

Homelessness Sector Reform



Government
of South Australia
SA Housing Authority

MESSAGE TO THE HOUSING AND HOMELESSNESS SECTOR

6 March 2020

Following the release of *Our Housing Future 2020-2030* late last year, I'm excited to share the announcement that major reform of the homelessness sector is now underway.

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.

The Office will be leading this reform on behalf of the Government of South Australia, and our first priority has been to deliver \$71.5 million worth of new contracts for specialist homelessness services to 2021. These contracts include a commitment to transform service delivery through new partnership and consortium approaches with a focus on improved outcomes for customers.

From next week, we will also invite responses to a tender for the establishment of a consolidated customer advisory and engagement service to inform the reform. This will include three-month extensions for Shelter SA, Tenants' Information and Advisory Service (TIAS), Get-A-Place and the Financial Service Clinic. The service will join up services that are complementary in nature and provide organisations the ability to partner in service delivery.

A further priority is to review the current Gateways to the Homelessness system, to simplify and improve access for customers as a critical first touch point for people who are homeless or at risk of homelessness. Work is underway with the Gateways to examine opportunities on how these could work better. It is expected this work will occur over the next few months.

All other services will receive new reform contracts over the next few weeks, with a briefing session to be held in March 2020 to outline the reform expectations. Invitations will be issued in the coming days.

To oversee the reform, a Sector Representative Group (SRG) of specialist homelessness services representatives will commence in April 2020. Further detail, including the process of expressing interest in membership, will be available on housing.sa.gov.au soon.

I will communicate regularly with the sector throughout the reform process. This will include updates from the SRG and information about contract updates, upcoming opportunities and latest data and trends, as we seek to better share information, data and work collaboratively.

I look forward to working with you to maintain essential service delivery while further developing capacity within the system to deliver innovative and collaborative solutions to better meet the needs of South Australians experiencing, and at risk of, homelessness.

Ian Cox
Head of Office for Homelessness Sector Integration