

# SA Housing Authority

## Update

A message to the housing and homelessness sector

Thursday, 24 September 2020

### Future Directions for Homelessness released today

I am pleased to announce that the Minister for Human Services, the Hon Michelle Lensink MLC today released [Future Directions for Homelessness](#). The document outlines South Australia's transformation plan for the homelessness system, through an alliance model which will see service providers working together with SA Housing Authority to deliver improved outcomes for people at risk of or experiencing homelessness.

Our current system has evolved over time, based around individual agency responses. Over the past year (and longer) through conversations with South Australia's housing and specialist homelessness services providers, we have heard the call for change along with a desire to work in a structured way that promotes and supports collaboration and innovation to deliver long term improvements in outcomes for our clients.

Over the past few months we heard from the Homelessness Sector Reference Group a genuine desire to move towards an outcomes based service system, a more integrated approach to service delivery and a strong commitment to a partnership approach where everything is considered with our clients at the centre and that requires the voices of people with lived experience to inform our system design and decision making.

Our reforms will create alliances across the greater Adelaide metropolitan area and through country South Australia to plan, deliver and work with homelessness and domestic and family violence services.

The alliance seeks partners with expertise, skills and innovative ideas to work with the Office for Homelessness Sector Integration to design and deliver services that are easy to access and tailored to client needs for people who are at risk of housing crisis or experiencing homelessness.

Our key aims are to:

- prevent people from becoming homeless
- ensure that people get the right support they need, when they need it
- ensure people can be rapidly rehoused into safe, stable and long term housing so they don't cycle in and out of homelessness.

Alliances across the state will be governed through a state-wide Alliance system steering group which will provide oversight to ensure linkages between alliances and ensure good practice is identified and where appropriate replicated across the service system. Importantly the steering group will seek to engage our key housing providers and other

system stakeholders including health, justice, child protection and disability.

To support the transition to an Alliance based model, SA Housing Authority is investing in a substantial coaching and support program for homelessness service providers. An initial series of workshops (to be held on 13 October, 27 October and 3 November) will give providers more information about the alliance model, and provide an opportunity to provide feedback. You can register your interest in attending by visiting our website at [www.housing.sa.gov.au/homelessness](http://www.housing.sa.gov.au/homelessness).

It was also recently announced that SYC will deliver the new Housing Advice, Advocacy and Engagement Service commencing 1 October 2020. This service will help prevent people at risk of losing their tenancies by providing early assistance, education, advocacy and advice. Critically important is the incorporation of lived experience into this new service – people who use services are best placed to tell us where the gaps are and how things can be improved, leading to better outcomes for customers. And we look forward to this work becoming embedded across our whole system and integral in the planning of future alliances.

Further information about Future Directions for Homelessness, and the Alliance Workshops can be found at [www.housing.sa.gov.au/homelessness](http://www.housing.sa.gov.au/homelessness).

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**Government of South Australia**  
SA Housing Authority

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