

# Housing Matters 21 September 2017



## Open State - only 7 days to go!

South Australia's best minds will gather in Adelaide to share innovative ideas for South Australia's future - putting forward big ideas and calling for action in our State.



28 Sept – 8 Oct 2017, Adelaide, South Australia  
A festival of innovation, collaboration, ideas and enterprise

As part of South Australia's Open State and inspired by Shelter SA's [CapitalAsset](#), the **#BigIdeaSA** event will bring together disciplines and organisations that may not traditionally work together including developers, builders, planners, architects, economists, civil society and academics. As an audience member, you'll be motivated to think outside the square about how you or your organisation might work differently towards the future of our cities, infrastructure, housing, social impact investment and employment in South Australia. Join us as we demonstrate "big thinking" about future cities, urban renewal, design, employment, public policy and a live housing project that tackles environmental sustainability, social mix, the use of community land, high-quality design and social impact investment. Our international guest is Indi Johar, an architect and world leader in innovative social ventures.

For more information and to book your ticket for the **#BigIdeaSA** event on Friday 06 Oct 2017, 1:00pm-3:00pm - please click here: [Eventbrite](#) or visit the Shelter SA website: <http://www.sheltersa.asn.au/> If you are unable to attend, we encourage you to nominate a representative/s from your organisation or other interested associates to come along.

Please also share with your networks.

## Australia's quiet housing revolution on show

In the Adelaide Review this week, Nicolette Di Lernia (Executive Director, Australian Institute of Architects) writes about a quiet revolution happening in housing development in Australia, including Shelter SA's work. Housing affordability, urban sprawl, climate change and evolving lifestyle are prompting us to re-examine conventional development models and challenge housing stereotypes. The results of these explorations demonstrate the potential to transform the way housing, particularly in urban contexts, is conceived, funded and designed across the country. To read the article, click here: <http://adelaidereview.com.au/form/architecture-form/australias-quiet-housing-revolution-show/>

## Homeless Connect: Health and Housing Expo

Shelter SA's Homeless Connect: Health and Housing Expo will be held on Thursday 19 October in Whitmore Square. The aim of the Expo is to bring people on low incomes, who may be experiencing housing stress and services together in an effort to improve health, wellbeing and housing outcomes. The Expo has been a great success for over 10 years and we anticipate an estimated 600 participants will attend this year's event. Posters and flyers advertising the Expo will be distributed to service providers shortly, but if you'd like to share information about the Expo with your clients we can provide you with posters/flyers. Also if you'd like to volunteer to help on the day, please contact Bonnie at [sheltersa@sheltersa.asn.au](mailto:sheltersa@sheltersa.asn.au) or phone 8223 4077.

## Evaluation of Housing SA's new service delivery model

Housing SA's new service delivery model (NSDM) has now been rolled out in offices across South Australia. The NSDM is just under three years into its five year change program and was established to reform services to support people in a way that reflects Housing SA's service values and to establish a practice culture that considers the safety and wellbeing of its South Australian customers. The NSDM aims to provide support to Housing SA customers, identify people who may be at risk or vulnerable with a focus on children, provide a service response based on a customer's level of risk and vulnerability and connect people to supports and resources in their local community. Shelter SA acknowledges and commends Housing SA for its new service delivery model. Some key points from the evaluation are listed below:

- Under the NSDM, Housing SA customers are more likely to obtain a service based on their levels of risk and vulnerability – 87% of customers with a Risk Identification Tool received a service
- Housing SA tenants who need additional support are more likely to receive a flexible, integrated and tailored service – between 2014-2016, 61% of Tenancy Practitioner clients received between 2 to 7 months support
- Housing SA recognises the need to build greater 'place making' capability to link people into their communities – 35% of tenants and 53% of staff agreed with the statement "Housing SA staff encourage customers to get involved in their local community"
- Housing SA recognises the need to improve capability to ensure Aboriginal people consistently receive a culturally appropriate service – 16% of newly housed and 48% of long-term Aboriginal tenants who had a Risk Identification Tool completed received support
- Housing SA is building capability amongst service staff through training and recruitment – staff welcomed a stronger focus on training and reiterated the importance for all staff to have the same training so everyone receives the same message and understanding about practice
- The NSDM provides an effective service approach to address current customer need and cater for future customer scenarios – customers valued an integrated service and valued flexible services tailored to an individual's circumstances and needs, particularly in times of crisis.

Click to read the [full evaluation report](#), or click this link for the [evaluation summary](#).