

## National Housing and Homelessness Agreement: South Australian Statement of Assurance 2020-21

This 2020-21 Statement of Assurance (SoA) reporting template contributes to achieving stated outcomes under the National Housing and Homelessness Agreement (NHHA), including the following clauses:

- 15(f) Improved transparency and accountability in respect of housing and homelessness strategies, spending and outcomes;
- 23(b) Commonwealth monitoring and assessing performance under this Agreement to ensure that the outputs are delivered within agreed timeframes;
- 25(c) States providing evidence of the delivery of outputs as set out in Part 4 – Performance Monitoring and Reporting.

### Counting rules:

Counting methodologies where applicable should be consistent with input you would provide for the *Report on Government Services (RoGS)* for housing expenditure and homelessness expenditure. This includes:

- Grants and subsidies are excluded from public housing and state owned and managed Indigenous housing (SOMIH) expenditure data but are included in data for capital expenditure on social housing;
- Expenditure under the National Partnership Agreement for Remote Indigenous Housing or any subsequent remote housing agreement are included or excluded for each state as would be consistent with that state's reporting for table 18A.1 of the *RoGS*;
- Expenditure for individual housing programs and initiatives are included or excluded for each state as would be consistent with that state's reporting for table 18A.1 of the *RoGS*.

# All social housing expenditure includes expenditure on public housing, SOMIH, community housing, Indigenous community housing, transitional housing and grants to community housing. Expenditure for Specialist Homelessness Services (SHS) agencies, other homelessness services and home purchase assistance is excluded from this line.

Requirement	Evidence			Key changes/ reasons for variation between allocated and actual expenditure in 2020-21
2020-21 funding and expenditure	State-own forecast expenditure (excluding NHHA) for 2020-21	State-own actual expenditure (excluding NHHA) in 2020-21	NHHA funds spent in 2020-21	
<b>Clause 37(a) – Actual Commonwealth and state-own funding and expenditure in respect of the social housing and homelessness sectors for financial year 2020-21</b>				
<b>Housing total</b>	\$650.656m	\$500.115m	\$76.389m	See below.
Public housing (total including maintenance)	n/a	\$333.761m	\$0.000m	
Public housing maintenance	n/a	\$107.167m	\$0.000m	
State owned and managed Indigenous housing (SOMIH) (total including maintenance)	n/a	\$14.222m	\$0.000m	
SOMIH Maintenance	n/a	\$5.198m	\$0.000m	
All social housing#	\$509.714m	\$438.396m	\$0.000m	The variance is reflective of \$41m forecasting being included within both social housing and homelessness and more accurate allocation of

				costings as a result of implementing a new unit and activity based costing model.
Capital expenditure	\$140.942m	\$61.719m	\$76.389m	Forecast included \$61m Affordable Housing construction expenditure now excluded from actual expenditure under ROGS definitions. Remaining variance is due to changes to timing of expenditure in various capital programs.
<b>Homelessness total</b>	\$41.562m	\$48.435m	\$34.918m	South Australia contributed \$48.4m to homelessness programs in 2020-21, far exceeding the NHHA matching requirement of \$10.0m.

Requirement	Evidence			Key changes/ reasons for variation between allocated and actual expenditure in 2020-21
2020-21 funding and expenditure	State-own forecast expenditure (excluding NHHA) for 2020-21	State-own actual expenditure (excluding NHHA) in 2020-21	NHHA funds spent in 2020-21	
<b>Clause 37(a)(i) - Actual Commonwealth and state-own homelessness expenditure by each of the national priority homelessness cohorts for financial year 2020-21</b>				
a. Women and children affected by family and domestic violence	Not available		\$16.803m	In South Australia, State and Commonwealth funds are pooled and then distributed to providers/ programs accordingly, totalling \$83.353m. Of this total, \$11.723m is used as administrative support for the program. A further \$24.412m is allocated for generic homelessness services which deliver services to a broad range of clients. These expenditures cannot be split between NHHA and State funding components.
b. Children and young people	Not available		\$21.591m	
c. Indigenous Australians	Not available		\$5.618m	
d. People experiencing repeat homelessness	Not available		N/A	
e. People exiting institutions and care into homelessness	Not available		\$2.789m	
f. Older people	Not available		\$0.417m	

Requirement	Evidence		Comments
Estimated 2021-22 funding and expenditure	State-own funding allocation (excluding NHHA) for 2021-22	Estimated NHHA funds to be allocated in 2021-22	
<b>Clause 37(b) – Estimated Commonwealth and state-own funding and expenditure for 2021-22</b>			
<b>Housing total</b>	\$482.446m	\$62.127m	
Public housing (total including maintenance)	n/a	n/a	Further breakdown not available
Public housing maintenance	n/a	n/a	Further breakdown not available
State owned and managed Indigenous housing (SOMIH) (total including maintenance)	n/a	n/a	Further breakdown not available

SOMIH maintenance	n/a	n/a	Further breakdown not available
All social housing#	\$437.207m	\$0.000m	
Capital expenditure	\$45.239m	\$62.127m	
<b>Homelessness total</b>	\$54.225m	\$30.775m	Awaiting clarification of ERO funding

Requirement	Outcome in 2020-21	Evidence	Comments
<b>Clause 17 – Conditions which must be achieved in order to be eligible for funding under the NHHA</b>			
(a) State/Territory has a publicly available housing strategy (or has been without a strategy for less than 18 months since July 2018)	Yes	<a href="#">Our Housing Future 2020-2030</a>	Our Housing Future 2020-2030, South Australia's housing and homelessness strategy, was released in December 2019. Strategy implementation has reached its second year with foundations being built for systemic change.
i) The housing strategy indicates level of supply needed to respond to projected demand	<p>Towards the development of <a href="#">Our Housing Future 2020-2030, AHURI were engaged to map future demand</a>. AHURI found an estimated 19,000 low-income South Australians are paying more than 50% of their household income on private rental costs (of a total of 46,500 low-income households in private rental stress).</p> <p>As a result the Our Housing Future Strategy includes a range of actions that in total will deliver 20,000 affordable housing solutions. These solutions will be composed of affordable and social housing solutions.</p> <p>An Asset Management Strategy is under development and will further consider future supply and demand.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (p23, 14)</p> <p><a href="#">AHURI Audit of South Australia's Housing Assets and Mapping of Future Demand</a> (p8, 11)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Strategy 2, p14)</p> <p><a href="#">Our Housing Future 2020-2030</a> (5.3, p17)</p> <p><a href="#">SA Housing Authority Strategic Plan</a> (p10)</p>	<p>1,954 affordable housing solutions were delivered in 2020-21 with Our Housing Future 2020-2030 set to deliver 20,000 affordable housing solutions in total.</p> <p>The Interim Asset Management Strategy 2020-2021 was approved in December 2020, based on need and demand analysis, with the system-wide Asset Management Strategy to 2030 in development.</p>
ii) The housing strategy includes planned or expected levels of social housing	An Asset Management Strategy is under development and will further consider expected levels of social housing and planning is underway for 20,000 affordable housing solutions which comprise a combination of affordable and social housing solutions.	<a href="#">Our Housing Future 2020-2030</a> (p14, Action 5.3, p17)	The Interim Asset Management Strategy 2020-2021 was approved in December 2020, based on need and demand analysis, with the system-wide Asset Management Strategy to 2030 in development.

<p>iii) The housing strategy contributes to the housing priority policy areas</p>	<p>(a) Social housing</p> <p>Reforming the operations of the social housing system, including implementing and reforming the Single Housing Register, reviewing eligibility and allocations policy, exploring points-based assessment and trialling choice-based letting and clear mutual obligations of successful tenancies.</p> <p>(b) Community housing support</p> <p>Building up to 1000 new social, affordable and market houses through the Community Housing Asset and Investment Plans.</p> <p>(c) Affordable housing</p> <p>Delivering 5000 Affordable Housing outcomes through inclusionary, design and incentive provisions in the planning system including the 15% Affordable Housing Policy.</p> <p>(d) Tenancy reform</p> <p>Provide 100 supported private rental opportunities over five years for eligible social housing customers.</p> <p>(e) Home ownership</p> <p>Continuing to support home ownership through 10,000 HomeStart Finance loans targeted to low- and</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 5.2, p17)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 2.4, p14)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 2.5, p14)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 2.8, p14)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 2.7, p14)</p>	<p>Implementation of the new Single Housing Register was completed on 1 March 2021. Eligibility and allocations policies have also been reviewed and a choice based letting trial is underway.</p> <p>In 2020-21 community housing providers (CHPs) have delivered 122 outcomes comprising 58 public housing outcomes (i.e. returned to the SA Housing Authority), 46 social and affordable outcomes retained by the CHPs and 18 market sales.</p> <p>In 2020-21, 1,629 dwellings were committed for the future delivery of affordable housing outcomes, with 217 delivered as sales outcomes.</p> <p>An Affordable Community Housing Land Tax Exemption Pilot will provide ex gratia relief, equivalent to a land tax exemption to the community housing provider. The Pilot commenced in March 2020 and to date, three community housing providers have joined the program.</p> <p>HomeStart assisted low to moderate income households achieve home ownership with 1,776 HomeStart loans and 378 Starter Loans settled in 2020-21.</p>
---	---	---	---

	<p>moderate-income households and extending the HomeStart Starter Loans beyond June 2021 by an additional 100 outcomes per year for five years.</p> <p>(f) Planning and zoning reform</p> <p>Creating an appropriate land supply pipeline and diversity of housing supply through a responsive planning and zoning system commencing with the introduction of the Planning and Design Code.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 1.2, p13)</p>	<p>The Planning and Design Code came into effect in urban areas of South Australia on 19 March 2021. The Planning and Design Code has now replaced all hard copy Development Plans in South Australia, which allows the planning rules and mapping to be delivered through the online PlanSA Portal.</p>
<p>(b). State/Territory has a publicly available homelessness strategy (or has been without a strategy for less than 18 months since July 2018)</p>	<p>Yes</p>	<p><a href="#">Our Housing Future 2020-2030</a></p>	<p><i>Our Housing Future 2020-2030</i>, South Australia's housing and homelessness strategy, was released in December 2019.</p> <p>The Future Directions for Homelessness strategy, released in September 2020, further articulates reforms to improve the homelessness and domestic violence service system.</p>
<p>i) The homelessness strategy addresses the priority homelessness cohorts</p>	<p>Strategy 4 of <a href="#">Our Housing Future 2020-2030</a> aims to prevent and reduce homelessness through targeted and tailored responses across the system, including for women and children affected by family and domestic violence, children and young people, Indigenous Australians, People experiencing repeat homelessness, people exiting institutions and care into homelessness and older people.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Strategy 4, p16)</p>	<p>With the commencement of the five SA Homelessness Alliances on 1 July 2021, within the first year each Alliance will develop an outcomes-based framework to help measure performance and achievements in the services delivered to clients. This model directly invests in and rewards positive outcomes for homelessness clients.</p>
<p>ii) The homelessness strategy sets out reforms and initiatives that contribute to reducing the incidence of homelessness</p>	<p>Strategy 4 of <a href="#">Our Housing Future 2020-2030</a> aims to prevent and reduce homelessness through targeted and tailored responses across the system, including for women and children affected by family and domestic violence, children and young people, Indigenous Australians, People experiencing repeat homelessness, people exiting institutions and care into homelessness and older people.</p>	<p><a href="#">Future Directions for Homelessness</a></p>	
<p>iii) The homelessness strategy incorporates the homelessness priority policy reform areas</p>	<p>(a) Achieving better outcomes for people (b) Early intervention and prevention</p>		<p>Through the implementation of the SA Homelessness Alliances there is an opportunity to reform the South Australian homelessness sector to improve client and</p>

	<p>(c) Commitment to service program and design</p> <p><a href="#">Our Housing Future 2020-2030</a> committed to working with the specialist homelessness sector to design a new system that will better meet the needs of South Australians experiencing homelessness. <a href="#">Future Directions for Homelessness</a> instigates a new way of delivering services through South Australia's Homelessness Alliance will improve client and system outcomes by focusing on early intervention and prevention.</p> <p>40 crisis accommodation beds for domestic and family violence were implemented, including nine for perpetrators to trial perpetrator interventions, following consultation with the sector.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Strategy 4, p16)</p> <p><a href="#">Future Directions for Homelessness</a></p>	<p>system outcomes. The alliance model will encourage greater cross-alliance partnerships and integrated service responses, and it is anticipated that this will help develop targeted responses for people who experience chronic homelessness and repeatedly cycle through the system.</p> <p>All beds of the 40-bed program have been allocated across the metropolitan and country locations. Management contracts with NGOs have been extended through to November 2021.</p>
<p>(d) State/Territory has contributed to the implementation of the Data Improvement Plan</p>	<p>Yes</p>	<p>South Australia attended all national Housing and Homelessness Data Working Group meetings in 2020-21 and contributed to all out of session papers as required. Many components of the Data Improvement Plan are being coordinated by the Advisory Committee Housing and Homelessness Information (ACHHI) and South Australia continues to be an active member of the ACHHI, attending all meetings and providing advice on all out of session papers.</p>	
<p>(e) Match Commonwealth homelessness funding</p>	<p>Yes</p>	<p>As evidenced above.</p>	

**SA****Housing****Authority****National Housing and Homelessness Agreement (South Australia) Bilateral Annual Report**

Key commitment	Key Performance Indicator	Progress Update
Establish a new housing authority	Establish a new authority amalgamating the housing functions of Housing SA and Renewal SA in 2018-19.	Completed. The SA Housing Authority commenced operations on 1 July 2018 and is now into its third year of operations post establishment.
Develop a new state housing strategy	Develop and publicly release a new housing strategy, addressing the requirements of clause 17 of the Agreement, for South Australia by 1 July 2019.	Completed. <i>Our Housing Future 2020-2030</i> , the State's ten-year housing, homelessness and support strategy was released on 8 December 2019. Strategy implementation has reached its second year with foundations being built for systemic change.
Tenancy reform	<p>Explore potential reforms that further protect vulnerable citizens living in private rental housing arrangements.</p> <p>In partnership with the Commonwealth, develop draft national standards that improve the safety of women who have experienced domestic violence living in private rental housing and help protect their rights as tenants. It is expected the draft standards will be considered nationally by the end of 2018</p>	<p>This research aimed to identify barriers faced by women experiencing DV due to tenancy legislation and related issues. The research investigated options for improvement based on progress made in some jurisdictions. The research provides the foundation for further work towards developing national standards.</p> <p>The research report has been finalised by the Commonwealth but not publicly released yet.</p>



Key commitment	Key Performance Indicator	Progress Update
<p>Supply of land in South Australia is adequate to meet the long-term demand for land.</p> <p>Living Adelaide – The 30-Year Plan for Greater Adelaide, which includes actions to deliver a compact urban reform.</p>	<p>Report annually on 30-year plan targets, land supply for housing and employment purposes for Greater Adelaide.</p>	<p>Monitoring and reporting on land supply and demand is a core activity of the Planning and Land Use Services (PLUS) directorate of the Attorney General's Department. PLUS published its most recent land supply report in June 2021.</p> <p>This report indicated at June 2020, there was a potential supply of 126,000 greenfield lots in Greater Adelaide, including 22,400 development-ready lots. In terms of infill land supply, the potential short-medium term supply was estimated at 68,222 from general infill, with a further potential for 67,700 dwellings to be created within strategic infill locations (CBD, corridor development and strategic sites).</p> <p>The current supply of land for housing purposes is ample to meet projected demand over the next ten years.</p>
<p>Planning application and approval processes are efficient</p>	<p>Report on the estimated median number of days for a planning application to be decided. Reporting to commence from 2020.</p> <p>Commence the state-wide Planning and Design Code by 1 July 2020 (which will replace the 72 Council Development Plans).</p>	<p>For development applications lodged under the new system, within each relevant phase, during the 2020-21 financial year, the following average business days for assessment were recorded: Deemed to Satisfy (DTS) 4.26, Performance Assessed 11.4 and restricted 22.48.</p> <p>The new Planning and Design Code (the Code) commenced for country areas only (excluding major townships) in July 2020.</p> <p>The Code came into effect in urban areas of South Australia on 19 March 2021.</p>

Key commitment	Key Performance Indicator	Progress Update
<p>Ensure housing stock is accessible by priority cohorts</p>	<p>≥ 50% of new tenancies allocated to priority cohorts.</p> <p>Consider the findings of the Australian Housing and Urban Research Institute's (AHURI) audit of the State's current housing assets and mapping of future demand.</p>	<p>In 2020-21, 87% of public housing allocations were to Category 1 applicants.</p> <p>AHURI's audit of the State's current housing assets and mapping of future demand was released in June 2019. The report was used as an integral input and driver behind a broad range of actions within <i>Our Housing Future 2020-2030</i>.</p> <p>Strategy 2 within <i>Our Housing Future</i>, 'Reduce housing stress through 20,000 affordable housing solutions', is a direct response to the findings within the AHURI demand report.</p> <p>Actions within Strategy 2 range from the development of 1,000 new affordable dwellings, neighbourhood renewal, innovation and pilots, to financing options, provision of affordable dwellings through the 15% policy, and enhancing social housing through the Community Housing Asset and Investment Plans. These actions contributed towards delivering 1,954 affordable housing solutions in 2020-21.</p>
<p>Utilise urban renewal to increase appropriateness of social housing</p>	<p>Under the Better Neighbourhood Program, construct 207 houses in 2018-19 and 130 houses in 2019-20.</p>	<p>The Better Neighbourhood Program constructed 105 homes in 2020-21 and aims to complete the construction of 115 houses in 2021-22.</p>

Key commitment	Key Performance Indicator	Progress Update
Improve the liveability of social housing stock	Ensure a minimum of 75% of all new houses built by the SAHT meet or exceed the SAHT Universal Housing Design Criteria.	Universal design principles are currently being used across all SA Housing Authority new construction where practical for the New Build, Better Neighbourhood Program and State-Owned and Managed Indigenous Housing (SOMIH). The universal design principles cannot be used for all new builds due to land size and type of new construction, for example two-storey homes.
Ensure South Australia's public housing is underpinned by effective asset management	Initiate a full condition assessment of public housing properties to improvement management of the housing stock, commencing March 2018.	To help inform future asset management, the Housing Asset Condition Inspection Program commenced in March 2018 and completed 30,036 inspections by April 2021.
Improve service channels for clients and interfaces with partners and contracted agencies through Connect – the Business Systems Transformation program	Business Systems Transformation program implementation dates: Phase 1: system replacement – December 2020 Phase 2: online services – March 2021	Completed. New Connect system went live April 2020. New customer online portal was deployed December 2020.
Support the development and efficiency of the Community Housing Providers (CHP)	Finalise the lease transfer of 5000 housing assets.  Include contractual requirements for the transfer of the 5000 houses that support the upgrade and renewal of CHP managed houses.	All (nine) ten-year Investment and Asset Management Plan Deeds have been executed. Eight out of nine three-year plans have been approved for implementation. Early development projects have been approved and are underway.  As at 30 June 2021 CHPs have completed 122 new builds of which 58 were returned to the SAHT, 46 retained by the CHPs and 18 were market sales.

Key commitment	Key Performance Indicator	Progress Update
Support clients to become more engaged in their community, including through education, training and employment	Build a new facility to provide 20 units of supported accommodation to young Aboriginal adults from remote South Australia undertaking vocational training or tertiary studies in Adelaide during 2019.	Completed. Practical completion of the Tika Tirka building in the Adelaide CBD occurred in June 2019, with the first students moving in during November 2019. Handover to a third-party Aboriginal Business Entity, Aboriginal Community Housing Limited (ACHL) was completed on 1 January 2021.
Support an increase of affordable housing through inclusionary zoning and inclusionary policy on government land	<p>Increase stock of affordable homes.</p> <p>15% affordable housing on government land and significant developments.</p> <p>Residential development code that supports the delivery of affordable housing.</p>	15% Affordable Housing policies through a standardised Affordable Housing Overlay are included in the Regional Planning and Design Code, which was made public in July 2020, and in the Greater Adelaide Planning and Design Code, which went live in March 2021.
Continue to support Government owned HomeStart Finance to provide a range of products to assist lower-income earners enter the housing market, including the Advantage Loan, Low Deposit Loan, Graduate Loan and shared equity product	Number of new home loans issued by HomeStart Finance.	HomeStart assisted low to moderate income households achieve home ownership with 1,776 HomeStart loans and 378 Starter Loans settled in 2020-21.

Key commitment	Key Performance Indicator	Progress Update
Continue to promote shared equity products to support affordable housing outcomes	<p>HomeStart Finance to introduce and administer a new shared equity product – Shared Equity Option.</p> <p>Implement Equity Assistance (a shared equity program) over the next 9 months.</p> <p>Number of households financed with HomeStart’s Shared Equity Option product.</p>	The new Shared Equity Option loan product launched in April 2018. During the 2020/21 financial year, a total of 36 Shared Equity Option loans valuing \$2.95 million were settled.
Develop a new state homelessness strategy.	Develop and launch a new homelessness strategy for South Australia by 1 July 2019.	<p>Completed. <i>Our Housing Future 2020-2030</i>, the State’s housing, homelessness and support strategy, was released in December 2019.</p> <p>The Future Directions for Homelessness strategy, released in September 2020, further articulates reforms to improve the homelessness and domestic violence service system. These reforms are being progressed, including the establishment of Homelessness Alliances which became operational on 1 July 2021.</p>

Key commitment	Key Performance Indicator	Progress Update
<p>The homelessness service system is responsive and driven to achieve continuous quality improvement.</p>	<p>Vulnerable persons framework (VPF), supporting housing panels or round tables are implemented within all regions in South Australia, to provide coordinated responses for people experiencing high levels of risk and vulnerability.</p>	<p>Through the implementation of the SA Homelessness Alliances there is an opportunity to reform the South Australian homelessness sector to improve client and system outcomes. The alliance model will encourage greater cross-alliance partnerships and integrated service responses, and it is anticipated that this will help develop targeted responses for people who experience chronic homelessness and repeatedly cycle through the system.</p> <p>Following the commencement of the five SA Homelessness Alliances on 1 July 2021, the Alliances commenced investigating and considering options to integrate and prioritise their assessment and housing allocation practices to ensure coordinated response to people experiencing high risk and vulnerability, including consideration of VPF, By-name lists and coordinated housing panel processes. Two of the five Alliances are nearing implementation of coordinated housing and assessment panels and a further two alliances are actively investigating and pursuing common assessment processes to support consistent and high quality assessments and responses to clients with high risk and vulnerability.</p>
<p>People at risk of homelessness are identified early and provided with effective interventions.</p>	<p>≥90% of people seeking assistance in housing crisis did not become homeless.</p>	<p>2020/21 performance: 85%.</p>
<p>People experiencing homelessness are rapidly supported into housing.</p>	<p>≥80% of people who present as homeless (rough sleeping) were in accommodation by the end of their support period</p>	<p>2020/21 performance: 79%.</p>

Key commitment	Key Performance Indicator	Progress Update
People who are newly housed thrive in their home and community.	≥80% of people with capacity for economic participation are connected to education or employment.	2020/21 performance: 73%.
Women and children live in homes that are safe and free from violence.	≥70% of women and children who enter crisis accommodation are in safe and stable housing by the end of their support period.	2020/21 performance: 71%.

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
Women and children affected by domestic and family violence (DFV)	Aboriginal family violence services.	<p>This will be achieved through a redeveloped service model designed in consultation with key stakeholders.</p> <p>It is expected that the new model will be implemented by July 2019.</p>	As part of the newly established State-wide DFV Alliance, two specialist programs are delivering targeted responses for Aboriginal Family Violence. Further, through the Alliance model, the specialist providers are working closely with all regional DFV service providers to improve and expand the provision of culturally appropriate services.
	Early intervention to keep women and children safe at home.	<p>A new safe at home model will be developed in consultation with key stakeholders.</p> <p>It is expected that the new model will be implemented by July 2019.</p>	The new State-wide 'Safer at Home' response was implemented as part of the introduction of the State-wide DFV Alliance from 1 July 2021. This response includes the provision of safety assessment, case management and safety upgrades services across all areas of South Australia.

<b>Priority cohort</b>	<b>Policy or program</b>	<b>Action and key dates</b>	<b>Comment (if relevant)</b>
	Increase crisis accommodation.	Deliver two new regional and one metropolitan crisis accommodation centres, resulting in 40 more beds.  Initial scoping for timeframes is currently underway.	All beds are operational and a review of the program to consider future directions for the program is underway.



Children and young people.

Young people at risk of homelessness will be identified early through education pathways and will be supported to prevent homelessness.

A review and remodel of existing services will occur in consultation with key stakeholders.

It is anticipated the reformed model will be implemented by July 2019.

As part of the introduction of the SA Homelessness Alliances, all providers are working towards an increasing focus on early intervention and prevention services, including the development of Regional Integration Action Plans that focus on proactive strategies to engage with services within their area to act as an early identification network for those who are at risk of homelessness.

In addition, contract outcome requirements, Key Performance Indicators and Key Result Areas measurement is occurring to track provider performance against a range of outcomes, including a movement towards a greater focus on early intervention and prevention services, and progress against these outcomes will form a key basis for decision making regarding contract extension options.

The SA Housing Authority recently awarded funding from a dedicated Prevention Fund to 'Kids Under Cover' to support the expansion of their successful youth homelessness studios program to South Australia, which is supporting young people at risk of homelessness to maintain connections to their family through the provision of a studio unit, case management and scholarship support to

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
	<p data-bbox="533 320 880 421">Young people experiencing violence and at risk of homelessness.</p>	<p data-bbox="907 320 1449 496">Independent research will be undertaken to determine how to more effectively engage young people who are experiencing violence and are at risk of homelessness.</p> <p data-bbox="907 523 1391 555">This research will occur by end 2020.</p>	<p data-bbox="1476 225 2040 293">enable participation in education and training.</p> <p data-bbox="1476 320 2040 676">An independent research report was undertaken in 2020 to determine how to effectively engage young people who are experiencing violence and are at risk of homelessness. The report was made available and promoted to services as part of the SA Homelessness Alliances Tender process held in late 2020 to promote its use to inform the design of service models for the SA Homelessness Alliances.</p> <p data-bbox="1476 767 2040 1011">The SA Homelessness Alliances were subsequently selected through a competitive tender process and engaged to deliver the majority of homelessness services, including a number of specialist youth homelessness services from 1 July 2021.</p>

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
Indigenous Australians	Aboriginal family violence services	<p>This will be achieved through a redeveloped service model designed in consultation with key stakeholders.</p> <p>It is expected that the new model will be implemented by July 2019.</p>	<p>On 27 May 2021, the Premier of South Australia released the <i>South Australian Aboriginal Housing Strategy 2021-2031</i>. Pillar four of the Strategy outlines key actions to implement culturally informed and person-centred homelessness services for Aboriginal peoples.</p> <p>In the Domestic and Family Violence sector, a state-wide domestic and family violence alliance is now established and integrated within the SA homelessness alliance model.</p>

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
	<p>Connect with Aboriginal people moving from remote to regional centres to prevent homelessness</p>	<p>This will be achieved by reviewing existing service approaches and the development of a remote visitor framework.</p> <p>It is expected that this will be ongoing throughout the term of the strategy.</p>	<p>On 27 May 2021, the Premier of South Australia released the <i>South Australian Aboriginal Housing Strategy 2021-2031</i>. Pillar four of the Strategy outlines key actions to complete a supply and demand assessment of crisis and transitional accommodation housing options.</p> <p>A service review of two regional Transitional Accommodation Centres has been completed by a nationally renowned Aboriginal Business Enterprise (ABE), Indigenous Psychological Services.</p> <p>South Australia will assess implementation of the report findings and undertake a supply and demand review that strategically aligns with the South Australian Aboriginal Housing Strategy and National Closing the Gap targets.</p>

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
People experiencing repeat homelessness	Adelaide Zero Project – functional zero homelessness for people sleeping rough within Adelaide CBD	<p>This will be achieved through the implementation of the functional zero approach to responding to homelessness.</p> <p>The target is to achieve functional zero by 2020.</p>	<p>SA Housing Authority continues to support the work with the Adelaide Zero Project, through the provision of:</p> <ul style="list-style-type: none"> <li>• approximately 20 properties per month to house people on the By-Name List</li> <li>• backbone support in the form of staffing to the Adelaide Zero Project</li> <li>• existing housing and support services.</li> </ul> <p>The Adelaide South (Toward Home) Alliance is supporting the continued work of the Adelaide Zero project at both a strategic and operational level.</p> <p>The Authority is currently working with the Adelaide Zero Project to consider and activate governance and support structures that take account of the transition to the Alliance model.</p> <p>As of 30 June 2021, the Adelaide Zero Project reported having housed a total of 653 people from the By-Name List since the inception of the project (May 2018).</p>

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
	Improved services for people sleeping rough in the Riverland	<p>This will be achieved through a review and reform of the existing Riverland services.</p> <p>It is expected the reformed model will be implemented by July 2019.</p>	<p>As part of the introduction of the SA Homelessness Alliances, a new provider and service model for Riverland services was introduced. The effectiveness of this new service model will be evaluated toward the end of the first contract term for the Country South Homelessness Alliance.</p>
	Supportive housing for people who have experienced chronic homelessness	<p>A reformed supportive housing model will be developed in consultation with key stakeholders targeted at people experiencing risk and vulnerability.</p> <p>It is expected the reformed model will be implemented by July 2020.</p>	<p>The SA Housing Authority is nearing completion of a further review of the Supportive Housing Program, to consider opportunities to refine the program's administration and effectiveness in light of the introduction of the SA Homelessness Alliance model. The model is focused on refining eligibility criteria to ensure assistance is effectively targeted to those with chronic homelessness, streamlining the allocation process and increasing transparency to ensure clients are rapidly housed when vacancies become available.</p>

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
People currently exiting institutions and care into homelessness	Review of existing programs for people existing incarceration	<p>This will be achieved through a review and potential reform of model.</p> <p>Timeframes are yet to be confirmed.</p>	<p>Through the development of their Regional Integration and Action Plans, the SA Homelessness Alliances will be considering options to improve partnership and referral pathways for clients exiting incarceration, including consideration of Department of Corrections representatives within the SA Homelessness Alliance Governance Systems.</p> <p>In addition, the SA Housing Authority is progressively reviewing service models as contracts for pre-existing services near their end dates, which will include a review of the Offenders Aid Rehabilitation program which supports clients exiting prison through accommodation and case management supports.</p>
	Transition from Guardianship Care	<p>Review current housing pathways for young people leaving care to support the development of contemporary service responses.</p> <p>A new protocol between the Department for Child Protection and Housing SA will be developed to support young people into independent housing.</p> <p>It is expected the protocol will be finalised in 2018.</p>	The operational protocol was completed and finalised in July 2018.

Priority cohort	Policy or program	Action and key dates	Comment (if relevant)
Older people	Aged Housing Program	<p>A review of the existing aged housing program to be undertaken to provide recommendations on service development for older people.</p> <p>Timeframes are yet to be confirmed.</p>	<p>SA Housing Authority is progressively reviewing and evaluating the effectiveness of programs and service models for pre-existing services as they near their contract end dates. The Aged Housing Assistance Program is due to be reviewed by March 2022.</p>