

Homelessness Sector Reform



Government
of South Australia
SA Housing Authority

FREQUENTLY ASKED QUESTIONS

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Why do we need to reform the homelessness sector?

Reform of the state's homelessness system is long overdue, to create a more effective system that is easier for customers to navigate.

The reform aims to better provide service to:

- Prevent people from falling into homelessness
- Ensure people get the right support they need, when they need it
- Rapidly rehouse people into safe, stable and long-term housing so they don't cycle in and out of homelessness

The reform will focus on prevention and early intervention to break the cycle of homelessness, with the first stage of reform establishing a new consolidated advisory and advocacy service.

Will homelessness service delivery be disrupted by the reform?

No. The 12-month reform contracts will maintain existing services but provide the ability for providers to work collaboratively on innovative proposals that improve services.

What services are included in the reform?

All currently contracted specialist homelessness services will be included, with all providers invited to participate in oversight of the reform and co-design of the system.

Will the reform reduce funding of the homelessness sector?

The 12-month reform contracts will maintain existing levels of funding.

Why will some services go to tender instead of receiving contract extensions?

Three-month contracts will extend funding for a limited number of contracts relating to prevention and advisory services until 30 September 2020 to give providers time to consider partnerships and develop proposals.

What are those prevention and advisory services whose contracts are being extended to September only?

SA Housing Authority currently provides more than \$1 million in funding through contracts with Shelter SA, Tenants' Information and Advisory Service (TIAS), Get-A-Place and Financial Service Clinic. These contracts are due to expire at the end of the current financial year (2019-20).

We acknowledge the great work that these providers are doing and the time-limited contract extensions do not reflect performance. Rather, the different approach will enable organisations to form partnerships to deliver joined-up services that are complementary in nature and further improve services by incorporating customer engagement and lived experience in service reform and delivery.

How will specialist homelessness service providers have the opportunity to contribute to decisions impacting the sector reform?

To oversee the reform, a Sector Representative Group consisting of specialist homelessness services representatives will be established and will commence in April 2020. Specialist homelessness providers will soon be invited to provide Expressions of Interest to be a member of the Group.

In addition to formal engagement in the Group, the Office for Homelessness Sector Integration will meet with as many of the stakeholders and interested parties as possible during the reform process in sector roundtable discussions and intimate meetings to further inform decisions.

What is a reform contract?

The 12-month reform contracts will operate at the current funding levels. The primary difference is they will encourage partnerships, collaboration and innovation to benefit customers and ready partners for future tendering processes for contracts from 1 July 2021 (these are expected to be for a two-year term).

KPIs will remain the same during the reform contracts and reporting to H2H is not expected to change.

National Housing and Homelessness Agreement (NHHA) funding has been agreed until 30 June 2023. Why are the contracts only for 12 months?

The one-year reform contracts followed by two-year competitive request for tender will bring the contracts up to the end of the current NHHA funding agreement.

Prevention fund

When are tenders/EOLs for the Prevention Fund expected to be released?

These dates are yet to be finalised, but are expected to be released in April 2020. More information will be provided when it is available.

Gateways reform

How will reforming the Gateways result in better services for customers?

We heard during consultations about the state strategy *Our Housing Future 2020-2030* our customers found it difficult to know how to identify what support they needed and where to go to find it. By providing simple access, we make it easier for customers to be connected to appropriate support services, particularly when they may be in a time of crisis and struggle to navigate the system.

The Youth Gateway included a shopfront for face-to-face engagement. Will there be a face-to-face component in this new model?

The details of the new model are yet to be developed. Work is currently underway with the Gateways to co-design this model.

Youth110

Why has this service gone to tender separately?

UNO is a unique program made up of two separate parts: the broader UNO (including the social housing) managed by a community housing provider; and Youth110, the youth homelessness program.

The fixed nature of Youth110 (located in the UNO building) and the partnership between the co-located services required extensive review and contained several unique elements, such as strata and the co-location of businesses managed by the community housing provider.

The approach taken in the new service model and partnership arrangements has served as a template for future reforms.

More information

More information about the homelessness reforms and other initiatives underway as part of the *Our Housing Future 2020-2030* strategy is available at www.housing.sa.gov.au/ourhousingfuture.