

**CITY OF ADELAIDE**  
**DRAFT HOMELESSNESS STRATEGY**  
**CONSULTATION SUMMARY**

30 JANUARY 2024

## Background

In February 2023 Council requested a new Homelessness Strategy to replace the Homelessness, Social Housing and Housing Affordability Policy endorsed in May 2022. Council was seeking separate strategies for housing and homelessness that propose an increased role for Council in both the housing and homelessness sectors.

The draft Homelessness Strategy highlights the intent of the City of Adelaide to take a proactive role in ending homelessness by focussing on prevention and early intervention.

## Public Consultation and Responses

Consultation ran from 23 November 2023 to 19 January 2024 with extensions provided to several agencies at their request.

Stakeholders from 78 organisations, including a range of State Government agencies, community housing providers, development industry, community groups and not for profit organisations were emailed asking for their feedback on the draft Homelessness Strategy. In some cases, they were also asked for feedback on the draft Housing Strategy.

Online engagement was undertaken through YourSay.

Individual meetings were held with the following organisations:

- South Australian Alliance to End Homelessness
- Adelaide Zero Project

## Response to Engagement and Submissions

A total of 20 written submissions and 30 YourSay submissions were received and are summarised in this document (Table 1 to Table 3).

Written feedback was received from:

- Shelter SA
- Catherine House

- BPW SA
- Adelaide Day Centre
- Salvation Army
- South Australian Network of Drug and Alcohol Services (SANDAS)
- South Australian Alliance to End Homelessness and the Adelaide Zero Project
- Hutt Street Centre
- State Planning Commission
- Housing Choices South Australia
- St Vincent De Pauls
- AHA|SA
- South Australian Housing Authority

The response to the online YourSay engagement was as follows:

- **1,369 ‘Aware’ visitors:** these are unique visitors, which could be individuals or individuals visiting on behalf of organisations.
- **364 ‘Informed’ visitors:** these are visitors that have explored the available consultation materials more closely to learn more about the Strategy by browsing through the consultation information available.
- **30 “engaged’ visitors:** these are the people who have submitted feedback through the online survey.
- **50 Written submissions** – 30 via YourSay and 20 emailed or written.

## Key Themes arising from Consultation

The key themes arising from written responses to the consultation and meetings include:

- Overwhelming support for the Homelessness Strategy and targets proposed.
- Greater partnership approach in funding particularly core service funding needed for advocacy

- Intersectional responses are required
  - Support for more low-barrier, short-term accommodation
  - More permanent Supportive Housing e.g. Common Ground
  - Consider alternative housing options with Tiny Homes frequently suggested
- Aboriginal identified positions in City of Adelaide to provide input and advice into the homelessness response
  - Practical support needed such as food security
  - Amenity improvements such as public toilets, showers, drinking fountains, lockers, bike storage.

**Table 1 Summary of written submissions on Draft Homelessness Strategy**

| Submission Summary   | Response   |
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| <b>Shelter SA</b>  |  |
| <p>Shelter SA notes the lack of crisis, supported and long-term social housing and suggests that the Housing and Homelessness Strategies focus on the principle of housing first including crisis beds and a permanent night shelter.</p> <p>The Unity Housing Company’s ‘The Terraces’ is cited as the Gold Standard for supported accommodation. Suggested strategies include activating vacant residential properties and encouraging resident involvement in Homeshare services.</p> <p>Shelter SA also notes the governance value they can provide for the homelessness sector with further Council or State Government funding.</p>  | <p>Noted. Support for housing first approach. The Strategy supports transitional and supported accommodation; and partnerships.</p>  |
| <b>Catherine House</b>   |  |
| <p>Catherine House supports Council’s approach in general and the move to have social workers in city libraries. A more contemporary approach to images representative of homelessness is advised as is the need for person centred language e.g. ‘people with no shelter’ or ‘people sleeping out’ rather than ‘rough sleepers’.</p> <p>Catherine House suggests a number of bold moves and actions including:</p> <ul style="list-style-type: none"> <li>• <b>Provision of overnight</b> low barrier shelter at little or no cost.</li> <li>• Tiny Home Communities in the Park Lands with shared amenities in addition to <b>high</b>-rise, high-density city housing options.</li> <li>• Code Red/Blue accommodation and service options available at all <b>times</b>.</li> </ul> | <p>Noted. Broad support for the Strategy.</p> <p>Refinement made to images and language as suggested.</p> <p>Bold moves and actions noted. Viability of ongoing code red/blue responses to be investigated alongside pressing need for short term accommodation and ongoing housing options.</p> <p>Work with partner agencies can occur to investigate viability of locker provision.</p> <p>Investigate streamlining grant fundings processes will form part of grants policy review.</p> <p>Alternative partnership models will be explored as a part of the implementation of the Homelessness Strategy.</p> |

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| <ul style="list-style-type: none"> <li>• <b>Lockers available for people experiencing homelessness to safeguard their personal possessions.</b></li> <li>• <b>Reducing the administrative work required to apply for acquit annual strategic grants of key inner city homelessness services.</b></li> <li>• <b>Ensuring that both people with lived experience of homelessness and key services are consulted and engaged in the strategy implementation.</b></li> <li>• <b>Exploring</b> alternative interim accommodation including repurposed buildings, increased high quality lodging, rooming and or boarding houses.</li> </ul> | <p>Meaningful engagement of lived experience will be investigated alongside need for support for ongoing sector advocacy capacity. Refinement made to existing principle.</p> |
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**Adelaide Day Centre**

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| <p>Adelaide Day Centre suggest focus on practical, everyday solutions including funding (for food parcels, blankets/sleeping bags, advocacy through Shelter SA), emergency accommodation which considers alternative housing models (module housing, converted shipping containers, Tiny Homes, provision of land for temporary villages, residential parks and co-operative housing).</p> <p>Policy changes are needed to:</p> <ul style="list-style-type: none"> <li>• Increase resourcing to provide wrap around services in general and particularly for hard-to-place people,</li> <li>• Increase the availability of Housing SA homes and other forms of housing, including repurposing unused properties,</li> <li>• Review processes around eviction and addiction to increase services and reduce criminality around drug and alcohol problems,</li> <li>• Improve emergency accommodation criteria</li> </ul> <p>At the micro level these can be:</p> <ul style="list-style-type: none"> <li>• Funds for food parcels for those who hunger.</li> <li>• Funds to replenish the supply of blankets and sleeping bags for those homeless.</li> <li>• Funds for Shelter SA to allow their advocacy and lobbying function to develop further as the crisis deepens.</li> </ul> | <p>Partnerships which facilitate provision of practical support will be investigated through implementation.</p> <p>City of Adelaide’s Community Impact Grants program provides financial support to eligible clubs, groups, educational institutions, organisations, and residents to help deliver the Council Strategic Plan outcomes including providing support to initiatives to achieve functional zero homelessness.</p> <p>The Strategy includes advocating for support services and housing. This includes advocating for funding and development of public and social housing.</p> <p>City of Adelaide has developed a Housing Strategy to increase housing supply, address affordability issues and reduce housing stress. This includes new housing models and housing choice.</p> |
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| <ul style="list-style-type: none"> <li>• More emergency accommodation for those unable to access services when they find themselves homeless.</li> <li>• <b>At the macro level the crisis is hindered by:</b></li> <li>• <b>The lack of government resources.</b></li> <li>• <b>The lack of Housing Trust homes.</b></li> <li>• <b>An ‘Anti-Social Behaviour Policy’ which is an evictions process and should be scrapped.</b></li> <li>• <b>The fact drug and alcohol problems are being dealt with as ‘criminal offences’ rather than as socially constructed addictions needing improved service input.</b></li> <li>• <b>The fact</b> that a lack of resources amongst service providers exists, especially in relation to wrap around services.</li> </ul> <p>Some macro solutions at the housing level:</p> <ul style="list-style-type: none"> <li>• <b>More Housing Trust homes.</b></li> <li>• <b>More</b> ‘other’ forms of housing including utilising unused Adelaide Council properties.</li> </ul> |   |
| <b>BPW SA</b>  |   |
| <p>BPW express particular concern about the housing stress experienced by single older women facing homelessness. This demographic expresses an overwhelming preference to have their own home, and for that home to be permanent and safe so they will not be homeless again and can be supported as they age. They are less concerned about the size of the dwelling, as long as it has the essentials (kitchen and bathroom) and offers independence, safety and security. BPW note that suitable options are often disallowed by State and Council planning regulations and request the removal of bureaucratic barriers to group setting co-housing with women in similar circumstances (including granny flats; tiny houses sharing a block of residential land).</p>  | <p>City of Adelaide has developed a Housing Strategy to increase housing supply, address affordability issues and reduce housing stress. This includes new housing models and housing choice.</p> |
| <b>Salvation Army</b>  |   |
| <p>Salvation Army supports the concept of social workers in libraries and ongoing strong communication with Council staff and the Towards</p>  | <p>Noted. Support for social workers in libraries and partnerships.</p>   |

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| <p>Home Assertive Outreach team. Outreach outcomes would be enhanced through exemption from parking restrictions during key times (7:30am and 9:30am, and 4pm - 7pm).</p> <p>It is critical there is a strong connection and communication between us and CoA. This has had varied success at times, but when it works well, it is very beneficial for both Council and Toward Home thanks to the shared communication and action to address issues.</p> | <p>Administration works with the assertive outreach team to develop more effective communication, connections, and collaboration mechanisms to create consistency and strengthen the outcomes for people experiencing homelessness.</p> <p>We note the concerns regarding parking for the Salvation Army and the broader Toward Home Alliance Resolve Team as a matter for further discussion.</p> |
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**South Australian Network of Drug and Alcohol Services (SANDAS)**

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| <p>SANDAS welcomes the focus on establishing wrap around services, noting the need for inclusive governance and integration processes, further engagement with the non-government homelessness sector identifying the roles that NGOs play in proposed governance models. The implementation model requires further strategic exploration of homelessness in relation to mental health, social exclusion and client complexity in relation to addiction to alcohol and other drugs.</p> <p>The Strategy should focus on developing Aboriginal led housing and homelessness solutions involving both direct employment of Aboriginal homelessness staff and collaboration with Aboriginal Community Controlled Organisations. Specific information is required about Closing the Gap accommodation types with minimum standards. There is significant need for increased availability of short-term accommodation for homeless people in general and Aboriginal and Torres Strait Islander people in particular the city. A Park Land camp area does not constitute an equitable, adequate, or long-term solution. The submission raises:</p> <ul style="list-style-type: none"> <li>• Loss of 20+ beds at the Aboriginal Sobriety Group facility</li> <li>• Need to rebuild the 53 bed Linsell Lodge facility (Whitmore Square), currently proposed for demolition.</li> <li>• Need for post hospital stays hostel/hotel accommodation for people with complex mental health, alcohol and other drug issues.</li> </ul> | <p>Noted. Support for wrap around services and partnerships.</p> <p>Changes have been made to the final Homelessness Strategy to strengthen the recognition that people experiencing homelessness have complex needs and will require more intensive and longer- term engagement.</p> <p>The Strategy is refined to clarify the role of SA Homelessness Alliances and partners.</p> <p>In implementing the Strategy, City of Adelaide will work with partner agencies to co-design, co-lead and co-deliver with Aboriginal and Torres Strait Islander people and other levels of government, transitional accommodation solutions and identify long-term strategies to address housing outcomes.</p> <p>The Strategy commits to advocating for and supporting culturally appropriate accommodation and services for Aboriginal and Torres Strait people experiencing or at risk of homelessness or housing insecurity.</p> <p>The Strategy includes advocating for funding and development of public and social housing.</p> <p>A key target in the Homelessness Strategy is City Amenities – to make our public amenities including public toilets, drinking water, charging points and places of shelter available to the public 24 hours a day, seven days per week and located across a range of</p> |
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- Need for further public toilets, showers, drinking fountains and locker storage in multiple city locations, with links to service provision.
- Value of bike storage options for people experiencing homelessness (perhaps through the Adelaide Community Bike Workshop)
- Value of engaging frontline Council staff in education about services to enable relevant sharing of information.

The need to employ client facing specialist homelessness support workers from Aboriginal and Torres Strait Islander and cultural and linguistically diverse backgrounds.

key city locations (*Goal 3*). City of Adelaide will work towards this target across the life of the Strategy.

City of Adelaide’s Community Impact Grants program provides financial support to eligible clubs, groups, educational institutions, organisations, and residents to help deliver the Council Strategic Plan outcomes including providing support to initiatives to achieve functional zero homelessness.

City of Adelaide will continue to support and train employees to build capacity. Partnership opportunities will be explored as a key to successful implementation of the Homelessness Strategy.

**State Planning Commission**

Councils Homelessness Strategy Goals align with the State Planning Commission (SPC) goals. The SPC would be interested in working with Council on opportunities and planning interventions to facilitate greater, more equitable housing choices in the City.

Encouraged that the four outcomes proposed by the State Planning Commission (Commission) in the Discussion Paper appear to align well with the goals set out in the draft Housing and Homelessness Strategies. We are enthusiastic to explore the opportunity these present for a collaborative, and mutually supportive work program, between Council and the Commission.

Regarding the draft Homelessness Strategy, I provide the following general comments. One of the “Bold Moves” identified in the strategy is to Leverage Planning Policy which is to be achieved by submitting a proposal to amend the Planning and Design Code by 2025, to facilitate improved housing supply and choice. As identified above, one of the outcomes the Commission is seeking from the new GARP is a greater choice of housing in the right places, and we would be interested in working with Council on the opportunities and planning interventions that assist in facilitating greater, more equitable housing choices

Noted. Alignment with State Planning Commission goals.

Partnership opportunities will be explored as a key to successful implementation of the Homelessness and Housing Strategy.

Refinement to Bold Move – Leverage Planning Policy, is made to reflect a partner approach.



## South Australian Alliance to End Homelessness and the Adelaide Zero Project

The SA Alliance to End Homelessness and the Adelaide Zero Project (SAAEH and AZP) welcomes Council's support of a 'housing first' approach to homelessness and note the need for:

- Joined up initiatives around housing supply and homelessness including permanent supported housing options.
- A focus on prevention and early intervention to achieve zero functional homelessness
- A focus on non-recurring homelessness. i.e. a rare, short-term (brief) and non-recurring experience.
- The inclusion of the Supported Accommodation Assistance Program Act (SAAP) 1994 should be referenced. The SAAP Act acknowledges that homeless people form one of the most powerless and marginalised groups in society. Responses to their needs should aim to empower and to maximise their independence.
- SAAEH and AZP supports
  - Goal 2, Closing the gap – Aboriginal and Torres Strait People have equitable outcomes.
  - Goal 3, Safety, and support – People are safe and Recommends (5) the inclusion of the words and have access to support to this goal.
  - Goal 4, Wellbeing, and connection – People are well and living connected lives ...within their communities.
  - the inclusion of three additional goals:
    - Inclusivity and Voice
    - Preventing, Reducing and Ending Homelessness, starting with Rough Sleeping

Noted. Support for a housing first approach.

Minor changes have been made to the Strategy to strengthen the content as per the suggestions from the South Australian Alliance to End Homelessness and Adelaide Zero Project.

Reference to the Supported Accommodation Program Act (SAAP) 1994 has been added into the Homelessness Strategy.

Additional goals have not been included however the key principles of inclusivity and voice; preventing, reducing and ending homelessness; and transparency, accountability and reporting have been included within the existing goals and principles including refinement of language.

Engaging with people with lived experience of homelessness and at risk of homelessness has been added as a principle within each of the goals.

Greater clarification on meaning of structural factors inserted into the drivers of homelessness.

During the Strategy's implementation City of Adelaide will consider opportunities to advocate in partnership with Homelessness services to private sector sites access.

The resource plan included with the Strategy is a recurrent budget resource plan. Allocation of funding to the Adelaide Zero Project occurs through the annual business plan budget process and is aligned to State Government funding to the Adelaide Zero Project.

The Strategy acknowledges the important role transitional and supportive housing play in preventing people from reentering homelessness.

The Strategy is amended to include an advocacy role for mobile health units.

- Transparency, Accountability and Reporting with the inclusion of a Council lead annual housing and homelessness summit, whilst also retaining the annual homelessness roundtable.

- The inclusion of permanent supportive housing (like Common Ground).
- Sustaining people in housing needs to be supported by wrap-around services, including case management services based on duration of need'
- Ensuring strategy and policy focus intent is on the improvement of systems whilst assisting, supporting individuals. Noting that homelessness is not a choice, homelessness is a result of failed, broken systems.
- Notes that homelessness is not just about housing, it is also about having access to timely, required supports, enabling the person, the family to maintain, sustain their housing whilst participating within their communities, including education, employment etc.
- Suggests the inclusion of Permanent Supportive Housing as a core housing segment, a proven, sustainable housing outcome, with accompanying supports, for people exiting out of homelessness.
- Welcomes Council's role in the advocacy space including the identified role of Advocate for whole of government responses, across all tiers, to address systemic barriers to access to services and supports.
- Welcomes the Council's commitment towards stronger correlation between homelessness and related systems including mental health however recommends broadening the advocacy scope to include hospitals, corrections, employment services, etc.
- Welcomes the focus of Council within the draft Strategy on accessible and affordable healthcare options.

The Governance and Collective Impact section of the draft Strategy has been updated to include the following wording:

*The SA Homelessness Alliances are now well established. City of Adelaide will continue to work collaboratively with the Homelessness Alliances, South Australian Alliance to End Homelessness, and other key stakeholders, **and support best-practice, evidence-based approaches to coordinated service delivery.***

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| <ul style="list-style-type: none"> <li>○ A multi-dimensional approach is suggested in the establishment of a Priority Care Centre, SAAEH and AZP recommends Council’s advocacy approach to be inclusive of: <ul style="list-style-type: none"> <li>▪ Additional and integrated on site health care responses within existing homelessness and connected services,</li> <li>▪ Additional and integrated health care responses via assertive outreach services and</li> <li>▪ The establishment of a mobile multi-disciplinary health care unit van which could also include pet care for the provision of accessible, free, low-cost health care services that divert people from emergency departments. (NSW example)</li> </ul> </li> </ul> <p>SAAEH and AZP supports the:</p> <ul style="list-style-type: none"> <li>○ Inclusion of the following wording - The SA Homelessness Alliances are now well established. City of Adelaide will continue to work collaboratively with the Homelessness Alliances, South Australian Alliance to End Homelessness, and other key stakeholders, supporting the success of this best-practice, evidence-based approach to coordinated service delivery.</li> <li>○ Provision of managed public amenities including public toilets, drinking water, charging points and places of shelter are available to the public 24 hours a day, seven days a week and located across a range of key city locations.</li> </ul> <p>SAAEH and AZP acknowledges the support of the City of Adelaide and recommends (16) the inclusion of the Adelaide Zero Project to the schedule listed.</p> |  |
| <b>Hutt Street Centre</b>  |  |
| <p>The Hutt St Centre suggests:</p> <ul style="list-style-type: none"> <li>● The need for diversity to maintain the city vibrancy.</li> </ul>  | <p>The Strategy recognises the need for diverse accommodation options including affordable and subsidised accommodation alongside private ownership.</p> |

- Differentiation be embedded with affordable and subsidised accommodation alongside private ownership.
- Further questioning of short-term rentals.
- As the owner of several multi-story carparks the opportunity for better utilising space rests within council too.
- Establishing Edwards Park Hub (Safer Place to Gather) as a more permanent option to address the housing requirements of (some) Aboriginal and Torres Strait Islander peoples.
- That the aim for Aboriginal and Torres Strait Islander peoples to represent 2% of council employees by June 2024 should be increased to 5%.
- Examples of 'hostile' city architecture should be removed.
- That lockers be provided with timed door openings in known hot-spot areas of people experiencing homelessness.
- That the strategy should acknowledge climate change as having a significant impact upon homelessness.
- All outward facing Council staff have training in awareness and engagement techniques with people experiencing homelessness. Providing social workers in libraries is a commendable goal.
- That the impacts of fluctuating event related accommodation and its impact on accommodation availability be recognised.
- Hutt St Centre has long campaigned for more public toilets, water fountains and garbage bins in the Parklands particularly when services are closed.
- That Council:
  - develop a position on the concept of 'tiny homes'
  - set aside areas that provide security, lighting, personal hygiene facilities, electrical outlets and garbage bins
  - explore how better to utilise city vacant properties by identifying incentives for building owners to promote

Bold move (co-design of Transitional Accommodation) in Goal 2 of the Strategy facilitates co-design for transitional accommodation with Aboriginal and Torres Strait Islander people and other stakeholders.

A number of opportunities are raised by the Hutt Street Centre that will be considered as potential opportunities during the implementation of both the Housing Strategy and the Homelessness Strategy such as availability of lockers, training and awareness of City of Adelaide staff and need for more short term accommodation.

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| <p>occupation, as well as considering penalising owners of vacant properties.</p> <p>This strategy needs to have the ability to flex, that is, as circumstances change the strategy may need to shift in innovation and partnership with Government and non-Government Services.</p>   |   |
| <b>Housing Choices South Australia</b>   |   |
| <p>Housing can impact on anyone, rental availability and affordability and housing costs in Australia relative to income are causing a housing crisis. Homelessness of itself is a traumatic and debilitating experience that impacts on individuals in many ways and trends point to this increasing as the housing crisis continues to deepen.</p> <p>Given this Housing Choices encourage City of Adelaide to:</p> <ul style="list-style-type: none"> <li>• change imagery around homelessness to depict the contemporary face of homelessness in support of raising <b>public understanding</b>;</li> <li>• <b><i>consider initiatives that could help to disrupt the major structural societal deficits feeding homelessness; income inequality and housing unaffordability;</i></b></li> <li>• <b><i>exploring ways to increase input from those with lived experience of homelessness;</i></b></li> <li>• <b>a strong local government land contribution to maximise the number of affordable housing outcomes for low and very low-income earners;</b></li> <li>• <b>explore alternative models of affordable homes including for Aboriginal and Torres Straits Islander people;</b></li> <li>• <b>support organisation investing in long term housing options;</b></li> <li>• <b>consider creating dedicated community spaces for people without any form of shelter to have respite from the elements</b></li> <li>• <b>build</b> community knowledge and understanding of causes and impacts of homelessness on individuals;</li> </ul> | <p>Imagery is changed to reflect a more contemporary face of homelessness.</p> <p>Engaging with people with lived experience of homelessness and at risk of homelessness lived experience has been added as a principle within each of the goals.</p> <p>Implementation of the Housing Strategy the City of Adelaide will consider different models and options to increase housing supply across the housing spectrum in partnership with other stakeholders.</p> <p>A new role statement is included in Goal 4 to recognise the role City of Adelaide has in building community knowledge and understanding of causes of homelessness and impacts on individuals.</p> |

- **addition** of education as a role.

**SA Housing Authority, Department of Human Services**

**Recommendation 1: Apply a strengths-based and culturally appropriate lens.**

In particular:

- strengths-based language that focuses on a person’s abilities, talents and resources supports empowerment, builds self-esteem and removes stigma for people impacted by housing insecurity.
- Homelessness in the context of the systemic challenges and impacts on an individual, rather than the inference of an individual’s inability to participate or overcome problems.
- Service provision delivered for people, rather than to people.
- Positive measures and indicators focused on the empowerment of clients that focus on strengths and positive outcomes, rather than problems to overcome.
- enhance the inclusion of strengths-based language.
- Opportunity to engage with the First Nations Voice to Parliament in South Australia, once established, as it will be a key partner in transforming the way local and state government decisions are made that affect Aboriginal people.

A review of the Strategy has occurred within a strength based and culturally appropriate lens based on the suggestions from the SA Housing Authority.

A new role statement is included in Goal 2 to establish a relationship with the First Nations Voice to Parliament in South Australia to influence the way decisions are made that affect Aboriginal people.

**Recommendation 2: Promote the tangible community development role of local government in responding to homelessness within the City of Adelaide Local Government Area (LGA).**

Recognition of the power of collective impact approaches to addressing complex issues and the need to work together to address shared challenges.

Noted. Support for goals. Alignment with SA Housing Authority approaches.

The City of Adelaide will continue to work in collaboration and as a part of the collective impact approach to address shared challenges.

City of Adelaide has committed to the Adelaide Zero Strategic Partnership until June 2024, funding beyond June 2024 will be considered as a part of the 2024/25 budget process.

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| <p>The SA Housing Authority is very supportive of the goals set out by the City of Adelaide in its commitment to working to end homelessness</p> <p>These goals and the focus on community development underpins Local Government’s valuable role to partner with the 4 regional homelessness alliances and state-wide domestic and family violence alliance, and their partners.</p> <p>General</p> <p>Contextualise Council’s role in responding to homelessness within the geographical boundary of the City of Adelaide Local Government Area, including in partnership with the State Government and local service providers to contribute to broader state-wide approaches.</p>  |  |
| <p>Goal 1: Housing – people have a place to call home</p> <p>Recognition of:</p> <p>South Australia becoming the world’s second Vanguard state in 2022, following the City of Adelaide and State Government jointly signing a Memorandum of Understanding in 2017. Commitment of the City of Adelaide to continue to work collaboratively with the Towards Home Alliance and the state-wide Domestic and Family Violence Alliance. Recognition of the City of Adelaide’s positive engagement in inter-agency approaches has been critical to the successful adoption of this best practice approach to coordinated service delivery in the City of Adelaide.</p> <p>This level of maturity provides the opportunity for the City of Adelaide to share its approaches and learnings with other South Australian councils.</p> <p>Opportunity to expand partnerships to include Women’s Safety Service SA as a part of the Bold Move: Housing Support and Tenancy Reform Program</p> <p>To support this goal of “having a place to call home”, DHS and the SA Housing Authority recommend having specific strategies and approaches that would address the particular challenges and</p> | <p>Recognition of Council’s commitment to Memorandum of Understanding with the Institute of Global Homelessness (IGH) to Vanguard City has been added to the Introduction.</p> <p>The City of Adelaide will continue to share its approaches and learning with other South Australian councils. This has been added to Goal 4 of the Strategy as a new role statement.</p> <p>Refinement to Bold Move – Housing Support and Tenancy Reform in Goal 1 to include a reference to Women’s Safety Service SA.</p> <p>City of Adelaide will explore partnership opportunities for the successful implementation of the Housing Strategy and consider different approaches for different groups of people within the community</p> <p>Engaging with people with lived experience of homelessness and at risk of homelessness lived experience has been added in as principle within each of the goals.</p> |

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| <p>circumstances of different groups of people within the community. For instance:</p> <ul style="list-style-type: none"> <li>• young people are a particularly vulnerable cohort who experience difficulties in securing long-term accommodation and face limited options when trying to access existing crisis and transitional accommodation. This is exacerbated for young people with complex needs Increased wrap-around support ( Opportunity to partner with NGOs who provide services to young people within the Adelaide CBD.</li> <li>• families that are receiving a case management service response in South Australia’s Child and Family Support System.</li> <li>• Research from La Trobe University suggests that LGBTIQ+ people experience disproportionately high rates of homelessness.</li> <li>• The perspectives of those with lived experiences could be a key factor in the success of initiatives such as the draft Homelessness Strategy.</li> </ul> |   |
| <p>Goal 2: Closing the Gap – Aboriginal and Torres Strait people have equitable outcomes</p> <ul style="list-style-type: none"> <li>• The Strategy may benefit from more detail on how it will contribute to meeting the targets under Outcome 9 of Closing the Gap and alignment of the Strategy with the with the SA Aboriginal Housing Strategy 2021-2031.</li> <li>• Housing, homelessness, temporary accommodation for visitors, and the experiences of Anangu living in and visiting Adelaide, could be areas of consideration.</li> </ul>  | <p>City of Adelaide’s 2024-27 RAP will address some of the other pillars that contribute to Closing the Gap. We recognise that no organisation can do this by themselves and by working with partners like the Safety and Wellbeing Taskforce we hope to be able to contribute to addressing some of the barriers Aboriginal and Torres Strait Islander people face.</p> <p>The City of Adelaide recognises the SA Aboriginal Housing Strategy 2021-2031, during implementation and development of key partnerships including the State Government</p> <p>Goal 3 commits to exploring options for temporary accommodation for Aboriginal visitors and exploring longer term housing strategies.</p> |
| <p>Goal 3: Safety and support – people are safe</p> <ul style="list-style-type: none"> <li>• An understanding of domestic and family violence could be embedded more strongly across all areas of the Homelessness</li> </ul>   | <p>The Strategy has been strengthened by identifying that domestic and family violence as a driver of homelessness for women and children.</p>  |



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| <p>Strategy that reference safety. Suggest the Strategy could be strengthened by identifying domestic and family violence as a driver of homelessness for women and children specifically, noting that it is the leading reason why women and children leave their homes in Australia. Recommend including a principle regarding identifying and providing proactive referrals to appropriate specialist services for people who are homeless and experiencing domestic and family violence.</p>  | <p>Principle under Goal 3 added to the Strategy regarding proactive referral to appropriate specialist services for people who are homeless and experiencing domestic and family violence.</p> <p>Opportunities will continued to be explored in collaboration with stakeholders to determine appropriate refuge responses for women, children and young people.</p> |
| <p>Goal 4: Wellbeing and Connection – People are well and living connected lives</p> <ul style="list-style-type: none"> <li>This goal could be strengthened to broaden the response for women, children and young people seeking refuge from violence and homelessness, particularly after hours, and at other times when libraries and community centres are closed.</li> </ul> <p>This goal could also be strengthened through extension of social work or other supports in libraries to Community and Neighbourhood Centres. Connection to DHS funded services such as the Financial Wellbeing Program, Community and Neighbourhood Development Program and the Community Connections Program (CCP) are potential sources of support.</p>                       | <p>A new role statement is included in Goal 4 to partner with the State Government to connect people to services such as programs for financial wellbeing, neighbourhood development and community connection.</p>   |
| <p><b>Recommendation 3: Consider how housing first fits across a joined-up housing and homelessness approach.</b></p> <p>A key focus of the SA Housing Authority in 2024 is currently reviewing its strategic documents and frameworks to enable more cohesion and make explicit the interdependencies that exist across the housing and homelessness system. The connection and alignment between strategies that influence the housing system is a key focus for the SA Housing Authority in 2024.</p> <p>Opportunity to articulate the connection between the housing and homelessness strategies, potential to do this through highlighting anticipated points of cross- impact and using consistent language and by adopting consistent layout and format.</p> | <p>Both the Housing and Homelessness Strategies acknowledge a relationship between the strategies in achieving the outcomes. Both will be monitored closely through implementation for opportunities to progress related outcomes.</p>   |

|  |   |
|--|---|
| <p><b>Recommendation 4: Clarify and align the targets, Bold Moves and Role activities with Council’s function and community development focus and impact.</b></p> <p>Goal 1: Housing – people have a place to call home</p> <p>At both a Commonwealth and State level there is a growing shift towards outcome measurement to understand impact and contribution of programs, initiatives, and interventions. The SA Housing Authority encourages clarification or revision of the the target “Housing outcomes – 29 State Government housing outcomes per month are provided in the City of Adelaide for people experiencing homelessness to 2026”. This is due to the number of housing outcomes required varying over time as the number of homeless people on the By Name list changes. The AZP housing outcomes are a combination of public, community and private housing, so it requires a broader focus than public housing and reduces the accountability for housing outcomes.</p>   | <p>Goal 1 has been revised to recognise the fluidity of the housing number and to recognise that the state government is not the only provider of housing outcomes.</p>   |
| <p>Goal 2: Closing the Gap – Aboriginal and Torres Strait Islander people have equitable outcomes.</p> <p>Opportunity for the City of Adelaide to reflect and consider approaches to progress the four Closing the Gap Priority Reforms and to identify the activities, targets and outcomes it will be responsible for within the Strategy.</p> <p>An opportunity for the draft Homelessness Strategy to distinguish between Aboriginal people living in Adelaide experiencing homelessness and Aboriginal visitors from other communities who are in the Council areas for the short-term owing to a range of factors. By distinguishing between these distinct but overlapping groups will support understanding of the different approaches that may be required.</p> <p>DHS advocates for the strategy to prioritise culturally appropriate, short to medium term accommodation options for remote Aboriginal visitors.</p> <p>Finding ways to meet the service needs and address the systemic challenges faced by Aboriginal people needs to be addressed in a</p> | <p>Closing the Gap priority reforms will be considered as a part of the City of Adelaide’s 2024- 2027 stretch RAP.</p> <p>The response to Aboriginal remote visitors currently being managed through DHS’s Safer Place to Gather initiative is not a homelessness response and is therefore not identified in the Homelessness Strategy.</p> <p>Council will continue to work in partnership with other stakeholders through the Safer Places to Gather initiative.</p> |

|  |  |
|--|--|
| <p>longer-term partnership based on evidence and informed by lived experience.</p> <p>Opportunity to consider that vacant properties and land being considered for adaptive reuse could be considered for transitional and supported, short-term accommodation solutions for Aboriginal people in partnership with Aboriginal Community Controlled Organisations and relevant housing providers.</p>   |  |
| <p>Goal 3: Safety and support – people are safe</p> <p>The SA Housing Authority suggests Council also considers how it could also share and utilise the data to improve outcomes.</p> <p>Broadening Council’s advocacy role within this goal area to include the range of factors that people at risk or experiencing homelessness may face, suggest that this focus is broadened to incorporate all intervention and response services not just mental health.</p> <p>Suggested changing to the principle “On-street giving initiatives by the community and businesses is redirected to ensure engagement of people experiencing homelessness with support services” rather than being redirected, the City of Adelaide use integrated.</p>  | <p>The role of council has been broadened to include incorporate all intervention and response services.</p> <p>Change from redirected to integrated made.</p>   |
| <p>Goal 4: Wellbeing and connection – People are well and living connected lives.</p> <p>Noted that the same bold move partner activity is listed in goal 1.</p> <p>Extend the objectives of this program to include the major groups experiencing homelessness in the Council area including women, young people and people living with disability as well as people experiencing domestic violence and street homelessness. Responding to homelessness through a community development approach has the potential to expand across a range of other programs and roles that interact with people experiencing or at risk of homelessness.</p> <p>Opportunities for council to support community development initiatives and foster stable, inclusive communities across public, community and private housing tenures.</p> | <p>Duplication of Bold Moves has been removed from within Goal 4, it is still within Goal 1.</p> <p>Consideration will be given during implementation phase to include the major groups experiencing homelessness in the Council area including women, young people and people living with disability as well as people experiencing domestic violence and street homelessness within the bold move in Goal 1 Housing Support and Tenancy Reform Program.</p> <p>Opportunities for additional community development initiatives will be considered throughout the implementation of the Homelessness Strategy.</p> |

Ability to apply the learnings of the SA Housing Authority and Council previously working closely together could be applied to selected city sites (for example, a community living site), to strengthen connection to place and social and economic participation.

City of Adelaide will explore partnership including with SA Housing Authority within the implementation and will draw on previous learnings and collaborations.

**Table 2 Summary of written submissions on Draft Homelessness Strategy**

| Submissions  | Response  |
|--|---|
| The impact of policy positions which exclude those with alcohol and other drug addictions has significant equity impacts.  | People with drug and alcohol dependence are considered as priority groups within the Strategy.                    |
| Concern that an aggregated land tax for people with multiple properties has negative impact for private rentals. People who own multiple properties can't compete with those who own one, causing sale of property that would otherwise be rented, pushing up rentals, forcing more vulnerable people onto the street.   | Considered in draft Housing Strategy consultation.  |
| Notes system issues including long waiting lists for housing and the cyclic nature of homelessness for those with drug addiction issues.   | People with drug and alcohol dependence are considered as priority groups within the Strategy.                    |
| Concern that the consultation process is not genuine.  | Council is committed to genuine engagement.   |
| Suggests that detox centres and shelter be provided.   | The Strategy includes working in partnership with services.   |
| Suggests provision of security for rough sleepers.   | Options such as lockers in the public realm will be explored.   |
| Congratulates Council on developing draft strategy and in prioritising homelessness. Needs to outline preventative measures and the factors that increase homelessness (e.g. seasonal variation). Suggests that the community be engaged via the Strategy to facilitate community action.  | Noted. The Strategy includes a role for the community through increased awareness of the drivers of homelessness. |
| Supports targets. Notes change of use in neighbouring properties from residential to commercial reducing housing stock despite the availability of commercial properties for rent in the area. Grounds for comment on change of use could include the impact on housing stock. Suggests a zero-tolerance approach to such change of use unless suitable commercial premises cannot be found, and a house is more adequate for the business | Considered in draft Housing Strategy consultation.  |

**Table 3 Summary of YourSay submissions on Draft Homelessness Strategy**

**Question 1: Do you have any comments on the Draft Homelessness Strategy?**

| Submission   | Response  |
|--|---|
| <p>Year after year council and public services continue to tippy toe around the realities of homelessness. The two main factors which cause it are mental illness and addiction. You only need to walk around the CBD to see how apparent it is. Homeless people want to spend 100% of their Centrelink on their addiction, they don't want to use that money on rent, electricity bills and the like.</p>   | <p>The partner agencies will consider the complex factors that impact those experiencing homelessness.</p>  |
| <p>It looks good on paper</p>  | <p>Qualified support noted.</p>   |
| <p>ACC has a significant role to play in support of existing and new Homelessness Services, achieving Adelaide Zero is not going to happen without a lot of effort and everyone needs to work together.</p>  | <p>The need for a partnership approach and consistency is understood.</p>   |
| <p>We need housing for people who are homeless or facing homelessness built yesterday. I am facing homelessness myself with my two children as of the 23rd of January 2024.</p>  | <p>The serious nature of this work is recognised.</p>   |
| <p>I would like to see more support by council for systemic change at other levels of government to address poverty, homelessness, and the rising cost of living.</p>  | <p>Council advocates for improvements at both the State and Commonwealth levels of Government.</p>  |
| <p>City of Adelaide Council needs to provide a safe and welcoming environment for its residents and visitors. We have had substantial amount of short-term and emergency housing made available near our home, which has come with public drug and alcohol use, anti-social behaviour, and the dumping of rubbish. Only 1.0 FTE Social Planner, Housing &amp; Homelessness position is insufficient in these times, with more vulnerable people needing housing. There has also been little no SA Police presence during this spike, no patrolling or even officers on the ground. Longer term housing is needed here - transient people that come and go make myself and my children feel unsafe.</p> | <p>In addition to the Social Planner, Housing &amp; Homelessness, Council Regulatory, Environmental Health and Cleansing staff work in collaboration with Services and Police to address the impacts of homeless.</p> |

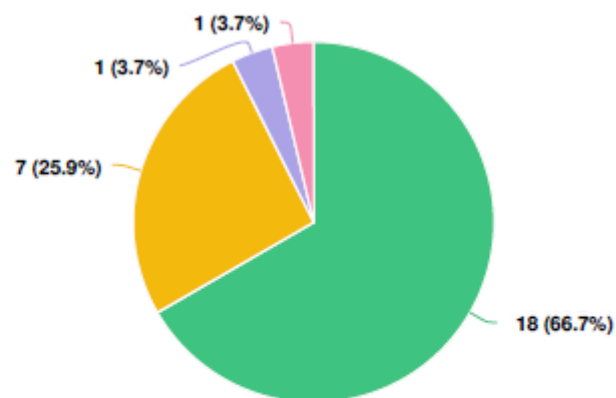
| Submission   | Response  |
|--|---|
| <p>No other than our state needs to make sure every person woman, man, child and pet have a safe warm environment to live in as we are a lucky country and it is a basic right to be provided with a roof over someone's head, warm and cold water and electricity and a bed to sleep on. Having a home make's anyone feel a sense of pride and they belong in this world as a human being. Eventually finding a better mental health for themselves and a purpose and a reason to achieve whatever they might hope and dream for themselves</p> | <p>Council advocates for the rights of those experiencing homelessness to all levels of Government.</p>                                   |
| <p>Something needs to change.</p>  | <p>Council advocates for the rights of those experiencing homelessness to all levels of Government.</p>                                   |
| <p>It is a good draft covering key areas and the principles are well developed</p>   | <p>Agreement with the draft approach is noted.</p>  |
| <p>Response provides an overview of the lived experience of homelessness with a disability, living in a vehicle and then emergency hotel accommodation after leaving a coercive control DV environment with a 16-year-old daughter. Hutt Street Centre support, meals, showers and provisions were deeply appreciated. Frustration is expressed about the inability to obtain on-going housing. Contact details provided to enable participation in further consultation.</p>  | <p>Lived experience is an integral part of the next phase of consultation. The ideas expressed will be considered by Council.</p>         |
| <p>Vinnies supports the City of Adelaide's developing the Homelessness Strategy.</p>   | <p>Support noted.</p>   |
| <p>Submission comments on the value of safe places for people experiencing homelessness to rest (e.g. Libraries and Community Centres) noting the potential for negative impacts on other users of these spaces. The provision of lockers, showers and laundry facilities for those experiencing homelessness would in many cases alleviate such impacts.</p>  | <p>The Strategy now includes a commitment to exploring amenities such as lockers to safeguard the possessions of people sleeping out.</p> |
| <p>It is not the role of Council to provide accommodation for homeless people. That is the role of the State and Federal Governments. Many people who are homeless have and continue to make poor decisions</p>  | <p>The Strategy outlines the roles of different levels of government.</p>   |

| Submission  | Response  |
|---|---|
| with their money. Programmes need to be put in place to help people manage their money better   |   |
| Agree with all the goals. However I believe the state government should be addressing the homelessness not the council  | Noted.  |
| The AHA SA is supportive of the City of Adelaide's ambitions and actions that will increase and maintain community safety for businesses, visitors, workers and residents. The ambition to create a well designed city that meets the diverse needs of residents and city users is welcomed by the AHA SA. Particularly if an ancillary outcome of the identified ambitions and targets is to reduce the adverse impacts currently being experienced by our members as a result of public congregation issues, asking for money, drinking, drug use and brazen theft. | Support noted.                                  |
| Pleased to see this being developed in consultation with people working in the area.  | Noted. Support for sector engagement and input. |



**Question 2: Goal 1: Housing – People have a place to call home. Target: Housing Outcomes - 29 State Government housing outcomes per month are provided in the City of Adelaide for people experiencing homelessness to 2026.**

The following graph identified the number of responses to this question.



**Question options**

● Strongly Agree ● Agree ● Neutral ● Disagree

**Response to Question 2 submissions**

Note the extent of support for the targets generally.

Note where there is disagreement with the targets.

This target has been amended to reflect commentary from written submissions.

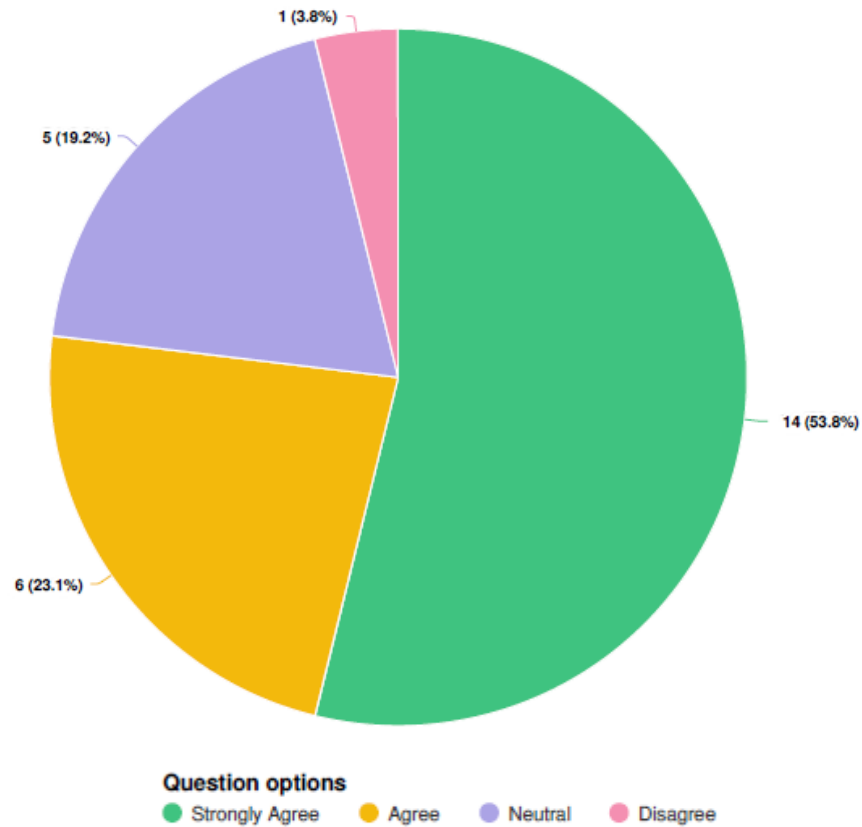
**Question 3: Comments: Goal 1: Housing - People have a place to call home. Target: Housing Outcomes - 29 State Government housing outcomes per month are provided in the City of Adelaide for people experiencing homelessness to 2026.**

| Submission  | Response  |
|---|---|
| <p>In your policy you say you are working collaboratively with State and Federal governments regarding housing. To provide housing and relieve the current market shortage of housing, could you persuade the government to put the brakes on its huge immigration goals for the next three years and foreign ownership? These are the primary factors causing the housing crisis, yet these governments are ploughing full steam ahead to ensure housing prices stay propped up and GDP is maintained.</p> | <p>The partner agencies will consider the drivers of homelessness and advocate accordingly.</p>   |
| <p>Homelessness has been largely caused by government policies- the State government selling housing trust properties and the federal government letting overseas investors hold new housing stock and more migration than there is housing. The ACC should not be the dumping ground for other government failures.</p>  | <p>The partner agencies will consider the drivers of homelessness and advocate accordingly.</p>   |
| <p>There need to be more crisis accommodation beds. Services should include holistic wrap around supports.</p>  | <p>Council continues to advocate for improvements to accommodation and associated supports at both the State and Commonwealth levels of Government.</p>     |
| <p>Not enough.</p>  | <p>Noted.</p>   |
| <p>need to make housing more affordable</p>   | <p>The partner agencies will consider the drivers of homelessness and advocate accordingly.</p>   |
| <p>This is a good start, but I think more outcomes are needed</p>   | <p>The partner agencies will consider the drivers of homelessness and advocate accordingly.</p>   |
| <p>Don't know what this means. What are housing outcomes?</p>   | <p>The target has been amended to read: A whole of system response to supplement the SA Government committed housing and reach functional zero by 2025.</p> |
| <p>While I agree I also am aware this will impact allocations the many other organisations who rely on housing allocations</p>  | <p>The partner agencies will consider the drivers of homelessness and advocate accordingly.</p>   |

| Submission  | Response  |
|---|---|
| <p>Suggests focus on the repurposing of vacant buildings in partnership with landlords and not for profit organisations to address the significant need for crisis and transitional accommodation.</p>  | <p>City of Adelaide and the State Government are collaborating on a residential adaptive reuse initiative.</p>  |
| <p>The need for temporary safe storage is highlighted.</p>  | <p>The Strategy now includes a commitment to exploring opportunities such as lockers to safeguard the possessions of people sleeping out.</p>               |
| <p>Highlights the need to consider homelessness accommodation end to end, from the 29 options to longer term tenancies.</p>   | <p>The target has been amended to read: A whole of system response to supplement the SA Government committed housing and reach functional zero by 2025.</p> |
| <p>The AHA SA supports the City of Adelaide’s public policy focused on homelessness, and social and affordable housing in the city. Residential growth in the CBD will help to drive the economic recovery of the CBD hospitality industry, with many venues still struggling to return to pre-COVID levels of patronage. In meeting this target, we note the identified Principle that the City of Adelaide will take the role of “Lead” in intervening in the housing market to increase housing supply and address housing affordability. The AHA SA supports this approach, and suggests that in meeting this target the City of Adelaide could impose rate penalties for untenanted residences within the CBD.</p> | <p>City of Adelaide considers voting policy through the annual business plan and budget process.</p>  |

**Question 4: Goal 2: Closing the gap – Aboriginal and Torres Strait Islander people have equitable outcomes. Target 1: Housing for Aboriginal and Torres Strait Islander People – Aboriginal and Torres Strait Islander people actively experiencing homeless in the City of Adelaide is less than a third of homeless people.**

The following graph identified the number of responses to this question.



#### Response to Question 4

Note the extent of support for the target generally.  
Note where there is disagreement with the target.

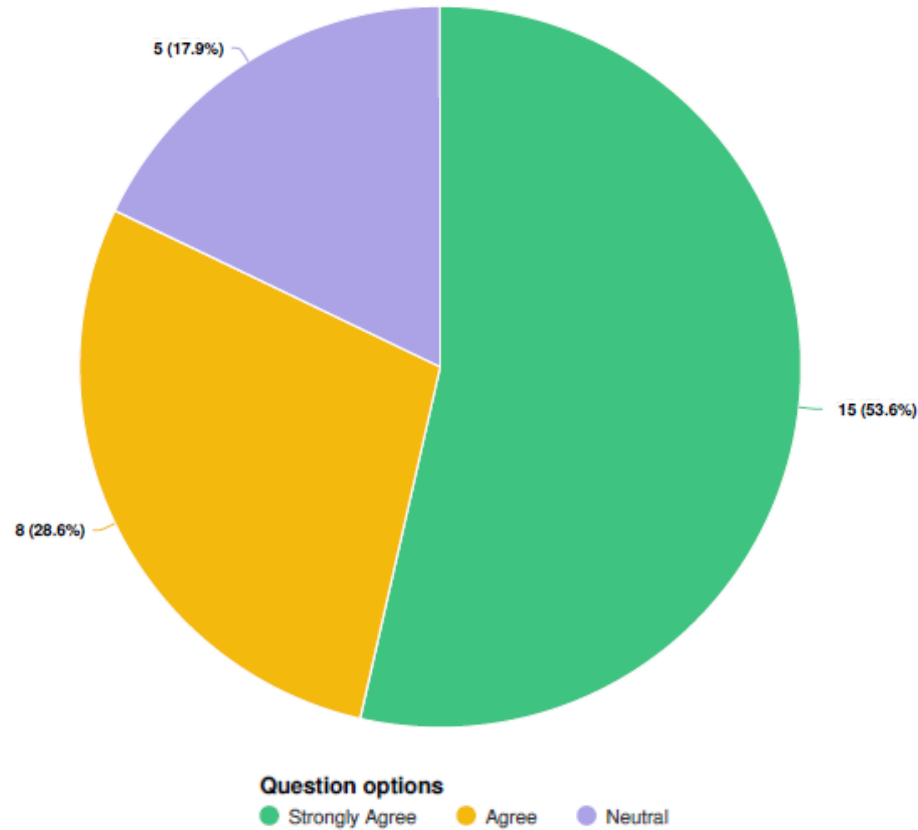
**Question 5: Comments: Goal 2: Closing the gap – Aboriginal and Torres Strait Islander people have equitable outcomes. Target 1: Housing for Aboriginal and Torres Strait Islander People – Aboriginal and Torres Strait Islander people actively experiencing homeless in the City of Adelaide is less than a third of homeless people.**

| Submission  | Response   |
|---|--|
| Not sure why some groups are prioritised over others. It's been apparent for some time that men make up the largest percentage of homeless people. Why not create a goal to reduce the amount of homeless men? If successful, it would result in greatest reduction and help achieve the zero goal quicker. | The partner agencies will consider the drivers of homelessness and advocate accordingly.   |
| Encourage Walpiri and Pitjantjatjara people, who have substantial homelands for their exclusive use, to live there. They are not homeless they are exercising a preference to live around the city.   | City of Adelaide is committed to working with the State Government on long-term approaches to support regional and remote visitors, including return to Country. |
| I'd like to see engagement with Indigenous communities, and promotion of Aboriginal controlled organisations in the fulfillment of the goal and target.   | Consultation and partner advocacy will involve both Aboriginal controlled organisations and Elders from impacted communities.                                    |
| As long as the indigenous first nations people choose to live in a dwelling, as I know majority of them choose to live on land and feel connected with their history and culture in life  | The Strategy commits to involving First Nations people in its implementation.  |
| No idea what this is saying.  | The Strategy is seeking to reduce homelessness experienced by First Nations people.  |
| I am not of Aboriginal descent so I feel I am not qualified.  | Noted.   |
| Equality for all  | Noted.   |
| What does "actively experiencing homelessness" mean? Really! Any way less than a third seems too high. How about less than 10%  | The target reflects high proportions of First Nations people experiencing homelessness.  |
| Ensure specialist ATSI housing providers are part of the bold moves.  | The Bold Move – Co-Design for Transitional Accommodation in Goal 2 is updated to identify partners including specialist housing providers.                       |

| Submission  | Response  |
|---|---|
| Clarity required on this closing the gap goal.  | Noted. Refinement to Goal heading.  |
| <p>The AHA SA supports the City of Adelaide’s ambitions with regard to reducing Aboriginal and Torres Strait Islander peoples’ over representation in the number of people experiencing homeless in the inner city. However, we submit that any efforts to reduce homelessness within this cohort should focus on return to Country programs, as opposed to providing a ‘new’ home in the CBD. In this regard, we would encourage the continued partnership and collaboration between organisations such as the Safety and Wellbeing Taskforce (led by the Department of Human Services) and key Aboriginal and Torres Strait Islander community organisations, to create culturally inclusive and safe spaces where homeless Aboriginal and Torres Strait Islander people can go to seek assistance in facilitating their return to Country.</p> | <p>City of Adelaide is committed to working with the State Government on long-term approaches to support regional and remote visitors, including return to Country.</p> |

**Question 6: Goal 2: Closing the gap – Aboriginal and Torres Strait Islander people have equitable outcomes. Target 2: Employment for Aboriginal and Torres Strait Islander People – City of Adelaide achieves an Aboriginal and Torres Strait Islander employment**

The following graph identified the number of responses to this question.



**Response to Question 6**

Note the extent of support for the target generally.  
Note where there is disagreement with the target.

**Question 7: Comments: Goal 2: Closing the gap – Aboriginal and Torres Strait Islander people have equitable outcomes. Target 2: Employment for Aboriginal and Torres Strait Islander People – City of Adelaide achieves an Aboriginal and Torres Strait Islander employment**

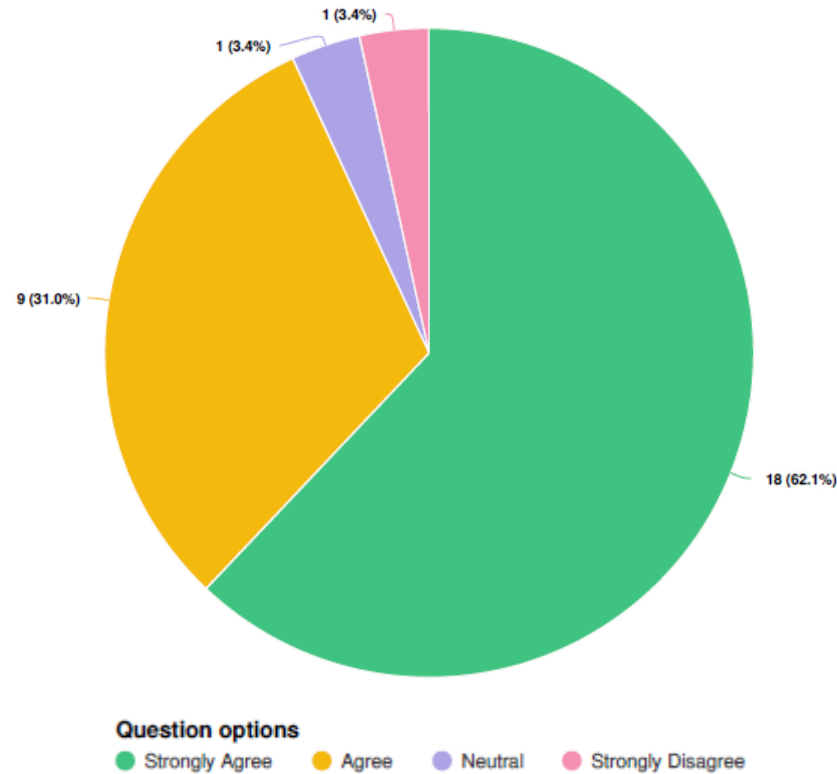
| Submission   | Response   |
|--|--|
| Working in SA Health, they had the exact same target of 2% which they could never reach. The demand outweighs the supply unfortunately. Where is the evidence that achieving the target will result in a desired outcome?                                    | The target will be implemented with a focus on skills and leadership development.  |
| Yes but I am not sure that this will impact homelessness.  | Noted.   |
| Why 2%? It could be higher than 2%.  | This is an initial target set in Council's Stretch Reconciliation Action Plan, once achieved a further target will be set. |
| There should be more access community hubs around the city and suburbs one in each zone north, south, east and west where the first nations people get and choose information in regards to specific jobs and resources like health information for example  | Provision of information and engagement can be considered through Strategy implementation.                                 |
| I feel it should be a blanket approach for all who are homeless - support those who are wanting to join the workforce and break the cycle / better their situation, regardless of their cultural identity  | Noted. The Strategy reflects over representation fo First Nations people experiencing homelessness.                        |
| Yes. Just make it easy to access public assets.  | Noted.   |
| Equality for all   | Noted.   |
| Most in the city have drug and alcohol issues  | The Strategy considers the complex nature of homelessness.   |
| This is a general organizational target. Would have liked to have seen a direct employment initiative which provides opportunities for ATSI people with lived homelessness experience to gain employment within the city and which supports return to lands. | This target will be implemented with a focus on skills and leadership development.   |



| Submission  | Response  |
|---|---|
| Questions why Council's Aboriginal and Torres Strait Islander employment target has yet to be met.  | Noted. Progress toward the target is monitored through Council's Stretch Reconciliation Action Plan and reported to its Reconciliation Committee. |
| Supports employment targets representative of population percentages for both Aboriginal and Torres Strait Islander people and people living with disability. | Noted.  |

**Question 8: Goal 3: Safety and Support – People are safe. Target: City Amenities – City of Adelaide managed public amenities including public toilets, drinking water, charging points and places of shelter are available to the public 24 hours a day, seven days a week**

The following graph identified the number of responses to this question.



**Response to Question 8**

Note the extent of support for the target generally.

Note where there is disagreement with the target.

This goal has been amended to reflect commentary from written submissions.

**Question 9: Comments: Goal 3: Safety and Support – People are safe. Target: City Amenities – City of Adelaide managed public amenities including public toilets, drinking water, charging points and places of shelter are available to the public 24 hours a day, seven days a week**

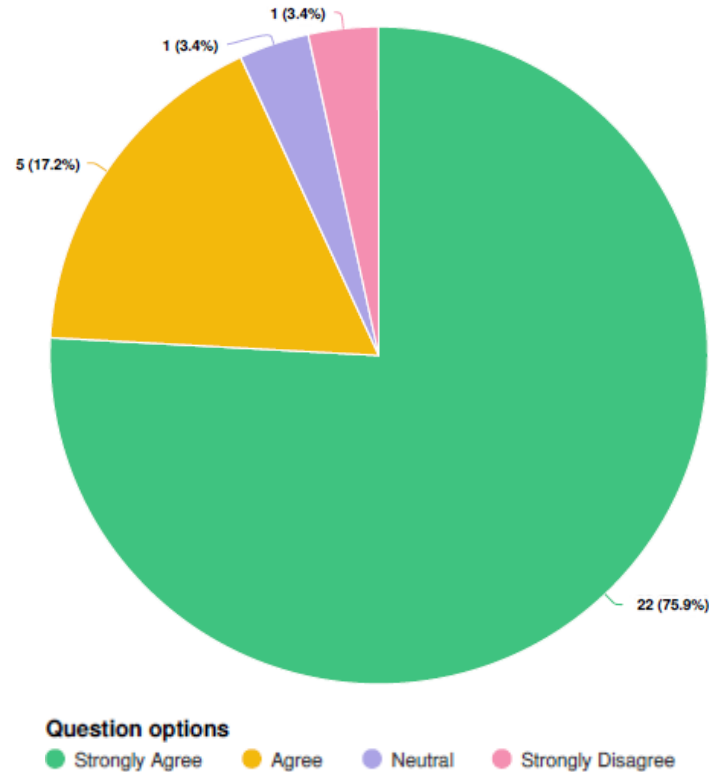
| Submission  | Response   |
|---|--|
| Respondent suggests that provision of safe public amenities and other support services may reduce the desire of individuals from seeking housing.   | Public amenities are not considered a substitute for housing.  |
| Yes and while doing this you should also put water out that birds and fauna can access.   | Water points are available in the Adelaide Park Lands for birds and fauna.   |
| People experiencing homelessness need to be able to access facilities that are clean, safe and freely accessible. Water, toilets, showers, charging points for devices, lockers for safe keeping items. | The Strategy now includes a commitment to exploring opportunities such as lockers to safeguard the possessions of people sleeping out. |
| What are places of shelter for? For people running away from domestic violence?<br>Homeless people need their home, not a shelter.  | Shelter in this context includes places to be protected from weather.  |
| I object to council and police moving people on from public spaces including the park lands.  | Noted. City of Adelaide works to connect people to homelessness support services.  |
| Where will these places of shelter be located? There are little or no public toilets within the CBD, only within the parklands.   | City of Adelaide manages existing facilities.  |
| I support the idea but feel the level of vandalism / damage may increase, and could impact future financial expectations of the rate payer  | Such amenities will be designed to reduce opportunities for crime, anti-social behaviour and vandalism.                                |
| Yes. Make it easy to access public assets.  | Support noted.   |
| Access to showers is a must. Having access to showers lets people maintain their dignity and their ability to engage with society. Maintaining or securing employment is not possible without basic     | The Strategy now includes a commitment to exploring amenities such as lockers.   |

| Submission  | Response   |
|---|--|
| hygiene. Showering can also assist with temperature regulation during extreme weather events.   |  |
| These facilities should be available and accessible to all, to make use of as needed and necessary.   | Noted.   |
| And showers and laundry facilities too  | The range and location of amenities will be considered by the partner agencies.  |
| Place of shelter need to be safe and need to be in partnership with other homelessness services providers. would like to see ACC forming direct partners with Health (RAH) and Correctional Services to address safe shelter for the release of people exiting institutions into rough sleeping.  | City of Adelaide works with State Government and non-government service providers. The Strategy includes a partnership approach.   |
| Many people experiencing homelessness do not have access to cleaning facilities - to either clean themselves or their clothing. Could the City of Adelaide provide more accessible places for people experiencing homelessness to wash and use laundry facilities? Orange Sky provides facilities but they are limited in the City - could a stronger partnership with an organisation like this or similar be established and available in locations more central where people can easily get to them. | The Strategy includes a partnership approach.  |
| What do you mean by places of shelter? Shelter from the weather? Shelter from violence? Shelter as in a :home? It would be good for the homeless to have access to toilets and possibly showers after hours.  | Shelter in this context includes places to be protected from weather.  |
| The ambition to ‘create a well designed city that meets the diverse needs of a growing number of residents and city users in ways that create strong and welcoming neighbourhoods and places’ should include improved amenity that leads to safer spaces and diminished anti-social behaviour. In this regard, we note that this Goal outlines the ambition to ‘create public spaces and streets that are... safe and high amenity’ – the AHA SA would appreciate some                                  | Noted. City of Adelaide works with homelessness service providers that work outside of 9am-5pm.<br><br>Recent changes have been made to extend the opening hours of public toilets in the Hindley Street precinct. Redevelopment of these public amenities is in progress. |

| Submission   | Response |
|--|----------|
| <p>further clarification or defining of what this means. Our members operating within the North Tce/Hindley St precinct have identified a lack of adequate lighting and accessible public toilets as a serious and ongoing issue. Despite the ambition to have public toilets available to use 24 hours a days, 7 days a week, it is currently the case that public toilets are being locked at 5pm due to security issues. A lack of toilet facilities and adequate lighting has resulted in the undesirable outcome of business/conference and tourist visitors to Adelaide witnessing public urination outside of their 5-star accommodation or being accosted while trying to enjoy a meal at other hospitality venues within the precinct. The AHA SA acknowledges the Help Services that work closely with people experiencing or at risk of homelessness to provide them with support and services. However, in order to achieve the identified public policy goals, it is necessary for this workforce to be available to provide assistance during the evenings and on weekends, not just during the business hours of 9-5. The AHA SA agrees with the City of Adelaide's undertaking to provide places of refuge including community centres, libraries and areas to shelter for people experiencing homelessness.</p> |          |

**Question 10: Goal 4: Wellbeing and connection – People are well and living connected lives. Target: City of Adelaide frontline employees can identify the risk factors for homelessness and provide information on appropriate referral pathways and services.**

The following graph identified the number of responses to this question.



#### Response to Question 10

Note the extent of support for the target generally.

Note where there is disagreement with the target.

This goal has been amended to reflect commentary from written submissions.

**Question 11: Comments: Goal 4: Wellbeing and connection – People are well and living connected lives. Target: City of Adelaide frontline employees can identify the risk factors for homelessness and provide information on appropriate referral pathways and services.**

| Submission  | Response  |
|---|---|
| This is absolutely essential. The council should be working with state governments to ensure mental health and counselling services are increased and directed at homelessness. This will make the greatest change and get people directed onto a healthy pathway of self-help.   | Support noted.  |
| Build safe, accessible housing for a diverse community  | City of Adelaide is developing a Housing Strategy with relationship to the Homelessness Strategy. |
| I commend you on your proactive approach towards dealing with homelessness and on your allocation of resources within council, both in terms of man hours and \$ currently and in the future  | Support noted.  |
| Get on with it.   | Noted.  |
| Social workers in libraries is a great move.  | Support noted.  |
| <p>Homelessness<br/>           It is not just Adelaide city problem it's a South Australian issue.<br/>           One would need to understand why people are homeless and why they come to the city. (They come to the city as it is better for begging they can ask more people in less time and receive more money than in the suburbs.<br/>           Key drivers of homelessness are.<br/>           Drug addiction, criminal record.<br/>           Evictions, displacements, discrimination, inequality, and poverty are also drivers of homelessness.<br/>           Long term Drug abuse will bring on Mental illness.<br/>           In Australia the top causes of homelessness are poverty, unemployment, shortage of affordable housing, family breakdown, domestic violence, mental illness, sexual assault,<br/>           Addictions, Drug, gambling, alcohol, and then social isolation.</p> | The drivers of homelessness will be considered by the partner agencies.                           |

| Submission   | Response   |
|--|--|
| <p>Young people are more likely to become homeless because of family breakdown. One or both parents is a drug user or could be in prison. These children are well behind the 8 ball at the start of their life's.</p>  |  |
| <p>These Frontline employees need to be well trained in this area</p>  | <p>The need for appropriate training will be addressed as part of the Homelessness Strategy.</p>                     |
| <p>We support social and peer support workers being available in libraries. food security in ACC is a growing issue (insert latest assistance data). Suggest that ACC partner with food bank or similar to provide a service in the CBD or perhaps use ACC buses to provide free transport to food bank in Edwardstown.</p>  | <p>Noted. Support for social workers in libraries. The Strategy includes a focus on partnerships.</p>                |
| <p>A Social Worker in libraries is an excellent way that a person qualified in assisting with social issues can professionally assess and recommend appropriate services to high risk and vulnerable people who use libraries and community centres. Staff working in these locations have specialist skills for their role and they currently do an amazing job of assisting people however this is not their core role nor are they qualified to assist beyond basic referral and information provision of general services available. A social worker would be able to provide information most relevant to the individual therefore increasing the chance of better outcomes from these referrals.</p> | <p>Noted. Support for social workers in libraries.</p>   |
| <p>Homeless people should be referred to organisations that are funded by the State to deliver that service. It should not be a service of Council, unless the government pays for it. Rate rebates should not be given to organisations that are state or Commonwealth funded to provide these services. Council should not be subsidising other arms of government.</p>  | <p>Noted. The Strategy defines the roles of different levels of government and includes a focus on partnerships.</p> |
| <p>Currently there are a few tents in the South east parklands- I don't have a problem with this as they are providing shelter. Has council considered providing some toilet facilities/water in some of these areas. they could be mobile toilets moving to where they are required. This would offer a sense of respect to the tenants of the tents.</p>   | <p>Noted. Temporary toilets do not form part of the current approach.</p>  |



| Submission  | Response   |
|---|--|
| <p>The AHA SA supports the City of Adelaide’s ambition to enhance its provision of information about homelessness services, community responses and peer support. However, we are also of the view that there is an opportunity for libraries and community centres to additionally provide access to information about employment services and job seeking support and assistance. For those experiencing homelessness, once housing is secured, there will be undoubted flow on benefits for both the individual and the community if they are supported by additional services to help them find, secure and maintain stable employment.</p> | <p>City of Adelaide libraries provide a broad range of information for community benefit.</p> <p>A new role statement is included in Goal 4 to:</p> <p>Partner with the State Government to connect people to services such as programs for financial wellbeing, neighbourhood development and community connection.</p> |

**Question 12: Do you have any additional comments to make on any of the Goals or aligned Targets?**

| Submission   | Response  |
|--|---|
| <p>An issue like this takes courage. Approaches like these have been tried in the past and haven't worked, homelessness still exists.</p> <p>Adelaide Zero Project proclaimed in 2018 that they would work towards no Functional zero homelessness by 2020. Didn't work but let's try again with the same goals and initiatives hey!?</p> <p>You need to make it as uncomfortable as possible to be homeless in an effort to get people to engage with support services and help turn their life around. Cities like Singapore and Tokyo are safe because they have a pragmatic and tough approach to the issue. It's more ratepayer money down the drain if the ACC and other services approach it once again from the "oh you poor thing" perspective. It's time to get tough on it.</p> | <p>The need for a multi-faceted approach to tackle this wide-ranging problem is noted and will be considered by the partner agency approach.</p>      |
| <p>There is a short fall of safe, appropriate crisis accommodation. No service in Adelaide City is disability accessible.</p>  | <p>The Strategy includes advocacy roles for City of Adelaide.</p>   |
| <p>Clearly a current and long-term problem. Just get on with fixing it. Difficult I know.</p>  | <p>The need for action is noted.</p>  |
| <p>More smaller schools for younger children reduce the super schools</p>  | <p>Noted.</p>   |
| <p>I would like to see the public at large being more informed</p>   | <p>Education will be incorporated into the actions.</p>   |
| <p>More housing is definitely needed I've been at the top of the list for two years now with a child</p>   | <p>Engaging with people with lived experience of homelessness and at risk of homelessness has been added as a principle within each of the goals.</p> |
| <p>Suggest that codesigning the final version of the strategy is developed with people with lived homelessness experience. Vinnies Men's Crisis Centre in Whitmore Square would be happy to facilitate a focus group session with some of our current or previous guests.</p>  | <p>Engaging with people with lived experience of homelessness and at risk of homelessness has been added as a principle within each of the goals.</p> |

| Submission   | Response  |
|--|---|
| <p>Many of the library and community centre locations are not in buildings owned by the City of Adelaide. As tenants this makes it challenging to be considered as a 'place of refuge' in a time of crisis. This may be due to restrictions with access to the location outside agreed opening hours and also being able to be in a position to quickly resolve property issues that may occur as they are reliant on the leaseholder to attend to these matters promptly. Could the City of Adelaide consider housing these facilities in council owned and operated buildings?</p> | <p>Noted. City of Adelaide will consider access arrangements through Strategy implementation.</p>   |
| <p>The Adelaide Zero project and its goals should only apply if those goals apply to the State and Commonwealth too.</p>   | <p>City of Adelaide supports the Adelaide Zero Project on the basis of joint State Government and Council funding.</p>  |
| <p>The Draft Homelessness Strategy (at page 31) identifies that the City of Adelaide needs to find ways to partner and influence six particular outcomes, the AHA SA suggests that the following should be added to this list: • Re-purposing existing buildings where possible. (e.g. using residential colleges in North Adelaide over semester holidays for temporary housing)</p>  | <p>Re-purposing existing buildings will be explored through the Adaptive Reuse City Housing Initiative jointly funded by City of Adelaide and the State Government.</p> |

**Question 13: Do you have any additional relevant information or research suggestions for Council to consider prior to finalising the Homelessness Strategy?**

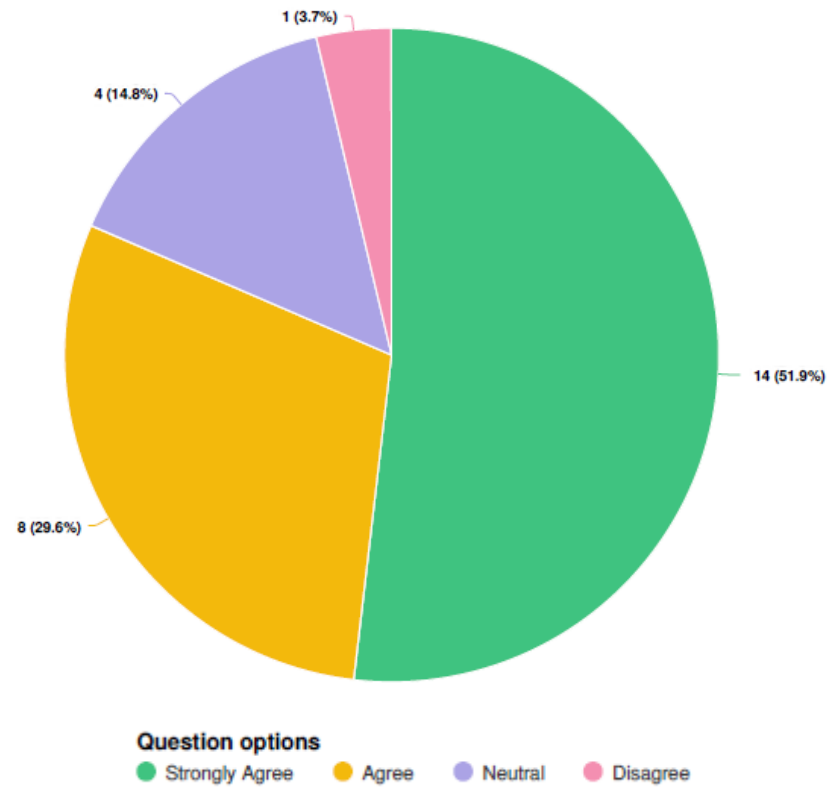
| Submission  | Response   |
|---|--|
| Although the strategy implies that there has been a reduction, as someone who has lived in the council for 20+ years, the feel on the ground is that it is increasing and the tension in the air is greater than it's ever been. Being abused walking down Hutt Street on a daily basis has become a rite of passage. | Noted. City of Adelaide is committed to playing its role in community safety.  |
| Needs to be more emergency housing for homeless e.g. - tent cities or some other form of temporary housing to get them out of the weather, a meal & have shower & toilets & to be kept safe.  | Noted. City of Adelaide is developing a Housing Strategy with relationship to the Homelessness Strategy.   |
| No I suggest ask anyone walking in and out of the Hutt Street Center. There's no better resources than someone's own personal experience when it comes to improving any resource like homelessness they will all tell you   | Engaging with people with lived experience and at risk of homelessness has been added as a principle within each of the goals.                                   |
| Have you considered housing the homeless overnight in empty car parks like interstate does?   | Use of car parks doesn't form part of the current approach.  |
| What is your actual plan. Current strategies are not working  | This consultation process provides a starting point for delivery of the Homelessness Strategy.   |
| It is not just Adelaide city problem it's a South Australian issue.   | The need for State level advocacy is noted.  |
| I would like to suggest the feasibility of renovating and re using government owned buildings, dwellings for homeless people, it seems to me that the homeless situation is becoming desperate, and needs solutions post haste  | Re-purposing existing buildings will be explored through the Adaptive Reuse City Housing Initiative jointly funded by the City of Adelaide and State Government. |
| Talk with some homeless people and listen to them. They will tell you what they need.   | Engaging with people with lived experience and at risk of homelessness has been added as a principle within each of the goals.                                   |

| Submission   | Response  |
|--|---|
| <p>1. The photo on the front page is not representative of the majority of homelessness.</p> <p>2. Improve the language to be more person centered. It is demeaning to refer to rough sleepers, which are actually items we use on the garden or other areas. It could be people with no shelter or people sleeping out- at the very least it must also be people experiencing rough sleeping.</p> <p>3. Some of the images are just not right for example the one on page 17, looks like it is from the 1950's and is out of place in this document. It would be better to have an image of a woman well dressed in the rundle mall. Many women experiencing homelessness in the city could not be easily identified as being different from other women.</p> | <p>Imagery is changed to reflect a more contemporary face of homelessness. Language has been refined.</p>         |
| <p>4. I commend the move to have social workers in city libraries</p> <p>5. Being bold would be to say anyone coming into the City of Adelaide could be provided low barrier shelter overnight any night of the year.</p> <p>6. Advocate for the same responses to Code red and Blue to be offered every night of the year, to assist people feel safe, receive the health benefits from this and sleep and prevent deterioration of mental and physical health that results from homelessness even short periods of time.</p>   | <p>Noted. Support for social workers in libraries. Support for extended Code Red and Code Blue conditions.</p>    |
| <p>More land is needed to build affordable housing for families</p>  | <p>Noted. City of Adelaide is developing a Housing Strategy with a relationship to the Homelessness Strategy.</p> |
| <p>Suggest ACC trial a pilot of the UK Depaul society Night stop program which is volunteer based program where homeowners offer a bed for one night for those experiencing homelessness. Consider working with hotels/motels to provide crisis accommodation during no peak times as per the approach during COVID lockdowns.</p>   | <p>Noted. The Strategy includes a partnership approach.</p>   |
| <p><a href="https://www.abc.net.au/news/2023-03-01/library-become-safe-community-spaces-dv-emergencies/102014780">https://www.abc.net.au/news/2023-03-01/library-become-safe-community-spaces-dv-emergencies/102014780</a> - article re Libraries as a place of refuge/safe haven for communities Social Work in</p>   | <p>Noted. Support for social workers in libraries and as places of refuge.</p>                                    |

| Submission   | Response  |
|--|---|
| Libraries - Charles Sturt University<br><a href="https://thinkspace.csu.edu.au/librarysocialwork/">https://thinkspace.csu.edu.au/librarysocialwork/</a>  |   |
| Prevention of homelessness: keep accurate records of Housing Policy targets - are they reached? Are support services maintained and enlarged? What do we learn from this data as to what is happening with homelessness? | Progress in implementinf the Homelessness Strategy will be monitored and reported through the City of Adelaide Annual Report. |

**Question 14: The City of Adelaide is proposing “Bold Moves” in the Draft Homelessness Strategy. Do you agree with these?**

The following graph identified the number of responses to this question.



**Response to Question 14**

Note the extent of support for the Bold Moves generally.

Note where there is disagreement with the Bold moves.

Some Bold Moves have been amended to reflect commentary from written submissions.

**Question 15:** Do you have any further comments you wish to add on the City of Adelaide’s proposed “Bold Moves”?

| Submission   | Response   |
|--|--|
| <p>Low barriers to access services. Able to access services with harm minimisation principles. Able to access services with pets. Able to access services based on housing first principles. Able to access services with children. Able to access disability friendly services. Crisis beds to be available on demand. No person sleeping on the streets.</p> | <p>Reducing the barriers to service provision will be an important aspect of the partner agency approach to Homelessness.</p>                    |
| <p>Quite a few people are living in their cars along South Terrace and in their tents on the Parkland. They need help immediately. Approach from Council staff have been seen rarely.</p>  | <p>Council is collaborating with relevant agencies to connect people experiencing homelessness with services.</p>                                |
| <p>I think the City of Adelaide is headed in the right direction in firstly addressing homelessness in our city</p>  | <p>Support is noted.</p>   |
| <p>Make Bold Moves?</p>  | <p>Statement.</p>  |
| <p>Access to showering facilities should also be a part of this.</p>   | <p>Public amenities are included in Goal 3.</p>  |
| <p>Drug issues need to be addressed as a matter of urgency, referral to agencies is not working as there is very little rehab available and most feel they are wasting their time in connecting with agencies.</p>   | <p>The need for appropriate rehabilitation options for those experiencing homelessness will be considered by the partner agencies.</p>           |
| <p>still need to read and fully understand the Bold Moves.</p>   | <p>Statement.</p>  |
| <p>The homeless situation in Adelaide needs urgent attention</p>   | <p>The need for a multi-faceted approach to tackle this wide-ranging problem is noted and will be considered by the partner agency approach.</p> |
| <p>Where can I access these documents so I can comment?</p>  | <p>Provided respondent with a link to the draft Strategy.</p>  |
| <p>Being bold would be to say anyone coming into the City of Adelaide could be provided low barrier shelter overnight any night of the year if they needed it.</p>   | <p>Noted. Desire for bold approaches.</p>  |



| Submission  | Response  |
|---|---|
| <p>To knock down buildings that are condemned factories that are empty purchase land put individual homes not everyone can live in high rise apartments especially with children and animals I can be contacted anytime I'm living in emergency accommodation due to domestic violence abuse and have been waiting over two years for housing now at the stage where government is paying for women families like in my situation housing would be cheaper.</p>   | <p>Engaging with people with lived experience of homelessness and at risk of homelessness has been added as a principle within each of the goals.</p> |
| <p>While the strategy is a great, start the initiatives proposed do not go far enough to be considered "bold moves" in addressing the growing issue of lack of housing for those who are most vulnerable.</p>   | <p>Noted. City of Adelaide is developing a Housing Strategy with a relationship to the Homelessness Strategy.</p>                                     |
| <p>Only if funding from the State and Commonwealth is available to help Council. It must not be a burden on rate payers.</p>  | <p>Noted. The Strategy includes a partnership approach.</p>   |
| <p>During covid it was shown that if given a 'home' someone who was homeless could move back into society became mentally healthier and was more able to live a stable life - this didn't work for everyone but surely helping even a few is a positive</p>   | <p>The value of having a place to call home in mental health is acknowledged.</p>   |
| <p>The AHA SA particularly supports the following "Bold Moves": • Lead – Leverage Planning Policy: Submit a proposal to amend the state government's Planning and Design Code by 2025 to facilitate improved housing supply and choice. • Partner – Housing Support &amp; Tenancy Reform Program: Partner to introduce a Housing Support &amp; Tenancy Reform Program focused on legislative reform and early intervention for older people, renters and people at risk of entering homelessness by 2025.</p> | <p>Noted. Support for bold moves (Leverage planning policy, Housing support &amp; tenancy reform).</p>  |