



# SHELTER SA PUBLIC FORUM ON THE HOUSING PLAN FOR SOUTH AUSTRALIA

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# BUILDING

South Australia

Housing Plan for South Australia



*“The role of the South Australian Housing Trust is to assist low income and special needs households and individuals to have access to appropriate housing. This is achieved by direct provision of public housing and through a variety of programs and services.*”

*...for some time the Trust has been a predominantly high need housing provider and will continue to focus on this client group increasingly in the future.”*

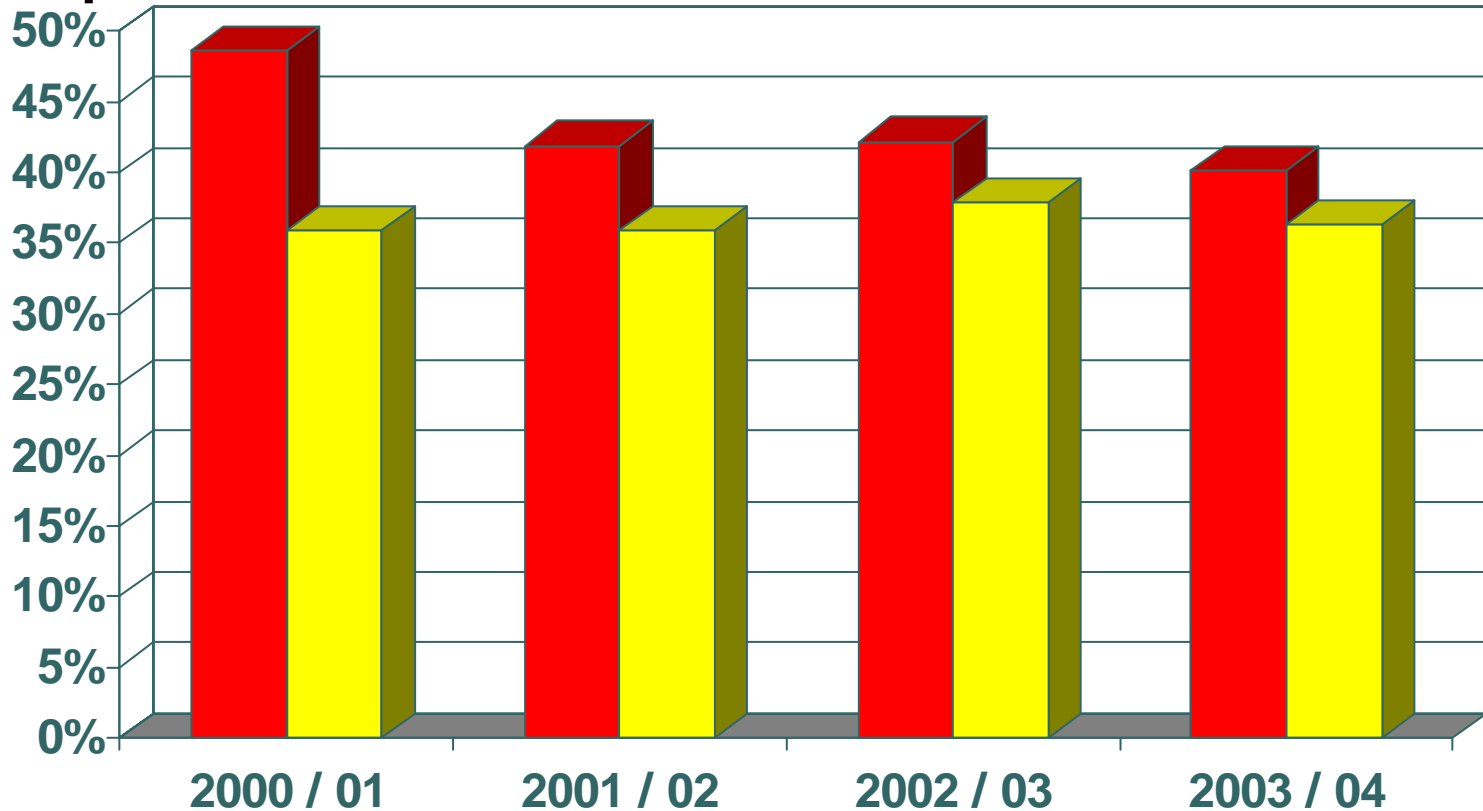


SOUTH AUSTRALIAN  
HOUSING TRUST

# Proportion of New Housing Allocations to Greatest Need

- Greatest Need is defined as low income households that at the time of allocation are homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk.
- ***Source: CSHA Performance Indicator Framework reported in the annual Report on Government Services published by the Productivity Commission***

# Proportion of New Housing Allocations to Greatest Need

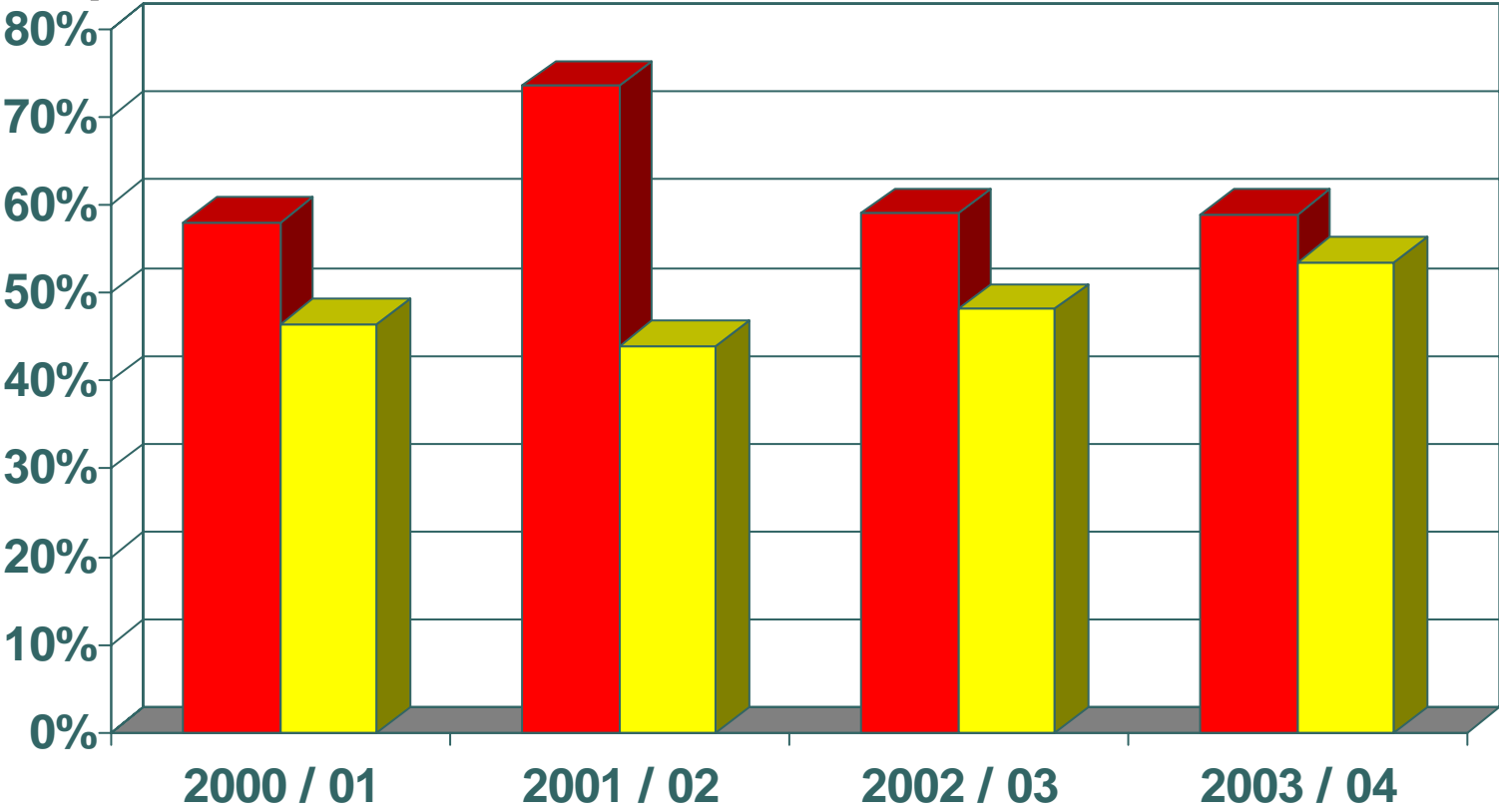


■ SAHT ■ Nat Avg

# Proportion of New Housing Allocations to Special Needs

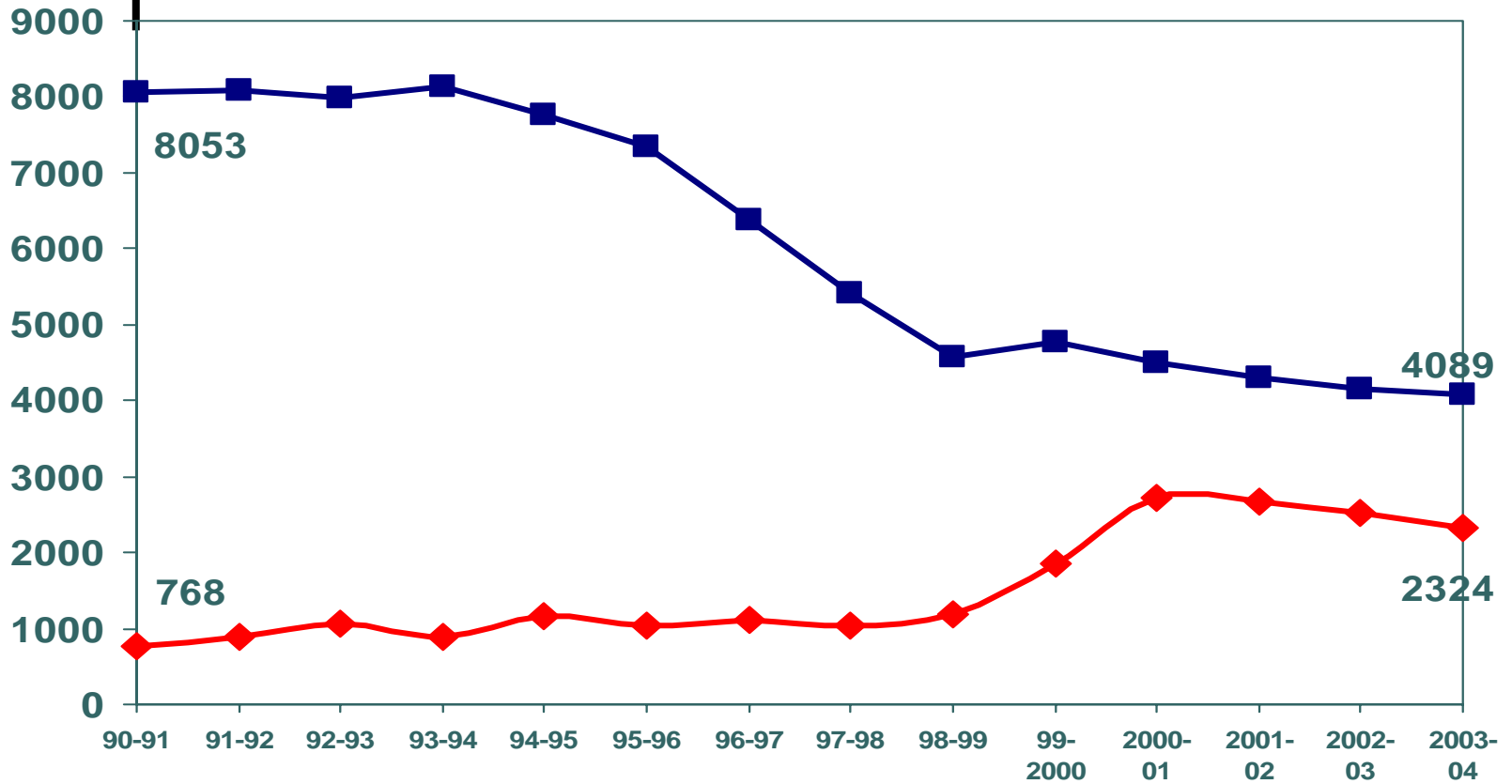
- Special Needs households are defined as those that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or a household defined as being indigenous.
- ***Source: CSHA Performance Indicator Framework reported in the annual Report on Government Services published by the Productivity Commission***

# Proportion of New Housing Allocations to Special Need



■ SAHT ■ Nat Avg

# New Allocations to Housing - Priority or Cat 1/2 - as a Proportion of all Allocations



◆ Priority Cat1/2 ■ All Allocs

# Higher Needs Indicators 2003-04 – Self Identified



Need	New Applicants	Wait List	New Tenancies	Private Rental Assistance
Disability	14.2%	12.3%	19.9%	8.8%
Homeless	12.4%	12.9%	10.5%	7.4%
Mental Health	8.3%	6.7%	11.5%	5.8%
Indigenous	6.6%	3.5%	7.0%	7.3%
Domestic Violence	4.7%	3.8%	4.8%	7.2%

# Additional High Needs Programs (2003-04 data)

- Supported Tenancy Scheme – 806 dwellings leased to 45 agencies (mainly SAAP funded) for homelessness or at risk services
- Disability Housing Program – 155 dwellings leased to disability agencies for people with significant disabilities
- Emergency Hotel/Motel Accommodation – 1051 occasions of assistance at a cost of \$0.19m
- Crisis Accommodation Program – Management of capital program for homelessness projects – 15 projects completed at \$5.3m in 03/04

# Managing Higher Needs Tenancies

- **Probationary Tenancies** - New allocations on a 6 mth lease – if meet COT can be rolled into ongoing lease
- **Home Visits** - Every tenancy formally visited every 2 years
- **Supported Tenancy Programs** - non-government agencies provide a range of specified support services to tenants. Jointly funded by the SAHT, AHA & Social Inclusion Initiative. Followed on from pilots developed and funded by SAHT & other agencies through early 2000s
- **Disruptive Tenants Policy** - new policy, procedures and system fully implemented in 2004
- **MOUs** – in final stages of development with SA Police and Mental Health
- **Housing Support Co-ordinators** – positions within each Trust region linking tenancies at risk with appropriate services and supports
- **Private Rental Liaison Officers** – concept developed by the Trust and funded through Social Inclusion to support vulnerable households accessing PRAS



# Managing Higher Needs Tenancies

- Future Service Delivery program established by Trust in recognition of the challenges of a more complex tenancy management task
  - Key objectives
    - Improved customer service – consistent advice and information
    - Less time on administrative tasks and more time on face-to-face tenancy management
    - Increased focus on engagement with other service providers
- FSD initiatives
  - Housing Managers now responsible only for tenancy management
  - Telephone Customer Service Centre (Aug 05)
  - Series of streamlined Business Process Improvements – (Oct/Nov 05)
  - Improved customer debt management system (Sept 05)
  - Electronic Document & Records Management System (2006)



# Challenges – Tenancy Management

- Requirement for intensive tenancy management for some 'High Needs' households
- Requirement for non-tenancy related supports and social support services
  - Availability and gaps in provision
  - Eligibility – targeted services
  - Service refusal or denial of need
- Community sustainability, cohesion and social mix issues (managing disruption and community expectations)
  - Challenging customers and challenging behaviours – Not all related to 'High Needs' customers
- Managing customer debt Asset implications – suitability of stock and location
- Staff skills, capacities and resilience

# Challenges – Meeting Demand

- Trust's role – not emergency or crisis accommodation
- Housing mismatch – stock not built for higher needs customers (i.e.: disability, noise transference, medium density – walk up flats & attached housing)
  - Over 60% of the Trust's wait list comprises single person households - existing higher density housing types appropriate in size for single households (i.e.: Cottage Flats, Walk Up Flats, Attached Town Houses, etc do not cater well for households with higher levels of need).
- Modification needs
- Urban renewal – the Trust is the State Government urban renewal authority – reconfiguring stock, lessening concentrations



# Conclusion

- The role for the Housing Trust as a predominantly high need housing provider is an evolving role
- To successfully manage higher needs tenancies a greater focus will be on
  - engagement with other agencies
  - program development
  - policy and procedural change
  - practice improvement
  - skilling of staff