

# Opportunities for Specialist Homelessness Services

*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.

The new Office for Homelessness Sector Integration within SA Housing Authority will partner across government and work with service providers, stakeholders and communities to prevent and reduce homelessness through targeted and tailored responses.

We want to improve outcomes by intervening earlier through the provision of accessible, effective, local and strategic partnerships to stop people falling into - and repeatedly cycling through - the homelessness system.

By working in partnership, government and specialist homelessness service providers can create a genuinely joined-up, transparent and accountable system to enable pathways through the housing system for those in, or at risk of, housing crisis.

## What opportunities are available?

The strategy seeks to transition to an outcomes-based system, and this provides an exciting opportunity to define and rethink how services are delivered to achieve improved customer outcomes.

By placing the customer at the centre, new service models that are better integrated will improve the way people access and receive services, including the examination of service hubs and improved

online platforms, provides an opportunity for both service and business transformation to be better positioned for future customer needs.

A \$20 million Prevention Fund has been established to support the reform of the homelessness system. The Fund aims to provide new responses to homelessness, at the same time as building partnerships and creating new models and practices to spark creative solutions and encourage broad and ongoing partner investment.

Partner investment may involve financial, equity or in-kind contributions, including capital contributions, land and borrowings. The purpose of this investment is to support long-term, sustainable initiatives that are capable of replication and being scaled up.

Immediate opportunities for consultation and partnership will aim to:

- **Reduce the inflow into homelessness with preventative services:** initiatives may include tenancy support, multi-agency case planning, independent living and budget skills, brokerage or other financial assistance such as micro loans.



- **Enhance pathways to independent accommodation:** initiatives could include development of new partnership and collaborative approaches between Community Housing Providers, the private rental market and Specialist Homelessness Services.
- **Provide alternative emergency accommodation responses:** initiatives could include supported accommodation involving partner contributions and/or head-leased private rental accommodation responses.
- **Create positive solutions for priority and high complex need customers:** initiatives to support multi-service and/or across-sector regional collaborations, which may include service models, working groups and forums, data-sharing or communication solutions.
- **Address the needs of priority homelessness cohorts:** initiatives could include specialist support services and sector development activity to support Aboriginal and Torres Strait Islander people, people experiencing repeat homelessness, and people exiting institutions and care into homelessness.
- **Offer insight into the inherent links between homelessness and domestic and family violence:** initiatives could include supporting and developing responses addressing a 'safety first' approach building in trauma-informed services across the sector.
- **Tailor regional and remote approaches where different responses are needed:** initiatives could include taking a whole-of-community approach, involving local government and small businesses, to build strong communities of support for vulnerable people. This could also include partnerships addressing mobility issues and service coordination between regional and remote communities.

Participation, funding and partnership opportunities will be available to appropriately incorporated bodies capable of demonstrating outcomes-based innovation.

## When will opportunities become available?

The Office for Homelessness Sector Integration will progressively release engagement and partnership opportunities for specialist homelessness services, and other (including new) partners.

Consultation will begin in early 2020 to form the basis for a new outcomes-based service model.

Expressions of Interest for the Homelessness Prevention Fund will be invited from mid-2020.

Learnings and lived experience from customers and partners will continuously inform the development and implementation of a Homelessness Integration Plan in 2020.

## How to get involved

1. Visit our website at [www.housing.sa.gov.au/ourhousingfuture](http://www.housing.sa.gov.au/ourhousingfuture)

Expressions of Interest will be made available on the SA Housing Authority website. On the website, you can opt-in for email updates and industry news. Subscribers will be notified as opportunities become available.

2. Register at [www.tenders.sa.gov.au](http://www.tenders.sa.gov.au)

You will receive email alerts on potential tendering opportunities directly from the SA Tenders and Contracts website.

3. Contact SA Housing Authority by emailing [housing.opportunities@sa.gov.au](mailto:housing.opportunities@sa.gov.au) to discuss partnership opportunities.

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