

The South Australian Housing Trust



Government
of South Australia



SOUTH AUSTRALIAN
HOUSING TRUST

Successful Tenancies -

Stopping the Revolving Door



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South Australian Housing Trust



SA Housing Trust Services/Programs

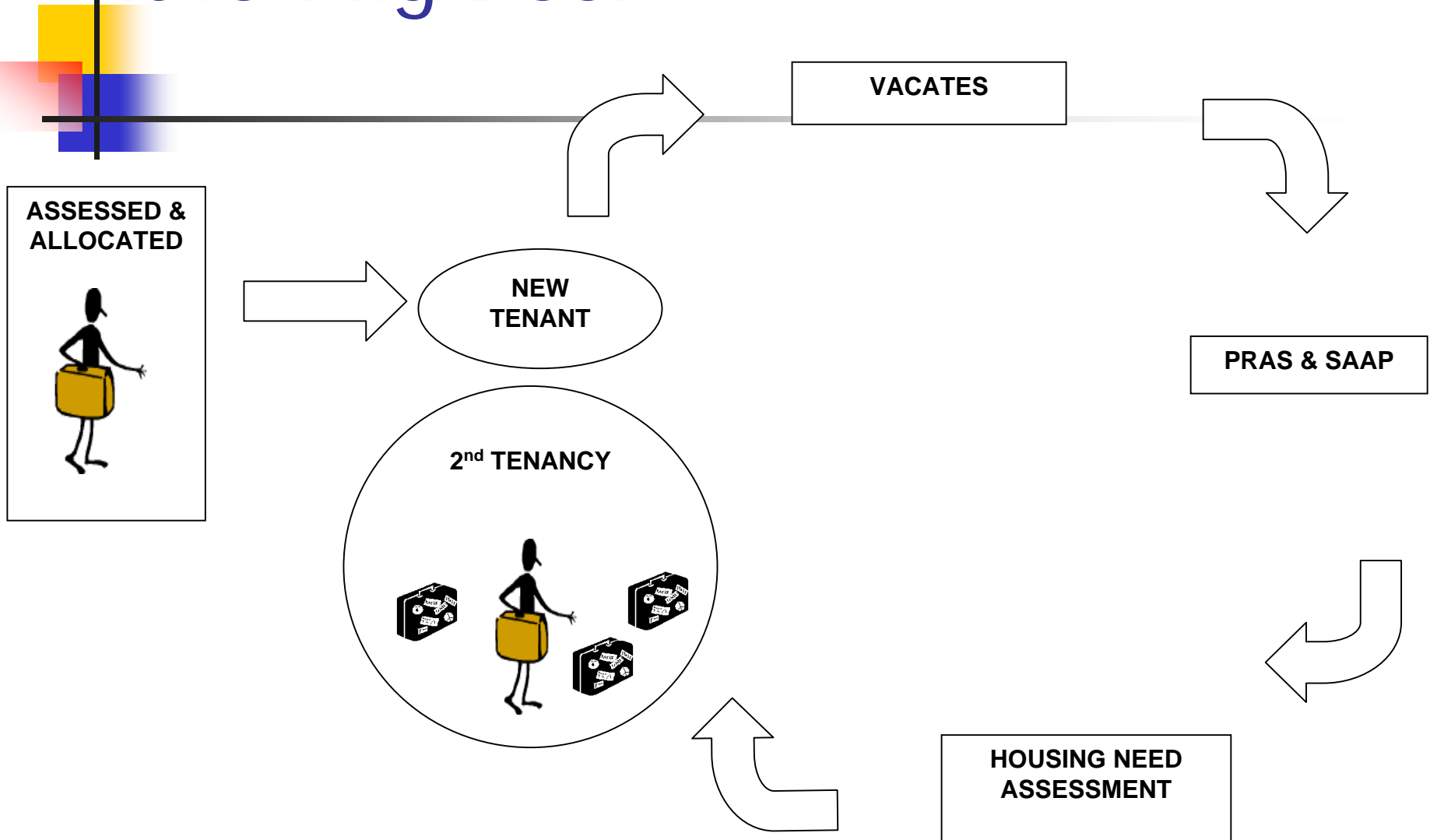
In 2002/2003:

- 48,000+ tenancies (4200 allocations per annum)
- Category 1 allocations - 1778
 - direct lease youth allocations - 271
 - short term lease allocations - 109
- Private Rental assistance - 21,514
- Hotel/Motel assistance - 1464
- Supported Trust Tenancies - 731 properties, 74 agencies
- Boarding houses/SRFs - 10

The revolving door.....



Revolving Door





Personal and Social Costs

- Children can experience 4 different schools in 1-2 years
- Friendships change
- No medical continuity – doctors change
- Social relationships change
- Access to services changes
- Health, social, education, community costs



Revolving Door Customers

- In 2002/03, 13% of new tenants vacated within 12 months:
Of them
 - 80% Category 1 (homeless)
 - 20% Category 2 (high need)
 - 43% re-presented for services (at 31 Oct 2003).
- Demonstrates:
 - Revolving door
 - Change work practices
 - Support of other Agencies
 - Doubling up of costs



Revolving Door Costs

■ Housing assessment	\$ 100
■ Allocation	\$ 50
■ Vacancy maintenance	\$ 2800
■ Rent Loss	\$ 360
■ Private Rental Assessment	\$ 75
■ Bond	\$ 463
■ Rent in Advance	<u>\$ 155</u>
	<hr/>
	\$ 3993
■ <i>Debt</i>	<i>\$ 1476</i>
■ <i>Housing assessment</i>	<u><i>\$ 100</i></u>
<u><i>TOTAL</i></u>	<u><i>\$ 5569</i></u>



Revolving Door Costs

2002/03 figures private rental assistance

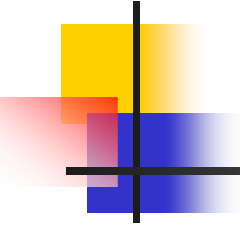
- Rent in Advance/Arrears - 13,156 assisted @ \$2.2m
 - 33% spent on repeat customers
- Bonds - 15,891 assisted @ \$7.1m
 - 17% spent on repeat customers
- Emergency Hotel/Motel - 1121 assisted @ \$311,143
 - 26% were repeat customers



Revolving Door - SAAP Impact

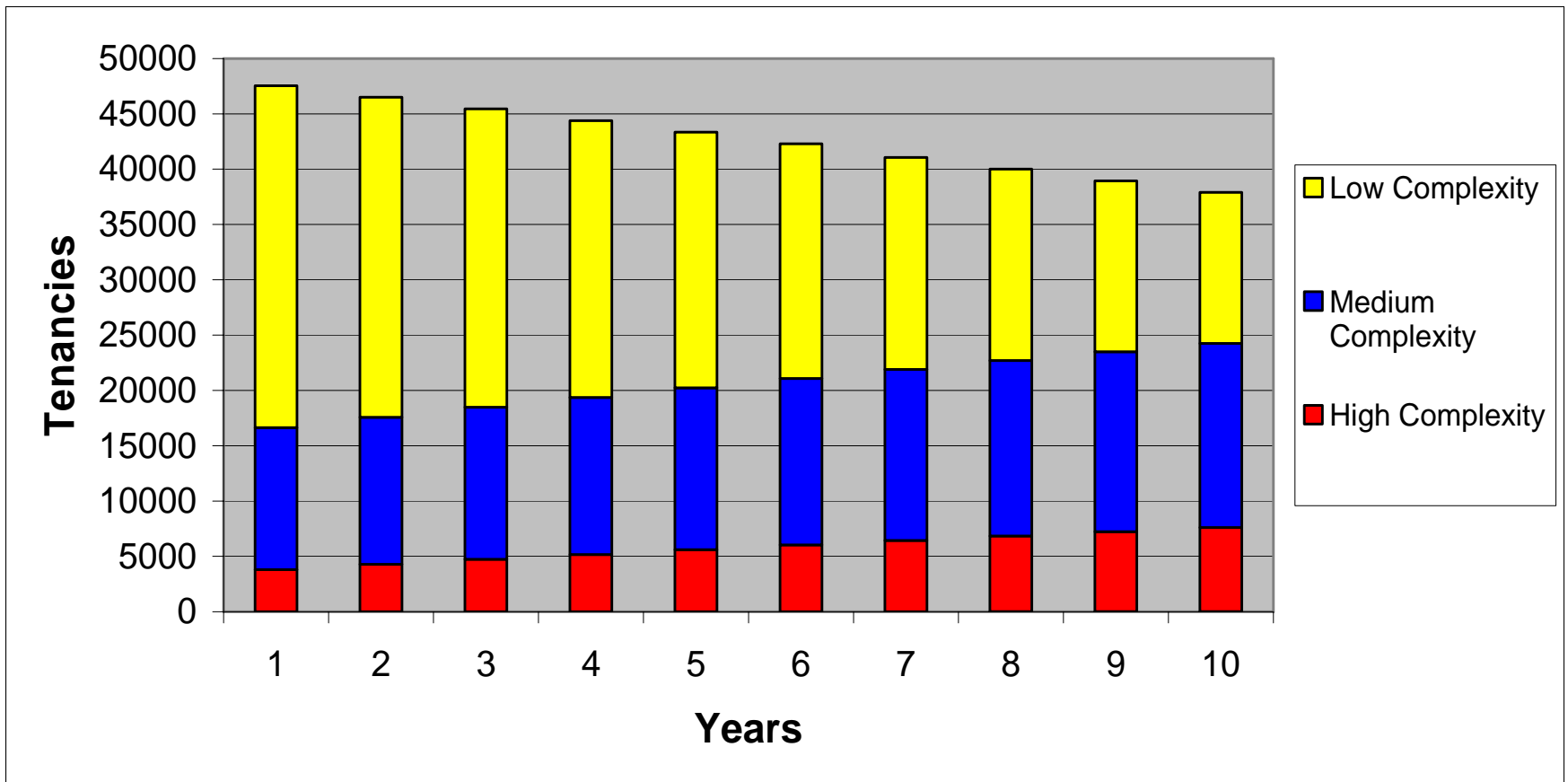
2001/02

- 12% clients entered SAAP from social housing
- 21% clients exited SAAP to social housing
- Anecdotally, many SAAP clients have further crisis within 2 years & return for further assistance



Other Drivers.....

Driver - Future Service Delivery – Customer Profile





Driver - Social Inclusion Initiative

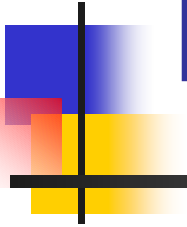
- Established in March 2002 by incoming Government
- Reducing homelessness a key priority
- State Govt goal - reduce homelessness by 50%
- March 2003 report on reducing homelessness delivered to State Govt



Driver – Disruptive Tenancies

- Difficult and Disruptive Tenancies
 - – Parliamentary Inquiry
- Reported 2 weeks ago
- “3 strikes and out”

Addressing the Revolving Door...





Demonstration Projects

- Supported SA Housing Trust tenancies
- North West Families Project
- Financial Management Project
- Mental Health Initiatives
- Housing Support Coordinators



Supported SAHT Tenancies Project

- Supported Tenancies Program
 - Joint SAAP and CSHA funding - \$180,000 - 2 years
 - North West Adelaide and Southern Adelaide
 - Tendered support for public tenancies - 2 Non Government Organisations
- How it works -
 - Housing Managers refer to Housing Support Coordinator
 - Referral to NGO to engage support
 - Services such as independent living, financial etc



North West Families Project

■ Overview

- Extended family - long history of difficult tenancies
- Inter-agency collaboration SAHT, Family Youth Services, Community Health, Police, Education
- Part-time social worker
- Goal - stabilise housing & change patterns of behaviour

■ Outcomes

- Tenancies sustained for over 12 months
- Difficult & disruptive behaviour reduced (30 p.a. to nil)
- SAHT debt paid in full
- increased involvement in community and reduced police call outs
- reduced child protection notifications
- improved school attendance



Financial Management Project

- **Overview**

- **Tenants with high debts at risk of eviction**
- **Group work approach - Trust & Family and Youth Services**
- **Incentives – debt reductions**
- **7 groups – 46 participants**

- **Outcomes**

- **34 of 46 participants received the incentive**
- **Reduced debt levels**
- **Knowledge of financial management/budgeting**
- **Improved self confidence, communication & social skills**
- **Ongoing, independent group meetings**



Mental Health Supported Housing Project

- **Human Services funding through Mental Health Unit – range of DHS agencies involved**
- **Accommodation & support for people with severe & persistent mental illness (often with history of homelessness)**
- **Early Findings:**
 - **10 people - \$22,000 for mental health support**
 - **Reduced hospitalisation days (9.7 to 0.5 per client per month)**
 - **Hospital bed savings of approx \$96,500 per month (\$1.16m/yr)**
 - **10 SAHT properties (revolving door savings \$55,000/annum)**



Evaluation

- Support for tenancies offers sustainability
- Separate housing and support
- Service agencies working together - agreements
- Focus on intervention and prevention
- Intensive tenancy management
- Housing Support Coordinators - successful



Future directions...



Rollout Demonstration Projects

- Statewide Supporting Trust tenancies initiatives -
\$800,000 (Social Inclusion support)
- Tender for support services – imminent
- Incorporate financial management in tenancy support
- Some Intensive family/tenancy management services
– rollout North West Families project



Social Inclusion Initiatives

- 37 Recommendations - 14 point action plan
- Key Social Housing Initiatives:
 - Rollout the Supported Tenancies Projects across the State
 - Support for indigenous tenancies at risk of failure
 - Project to support tenancies at risk of failure in private rental market
 - Implement Multi-agency linkages and referrals



Future Service Delivery

- Service agreements & protocols with other agencies
- Improved allocation procedures
- Increase Housing Support Coordinators
- Refocus service delivery staff roles
- Improve management of debt & disruption - focus on early intervention & more pro-active follow up
- Improve linkages with SAAP sector (agency linkages/referrals)



Summary

- Stop revolving door - support tenancies
- Separate tenancy from support
- Prevent homelessness - from SAAP, private rental, social housing
- Plan for future services - early intervention, prevention and intensive tenancy management
- Holistic approaches – engage other service agencies



Successful Tenancies

Stopping (at least striving to stop)

the Revolving Door

