services – Assertive Outreach

📍 1/7 Mortlock Terrace, Port Lincoln

☎ (08) 8683 0072

🕒 Monday to Friday – 9am to 5pm

### Port Lincoln Library and WCYS Youth Hub – Respite

As required, in response to local intel.



## Port Pirie, Peterborough & Flinders Ranges

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Uniting Country SA – Generic and Youth Homelessness Service

📍 60 Florence Street, Port Pirie

☎ (08) 8633 8600

🕒 Monday to Friday – 9am to 5pm

### Uniting Country SA – Domestic Violence Support Service

📍 61 Florence Street, Port Pirie

☎ (08) 8633 8600

🕒 Monday to Friday – 9am to 5pm

#### Additional support

available during code blue activations:

### Uniting Country SA – Port Pirie Community Centre

📍 Port Pirie Community Centre

☎ 1300 067 777

## Copper coast and Yorke Peninsula

### Kadina

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Uniting Country SA – Domestic Violence Support Service

📍 8 Digby Street, Kadina

☎ (08) 821 0300

🕒 Monday to Friday – 9am to 5pm

### Uniting Country SA – Generic and Youth Homelessness Service

📍 8 Digby Street, Kadina

☎ (08) 8821 0307

🕒 Monday to Friday – 9am to 5pm

## Port Augusta & Far North

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Port Augusta Domestic and Aboriginal Family Violence Service (Uniting Country SA)

📍 36 Stirling Road, Port Augusta

☎ 1300 067 777

🕒 Monday to Friday – 9am to 5pm

### The Salvation Army – Homelessness Service

📍 1/96 Carlton Parade, Port Augusta

☎ (08) 8641 1021

🕒 Monday to Friday – 9am to 4pm

### Uniting Country SA – Youth Homelessness Service

📍 36 Stirling Road, Port Augusta

☎ (08) 7628 3100

🕒 Monday to Friday – 9am to 5pm

#### Additional support

available during code blue activations:

### Uniting Country SA – Assertive Outreach

Sandhills, areas identified by community

☎ 1300 067 777

As required, in response to local intel

## Whyalla

### Homeless Connect SA

☎ 1800 003 308 (available 24/7)

### Centacare Domestic Violence and Homelessness Service (Centacare Catholic Family Services-Whyalla)

📍 5-7 Colebrook Street, Whyalla

☎ (08) 8215 6370

🕒 Monday to Friday – 9am to 5pm



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