

SA Housing Authority is committed to providing better housing choices for South Australians. During 2019-20, we continued to provide vital housing services while driving key reforms and responding to the COVID-19 pandemic and major bushfires.

A new Strategic Plan

During the year we launched our *Strategic Plan 2020-2025*.

Along with the state-wide strategy *Our Housing Future 2020-2030*, the Strategic Plan outlines how we will reposition ourselves as a modern, professional, and high-performing organisation with a business mindset and a customer-centred approach.

The Strategic Plan identifies five key objectives to achieve success.

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| <p>1. Lead</p> <p>Model a strong, fair and inclusive housing system that delivers on community expectations.</p> | <p>2. Excel</p> <p>Equip our people to provide efficient and effective services for our customers.</p> | <p>3. Renew</p> <p>Invest in sustainable housing to provide greater choice and better customer outcomes that support State growth.</p> | <p>4. Modernise</p> <p>Make it easier for South Australians to get the housing assistance they need, when they need it, for the time they need it.</p> | <p>5. Transform</p> <p>Design and deliver new service models with our partners to assist people to remain in or achieve sustained housing.</p> |
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Key achievements during 2019-20



Developed and released the state's new 10-year housing and homelessness strategy *Our Housing Future 2020-2030*

Launched Connect, a new housing customer and property system.



Launched Assist shared equity product, which enabled low to moderate income earners to purchase an affordable home.

Launched a new social housing apartment project at Prospect, designed to help older South Australians age in place.



183 training outcomes were created through the Doorways2Construction, Building Links and Build Your Career programs.

Opened 31 new domestic violence crisis accommodation beds.

Began developing the Aboriginal Housing Strategy, including starting engagement with Aboriginal communities across the state.

Activated five Code Red and five Code Blue responses to help rough sleepers during periods of extreme heat or cold.



Opened relief and recovery centres for people affected by the Kangaroo Island and Adelaide Hills bushfires, helping 4,138 families.

Began maintenance and upgrade programs to improve a number of walk-up flat sites.



Managed more than \$10.6 billion worth of housing assets on behalf of the South Australian Housing Trust.

Established the Office for Homelessness Sector Integration, and began working with our partners to reform the state's homelessness sector.



Eight builders were awarded contracts for 100 new affordable homes, with work starting on 93 sites.

Launched the Tika Tirka student accommodation in Adelaide CBD, for Aboriginal and Torres Strait Islander students from remote communities studying in the city.

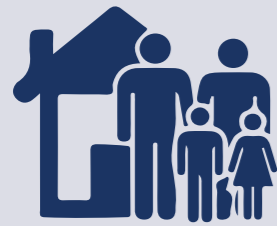


Providing housing supports and services

During 2019-20, we continued to provide a wide range of vital housing services:

12,500

households were provided with safe, good quality housing through our partnerships with not-for-profit organisations. This included **6,200** public housing properties managed by community housing providers.



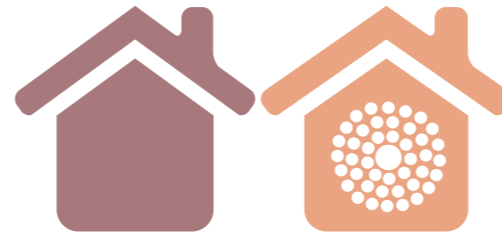
56,040

households were supported in safe and secure private rental accommodation.



33,535

public and Aboriginal housing properties were provided, enabling **52,753** South Australians to live in safe, secure and affordable housing.



95%

occupied tenancy rate was maintained in public and Aboriginal housing.

2,036

new tenancies were allocated to people and families on the housing register.



6,252

people received support to gain access into emergency accommodation because of homelessness or domestic violence.



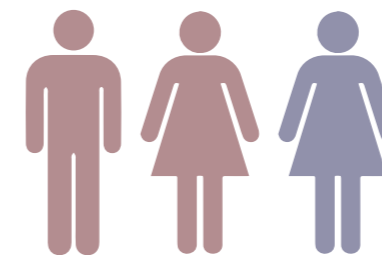
689

houses were maintained in Aboriginal communities.



20,720

people were helped who were at risk of, or experiencing, homelessness through Specialist Homelessness Services (8,228 males and 12,492 females).



Our response to COVID-19

From the earliest days of the pandemic in South Australia, we remained committed to the health and safety of our staff and our customers, while continuing to provide our important housing services.

Our response included:



Helping hundreds of rough sleepers into free city hotel and motel accommodation, with many since moving into public housing.



Providing accommodation at Mylor for women and children to support remote visitors.



Beginning a **\$10 million stimulus maintenance upgrade** program.



Operating a relief centre to help those affected by COVID-19.



Changes to how we delivered some services, and different staffing and working arrangements.