

South Australia

Implementation Plan

NATIONAL PARTNERSHIP AGREEMENT ON HOMELESSNESS

PART 1: PRELIMINARIES

1. This Implementation Plan is a schedule to the National Partnership Agreement on Homelessness (NPAH) and should be read in conjunction with that Agreement. The objective of the NPAH is: *The Parties will sustain their commitment to reducing homelessness through sustained effort and partnerships with business, the not for profit sector and the community.*
2. The NPAH supports the Homelessness White Paper targets to reduce homelessness levels across Australia, recognising that a reduction in homelessness requires targeting key groups: rough sleepers; people experiencing homelessness more than once; people experiencing violence especially women and children; children and young people, including those subject to or exiting care and protection; Indigenous people; and people exiting social housing and institutional care, such as health and mental health services, juvenile justice or adult prisons. The relationship between overcrowding, housing and homelessness is also recognised.

PART 2: TERMS OF THIS IMPLEMENTATION PLAN

3. This Implementation Plan will commence on 1 July 2013, provided it is agreed between the Commonwealth of Australia and the State of South Australia, represented by the Commonwealth and State Ministers with responsibility for homelessness.
4. As a schedule to the NPAH, the purpose of this Implementation Plan is to provide the public with an indication of how the reform or project is intended to be delivered and demonstrate South Australia's capacity to achieve the outcomes of the NPAH.
5. This Implementation Plan will cease on completion or termination of the NPAH, including the acceptance of final performance reporting and processing of final payments.
6. This Implementation Plan may be varied by written agreement between the responsible Commonwealth and State Ministers under the overarching NPAH.
7. The Parties to this Implementation Plan do not intend any of the provisions to be legally enforceable. However, that does not lessen the Parties' commitment to the plan and its full implementation

PART 3: STRATEGY FOR SOUTH AUSTRALIA'S IMPLEMENTATION

Initiative information – Service Continuity

Table 1: Description of initiatives including services funded under each initiative

| No | Initiative title | Short description of initiative | Service Provider/s, Program and/or Project for each Initiative | Output/s addressed (refer to outputs in NP) |
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| 1 | State-wide & Metropolitan Response | Adolescent Community Brokerage provides assistance to young people under the Guardianship of the Minister or those experiencing disadvantage and who have been identified as homeless or at risk of homelessness and is intended to promote placement/housing stability and address issues that have a detrimental impact on the successful transition into independent living for the young person. | Department for Education and Child Development, Families SA | 16 (d), 16 (g) |
| | | Aged Homelessness Assistance Program provides people over 50 years of age with housing and support via 48 properties in the metropolitan area. SHP | Department for Communities and Social Inclusion, Housing SA, Homelessness Strategy | 16 (a) |
| | | Catherine House Supported Accommodation Service provides accommodation and outreach case management and support to women who are homeless. SHP | Catherine House Inc. | 16 (g), 16 (f) |
| | | Child Focused Support, also known as | Relationships Australia (SA) | 16 (i), 16 (c) |

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| | | together 4 Kids, provides individual and group supports for the children aged 0-12 years accompanying adults within the Specialist Homelessness Service Sector | Health Promotion Services | |
| | | Common Ground Adelaide Ltd (Light Sq & Franklin St) provides long term supported housing for homeless people, rough sleepers and low income tenants creating a mixed community model. | Common Ground Adelaide Limited | 16 (g) |
| | | Ex-Custodial Homelessness Support Service (including Perpetrator Program) provides outreach support and case management to adults exiting a custodial setting or who have obligations linked to the justice system including bail, parole, home detention and Community orders. | OARS Community Transitions | 16 (g) |
| | | Financial Services Clinic provides individual financial counselling, planning and advice to people who are homeless or at risk of homelessness. | Anglicare SA Inc. | 16 (j) 16 (g), 16 (c) |
| | | Homeless and Vulnerable People Project monitors and assesses the number of homeless people in the city with the aim of reducing these numbers and identifies service gaps to enable homelessness organisations to better respond to homeless and vulnerable people in the city. | The Corporation of the City of Adelaide | 16 (h) |
| | | Integrated Housing Exits (Corrections) (listed in Original Implementation Plan as Integrated Housing Exits Program) provides housing and support to people exiting custody who have been incarcerated for less than 12 months, assessed as having a Category 1 housing need assessment, with complex issues | Department for Correctional Services | 16(g) |

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| | | and a history of homelessness, via 60 properties. | | |
| | | St John's Youth Service also known as Youth 110 is an intensive supported accommodation service for young people situated within an inner-city innovative 6-star energy rated development that also incorporates home ownership and affordable housing. The Youth Crisis Accommodation component includes 30 self-contained apartments with 24/7 support providing a housing first response to highly vulnerable young people experiencing homelessness. The length of client stay is dependent on individual client needs and case planning. | St Johns Youth Services Inc. | 16 (d) |
| | | St Vincent's Homeless Persons Accommodation provides crisis accommodation in a purpose built facility for male adults who are homeless. It provides in-centre support and links to case management for people living in the facility. Up to 49 people can be accommodated at any one time. This facility is operational 24 hours, 7 days per week. | St Vincent de Paul Society (SA) Inc. | 16 (g) |
| | | Schools Assertive Outreach provides support to young people who are homeless or at risk of homelessness to maintain their connection with education and/or training during periods of housing instability. | Catholic Church Endowment Society Inc. (Centacare Catholic Family Services) | 16 (j), 16 (d) |
| | | Senior CAMHS Clinician Homelessness assists to build the capacity of the staff of the Child Focused Support Program (also known as Together for Kids, T4K) by | Children Youth and Women's Health Services Incorporated | 17(c), 16 (j), 16 (g) |

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| | | providing consultation, support, clinical advice and supervision, and a training and liaison service to improve therapeutic outcomes for children. | | |
| | | Street to Home is a multi-disciplinary assertive outreach program that provides case management and professional assessment and referral of people rough sleeping across metro Adelaide. The service is jointly funded by Health SA, reflecting the various professional streams employed by the service. | Central Adelaide Local Health Service | 16 (c), 16 (h) |
| | | Street to Home Integrated Homelessness Program works in partnership with Street to Home and other city service providers who work with rough sleepers and people with high and complex needs. The service undertakes a range of activities in relation to the management of "short term tenancies" and works closely with agencies who provide case management services to ensure clients have an opportunity to achieve the stability and support required to successfully move on to longer term housing options. | Department for Communities and Social Inclusion, Housing SA, Eastern Adelaide Regional Office | 16(b), 16(c), 16(h), 16(e) |
| | | Therapeutic Youth Service - Metro & Mount Gambier provides housing and onsite outreach support and counselling to young people aged 12-17 who are at risk of homelessness but have potential for family reunification. Support is focussed on reunification (where appropriate) or the establishment of independent living skills. | Uniting Communities | 16 (d) |
| | | Towards Independence provides a | The Salvation Army (SA) | 16 (b) |

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| | | supported accommodation program for homeless people rehabilitating from addiction and progressing towards long term stable housing and support. | Property Trust | |
| | | Young Family Support Program provides individual case management and housing outcomes to young families who are homeless or at risk of homelessness or young women who are either pregnant or have accompanying children and are homeless or at risk of homelessness. | Catholic Church Endowment Society Inc. (Centacare Catholic Family Services) | 17(g) |
| | | Youth Justice (listed in original Implementation Plan as Integrated Housing Exits Program) provides housing and support to young people aged 16-25 years transitioning from custodial institutions via 20 properties. | Service to Youth Council Inc. | 16 (g) |
| 2 | State-wide & Metropolitan Response (DVAFV) | Adelaide Domestic Violence Crisis Accommodation Service – Bramwell House provides crisis accommodation and support through a core and cluster model comprising 6 units, with a further 3 units off-site. | The Salvation Army (SA) Property Trust | 16 (f) |
| | | Domestic Violence Safety Packages (also known as Staying Home Staying Safe) provides individual safety packages and risk assessments across the State to enable women and their children who are experiencing or escaping domestic / Aboriginal family violence to safely remain in or return to their homes. | Attorney General's Department | 16 (f) |
| | | State-wide CALD Domestic Violence Service provides specialist support to CALD women and their children who are experiencing or escaping domestic violence, through joint case | Migrant Womens Support & Accommodation Service Incorporated | 16 (f), 16 (g), 16 (j) |

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| | | management. The service also provides workforce development training to the regional domestic violence services to enhance their capacity to deliver supports to CALD women and their children who experience domestic violence. | | |
| 3 | State-wide and Metropolitan Response (ATSI Specific) | Adelaide Aboriginal Transitional Housing Outreach Service (ATHOS) provides a 24/7 crisis accommodation service located in Hendon and additional transit and outreach houses in Kilburn and Salisbury provide accommodation and support to Aboriginal people from regional and remote communities who are transient and at risk of sleeping rough. | Uniting Care Wesley Adelaide Incorporated | 16(h), 16(b), 16(c), 16(g) |
| | | Aboriginal Youth Early Intervention works in partnership with the Child Focused Support Program to provide service supports to Aboriginal children (between the ages of 0-12) accompanying adults into the Specialist Homelessness Sector, or who are homeless or at risk of homelessness. | Department for Education and Child Development, Families SA | 16(g), 16(b), 16(c), 16(j) |
| | | Youth Accommodation Aboriginal Specific Homelessness Service provides short, medium and long term accommodation with support to young Indigenous people via 24/7 facilities called Olga Fudge Lodge (Westbourne Park) and Narungga House (Somerton Park). | Aboriginal Family Support Services Incorporated | 16(d), 16(i) |
| 4 | Systemic Support | Homeless 2 Home Case Management and Data Collection System is a web-based case management and data | Department for Communities and Social Inclusion, Housing SA, | 16(e) |

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| | | collection system. Homeless 2 Home (H2H) was rolled out to all SA Specialist Homelessness and Domestic and Aboriginal Family Violence Services on July 4 2011. The system is designed to collect key performance and outcome data to meet South Australia's requirements under the new Specialist Homelessness Services Collection and to monitor South Australia's performance in reaching the targets stipulated under the National Partnership on Homelessness Agreement. | Homelessness Strategy | |
| | | Preferred Support Provider System (Listed in Original Implementation Plan as Preferred Provider System was created to ensure all Organisations providing Services have strong governance systems in place and the commitment and capacity to provide high quality case managed support to clients who are homeless, at risk and/or experiencing a high level of need. | Department for Communities and Social Inclusion, Housing SA, Homelessness Strategy | 16(e) |
| | | Workforce Development (listed in original Implementation Plan as Workforce Development and Training Program) provides all staff working within NAHA and Specialist Homelessness Services within South Australia opportunities to improve on their skills and work practises through a variety of forums such as training workshops (accredited and non-accredited), qualifications, forums and scholarships. | Department for Communities and Social Inclusion, Housing SA, Homelessness Strategy | 16(k), 16(e) |
| | | Service Evaluation and Governance: As | Department for | 16(e) |

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| | | part of the National Partnership Agreement on Homelessness (NPAH) the Government of South Australia is conducting an evaluation of the outcomes of the homelessness reforms in South Australia. | Communities and Social Inclusion, Housing SA, Homelessness Strategy | |
| 5 | Gateway Reform: All-hours specialist Gateways | Domestic Violence and Aboriginal Family Violence Gateway Service is a telephone-based service for women and their children who are experiencing or escaping domestic violence or Aboriginal family violence. While all services in the Specialist Homelessness Services sector act as gateways under the No Wrong Door policy, the Domestic and Aboriginal Family Violence Gateway is a key specialised entry point into domestic violence accommodation and support services. | Domestic Violence Crisis Service Incorporated | 16(g) |
| | | Homelessness Gateway (listed in Original Implementation Plan as Homelessness Response Team) provides a telephone based service which, through an intake, assessment and referral process, provides access to emergency accommodation and support from the Specialist Homelessness sector. Support is provided to all homeless and at risk people 24 hours a day, 7 days per week and works closely with the other two gateway services to include responses for young people and women experiencing or at risk of domestic/Aboriginal family violence after normal business hours. | Uniting Care Wesley Adelaide Incorporated | 16 (g) |
| | | Youth Gateway provides a telephone based service providing access to the | Service To Youth Council Incorporated | 16(g) |

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| | | Specialist Homelessness Service sector for young people aged 15-25 who are homeless or at risk of homelessness. The service operates 9am to 5pm, Monday to Friday. | | |
| 6 | Housing First Supported Accommodation | Supportive Housing Packages (SHP) – Generic Service element (listed in Original IP as Individual Support Packages): For 2013/14 the funding for this initiative has been incorporated into the Regional Responses. | | |
| 7 | At Risk Housing Support | Intensive Tenancy Support (ITS) Program – Generic Service element (Listed in Original IP as Intensive Tenancy Support Program): For 2013/14 the funding for this initiative has been incorporated into the Regional Responses. | | |
| | | Metropolitan Boarding House (MBH) support – Generic Service element (Listed in Original IP as Metropolitan Boarding House Support Service). For 2013/14 the funding for this initiative has been incorporated into the Regional Responses. | | |
| 8 | A Place to Call Home | Young Families Housing Service: Funding has been included in the State-wide & Metropolitan Response. | Catholic Church Endowment Society Inc. (Centacare Catholic Family Services) | 17(g) |
| | | The Common Ground Port Augusta project: Funding has been included in the Port Augusta Generic (Far North Regional Response). | The Trustee for The Salvation Army (SA) Property Trust | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| | | Ladder St Vincent: Funding has been included in the Western Adelaide Regional Responses. | St John's Youth Services | 16(d), 16(i) |

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| 9 | Northern Adelaide Regional Response | Northern Generic Homelessness Service – Inner North provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, MBH, ITS | Anglicare SA Inc. | 16(g), 16(i), 16(c) |
| | | Northern Generic Homelessness Service – Outer North provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS, MBH | Anglicare SA Inc. | 16(g), 16(i), 16(c) |
| | | Inner North & North East Youth Homelessness Service provides support and accommodation to young people less than 25 years of age, who are homeless or at risk of homelessness. SHP | The Salvation Army (SA) Property Trust | 16(d), 16(i), 16(c), 16(d) |
| | | Outer North Youth Homelessness Service provides support and accommodation to young people less than 25 years of age, who are homeless or at risk of homelessness. SHP | Catholic Church Endowment Society Inc. (Centacare Catholic Family Services) | 16(d), 16(i), 16(c), 16(d) |
| 10 | Northern Adelaide Regional Response (DVAFV) | Northern Adelaide Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Northern Domestic Violence Service Inc. | 16(f), 16(g), 16(j) |
| | | Northern Regional Domestic Violence and Aboriginal Family Violence Service support and accommodation to Aboriginal women and children escaping domestic and/or family violence, who are | Nunga Mi:Minar Inc. | 16(f), 16(g), 16(j) |

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| | | homeless or at risk of homelessness. SHP | | |
| 11 | Eastern Adelaide Regional Response | Community Transition Workers – Day Centres. A Community Transitional worker is located in 4 day centres and provides assertive case management and transition support for clients at risk of homelessness to connect with local services, education and employment, recreational activities and social supports within their community. | Baptist Care SA Hutt Street Centre Inc. Adelaide Day Centre Inc. Uniting Communities | 16(h), 16(a) |
| | | Eastern Adelaide Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. *ITS, MBH, SHP | Hutt Street Centre Inc. | 16(g), 16(i), 16(j), 16(c) |
| | | Eastern Adelaide Youth Homelessness Service provides support and accommodation to young people under 25 years of age, who are homeless or at risk of homelessness. | Service to Youth Council | 16(d), 16(j), 16(c), 16(b) |
| | | The Terrace Boarding House Liaison Worker Program provides case management support and referral for services for Aboriginal and non-Aboriginal people, who are homeless or at risk of homelessness and reside in the Terrace boarding house facility. SHP | Unity Housing Company Ltd. | 16(g), 16 (h) |
| 12 | Eastern Adelaide Regional Response (DVAFV) | Eastern Adelaide Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. | Central Domestic Violence Service Inc. | 16(f), 16(g), 16(j) |

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| | | SHP | | |
| 13 | Eastern Adelaide Regional Response (ATSI Specific) | Eastern Adelaide Aboriginal Specific Homelessness Service provides support and accommodation to Aboriginal people (single adults and families with children) who are homeless or at risk of homelessness. *SHP, ITS | Baptist Care SA Inc. | 16(g), 16(i), 16(j), 16(c) |
| 14 | Southern Adelaide Regional Response | Inner Southern Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS, MBH | Uniting Care Wesley Bowden Inc. | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| | | Inner Southern Youth Homelessness Service provides support and accommodation to young people under 25 years of age, who are homeless or at risk of homelessness. SHP | Baptist Care SA Inc. | 16(d), 16(j), 16(c), 16(b) |
| | | Outer Southern Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS, MBH | Lutheran Community Care | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| | | Outer Southern Youth Homelessness Service provides support and accommodation to young people less than 25 years of age, who are homeless or at risk of homelessness. SHP | Southern Junction Community Services Inc. | 16(d), 16(j), 16(c), 16(b) |
| 15 | Southern Adelaide Regional Response (DVAHV) | Southern Adelaide Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal | Southern Domestic Violence Service Inc. | 16(f), 16(g), 16(j), 16(i) |

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| | | family violence, who are homeless or at risk of homelessness. SHP | | |
| | | Southern Adelaide Domestic Violence And Aboriginal Family Violence Service support and accommodation to Aboriginal women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Southern Domestic Violence Service Inc. | 16(f), 16(g), 16(j), 16(i) |
| 16 | Western Adelaide Regional Response | Western Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, MBH, ITS | Uniting Care Wesley Port Adelaide Inc. | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| | | Western Youth Homelessness Service provides support and accommodation to young people less than 25 years of age, who are homeless or at risk of homelessness. SHP | Uniting Care Wesley Port Adelaide Inc. | 16(d), 16(j), 16(c), 16(b) |
| | | Ladder St Vincent Street provides young people between the ages of 16 and 21 with stable housing linked to life skills, education, training and workforce participation via 23 dwellings and 24 hour on-site support. | St John's Youth Services | 16(d), 16(i) |
| 17 | Western Adelaide Regional Response (DVAfV) | Western Adelaide Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Central Domestic Violence Service Inc. | 16(f), 16(g), 16(j), 16(i) |
| 18 | Western Adelaide | Western Adelaide Aboriginal Specific | Aboriginal Sobriety Group | 16(g), 16(i), |

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| | Regional Response (ATSI Specific) | Homelessness Service provides support and accommodation to Aboriginal people (single adults and families with children) who are homeless or at risk of homelessness. SHP | Inc. | 16(j), 16(b), 16(c), 16(l) |
| 19 | Eyre and Western Regional Response | Ceduna Generic Homelessness Service (including Ceduna Assertive Outreach) provides outreach support and case management to people who are homeless or at risk of homelessness and are residing in, or transient within the Ceduna area. SHP, ITS | Catholic Diocese of Port Pirie Inc | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| | | Port Lincoln Generic Homelessness Service (Youth Focus) provides support and accommodation to adults, families and young people who are homeless or at risk of homelessness. ITS, SHP | West Coast Youth and Community Support Inc. | 16(g), 16(d), 16(i), 16(j), 16(b), 16(c), 16(l), 16(d) |
| | | Whyalla Generic Homelessness Service (Youth Focus) provides support and accommodation to adults, families and young people who are homeless or at risk of homelessness. ITS, SHP | Catholic Church Endowment Society Incorporated through Centacare Catholic Family Services | 16(g), 16(d), 16(i), 16(j), 16(b), 16(c), 16(l) |
| 20 | Eyre and Western Regional Response (DVAFV) | Ceduna Regional Domestic Violence and Aboriginal Family Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Catholic Diocese of Port Pirie Inc | 16(f), 16(g), 16(j), 16(i) |
| | | Port Lincoln Regional Domestic Violence Service provides support and accommodation to women and children | Yarredi Services Incorporated | 16(f), 16(g), 16(j), 16(i) |

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| | | escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | | |
| | | Whyalla Regional Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. | Catholic Church Endowment Society Incorporated through Centacare Catholic Family Services | 16(f), 16(g), 16(j), 16(i) |
| 21 | Far North Regional Response | Port Augusta Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS | The Trustee for The Salvation Army (SA) Property Trust | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| | | Port Augusta Youth Homelessness Service provides support and accommodation to young people under 25 years of age, who are homeless or at risk of homelessness. SHP | UnitingCare Wesley Country SA Inc. | 16(d), 16(j), 16(c), 16(b) |
| 22 | Far North Regional Response (DVAfV) | Coober Pedy Regional Violence and Aboriginal Family Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. Service also provides support and transport for Aboriginal people leaving/returning to the APY Lands in partnership with Cross Border/APY Lands Aboriginal Family Violence Service and Ceduna Regional Domestic and Family Violence Service. | Uniting Care Wesley Country SA Inc. | 16(f), 16(g), 16(j), 16(i) |
| | | Cross Border / APY Lands Aboriginal | NPY Women's Council | 16(f), 16(g), |

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| | | Family Violence Service provides support and transport for Aboriginal people leaving/returning to the APY Lands in partnership with Coober Pedy Regional Domestic and Family Violence Service and Ceduna Regional Domestic and Family Violence Service. | | 16(j), 16(i) |
| | | Port Augusta Regional Domestic Violence and Aboriginal Family Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Uniting Care Wesley Country SA Inc. | 16(f), 16(g), 16(j), 16(i) |
| 23 | Far North Regional Response (ATSI Specific) | Coober Pedy Aboriginal Transitional Housing & Outreach Service is delivered as part of the Housing SA housing services program and incorporates responses for homeless Aboriginal people and intensive tenancy support for existing tenancies most at risk due to overcrowding and return to Country. *ITS | Department for Communities and Social Inclusion, Housing SA, Housing Services | 16(h), 16(b), 16(c), 16(g) |
| | | Port Augusta Transitional Accommodation Program (Lakeview ATAC) provides safe and secure accommodation for Aboriginal people who are homeless and who visit regional centres for services, health treatment and other reasons. | Department for Communities and Social Inclusion, Housing SA, Housing Services | 16(h), 16(b) |
| | | APY Lands Mobility Responses Program provides a systemic and integrated response to Aboriginals leaving and returning to the APY Lands and the regional centres of Ceduna, Coober | Department for Communities and Social Inclusion, Housing SA, Housing Services | 16(h) |

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| | | Pedy, Port Augusta and Adelaide. | | |
| 24 | Yorke and Mid North Regional Response | Yorke and Mid North Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS | Uniting Care Wesley Country SA Inc. | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| 25 | Yorke and Mid North Regional Response (DVAFV) | Yorke and Mid North Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Uniting Care Wesley Country SA Inc. | 16(f), 16(g), 16(j), 16(i) |
| 26 | Fleurieu and Kangaroo Island Regional Response | Fleurieu and Kangaroo Island Generic Homelessness Service provides support and accommodation to adults and families, who are homeless or at risk of homelessness. ITS, SHP | Southern Junction Community Services Incorporated | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| 27 | Fleurieu and Kangaroo Island Regional Response (DVAFV) | Fleurieu and Kangaroo Island Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. | Southern Junction Community Services Incorporated | 16(f), 16(g), 16(j), 16(i) |
| 28 | Murray Mallee Regional Response | Riverland Assertive Outreach provides an assertive and intensive case management response to engage with people sleeping rough in the Riverland region and provide them with appropriate accommodation. SHP | Life Without Barriers | 16(h), 16(b) |
| | | Southern Country Generic Homelessness Service – Murray Bridge / Adelaide Hills provides support and accommodation to | Anglican Community Care Inc. | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |

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| | | adults and families, who are homeless or at risk of homelessness. SHP, ITS | | |
| | | Southern Country Generic Homelessness Service – Riverland provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS | Anglican Community Care Inc. | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| 29 | Murray Mallee Regional Response (DVAFV) | Murray Mallee including Adelaide Hills Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Catholic Church Endowment Society Incorporated through Centacare Catholic Family Services | 16(f), 16(g), 16(j), 16(i) |
| 30 | Limestone Coast Regional Response | Southern Country Generic Homelessness Service – Limestone Coast provides support and accommodation to adults and families, who are homeless or at risk of homelessness. SHP, ITS | Anglican Community Care Inc. | 16(g), 16(i), 16(j), 16(b), 16(c), 16(l) |
| 31 | Limestone Coast Regional Response (DVAFV) | Limestone Coast Domestic Violence Service provides support and accommodation to women and children escaping domestic and/or Aboriginal family violence, who are homeless or at risk of homelessness. SHP | Catholic Church Endowment Society Incorporated through Centacare Catholic Family Services | 16(f), 16(g), 16(j), 16(i) |

Total funding of \$54.9 million is a combination of NAHA (Homelessness component) and NPAH funding based on a 50/50 contribution by both Commonwealth and State. This funding does not include the \$0.750 million of 2012-13 funding committed for expenditure in 2013-14 against the H2H project.

Development Fund

[Note: Detail on successful bids will be provided at **Attachment A.**]

Reform Directions

8. Having undertaken a restructuring of the South Australian service system during the term of the original NPAH, the emphasis within the 2013-2014 transitional Agreement is to consolidate these reforms and to maintain service continuity.
9. In order to maximise the effectiveness of the new service system, a Specialist Homelessness Services Case Management Framework is being developed and will be rolled out in 2013-14. The Framework promotes a housing first approach, prioritising the support of clients to obtain safe, secure and long term housing, with a focus on assisting people to review and address life circumstances that have led to homelessness and/or the risk of homelessness.
10. The purpose of the Framework is to promote consistency, best practice and the integration of specialist homelessness services and mainstream agencies, while working to legislative requirements and Specialist Homelessness Services practice guidelines.
11. Some operational level review work will also be undertaken during the funding year, including an examination of the efficacy of three current gateway services and any opportunities for streamlining cost and service efficiency.
12. Ongoing development of the H2H electronic case management system is scheduled to continue over 2013-2014. This will commence with Release 1.4 scheduled for July 2013 which will include additional AIHW requirements regarding the recording of disability indicators as well as a restructure of the initial Add Client and Intake functions. These functional enhancements were developed in response to consultation with, and feedback from, users and are aimed at making these processes less time consuming. These changes will also contribute significantly to the overall quality of data collected by ensuring that client data is updated at the beginning and end of every support period.
13. DCSI HSA is committed to the continued improvement of the system particularly in the areas of usability and data quality. To this end development work will continue throughout the next financial year with another major functional enhancement expected to be deployed in March/April 2014. This release will greatly improve the usability of the system by enabling the recording of ad hoc services and providing a much more flexible case plan function. Development and testing for this second release will require a considerable commitment of time and resources from across DCSI HSA.
14. It was established in February 2013 that Housing SA ICT would be unable to fully expend \$0.75 million of the NPAH funding committed for the ongoing development for the H2H system before June 30 2013. This is due to the unavailability of the physical resources for this work within Housing ICT who are the lead developer on this project. Parties have agreed that these committed funds will now be expended in 2013-14.

Specialist Homelessness Services Quality System

15. The Preferred Provider registration system implemented by DCSI under the previous IP will continue in the 2013-14 period. This system requires that all funded agencies have an appropriate quality assurance system in place. At an operational level, this effectively means that the South Australian system is operating at National Quality Framework (NQF) level 3.

16. The consultancy undertaken by Bradfield Nyland Consulting has however, identified that not all of the quality assurance systems currently accepted by the South Australian Preferred Provider system are fully compliant with the NQF.
17. There are a very small number agencies that may be in this situation and DCSI is writing to them to advise that they will need to transition to a fully compliant system by the end of June 2014 in order to be eligible to maintain their Preferred Provider status, which is a prerequisite for being able to apply for service tenders or contracts.
18. DCSI will provide timely advice and support to the affected provider group to assist with their transition to an appropriate NQF level 3 compliant models.

Tenant Advice and Advocacy Services

19. In South Australia Tenant Advice and Advocacy Services are funded though the NAHA and no funding for this category of services is provided through the NPAH.

Estimated costs

20. The maximum financial contribution to be provided by the Commonwealth for the project to the jurisdiction is \$8.62 million payable in accordance with Part 5 of the NPAH. All payments are exclusive of GST.
21. The South Australian Government matched funding is \$8.62 million.

Risk management

22. A risk management plan is in place for service delivery initiatives. Risks have been actively identified, entered into a risk log and categorised in terms of impact and likelihood. This risk management plan does not need to be provided to the Commonwealth.
23. Risk is managed though the DCSI Contract Performance Management Framework for Specialist Homelessness Services. The Contract Performance Management Framework has a focus on risk assessment and management which is implemented through a rigorous contract management framework, including processes for responding to identified risks through a performance management process. There are three levels of Contract Management to meet the requirements of the Service Agreement. These are:

Core Monitoring – Occurs within 6 months of the commencement of the service agreement as the first stage of the contract management process and assessing risk factors is a major component and requires the collection and collation of financial and service output data (includes key performance indicator) as well as governance and organisational information.

Performance Review – occurs annually at a minimum however can also be triggered as a result of variances identified through Core Monitoring. The risk factors that are taken into consideration are; financial accountability, organisational governance, performance against service outcomes, key performance indicators and outputs.

Service Review - will be instigated by Homelessness Strategy to address any issues which may have been highlighted by the Performance Review process and allows for both parties to work through potential solutions.

24. At each stage of the process a Performance Improvement Plan is developed that contains agreed measurable actions and timeframes to address any areas to be addressed as a result of the monitoring visit.
25. A risk assessment for Development Fund projects has been developed and provided to the Commonwealth.

Relevant State Context

26. Housing SA has continued its approach of being innovative and persistent in the response to homelessness in South Australia. Through the National Partnership Agreement on Homelessness (NPAH) South Australia has developed strong inter-government and cross sector relationships to further responses to homelessness in our community.
27. The homelessness service network in South Australia is comprised of 40 government and non-government organisations providing 75 programs over 97 outlets. Contract management and oversight is managed by the Homelessness Strategy Division of Housing SA (Department for Communities and Social Inclusion).
28. In South Australia, the NPAH has enabled a significant restructuring of homelessness services. This has included a redesign and retendering of services, and reallocation of resources to achieve a consolidated and planned regional response to homelessness. The reform has broadened the range of initiatives in line with strategic directions of placing additional emphasis on prevention and early intervention, assertive outreach, medium term accommodation options and home based support to sustain transitions to independent living.
29. Principles underpinning this new system include the adoption of a housing first approach, consolidation and regionalisation of services, adoption of a 'no wrong door' policy and recognition of children as clients in their own right. The latter principle requires individual assessment and case management for every child accompanying an adult into a specialist homelessness or Domestic Violence / Aboriginal Family Violence service. A preferred provider system, which is broadly consistent with the NQF, is also in place.
30. Regional services provide a core set of service elements to provide consistency. There are services for adults, families, children, young people and women experiencing domestic violence as well as a Domestic Violence and Aboriginal Family Violence, Youth and Generic 'gateways'.
31. South Australia has also invested significantly in a number of successful partnerships to develop accommodation with funds sourced through the A Place To Call Home Program
32. These include:
 - Ladder st Vincent Street (AFL Ladder Organisation and St Johns Youth Service)
 - Young Families Housing Service (Centacare Catholic Family Services)
 - HYP A Housing - Muno Para West, Smithfield and Westwood (Service to Youth Council)
 - Common Ground Port Augusta (Common Ground and Salvation Army)
33. Some evidence of the impact of this investment is reflected in Australian Bureau of Statistics data. The rate of homelessness in the 2011 Census in South Australia was 37.5 persons for every 10,000 persons enumerated. This is the second lowest rate in the country. It represents a modest 1.4% increase from 37.0 persons in 2006 (when South Australia was ranked 5th).

34. The number of Aboriginal and Torres Strait Islander (ATSI) homeless people decreased in South Australia by 13.3% from 1,260 in 2006 to 1,092 in 2011. Across Australia, the number of ATSI homeless people rose by 3.0%.
35. South Australia recorded a 40.8% drop in the number of people "sleeping rough", down from 436 people in 2005 to 258 in 2011. This is in comparison to an average 6.0% decrease across Australia.
36. Australian Institute of Health and Welfare data indicates that in 2011-2012, 18,368 clients received assistance from specialist homelessness services based in South Australia. A total of 58.5% were females and 41.5% were males. Of those who provided information on their indigenous status, 22% of clients identified as Indigenous.
37. Throughout the original NPAH SA invested substantially in developing the administrative capacity to implement the reform process and evaluate the sector- wide impacts. During the one year interim NPAH there will be some reduction of administrative functions, including evaluation. It is also proposed that the Homelessness Innovations Fund (listed in the original Implementation Plan as Social Enterprise) will be discontinued. The purpose of the fund was to provide one off funding to Homelessness Round table projects that provide community benefit to homeless people or those at risk of homelessness.
38. While a number of useful small scale projects have been funded under this program, during the development stage of the reform process, the relatively small levels of grant funds and one off nature of funding, has meant that there has been a significant administrative burden and limited evidence of continued benefit. It is proposed that this micro-grant process not continue enabling the funding to be re-purposed for direct service provision.
39. South Australia strongly supports the principle of maintaining service continuity based on 2012/2013 service levels.

Sign off

The Parties have confirmed their commitment to this agreement as follows:

Signature

Date

The Hon Tony Piccolo MP

Signature

Date

The Hon Julie Collins MP

18.7.13

DEVELOPMENT FUND PROJECT/S

Description of Project

Common Ground Adelaide - Mellor Street

1. The project proposes a new development of an intergenerational apartment building in the CBD of Adelaide on Mellor Street that permanently ENDS homelessness for individuals, couples and families. The building comprises 52 supportive housing apartments accommodating a mixed community at an estimated cost of \$15.5 million.
2. The diverse and vibrant community would comprise:
 - 26 Units to END Homelessness (including 10 two bedroom units for sole parent families)
 - 26 Units to PREVENT Homelessness - rental units for those on low incomes in housing stress, and those at risk including older people, individuals and couples.
3. The new purpose built accommodation will create certainty, stability and a better life for homeless and disadvantaged citizens in the very high demand area of the CBD.

Selection Criteria

4. The proposal is consistent with the outcomes of the NPAH under outcome 14 (a)
 - (i.) fewer people will become homeless and fewer of these will sleep rough;
 - (ii.) fewer people will become homeless more than once;
 - (iii.) people at risk of experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation.
 - (iv.) people at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing.
5. The proposal also supports elements of Output 16:
 - (g) support services for homeless people, including families with children, to stabilise their situation and to achieve sustainable housing.
6. The selection criteria for the Development Fund, as outlined in the NPAH, are as follows:
 - (a) States must match the Commonwealth contribution;
 - The Capital requirement for the Project is \$15.5 million
 - The Commonwealth Development Fund contribution is \$6.75 million.
 - The State capacity to match funding will involve a partnership with Common Ground Adelaide Ltd and its corporate sponsor Santos as follows:
 - Common Ground contribution: \$5.15million
 - Santos Corporate Sponsorship: \$0.8 million

- o State contribution – up to: \$ 2.8 million

The State Government contribution has been increased by approximately one million dollars over the initial proposal to ensure that a full scale development can proceed and maximise the efficient use of the strategically placed inner city site.

- (b) higher weighting will be given to those bids which demonstrate that a project is already in development and/or substantial progress is able to be achieved within the life of this Agreement;

The project will achieve substantial progress within the life of the Transitional National Partnership Agreement on Homelessness.

- (c) projects that help support individuals 'exit' homelessness into long-term and sustainable housing with necessary support;

The project is sustainable due to the successful service model already in place that will be integrated with the new building to expand opportunities for more people who are homeless and at risk. The elements of the service model that come together to achieve outstanding results are: Common Ground actively pursues opportunities and pathways to independence for tenants; there are in-house skills based programs and partnerships with external training and education programs and employment placement programs that can move people into further study and employment; and the building is designed to facilitate training programs on site.

- (d) supportive housing programs targeted to highly vulnerable groups particularly chronic rough sleepers, Indigenous Australians, young people leaving care or detention or women and children experiencing domestic violence;

Common Ground's inner city projects target 20% of its housing to Indigenous Australians who are either rough sleeping or at risk due to 'couch surfing' in over-crowded accommodation.

Young people are regularly referred to Common Ground from youth crisis agencies such as Youth 101. Common Ground buildings support a cohesive and intergenerational community. The support and community development programs for young people focus on training, education, mentoring and employment.

The demand from young single parents at risk of losing their children to child protection due to homelessness is very high. Common Ground currently cannot accommodate this demand however this project provides for 10 two bedroom apartments to specifically target this profile of need.

Chronic rough sleepers are a key target profile for Common Ground housing. The model ensures people who have nothing can successfully start again. The housing is fully furnished so that people can arrive without belongings and become successful very quickly. The additional case managed supports and dental health will bring improved health results and build confidence in long term rough sleepers very quickly.

Women escaping violence are also well supported at Common Ground. Currently the accommodation is for singles and couples and there are a lot of women with a long history of domestic violence that have found a safe supported home at Common Ground.

- (e) demonstrated capacity to deliver, and ability to effectively manage implementation risks;

A risk mitigation matrix is attached below.

- (f) commitment to support ongoing service delivery once the capital project has been delivered;

The project is sustainable due to the successful service model already in place that will be integrated with the new building to expand opportunities for more people who are homeless and at risk.

- (g) cost effectiveness/value for money; and

The State and Commonwealth Governments can deliver a \$15.5 million development that ends homelessness with a 61.6% capital contribution and without additional recurrent funding impact to budgets to provide the critical support and community development elements of the service model. The support component will be funded via Common Ground's increased capacity on its current service contract for its city apartments and additional corporate sponsorship from Santos of \$55,000 per annum. Common Ground's additional fundraising activities secure around \$20,000 per annum, which support its program as well. Twenty six tenants will be supported at a cost of \$210k per annum. This partnership with Common Ground and Santos as Corporate Sponsor provides exceptional value for money.

The development costs can be further reduced by maximising charitable benefits such as land tax, stamp duty, GST along with council rates and water charge rebates.

- (h) Common Ground's support program can be effectively integrated with the Mellor Street building due to the stabilisation of homeless tenants in long term housing. Intensity of support slowly diminishes for those with complex needs as they progress; build confidence, self-belief and independence. The lessening intensity releases capacity to expand the highly successful support program to the new building of 52 units, of which half are for people who are homeless or at risk. Twenty six people with high and complex needs will have direct case management, noting that all tenants have access to support if needed along with access to all community development and place making programs and activities. Timely implementation.

Common Ground is fully committed to meeting the milestones as per the project plan to have the building tenanted before the end of December 2014.

The plan was developed with extensive consultation with reputable local builders, designers, and project managers for assurance on milestone deliverables. The building is fully compliant to all building codes and inner city development plans and the planning approval body will move to the recently announced Co-ordinator General delegated for planning approval for specific government projects that are funded of very tight timeframes. It is expected that planning and building approval process will be significantly shortened so that tendering and pre- construction works can commence before December 2013.

Milestones

7. The project milestones are focused on meeting the timeframes for the Development Fund. The project bid is for a development that achieves substantial progress within the life of the transitional NPAH. .
8. The following milestones for the project have been established:

Table 1: Development Fund Milestones for Project

| Project Milestone | Milestone Description | Milestone Date |
|---|--|-----------------------|
| Planning Approval (Co-ordinator General) | The design process is approved so that detailed design documentation and tender documentation can commence | End October 2013 |
| Final Design Documentation | Final building approval is achieved to tender for construction | End October 2013 |
| Construction Tender, Evaluation and Negotiation | Tender received, assessed and a final construction contract negotiated | End Dec 2013 |
| Contract Commencement | Construction works commence | End Jan 2014 |
| Report to the Commonwealth due 31 January 2014 | | |
| Construction of fifth floor | Achieving 70 per cent of final building height (topping out) | End May 2014 |
| Report to the Commonwealth due 31 May 2014 | | |
| Practical completion | Building complete and fit out in late stages of finalisation | End Oct 2014 |
| Date of certificate of occupancy | Certificate granted | End Dec 2014 |
| Tenancy | Units tenanted | End Dec 2014 |