

# Information for social housing customers

*Our Housing Future 2020-2030*



December 2019

The State Government has a new 10-year plan that marks the beginning of a better housing future for South Australia. *Our Housing Future 2020-2030* is the strategy to modernise South Australia's housing, homelessness and support system.

Improving social housing and customer experience is a key part of the strategy over the next 10 years.

This information sheet is for all social housing customers, including:

- public housing (Housing SA) tenants, and people who receive other Housing SA services;
- tenants of Community Housing Providers; and
- people on the housing register.

## Why do we need to improve social housing?

We need to make sure the system is transparent, fair and operating as effectively as possible, so that social housing is available for those in our communities who need it most. This will include those in our communities with complex needs who cannot access other types of housing.

SA Housing Authority, which includes Housing SA, will have a key role in this important and necessary reform.

## Benefits for tenants

*Our Housing Future 2020-2030* will provide the following benefits over the next 10 years to current social housing tenants and those on the housing register:

- ✓ \$75 million to address the backlog of public housing capital maintenance and to improve sustainability and energy efficiency of public housing, where possible.

- ✓ Up to 1000 employment and training outcomes for social housing tenants and those on the register, to help them improve their employment prospects so they can access more housing options, potentially including home ownership.
- ✓ A fairer system, by reforming the single housing register, reviewing eligibility and allocations policy, and having clear expectations of tenants.
- ✓ Better housing services, by involving customers when designing services.

## When will these changes happen?

The strategy provides a 10-year plan to improve social housing. Some initiatives will start immediately, others will require further work. Importantly further communication will occur prior to any changes that impact tenants or customers.

## More information

More information will be provided to social housing customers as these initiatives are further developed.

To read *Our Housing Future 2020-2030* in full, visit [www.housing.sa.gov.au/ourhousingfuture](http://www.housing.sa.gov.au/ourhousingfuture)

