



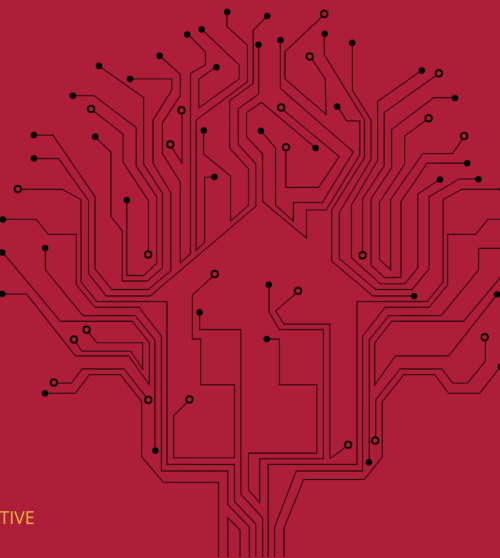
Connecting the dots

PRACTICE, POLICY, ADVOCACY & SYSTEM REFORM

HOMELESSNESS CONFERENCE

31 August 2022, Adelaide

INTEGRITY | TRUST | RESPECT | COLLABORATIVE | COURAGEOUS | CREATIVE



Speaker Presentation Slides

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Toward Home Alliance



Working together, giving hope to
prevent and end homelessness



Integrity | Respect | Trust |
Collaborative | Courageous | Creative



Government of South Australia
SA Housing Authority

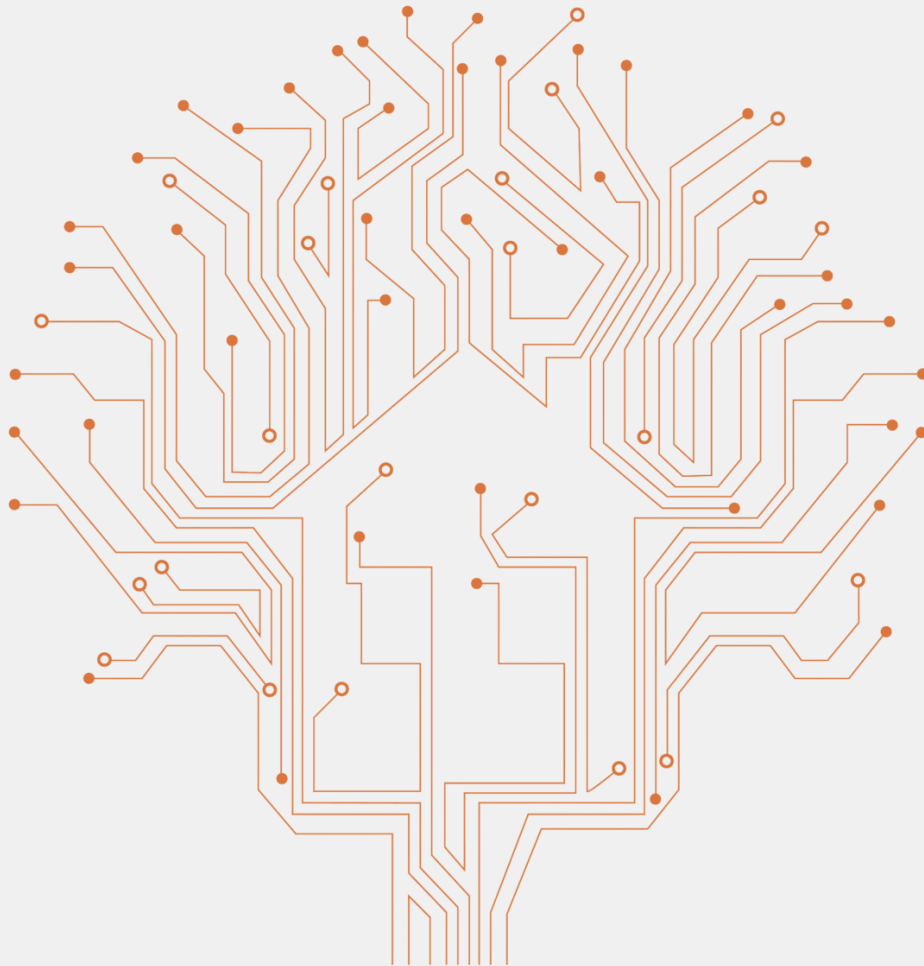
Sub - contracting partners



St Vincent de Paul Society
good works



Inaugural Homelessness Conference - 2022



EMCEE

Livia Carusi
Strategic Advisor, Lead
Toward Home Alliance

WELCOME TO COUNTRY

Led by Deb Buckskin & Isaac Hannam
Baptist Care SA

WELCOME ALLIANCE LEADERSHIP TEAM

Rohan Feegrade
Chief Executive Officer, Lutheran Care
Chair, Toward Home Alliance

OFFICIAL CONFERENCE OPENING

The Honourable Minister Nat Cook MP
Minister for Human Services

Marni naa pudni



RECOGNISE, REBUILD, RESTORE

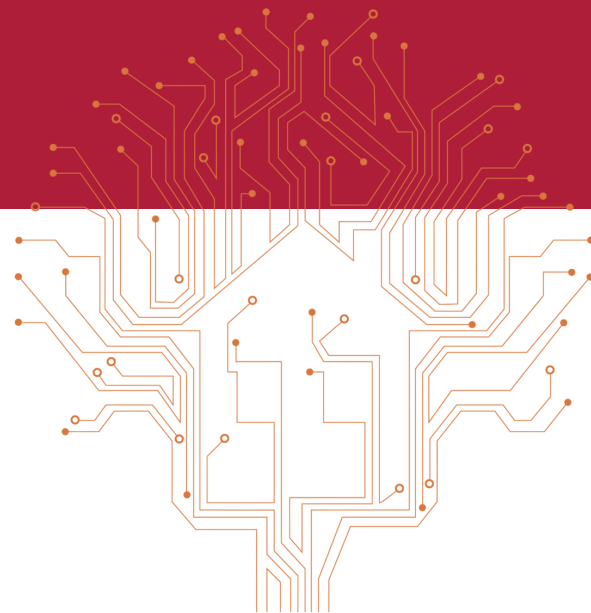
A new foundation for housing outcomes

Neil Willmetts

Chief Executive Officer, Aboriginal & Torres Strait Islander Housing, QLD



Inaugural Homelessness Conference - 2022



Recognise, Rebuilt, restore

A new foundation for housing outcomes

By NEIL Willmet



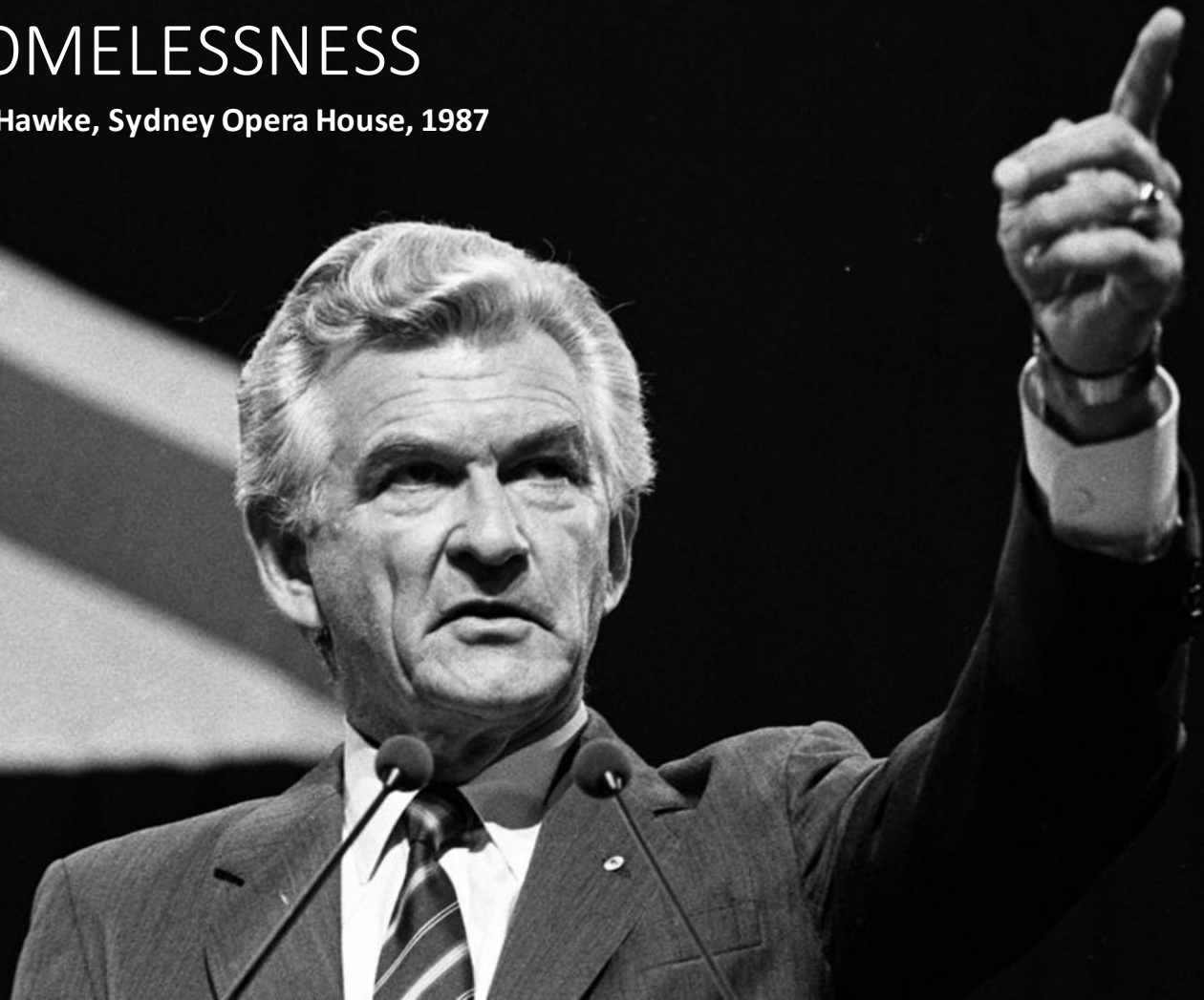


acknowledgement

Kaurna People

HOMELESSNESS

BOB Hawke, Sydney Opera House, 1987



Poverty

Socially and Economically disadvantaged



Addressing Housing NEEDS

HEALTH, homelessness, Education and Employment



STOPPING The DIVIDE


New DIALOGUE IS NEEDED



SOCIAL MEDIA

IF YOU DON'T POST IT, DOES IT REALLY HAPPEN?



A photograph of a forest fire. Thick white and grey smoke rises from the ground, partially obscuring the view. In the background, bright orange and red flames are visible through the silhouettes of several tall, dark tree trunks. The foreground shows dark, charred ground with some small, emerging green plants.

GOOD LEADERSHIP

HAS STEPPED UP IN PROFUND WAYS



TRUST

NEEDED TO CREATE BETTER OUTCOMES

ALL THE BEST ON YOUR JOURNEY

TOGETHER WE WILL ACHIEVE MORE



HEALTH, HOUSING & HOMELESSNESS

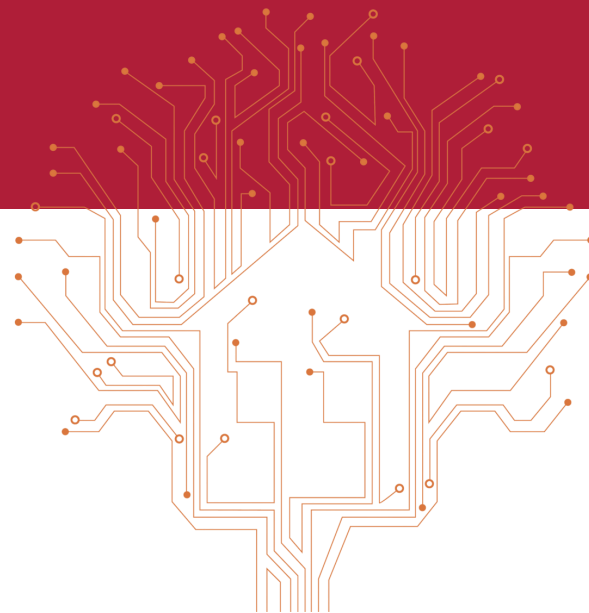
Connecting to deliver better outcomes for people & communities

Carmel Williams

Director, Centre for Health in All Policies Research Translation, SAHMRI



Inaugural Homelessness Conference - 2022



Health and Housing

There are multiple and bi-directly pathways

- High cost of appropriate housing and poverty
- Reduce expenditure on life essentials - food, heating, cooling
- Discrimination can lead to housing instability
- Substance use
- Mental health conditions
- Physical and chronic health conditions

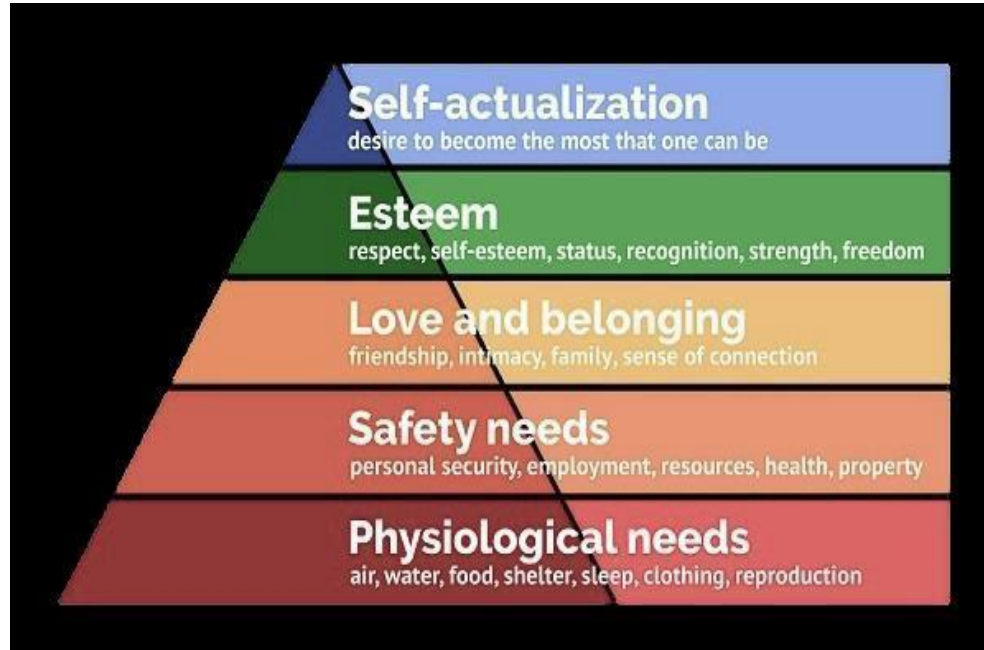
Appropriate housing – affordable, good quality, stable and secure housing – is a key precondition for promoting health and health equity, preventing illness and building healthy and inclusive communities



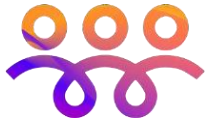
CHIAPRT
Centre for Health in All Policies
Research Translation



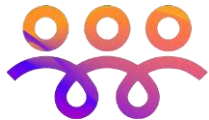
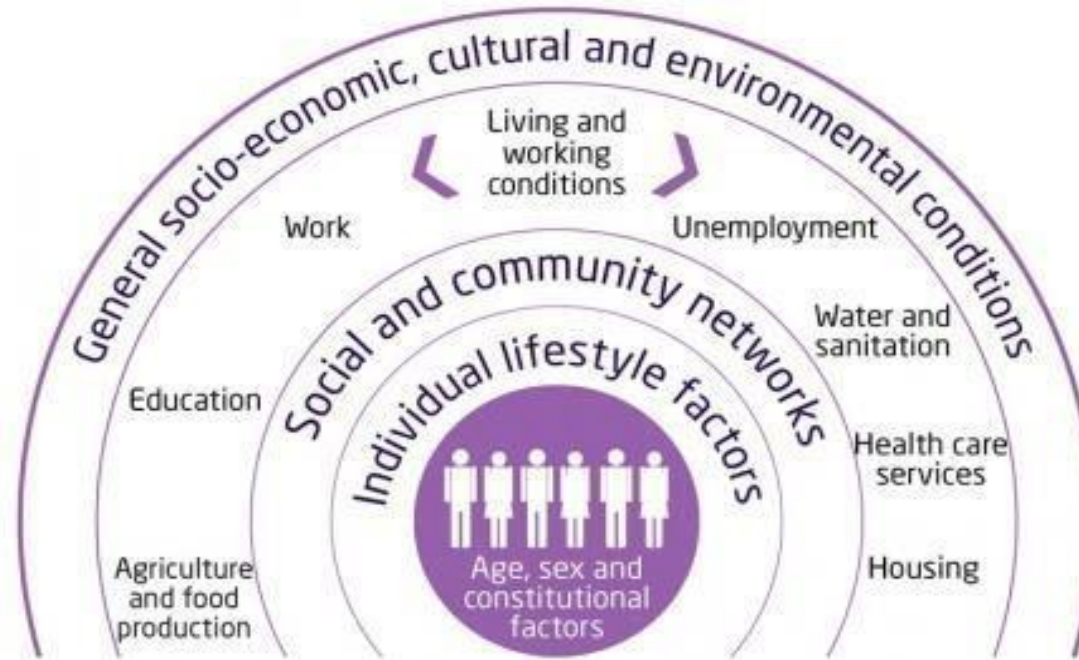
Housing as a Basic Human Right



**Maslow's
hierarchy of need**



Housing: a social determinant of health and wellbeing



CHIAPRT
Centre for Health in All Policies
Research Translation

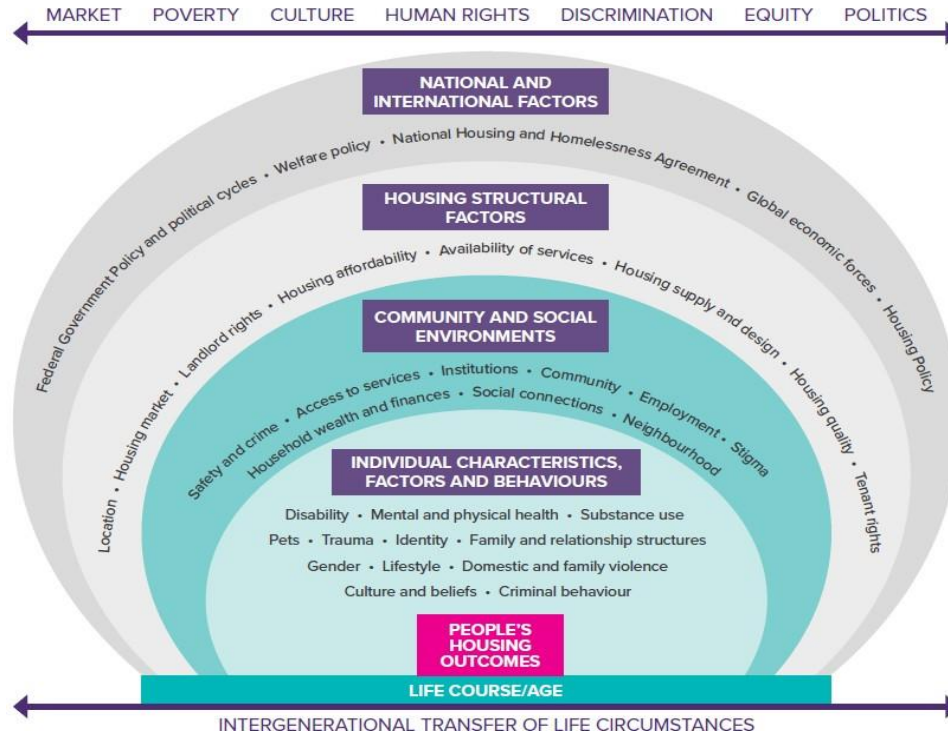


Health
TranslationSA
RESEARCH • ACTION • IMPACT



The Determinants of Housing Outcomes

DETERMINANTS OF HOUSING OUTCOMES



World Health Organization: Health and Housing

Housing: Shared Interests in Health and Development 2011

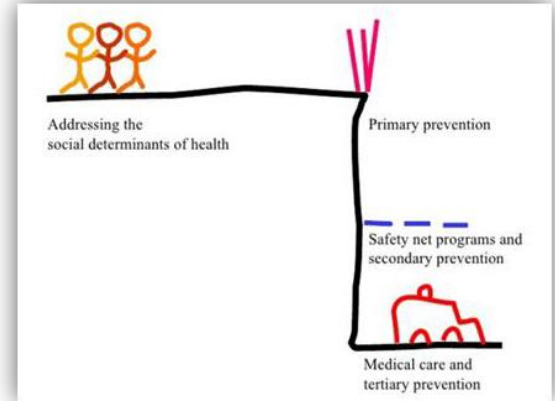
- Safety and security
- Adequate size
- Sound construction
- Basic services available
- Affordability
- Accessibility
- Tenure
- Protection from climate change

WHO Housing and Health Guidelines (2018)

- Inadequate living space (crowding)
- Low and high indoor temperatures
- Injury hazards in the home
- Accessibility of housing for people with functional impairments.

Addressing the root causes of homelessness requires cross-sector collaboration

- health
- mental health
- disability
- housing
- education
- employment
- drug and alcohol, and
- domestic and family violence services
- criminal justice



CHIAPRT
Centre for Health in All
Policies Research Translation



A model for preventing homelessness

Intervention levers

- Structural – economic and societal
- Systems – policy and service delivery inadequacies
- Individual – personal circumstances and relationships

Intervention stages

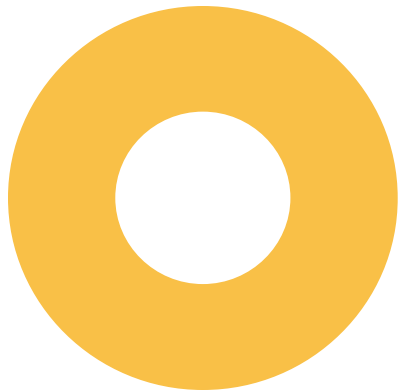
3 Stages of Prevention			
STAGE OF PREVENTION	PRIMARY	SECONDARY	TERTIARY
STAGE OF DISEASE	NONE (YET)	IMMINENT	ESTABLISHED
PRIMARY OBJECTIVE	DISEASE AVOIDANCE	EARLY DETECTION	MINIMIZE DAMAGE
INTERVENTION TOOLS	HEALTH RISK ASSESSMENT	BIOMETRIC SCREENING	ON-SITE MEDICAL CARE
	HEALTH/WELLNESS PORTAL	CVD SCREENING	PREDICTIVE CARE MGMT.
	SELF-CARE BOOK/CLASSES	CONSUMERISM CLASSES	LARGE CASE MGMT.
	LIFESTYLE COACHING	COMPLIANCE PROGRAM	MATERNITY MGMT.
	EXERCISE PROGRAMMING	NURSE HELP LINE	UTILIZATION MGMT.
	HEALTH EDUCATION		



CHIAPRT
Centre for Health in All Policies
Research Translation



Level of prevention	Primary prevention	Secondary prevention and early detection	Management and tertiary prevention
When is prevention implemented in a housing system?	Before there is evidence of housing insecurity.	After someone is experiencing housing insecurity, but before homelessness.	After someone is experiencing homelessness. To reduce the time someone experiences homelessness or to prevent someone experiencing multiple episodes of homelessness.
Examples	Stable and secure housing Home ownership, with or without mortgage Renting privately with long-term lease Social housing with long-term lease	Housing insecurity Rental stress Mortgage stress Renting privately with short-term lease	Homelessness Couch surfing Boarding and rooming house Emergency accommodation Crisis accommodation Rough sleeping Long-term homelessness Repeated episodes of homelessness
Nature of housing intervention	To keep someone in stable and secure housing: Affordability Appropriateness, including housing quality Availability and Accessibility Financial security	To stop someone experiencing housing insecurity: Identification of issues/barriers Early interventions Control of risk factors	To address housing insecurity and/or homelessness and prevent further experiences: Case management Housing First approach – e.g. rapid rehousing programs (timeliness of interventions)
Intervention examples	Laws/regulation of borrowing (consumer credit legislation) Financial literacy Financial counselling Affordable housing options	Financial Counselling Financial literacy Rental or mortgage support Health support – disability/mental health	Long-term housing support – Housing First / Aspire program / Rapid rehousing programs / Support to access housing – ‘ Doorways ’ model / private rental Housing First – Permanent Supportive Housing
Role of health and housing sectors	Enabling Co-design Knowledge translation Mediation Service (re)orientation Strategic partnerships Advocacy	Data collection/analysis Identifying emerging issues and trends Service delivery Tenancy support and intervention Person-centred approaches Capacity building Facilitation Resources	Deliver services – Housing allocations Wraparound support, post housing support Data collection Identifying emerging issues and trends Service delivery Tenancy support and intervention Facilitation

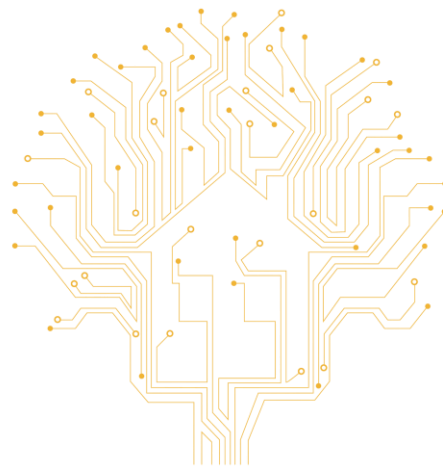


PANEL DISCUSSION

IMPROVING & INTEGRATING HEALTH RESPONSES FOR PEOPLE EXPERIENCING HOMELESSNESS

Chair: Sageran Naidoo
Chief Executive Officer, Sonder

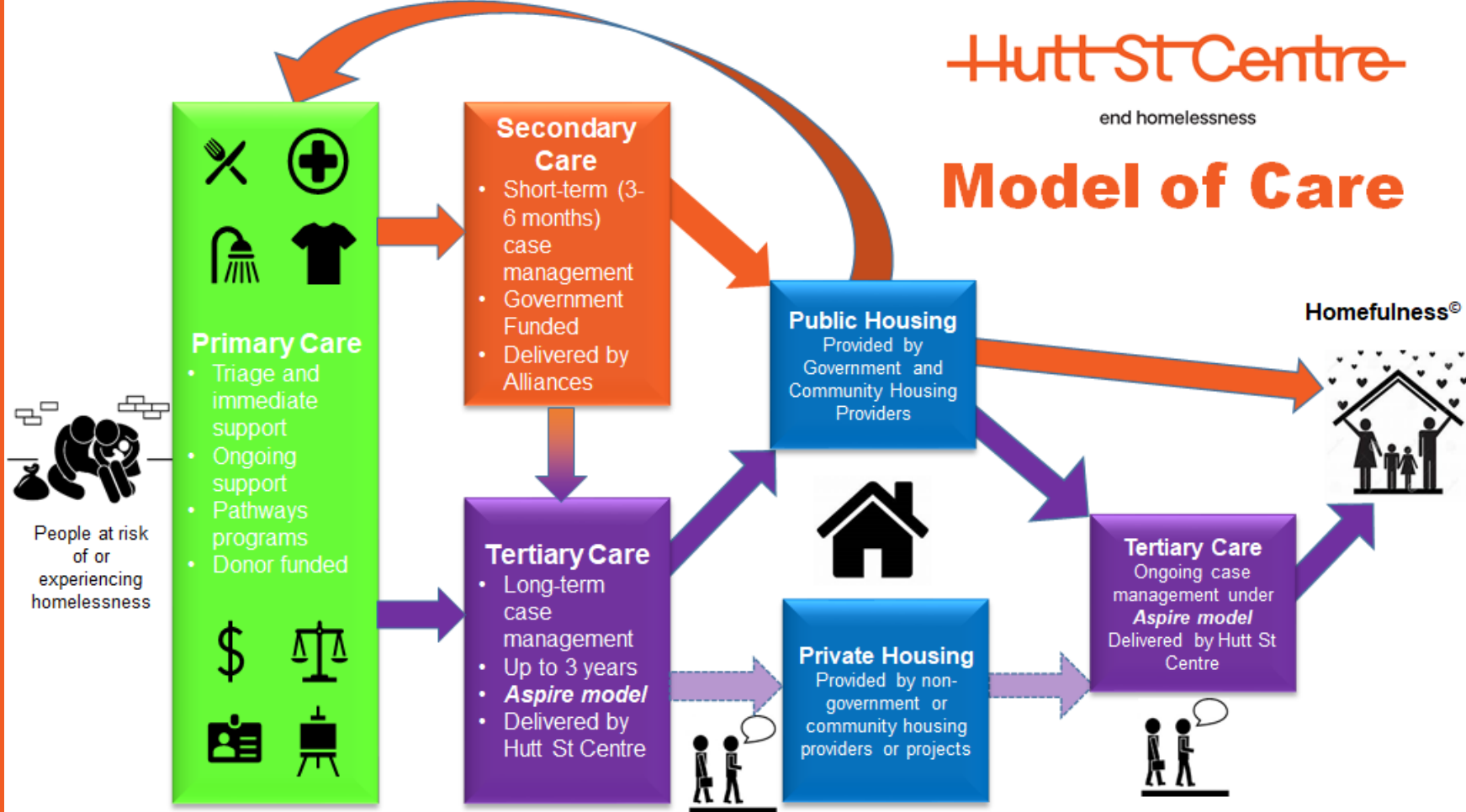
Neil Willmetts	Chief Executive Officer, Aboriginal & Torres Strait Islander Housing, Queensland
Carmel Williams	Director, Centre for Health in All Policies Research Translation, SAHMRI
Tim Best	A-Z Community and Project Lead, Toward Home Alliance
Chris Burns	Chief Executive Officer, Hutt St Centre
Nick Cowling	Aboriginal Liaison, Royal Adelaide Hospital



Australia's Health & Wellbeing Ecosystem



Model of Care



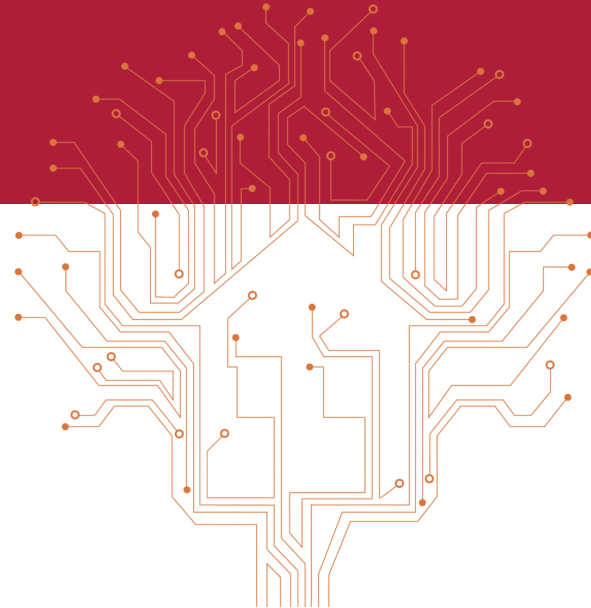
ENDING VETERAN HOMELESSNESS

Nathan Klinge

Chief Executive Officer, RSL Care SA



Inaugural Homelessness Conference - 2022





RSL CARE SA

ANDREW RUSSELL

VETERAN LIVING

RSL Care SA

107 years old

- 2 x Residential Care facilities
 - War Veterans Home (95 Beds)
 - Morlancourt (61 Beds)
 - *Romani (72 beds)*
- Retirement Living (236 Units)
- Andrew Russel Veteran Living – Homeless Vets



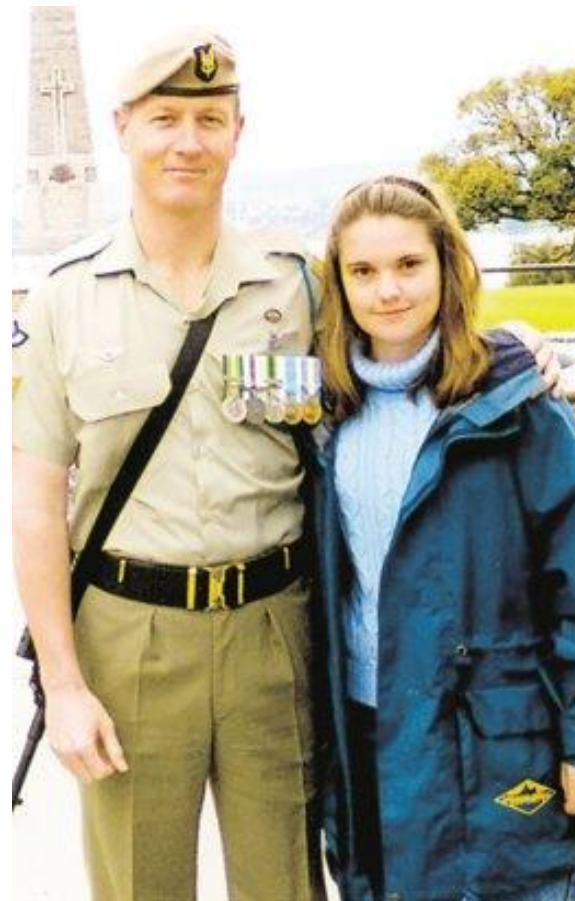
RSL CARE SA





ANDREW RUSSELL

VETERAN LIVING



RSL CARE SA

ANDREW RUSSELL

VETERAN LIVING

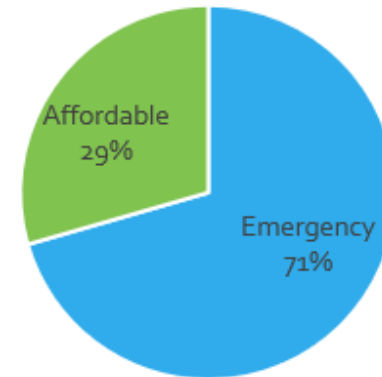


RSL CARE SA



In the past 12 months, there have been 133 housing enquiries for accommodation support.

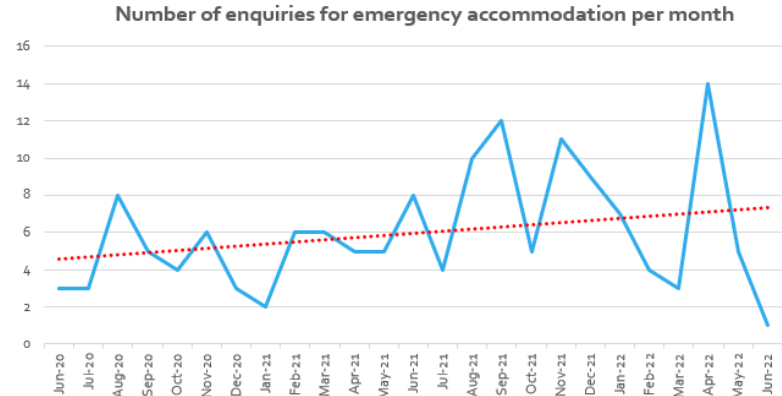
Enquiries in the past 12 months



RSL CARE SA

ANDREW RUSSELL
VETERAN LIVING

Since January 2016, ARVL has provided more than 20,000 nights of accommodation for 163 veterans through the emergency accommodation program



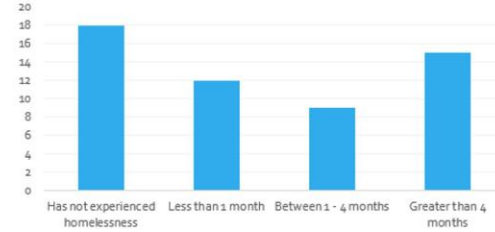
RSL CARE SA

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VETERAN LIVING

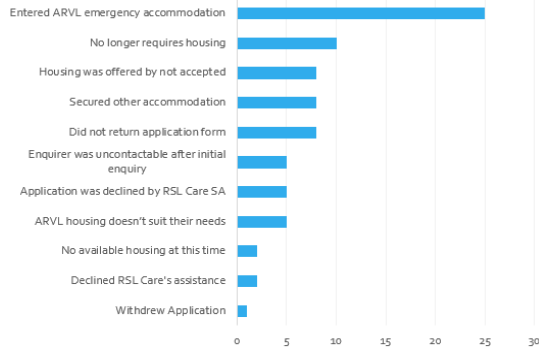
Type of housing outcomes



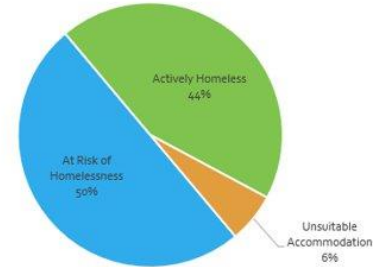
Period of homelessness in the past 12 months before entering ARVL



Outcomes of emergency accommodation enquiries



Situation of Homelessness



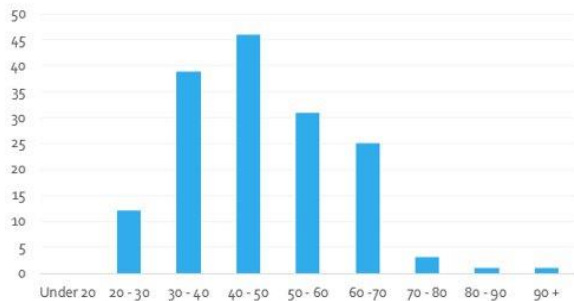
RSL CARE SA

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VETERAN LIVING

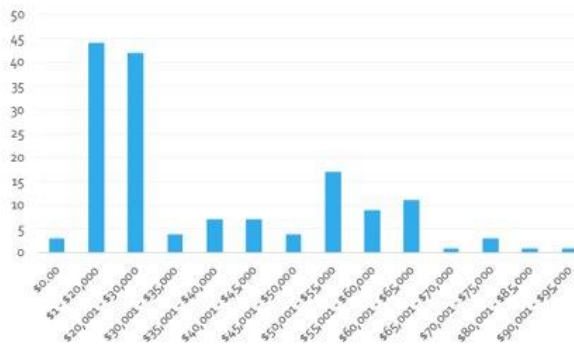


RSL CARE SA

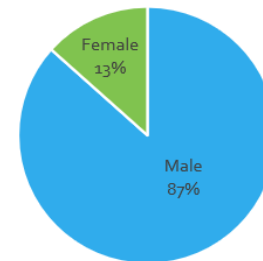
Age



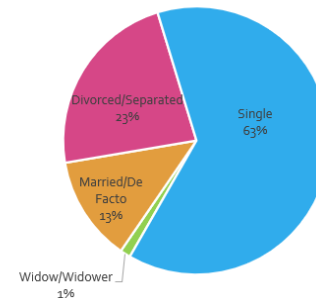
Annual income



Gender

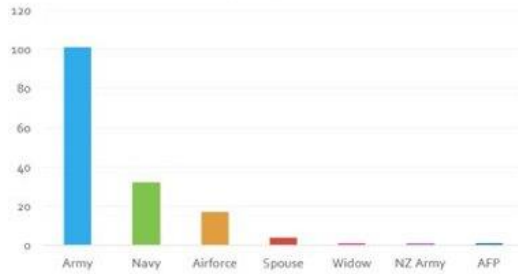


Marital Status

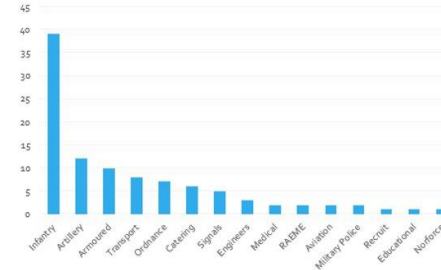


ANDREW RUSSELL
VETERAN LIVING

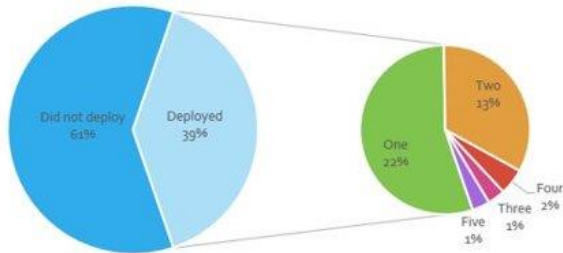
Service History



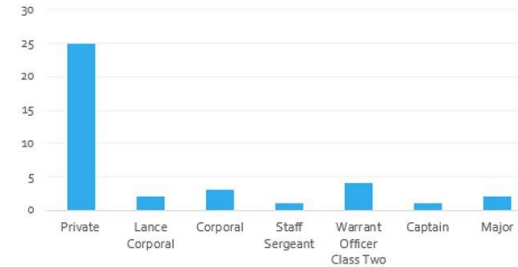
Army corps allocation



Active service



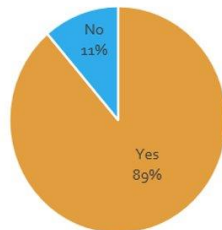
Army - Highest rank attained



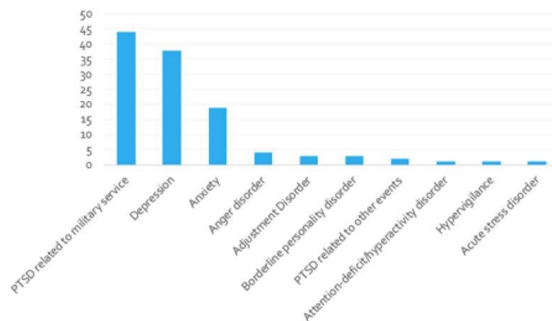
RSL CARE SA

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VETERAN LIVING

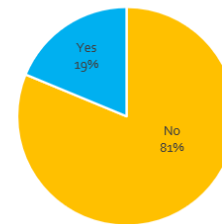
Diagnosed with a mental health condition



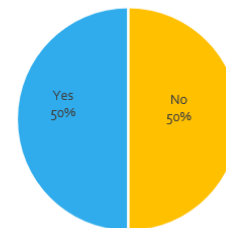
Mental health conditions



Suicide attempts in the past 12 months



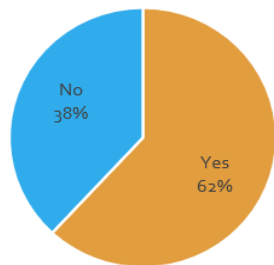
Suicidal thoughts in the past 12 months



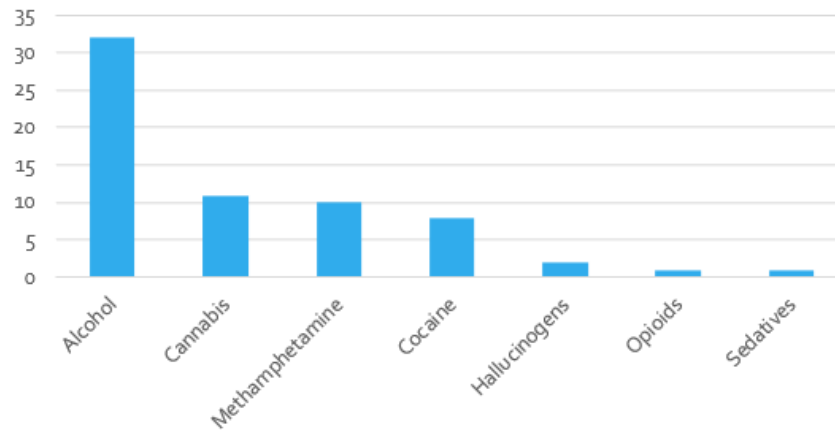
RSL CARE SA

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VETERAN LIVING

History of substance use



Type of substance



RSL CARE SA

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VETERAN LIVING

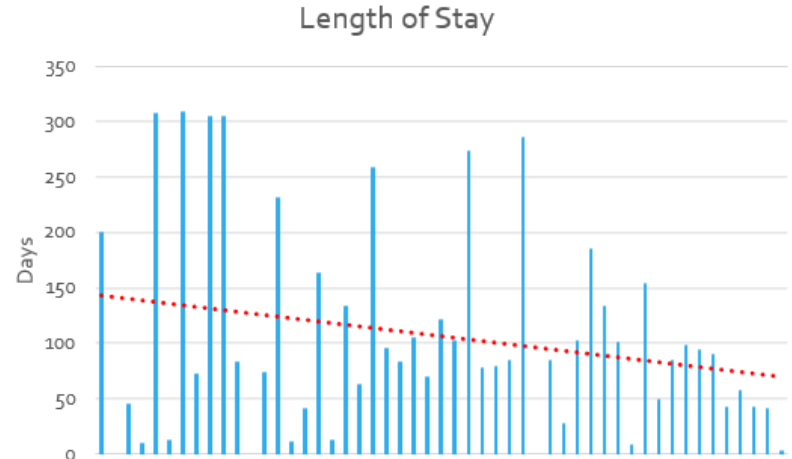
Length of Stay

The average length of stay has declined from 135 - 112 days in the past 24 months.

- The shortest length of stay is 23 hours
- The longest length of stay is 461 days



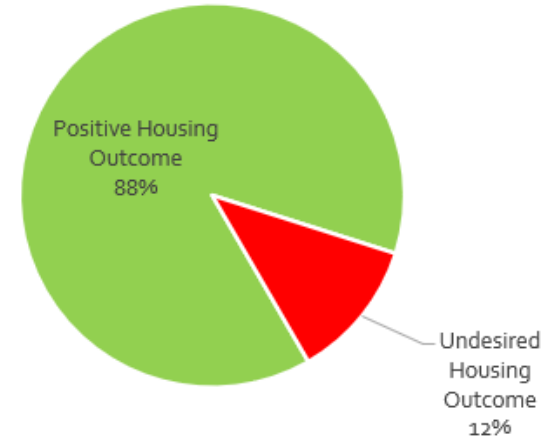
RSL CARE SA



ANDREW RUSSELL
VETERAN LIVING

In the past 24 months, 46 veterans have left the emergency accommodation program, of which 39 (85%) secured long term stable housing (positive outcome).

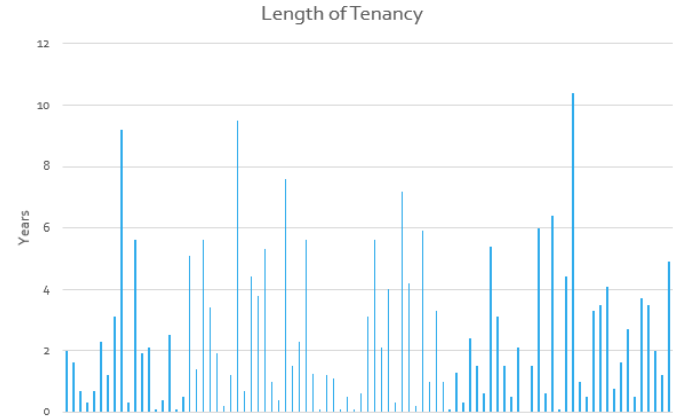
Housing outcomes



RSL CARE SA

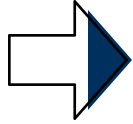
ANDREW RUSSELL
VETERAN LIVING

Affordable Housing portfolio
On average, residents
remain in the affordable
housing program for 3.1
years



RSL CARE SA

ANDREW RUSSELL
VETERAN LIVING



'The ARVL program has enabled me to get back into a position in life where I can live comfortably, feel safe, access health providers, and re-engage in this world in a manner that has meaning and purpose.'

All the blessings I have today (housing, stability, hope, a future) can be linked directly as a result of the opportunities I received through the ARVL program and from the care, support and dedication that ARVL gave me.'

ARVL resident 2022.



RSL CARE SA

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VETERAN LIVING



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ANDREW RUSSELL

VETERAN LIVING



PANEL DISCUSSION

ENDING VETERAN HOMELESSNESS - A SYSTEMS APPROACH

Chair: Shaya Nettle
Alliance Senior Manager, Toward Home Alliance

Nathan Klinge

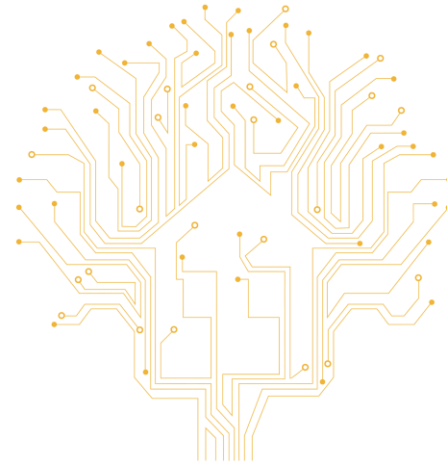
Chief Executive Officer, RSL Care SA

David Pearson

Chief Executive Officer, Australian Alliance to End Homelessness

Ian Cox

Head, Office for Homelessness Sector Integration, SA Housing Authority



WORKSHOPS

Workshop 1

Improving Outcomes,
Children

CHARLES STURT
Room

Workshop 2

Reigniting the Adelaide
Zero Project

SKYLINE
Room

Workshop 3

Improving Outcomes,
Young People

BOARDROOM

Workshop 4

Housing Innovation,
Insights & Possibilities

MATTHEW FLINDERS
Room

Reigniting the Adelaide Zero Project

www.adelaidezeroproject.org.au

31 August 2022



ADELAIDE
zero
PROJECT

saaeh
south australian alliance
to end homelessness

The Adelaide Zero Project.

Established in 2018, the goal of **the Adelaide Zero Project (AZP)** is to achieve and sustain Functional Zero street homelessness in the inner city by 2025.

- Since May 2018, the Adelaide Zero Project has identified 1,620 people rough-sleeping in the inner-city, and has housed 869 people.
- This has been made possible through the creation of a comprehensive, real-time By-Name List (BNL). The BNL helps understand the names and needs of everyone sleeping rough or temporarily sheltered in Adelaide's inner city.

Defining 'actively homeless':

Someone who is:

- a. newly identified as homeless for the first time; *or*
- b. someone returning to homelessness who does not require a new VI-SPDT to be completed; *or*
- c. someone who has been in a temporary housing placement and has returned to sleeping rough.

A person is no longer 'actively homeless' if:

- they have secured some form of short, medium or long term accommodation (e.g. caravan parks, boarding house, share house, private rental, public or community housing).
- Inner city services do not engage within 90 days
- *It does not include:* hospitals, crisis accommodation, DV shelter, MH facilities, prison, couch surfing, car, or staying with friends or family.

The Australian Methodology

Adopted For Use in SA From International Experience



A Shared Vision

To end all homelessness in South Australia, starting with rough sleeping by 2025
by ensuring that when it does occur it is rare, brief one-time

Four approaches to ending homelessness

Housing First

Person centered &
strengths based

Evidence based systems
change

Place-based
Collective Impact
collaboration

Eight Agreed Activities

Assertive Outreach

Continuous Improvement

Common Assessment

Data-Driven Prevention

A Real-Time By-Name List

Data-Informed System Advocacy

Coordinated Systems

More of the Right Housing & Support



George and Tanya Ruff
Institute of Global
Homelessness



Five Improvement Cycles.

1 Action Planning

Develop a collaborative **action plan** to help get key stakeholders on the same page, set targets, allocate tasks, agree to next steps and build an improvement team.



2 Quality By-Name List

Work to build a comprehensive real-time, **by-name list** of people experiencing rough sleeping homelessness in their community.



3 Reduce to Zero

Use a range of solutions, tools and approaches - including triage, improvement science and data-driven advocacy to **drive monthly reductions in homelessness**.



Five Improvement Cycles.

4 Sustaining Zero

For communities that have achieved functional zero, they seek to **sustain it**.



5 Zero for All

Expand your focus to new target populations and **drive toward ending all homelessness**.

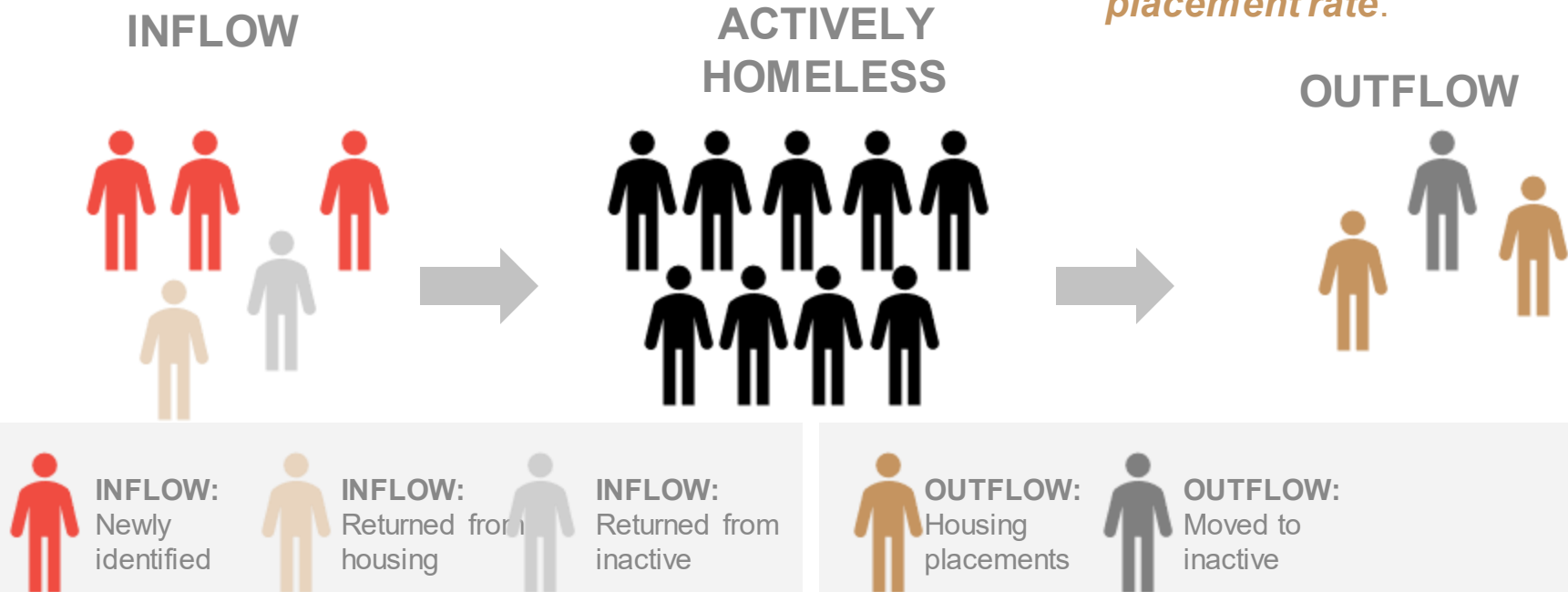


Tools:

- Action Planning Training and Toolkit
- Action Labs
- Coaching Calls
- System Reviews
- Solutions Labs

Functional Zero.

Functional Zero homelessness is achieved when the number of people who are, or were, sleeping rough in the inner city is ***no greater than the six month average housing placement rate.***



Functional Zero.

Functional Zero homelessness is achieved when the number of people who are, or were, sleeping rough in the inner city is ***no greater than the six month average housing placement rate.***

REDUCING
INFLOW



SHRINKING
ACTIVELY
HOMELESS



INCREASING
OUTFLOW



INFLOW:
Newly
identified



INFLOW:
Returned from
housing



INFLOW:
Returned from
inactive



OUTFLOW:
Housing
placements



OUTFLOW:
Moved to
inactive

ENDING HOMELESSNESS

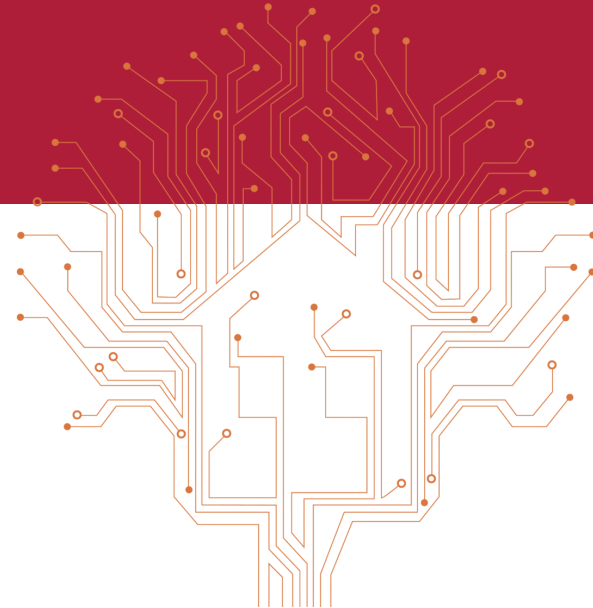
A National Approach & the South Australian Approach

David Pearson

Chief Executive Officer, Australian Alliance to End Homelessness



Inaugural Homelessness Conference - 2022





aaeh australian alliance
to end homelessness

The background of the slide is a halftone-style photograph showing a group of people, likely in a community center or shelter, engaged in various activities. The image is rendered in a dark, high-contrast color palette with a prominent red overlay box containing the title text.

Connecting the Dots - Ending Homelessness: An International and National Perspective



Chicago, USA, May 2022 Photography: David Pearson (with Consent)

Grenfell Street, Adelaide, November 2020. Photography: David Pearson (with consent)

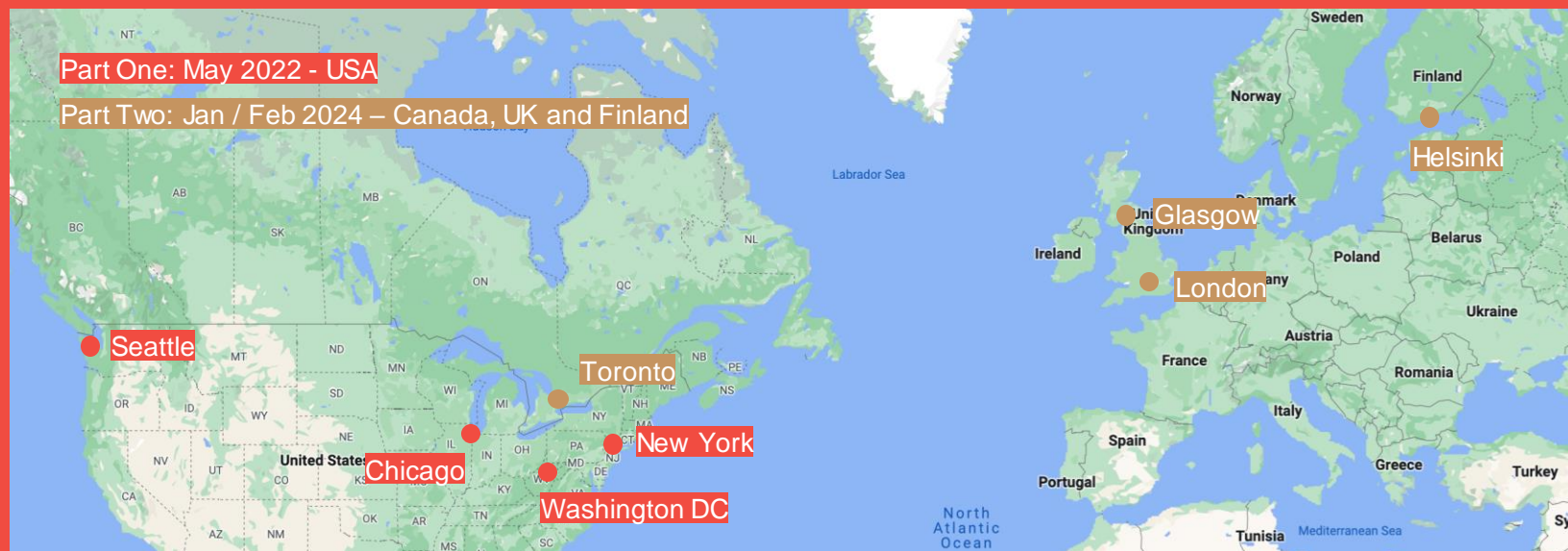
Churchill Fellowship

Places Visited



Winston
Churchill Trust
Learn globally, inspire locally.

aaeh australian alliance
to end homelessness



Source: Google Maps

I feel like my “only options at times are suicide or to rob a bank”

- Guy, person with a lived experience, Chicago, USA

“Homelessness was created by public policy and it can be solved by public policy”

- Tim Richter, Canadian Alliance to End Homelessness

“I know ending homelessness is possible because there was none when I started my career”

- Nan Roman, The National Alliance to End Homelessness, USA

“This is literally a life or death issue, we need to act with a sense of urgency, but simultaneously take the long term view. Short-term solutions aren’t helping anyone”.

- Jeff Olivet, US Interagency Council on Homelessness

“You could make many homelessness responses twice as effective if you managed the system better, but the inclination is always there to fund direct services, it’s inefficient. If you want to shift the dial, fund improvements to the systems”

- Norman Suchar - U.S. Department of Housing and Urban Development

“My proudest possession is the key to my home”

- Julie - Resident, Mercy Housing, Chicago, USA



I asked

- Is ending homelessness possible?
- Based on your experiences, what are the three most important things you think it would take to end homelessness?

What they believed it would take was a combination of the following, in order of frequency:

1. Leadership - firstly community leadership, then political
2. Collaboration
3. Data - reliable, quality, real time, person centred
4. Funding / investment
5. Permanent Supportive Housing
6. Better integration of health and other support services with housing
7. Curiosity, improvement and an ongoing willingness to learn



Churchill Fellowship: Part One – USA

Key Findings



Winston
Churchill Trust
Learn globally, inspire locally.

aaeh australian alliance
to end homelessness

- Focus on Ending Homelessness
- Better Integrated Health (and other) Systems
- Build a Supportive Housing System
- There are no silver bullets
- Australian efforts through the AtoZ Campaign are on the right track

A Shared Vision			
To end all homelessness in Australia, starting with rough sleeping, by ensuring that when it does occur it is rare, brief one-time			
Four approaches to ending homelessness			
Housing First approach	Person centered & strengths based approach	Evidence based systems change approach	Place-based Collective Impact approach to collaboration
Eight Proven Solutions			
Assertive Outreach		Continuous Improvement	
Common Assessment		Data-Driven Prevention	
A Real-Time By-Name List		Data-Informed System Advocacy	
Coordinated Systems		More of the Right Housing & Support	



Churchill Fellowship Recommendations

Commonwealth Government



Winston
Churchill Trust
Learn globally, inspire locally.

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to end homelessness

Thirteen recommendations for the Commonwealth Government relating to:

- 1. Supporting community-led efforts to End Homelessness**
- 2. A National Homelessness and Health Equity Policy**
- 3. Intergovernmental and Interagency Coordination to End Homelessness**
- 4. Reduce to Zero: An Ending Homelessness Flexible Fund**
- 5. Build a Supportive Housing System**
- 6. A National Housing and Ending Homelessness Plan**



Available At: www.aaeh.org.au/publications

Homelessness in Australia

What we measure: A bad situation Getting Worse!

Persons living in improvised dwellings, tents, or sleeping out	Persons in supported accommodation	Persons staying temporarily with other households	Persons living in boarding houses	Persons in other temporary lodgings	Persons living in severely crowded dwellings	Estimated All Persons Homeless in 2016
8,200	21,235	17,725	17,503	678	51,088	116,427
7.0%	18.2%	15.2%	15.0%	0.6%	43.9%	100.0%
387	1,433	1,323	906	31	2,140	6,224

Source: ABS + AHURI, 2019, *What are the different types of homelessness?*

80% EXPERIENCE CHRONIC ROUGH SLEEPING OR 6,560 PEOPLE (ESTIMATED)

424 EXCESS MORTALITY 'DEATHS' PER YEAR (ESTIMATED)

\$13k SAVING PER PERSON PER YEAR FOR PROVIDING PERMANENT SUPPORTIVE HOUSING OVER LEAVING ON THE STREET (ACTUAL)

\$85m SAVINGS TO GOVERNMENT OF ENDING CHRONIC ROUGH SLEEPING (ESTIMATED)

Our Approach

We can end homelessness by ensuring that any incidents that do occur are:

- **Rare** – that there are not many people homeless in a community sleeping rough
- **Brief** – that when homelessness does occur it is for a short a time as possible.
- **One Time Thing** – that people do not repeat their experience of homelessness.

Together we
can END
homelessness!



Two Approaches to Ending Homelessness

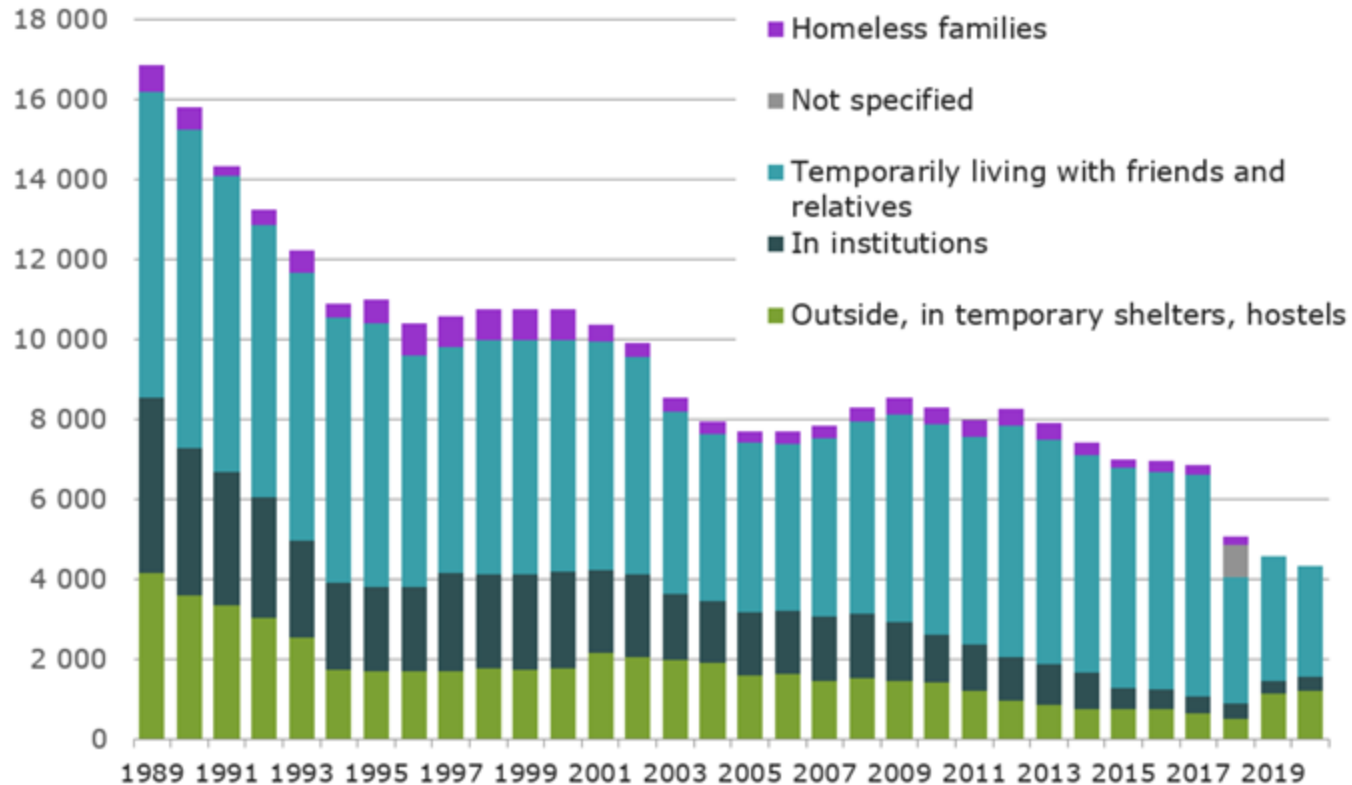
Finland's Success



Source: FEANTSA, European homeless network, 2018

International Lessons

Finland's Rough Sleeping Challenge



Source: ARA The Housing
Finance and Development
Centre Finland, Homelessness in
Finland 2020

International Lessons

United States of America's Success

**Built
For
Zero.**

**COMMUNITY
SOLUTIONS**

**GETTING
TO
PROOF
POINTS**

Key learning from
the first three years of
the Built for Zero initiative

REAL RESULTS.

A data-driven movement is redefining what is possible in ending homelessness.



89

communities are participating
in Built for Zero

[SHOW THE LIST >](#)

14

communities that have
functionally ended
homelessness for a population

134,172

individuals housed by Built for
Zero communities since 2015

45

communities have achieved a
measurable reduction

84

communities have achieved
quality real-time data

International Lessons

Canada's Success



ENDING CHRONIC HOMELESSNESS - COMMUNITIES WHO HAVE:

25

QUALITY REAL-TIME DATA

13

COORDINATED ACCESS

5

REDUCED HOMELESSNESS

1

REACHED FUNCTIONAL ZERO

ENDING VETERAN HOMELESSNESS - COMMUNITIES WHO HAVE:

5

QUALITY REAL-TIME DATA

5

COORDINATED ACCESS









1

REDUCED HOMELESSNESS

1

REACHED FUNCTIONAL ZERO

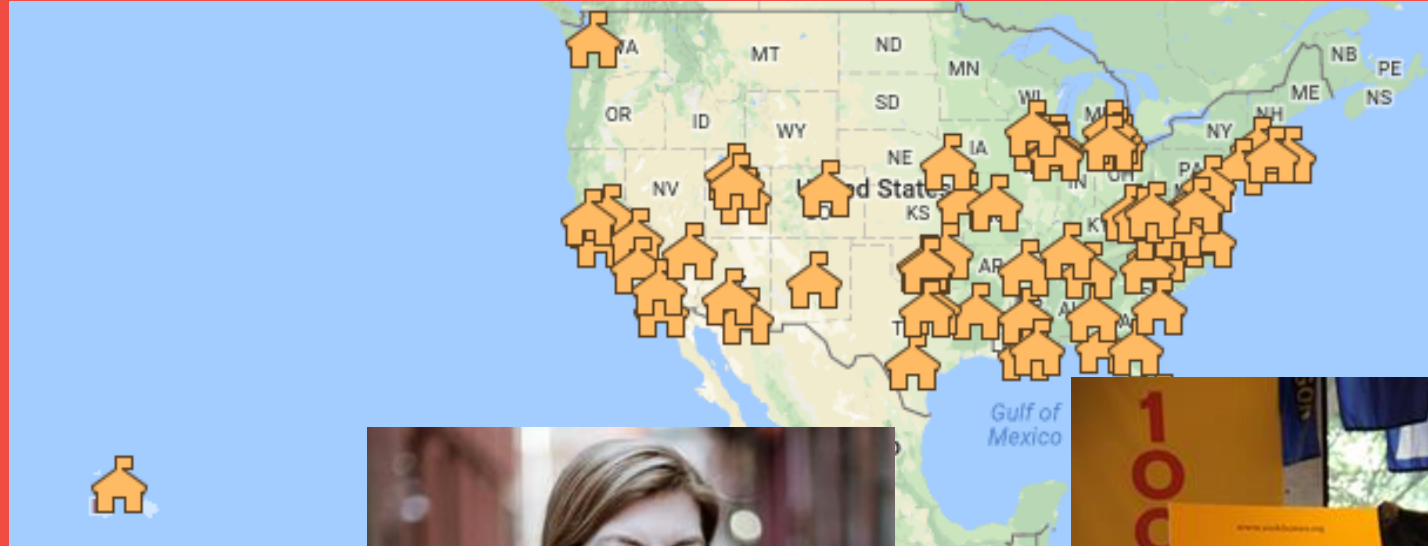
How They Did It...

Problem		Solution	
	Simple Symptoms: A definition of success limited to providing help (i.e. food, shelter, etc.) or a single service or point in time program outcome		Complex Systems: A commitment to changing the system by reducing the number of individuals experiencing homelessness to zero across a community
	Unknown: Efforts driven by static, estimated, out of date and nameless data		Known: Comprehensive, real-time, individual-level data and coaching in problem solving skills adapted from other sectors
	Fragmented: Many problems that many touch, but no single agency or organisation owns		Collaborative: A shared commitment to coordination that breaks down silos and drives accountability in a focused way
	Scarcity: A problem <u>solely</u> understood as a problem of resource scarcity (i.e. not enough houses or services)		Effectiveness: Data for targeted investments that optimizes benefits and the utilise scare resources as effectively as possible

Key Lesson from Overseas

Housing alone won't solve homelessness

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100,000 HOMES

For 100,000 homeless
Americans by July 2013

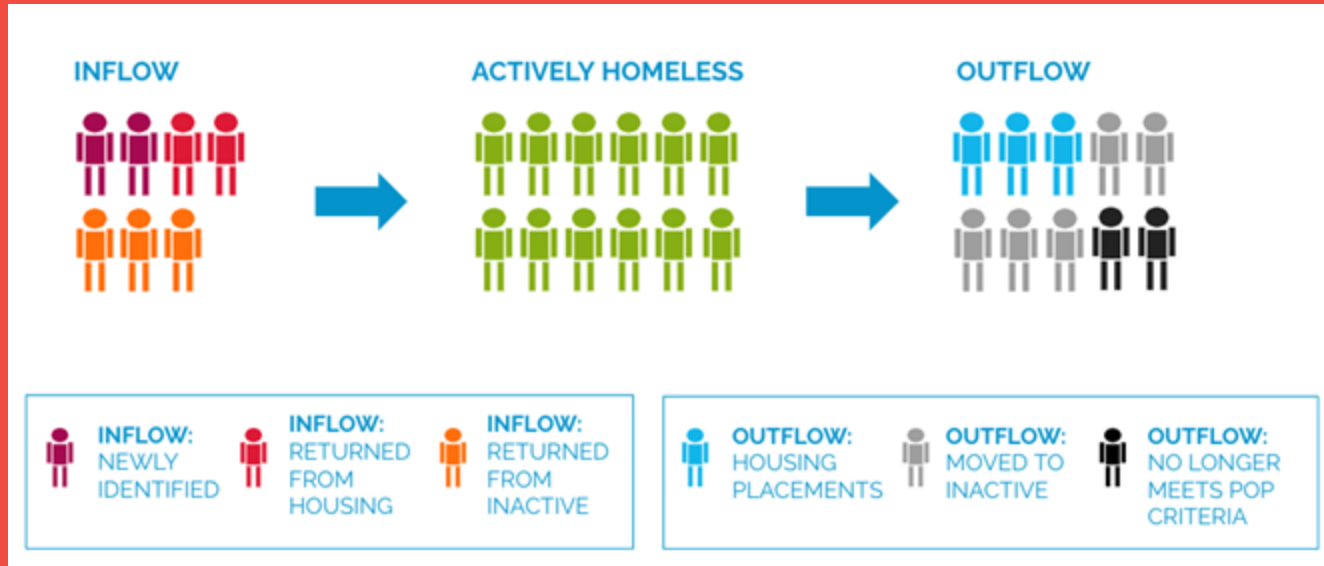


**COMMUNITY
SOLUTIONS**



How They Did it: Unknown to Known

A By-Name List



TRIAGE
*(LIKE A HOSPITAL
EMERGENCY DEPT)*

PREVENTION

**DATA DRIVEN
ADVOCACY /
SYSTEM PLANNING**

The background of the slide is a halftone-style photograph of several people, likely students or workers, focused on their tasks. A large, solid red rectangle is centered over the image, containing the title text in white.

The Adelaide Zero Project

The South Australian Journey

Two paths...

Bergen County first in nation to end chronic homelessness

2

Posted on March 28, 2017 at 2:57 PM



Bergen County Executive Jim Tedesco announced that the county had become the first place in the nation to eradicate chronic homelessness. (Fausto Giovanni Pinto | N.J. Advance Media for NJ.com)

Flinders Street homeless: Violent confrontations as police clear rough sleepers in Melbourne

Updated 1 Feb 2017, 11:29pm



VIDEO: Scuffle breaks out and crowds boo as police escort two protestors from Flinders Street Station. (ABC News)

Violence that broke out when authorities moved a group of homeless people from outside Flinders Street Station was caused not by the homeless, but by protesters, police say.

RELATED STORY: Homeless in Melbourne's CBD to be given immediate housing

MAP: Melbourne 3000

How Did We Get Here?

The First Australian Community to Commit to Count Down



This project will engage with all people sleeping on the streets of the Adelaide inner city area.

A person is recognised as a rough sleeper if they are living in a:

- STREET/PARK/OUT IN THE OPEN
- TENT
- IMPROVISED BUILDING OR DWELLING
- BOAT
- MOTOR VEHICLE
- CABIN

Source: DCSB



A Common Assessment & Triage Tool – The VI-SPDAT

The Vulnerability Index – Service Prioritization Decision Assistance Tool

aaeh australian alliance
to end homelessness

The VI-SPDAT is a survey for people who are homeless or at-risk of homelessness.

It was developed by OrgCode and together with the AAEH we adopted it for use in Australia, called Version 3.0

We are currently building a new version of the tool, called the Australian Homelessness Vulnerability Triage Tool or AHVTT.



Interviewing people sleeping rough during 500 Lives 500 Homes Campaign in Brisbane.
Photography: Patrick Hamilton.



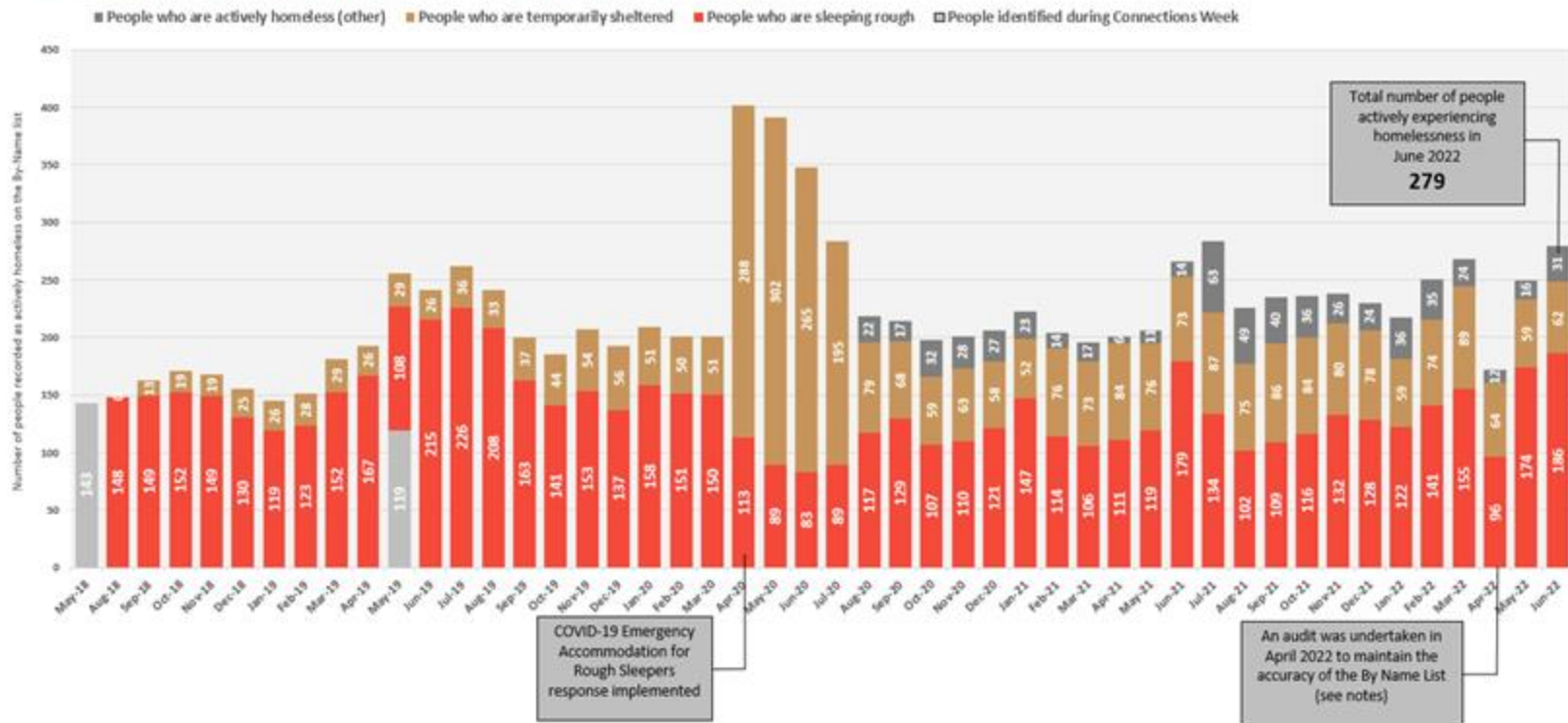
Filling out the VI-SPDAT in Adelaide during the connections week in June 2018.
Photography: Renee Jones

Australia's First Quality By-Name List

Where we are today

Active Homelessness in Adelaide's inner city

Number of people on Adelaide Zero Project's By-Name List who are actively homeless in Adelaide's inner city

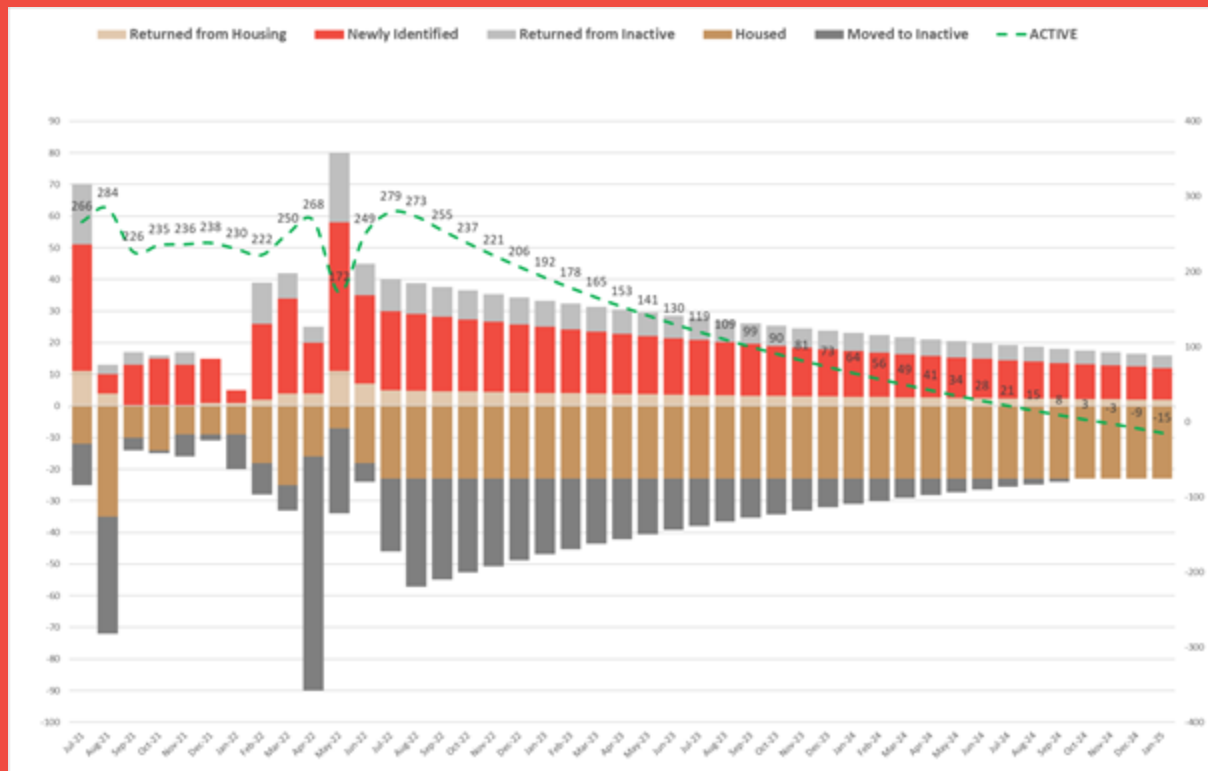


Getting to Functional Zero

Modeling Where We Are Going

To achieve Functional Zero by 2025 we would need:

- Reducing inflow by 3% month to month
- Outflow remains steady
 - 20+3 Housing outcomes (IHP +15%)
 - 12.5 % of active continue to move to inactive



Alliances and a New Future

Timelines / Phases + Backbone Support

Adelaide Zero Project: Phases

**DON DUNSTAN
FOUNDATION**
inspiring action for a fairer world

**THE UNIVERSITY
ADELAIDE**
**Flinders
UNIVERSITY**

**University of
South Australia**

The Australian Alliance for
Social Enterprise (TAASE)



Establish 2017 to May 2018	Implement 2018 to Dec 2020	Backbone Transition Jan 2021 to 30 Jun 2021	BNL Transition 1 Jul 2021 to 30 Sept 2021	Backbone Transition 1 Oct 2021 to 31 Dec 2021	Consolidated Transition 1 Jan 2022 to 30 September 2022	New Status Quo 1 October 2022 Onwards
<i>Focus: Design</i>	<i>Focus: Establish and Implement</i>	<i>Focus: Maintain</i>	<i>Focus: Maintain / Build Capacity</i>	<i>Focus: Maintain / Build Capacity</i>	<i>Focus: Implement / Consolidate.</i>	<i>Focus: Achieve Functional Zero Rough Sleeping in the Inner City</i>
1 year	2 years	6 months	3 months	3 months (SAHA Funding 12 months: ----->)	9 months (TBC)	ongoing

South Australian Network to End Homelessness: Phases

saaeh south australian
alliance
to end
homelessness

Establish	Statewide Expansion	New Status Quo
<i>Focus: Consult, Develop Business Case & Rally Resources</i>	<i>Focus: Establishmen supporting new Zero Projects & deliver proof points.</i>	<i>Focus: Achieve Functional Zero Rough Sleeping in SA</i>
3 months	9 months (TBC)	ongoing

National
Backbone:

Australian
Alliance to End
Homelessness
(AAEH)

Statewide
Backbone:

South
Australian
Alliance to End
Homelessness
(SAAEH)

Local
Backbone:

Adelaide Zero
Project (AZP)

Includes
connection to:
Community
Solutions,
IGH,
Org Code,
CAAEH

Supported by
the AAEH and
based at
Flinders Uni

Includes:
SAAEH
THA
City of Adelaide
SAHA

SAAEH - Council

AZP PSG

SA Housing Authority

Alliance System Steering Group

Inner-City Sub-Committee

Toward Home
Alliance

Northwest
Metro Alliance

Country North
Alliance

Country South
Alliance

Statewide FDV
Alliance

Alliance
Leadership Team

Alliance Management
Team

Coordinated Care
Coordinating support for
individuals on the
By-Name List
Meets fortnightly

Housing Allocations
Allocating housing to individuals
on the By-Name List
Meets fortnightly

Technical Administrators Group
(TAG)
Managing and maintaining data on
the By-Name List
Meets quarterly

TH CoP Inner City

aaeh

saaeh

ADLAIDE
zero
PROJECT



National
Backbone:

Australian
Alliance to End
Homelessness
(AAEH)

Statewide
Backbone:

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based at
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Includes:
SAAEH
THA
City of Adelaide
SAHA

SA Housing Authority

SAAEH - Council

AZP Inner City Sub Committee

Toward Home
Alliance

Northwest
Metro Alliance

Country North
Alliance

Country South
Alliance

Statewide FDV
Alliance

Alliance
Leadership Team

Alliance Management
Team

Coordinated Care
Coordinating support for
individuals on the
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Meets fortnightly

Housing Allocations
Allocating housing to individuals
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**Technical Administrators Group
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Managing and maintaining data on
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Meets quarterly

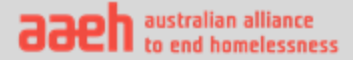
TH CoP Inner City



The South Australian Alliance To End Homelessness (SAAEH)

An Australian Movement to End Homelessness

A Community of Practice



BRISBANE ALLIANCE
TO END HOMELESSNESS

MICAH PROJECTS



Breaking Social Isolation
Building Community

Unlocking systems
to end homelessness

BRISBANE
ZERO



Unlocking systems to end homelessness



WA ALLIANCE TO END HOMELESSNESS
Together we can end homelessness

#EndHomelessnessWA

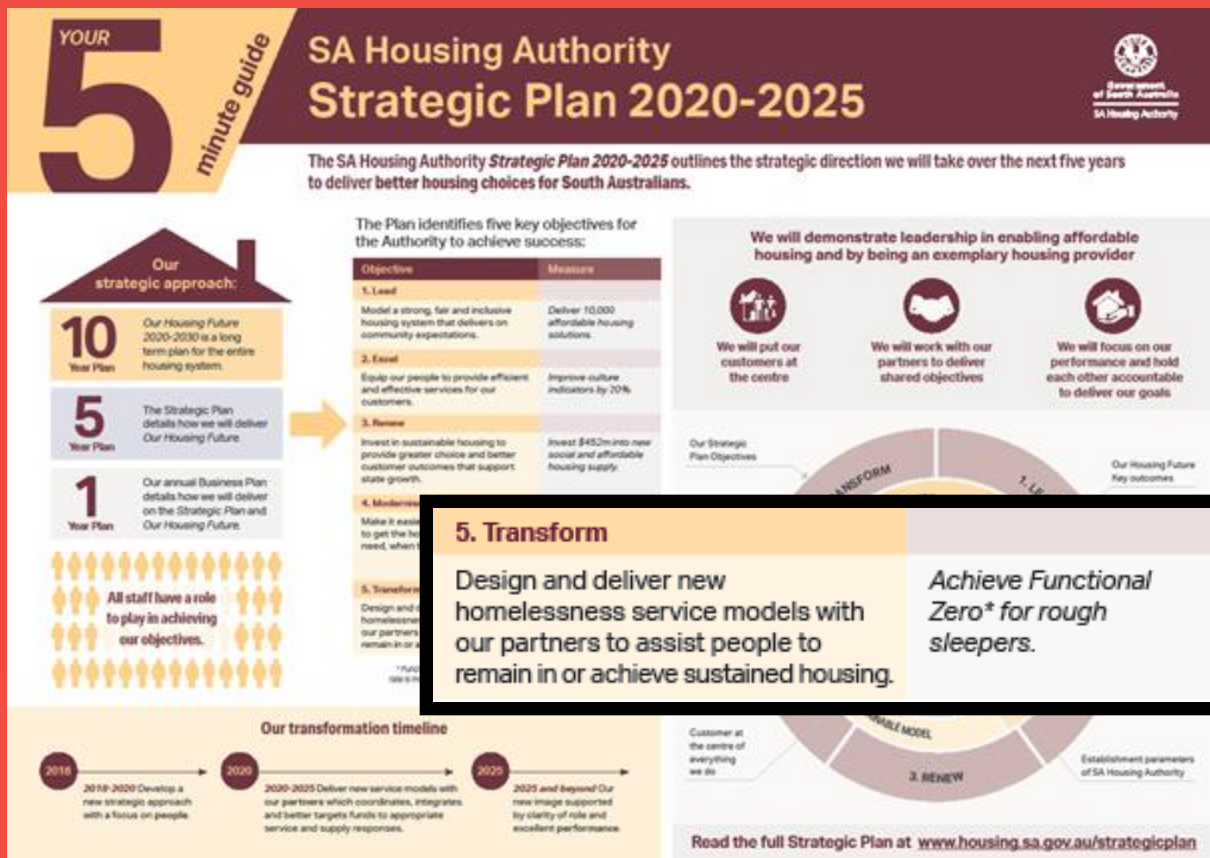


IT'S TIME TO END
HOMELESSNESS



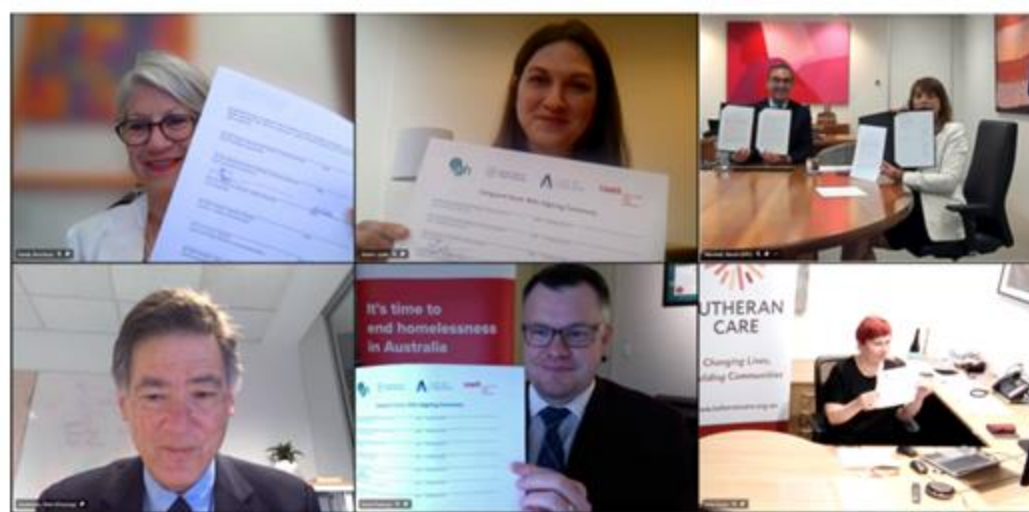
SA Government Strategy

Achieve Functional Zero Rough Sleeping Statewide by 2025



Ending Homelessness is Possible!

saaeh
south australian
alliance
to end
homelessness



Government of
South Australia



saaeh
south australian
alliance
to end
homelessness

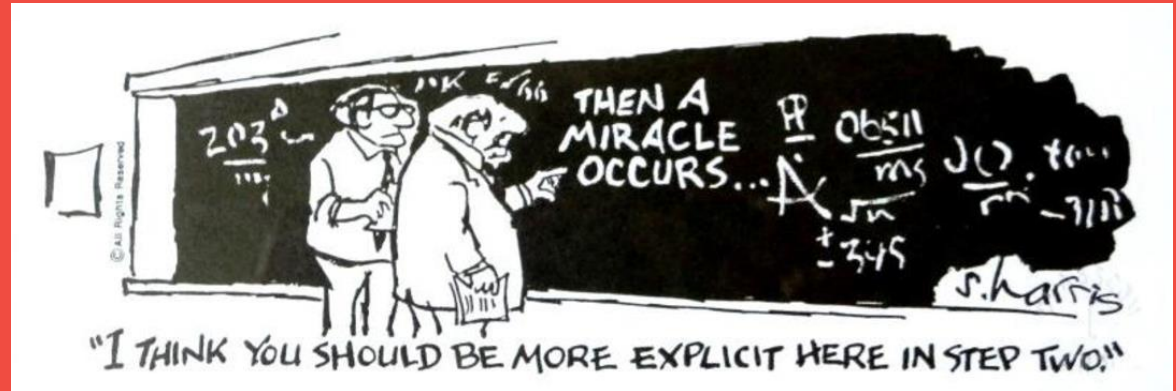


The Advance to Zero Methodology

The Advance to Zero Homelessness Methodology

Methodology or Theory of Change?

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to end homelessness



The Australian Methodology

Adopted For Use From International Experience



A Shared Vision

To end all homelessness in Australia, starting with rough sleeping,
by ensuring that when it does occur it is rare, brief one-time

Four approaches to ending homelessness

Housing First

Person centered &
strengths based

Systems change

Place-based
Collective Impact
collaboration

Eight Agreed Activities

Assertive Outreach

Improvement

Common Assessment

Data-Driven Prevention

A Quality Real-Time By-Name List

Data-Informed System Advocacy

Coordinated Systems

More of the Right Housing & Support



George and Tanya Ruff
Institute of Global
Homelessness



The Australian Methodology

Adopted For Use From International Experience



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Homelessness



We know that rough sleeping:

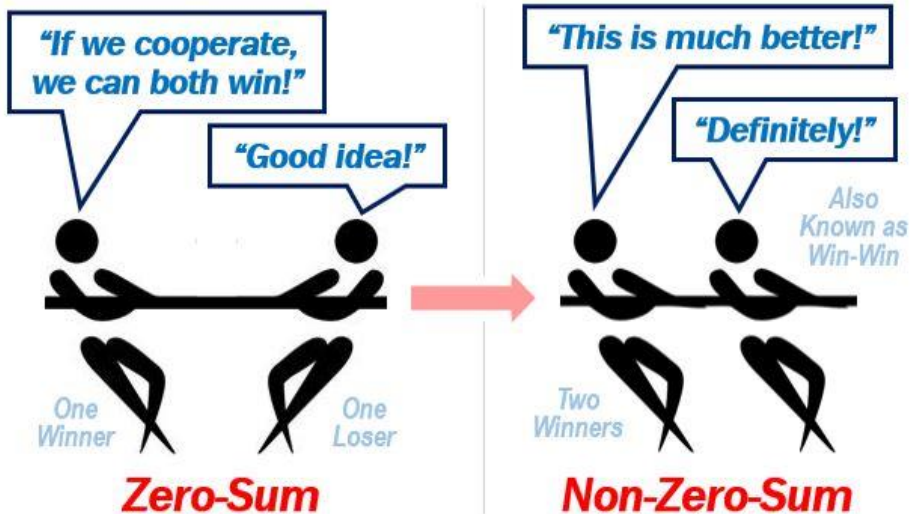
- Can reduce a person's life expectancy by up to 30 years
- It is more costly to governments to leave the problem of chronic rough sleeping unaddressed than it is to provide permanent housing.
- It is the most prominent form inequality in our community.
- Finally we recognise that we need to start somewhere, and if everything is a priority, then nothing is a priority.

Ultimately we want to end all homelessness, but we want to start by lifting the social safety net off the street in Australia.

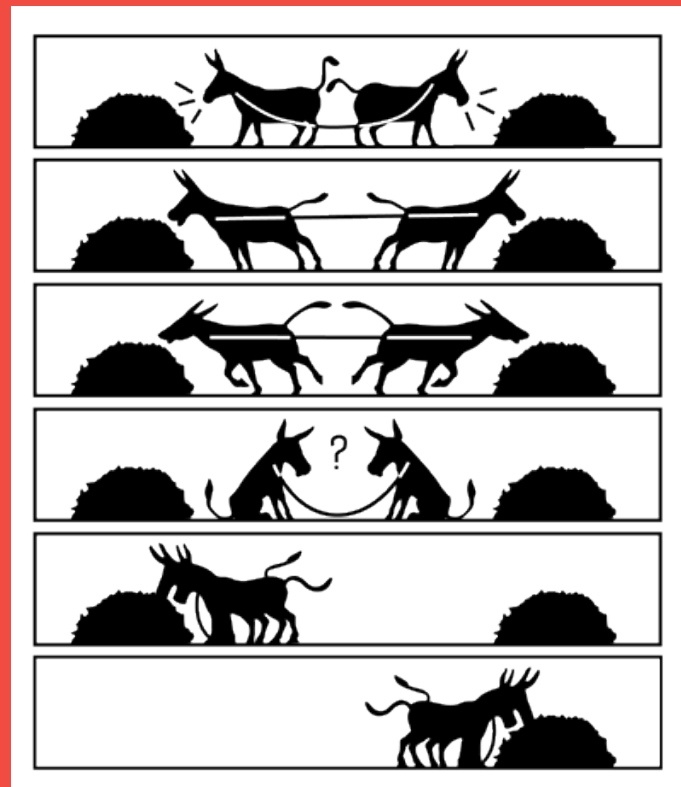
Cohort Focused – Starting with Rough Sleeping

It's not a Zero Sum Game...

Zero-Sum vs. Non-Zero-Sum Game



Source: Market Business News



Source: The fable of the two mules

The Advance to Zero Homelessness Methodology

Adopted For Use From International Experience

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------------------------	--	---	--

Eight Proven Solutions

Assertive Outreach	Continuous Improvement
Common Assessment	Data-Driven Prevention
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Coordinated Systems	More of the Right Housing & Support

Reduce to Zero: Continuous Improvement

Central to the efforts of US communities success

Why is it called WD-40?

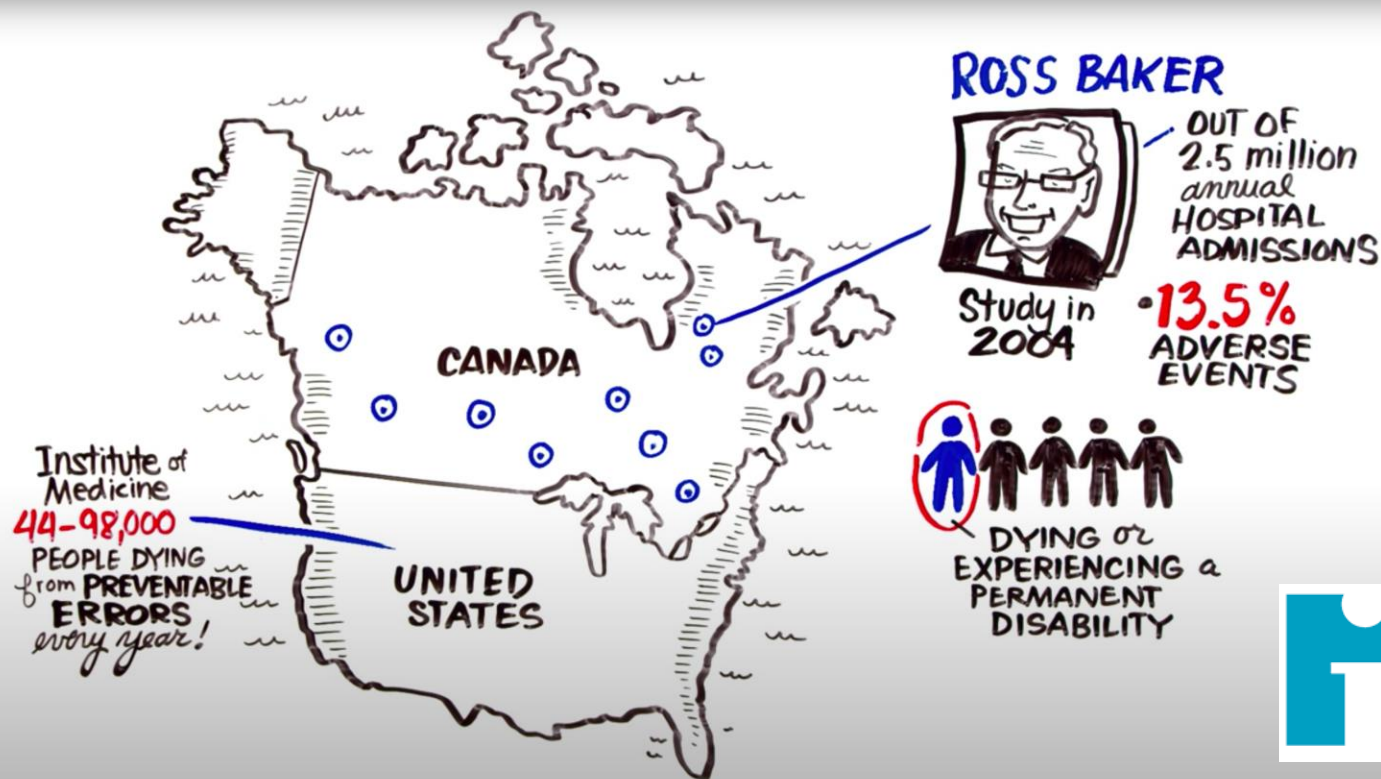


It took 40 attempts to
create WD-40

Source: Community Solutions, USA

Reduce to Zero: Continuous Improvement

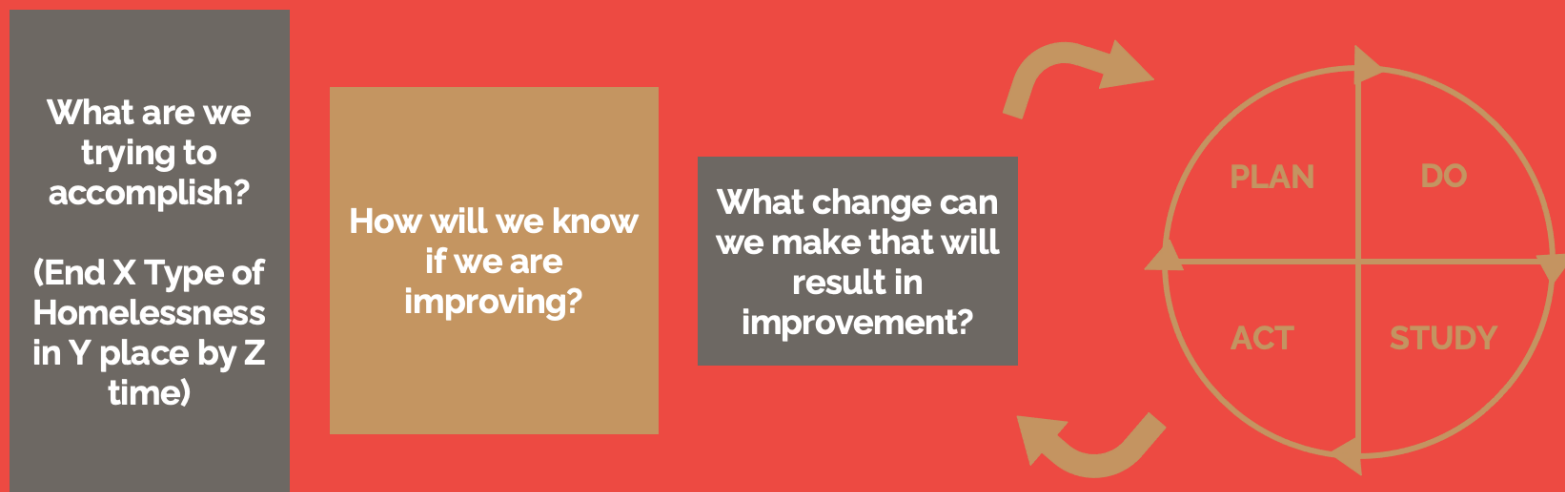
Adopted from the Health Sector



Reduce to Zero: Continuous Improvement

A model for Improvement

Solving complex problems starts with a **measurable end state and works backward**. Strategies and activity come last and shift repeatedly in service of the aim.



The Advance to Zero Homelessness Methodology

Adopted For Use From International Experience

aaeh australian alliance
to end homelessness

A Shared Vision

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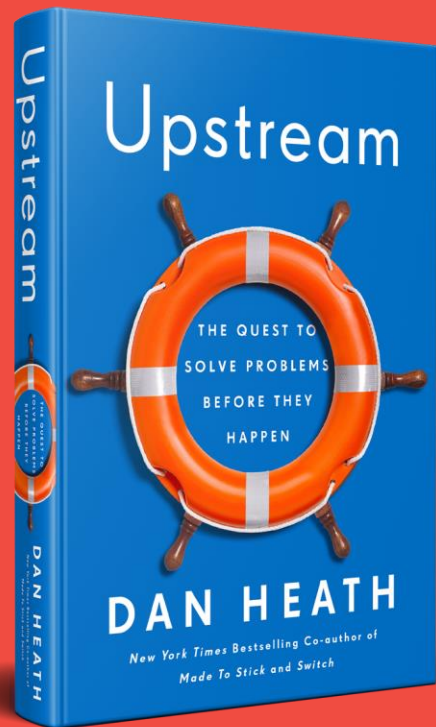
Eight Proven Solutions

Assertive Outreach	Continuous Improvement
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Data-Driven Prevention

Moving Upstream

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to end homelessness



South African human rights campaigner Archbishop Desmond Tutu once famously said that:

“there comes a point where we need to stop just pulling people out of the river. We need to go upstream and find out why they’re falling in.”



The Advance to Zero Homelessness Methodology

Adopted For Use From International Experience

aaeh australian alliance
to end homelessness

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------------------------	--	---	--

Eight Proven Solutions

Assertive Outreach	Continuous Improvement
Common Assessment	Data-Driven Prevention
A Real-Time By-Name List	Data-Informed System Advocacy
Coordinated Systems	More of the Right Housing & Support

Data Informed, System Level Advocacy

A Strengths Based Approach

saaeh south australia alliance
to end homelessness



THREE LEVELS OF GOVERNMENT IN AUSTRALIA



The Advance to Zero Homelessness Methodology

Adopted For Use From International Experience

A Shared Vision

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Eight Proven Solutions

Assertive Outreach	Continuous Improvement
Common Assessment	Data-Driven Prevention
A Real-Time By-Name List	Data-Informed System Advocacy
Coordinated Systems	More of the Right Housing & Support

More of the Right Housing and Support

Supportive Housing

UNIQUE APPROACHES TO UNIQUE POPULATIONS



Source: National Alliance on Mental Health,
USA



The Australian Methodology

Adopted For Use From International Experience



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More of the Right Housing & Support



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Homelessness



Processing...

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to end homelessness



Implemented Through Improvement Cycles

Breaking it up



**Action
Planning**



**Quality
By-Name
List**



**Reduce to
Zero**



**Sustaining
Zero**



**Zero For All (not
sequential)**

Action Planning

- Release Action Plan

Quality By Name List

- Conduct Connections Week and/or launch by-name list / zero project
- Achieve Quality by-name list certification

Reduce to Zero

- Develop a more coordinated system
- Implement Improvement Projects
- Drive monthly reductions in overall homelessness

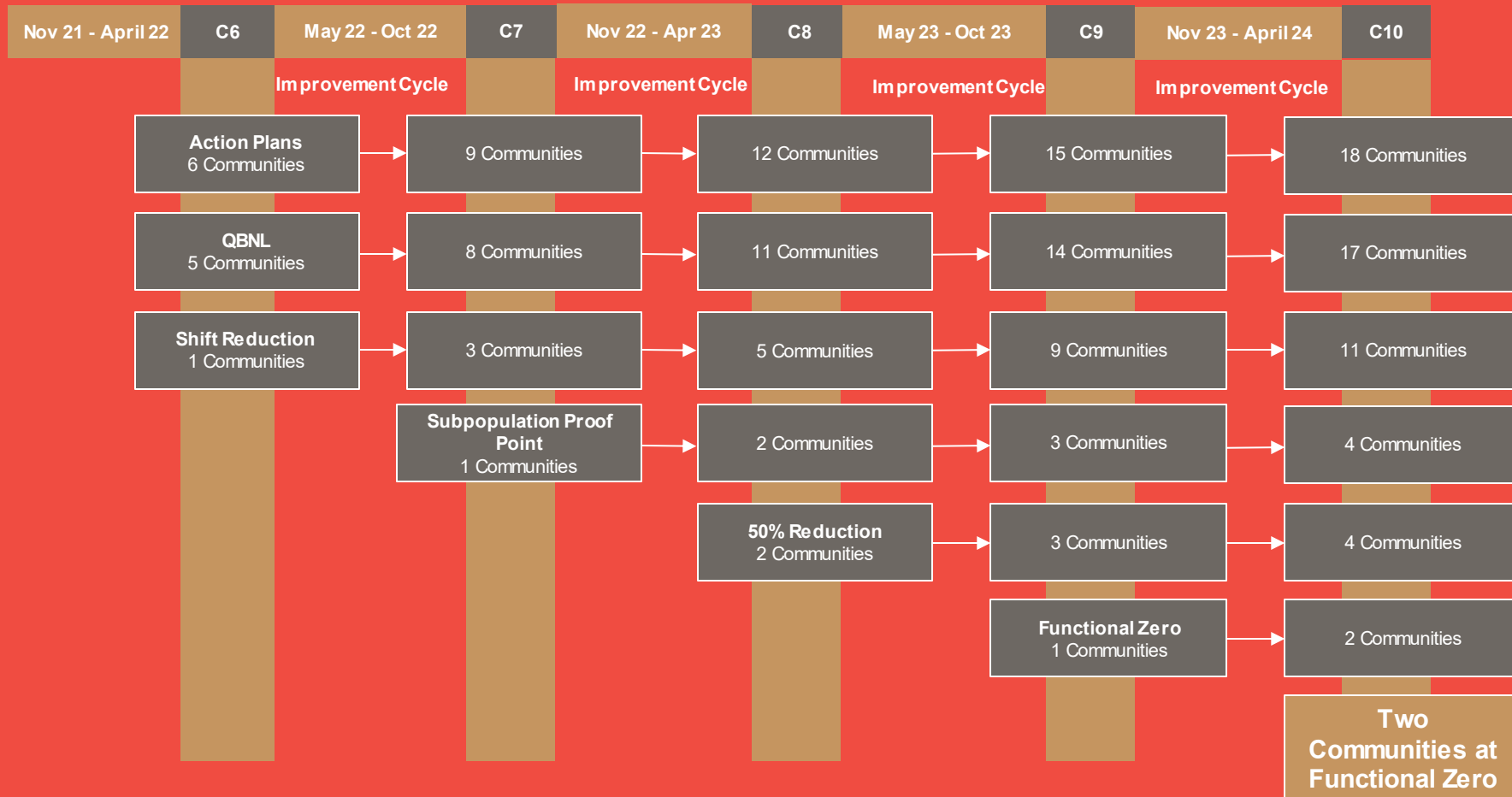
Sustaining Zero

- Achieve Functional Zero
- Sustain Functional Zero

Zero for All

- Expand to other areas and other forms of homelessness

AtoZ Campaign Milestones



About the AAEH – What We Do

aaeh australian alliance
to end homelessness

The logo for the Australian Alliance to End Homelessness (AAEH), featuring the lowercase letters 'aaeh' in a bold, red, sans-serif font.

The Australian Alliance to End Homelessness

The AAEH leads a national movement of individuals, organizations and communities working together to end homelessness in Australia.

aaeh.org.au



Advance to Zero

A national change effort helping a group of leading communities end rough sleeping homelessness as a first step on the path to eliminating all homelessness in Australia.



Training & Advisory

We provide a range of support and capacity building activities for communities and organizations committed to ending homelessness in Australia.



National Summit on Ending Homelessness

Join us as we host our inaugural, annual Zero Homelessness Summit to bring together all our work in Brisbane in October 2022.



Advocacy

Through our Homes Beyond COVID work we advocate to the federal, state, territory and local governments for the investment and policy changes needed to end homelessness.



Allied Networks

The AAEH supports and works closely with a range of allied networks working toward our shared mission of ending homelessness.

About the SAAEH – What We Do

Draft - A Work In Progress



The South Australian Alliance to End Homelessness

The SAAEH leads a statewide movement of individuals, organizations and communities working together to end homelessness in SA.

saaeh.org.au



Advance to Zero

A statewide and national effort helping scale the approach to ending homelessness pioneered in SA by the Adelaide Zero Project.



SA Zero Summit on Ending Homelessness

We hope to host an annual South Australian Zero Homelessness Summit to bring together all our work in 2023.



Advocacy

We hope to build on the existing advocacy we have done with the federal, state, and local governments for the investment and policy changes needed to end homelessness.



Allied Networks

The SAAEH intends to support or work closely with a range of allied networks that share the mission of ending homelessness in South Australia—including business, local government, health and others.



Collaboration Laboratory

We hope to establish a space to bring together volunteers, interns and others with an interest in supporting efforts to end homelessness in SA.

Get Involved – Summit

The Inaugural Australian Zero Homelessness Summit

aaeh australian alliance
to end homelessness



AUSTRALIAN ZERO HOMELESSNESS SUMMIT

HOMELESSNESS
IS SOLVABLE

Join us in Brisbane as we launch the Advance to Zero Campaign at the inaugural Australian Zero Homelessness Summit.

Thursday 27 October

8:00 am to 4:30 pm

(+ the Learning Session on the 26th and Workshops on the 28th)

Brisbane Convention & Exhibition Centre

Further information at:

www.aaeh.org.au/summit

Improvement - From Scarcity to Effectiveness

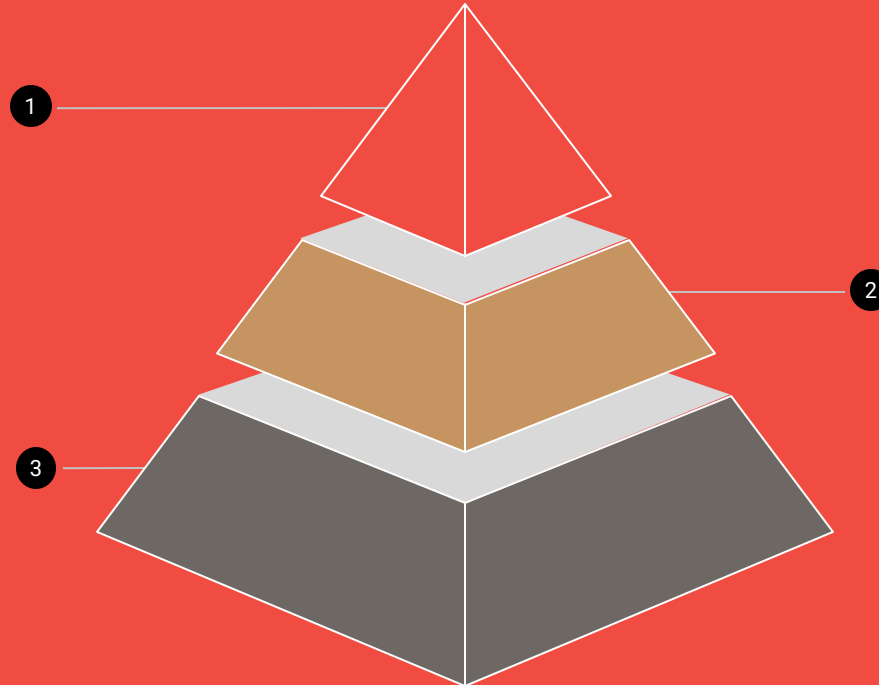
Problem Solving and A Focus on What We Can Control

Technical Space

Housing + service models
Practical service delivery
Individual Support

Structural Space

Laws + policies
Benefits + entitlements
Funding parameters + amounts



Improvement Space

How structural choices get translated into technical behavior

How systems do/don't collaborate

Shared data + collective processes

How the pieces fit together around the person



Help. It's what Australians do.

Ending Homelessness is Possible!

Let's demonstrate that ending homelessness is possible in South Australia by 2025 – together!

Stay in touch:
www.aaeh.org.au
info@aaeh.org.au

aaeh australian alliance
to end homelessness

saah
south australian alliance
to end homelessness

ADELAIDE
zero
PROJECT

PARTNERSHIPS

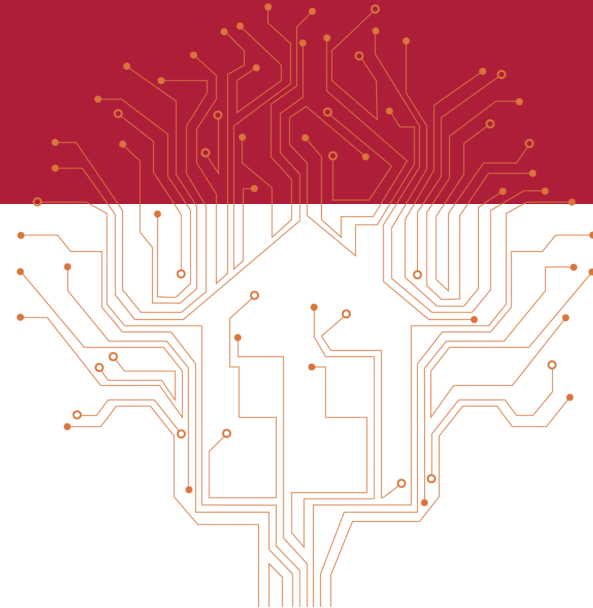
Good360

Kate Stock

Partnerships Manager SA, Good360



Inaugural Homelessness Conference - 2022



Good360: matching surplus with need



Impact

Helping other Not for Profits & disadvantaged schools save time and budget by getting brand new goods they need for their programs.



Direct to Australians in need

Products matched help restore dignity and hope to people in need.



Convenient delivery

Members can pick up their order from a warehouse or have it delivered to their door.



Give the goods

Companies Australia wide share what they no longer need or have too much of.



Get the goods you need

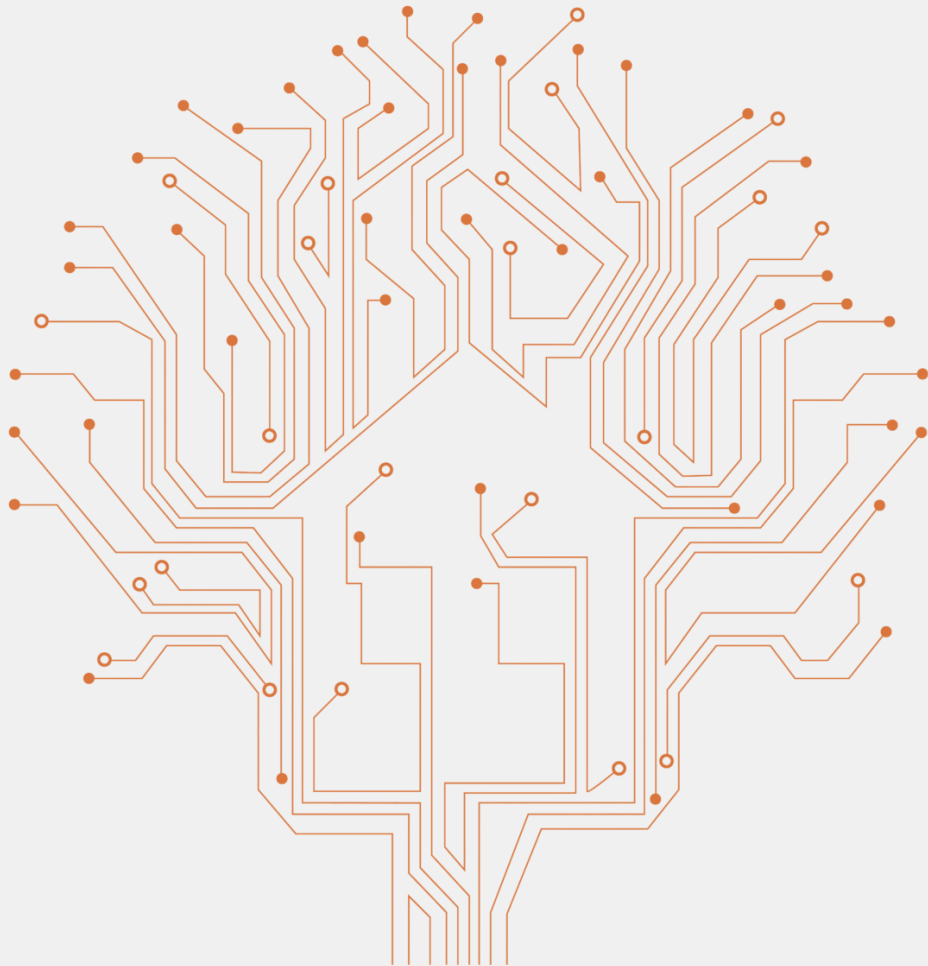
Not for Profits and disadvantaged schools register for a free Good360 membership & then order goods they need.



24/7 online access

Members choose the brand new goods they need for their community.

<https://good360.org.au/>



THA CHARTER

Inaugural Homelessness Conference - 2022



THA Charter Purpose

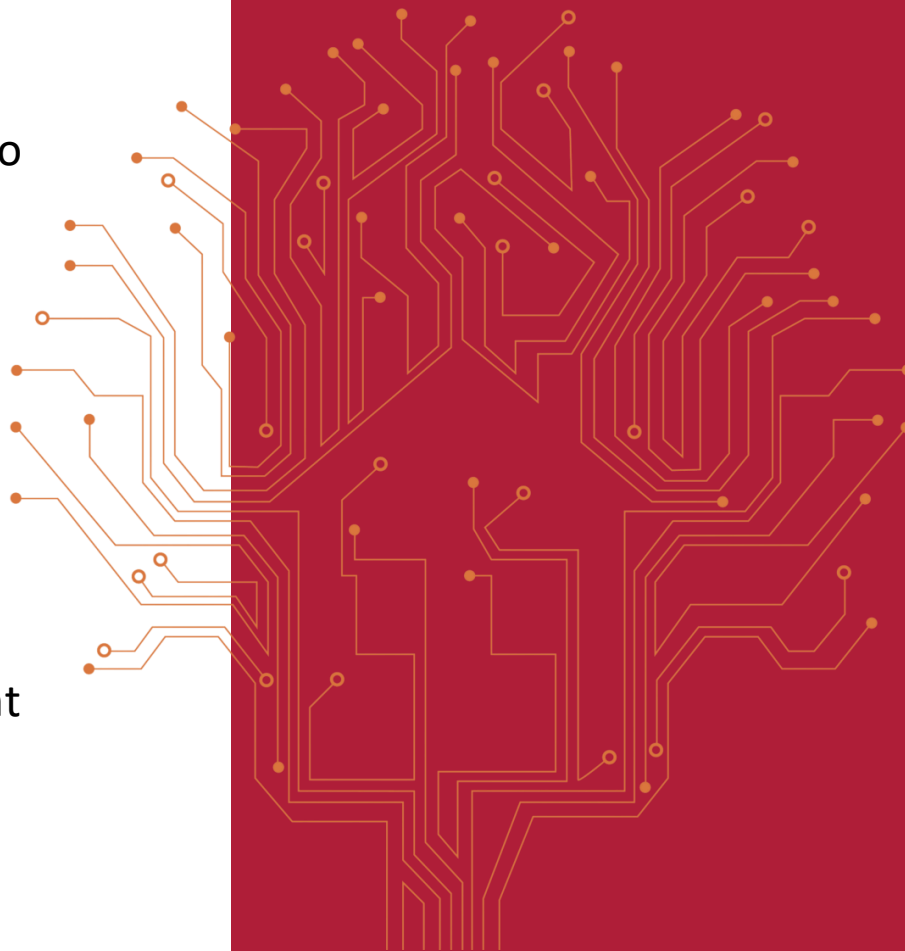
The purpose of the Toward Home Charter is to

- Tell others who we are
- Guide us in our work
- Give us an aspiration to work towards

THA Charter Position

The Charter sits below the following

- Future Directions for Homelessness
- Service Framework and Alliance Agreement



Consultation

At the 2021 Toward Home Workforce Development Day, people told us the things they valued. The list created formed the basis of the Charter.

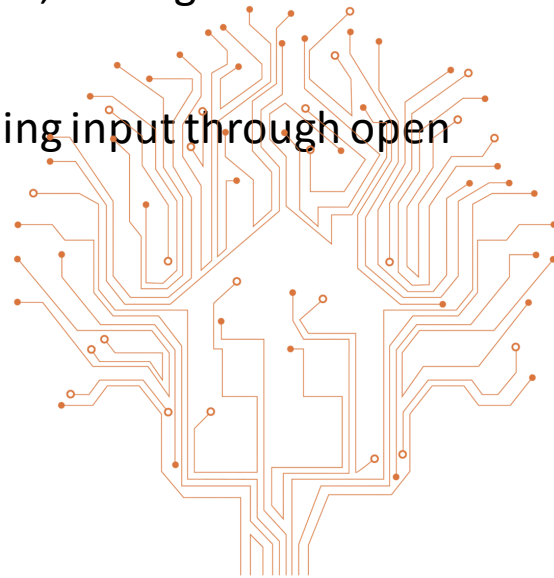
From there we undertook consultation with THA through:

- Governance feedback at different stages of the process – from both AMT and ALT
- Open consultation across THA, from CEOs to frontline staff, through March and April 2022

Engagement was positive, with more than 60 people providing input through open consultation and governance review.

Key learnings of consultation:

- Language is important
- Every belief has equal standing
- We are forward looking



We believe

The voice and experience of people with lived experience is at the heart of everything we do. It shapes what we do, how we do it, and influence policies and systems change

Home, safety, self-determination, and choice are basic human rights. We walk alongside clients on their self-directed journey.

In people's resilience; we 'see' the whole person, listen deeply, and treat everyone with dignity. We embrace and celebrate the diversity of culture, race, ethnicity, age, gender, religion, sexual orientation, gender identity, gender expression, disability, economic status and other, backgrounds and experiences

Culturally strong practices, co-designed with Aboriginal communities, create safety, shared understanding, and healing.

Our service practices, frameworks, and models must draw on practice wisdom evidence, and the lived experience of people and communities.

Homelessness can be traumatic; our work is trauma responsive, culturally understanding, compassionate, and supports recovery and healing.

In valuing, supporting, and empowering our workforce. We know it takes courage to be vulnerable and embrace mistakes as part of our collective learning

In collaborating and working with the community sector, government, and other Alliances to innovate and drive positive system reform.

It takes a community to end homelessness.

The logo for 'toward home charter' is located on the right side of the image. It features a stylized house icon made of yellow lines, with the word 'toward' in a small, grey, sans-serif font above it. Below the house icon, the word 'home' is written in a bold, orange, sans-serif font, and the word 'charter' is written in a bold, yellow, sans-serif font below that. The entire logo is set against a dark grey circular background.

toward
home
charter



VALUES LED LEADERSHIP

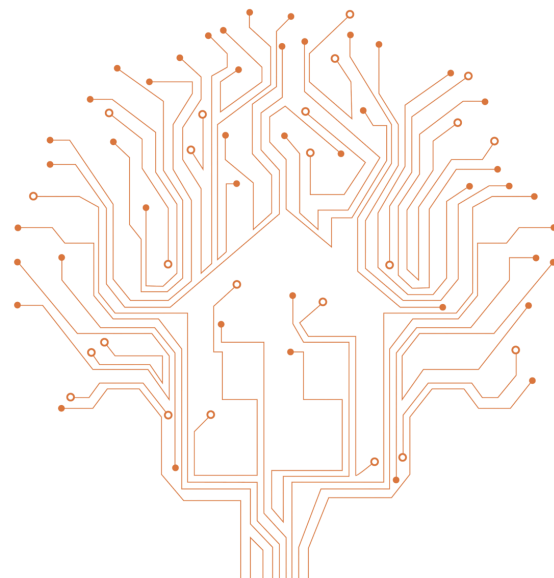
Inaugural Homelessness Conference - 2022



THA Values Led Leadership

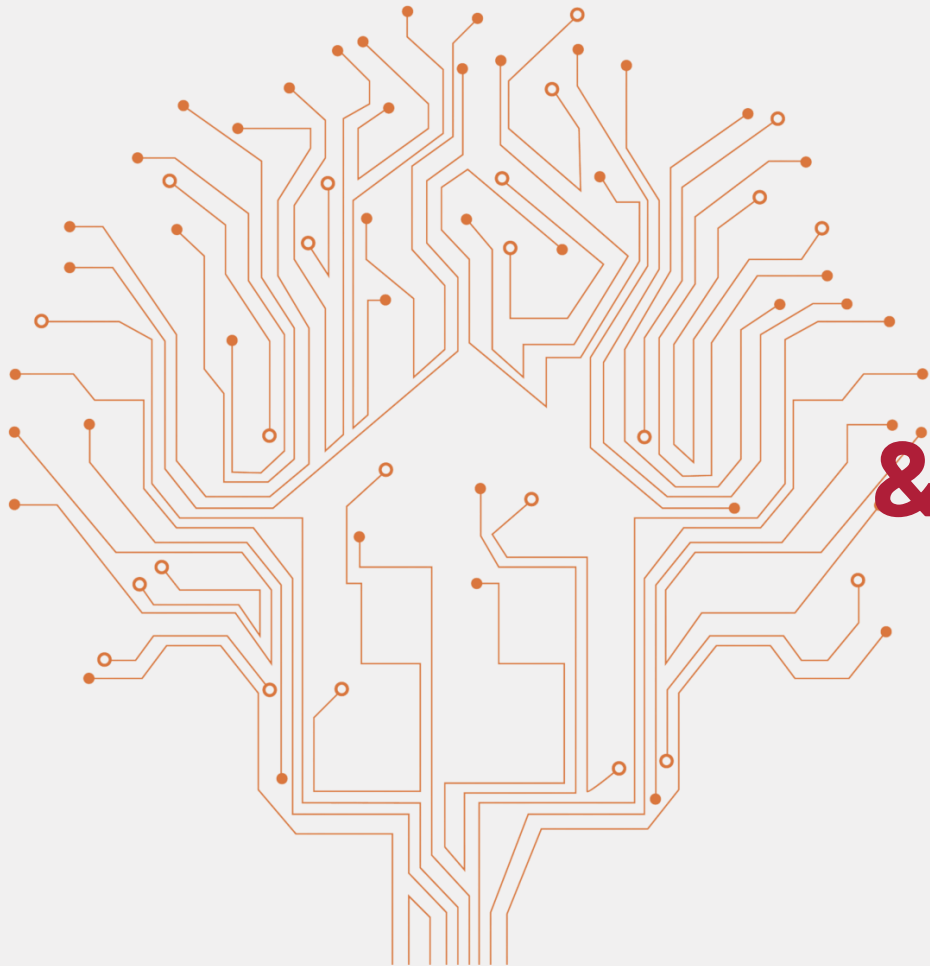
Values Led Leadership acknowledges and recognises a Toward Home Alliance (THA) staff member, volunteer or partner who models one or more of our shared THA values including:

- Integrity
- Trust
- Respect
- Collaborative
- Courageous
- Creative



THA Values Led Leadership

Awards presented to:		
David C.	Baptist Care SA	Collaboration; Integrity; Respect
Melanie S.	Baptist Care SA	Collaboration; Creativity; Integrity
Judith L.	Baptist Care SA	Collaboration; Creativity; Courage
Jack A.	Lutheran Care	Respect; Integrity; Collaboration
Rolen F.	Lutheran Care	Respect; Collaboration; Integrity
Grace G.	Mission Australia	Collaboration
Kayla S.	Mission Australia	Creativity
Victoria S.	SA Housing Authority	Collaboration; Integrity
Lisa K.	Sonder	Integrity; Respect; Trust; Courage; Collaboration; Creativity
April O.	Sonder	Integrity; Respect; Trust; Courage; Collaboration; Creativity
Annie S.	Sonder	Integrity; Respect; Trust; Courage; Collaboration; Creativity
Sophie P.	The Salvation Army	Compassion; Courage
Anh T. H.	The Salvation Army	Creativity
Kim H.	The Salvation Army	Integrity; Collaboration; Creativity



2021 HIGHLIGHTS & 2022 DIRECTIONS

Shaya Nettle, Senior Alliance Manager

Inaugural Homelessness Conference - 2022



**Working together, giving hope to
prevent and end homelessness**
THA MISSION



July 2021
THA launch



Strengths

■ WHO WE ARE:

- A compassionate team
- Nurtured & strong team culture
- Work through challenges
- Maintaining a united voice
- Transparent & open
- Flexible & authentic
- A forthcoming AMT

■ COMMITTED TO:

- Ending homelessness for people
- Professionalism
- Continuous improvement
- Systems advocacy
- Evidence led
- Doing things differently
- Getting positive housing outcomes

■ OUR RELATIONSHIPS:

- Committed partners
- Innovative partners: Harcourts Packham, Adelaide Hills & Good360
- Community housing: SHP/THP
- ALT trusts us

■ OUR SUCCESS:

- Clients are going into permanent housing
- We are ending homelessness for people
- Remained fairly authentic to the model



Challenges

■ RESOURCES:

- Housing shortage
- Bringing in resources from other partners of the Alliance
- Suitable housing
- Supporting people properly once housed

- Recognising that every client and risk is shared amongst us – we are all responsible for each other's challenges

■ INTERNAL:

- Client information sharing
- Demand
- New Client cohorts
- Training

COVID-19 Lockdown

Adelaide
July 2021



During COVID

THA came together as one team to respond to lockdown needs:

- Distributed over **\$10,000 of Emergency Assistance** vouchers to people in motel.
- Baptist Care SA and The Salvation Army distributed **hundreds of free meals**.
- Sonder **activated additional mental health staff** to undertake welfare checks on those in motel.



Puti on Kurna Yerta

Partnering to improve outcomes and responses for key cohorts, i.e. remote visitors

DHS-led multi-agency response with Cultural Leaders (Iwiri and Kurna), Council, Health, SAPOL, THA and other partners.



THA supported through:

Funding crisis accommodation for 15 women

84 Returns to country (Safe Journeys & Wardli-ana)

Prioritisation into accommodation and ongoing supports for those who chose to settle in Adelaide.

Workforce Development Day



125 attendees

**Communities of
Practice were formed**

Grand Opening - Southern Pathways



**Fulfilling our commitment
to the Regions:
Service Access
Presence
Integration**

Terra Firma launch

11 individual rooms, shared spaces for individuals and couples, 45 year olds plus, small pets welcome!



Partnering with the private sector: 12 Week Tenure

Accompanying Case Management Services provided

Concierge Staffing Model

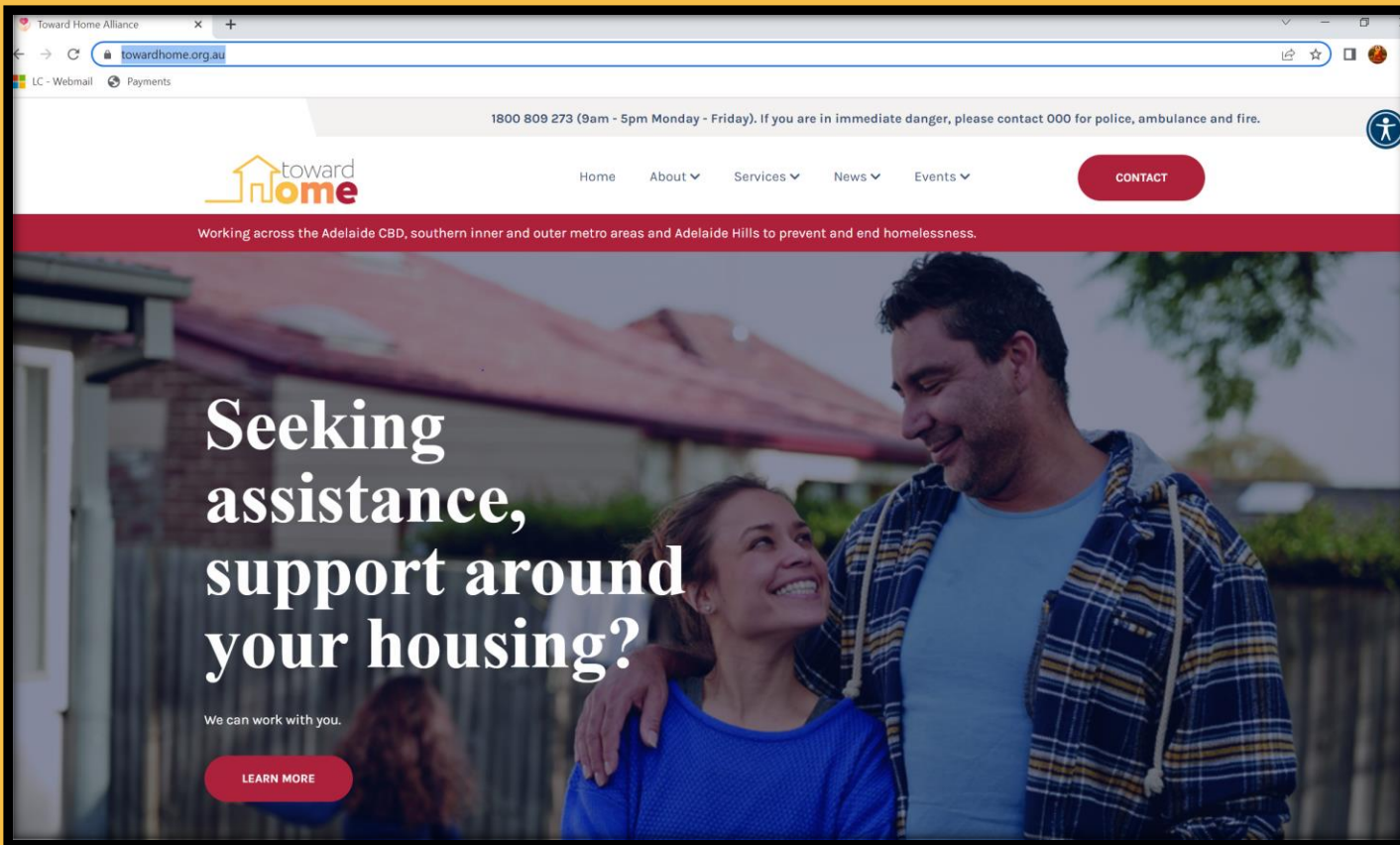
Community connections and opportunities, i.e.
volunteering with Outside the Square

On-site private rental workshops with Harcourts Packham



Terra Firma outcomes...

- Terra Firma sheltered 26 tenants in short term accommodation
- 19 moved forward into stable accommodation, including 3 private rental outcomes



towardhome.org.au



AZP back on track & why this is important

1

We know who is sleeping rough

2

We are keeping them visible

3

Advocating for their needs

	Returned from Housing	Newly Identified	Returned from Inactive	Actively Sleeping Rough	Temporarily sheltered	Active Homeless, other	Housed	Moved to Inactive	6 month rolling housing average
March 2021	3	23	5	106	73	14	29	20	18
March 2022	4	30	8	155	89	24	25	8	14

Kim Herbert
Regional Administrator
Salvation Army
277 Pirie Street
Adelaide SA 5000

1 July 2022

Dear Kim

I write to congratulate the Adelaide Zero Project on a significant achievement and milestone in your efforts to end rough sleeping.

You are now re-certified by the Australian Alliance to End Homelessness as having achieved a Quality By-Name List. Every community around the world that has ended homelessness has first established a Quality By-Name List. It is a significant first milestone and one that we know will not only inspire your community to redouble its efforts but will also inspire other communities to follow a similar path.

By achieving this Quality certification, you have put yourself in a position to establish a new baseline for your homelessness response system's performance and to understand in real-time how the efforts you and your colleagues in the Adelaide Zero Project are engaged in are contributing to ending rough sleeping in your community.

This achievement creates an opportunity for your system to take the next step: to make meaningful shift reductions in homelessness in your community by applying improvement science principles, to test new strategies and approaches against the data system you have rebuilt.

We know the significant work the collaboration of service providers has put in to achieve this certification so congratulations again to you and your entire team, we look forward to supporting and celebrating future successes in our collective efforts to end homelessness in Australia.

Sincerely,



David Pearson, CEO
Australian Alliance to End Homelessness

AZP data quality Re-certification

**> 210 permanent housing
allocations for people with
experiences of rough sleeping**



Housing Access Team

84 medium term SHP/THP leases over the past nine months; an average of 2.5 properties per week:

- Divert 39
- Wardli-ana 21
- Prevent 11
- Resolve 9
- Youth Accommodation** 4

** the number of young people allocated from our residential youth services (not total youth)



Long-term, permanent housing outcomes

38 families transitioned into long term housing
with:

- SAHA (26)
- Junction Australia (12)

over the past 6 months

VI-SPDAT training & integration at Access

Formal partnership with Iain De Jong – Org.Code

- 2 THA Generic VI SPDAT Training Sessions Delivered (2021) – **65 THA staff attended. 65 participants**
- 4 THA Generic VI SPDAT Training Sessions Scheduled for 2022
- THA Generic VI SPDAT Training Package (Available on SAHA Portal)
- THA VI SPDAT Procedures and On-Line System Development and Implementation Developed and Implemented by Liv Carusi and Jack Anderson (These form part of the Formal Training Sessions)
- Adoption of **65% of Vi-SPDAT** into Access team



Approximately **\$250,000** in new,
non-perishable goods!





**Stock is available
to all Alliances**



**Thank you
AnglicareSA for
donating storage
space!!**



64 swags:

- 20 THA
- 29 Country North
- 15 Country South



Communities of Practice

Agreed at 2021 Workforce Day

5 CoPs established – Client Services, Inner City Homelessness, Working and Supporting Children, Working and Supporting Young People and Housing Models and Innovation. The Children's and Young People's CoP will merge in August 2022.

Terms of Reference and Work Plans exist for each CoP, available on the SAHA Portal.

Meeting minutes and agendas are maintained and accessible on the SAHA Portal.

Each CoP has an appointed Chairperson, Deputy Chairperson.

On average CoPs met between every 4-6 weeks, for no more than 1.30 hours.

CoP membership is inclusive of both THA Workforce and connected partners.

CoP membership is agreed to by AMT and ASM.

Chairperson's and Deputy Chairperson's meet together as a group every 6 weeks ensuring oversight of activities, priorities, minimising duplication.



Mount Barker

A targeted and collaborative approach

Adapting what works well into other communities



- Weekly, assertive outreach
- Weekly updates and responses to council, SAPOL, community stakeholders

Headleasing partnerships: creating housing options for people experiencing homelessness



Our first head leased property!



Harcourts
Adelaide Hills

THE SALVATION ARMY Salvation Army
HOUSING

Harcourts
Packham

 **toward
home**

Partnerships and Innovation... medium term leases on properties to be demolished in 2024

Working with partners for innovative client solutions ...

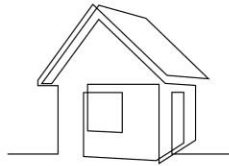
CHP's engaging with THA for short-term leasing of properties scheduled for demolition in mid 2024.



Alternative Housing models...



- Forage Supply Co
- Private Developers
- Community
- Council



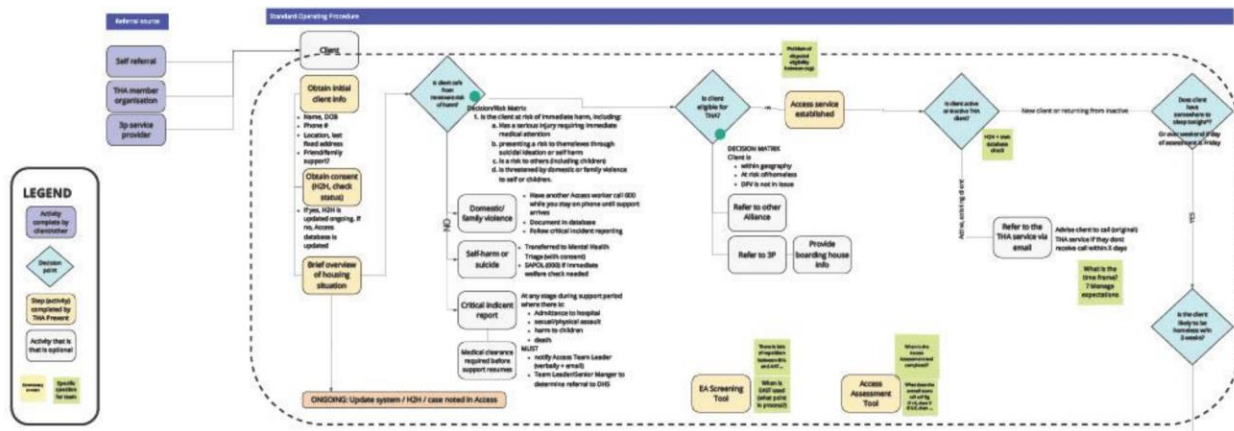
Latitude Review and Continual Improvement commitment...

THA Service Model and process has been mapped

Over the past 3 weeks we have met with each THA service and mapped the service model in a large Miro board. An opportunity has been provided for teams to validate or change these - and we now have a (near) complete version 1.0.

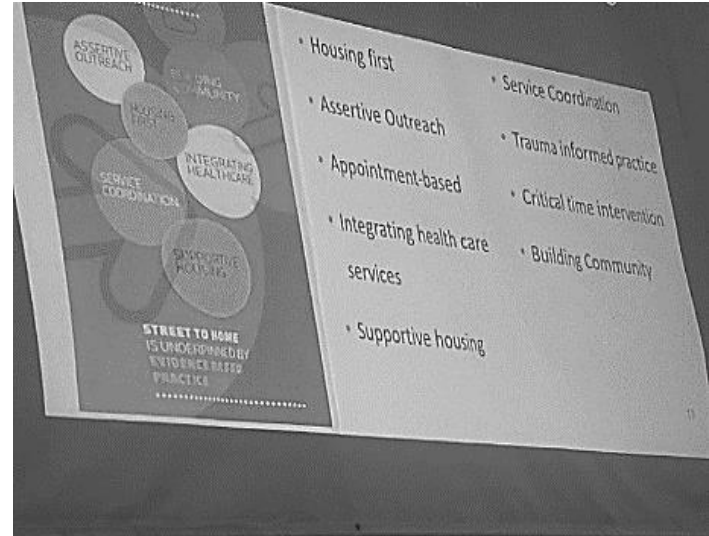
Teams to validate: [Access](#), [Divert](#) & [Prevent](#)

Sample only: Full process map will be sent as a separate document



THA training

55 THA staff joined outreach training with Micah



Code Blue ACTIVATED

Extra support for people sleeping rough

Homeless Connect SA

1800 003 308



Code Blue

- Quick activation
- THA extended it's response across the whole region (including inner, outer south and Hills)
- Drawing on staff generosity and their commitment to those we work with
- Supported approximately 100 people on the first day of each code blue.



👍👎❤️ 171

18 comments 6 shares

●●● CURRENT CLIMATE

NEW COHORTS INTO THE SYSTEM
UNPRECEDENTED DEMAND

- **Life-time Private Renters:** People who have lived in private rentals all their lives, now unable to access one.
- **Double income families:** Double income families with children unable to secure another property
- **Community and Public Housing demands:** People on DSP or other pensions, unable to secure a private rental; community and public housing becoming their only option.
- **Regional boundaries:** are becoming less relevant, and people willing to move 'anywhere' to secure housing.
- ** Potentially, significant community disruption and traumas for families and children.

Working together, giving hope to
prevent and end homelessness



Integrity | Respect | Trust |
Collaborative | Courageous | Creative



Government of South Australia
SA Housing Authority

Thank you for joining us



Connecting the dots

PRACTICE, POLICY, ADVOCACY & SYSTEM REFORM

HOMELESSNESS CONFERENCE

31 August 2022

INTEGRITY | TRUST | RESPECT | COLLABORATIVE | COURAGEOUS | CREATIVE

