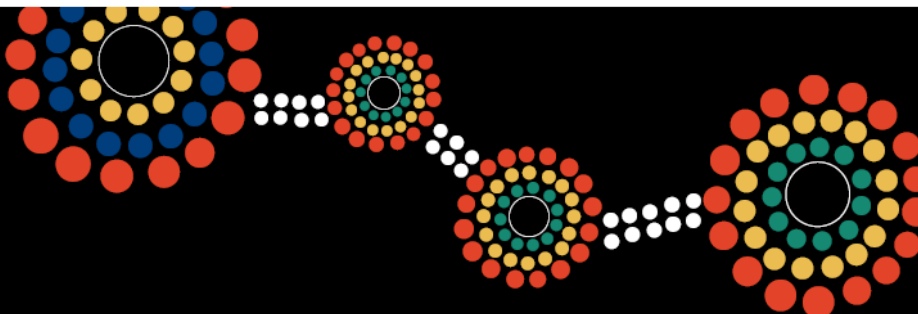




Government
of South Australia
Department for Communities
and Social Inclusion



People and Places Housing SA

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Welcome to the third edition of People and Places for 2016!

The focus of this edition is around innovation and the collaboration happening in our sector. Thinking and working differently is essential if we want to address homelessness in South Australia. I believe that 2016 has been a year where we have successfully collaborated across a range of different initiatives, some of which are presented in this edition of *People and Places*.

In late September 2016, we activated the Code Blue emergency winter response to help homeless people during the extreme weather conditions. I was impressed with the level of commitment and generosity showed by everyone involved and believe this was important in our ability to jointly respond to people who needed assistance in a timely manner. I would like to thank all our specialist homelessness services and their staff as well as our broader NGO partners for this extraordinary effort that allowed us to implement the extreme weather response.



Another exciting example demonstrating the fruits of successful innovation is the great work undertaken by the Hutt Street Centre with a range of non-government and government partners to establish South Australia's first social impact bond – which will focus on homelessness. You can read about Aspire Adelaide below.

Finally I'm pleased to announce that on Monday 24 October, Housing SA launched an online application form, [PR Connect](#), to help people seeking financial assistance into private rental. The online tool is available through www.sa.gov.au, on any device, at any time of the day and simplifies the process for people applying for bond guarantees and rent in advance.

It's these examples of working differently, and working differently together that will allow us to improve on the way we work better for people who need it.

Philip Fagan-Schmidt

About *People and Places*

People and Places is a platform for key information, knowledge and news sharing for the housing and homelessness sector.

Themes and content ideas for 2016

The 2016 *People and Places* publication schedule and themes* are as follows:

February: Exploring Private Rental Market Options: private rental assistance

April: Working with Clients with Complex Needs

October: Innovation: Social Impact Bonds and related sector initiatives

December: National housing and homelessness policy developments

* This schedule may be subject to change based on feedback received from the sector.

Submission guidelines

Submit contributions by email to DCSIHomelessness@sa.gov.au. Articles need to be approximately 350-400 words and all photos uncompressed/raw (with the files size as large as possible, but not exceeding 1MB) sent separately as a jpeg file, not in a Word document.



A step closer towards South Australia's first social impact bond

Hutt Street Centre

Social Impact Bonds are an innovative approach to funding social intervention programs that bring private, public and not-for-profit sectors together in a meaningful way for the first time. They also enable service providers to design client programs from the ground up based on experiences of what works.

It is for this reason that Hutt St Centre, along with program partners Common Ground Adelaide and Social Ventures Australia are working with the State Government to finalise details of the newly designed Aspire Adelaide program through a Social Impact Bond. Aspire Adelaide will be the first Social Impact Bond focussing on homelessness in Australia, as well as the first Social Impact Bond in South Australia.

Testing a new way to achieve real, sustainable outcomes for our clients

For Hutt St Centre, this means that we've had the freedom to develop a brand new, more intensive model of service – based on what we believe is needed to meet the complex needs of our clients. It's not just about getting more people through the door – it's about testing a new way to achieve real, sustainable outcomes for our clients.

Investors will be putting up capital and sharing the risk. One of the important outcomes we expect will be a reduction in the need for crisis-end services (such as nights in hospital, emergency presentations, interaction with the justice system) for our clients.

And all of us will be getting clear data on the program outcomes, using data from government systems – helping to build the evidence base about the effectiveness of the new intervention model.

A focus on permanently ending homelessness using a 'housing first' principle

The program will focus on permanently ending the homelessness of 400 people over seven years through providing stable long-term housing, intensive long-term case management, and access to employment, education and training opportunities.

The model will use a 'housing first' principle by placing participants in suitable housing upon entry into the program. Aspire Adelaide will work intensively over three years with a target population of adult men and women who have been experiencing homelessness comprising:

- a stabilisation phase, where multiple, complex life issues are addressed through intensive case management,
- a re-engagement phase, where clients are supported to engage with their local community and services, undertake and complete vocational education and seek employment, and
- a transition phase, dedicated to ensuring that clients are able to self- manage their complex life issues, employment, and housing transitioning to independence.



An innovative funding alternative

Aspire Adelaide presents an exciting new challenge for our organisations. We are looking forward to working with the State Government, Common Ground Adelaide and the broader homeless community to achieve long-lasting life changes for people experiencing homelessness. We are proud to be offered the chance to work with the South Australian Government as we strive to be innovative in changing the landscape of homelessness service delivery in South Australia.

Want to know more?

Contact Andrew van Buuren, Project Manager - Social Impact Bond on email: andrewvb@huttstcentre.org.au or phone 8418 2565.

Useful links and resources on Social Impact Bonds

Social Impact Investment Network SA (SIINSA)

A Government 'Building a Stronger Society: A [Discussion Paper on Social Impact Investment](#)' (Jan 2014) (PDF, 2.0MB)

SIINSA 'Talking Social Impact Investment' [Fact Sheet](#) (Nov 2013) (PDF, 1.17 MB)

Social Impact Bonds: self-assessment tool

The purpose of the SIB [self-assessment tool](#) is to provide an indication of where the challenges and opportunities would lie in developing a successful Social Impact Bond. You can download [the self-assessment tool here](#) (Excel 2.3 MB).

YourSAy Social Impact Bond engagement

In 2014, this YourSAy engagement explored social impact investment as apart of a range of initiative to promote innovation in the delivery of social and community services. The consultation included a comprehensive list of [useful links and resources](#) on Social Impact Bonds.

Shelter SA

In 2014, Shelter SA produced an [overview report \(and poster \) on Social Impact Bond opportunities and challenges for the homelessness sector in SA](#) (PDF, 875KB).The report contains recommendations for progressing SIB's.



PR Connect – a new online service helping customers access private rental assistance

Housing SA

Securing and maintaining private rental is difficult for many South Australians, due to high rents and limited low cost supply. Housing SA has developed an online application form, PR Connect, for customers seeking financial assistance into the private rental market. PR Connect will be available from late October 2016.

What is PR Connect?

Did you know that a key part of Housing SA's service is to help more than 30,000 people a year to find and maintain housing in private rental?

PR Connect will enable customers to apply for bond guarantees and rent in advance via the sa.gov.au website, on any device, any time of the day. Customers will receive a provisional outcome response on-screen, followed by a confirmation outcome when verified by Housing SA via email, SMS, or letter, whichever they prefer. If needed, customers can still visit a Housing SA office to discuss their support needs and apply using a paper-based form.

PR Connect will streamline the process for a customer seeking financial assistance into private rental. For those who need help applying, friends or support agencies will be able to assist customers to fill out the form and submit it online.

PR Connect will also allow Housing SA and its partnering agencies to focus more attention on providing advice and support to those who need it.

Private Rental Assistance Policy

The implementation of PR Connect brings some important changes to the Private Rental Assistance Program policy. These changes support the online application process and ensure that financial assistance is provided to those having difficulty meeting the upfront costs associated with accessing private rental accommodation. Following the implementation of PR Connect, the revised policy will be available to view online at:

www.dcsi.sa.gov.au/services/housing-sa/housing-trust-policies

Now available: education sessions on online service options

Housing SA has recently provided a number of private rental information and education sessions to its staff and some local non-government providers. Due to demand, further sessions will be offered in late 2016 and early 2017. To register your interest, please email HousingSASupport@sa.gov.au

For further information about PR Connect, visit sa.gov.au.



Making Homes not Housing – a community-led collaborative housing innovation

Shelter SA

For many Australians the housing market has become unaffordable and, with rent or mortgage payments being the largest cost in the household budget, it can be extremely difficult to find affordable accommodation.

CapitalAsset is a non-traditional approach to property development created by Shelter SA. It partners landowners with social impact investors in a bold, ethical and socially responsible housing innovation to respond to the national housing crisis.

Responsible innovation combining people, place and purpose

CapitalAsset is a community-led initiative for creating new housing. It is also a socially responsible innovation combining people, place and purpose. Be they new buildings or an adaptable reuse of existing structures, it is about discovering opportunities through a partnership of landowner, investor and developer to bring to market buildings with residential, commercial and social spaces that enrich the community.

What does a CapitalAsset development look like?

CapitalAsset developments embrace environmental sustainability, social outcomes, ethical investments and excellence in design. To be a CapitalAsset development, a proposed development or adaptable reuse project:

- needs to provide a range of private housing tenures
- needs to offer community spaces, and
- may include some commercial, business or retail areas.

Community Spaces in multi-knit dwellings and apartments are to have easy access for all residents and may be open for use by the broader, local community.

There may be some dwellings in the development available for purchase at market rates. The social mix created appropriately considers age, gender, culture and disability, achieving diversity across household type and incomes.

Want to know more?

For more information, please visit the [CapitalAsset website](#) or read [this media release](#).

For a confidential appointment to explore your opportunities in undertaking a CapitalAsset development, or simply to learn more about this innovative approach, please contact Shelter SA at sheltersa@sheltersa.asn.au or telephone (08) 8223 4077.



New Aboriginal Family Violence Program

Kornar Winmil Yunti

The impacts of Aboriginal family violence are compounded by the fact that survivors of violence may not have access to culturally appropriate services or supports.

According to [Our Watch reporting](#) on family violence in Aboriginal & Torres Strait Islander communities, when compared to other Australian women, Aboriginal and Torres Strait Islander women are:

- 35 times more likely to be hospitalised due to family violence related assaults,
- 5 times as likely to experience physical violence, and
- 3 times as likely to experience sexual violence.

A specialised service to Aboriginal women and children



Above: KQW Staff: Craig Rigney, Tod Stokes, Catherine Ponsana, and Jak Wilson

[Kornar Winmil Yunti \(KQW\)](#) will deliver a new Aboriginal Family Violence Program (AFVP) to Aboriginal women and children, which acknowledges the effects of Aboriginal family violence, including domestic and lateral violence.

The service will deliver culturally appropriate services and support by addressing client's safety through risk and safety assessments and assertive, holistic case management, which will include health, mental health and social and community connections.

Holding men accountable for their actions

The AFVP worker will work closely with KQW's Aboriginal men's workers who provide a counselling service and deliver the Accountability Responsibility to Change (ARC) behaviour change program. Men who are identified by the AFVP can be referred to KQW men's workers.

Men will be held accountable for their actions and ongoing perpetrator mapping will be undertaken to understand their behaviours and connections to the family. KQW understands and acknowledges the difficulties associated with this work and will provide a safe environment for women and children whilst meeting the needs of Aboriginal people, their communities, and addressing the complexities associated with lateral violence often resulting from family violence.

Geographical coverage

The AFVP worker will be available in an outreach capacity and out of the centrally based office located at Goodwood, Adelaide. This service will be delivered across metropolitan Adelaide and in Port Augusta where KQW's ARC program also takes place.

You can read more about KQW's family focused domestic violence program in the Australian remote health magazine, *CRANAplus*, which [featured the program in its spring 2016 edition](#).



Want to know more?

For more information on the Aboriginal family violence program please contact Craig Rigney, KWY's Chief Executive Officer, on email craig@kwy.org.au or Terri Di Salvo, Program Coordinator, on (08) 8377 7822.

Innovation in Disability Accommodation – what will be the price of progress?

Housing SA

Just in case you had not heard, trials of the National Disability Insurance Scheme (NDIS) commenced on 1 July 2013 and the transition to full scheme, a journey that is expected to take another two to three years, began on 1 July 2016.

What is the National Disability Insurance Scheme?

The NDIS supports eligible people with a permanent and significant disability that affects their ability to take part in everyday activities.

More than 32,000 South Australians will benefit when the NDIS is fully rolled out in 2018. All eligible South Australians aged up to 65 years with disability will be able to access supports they need to live the life they want and achieve their goals.

Find out how the scheme will transform the disability sector in the state by reading the [May online edition](#) of the [Department for Communities and Social Inclusion's Focus magazine here](#) (NDIS discussion starts on page 4).

A doubling of resources

To say that the NDIS (managed by the National Disability Insurance Agency – NDIA) is bringing huge change to disability services and disability accommodation is in itself a huge understatement. An approximate doubling of resources into the sector is expected to be accompanied by a doubling of the workforce that will happen in parallel to the implementation of new legislation, policies, competitive market structures, demand-driven services and workforce development strategies.

Moving away from traditional one-off funding

In the housing space, the NDIS is moving away from traditional one-off funding for disability accommodation and implementing recurrent payments that, combined with rent from tenants, are expected to meet the full lifecycle costs of land and buildings. This includes the cost of financing, construction, maintenance, and property management.

Innovation in disability accommodation

In South Australia, before and during the NDIS, we have innovated in disability accommodation. The Woodville West Smart Apartments were designed and built from 2010 and officially opened in 2013 following collaboration between the Department for Communities and Social Inclusion,



the South Australian Housing Trust, Jackson Care Technologies, and the Medical Devices Research Institute at Flinders University. These apartments introduced features such as home automation, video communications and a concierge service that is managed by disability service provider CARA. These new features provided transformative benefits for people with limited mobility and helped some residents to live independently for the first time in their lives.

But the world moves quickly. Whilst we were busy planning new types of disability accommodation back in 2010, a little company called Apple was busy launching the first iPad. An explosion of tablet computers followed this with many companies offering products that can be operated by voice or touch – capabilities that are of particular value to people with disability. Now anyone can choose from a variety of remotely controlled doors, gates, heaters, air conditioners, roller shutters, sound systems and communication devices when they build or renovate a home. In more recent times, local disability organisation Minda has deployed sensor systems with personalised software that can learn the patterns of people in a home and then automatically raise an alarm or seek assistance if something does not appear right.

A new round of innovation

DCSI is currently working on a new round of innovation in apartments at Lightsview that may allow various remote interventions – not just communications with a person offsite – to help develop a person's independent living skills or to address safety risks.

All of these technological developments require careful consideration of the value trade-offs between privacy, independence, quality of life and cost. With regard to cost, individual support packages for people with disability may vary from a few thousand dollars per year to hundreds of thousands of dollars. Particularly in high-cost care scenarios, technical innovation with regard to home location, design or assistive technology may save significant money into the future.

As we navigate these trade-offs and value judgements, we must remember that innovation in housing can be as much a social process as a technical one. Good neighbours, opportunities for social or economic interaction and being part of a community in which you are valued are the things that turn a house into a home. The environment in which we live, consistent with the Housing SA vision of 'Connecting People to Place', can empower people to do more for themselves and for others, independent of government.

Want to know more?

For more information on innovation in disability accommodation, contact Michael Hicks by email: Michael.Hicks2@sa.gov.au.



The Code Blue Emergency Winter Response – enhanced homelessness services in the Adelaide CBD

Housing SA

Housing SA, in collaboration with Inner City Homelessness Services, have developed the Rough Sleeper Code Blue Interim Plan (Code Blue) to support people sleeping rough to access enhanced services in the inner city during extreme inclement weather. Code Blue is activated when inclement conditions are predicted to continue for three days or more, in conjunction with two of the following conditions:

- temperatures drop below an average night-time low of 6°C;
- significant rainfall causes difficulty for unsheltered individuals to remain dry;
- damaging wind gusts pose a significant risk for the safety of unsheltered individuals; and
- an analysis of any other subjective factors related to inclement winter weather indicates circumstances warrant activation of this plan.

Following advice from the State Emergency Service, Code Blue was activated over 9 nights in July assisting 128 people sleeping rough. A range of Inner City Homelessness Services and government agencies including St Vincent De Paul, Hutt Street Centre, ATHOS, St John's Youth Service, Adelaide City Council, SAPOL and Housing SA supported the response through providing staff, meal services, transport and bedding. Baptist Care SA through the WestCare Centre provided shelter.

Code Blue was again activated on Wednesday 28 September 2016 following the catastrophic storm event that hit South Australia. Coordinated via the Uniting Communities' Homelessness Gateway Service, Housing SA and the Inner City Homelessness Services provided enhanced services to support rough sleepers assisting 52 people, including 38 rough sleepers who stayed overnight at shelters operated by Westcare, Hutt Street Centre, Catherine House and St John's Youth Service.

The following night on Thursday 29 September 2016, 59 people were assisted by these agencies with 46 people staying overnight in shelter accommodation. On the night of Friday 30 September 2016, Westcare opened and assisted 26 people; with 16 people staying overnight in shelter accommodation, while on Monday 3 October 2016, shelter and overnight accommodation was provided to 30 people.

Throughout this period, the Hutt Street Centre and Westcare assisted with the provision of daytime shelter and meals for rough sleepers. In addition, other sector partners provided a range of supplies and services. These partners included:

- St Vincent de Paul - Fred's Van
- Life Church, Anglicare
- Service to Youth Council
- Aboriginal Sobriety Group



- The Aboriginal Transitional Housing Outreach Service
- The Integrated Homelessness Program
- Street to Home.

Housing SA is currently consulting with service partners to consider the for enhanced service responses during periods of inclement weather in regional South Australia, as well as considering options for enhanced service responses during extreme heat across South Australia.

For the latest information on the relief and recovery situation, please visit www.sa.gov.au/recovery.

Events

What	When	Time	Where
YOUTH HOUSING: 'Living The Dream' Conference, St John's Youth Services	17-18 November 2016	7:45am–4:00pm	Grand Chancellor, 65 Hindley St, Adelaide
'Pickle', Youth Mobile phone App Launch, Shelter SA	17 November	TBA	Grand Chancellor, 65 Hindley St, Adelaide
F.O.C.U.S Awards & Christmas Dinner	9 December 2016	6:30pm–11:30pm	Stamford Plaza, 150 North Terrace, Adelaide
ICAC Awareness for Public Offices	22 December 2016	9.30am–10.30am	55 Currie St, Adelaide
'Women On The Run' event, Zahra Foundation Australia	4 December 2016	8:00am–12:00pm	Henley Beach, SA

Training

Specialist Homelessness Services Sector (“NAHA”) Training Calendar

H2H Basic User – Tuesday, 15 November 2016 – 9:30 am - 4:30 pm, IVC, 19 Young Street, Adelaide

Principles for Working with Men (DV) – Wednesday, 23 November 2016 – 9:00 am - 5:00 pm, 4/147 Goodwood Road, Goodwood

Aboriginal Cultural Understandings, Better Engagement (C.U.B.E) – Wednesday, 30 November 2016 – 9:00 am – 4:00 pm, 4/147 Goodwood Road, Goodwood

H2H Basic User – Tuesday, 13 December 2016 – 9:30 am - 4:30 pm, IVC, 19 Young Street, Adelaide

How do I register?

To register, [print and complete a registration form here](#) (scroll to the training section) and email it to DCSINAHAttraining@sa.gov.au. Your booking is finalised once you submit your form and receive a confirmation email. If you have submitted a training form and have not received an email confirmation, please contact the administrators on **8207 0176** to check your registration status.



AVERT Family Violence Online Training – refreshed and relaunched

Relationship Australia

AVERT Family Violence has launched three online courses for learners who want to update or improve their knowledge about Family Violence: the AVERT Family Violence Basics Course, Responding to Perpetrators and Screening and Safety Planning.

These courses are suitable for anyone who needs to know about family violence as part of their work.

Family Violence Basics Course

The [AVERT Family Violence Basics Course](#) introduces the historical and legal contexts of family violence including relationship dynamics, impacts on victims and service responses.

Screening and Safety Planning

A sound screening, risk assessment and a safety plan can help keep women and their children safe. A 2014 World Health Organisation study found that women who experience family and intimate partner violence are 4.5 times more likely to die by suicide.

The [Screening and Safety Planning](#) course introduces procedures for conducting family violence screening, risk assessment and safety planning. Learners learn about the family law [Detection of Overall Risk Screen \(DOOR\)](#) framework, screening practices, thresholds of risk and safety planning.

Responding to Perpetrators of Family Violence

The [Responding to Perpetrators of Family Violence](#) course completes the suite of online training courses, and offers knowledge about perpetrators of family violence and draws from current research and professional expertise. The course costs \$55.

In-Agency training

The [Australian Institute of Social Relations](#) also has the capacity to roll this training out on an organisation level. If you are interested, please get in touch with us at 08 8245 8100 or email info@aisr.edu.au.



Housing and Homelessness in the News

News and media articles with relevance to the broader housing and homelessness sector.

[Impact Investment Has Potential to End Youth Homelessness](#) | Probono. October

[Governments need to work together on housing challenges](#) | DSS. October

[Single Working Women Locked Out of Rental Market](#) | Probono. October

[Can the private rental sector provide a secure, affordable housing solution?](#) | The Conversation. October

[Supportive housing is cheaper than chronic homelessness](#) | The Conversation. October

[Code Blue activated for rough sleepers in the CBD](#) | DCSI. September

[Women over 55 increasingly homeless](#) | ABC News. September

[TripAdvisor-style website allows social housing tenants to give maintenance workers star rating maintenance](#) | The Daily Telegraph. September

[Lessons from Finland: helping homeless people starts with giving them homes](#) | The Guardian. September

[Australia's first Tiny Homes Foundation project to be built for homeless on NSW Central Coast](#) | ABC News. September

[How a homeless hero saved man's life](#) | Perth Now. September

[An efficient and responsive housing market for sustainable urban growth and social inclusion](#) | Australian Policy Online. September

[Housing shortage for the disabled](#) | Gold Coast Bulletin. September

[Australia should 'pay for success' in tackling homelessness](#) | ABC News. August

[Victoria's first social impact bond to address drug and alcohol services](#) | AFR. July

[Cities will stop working without a decent housing policy](#) | InDaily. June

From Around the Web

Long-reads and links of interest from around the web.

[Areas with more poker machines have higher rates of domestic violence](#)

"We found a statistically significant correlation between poker machine density and police-recorded domestic violence rates among postcodes. This relationship existed even after accounting for the contextual factors listed above.."| **The Conversation**

[Surviving homelessness: Realities of life on the street](#)

"Housing options can often be inappropriate for different ages and genders. Some refuges I have stayed at have been so unsafe, I would rather sleep on the street." – Australians with first-hand experience of homelessness tell ABC Open what it is like living without a permanent home, and what needs to change to get people off the streets. | **ABC Open**

[Why 100 years without slum housing in Australia is coming to an end](#)

"...In Australia's early years, much of the housing stock was of poor quality, often overcrowded, and posed real risks to people's health...Now the same conditions that gave rise to substandard housing in the 19th century are returning in the 21st, with a likely similar outcome." | **The Conversation**

[The Human Cost of Zoning in Indian Cities](#)

"Land is not scarce in Delhi..There is enough land for everybody to live in a mansion. Delhi has nearly 20,000 parks and gardens. Large tracts of land remain idle or underutilized, either because the government owns it, or because property titles are weak... Delhi is one of the most crowded cities in the world, and there is great demand for floor space. But real estate developers are not allowed to build tall buildings." | **Foundation for Economic Education**



Housing SA – Key Contacts		
Carol Shard	Director, Statewide Services	820 70579
Geoff Slack	Director, Strategy and Reporting	820 70560
Suraya Naidoo	Senior Manager, Service Reform	820 70386
Julia Mangan	Manager, Housing Improvement Branch and Service Support	742 47215
Liz Francis	Manager, Service Delivery	820 70122
Sanjuga Vas Dev	Manager, Projects and Evaluation	820 70203
Janette Cheesman	Learning and Development Coordinator	820 70329
Kirsten Moyle	H2H Support Project Officer	820 70165
Lachlan McConnochie	System Administrator – H2H System Administrator/Project Officer	820 70224
Nicholas Mchawala	Assistant Project Officer, Sector Communications	820 70221
Housing SA	General	13 12 99
Housing SA	Maintenance	13 12 88
DCSI services and other useful contacts		
DCSI general inquiries		8226 8800
Office for Women		8303 0961
Domestic and Aboriginal Family Violence Gateway		1800 800 098
Disability SA		1300 786 117
Domiciliary Care		1300 295 673
Office for Youth		8207 0452
State Emergency Service		13 25 00
Trace-A-Place (emergency accommodation for under 25s)		1300 306 046
Emergency Psychiatric Helpline		13 14 65
Family Drug Support		1300 368 186
Gambling Helpline		1800 858 585

We want your thoughts!

Please take the time to [complete this quick survey \(2-5 minutes\)](#) and provide feedback on *People and Places* or contribute themes and article suggestions for future editions.

