



High Level - Engagement Plan

PURPOSE OF YOUR ENGAGEMENT

Following Council's request for a review of the Homelessness, Social Housing and Housing Affordability Policy and a Homelessness Roundtable to support the policy review, a new draft Homelessness Strategy – Everyone's Business, has been developed.

Extensive feedback was provided by key stakeholders in 2022 when consultation was undertaken for the Homelessness, Social Housing and Housing Affordability Policy. The new approach seeks further feedback to shape Council's involvement in homelessness prevention and early intervention.

Feedback from stakeholders will be sought to:

- Inform key stakeholders of Council's new draft Homelessness Strategy – Everyone's Business.
- Seek feedback on the draft Homelessness Strategy – Everyone's Business to ensure the identified goals and targets are in line with the needs of the community.
- Enable advocacy to the State and Commonwealth Government.

BACKGROUND INFORMATION

The Homelessness, Social Housing and Housing Affordability Policy was endorsed by Council on 10 May 2022. This followed engagement which took place between 24 January 2022 to 10 May 2022. Supporting people in the city who are vulnerable, homeless or at risk of homelessness, has been a long-term priority area for the City of Adelaide.

In June 2023 Council considered the 'Discussion Paper: People experiencing homelessness in the City of Adelaide'. The Lord Mayor hosted a Homelessness Roundtable on 10 August 2023 to seek feedback on:

- Key service gaps in current services for people experiencing homelessness.
- What practical things can the City of Adelaide do to add value to existing service provision? Things that have worked in the past and could be re-introduced?
- What are the opportunities and challenges with data collection? Can City of Adelaide help?

Feedback from the Homelessness Roundtable has shaped the draft Homelessness Strategy – Everyone's Business.

STRATEGIC LINK

City of Adelaide's Strategic Plan 2020-2024 provides the following overarching strategic directions and actions to support this engagement.

Adelaide: the most liveable city in the world.

- Outcome: Well planned and inclusive residential population growth
- Outcome: Functional Zero homelessness

- Action: Continue support for the Adelaide Zero Project and other initiatives to achieve functional zero homelessness (Action 1.3)
- Action: Support health and housing for vulnerable people and young people (Action 1.5).

City of Adelaide’s draft Strategic Plan 2024-2028 includes the following overarching strategic direction and actions to support this engagement:

Our Community

Action: Review of the Housing and Homelessness Policy, defining the role of Council in providing solutions and creating an action plan

LEGISLATIVE REQUIREMENTS

Council has no legislative requirement to engage on this Strategy. Council’s Community Consultation Policy will be used to guide the process.

TIMEFRAMES

Timeframes	Action	Comment
November 2023	Report to Committee and Council on the draft Homelessness Strategy – Everyone’s Business.	Identify key opportunities for change to Council policy and strategic direction.
22 November 2023 to 10 January 2024	Engagement (7weeks including Christmas closures)	<p>A range of tools will be used to communicate and seek feedback these include:</p> <p>Social and digital platforms</p> <p>Your Say Engagement Pack with Survey (hardcopy and online)</p> <p>Targeted stakeholder engagement including government agencies, city service providers, local government networks and with key resident and precinct groups</p> <p>Emails and website.</p>

LEVEL OF ENGAGEMENT

Level of Engagement	Inform	Consult	Involve	Collaborate	Empower
Goal	One way communication to provide balanced and objective information to assist understanding about something that is going to happen or has already happened.	Two way communications designed to obtain feedback on ideas, alternatives and proposals to inform our decision making .	Participatory process designed to help identify issues and views to ensure that concerns and aspirations are understood and considered prior to our decision making .	Working together to develop an understanding of all issues and interests to work out alternatives and identify preferred solutions for joint decision making .	We may facilitate the process and/or upskill community. Places final decision-making in the hands of the community.
Approach	We will share information about a decision or direction.	We will explore options , gain feedback and an understanding of your concerns and preferences.	We will involve you in the process so your ideas, concerns and aspirations are reflected in the alternatives developed or the final decision.	We will collaborate with you so your advice, innovation and recommendations are included in the final decision that we make together.	We will implement, or support you to implement what you decide .
Role of Stakeholder/Community	Listen	Contribute	Participate	Partner	Decide

EVALUATION PLAN

Feedback received through the consultation process will be collated and reported to Council via the finalised Homelessness Strategy.

The consultation will be evaluated with the following performance indicators:

- Feedback from stakeholders and community members
- Feedback about the process
- Timeframes adhered to.

TARGETED STAKEHOLDERS FOR ENGAGEMENT

- Aboriginal Community Housing Ltd (Tika Tirka)
- Aboriginal Sobriety Group Indigenous Corporation
- Aboriginal Sobriety Group Indigenous Corporation - MAP Bus
- Access 2 Place
- Adelaide Northwest Homelessness Alliance (ANWHA)
- Adelaide Zero Project
- Amelie Housing
- Anglicare SA
- Australian Alliance to end Homelessness
- Baptist Care
- Believe Housing Australia
- Carrington Cottage
- Catherine House
- Centacare Catholic Family Services
- Common Equity Housing SA
- Community Housing Ltd
- Cornerstone Housing Ltd
- DHS - Vulnerable People Framework
- Exceptional Needs (DHS)
- Housing Choices SA (Formerly Common Ground Adelaide Ltd)
- Hutt Street Centre
- Julia Farr Housing Association
- Junction and Women's Housing
- Lelan (Lived Experience Leadership Advocacy Network)
- Lived Experience Engagement Services (LEES)
- Lutheran Care SA

- Mental Health Coalition
- Minister for Human Services Minister for Human Services
- Mission Australia
- Neami National
- Nunkuwarrin Yunti
- Offenders Aid and Rehabilitation Services
- Purple Orange
- Relationships Australia South Australia
- SA Housing
- SA Network of Drug & Alcohol Services
- Salvation Army
- Shelter SA
- Sonder
- South Australian Alliance to end Homelessness
- St John's Youth Services
- St Vincent De Paul
- The Foundry
- Toward Home Alliance
- Uniting Care Westley Bowden
- Uniting Communities
- UnitingSA Housing Ltd
- Unity Housing Company Ltd
- Women's Safety Services SA