

## Statement of Assurance reporting template – National Housing and Homelessness Agreement (NHHA) 2021-22

**Purpose of this reporting template**

This 2021-22 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 2021-22
2021-22 funding and expenditure	State-own forecast expenditure (excluding NHHA) for 2021-22	State-own actual expenditure (excluding NHHA) in 2021-22	NHHA funds spent in 2021-22	
<b>Clause 37(a) – Actual Commonwealth and state-own funding and expenditure in respect of the social housing and homelessness sectors for financial year 2021-22</b>				
<b>Housing total</b>	\$482.446m	\$459.908m	\$64.810m	
Public housing (total including maintenance)		\$324.679m	\$0.000m	Variation is mainly due to below-forecast capital expenditure, as outlined below.
Public housing maintenance		\$94.130m	\$0.000m	
State owned and managed Indigenous housing (SOMIH) (total including maintenance)		\$20.372m	\$0.000m	
SOMIH Maintenance		\$7.165m	\$0.000m	
All social housing#	\$437.207m	\$434.949m	\$0.000m	
Capital expenditure	\$45.239m	\$24.959m	\$64.810m	Variation is mainly the result of revised timing of expenditure across a number of neighbourhood-scale redevelopments.
<b>Homelessness total</b>	\$54.225m	\$57.911m	\$35.675m	South Australia contributed \$57.9m to homelessness programs in 2021-22, exceeding the NHHA matching requirement of \$9.4m.

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Requirement	Evidence			Key changes/ reasons for variation between allocated and actual expenditure in 2021-22
2021-22 funding and expenditure	State-own forecast expenditure (excluding NHHA) for 2021-22	State-own actual expenditure (excluding NHHA) in 2021-22	NHHA funds spent in 2021-22	
<b>Clause 37(a)(i) - Actual Commonwealth and state-own homelessness expenditure by each of the national priority homelessness cohorts for financial year 2021-22</b>				
a. Women and children affected by family and domestic violence	Not available		\$17.044m	In South Australia, State and Commonwealth funds are pooled and then distributed to providers / programs accordingly, totalling \$93.586m.
b. Children and young people	Not available		\$10.095m	
c. Indigenous Australians	Not available		\$0.529m	Of this total, \$12.935m is used as administrative support for the program.
d. People experiencing repeat homelessness	Not available		N/A	
e. People exiting institutions and care into homelessness	Not available		\$2.831m	A further \$49.757m is allocated for generic homelessness services which deliver services to a broad range of clients.
f. Older people	Not available		\$0.395m	
				These expenditures cannot be split between NHHA and State funding components.

Requirement	Evidence		Comments
Estimated 2022-23 funding and expenditure	State-own funding allocation (excluding NHHA) for 2022-23	Estimated NHHA funds to be allocated in 2022-23	
<b>Clause 37(b) – Estimated Commonwealth and state-own funding and expenditure for 2022-23</b>			
<b>Housing total</b>	\$519.203m	\$78.899m	
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#	\$435.000m	\$0.000m	
Capital expenditure	\$84.203m	\$78.899m	
<b>Homelessness total</b>	\$57.496m	\$36.090m	

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Requirement	Outcome in 2021-22	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 (OHF)</a>	OHF, South Australia's housing and homelessness strategy, was released December 2019.
i) The housing strategy indicates level of supply needed to respond to projected demand	<p>To inform the development of OHF, AHURI were engaged to map future demand. 19,000 low-income South Australians were found to be paying more than 50% of income on private rental costs (of a total of 46,500 low-income households in private rental stress).</p> <p>As a result, OHF includes a range of actions that will, in total, deliver 20,000 affordable housing solutions. These solutions will be composed of affordable and social housing solutions.</p>	<p><a href="#">AHURI's Report Audit of South Australia's current housing assets and mapping of future demand</a> (pp. 1, 4)</p> <p><a href="#">Our Housing Future 2020-2030 (Strategy 2, p. 14)</a></p>	<p>The SA Housing Authority's (the Authority) commitments to affordable housing have been guided by the estimated number of South Australian households experiencing "extreme" rental affordability stress. The Authority and its partners have committed to providing 20,000 affordable housing solutions through OHF Strategy 2.</p> <p>Over 1,100 affordable housing solutions were delivered in 2021-22, with a total of 20,000 set to be delivered in total.</p>
ii) The housing strategy includes planned or expected levels of social housing	<p>Based on need and demand analysis, development of a final Asset Management Strategy to 2030 is nearing completion.</p> <p>To facilitate identifying systemic responses to meet social housing demand, the Social Housing Modernisation Implementation Committee has been established.</p>	<p><a href="#">Our Housing Future 2020-2030 (Action 5.3, p. 17)</a></p> <p><a href="#">Our Housing Future 2020-2030 (Action 5.2, p. 17)</a></p>	The Interim Asset Management Strategy 2020-2021 was approved in December 2020.
iii) The housing strategy contributes to the housing priority policy areas	<p><b>(a) Social Housing</b></p> <p>Investing \$75m to start addressing the public housing capital maintenance backlog and to improve sustainability and energy efficiency of public housing, where possible.</p> <p>Reforming the operations of the social housing system, including implementing and reforming the Single Housing Register, reviewing</p>	<p><a href="#">Our Housing Future 2020-2030 (Actions 5.1, p. 17)</a></p> <p><a href="#">Our Housing Future 2020-2030 (Actions 5.2, p. 17)</a></p>	<p>Funds have been allocated and will continue until 2030, works are embedded into business as usual through a new Maintenance Delivery Model Procurement.</p> <p>The Authority continues to actively partner with Tesla around the SA <a href="#">Virtual Powerplant (VPP)</a>, through the provision of new and existing properties for assessment and consideration in the VPP. Agreements are in</p>

	<p>eligibility and allocations policy, exploring points-based assessment and trialling choice-based letting and clear mutual obligations for successful tenancies.</p> <p>Improving the sustainability of the social housing system through:</p> <ul style="list-style-type: none"> <li>• Addressing the financial sustainability of the system</li> <li>• The introduction of a system-wide strategic asset management approach including strategic asset disposal and investment</li> <li>• Developing a 10-year plan to optimise the efficient and effective management of social housing and to support the growth of community housing providers</li> <li>• Reviewing the functional responsibilities for housing policy, regulation and management to provide greater transparency and contestability.</li> </ul>	<p><a href="#">Our Housing Future 2020-2030</a> (Actions 5.3, p. 17)</p>	<p>train to enable CHP participation in the future.</p> <p>New Customer Portal delivered in December 2020: <a href="#">Housing Connect (Customer Portal)</a>.</p> <p>Single Housing Register completed on 1 March 2021.</p> <p>First stage policy reform completed: anti-social behaviour, eligibility, centralised allocation, management model for walk up flats. Consultation with sector leadership is underway to plan for future reform with a focus on income and asset policies.</p> <p>An independent advisor was engaged to undertake a benchmarking analysis to assess the financial sustainability of the system. A final project report was tabled and presented to the South Australian Housing Trust (SAHT) Board in April 2021. As such, the OHF action 5.3 remains 'In Progress' as a result of the work currently being undertaken on the 10-Year plan aimed at optimising the effective and efficient management of social housing in partnership with the Social Housing Modernisation Implementation Committee which has been established to progress reform.</p> <p>OHF feeds into Infrastructure SA's <a href="#">20-Year State Infrastructure Strategy</a>, where a focus on social housing is reflected in Priority 10: Reposition the social housing portfolio to be more fit for purpose (Action 10; pp. 70-77).</p>
	<p><b>(b) Community Housing Support</b></p> <p>Building up to 1,000 new social, affordable and market houses through the Community Housing Asset and Investment Plans.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 2.4, p. 14)</p>	<p>The Authority continues to work in partnership with CHPs through Investment and Asset Management Plans. All (nine) ten-year Asset Management Plan Deeds and three-year plans have been executed. Development projects are progressively being approved and are underway with a target of 1,000 housing outcomes. CHPs</p>

			<p>have completed 220 new builds at 30 June 2022, of which 89 were returned to the SAHT, 71 retained by the CHPs and 60 were market sales.</p> <p>In 2021-22, through the Community Housing Asset Renewal Program, CHPs delivered an additional 114 outcomes, comprising 48 social and affordable outcomes retained by CHPs and 66 market sales.</p>
	<p><b>(c) Affordable Housing</b></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 by 1 July 2020.</p> <p>Delivering 1000 new affordable houses by 2025 for low and moderate-income households through a \$398.7m Affordable Housing Initiative.</p> <p>Delivering 5,000 Affordable Housing outcomes through inclusionary, design and incentive provisions in the planning system, including the 15% Affordable Housing Policy.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 1.2, p. 13)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 2.1, p. 14)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 2.5, p. 14)</p>	<p>SA's <a href="#">Planning and Design Code</a> (the Code) came into effect in regional areas in July 2020, and in urban areas in March 2021. A 15% Affordable Housing Policy is contained within the Code.</p> <p>The Affordable Housing Initiative is ongoing.</p> <p>In 2021-22, the 15% Affordable Housing Policy created 305 sales.</p> <p>OHF feeds into Infrastructure SA's <a href="#">20-Year State Infrastructure Strategy</a>, where a focus on affordable is reflected in Priority 10: Increase private sector investment in the supply of affordable housing (Actions 11; pp. 70-77).</p>
	<p><b>(d) Tenancy Reform</b></p> <p>Provide 100 supported private rental opportunities over five years for eligible social housing customers.</p> <p>Supporting shared leasing arrangements, including for older and younger people across the housing market.</p> <p>Bridging the gap between social housing and private rental and home ownership through</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 2.8, p. 14)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 3.3, p. 15)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 3.7, p. 15)</p>	<p>Delivered by Renewal SA, the Affordable Community Housing Land Tax Exemption Pilot was launched on 1 March 2020 and will run for five years.</p> <p>A new lease agreement and tenant's guide has been approved. The option for co-tenancy (up to two jointly responsible tenants) has been embedded into the new lease agreement template was not supported by policy at launch. The option remains</p>

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	<p>implementation of moderate income rent reforms from 2021-22 and removing policy disincentives to work to encourage participation and independence.</p>		<p>feasible pending further investigation of operational impacts.</p> <p>Moderate rent reforms were implemented on 1 July 2021.</p>
	<p><b>(e) Home Ownership</b></p> <p>Continuing to support home ownership through 10,000 HomeStart Finance loans targeted to low and moderate income households and extending the HomeStart Starter Loan beyond June 2021 by an additional 100 new outcomes per year for five years.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 2.7, p. 14)</p>	<p>HomeStart assisted low-to-moderate income households to achieve home ownership with 1,473 HomeStart Finance Loans and 395 Starter Loans settled in 2021-22.</p>
	<p><b>(f) Planning and Zoning Reform</b></p> <p>Recognising housing as essential to the social, economic and environmental infrastructure and is included in the 20-year State Infrastructure Strategy.</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 by 1 July 2020.</p> <p>Developing local / regional housing plans to respond to specific conditions and local demand.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 1.1, 1.2, 1.4; p. 14)</p>	<p>On 13 May 2021, the <a href="#">20-year State Infrastructure Strategy</a> was released and contains a chapter on Housing (Actions 10, 11; pp. 70-77).</p> <p>A new <a href="#">South Australia's Planning and Design Code</a> was introduced in March 2021 by the Department of Infrastructure and Transport in partnership with the State Planning Commission. Implementation of the Planning and Design Code aims to create an appropriate land supply pipeline and diversity of housing supply through a responsive planning and zoning system.</p> <p><a href="#">Local Affordable Housing Toolkit</a> has been released and will help councils create their own housing plans for the future. The toolkit is available to all 64 councils in South Australia to respond to specific conditions and local demand.</p>

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<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> (Strategy 4; p. 16)</p> <p><a href="#">Future Directions for Homelessness South Australia's Homelessness Alliance</a> (Future Directions)</p>	<p>OHF, SA's housing and homelessness strategy, was released December 2019.</p> <p>Future Directions was released in September 2020, providing for South Australia's Homelessness Alliance reform, a new way of delivering services. It will improve client and system outcomes by focusing on early intervention and prevention to stop people falling into and repeatedly cycling through the homelessness system.</p>
<p>i) The homelessness strategy addresses the priority homelessness cohorts</p>	<p>The established Office for Homelessness Sector Integration (OHSI) continue to manage and drive the Homelessness reform process, as highlighted by the release of 'Future Directions'. OHSI is responsible for progressing actions contained within <a href="#">Our Housing Future 2020-2030</a>, <a href="#">Future Directions for Homelessness</a>, and the <a href="#">South Australian Aboriginal Housing Strategy 2021-2031</a> in order to execute reforms and initiatives which address women and children affected by family and domestic violence, children and young people, Indigenous Australians, people experiencing repeat homelessness, people exiting from care or institutions into homelessness, and older people.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Strategy 4; p. 16)</p>	<p><b>Women and children affected by family and domestic violence</b></p> <p>The Domestic and Family Violence Crisis Accommodation Program (40 Beds) Trial has been evaluated and extended.</p> <p>A state-wide 'Safe at Home' response was implemented as part of the State-wide Domestic and Family Violence (DFV) Alliance, including the provision of safety assessment, case management, and safety update services.</p> <p>In 2021-22, 2,483 clients aged 15-24 who were not homeless at intake were provided with assistance via the SHS sector. 424 clients who were not homeless at intake and whose presenting issue was DFV were provided with assistance via the SHS sector over the same period.</p> <p><b>Children and young people</b></p> <p>The Authority has awarded \$2.6m to Kids Under Cover to provide 51 fully relocatable studios to support young people grow, stay connected, and prevent them from falling into homelessness.</p> <p><b>Indigenous Australians</b></p> <p>The South Australian Aboriginal Housing Strategy 2021-2031 (the Strategy) was launched on 27 May 2021.</p> <p>As part of the State-wide DFV Alliance, two specialist programs deliver targeted responses</p>

			<p>for Aboriginal Family Violence. Specialist providers work closely with regional DFV service providers to improve and expand provision of culturally appropriate services.</p> <p><b>People experiencing repeat homelessness</b></p> <p>The Authority supports the Adelaide Zero Project (AZP), including approximately 20 properties per month to house people on the By-Name List, backbone support in the form of staffing, and existing housing and support services. As at 30 June 2022, the AZP reported having housed 890 people from the By-Name List since the project's inception in May 2018.</p> <p>Through the Integrated Housing Program, approximately 20 properties per month are provided to assist people who are rough sleeping, including those with a chronic history of homelessness. 722 supportive housing properties are also available to the SHS sector to provide accommodation and support clients with complex needs, including chronic experiences of homelessness, who require intensive case management and support to maintain their tenancy.</p> <p>The Aspire program, through a 'Housing First' approach, provides three years of wrap around support for high complexity clients including those experiencing chronic homelessness. The program been extended to 30 June 2026.</p> <p><b>People exiting institutions and care into homelessness</b></p> <p>The Authority has identified refinements to the Integrated Housing Exits Program to ensure it provides effective support to clients exiting custodial settings and are at risk of homelessness. The Authority is currently working with the Department of Correctional Services to integrate these service model refinements.</p>
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			<p>A new service was recently contracted to provide service outreach support to client exiting prison and hospital settings.</p> <p>A Memorandum of Administrative Understanding focused on young people exiting care is being developed between the Authority and the Department for Child Protection.</p> <p>Housing for Health is a new rough sleeper accommodation with integrated specialist mental health and drug and alcohol support which commenced operations on 1 July 2021.</p> <p><b>Older people</b></p> <p>The Authority is reviewing and evaluating the effectiveness of the Aged Homelessness Assistance Program and will implement recommended changes in the 2022-23 financial year.</p> <p>In 2021-22, clients aged 65 years and older accounted for 2.04% of all clients who received a service from an SHS.</p>
<p>ii) The homelessness strategy sets out reforms and initiatives that contribute to reducing the incidence of homelessness</p>	<p>Future Directions sets the foundation for OHF's Strategy 4 execution.</p> <p>Improving service delivery by incorporating lived experience.</p> <p>Piloting new intensive supported accommodation models for customers requiring more support than social housing.</p> <p>Transitioning to an outcome-based service model that invests in and rewards positive outcomes.</p> <p>Piloting homelessness prevention initiatives and new innovative housing models through a \$20m prevention fund leveraging further investment through partnerships.</p>	<p><a href="#">Future Directions for Homelessness</a></p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 3.8; p. 16)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 3.8; p. 16)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 4.1; p. 16)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 4.2; p. 16)</p>	<p>SA Homelessness Alliance contracts commenced 1 July 2021 and are aligned to NHHA funding.</p> <p>Incorporating lived experience has been achieved for all service providers contracted through the Alliances. The Customer Commitments (formerly Charter) was drafted inclusive of the customer voice.</p> <p>The Authority and Flinders University have progressed the co-design of an outcomes performance framework for the SA DFV and Homelessness Service Sector. A broad range of consultations have occurred to date with providers, representatives as well as those with lived experience of homelessness and / or DFV. It is expected to transition towards an outcomes based performance approach from mid-2023.</p> <p>On 25 January 2022, the Authority executed a contract with the Australian Alliance to End</p>

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	<p>Developing targeted responses for people who experience chronic homelessness who repeatedly cycle through the system.</p> <p>Supporting Safety First approaches through tailored outcomes commencing with the introduction of the 40-bed program including perpetrator responses which provide options for women to remain in their own home when safe to do so.</p> <p>Implementing Housing First approaches including rapid re-housing, growth of Social Impact Bonds and Pay by Results contracts.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Action 4.4; p. 16)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 4.5; p. 16)</p> <p><a href="#">Our Housing Future 2020-2030</a> (Action 4.5; p. 16)</p>	<p>Homelessness, worth \$280,000 (from the Homelessness Prevention Fund) to provide support for the expansion of the Advance to Zero methodology into other communities across South Australia.</p> <p>The Authority provides a 0.5 FTE resource to the AZP Backbone Team in the role of Data Lead.</p> <p>The Adelaide South Alliance and Department of Human Services considered findings of the AZP project, including the inner-city feasibility study, to inform the design of their respective services. The Alliances support greater integration between services within a region to support complex clients and reduce repeat instances of homelessness.</p> <p>Establishment of multi-agency responses to support those with histories of repeat homelessness, such as the Vulnerable Persons Groups in Port Lincoln to provide co-ordinated multi-agency responses for those most vulnerable in the community.</p> <p>Establishment of the <a href="#">Toward Home</a> Response Service, a dedicated multi-agency team to exclusively focus on collective approaches, inclusive of mental health supports, for clients with a history of repeat homelessness, a dedicated multi-agency team to exclusively focus on collective approaches, inclusive of mental health supports, for clients with a history of repeat homelessness.</p> <p>Supporting Safety First approaches through tailored outcomes commencing with the introduction of the 40-bed program including perpetrator responses which provide options for women to remain in their own home when safe to do so. An evaluation of the program occurred and recommended the expansion of the program.</p>
<p>iii) The homelessness strategy incorporates the homelessness priority policy reform areas</p>	<p>(a) Achieving better outcomes for people</p>		<p>The implementation of the SA Homelessness Alliances enables opportunities to reform the South Australian homelessness sector to improve</p>

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	<p>(b) Early intervention and prevention (c) Commitment to service program and design</p> <p>OHF commits to working with the SHS sector to design a new system that will better meet the needs of South Australians experiencing homelessness. Future Directions instigates a new way of delivering services through SA's Homelessness Alliance to improve client and system outcomes by focusing on early intervention and prevention.</p>	<p><a href="#">Our Housing Future 2020-2030</a> (Strategy 4; p. 16)</p> <p><a href="#">Future Directions for Homelessness</a></p>	<p>client and system outcomes. The alliance model encourages greater cross-alliance partnerships and integrated service responses.</p> <p>The Alliance's outcomes-focused contracts enable services to adjust their models to close service gaps and, over time, invest more funding into services that are working well and achieve a greater focus on early intervention and prevention.</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 2021-22 and contributed to all out of session papers as required.</p>	<p>SA continues to be an active member and provide advice on all out of session papers of the Advisory Committee Housing and Homelessness Information (ACHHI) which has been instrumental in progressing work under the Data Improvement Plan to HDDWG for endorsement.</p> <p>The Community Housing Data Alignment Panel (CH DAP) was established in October 2021 in order to provide guidance and specialist advice to the Australian Institute of Health and Welfare to assist the development of a Community Housing Data Strategy as required under the DIP. SA has attended all CH DAP meetings and contributed to all out of session papers as required.</p>
<p>(e) Match Commonwealth homelessness funding</p>	<p>Yes</p>	<p>As evidenced above.</p>	

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Requirement	Outcome in 2021-22	Evidence	Comments
<b>Reporting requirements – Social and Community Services (SACS) Equal Remuneration Order (ERO) equivalent funding</b>			
Aggregate SACS ERO equivalent funding committed to Specialist Homelessness Services funding pool	<i>Provider names</i> Aboriginal Family Support Services Inc Aboriginal Sobriety Group Incorp Anglican Community Care Inc Anglicare SA Ltd Baptist Care (SA) Inc Catherine House Inc Catholic Family Services Centacare Catholic Country SA Limited Community Housing Council of SA Housing Choices South Australia Limited Hutt Street Centre Junction Australia Ltd Life Without Barriers Lutheran Community Care NPY Women's Council Nunga Mi:Minar Inc Offenders Aid and Rehabilitation Services of SA Inc Relationships Australia SA Health Promotion Services St John's Youth Services Inc St Vincent De Paul Society (SA) Inc SYC Ltd The Salvation Army (SA) Property Trust Uniting Communities Incorporated Uniting Country SA Inc UnitingCare Wesley Bowden Inc UnitingSA Ltd Unity Housing Company Ltd Victim Support Service Inc. West Coast Youth Service Inc Women's Safety Services SA Incorporated Yarredi Services Inc.		Continuation of ERO funding was included in payments made to providers in 2021-22.  The majority of these individual providers formed into Alliance-based services from 1 July 2021, in line with sector reforms implemented by the South Australian Government.

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Requirement	Outcome in 2021-22		Evidence	Comments
<b>Reporting requirements – Social and Community Services (SACS) Equal Remuneration Order (ERO) equivalent funding</b>				
Number of new public housing and SOMIH dwellings constructed and refurbished	124 constructed		South Australia's PH and SOMIH 2021-22 and 2020-21 Housing RoGS data return	New dwellings available for rental.
	1,766 refurbished		Internal data report	Refurbished dwellings with housing / disability modifications.
Number of public housing and SOMIH dwellings requiring major maintenance as of 30 June	<i>Tenantable</i> 0	<i>Untenantable</i> 53	South Australia's PH and SOMIH 2021-22 Housing RoGS data return	Dwellings flagged as 'Undergoing major redevelopment'.
Number of tenantable public and SOMIH dwellings unoccupied for greater than 2 months continuously as of 30 June	752		South Australia's PH and SOMIH 2021-22 Housing RoGS data return (dwelling and household)	Greater than 2 months defined as vacant from 30/4/2022 to 30/6/2022.
Number of untenantable public and SOMIH dwellings unoccupied for greater than 2 months continuously as of 30 June	239		South Australia's PH and SOMIH 2021-22 Housing RoGS data return (dwelling and household)	Greater than 2 months defined as vacant from 30/4/2022 to 30/6/2022.
Number of new emergency and crisis accommodation delivered	25		Contract with DFV-CAP Providers	Through the Domestic and Family Violence (DFV) Crisis Accommodation Program Trial, 16 new crisis properties, with accompanying intensive case management support, have been funded for victim-survivors of DFV. A further nine properties are funded for perpetrators of violence through the Domestic and Family Violence Perpetrator Response Program, to enable women to remain in their existing home by moving the perpetrator (when safe to do so).
Number of public housing dwellings transferred to community housing providers	<i>Transferred to managed lease</i> 0	<i>Transferred ownership</i> 0	Internal data report (to be published in next RoGS)	
Number of households in receipt of state rental subsidies in private market as of 30 June	51,612 household with an active bond guaranteed by the Authority		Internal data report	Bonds guaranteed by the Authority via the Private Rental Assistance Program.
Planned new public housing and SOMIH dwellings to be constructed in 2022-23	34 houses completed in 2021-22			2022-23 target is 87 new builds, comprising: <ul style="list-style-type: none"> <li>• 44 Public Housing Improvement Program (PHIP), and</li> <li>• 43 SOMIH / New Build.</li> </ul>

**Definitions:**

1. Refurbishment is defined as any works undertaken on a dwelling to improve its amenity
2. Major maintenance is defined as public housing and SOMIH dwellings requiring maintenance at capital value of > \$10,000
3. New emergency and crisis accommodation delivered refers to initiative outcomes managed and/or funded by the South Australian Government
4. Households in receipt of state rental subsidies refers to current active bonds provided to households through the South Australian Government's Private Rental Assistance Program

# SA Housing Authority

## National Housing and Homelessness Agreement (South Australia) Bilateral Annual Report

### South Australian Housing Strategy

Key Commitment	Key Performance Indicators	Progress Update
<b><i>A well-functioning housing system that responds to local conditions.</i></b>		
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 (the Authority) commenced operations on 1 July 2018. The Authority is in its fourth 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. <a href="#">Our Housing Future 2020-2030 (OHF)</a> , the State's ten-year housing, homelessness, and support strategy, was released on 8 December 2019.
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.</p> <p>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 domestic violence due to tenancy legislation and related issues. The research investigated options for improvements 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 has not yet been publicly released.</p> <p>South Australia is presently undertaking a review of the <i>Residential Tenancies Act 1995</i>.</p>
<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>	Report annually on 30-year plan targets, land supply for housing and employment purposes for Greater Adelaide.	<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 that 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-to-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>



Key Commitment	Key Performance Indicators	Progress Update
		<p>A revised land supply report for the Greater Adelaide Planning Region is due by the end of 2022, which will provide updated land supply and development activity figures utilising a revised methodology for calculating supply and demand.</p> <p>Initial data from this revised process still indicates 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>The average number of days for planning applications for the first 12 months, from 19 March 2021 to 19 March 2022, against their statutory timeframe, was:</p> <ul style="list-style-type: none"> <li>• 3.5 of 5 business days (deemed-to-satisfy);</li> <li>• 11.6 of 20 business days (performance assessed – no public notification, no referral);</li> <li>• 32.96 of 50 business days (performance assessed – no public notification with referral required);</li> <li>• 44.5 of 70 business days (performance assessed – public notification required); and</li> <li>• 63.5 of 95 business days (restricted assessment).</li> </ul> <p>System performance indicators are published on the Plan SA portal at <a href="#">Performance Indicators</a>.</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 SA on 19 March 2021.</p>
<p><b><i>A well-functioning social housing system.</i></b></p>		
<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 2021-22, 80% of public housing allocations were to Category 1 applicants.</p> <p>AHURI's audit of the SA's current housing assets and mapping of future demand was released in June 2019. The report was an integral input and driver behind a broad range of actions within OHF.</p>



Key Commitment	Key Performance Indicators	Progress Update
		<p>OHF Strategy 2, 'Reduce housing stress through 20,000 affordable housing solutions', is a direct response to the findings of the AHURI demand report.</p> <p>Actions from Strategy 2 range from the development of 1,000 new affordable dwellings, neighbourhood renewal, innovation and pilots, financing options, provision of affordable dwellings through the 15% policy, and enhancing social housing through the Community Housing Asset and Investment Plans.</p> <p>In 2021-22, more than 1,100 new social and affordable housing outcomes were delivered, including four major renewal projects on track to be completed in 2025, a major build-to-rent joint initiative, surplus government land identified and acquired for affordable housing outcomes, and multiple staged land releases. Ongoing management of the 15% Affordable Housing Policy and HomeSeeker SA program continue to deliver affordable housing outcomes.</p>
Utilise urban renewal to increase appropriateness of social housing.	Under the Better Neighbourhood Program, construct 207 houses in 2018-19 and 130 houses in 2019-20.	The Better Neighbourhood Program constructed 45 houses in 2021-22 and aims to complete the construction of 70 houses in 2022-23.
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.	<p>Universal design principles are currently being used across all Authority new constructions where practical. These include the New Build, Better Neighbourhood Program, State-Owned and Managed Indigenous Housing (SOMIH), and the new Public Housing Improvement Program (PHIP).</p> <p>Universal design principles cannot be used for all new builds due to land size and type of new construction; for example, two-storey products.</p>
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.	Completed. To help inform future public housing asset management, the Housing Asset Condition Inspection Program commenced in March 2018 and completed 30,036 inspections by April 2021.





Key Commitment	Key Performance Indicators	Progress Update
<p>Improve service channels for clients and interfaces with partners and contracted agencies through <i>Connect</i> – the Business Systems Transformation program.</p>	<p>Business Systems Transformation program implementation dates:            Phase 1: system replacement – December 2020            Phase 2: online services – March 2021</p>	<p>Completed.            Phase 1: New Connect system went live April 2020.            Phase 2: New customer online portal was deployed December 2020. This was extended in March 2021 with the single housing register.</p>
<p>Support the development and efficiency of the Community Housing Providers (CHP).</p>	<p>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.</p>	<p>Lease transfers were finalised over the 2017-18 financial year period. Contracts committed CHPs to 10-year Investment and Asset Management Plan Deeds.            All (nine) ten-year Investment and Asset Management Plan Deeds and 3-year plans have been executed. Development projects are progressively being approved and are underway with a target of 1,000 housing outcomes.            Of the target 1,000 new build completions over 10 years, CHPs completed 220 new builds as at 30 June 2022. 89 were returned to the Authority, 71 were retained by the CHPs, and 60 were market sales.            The Authority supports the development and efficiency of CHPs through the Community Housing Asset Renewal Program, which are developments under their master agreements. These are generally individual projects which lead to the renewal of social and affordable housing outcomes. As at 30 June 2022, CHPs retained 48 social and affordable developments and made 66 market sales (for a total of 114).</p>
<p>Support clients to become more engaged in their community, including through education, training and employment.</p>	<p>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.</p>	<p>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.</p>



Key Commitment	Key Performance Indicators	Progress Update
<b>Support increased affordable housing options for people on low to moderate incomes.</b>		
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>	<p>To support the provision of affordable housing, 15% affordable housing policies are included through a standardised Affordable Housing Overlay in SA's <a href="#">Planning and Design Code</a>. This includes a 15% affordable housing requirement on the sale of all government land, effective from 1 December 2021, through the Premier and Cabinet Circular <a href="#">PC 114 – Government Real Property Management</a>.</p> <p>The regional phase of the Code was made public in July 2020 and went live for urban areas of SA in March 2021.</p> <p>In 2021-22, the 15% Affordable Housing Policy created 398 sales.</p>
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 1,473 HomeStart loans and 395 Starter Loans settled in 2021-22.
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 2021-22 financial year, a total of 114 Shared Equity Option loans valued at \$11.89m were settled.

**South Australian Homelessness Strategy**

Key Commitment	Key Performance Indicators	Progress Update
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><i>Future Directions for Homelessness</i>, SA's homelessness strategy articulating reforms to improve the homelessness and domestic violence service system, was released in September 2020.</p> <p>The reforms aim to provide better services that:</p> <ul style="list-style-type: none"> <li>• prevent people from falling into homelessness;</li> <li>• ensure people get the right support they need, when they need it; and</li> <li>• rapidly rehouse people into safe, stable, and long-term housing so they don't cycle in and out of homelessness.</li> </ul>
The homelessness service system is responsive and driven to achieve continuous quality improvement.	Vulnerable persons framework, 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>As part of the homelessness reforms, SA introduced the Domestic and Family Violence (DFV) and Homelessness Alliances, with five Alliances responsible for delivering the majority of homelessness and DFV services in the State.</p> <p>As collaborative partnerships between multiple non-government and government partners, each Alliance works together to deliver high-quality services to clients who are homeless, at risk of homelessness, or experiencing DFV across SA.</p> <p>There are four geographically based alliances, as well as a state-wide specialist DFV Alliance. Alliances combine the collective resources and experience of multiple providers and, through outcomes-focused contracts, make it easier for services to adjust their model to close service gaps and, over time, invest more funding into services that are working well and achieve a greater focus on early intervention and prevention.</p> <p>Alongside the reforms, Alliance-wide allocation panels were to coordinate the allocation of supported social housing stock to clients of homelessness and DFV services. The panels operate on a best-for-client outcomes basis, with allocations options from</p>



Key Commitment	Key Performance Indicators	Progress Update
		<p>all providers within the Alliance pooled together to maximise opportunities to prioritise and support high-acuity clients and to achieve timely and appropriate housing allocations with coordinated supports. Many panel processes operate a common vulnerability and risk-based assessment tool to support priority responses for high-acuity clients.</p> <p>Over the coming year, the Alliances will be exploring opportunities to integrate other relevant stakeholders (such as health focussed services) within the allocations panel process to support coordinated service responses for complex clients. The inner-city services also operate a coordinated-care approach which brings together mental health, primary health, drug and alcohol services, housing and homelessness services to develop coordinated care plans for high-acuity clients.</p>
People at risk of homelessness are identified early and provided with effective interventions.	≥90% of people seeking assistance in housing crisis did not become homeless.	82%. Output likely compromised by data migration processes resulting from introduction of Alliance model in July 2021. This involved closing support periods of clients being supported by participating agencies and starting a new support period under the Alliance Specialist Homelessness Services (SHS) agency.
People experiencing homelessness are rapidly supported into housing.	≥80% of people who present as homeless (rough sleeping) were in accommodation by the end of their support period	57% (see comment above).
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.	74% (see comment above).
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.	62% (see comment above).



Priority Cohort	Policy or Program	Action and Key Dates	Comment (if relevant)
Women and children affected by domestic and family violence.	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>As part of the State-wide DFV Alliance, two specialist programs deliver targeted responses for Aboriginal Family Violence. Specialist providers work closely with regional DFV service providers to improve and expand provision of culturally appropriate services.</p> <p>In 2021-22, women accounted for 59.9% of clients receiving a service from a SHS, of which women aged 25 to 44 accounted for 38.4% of all clients to receive a service from a SHS in that time.</p> <p>As at 30 June 2022, 30.9% of all clients receiving a service from a SHS in 2021-22 identified as experiencing domestic and / or family violence.</p>
	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>	<p>A state-wide 'Safe at Home' response was implemented as part of the State-wide DFV Alliance. This includes the provision of safety assessment, case management, and safety update services across all areas of SA.</p> <p>In 2021-22, 476 clients were assisted via this Safe at Home response.</p>
	Increase crisis accommodation.	<p>Deliver two new regional and one metropolitan crisis accommodation centres, resulting in 40 more beds.</p> <p>Initial scoping for timeframes is currently underway.</p>	<p>The Domestic and Family Violence Crisis Accommodation Program provides 16 public housing properties (including 31 beds) in partnership with providers within the DFV Alliance.</p> <p>As at 30 June 2022, 409 clients have been supported through the DFV Crisis Accommodation Pilot since 2019-20, comprising 43.3% in regional SA and 56.7% in metropolitan areas. A further 9 properties (with 9 beds) are available through the Perpetrator Response Program, collectively these programs meet the 40 beds commitment.</p>



Priority Cohort	Policy or Program	Action and Key Dates	Comment (if relevant)
Children and young people.	Young people at risk of homelessness will be identified early through education pathways and will be supported to prevent homelessness.	<p>A review and remodel of existing services will occur in consultation with key stakeholders.</p> <p>It is anticipated the reformed model will be implemented by July 2019.</p>	<p>As part of the Homelessness Alliances, all providers work towards an increasing focus on early intervention and prevention services. This includes the development of Regional Integration Action Plans focusing on proactive strategies to engage services within their area to act as early identification networks for those at risk of homelessness.</p> <p>Contract outcome requirements, and KPI and KRA measurements are occurring to track provider performance against a range of outcomes, including moving toward the greater focus on early intervention and prevention services. Progress against these outcomes will form a key basis for decision-making on contract extension options.</p> <p>The Authority awarded funding to Kids Under Cover to provide 51 fully relocatable studios over a three-year period to support young people grow, stay connected, and prevent them from falling into homelessness through the provision of a studio unit, case management, and scholarship support to enable participation in education and training.</p> <p>In 2021-22, 2,483 clients aged 15-24 years who were not homeless at intake were provided with assistance via the SHS sector.</p>
	Young people experiencing violence and at risk of homelessness.	<p>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>This research will occur by end 2020.</p>	<p>Completed. An Independent Research Report was undertaken in 2020 to determine how to effectively engage young people experiencing violence and are at risk of homelessness.</p> <p>The report was made available and promoted as part of the SA Homelessness Alliances tender process to inform the development of consortia's service delivery models. Successful Alliances from the competitive tender process were engaged to deliver the majority of homelessness services, including specialist youth homelessness services, from 1 July 2021.</p> <p>In 2021-22, 424 clients aged 15-24 years who were not homeless at intake, and whose presenting issue was domestic and family violence, were provided with assistance via the SHS sector.</p>



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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>The <a href="#">South Australian Aboriginal Housing Strategy 2021-2031</a> was released in 2021. Pillar Four of this strategy outlines key actions to implement culturally informed and person-centred homelessness services for Aboriginal peoples. The State-wide DFV Alliance, operating from 1 July 2021, incorporates two specialist service responses for Aboriginal Family Violence.</p> <p>As at 30 June 2022, Aboriginal people accounted for 27% of all clients who received a service from a SHS in 2021-22.</p>
	Connect with Aboriginal people moving from remote to regional centres to prevent homelessness.	<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>Drawing on the review recommendations of the Indigenous Psychological Services (IPS) in July 2021, the Authority undertook an internal review of current service model and contracts at two Transitional Accommodation Centres (TAC). The Authority identified opportunities to integrate recommendations and align services with strategic priorities from the South Australian Aboriginal Housing Strategy 2021-2031 (AHS) and National Agreement for Closing the Gap (CtG). A subsequent tender process was designed to integrate those AHS and CtG commitments, which closed in October 2022.</p> <p>The Authority will partner with the successful supplier(s) to develop a culturally appropriate contract and service model. The Authority has engaged with an Aboriginal Business Enterprise (ABE) to undertake a Supply and Demand assessment to define transitional accommodation supply need and inform a business case for future transitional accommodation services for Aboriginal people in South Australia. The Authority aims for the Supply and Demand Assessment to commence in January 2023.</p>
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>The Authority continues to support the Adelaide Zero Project (AZP) 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; and</li> </ul>



Priority Cohort	Policy or Program	Action and Key Dates	Comment (if relevant)
			<ul style="list-style-type: none"> <li>existing housing and support services.</li> </ul> <p>The Adelaide South (Toward Home) Alliance supports the continued work of the AZP at both a strategic and operational level, including backbone support in the form of staffing.</p> <p>The Authority is currently working with the AZP through the Inner-City Sub Committee; a collective of partners including government, non-government, advocates, and other services working to coordinate homelessness, housing, and wider systems impacting rough sleeping across the Inner-City and broader metropolitan Adelaide.</p> <p>As of 30 June 2022, the AZP reported having housed a total of 890 people from the By-Name List since the project's inception (May 2018).</p>
	Improved services for people sleeping rough in the Riverland.	This will be achieved through a review and reform of the existing Riverland services. It is expected the reformed model will be implemented by July 2019.	As part of the SA Homelessness Alliances, a new provider and service model for Riverland services was introduced. In 2021-22, 55 clients who were rough sleeping at intake were provided with assistance by the Country South Alliance.
	Supportive housing for people who have experienced chronic homelessness.	A reformed supportive housing model will be developed in consultation with key stakeholders targeted at people experiencing risk and vulnerability. It is expected the reformed model will be implemented by July 2020.	Through the Integrated Housing Program, approximately 20 properties per month are provided to assist people who are rough sleeping, including those with a chronic history of homelessness. In addition, 722 supportive housing properties are available to the SHS sector to provide accommodation and support for customers with complex needs (including chronic experiences of homelessness) who require intensive case management and support to maintain their tenancy. The Supportive Housing Program's policies and guidelines were reviewed, updated and implemented during the 2021-22 financial year, supporting the introduction of cross-Alliance allocation panels.





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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.	This will be achieved through a review and potential reform of model.  Timeframes are yet to be confirmed.	Following a review, the Authority has identified refinements to the Integrated Housing Exits Program service model to ensure the program provides effective support to clients exiting custodial settings and at risk of homelessness. The Authority is currently negotiating a variation to the agreement with the Department for Correctional Services for the Integrated Housing Exits Program to integrate these service model refinements.  Additionally, a new service was recently contracted, via the St Vincent De Paul Society, to provide service outreach support to clients exiting prison and hospital settings.
	Transition from Guardianship Care.	Review current housing pathways for young people leaving care to support the development of contemporary service responses.  A new protocol between the Department for Child Protection and Housing SA will be developed to support young people into independent housing.  It is expected the protocol will be finalised in 2018.	A revised Memorandum of Administrative Understanding (MoAA) focused on young people exiting care is being developed between the Authority and Department for Child Protection.  The MoAA seeks to remove administrative barriers by refining referrals for social housing, exploration of alternative housing options, and ensuring support needs and provisions are clearly defined to maximise the chance of successful tenancies.
Address older people.	Aged Housing Program.	A review of the existing aged housing program to be undertaken to provide recommendations on service development for older people.  Timeframes are yet to be confirmed.	The Authority is reviewing and evaluating the effectiveness of the Aged Homelessness Assistance Program and will implement recommended changes in the 2022-23 financial year.  As at 30 June 2022, clients aged 65 years and older accounted for 2.04% of all clients who received a service from a SHS in 2021-22.

