



**Government of South Australia**

Department for Families  
and Communities

**Council of Australian Governments**

# HOMELESSNESS NATIONAL PARTNERSHIP

**NATIONAL AFFORDABLE HOUSING AGREEMENT**

## **IMPLEMENTATION PLAN**

*South Australia*

*July 2009-June 2013*

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# Homelessness National Partnership

## Implementation Plan for South Australia *July 2009-June 2013*

### CONTEXT

#### An Overview

a. Introduction

On 18th December 2008, the Government of South Australia signed the National Partnership Agreement on Homelessness (**the Agreement**). The aim is to facilitate significant reforms to reduce homelessness.

The Agreement contributes to the broader National Affordable Housing Agreement outcome: *People who are homeless or at risk of homelessness achieve sustainable housing and social inclusion.*

b. The Targets

The Government of South Australia has agreed to meet three national targets to reduce homelessness. The national targets are:

1. By 2013, **7 per cent reduction** in the number of South Australian's experiencing homelessness to less than 7,398 (*from a base of 7,955 in 2006*).
2. By 2013, **one third reduction** in the number of **Aboriginal** South Australians experiencing homelessness to less than 478 (*from a base of 724 in 2006*).
3. By 2013, **25 per cent reduction** in the number of South Australian's who are sleeping rough to less than 934.

c. The Outcomes

1. Fewer People will become homeless and fewer of these will sleep rough;
2. Fewer people will become homeless more than once;
3. People at risk or experiencing homelessness, will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation; and
4. People at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing.

## **The Strategies**

The **strategic framework** for implementing the agreed reforms to reduce homelessness and reach the targets is centred on the Commonwealth's three key areas of action. South Australia has developed its program responses based on strategic principles within these objectives. These are discussed below:

### **1. Turning off the Tap**

More effort is required to prevent and intervene early to stop people becoming homeless. Both individual and structural causes of homelessness need to be addressed.

#### **Strategic Principles**

1. Intervening at the earliest opportunity so that those at risk of homelessness and living in social and private rental accommodation are supported to remain in housing and avoid eviction
2. Young people at risk are assisted to stay connected to family, support networks and remain in education
3. Children (U12) accompanying adults are supported as individual clients to overcome the barriers that may lead to adult homelessness
4. Vulnerable families are assisted to address violence in the home and to stay safe in a stable housing environment
5. Those exiting care and custodial settings are not exited into homelessness

Through the implementation of strategy one with appropriate housing, the following outcomes are achievable:

#### **Outcomes**

1. Fewer people are evicted from social and private rental
2. Young people maintain and improve connections with family, community and education and/or participate in employment
3. Those who experience homelessness as children are kept safe and are less likely to become homeless adults
4. There is a reduction in the number of families who experience homelessness
5. More women and children are able to stay in the family home and be safe
6. More at risk people exiting care and custodial settings go into safe and appropriate housing

Delivery of core and additional outputs to achieve the outcomes identified above will either expand successful programs or implement new service models.

### **2. Breaking the Cycle**

The principles underlying strategy two "Breaking the Cycle" relate to people in more chronic forms of homelessness including people rough sleeping as well as to support homeless people to quickly move through crisis into stable housing. Ensuring supports follow individuals from crisis into more stable living situations is critical to prevent the reoccurrence of homelessness.

### Strategic Principles

1. People are actively sought and assisted to find and sustain appropriate stable housing
2. Housing is more available for those who require exit points from unstable or transitional forms of accommodation
3. Supports in any form of tenure remain long enough to achieve social and economic participation outcomes

Through the implementation of strategy two which will enable people to move quickly out of homelessness, the cycle of homelessness can be broken and the following outcomes achievable.

### Outcomes

1. Fewer people will become homeless more than once
2. People in chronic homelessness are housed and supported into long term accommodation
3. Social inclusion and economic participation is facilitated as housing becomes more stable

### **3. Better connected service system**

Providing emergency and transitional housing is not the sole rationale for the service system. Reforms will build more connected, integrated and responsive services to achieve sustainable housing and improve economic and social participation. Reforms will focus on improved links between homeless services, and between specialist homeless and mainstream services.

The principles underlying strategy three relate to services being more connected, integrated and responsive in achieving sustainable housing, improving social and economic participation and ending homelessness for their clients.

### Strategic Principles

1. Specialist Homelessness Services and Mainstream agencies work together in partnership to provide streamlined services and access points.
2. The provision of a housing first response to all homeless clients is imperative to ensure long term housing success.
3. A standardised quality workforce development and capacity framework is essential in the delivery of effective and exceptional services.

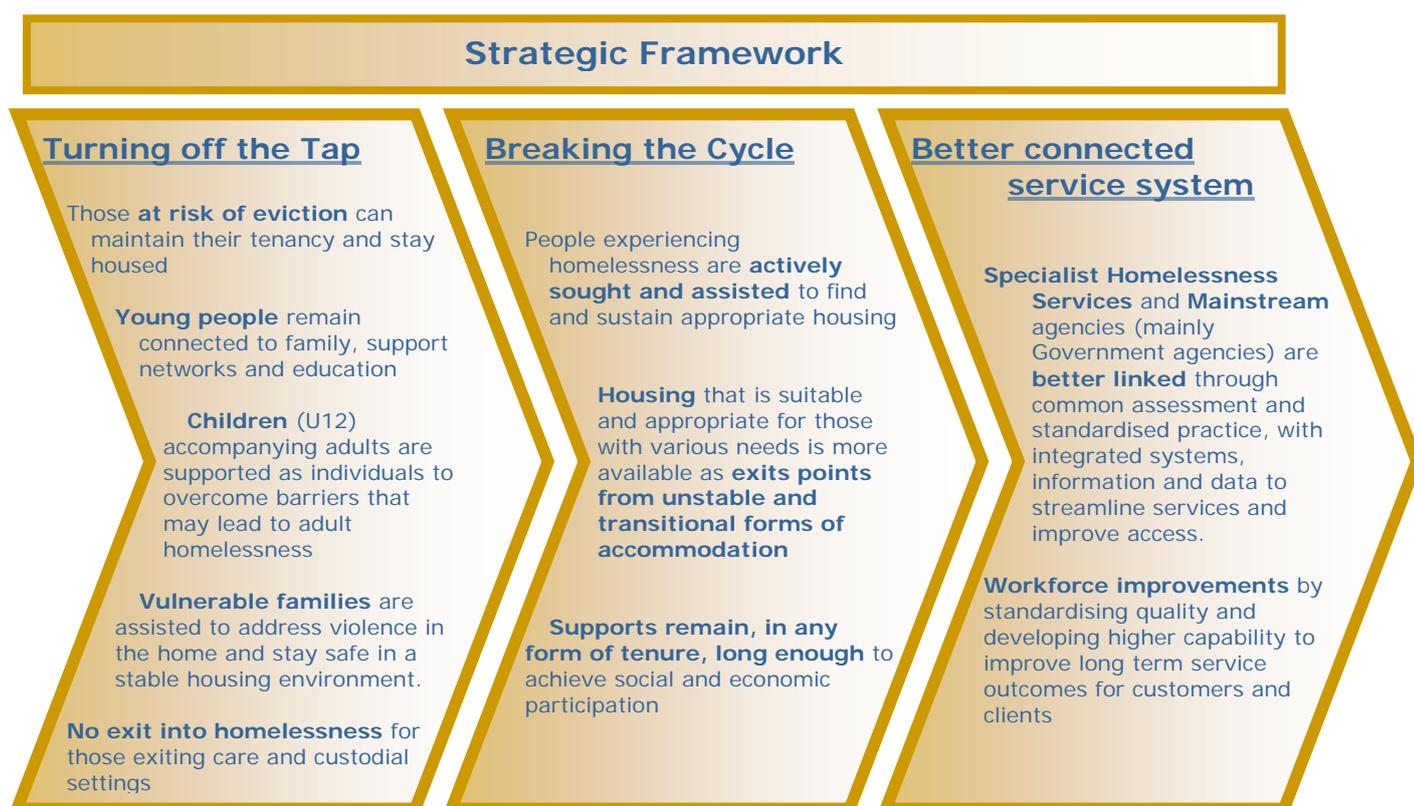
Through the implementation of strategy three, and through the expansion and improvement of services, achievements will be made across the homelessness system with a focus on better client outcomes.

### Outcomes

1. People experiencing homelessness have improved access to, and ongoing support from, specialist homelessness services and mainstream agencies.

2. People experiencing homelessness have access to immediate long term and sustainable housing and support.
3. All agencies across the specialist homelessness services sector will work within a newly developed preferred provider framework.

The diagram below summarises how the implementation plan will effectively address objectives within this strategic framework.



## Implementation

The former Supported Accommodation and Assistance Program (SAAP) was a joint Commonwealth/State funded support program assisting people who are homeless or at risk of homelessness through a range of support services. The existing program in South Australia is administered through the Department for Families and Communities, Office for Homelessness and High Needs Housing. Funding for the existing service system is provided by The National Affordable Housing Agreement special purpose payment.

South Australia's current homelessness service sector (formally SAAP) is comprised of a wide array of services and individuals that bring their extensive skills and experience to individuals and families who are homeless or at risk. There are 94

programs in South Australia, with 67 operating in the metropolitan area and 27 in rural and remote areas. These programs target the following groups:

- families
- generic services eg funded to support more than one target group
- youth
- single adults (mostly in the inner city)
- women and/or their children escaping domestic violence and family violence.

There has been a 78% increase in the volume of demand for these services over the past 5 years, from 7,700 clients per annum in 2000/01 to 13,000 in 2007/08 without additional funding. Support periods are now in excess of 16,000 per annum due to increasing numbers of clients returning to crisis circumstances more than once. Domestic Violence clients in particular will often need to return to services in order to progress towards independence due to immediate safety needs as well as personal ownership issues that are quite specific to the nature of the violence experienced by these women and their children.

The sector's commitment and dedication to meet the growing volume and diversity of need with limited resources is commendable, and has enabled South Australia to achieve impressive results relating to the reductions in rough sleeping, couch surfing and over crowding.

Further to the considerable results delivered across the State's former SAAP Sector, the Government of South Australia has made some important inroads to reducing rough sleeping. While the 5.5% reduction achieved (2001-2006) was small it was significant in the context of a 16% average national increase.

Across both the specialist homelessness service sector and the mainstream services, South Australia will be continuing to build on current approaches whilst delivering required reforms through the implementation of the National Partnership Agreement on Homelessness.

The Agreement will enable both expansion and reinvigoration of our current efforts across specialist homelessness services and mainstream services. The planned strategic reforms will need to make the most of additional funding so that provision of specialist homelessness services, mainstream services and housing are targeted, integrated, coordinated, sustainable and measurable. Sustainable outcomes will be delivered in conjunction with the Social Housing National Partnership Agreement, Indigenous Remote Housing National Partnership and the Jobs and Housing Component on the National Building and Jobs Plan (Economic Stimulus Package).

In addition to systemic reforms, new initiatives will support sector excellence to improve a continuum of care for clients and maximise resources. A high standard of excellence will be ensured whilst maintaining a flexible and individualised response to end homelessness for each client engaged through either the specialist homelessness service sector or mainstream services. A call has been made by both the

Commonwealth and the disadvantaged. South Australia will respond with purpose and determination.

### **Explaining Existing and New Measures**

Described within this Partnership Agreement are the existing measures that are funded, managed and supported by the Office for Homelessness and High Needs Housing within Housing SA, DFC. This work reflects long standing partnerships with and commitments from non-government agencies and key integrations with other government departments.

There are other programs provided by the homelessness service sector that are funded through other divisions of the Department, namely Families SA and Disabilities SA, as well as the Commonwealth or other State government departments. Whilst these programs are recognised as crucial broader responses to reducing homelessness, they are not reflected in this implementation plan in order to improve clarity about funding outcomes and management processes specific to this Partnership Agreement on Homelessness.

Furthermore, although some of the new measures do not detail specific areas of planned implementation, geographic data regarding demand and services provided will be collected and made available as part of the reporting processes. The plan will be reviewed by the parties to the Agreement on an annual basis.

## CORE OUTPUTS

### 16 (a) A Place to Call Home

#### *Description:*

#### **1. Ladder Foyer**

Ladder Foyer, through A Place to Call Home, will provide \$9.5m capital for 40 housing outcomes. Recurrent service funding of \$2m over 4 years will be required for both young people and young people with children in the western suburbs of Adelaide. The onsite support will focus on connecting young people with training, education and employment outcomes which will be supported through a mentoring program provided by the AFL community organisation known as Ladder.

<b>Target: 40 young people per annum (20%Aboriginal) plus outreach</b>
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#### **2. Common Ground Port Augusta**

A Place to Call Home will provide \$5.6m capital for 40 housing outcomes as well as requiring \$1m recurrent funding over 4 years for Common Ground Port Augusta, which is a country area experiencing high levels of disadvantage for both single adults and families. The focus will be on providing intensive supports and community connection for primarily Aboriginal clients and their families.

<b>Target: 40 households per annum (80% Aboriginal)</b>
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**16 (b) Street to home initiatives for chronically homeless people (rough sleepers)**  
*and*

**17 (h) Outreach programs to connect rough sleepers to long term housing and health services**

*Existing measures*

**1. Street to Home**

The Street to Home service, which has been fully operational since July 2005, provides a multi-disciplinary, assertive case management service to assist homeless people into housing. Street to Home responds in an outreach capacity to people rough sleeping across the metropolitan area of South Australia. In its first year of operation, the Street to Home program has supported 64 people into long term accommodation and 198 people in short term/transitional accommodation. By December 2008, Street to Home had supported **256 people** into long term, stable accommodation.

**2. SAAP Outreach Services**

As part of the current service contracts, all SAAP agencies provide some level of outreach to rough sleepers through their programs. This extends the services of various agencies to rough sleepers as well as supporting clients as they exit homelessness.

*New Measures under Homelessness NP*

**1. Regional Assertive Outreach Program**

Based on the success of the Street to Home model this new program will be attached to key frontline agencies to provide both immediate and longer term case management and assertive outreach to rough sleepers. Assertive outreach case managers working from agencies that have first contact with rough sleepers will provide pathways out of homelessness for individuals and see a larger volume of those people seeking specialist homelessness services. Supports for long term sustainability of housing outcomes will be available for people moving into new environments. Geographical areas with higher populations of rough sleepers will be targeted such as the Far North, Riverland and the West Coast.

<b>Target: 220 rough sleepers per annum (20% Aboriginal)</b>
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**3. Aboriginal Transitional Accommodation**

Based on the Safe Tracks model and building on the existing service model implemented and delivered via the Port Augusta (Lakeview) and Ceduna Town Camps, transitional accommodation models will be developed and implemented in a metropolitan and regional setting to provide accommodation and facilitate access to essential health and other welfare services, for transient Aboriginal People (individuals, families and children) who are travelling from remote, outlying communities to regional and metropolitan centres in South Australia. These programs

will assist in meeting regional targets for chronic and primary homelessness particularly for those mobile Aboriginal people from the Far North.

The required capital funding will be sourced out of the National Partnership Agreement for Social Housing with recurrent funding being sourced out of the National Partnership Agreement for Homelessness.

**Target: 194 Aboriginal clients (100% Aboriginal)**

## **2. Metropolitan Boarding House Support Service**

The Metropolitan Boarding House Support Service will provide assertive outreach supports to people living in public and privately owned boarding houses across metropolitan Adelaide to support successful tenancies, assist vulnerable residents to establish links with community and move to more stable, long term housing outcomes as appropriate.

This program will have a focus on people within the boarding house system who experience more chronic homelessness and often transition through boarding house accommodation on a short term basis.

Additionally support coordinators will be established and targeted in relevant boarding houses to ensure access and collaboration with mainstream services for tenants.

**Target: 270 clients per annum (20% Aboriginal)**

## **16 (c) Support for people to sustain their tenancies**

### *Existing Measures*

#### **1. Supported Tenancy Project**

The Supported Tenancy Project assists vulnerable tenants in social housing to sustain their tenancies. The service provides a response to clients in their homes and engaged **590 households** in 2007/08.

#### **2. Early Intervention Program**

This program assists people to maintain their tenancies, predominantly across the southern region. This is a mobile service and assisted **157 clients** during 2007/08.

#### **3. Tenants Information and Advisory Service**

TIAS provides tenancy advocacy and education to people on low incomes who are customers of Housing SA, Housing Associations and Housing Cooperatives and private rental accommodation in metropolitan or country areas of South Australia.

### *New Measures under Homelessness NP*

#### **1. Intensive Tenancy Support Program**

This program is a statewide early intervention program to support tenants to avoid tenancy disruption and eviction from public, community and private rental accommodation.

Support packages will be provided through regionally based NGOs who will be closely linked with public, private and community based accommodation providers. Outcomes will be long term sustainable tenancies and a reduction in the numbers of people presenting to homeless agencies because of eviction.

<b><u>Target: 725 households per annum (20% Aboriginal)</u></b>
-----------------------------------------------------------------

## **16 (d) Assistance for people leaving child protection services, correctional and health facilities to access and maintain stable, affordable housing**

### *Existing measures*

#### **1. Freshstart Accommodation Service**

Freshstart provides short to medium term accommodation for homeless adult men exiting the prison system. Based across all regions in SA, the service provides some level of support as necessary. Freshstart provided services to **216 men** in the 2007/08 reporting period.

#### **2. Women's Supported Accommodation Program**

This accommodation program provides accommodation with support for women leaving prison. The service is a medium term accommodation option across the north eastern region and provided accommodation outcomes for **61 women** in 2007/08.

#### **3. Muggies**

Muggies has 2 accommodation programs in the northern and southern regions of metropolitan Adelaide. The service provides assistance and housing outcomes for young people as they exit the child protection system (young people under Guardianship of the Minister).

#### **4. Ex-Custodial Housing (60 Bed Program)**

This program provides housing and support for people exiting custodial settings who would otherwise exit into homelessness. This new initiative has provided housing for **27 people** with a high success rate around housing stability and reducing recidivism.

### *New Measures under Homelessness NP*

#### **1. Integrated Housing Exits Program**

Across Government policy in health, corrections and child protection will be developed for mainstream agencies to provide long term, case managed exit planning, transition planning and transition management, as well as ongoing specialist support to stop people presenting as homeless post discharge.

To support case management and transition planning responsibilities, 80 supported housing units (60 Adults/20 Youth) will be accessible through Housing SA to mainstream agencies on a 12 month lease. Support packages for tenants will be

provided by non-government specialist homelessness services. Populations to be supported include people exiting correctional facilities, youth detention, Guardianship of the Minister and Hospitals.

**Target: 84 households per annum (20% Aboriginal)**

## **OTHER OUTCOMES**

### **17 (a) Support services and accommodation to assist older people who are homeless or at risk**

#### *Existing measures*

##### **1. Day Centres**

A number of Day Centres across the inner city provide a range of activities and services, which includes a population of mature aged homeless adults. During 2007/08 they provided support services for **1,197 clients**.

#### *New Measures under Homelessness NP*

##### **1. Aged Homeless Assistance**

Via the stimulus package 48 state-wide housing outcomes will be provided for frail and aged homeless people. These housing outcomes will be linked via cross government strategic partnerships with Home and Community Care Services and Health Services, but will maintain a clear focus on providing housing for people experiencing homelessness. This will be an opportunity to provide an immediate long term housing response for this population. \$285 000 will be provided for additional packages of support and brokerage provided via specialist homelessness services which will add value to the assistance already provided to this population by Commonwealth funded and Mainstream services.

<b>Target: 48 Households (20% Aboriginal)</b>
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**17 (b) Services to assist homeless people with substance abuse to maintain stable accommodation**

*and*

**17 (c) Services to assist homeless people with mental health issues to secure or maintain stable accommodation**

*and*

**17 (g) Assistance for homeless people, including families with children to stabilise their situation and to achieve sustainable housing**

*Existing measures*

**1. Family Supported Accommodation**

This supported accommodation service provides housing and support for families in the north of Adelaide, including outreach services to people in their homes. During 2007/08 the accommodation program engaged with **72 families**.

**2. Family Support Service**

This supported accommodation service provides housing and case management support to families with high and complex needs. Housing is provided across the southern suburbs and during 2007/08 the program serviced **157 families**.

**3. Family Service**

The Family Service provides short and medium term accommodation and support for families who are homeless or at risk of homelessness. Referrals for the program are required through Family Assessment Information and Referral Service. The service engaged **120 families** during 2007/08.

**4. Port Augusta Community Service**

The Port Augusta Community Service provides accommodation for families and single women over 17 years who are homeless or in crisis. In 2007/08 the service provided support for **72 families**.

**5. Northern Family Accommodation**

The Northern Family Accommodation provides medium term accommodation, as well as counselling and support for homeless families in the Playford and Gawler regions. During 2007/08 the program engaged **1,560 clients**.

**6. Aboriginal Sobriety Group**

Aboriginal Sobriety Group provides information and counselling services including outreach services to Aboriginal people with drug and alcohol problems. These services are provided across metropolitan Adelaide, as well as in the Riverland. ASG also provide stabilisation accommodation and residential rehabilitation programs for

Aboriginal men and women. These accommodation programs serviced **41 Aboriginal clients** in 2007/08.

## **7. Towards Independence**

The Towards Independence provides a supported accommodation program for homeless people rehabilitating from addiction and progressing towards long term stable housing and support. The service engaged with **135 clients** during 2007/08.

## **8. Supported Accommodation and Assistance Programs**

The Department for Families and Communities provides Supported Accommodation and Assistance Programs for services homeless people across South Australia. These services are provided by a range of agencies and incorporate various programs including accommodation, support, case management, counselling and recreational activities. All agencies provide some level of assistance to people with mental health and/or drug and alcohol issues through case management, support and more intensive rehabilitation services. In addition, many of these agencies provide services to families either as targeted clients or as a part of their generic homelessness response.

### *New Measures under Homelessness NP*

#### **1. Aboriginal Youth Early Intervention Program**

This program will provide intensive youth (U18) interventions for Aboriginal young people and their family, where there is an identified risk of abuse or neglect of children.

This is a targeted early intervention response to stabilize and improve children's circumstances where overcrowding, housing failure and child protection issues are emerging; enhancing children's safety, reducing housing eviction, and preventing homelessness. Outcomes for children will be the focus of this program with housing instability and homelessness being acknowledged as indicators of risk.

<b>Target: 52 house-holds per annum (100% Aboriginal)</b>
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#### **2. Outreach Homelessness Parenting Program**

This is a metropolitan-wide home visiting initiative for families with children aged 0-12 who are homeless or at risk of homelessness.

This program is focused on families with complex drug and alcohol & mental health issues and outcomes will include stabilizing the family situation including accommodation, preventing homelessness and accompanying children disengaging from school.

Outcomes for children will be the focus of this program with housing instability and homelessness being acknowledged as indicators of risk.

**Target: 78 House-holds per annum (20% Aboriginal)**

### **3. Individual Support Packages**

Via the economic stimulus package over 600 housing outcomes will be provided across South Australia for homeless people with high support needs. The focus of this program is to provide housing linked to individual supports aimed at the most isolated and vulnerable homeless people in South Australia including those with mental health and drug and alcohol issues, families, young people and those fleeing domestic and family violence. \$4.7M annual average will be allocated for the provision of a minimum of 580 support packages, depending on individual need.

The housing and support will be tailored to the individual in order to meet a range of needs and achieve long term housing outcomes. These packages will be targeted across the homeless population as follows with 25% of all housing outcomes and support packages occurring in country regions:

- Homeless Adults: 100 houses with accompanying support
- Young People: 115 houses with accompanying supports
- Domestic and Family Violence: 100 houses with accompanying supports
- Families: 150 houses with accompanying supports
- Mental Health: 60 houses with accompanying supports
- SRF population: 50 houses with accompanying supports

**Target: 600 households per annum (20% Aboriginal)**

## **17 (d) Support to assist homeless young people aged 12-18 years**

### *Existing measures*

#### **1. Youth Accommodation Service**

The service provides respite accommodation for males and females, aged 12-18 years. The focus is on helping young people and their families resolve conflicts and work towards reunification, with either the young person returning home or living independently with parental support. They also provide counselling outside of the accommodation this for young people with family difficulties. The program engaged **143 young people** during 2007/08.

#### **2. Service to Youth Council**

SYC provides a range of information, referral and support services to young people aged 16-25 years. It is the central referral point for most youth accommodation services in metropolitan Adelaide and provides additional programs around education, life skills and support. In 2007/08 the program provided services for **690 young people**.

#### **3. Specialist Youth Sector**

The Department for Families and Communities provides funding across the state for agencies to service young people who are homeless or at risk of homelessness. Services range from accommodation, education, case management, counselling, and recreation and are provided both through shopfronts as well as outreach services. There are 20 funded programs within the Youth Sector and they engaged with **4314 young people** during 2007/08.

### *New Measures under Homelessness NP*

#### **1. Reunification and Homelessness Prevention**

This program will incorporate the development of 3 purpose built houses via the economic stimulus package, with the capacity to accommodate 5 young people each, aged 12-15 years, who are at risk of homelessness due to family breakdown.

These houses will be located in the Northern and Southern Metropolitan regions as well as one house in country South Australia. This accommodation option will incorporate 24 hour, 7 day a week intensive supports for young people aged 12-15.

The focus on the program will be reunification and shared care with capacity for extended outreach services to families and young people outside of the accommodation service aiming to reach up to 75 families per annum at maximum capacity.

**Target:**

- 15 children (12-15 yo) in supportive housing (24/7 staffed);
- 86 families outreach per annum (20% Aboriginal)

**17 (e) Improvements in service coordination and provision**

*Existing measures*

**1. Housing SA reforms and policy reforms**

Housing SA works with South Australians to create a range of accommodation solutions across the housing continuum. In the process of ensuring quality services, high level customer care and the effectiveness of service delivery within the homelessness sector, ongoing evaluations of services and policy development have created a series of improvement reforms. This has included the development of a Housing First Policy aimed at providing long term and immediate housing and support options for people exiting homelessness.

**2. Homelessness Services**

The Supported Accommodation and Assistance Program is managed by the Homelessness Services Team within the Office for Homelessness and High Needs Housing, Department for Families and Communities. The management of individual service contracts within the Supported Accommodation and Assistance Program has recently undertaken a process of reform that provides a greater focus on more targeted and detailed Key Performance Indicators for service provision and client outcomes.

**3. Working Parties**

Numerous working parties have been developed in response to providing greater integration, coordination and shared resources across various issues or regions. These parties comprise of managers and senior staff within both government (including all tiers of government) and non-government organisations. This has included the Inner City Homelessness Services Integrated Network, the Social Sustainability Partnership Action Group and the Housing Round Table.

**4. Social Inclusions Unit**

As part of the State Governments Social Inclusion Initiative in 2002, the Social Inclusion Unit was established within the Department of the Premier and Cabinet. The Unit undertakes research, analysing data and systems, convening cross-agency working groups, and leading community engagement and consultation processes. The Social Inclusion Unit developed a State Action Plan on homelessness and has worked across government departments to assist in the development of key related initiatives, such as Common Ground and the Street to Home Service.

## **5. Homelessness Inter Ministerial Committee**

The Homelessness Inter-Ministerial Committee is a high level strategic Committee responsible for driving the Government's homelessness agenda. It monitors the progress of the Social Inclusion Homelessness Initiatives and other across-government activities that are associated with the prevention and reduction of homelessness. The Committee meets at Parliament House on a bi-monthly basis and is chaired by Minister Rankine, the South Australian Minister for Families and Communities, the Northern Suburbs, Housing, Ageing and Disability.

### *New Measures under Homelessness NP*

#### **1. Service Coordination & Information Database**

This Database will provide a multi-million dollar state of the art centralised database, which will enable all agencies within the specialist homelessness service sector, as well as those having contact with homeless people (eg mainstream services) to have access to a centralised intake and information system. The Database will include accommodation vacancies, availability of support and case management services, assessment information and a high risk register for homeless people. Access to the Database will ensure that all agencies can provide a 'gateway' service as they engage with people experiencing homelessness. An information and technology support service will also be provided to manage the implementation and administration of the database.

This work will link clearly into the Commonwealth Governments intent to reform the National Data Collection processes and work with the States and Territories to pilot data linking projects as detailed in the White Paper, "*The Road Home: A National Approach To Homelessness*". An integrated information technology system across South Australia's Homelessness Services System is the ultimate goal.

#### **2. Regional Integrated Homelessness System**

This will incorporate the integration of seconded workers from mainstream services (Mental Health, Drug and Alcohol, Families SA, Disability SA and Housing SA) to provide interventions and services either directly to clients or to support the case management provided by Specialist Homelessness Services.

The Integrated Homelessness System will be focussed on improving continuum of care for clients and access to mainstream services. The allocated funding for this project will cover associated infrastructure costs as the integrated systems are implemented and operationalised across the regions. The Riverland and West Coast regions will be targeted as the first regional implementation trial of the integrated homelessness system.

<b>Target: 60 – 80 households per annum (20% Aboriginal)</b>
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### **3. Homelessness Response Team**

In partnership with Families SA Crisis Response Unit the Office For Homelessness and High Needs Housing will pilot for 12 months an after hours assessment, referral and response service.

This project will incorporate a homelessness specific team within South Australia's Crisis Response Unit staffed by 4 full time social workers, with expertise in homelessness and will provide a thorough assessment, referral and support service to homeless clients. The project will also expand on the current limited emergency outreach support service available to women and children escaping domestic violence and ensure that a more immediate response is provided that includes outreach to vulnerable women with children and single women who are not necessarily fleeing a situation of domestic violence.

In addition the project will focus on streamlining the processes for allocation to emergency accommodation after hours. The project seeks to ensure there is consistency with the way these allocations are made via the Homelessness Response Team.

<b>Target: 10,000 clients per annum</b>
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### **4. Social Innovation and Enterprise**

In many overseas countries, the notion of social innovation and enterprise has received widespread support and interest. There is a huge amount of innovation taking place overseas in Europe, the United Kingdom and Canada. In Australia, social innovation is only just starting to get noticed with Victoria and Queensland seeming to lead the way with social and community innovation fitting within a social inclusion agenda. Other social innovation initiatives within South Australia do not have a direct focus on homelessness.

This initiative will be developed through a process of Expressions of Interest in the form of proposals and will be assessed by a panel comprising of Department for Families and Communities representatives. Any Social Innovation and Enterprise funding provided will be targeted solely at improving responses to homelessness. All funding for will be contracted to non-government organisations on an individual agency basis to provide an avenue for implementing innovation and ideas that will enhance learning and stimulate local and regional responses to meeting the needs of our homeless population and challenges for the future.

### **5. Indigenous employment and workforce development**

The South Australian Government acknowledges the importance of maximising employment and workforce development outcomes for Indigenous people across all of the Council Of Australian Governments reforms which contributes to the Closing

the Gap targets agreed in the National Indigenous reform Agreement. Through the Indigenous Economic Participation National Partnership South Australia has committed to develop a workforce strategy across the Social Housing, Remote Indigenous Housing and Homelessness National Partnership Agreements.

The workforce strategy will address the four elements stipulated in the Indigenous Economic Participation NP, aimed at improving opportunities for Indigenous people to find and retain employment and connect more Indigenous people with employment and the real economy. It will build on the Council Of Australian Governments other five targets for addressing Indigenous disadvantage which will enhance the capacity of Indigenous people to participate in the economy.

#### **6. Preferred Provider System (Housing and Services)**

South Australia will develop and implement a state-wide preferred provider system that will ensure a systematic and quality approach to both the provision of all social and public housing as well as support provider services for homeless clients. This will incorporate the use of a series of common tools such as risk assessments, assessment and referral forms and case management plans in order to ensure best practices, coordinated services and streamlined responses.

<b>Target: 50 Agencies</b>
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#### **7. Separation of Property Management and Support**

As part of the reform of the existing specialist Homelessness Services Sector South Australia plans to implement a policy which demands the separation of Property Management Services and Support Services. This reform will ensure the following:

- Increased professional housing management within the sector
- Improved housing terms and conditions for tenants
- Improved service viability, accountability and administrative efficiency
- Reduction in property management costs for service delivery agencies
- Reduced conflict of interest for service delivery staff
- Increased housing amenity for tenants
- Equitable rent structures for the most vulnerable tenants

<b>Target: 1000 properties</b>
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#### **8. Consolidation and Regionalisation of Services**

The Office for Homelessness and High Needs Housing will work with existing Specialist Homelessness Services to ensure consolidation and regionalisation of services in order to achieve efficiencies, economies of scale and regionally appropriate responses to need.

## **9. Service Evaluation and Governance**

The Office for Homelessness and High Needs Housing (Department for Families and Communities) will work with the Social Inclusion Unit (Department for Premier and Cabinet) to jointly develop, implement and monitor the evaluation mechanisms to track impact and achievability of program initiatives described in this Implementation Plan. To support this partnership and develop the evaluation process across the sector, external non-government organisations will be contracted to provide these services.

This partnership will form a centre of excellence to inform the management of the National Partnership Agreement on Homelessness. It will provide support to innovative and successful programs, so that opportunities are maximised and realised for homeless people. This will lead to new opportunities to research and benchmark leading edge practices.

The centre of excellence will be responsible for keeping and ensuring the National Partnership Implementation Plan is aligned with the Commonwealth benchmarks and is further aligned to the South Australian Strategic Plan targets.

The centre of excellence will ensure that South Australia continues to provide a strategic framework which operates both at a macro level (across government sector reform) and equally as important at the frontline of service delivery.

Each program funded within the National Partnership Agreement will require an evaluation which will be expected to follow principles such as:

- Systematic statistical and data collection
- Competent performance to all stakeholders
- Honesty and integrity of the funding program
- The outcomes for program participants and stakeholders with whom they interact
- Quality standards in service delivery
- Client satisfaction
- Evidence based research
- Financial acquittals
- Responsibility to ensure that resources are used responsibly and risks are managed appropriately

The centre of excellence will require appropriate funding levels (\$500,000 per annum) and will consist of the following across government representatives:

- Department of Families and Communities – Office of Homelessness and High Needs Housing
- Department of Premier and Cabinet – Social Inclusion Unit
- Department of Treasury and Finance
- Department of Health – Mental Health
- Not for Profit homelessness sector
- Academia

## **17 (f) Support for women and children experiencing domestic and family violence to stay in their housing**

### *Existing measures*

#### **1. Domestic Violence Services**

Across the Supported Accommodation and Assistance Program there are a broad range of Domestic Violence Services offering supports that range from helplines, counselling, advocacy, material assistance and security services. In addition, many of these services offer crisis, short term or medium term accommodation alongside of the other supports provided. Unique to South Australia, there is one program which provides support to perpetrators at times of crisis, providing early intervention and prevention strategies to break the cycle of violence and prevent repeat domestic violence.

All Domestic Violence Services are provided across both metropolitan and country regions and during 2007/08 **5210 clients** received services from 18 Domestic Violence Agencies.

#### **2. Women's Safety Strategy**

As part of its commitment to a safer community, the South Australian Government believes that we need a more strategic and comprehensive approach to violence against women, to make the best use of resources and to guide our future action. The Women's Safety Strategy has a broad focus; from early intervention work focused on preventing violence, through to community education to raise awareness about the level and complexity of women's safety.

#### **3. Family Safety Framework**

One of the significant pieces of work undertaken by the Women's Safety Strategy Reference Group in 2006 was the development of an integrated services model. This model, the Family Safety Framework works towards coordinated, appropriate, consistent responses aimed at enhancing victim safety, reducing secondary victimisation and holding abusers accountable for their violence.

### *New Measures under Homelessness NP*

#### **1. Domestic Violence Sector reform**

The Office for Homelessness and High Needs Housing will partner with the Office for Women to develop a specialist Domestic Violence Sector which sits separate to but in partnership with the Specialist Homelessness Services Sector. Domestic Violence Services will continue to be funded and managed through DFC. The Specialist Domestic Violence Sector will be developed to ensure access to services for women and children escaping domestic violence and the provision of specialist

domestic violence support into existing specialist homelessness services. In addition the partnership with the Office for Women will enable appropriate linkages and policy development regarding the National Plan to Reduce Violence Against Women and their Children, The Family Safety Framework, The Domestic Violence Law Reform Agenda, The Rape and Sexual Assault Legislation and The SAPOL Domestic Violence Policing Strategy.

Attached to the development of this program will be an annual allocation of \$550,000 to be used for safety upgrades to be undertaken on family homes to enable women and children to safely remain in their homes following the removal of domestic violence perpetrators. Consultation regarding eligibility for these (limited) funds will occur with key partners including the DV sector and will be tailored to the available budget.

**Target: 200 house-holds per annum**

## **2. Perpetrator housing Program**

10 short term houses will be allocated out of the economic stimulus package for housing perpetrators of domestic violence who are removed from the family home allowing women and children to remain/return when safe. \$100,000 will be allocated for support packages to provide specific interventions and referrals for appropriate programs. This program will be trialled over the first year of the implementation plan to ensure effective and appropriate allocation of resources. A joint evaluation of this program will be undertaken by the Office for Homelessness and High Needs Housing and the Office for Women.

**Target: 26 house-holds per annum**

## **3. The Safe Road Home Program**

Using resources from the economic stimulus package a 10 unit core and cluster will be built in the northern suburbs of Adelaide for the purpose of accommodating women and children escaping domestic and family violence.

This program will provide a short term safe accommodation option for women and children who will return to the family home as soon as it is safe to do so. Recurrent funding will be contracted to a non-government organisation to provide case management and on-site support to families accommodated at the core and cluster. Outreach services will also be provided to women once they return to their homes.

**Target: 125 families (20% Aboriginal)**

## **17 (i) State and Rural homelessness action plans in areas with high rates of homelessness**

### *Existing measures*

#### **1. South Australian Strategic Plan**

The Strategic Plan was launched in March 2004. It contained 84 targets, most of which had a 10-year timeframe for achievement. The Plan was updated with a number of new Targets following a review and extensive community engagement process for much of 2006. The Plan contains 6 primary objectives in the areas of Growing Prosperity, Improving Wellbeing, Attaining Sustainability, Fostering Creativity and Innovation, Building Communities and Expanding Opportunities. The latter objective contains specific targets around homelessness including Target 6.6: halve the number of 'rough sleepers' in South Australia by 2010 and maintain thereafter.

#### **2. State Disaster Recovery**

The State Recovery Office is a unit within DFC that works across government and non-government sectors increasing the State's disaster recovery capacity. It directly supports the State Recovery Committee and the Assistant State Coordinator – Recovery (currently the Chief Executive DFC) in meeting their planning, development and operational responsibilities. The Families SA arm of DFC also runs an Emergency Management Program which provides advice and assistance to help people and communities recover from floods, droughts, storms and bushfires. This incorporates the provision of food, accommodation, financial support, information and referral.

### *New Measures under Homelessness NP*

#### **1. Homelessness Round Tables**

Based on other highly successful models, the Office for Homelessness and High Needs Housing will initiate and model strategic Homelessness Round Tables across metropolitan and country regions.

The focus will be to explore common principles of integration, improved service delivery and coordination, working closely with the regional community to identify key social issues and community needs, the facilitation of information exchange and opportunities to advocate and negotiate service systems across both non-government and government agencies.

Representation for each region will vary but would comprise a mix of agencies with the Department for Families and Communities acting as Chair and providing administrative support.

The round tables will have a clear focus on the provision of leadership and development in homelessness and assist in the strategic frameworks and directions including the South Australian Strategic Plan, the South Australian Housing Plan and

work towards meeting many of the benchmarks included within the National Partnership Agreement on Homelessness. This would also coincide with meeting any specific regional needs on homelessness and incorporate regional mapping of services to benefit all clients accessing appropriate services.

The round tables will also have the capacity to explore service gaps, new trends and contribute to new partnerships in the regions which will hopefully lead to the development of new pathways out of homelessness.

A proposed regional representation may comprise the following agencies:

- Office for Homelessness and High Needs Housing – Acting as Chair
- Housing SA (Regional Office)
- Families SA
- Mental Health
- Department of Health
- Local Council
- Social Inclusion Unit
- Drug and Alcohol Services of South Australia
- A number of key Non-government Organisation representatives depending on the needs and services within the region

It is proposed that these regional round tables would be rolled out firstly across the metropolitan regions – The Southern Housing Round Table is already successfully operating along with plans to initiate the Northern, Western and Central regions.

These round tables would then be rolled out into the country regions with an emphasis initially on establishing this in the Eyre and Riverland regions, and eventually across many other country regions.

### **17 (j) Support for children who are homeless or at risk, including to maintain contact with the education system**

#### *Existing measures*

##### **1. Play on the Go**

This program provides a mobile playgroup for children aged 0 to 4 with a focus on early intervention strategies to minimise the risk of family homelessness. In addition the program offers counseling and intensive support to children aged 5 to 12, as well as referrals and information for families who have been adversely affected by domestic/family violence and homelessness. The program engaged **129 clients** in 2007/08.

## **2. Yarredi Services Inc**

Yarredi responds to support the safety and well being of children who have been subjected to or at risk from domestic violence or Indigenous family violence in the Port Lincoln region by providing programs for individual children, groups of children, and mothers and children which aim to promote, safety, healing, well being and self esteem. The program engaged **59 clients** during 2007/2008

## **3. In-Service Child Support**

As part of support and accommodation services offered for young people, the program provides a specialist children's support service for dependent children and their mothers who are residents within their accommodation program in the inner city. During 2007/08 this specialist service engaged **85 children**.

## **4. Homeless Children's Support Project**

This project supports the needs of children 0-18 years as a consequence of their family circumstances by providing a supportive environment that assesses children's development and behavioural needs of pre-schoolers, school age children and supports and assists parents to gain parenting knowledge and skills. The program engaged with **112 clients** during 2007/2008

## **5. Ninko Kurtangga Patpangga**

Ninko Kurtangga Patpangga (By Your Side in the South) engages Aboriginal and Torres Strait Islander women and women with children, as well as non Aboriginal women who have Aboriginal and Torres Strait Islander children. The program offers accommodation and outreach support.

## **6. Student Matters**

Student Matters provides support to young people attending school who are homeless or at risk of homelessness. The service is an outreach program, predominantly working with high school students. Student Matters engaged **191 students** during 2007/08.

### *New Measures under Homelessness NP*

#### **1. Schools Assertive Outreach Program**

This program will provide an early intervention, assertive and responsive outreach service to young people between the ages of 12-18 years to maintain connection with family, school and community.

The program will be provided by a non government agency and will ensure that wherever possible, young people do not present to crisis homeless services and therefore be at greater risk of joining the long term chronic homeless population.

Outcomes will include:

- Stabilised accommodation (either home based or independent) for students at risk of homelessness
- Prevention of homelessness and maintenance of connection with school
- Relationships with family strengthened where appropriate
- Connection to community activities

<b>Target: 200 students per annum (20% Aboriginal)</b>
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## **2. Child Focus Support**

This initiative will provide individual and group supports for the children accompanying adults within the Specialist Homelessness Service Sector. The intention is to recognise and respond to the specific needs associated with preparation for and engagement with the education system. Children aged 0-12 and will be involved in initiatives such as group play, connection with community, educational support and mentoring.

This program will work across the specialist homelessness sector including youth, families and domestic violence. Strategic and operational partnerships will be formed with early childhood and education services within the mainstream sectors to ensure no duplication of services and appropriate access to existing services for homeless children.

The importance of this program is reflected in the fact that over 9,000 accompanying children engaged in SAAP services in the last financial year. Research being considered in the development of this program includes the Abecedarian Studies undertaken by Joseph Sparling which detail the three key curriculum components that support child learning:

- Individualised learning games
- Conversational reading
- Responsive enriched care giving

<b>Target: 410 children per annum (20% Aboriginal)</b>
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## **17 (k) Legal services for people who are homeless**

### *Existing measures*

#### **1. Housing Legal Clinic**

The Housing Legal Clinic provides a legal service through attendance at various key agencies and day centres within the inner city and to the west of Adelaide (Port Adelaide). The Clinic operates at specific times within these frontline agencies for homeless people to access legal services.

#### **2. NPY Women's Legal Service**

The NPY Legal Service travels with the NPY Women's Council Cross Borders program to provide a legal advice, referral and ongoing legal assistance for women in northern rural and remote areas.

#### **3. DV Services**

The SAAP funded DV Services all provide assistance for clients regarding legal issues through information, referral, advocacy and access to legal services.

#### **4. Specialist Homelessness Services**

All SAAP funded Services provide assistance for clients regarding legal issues through information, referral, advocacy and access to legal services.

### *New Measures under Homelessness NP*

#### **1. The Homelessness Legal & Financial Clinic**

The Homelessness Legal Clinic provides free legal advice and assistance to people experiencing homelessness or at risk of homelessness in relation to housing and other legal issues. The service will be delivered through a number of frontline agencies in the inner city and metropolitan Adelaide.

Relevant legal services and advice will be provided by qualified legal professionals for people experiencing homelessness. The model will be enhanced by the inclusion of a financial advice service, once specific protocols and procedures have been developed. The specialised expertise that each plays will be enhanced by cooperative and close working relationships.

<b>Target: 275 clients (20% Aboriginal)</b>
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**17 (I) Workforce development and carer progression for workers in homelessness services**

*Existing measures*

**1. Housing SA, Department for Families and Communities Training Calender**

Every year Housing SA offers free training and development opportunities for members, volunteers and paid staff within a Housing Co-operative or Association or across the SAAP sector. There are also a number of initiatives to assist regionally based organisations to access learning and development, as well as self paced external learning opportunities.

*New Measures under Homelessness NP*

**1. Workforce Development and Training Program**

South Australian government will make a commitment to the provision of professional development opportunities relating to service provision, preferred provider systems, performance management, developing agency capacity, workforce development and integrated case management processes. The program will provide a specifically funded training and development quality assurance mechanism that will enable accreditation and service excellence for all agencies within the Specialist s Sector.

<b>Target: 100 Agencies</b>
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## **Appendix 1 – Table of Program Funding**

<b>NATIONAL PARTNERSHIP FUNDING</b>									
<b>YEAR</b>	<b>1 (2009/10)</b>		<b>2 (2010/11)</b>		<b>3 (2011/12)</b>		<b>4 (2012/13)</b>		<b>TOTAL</b>
NP Commonwealth Contribution	\$5.41m		\$7.8m		\$8.17m		\$8.18m		\$29.56m
NP State Matching	\$5.70m		\$7.98m		\$8.37m		\$8.37m		\$30.42m
<b>NP RECURRENT SERVICE FUNDING</b>	<b>\$11.11m (18.5%)</b>		<b>\$15.78m (26.3%)</b>		<b>\$16.54m (27.6%)</b>		<b>\$16.55m (27.6%)</b>		<b>\$59.98m</b>
<b>National Targets (By 2013)</b>									
7% Reduction in the number of SA who are homeless (n=557 people)	100		148		155		155		
1/3 reduction in the number of Aboriginal SA's who are homeless (n=246 people)	45		65		68		68		
25% reduction in the number of SA's sleeping rough (n=212 people)	38		55		60		60		
<b>STRATEGY 1: Turning off the Tap</b> Core Outputs: 16(c), 16(d). Additional Outputs: 17(d), 17(f), 17(g), 17(j)									
<b>Output Targets and Funding:</b>	<b>Target</b>	<b>Funding</b>	<b>Target</b>	<b>Funding</b>	<b>Target</b>	<b>Funding</b>	<b>Target</b>	<b>Funding</b>	<b>Total</b>
<b>Total Funding Strategy 1: Turning off the Tap</b>		3,137,000		6,981,000		7,259,000		7,549,000	24,926,000
<b>STRATEGY 2: Breaking the Cycle</b> Core Outputs: 16(b) Additional Outputs: 17(a), 17(b), 17(c), 17(g), 17(h), 17(k)									
<b>Output Targets and Funding:</b>									
<b>Total Funding Strategy 2: Breaking the Cycle</b>		1,220,000		6,659,000		7,324,000		7,043,000	22,246,000
<b>STRATEGY 3: Better connected Services</b> Additional Outputs: 17(e), 17(i), 17(l)									
<b>Output Targets and Funding:</b>									
<b>Total Funding Strategy 3: Better connected services</b>		6,753,000		2,140,000		1,957,000		1,958,000	12,808,000
<b>Total Funding Strategy 1, 2 &amp; 3</b>		\$11.11M		\$15.78M		\$16.54M		\$16.55M	\$59.98M

<b>A PLACE TO CALL HOME FUNDING</b>											
<b>YEAR:</b>	<b>1 (2008/09)</b>		<b>2 (2009/10)</b>		<b>3 (2010/11)</b>		<b>4 (2011/12)</b>		<b>5 (2012/13)</b>		<b>TOTAL</b>
<b>TYPE:</b>	Recurrent	Capital									
Commonwealth Contribution	-	\$1.817m	-	\$1.817m	-	\$1.817m	-	\$1.817m	-	\$3.792m*	\$11.060m
State Matching	-	\$6.800m	\$0.500m	-	\$0.802m	-	\$0.833m	-	\$0.865m	\$1.260m**	\$11.060m
<b>APTCH TOTAL FUNDING</b>	-	\$8.617m	\$0.500m	\$1.817m	\$0.802m	\$1.817m	\$0.833m	\$1.817m	\$0.865m	\$5.052m	\$22.120m
<b>STRATEGY 2: Breaking the Cycle</b>											
Core Outputs: 16(a)											
<b>Output Targets:</b>	Target	Funding	<b>TOTAL</b>								
<b>Capital Expenditure:</b>											
Total Capital		\$3.500m		\$7.800m		\$3.800m		-		\$4.020m	\$19.120m
<b>Recurrent Expenditure:</b>											
Total Recurrent		-		\$0.500m		\$0.802m		\$0.833m		\$0.865m	\$3.000m
<b>APTCH TOTAL CAPITAL &amp; RECURRENT EXPENDITURE</b>		<b>\$3.500m</b>	-	<b>\$8.300m</b>		<b>\$4.602m</b>		<b>\$0.833m</b>		<b>\$4.885m</b>	<b>\$22.120m</b>