

# Strong Management and Service Coordination



## Shelter Forum

10 June 2005



**BUILDING**  
South Australia



# Objective 4: Strong management and service coordination

## 1. Develop Housing Services SA

- “One stop shop” concept for information and advice
- Single process regardless of point of entry (office, e-channel, etc)
- Range of options for client profile
- Based on a model of:
  - enhanced customer value and
  - strong service principles (eg tell your story once)



## 2. Support the development of Housing Industry Recruitment to tackle workforce shortages

- Engage through planning processes with DFEST and key organisations eg Construction Industry Training Board
- National workforce agenda looking at issues such as ageing
- Non-Government Housing sector employee recognition and career paths
- DFC auspices Australian Housing Institute



## **Continue support for peak agencies and consumers to participate in policy and program development**

will be addressed as part of the Housing Structure Review  
objective to improve the effectiveness of advisory mechanisms  
ensure alignment with DFC Strategic Agenda – ***Connecting to the Future***



## Organise DFC to align with program priorities

DFC's Strategic Agenda 2005-8 – ***Connecting to the Future***  
launched 18 March 2005

- ❑ Objective 1: Affordable Housing Choices and Communities that Prosper
- ❑ Objective 2: High Needs Housing

Departmental Restructure to align with the Strategic Agenda

Other Departmental process to follow eg budget, business planning  
and risk management plans



# Housing Structure Review

- Announced 6/5/05
- Scope includes identification of gaps and current capacity capacity to deliver on State Housing Plan
- Goal to strengthen governance and management of housing system
- Leveraging to achieve enhanced customer value
- Consultation will utilise existing processes eg Housing Council -Community Sector
- Timelines: Stage 1 → Stage 2 → Change Management Process
- Next Step: development of Housing Services SA Annual Plan + Housing Services Business Unit Plans

