



Crisis Housing Program Guideline

This guideline applies to Service Providers delivering the Crisis Housing Program which are Specialist Homelessness Services that are either directly contracted or operate as part of the SA Homelessness and Domestic and Family Alliances.

The Crisis Housing Program provides integrated support and short term (usually up to 3 months) accommodation to people experiencing homelessness. To access the program clients must be engaged with the Service Provider managing the accommodation and support. The Service Provider manages the tenancies and provides support to clients.

The SA Housing Authority (the Authority) leases properties to be used for the program to Service Providers, in line with the [Specialised Housing Program Policy](#). The Policy sets out who is eligible for the program, and responsibilities including lease agreement terms and rent setting.

Property Lease Agreement terms align with funding agreement periods, if applicable.

Providing Accommodation and Support

Clients are eligible to rent properties under this program in line with the [Specialised Housing Programs Policy](#) if they are:

- homeless or at risk of becoming homeless, or
- experiencing domestic or family violence/abuse.

Service Providers are responsible for assessing client need, selecting, and allocating clients to the program.

Service Providers assess the client's accommodation and support needs, to determine if they are eligible for the program or if other accommodation options are more appropriate.

Eligible clients are matched to available properties based on their relative urgency of need and the suitability of the property and community to their circumstances.

Managing the tenancy

The Service Provider manages the tenancy in line with the Specialised Housing Program Policy, and Lease Agreement. This includes:

- managing the allocation process including providing keys to the client.
- setting, charging and reviewing rent as per the [Community Housing Rent Policy Addendum 3](#) on the schedule to the lease agreement.
- managing tenancy issues, including antisocial behaviour, and
- keeping accurate records of tenancies.

Clients are housed on a Tenancy Agreement, generally less than 3 months, as determined by the Service Provider, based on client need.

Providing support

The Service Provider delivers case management to clients accommodated in the program to address their immediate safety needs and ensure they are supported to access and transition to safe and appropriate long-term accommodation.

This may include:

- help and advocacy finding and securing a private rental property.
- help applying for bond or rent in line with the [Private Rental Assistance Program policy](#).
- help to [register](#) or update their interest in public, Aboriginal or community housing.
- completing a [Housing Needs Assessment form](#) and return it to Housing SA or the client's preferred community housing provider.
- help to return to their last residence, where it is safe and appropriate to do so.
- help to identify and access safe, suitable shared living arrangements, including living with family or friends.

Service Provider responsibilities

Service Providers are responsible for:

- complying with all conditions outlined in the Lease Agreement including paying all expenses and accounts and providing data and reports as per the lease agreement schedule.
- ensuring lease agreement schedules match properties being managed.
- ensuring vacant properties meet the [SA Housing Authority Maintenance Accommodation Standards](#) before properties are allocated to clients.
- managing and reporting maintenance in line with the [Specialised Housing Programs Maintenance Guideline](#).
- setting rent to the [Rent Policy: Addendum 3: Community housing rent procedure for Affordable Tenancies](#) as specified on the lease agreement schedule.
- managing all aspects of the tenancy.
- assessing clients for their support and housing needs, selecting, and allocating clients to the properties.
- providing support and case management to clients to assist them to access and transition to safe and appropriate long-term housing.

SA Housing Authority responsibilities

The Authority is responsible for:

- paying all expenses and accounts for items listed as its responsibility in line with the lease agreement.
- contract management of lease agreements.
- reviewing compliance data before a lease agreement is renewed.
- carrying out property visits to determine if the property is being maintained to the [SA Housing Authority Maintenance Accommodation Standards](#), as determined using sample or risk-based approach.
- undertaking responsive, programmed and capital maintenance on the properties in accordance with the [SA Housing Authority Maintenance Policy](#) and the Maintenance and Outgoings Responsibilities Schedule.

Housing Partnerships monitors compliance with the Property Lease Agreement.

The Homelessness Contract Management team monitors compliance with service provision requirements in line with the Homelessness Contract Performance Management Guideline.

Related documents

- [Residential Tenancies Act 1995](#)
- [Specialised Housing Programs Policy](#)
- [Specialised Housing Programs Procedures](#)
- [Specialised Housing Programs Maintenance Guidelines](#)
- [Rent Policy: Addendum 3: Community housing rent procedure for Affordable Tenancies](#)
- [SA Housing Authority Maintenance Policy](#)
- [SA Housing Authority Maintenance Standards](#)
- Maintenance and Outgoings Responsibilities Schedule
- Homelessness Contract Performance Management Guideline
- Property Lease Agreement
- [Private Rental Assistance Program policy](#)
- [Housing Needs Assessment form](#)
- [SA.GOV.AU - Register for housing \(www.sa.gov.au\)](#)

For further information or assistance please contact:

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