South Australian Zero Homelessness Summit
#SASummit2025 #HomelessnessIsSolvable

advance
to zero

saaeh south australian alliance
to end homelessness

Turning data into action: Ending homelessness with by-name lists

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Andrew Denton, Acting State Manager, Toward Home Alliance /The Salvation Army

Connections Week 2018

280 volunteers and workers engaged with 143 people sleeping rough in the Adelaide CBD

Phases of the Adelaide Zero Project

Phase 1
ESTABLISH

August 2017
Adelaide Zero Project launched
Zero Research Project commenced
Discussion paper

October 2017
90-Day Project commenced to establish deliverables

November 2017
Adelaide announced as a Vanguard City committed to tackling street homelessness

February 2018
Implementation Plan 1.0 released

Rough Sleeping in Adelaide

143 **Connections Week** volunteers engaged with **143** people sleeping rough in Adelaide's inner city in May 2018.

73% Physical Health Issues

48% Mental Health Issues

44% Substance Abuse

37% Relationship Breakdown

Connections Week 2018

Phase 2
IMPLEMENT

May 2018
Connections Week
Establish By-Name List

June 2018
Zero Research Project Final Report
Business Alliance to End Homelessness underway

August 2018
Charter underway
Project target confirmed using 3 months of data since Connections Week
Public dashboard launched to count down to Functional Zero by sharing the number of people sleeping rough in the inner city

Dec 2018
Aligned Housing Plan released

2018 TBD
Commencement & completion of Aboriginal Homelessness 90-Day Project – details subject to consultation.
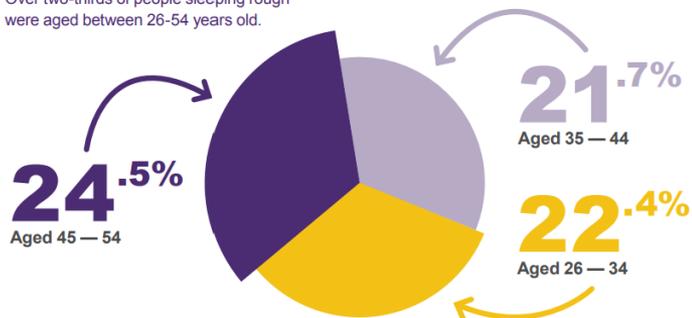
Phase 3
SUSTAIN

Phase 4
EXPAND

Age of Rough Sleepers

Over two-thirds of people sleeping rough were aged between 26-54 years old.

21.7%
Aged 35 — 44

24.5%
Aged 45 — 54

22.4%
Aged 26 — 34

28% of rough sleepers were **ABORIGINAL** and/or **TORRES STRAIT ISLANDER**
despite being only **3%** of the overall Australian population

73% of rough sleepers were **male**
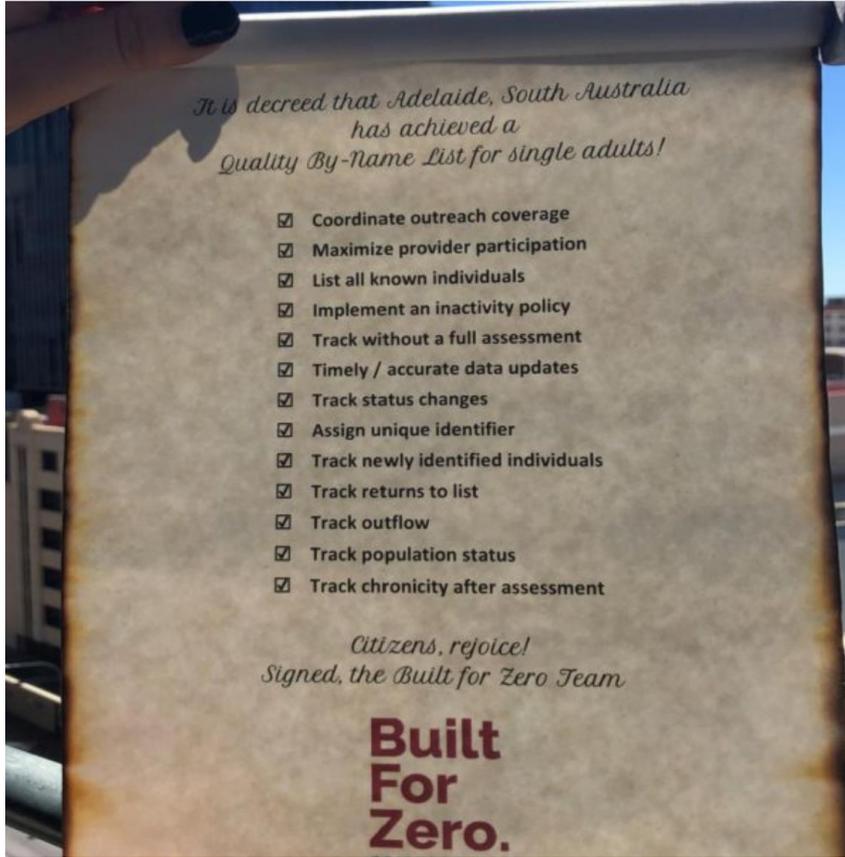
Length of time sleeping rough

29% had been sleeping rough for more than **2 years**

15% had been sleeping rough between **1 & 2 years**

35% had been sleeping rough for less than **1 year**

Connections Week 2018

December 2019

Lessons from the first few years

WHAT THE BY-NAME LIST HELPED WITH

EXAMPLES OF HOW THE BY-NAME LIST WAS USED

WHAT WERE SOME KEY CHANGES IN THE FIRST FEW YEARS

WHAT WERE SOME KEY LEARNINGS IN THE FIRST FEW YEARS?

Where to start?

"Imperfect action beats perfect inaction every time."– Harry S Truman

"Start where you are. Use what you have. Do what you can." – Arthur Ashe.

Toward Home Alliance-Adelaide South

Service Coordination Meeting

Service Coordination meetings are held weekly, chaired, and resourced by THA. Service Coordination meetings focus on services coming together across sector to identify and collaborate to ensure best support for individuals who are identified are high vulnerability.
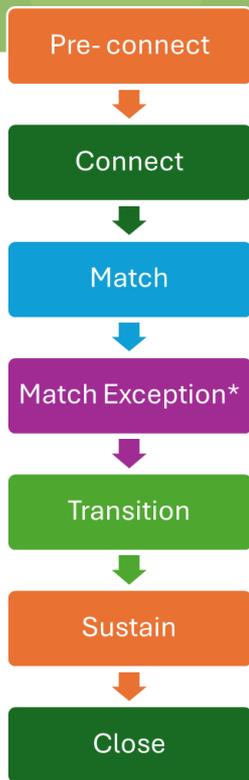
Adelaide Council, DHS, SAPOL and THA check in meeting

Fortnightly meeting for stakeholders that support in the CBD Assertive Outreach space to come together and discuss individuals which have been escalated and concerns or situations have occurred. Focus on specific individuals, hotspots, situations or patterns that they are noticing through the City of Adelaide council area.

Toward Home Outreach Meeting

Brings key stakeholders together across THA to provide regular updates and share information for effective, safe and responsive delivery of services to support service integration, service collaboration and outreach responses. This meeting has representation from all Alliance partners who undertake Assertive Outreach and cover any operational or client escalations that need to be discussed. This meeting allows for discussion for discussion for any rough sleeper across the THA catchment
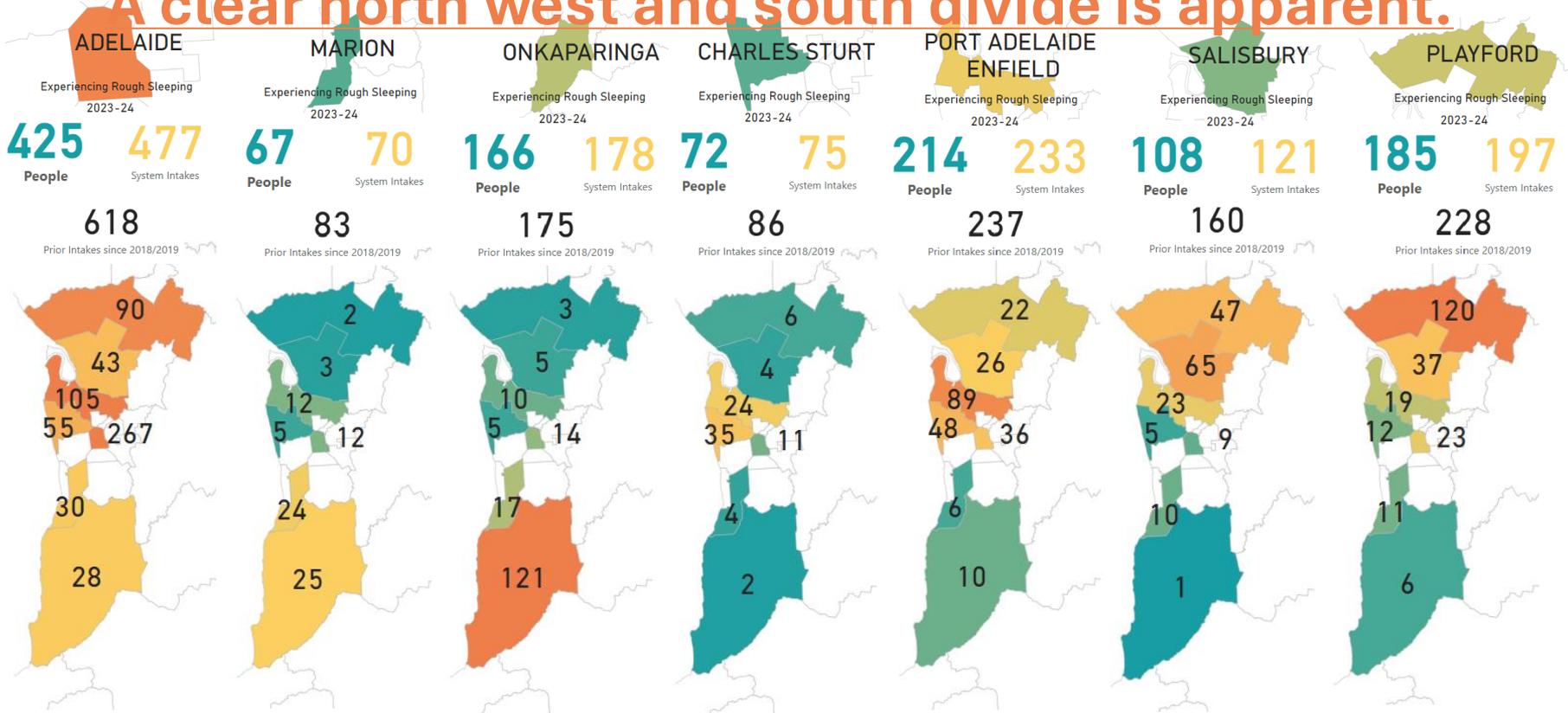
Service Co-ordination

toward home

Flow diagram (left):
- Pre- connect
- Connect
- Match
- Match Exception*
- Transition
- Sustain
- Close

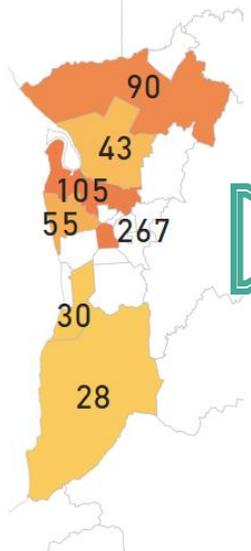| Connect	Match	Transition	Sustain
Potential goals: o Case manager develops rapport o Complete survey (AHVTT) o Consent forms completed o Identify client needs o Identification documents o Secure temporary shelter o Determine Housing needs o Complete ROI o Complete HNA	**Potential Goals:** o Confirm Category 1 in place o Follow up required documents o Link appropriate and consented services o Facilitate financial connection o Secure postal arrangements o Secure payments (Centrelink) o Housing Connect o Persons goals are understood o Person's voice is heard o Develop housing plan o Organise to meet IHP team	**Potential Goals:** o Nominate for Housing program o Maintain engagement o Offer of housing made o Offer of housing accepted o Secure available brokerage to set-up tenancy o Commence tenancy	**Potential Goals:** o Rent Payments set up o Utilities connected and payments set up o Tenancy active for 1 week o Person is safe/secure o Tenancy active for 1 month o Person receives support as required o Tenancy active for 3 months o Tenancy active for 6 months o Tenancy is rolled over to long term
To advance: o Participant is engaged with SHS o All assessments and registration completed o BNL is updated	**To advance:** o Continued connection to services o Secured access to necessary services o Secured CAT 1 o Housing plan and supports in place o BNL is updated	**To advance:** o Person is offered housing o Person accepted Housing o Tenancy has commenced o BNL is updated	
Indicators of success: o Person speaking to case manager o Consent in place o Survey completed o Person is registered for social and/or community housing	**Indicators of success:** o CAT 1 confirmed o Person has income o Housing plan developed	**Indicators of success:** o Person nominated for accommodation that matches need o Housing is accepted o Tenancy is commenced	**Indicators of success:** o More then 6 months in a tenancy o Tenancy transferred over to mainstream program/long term o No risk of tenancy ending o Person self reports feeling safe and secure in housing

Assertive Outreach
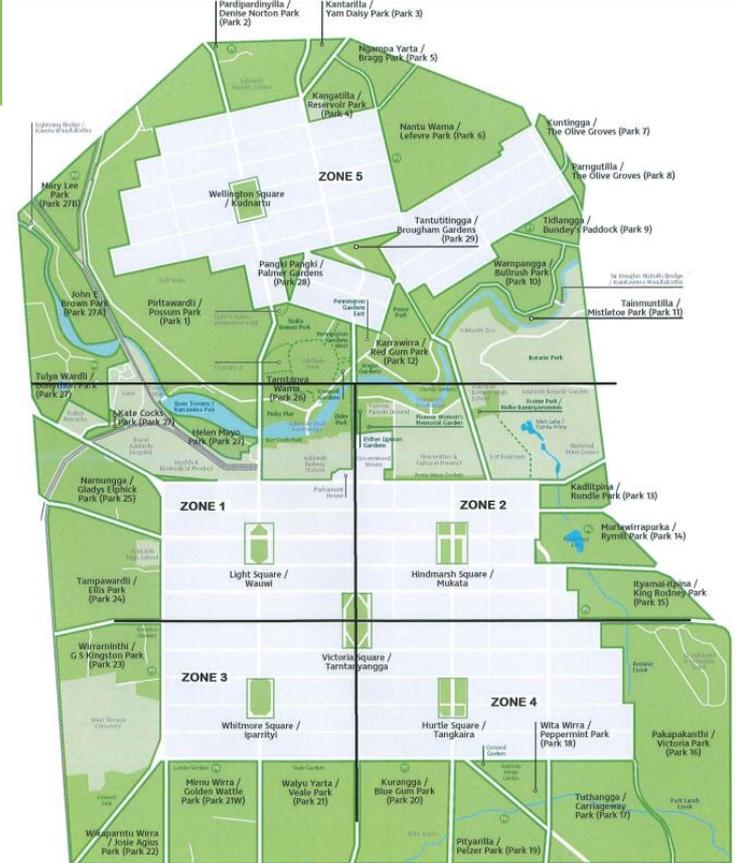
Rough Sleeping in an LGA is mostly impacted by immediate upstream presentations in that area or areas adjacent.
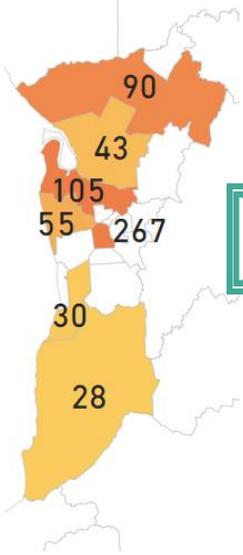## A clear north west and south divide is apparent.

ADELAIDE

Experiencing Rough Sleeping 2023-24

425 People   **477** System Intakes

618
Prior Intakes since 2018/2019

90 · 43 · 105 · 55 · 267 · 30 · 28

MARION

Experiencing Rough Sleeping 2023-24

67 People   **70** System Intakes

83
Prior Intakes since 2018/2019

2 · 3 · 12 · 5 · 12 · 24 · 25

ONKAPARINGA

Experiencing Rough Sleeping 2023-24

166 People   **178** System Intakes

175
Prior Intakes since 2018/2019

3 · 5 · 10 · 5 · 14 · 17 · 121

CHARLES STURT

Experiencing Rough Sleeping 2023-24

72 People   **75** System Intakes

86
Prior Intakes since 2018/2019

6 · 4 · 24 · 35 · 11 · 4 · 2

PORT ADELAIDE ENFIELD

Experiencing Rough Sleeping 2023-24

214 People   **233** System Intakes

237
Prior Intakes since 2018/2019

22 · 26 · 89 · 48 · 36 · 6 · 10

SALISBURY

Experiencing Rough Sleeping 2023-24

108 People   **121** System Intakes

160
Prior Intakes since 2018/2019

47 · 65 · 23 · 5 · 9 · 10 · 1

PLAYFORD

Experiencing Rough Sleeping 2023-24

185 People   **197** System Intakes

228
Prior Intakes since 2018/2019

120 · 37 · 19 · 12 · 23 · 11 · 6

Data: DHS Homeless 2 Home 2018-19 to 2023-24

The Zero Project as a 'bathtub'

INFLOW

PREVALENCE OF HOMELESSNESS

OUTFLOW

90
43
105
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267
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The Zero Project as a 'bathtub'

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PREVALENCE OF HOMELESSNESS
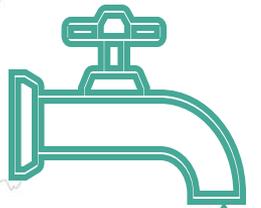
OUTFLOW

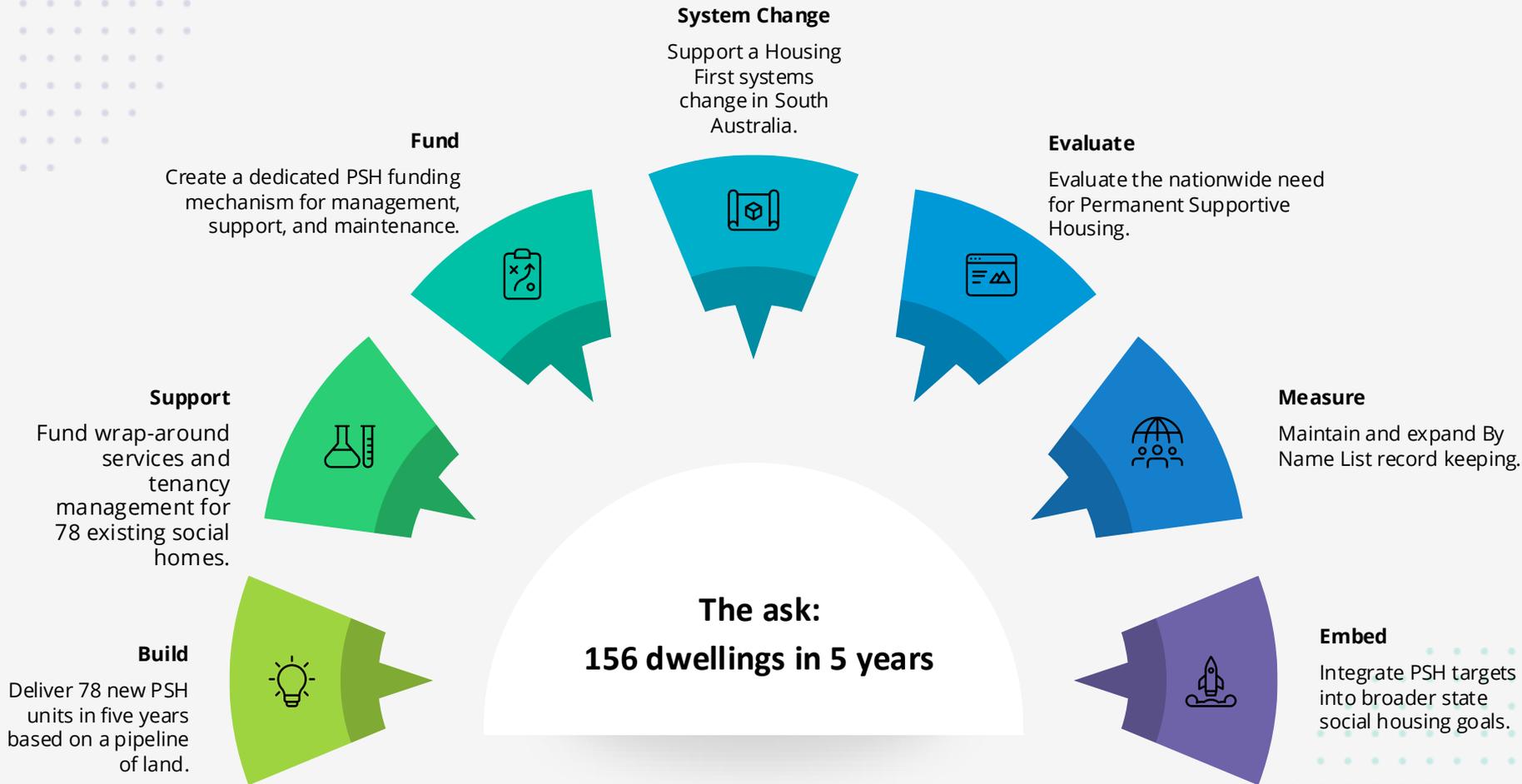# The Zero Project as a 'bathtub'

UPSTREAM PREVENTION
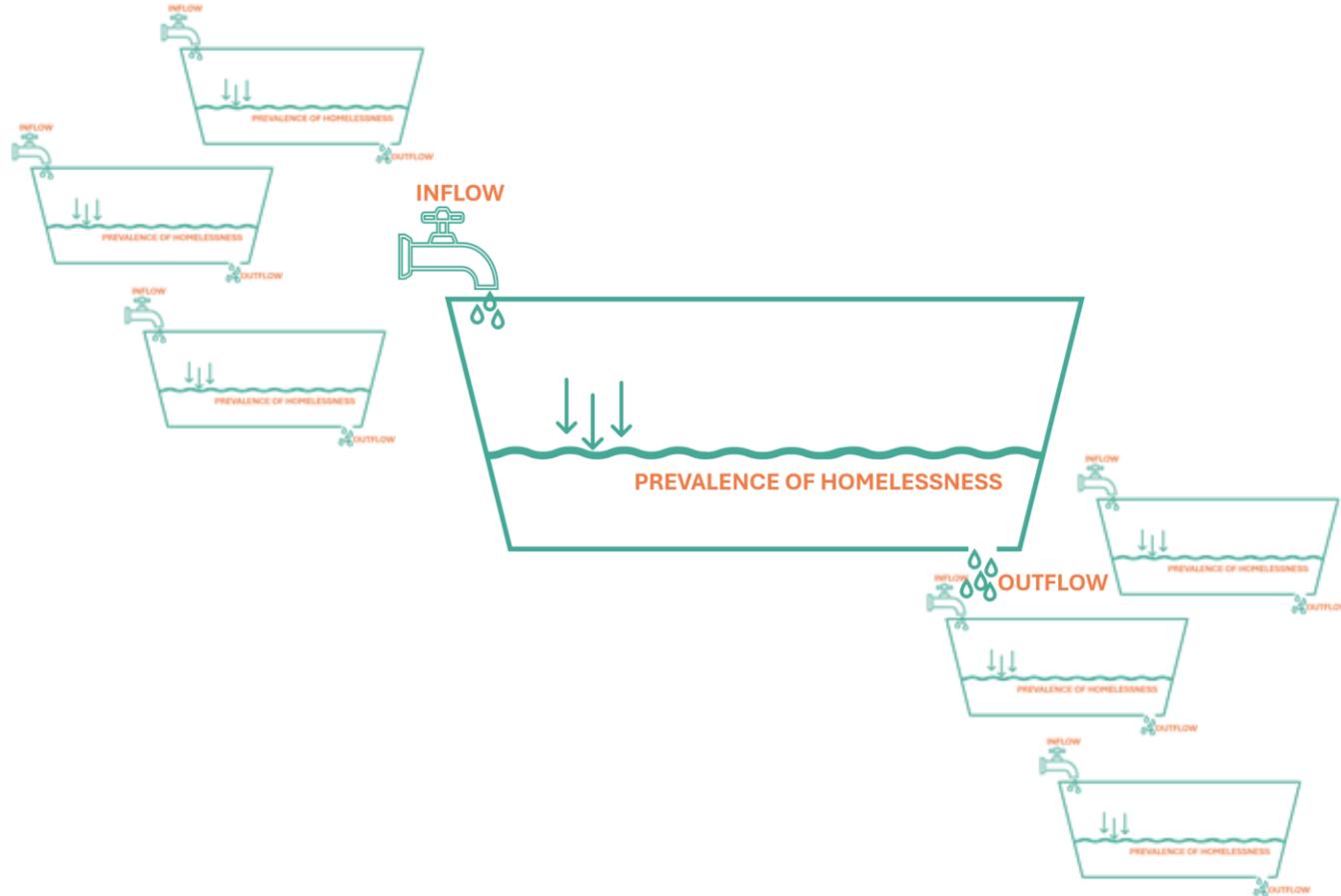
From inequality to impact:
Understanding housing challenges and
permanent supportive housing needs in SA

Dr Katrina Raynor

Centre for Equitable Housing, October 2025

Benefits and costs	Total across program lifespan	Notes
Benefits to government		
Cost savings to government	$66.1 million	Cost savings are 1.44 times service cost
Benefits to housed individuals		
Value of WELLBY (wellbeing-year) benefits	$100.7 million	The dollar value of wellbeing benefits
Capital costs		
Capital cost of new builds	$29.9 million	Cost of construction
Opportunity cost of being able to sell existing buildings	$8.4 million	The value of existing buildings at the time of repurposing for PSH
Cost of replacing/refurbishing existing buildings	$2.5 million	Cost of replacing or refurbishing existing buildings is incurred after 30 years
Cost offset from residual value of replaced/refurbished buildings	$0.2 million	Cost offset is received after 60 years
Ongoing costs		
Service costs	$45.9 million	
Operating costs	$49.5 million	
Cost offset from tenant rent revenue	$16.4 million	
Totals		
Total benefits	$166.7 million	Government cost savings + WELLBY benefits
Total costs	$119.7 million	
Benefit-cost ratio	1.41	

System Change

Support a Housing First systems change in South Australia.

Fund

Create a dedicated PSH funding mechanism for management, support, and maintenance.

Evaluate

Evaluate the nationwide need for Permanent Supportive Housing.

Support

Fund wrap-around services and tenancy management for 78 existing social homes.

Measure

Maintain and expand By Name List record keeping.

Build

Deliver 78 new PSH units in five years based on a pipeline of land.

Embed

Integrate PSH targets into broader state social housing goals.

The ask:
156 dwellings in 5 years

Afternoon tea

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