



Homelessness Strategy – Everyone's Business 2024/25 Report

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CITY OF
ADELAIDE



Kurna Acknowledgement

City of Adelaide tampendi, ngadlu Kurna yertangga banbabanbalyarnendi (inbarendi). Kurna meyunna yaitya mattanya Womma Tarndanyako.

Parnako yailtya, parnuko tappa purruna, parnuko yerta ngadlu tampendi. Yellaka Kurna meyunna itto yailtya, tappa purruna, yerta kuma burro martendi, burro warriappendi, burro tangka martulyaiendi.

Kumarta yaitya miyurna iyangka yalaka ngadlu tampintheta.

City of Adelaide acknowledges the traditional Country of the Kurna People of the Adelaide Plains and pays respect to Elders past and present.

We recognise and respect their cultural heritage, beliefs and relationship with the land. We acknowledge that they are of continuing importance to the Kurna People living today.

And we also extend that respect to other Aboriginal Language Groups and other First Nations.

Introduction

Council adopted the Homelessness Strategy – Everyone’s Business on 13 February 2024. The Homelessness Strategy identifies four goals, five targets and six bold moves to be delivered over a four-year period.

Goal 1 Housing	Goal 2 Closing the Gap	Goal 3 Safety and Support	Goal 4 Wellbeing and Connection
People have a place to call home	Aboriginal and Torres Strait Islander People have equitable outcomes.	People are safe and have access to support.	People are well and living connected lives within their communities.
Targets			
A whole of system response to supplement the State Government committed housing and reach functional zero by 2025	Aboriginal and Torres Strait Islander People actively experiencing homelessness in the City of Adelaide is less than a third of homeless people City of Adelaide achieves an Aboriginal and Torres Strait Islander employment target of 2% of all City of Adelaide employees by 2024	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 and located across a range of key city locations	City of Adelaide front-line employees can identify the risk factors for homelessness and provide information on appropriate referral pathways and services
Bold Moves			
<p>Leverage Planning Policy Partner with the State Government to amend the state wide Planning and Design Code by 2025 to facilitate improved housing supply and choice.</p> <p>Leverage Planning Policy Partner to introduce a Housing Support & Tenancy Reform Program focused on legislative reform and early intervention for older people, women, renters and people at risk of entering homelessness by 2025.</p>	<p>Co-Design for Transitional Accommodation 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>Emergency Shelter In partnership with the South Australian Homelessness Alliance, investigate whether the City of Adelaide community infrastructure is made available in response to extreme heat and cold weather such as State Government announcements of Code Red and Code Blue.</p>	<p>Annual Homelessness Roundtable Host an annual Homelessness Roundtable to acknowledge the sector partners and workforce, and to identify opportunities for celebration, action and collaboration.</p>

The Homelessness Strategy is delivered through the City of Adelaide’s operating budget. Funding for initiatives above existing service levels are determined annually by the Council through the City of Adelaide’s Annual Business Plan and Budget process.

An annual one-page implementation plan sets out the commitments for each financial year. In 2024/25, 12 commitments were identified, and \$50,000 strategic project funding was allocated to deliver against the plan in year one. This report provides highlights and an annual statement of achievement against the 2024/25 commitments.

Of the 12 commitments identified in the implementation plan, the following assessment of status is provided:

- 11 are complete
- 1 is progressing for completion in 2025/26.

Of the five bold moves in the Homelessness Strategy, the City of Adelaide has delivered or substantially progressed delivery against four bold moves: Leverage Planning Policy, Emergency Shelter, Library Connections Program, and the Annual Homelessness Roundtable.



Capital City Leadership

Library Connections Program

The Library Connections Program aims to make City of Adelaide libraries safe and welcoming places for all customers and employees, where everyone has an opportunity to learn, participate and connect.

The City of Adelaide commenced a Library Connections Program in 2024/25. The City of Adelaide appointed two Library Connections Officers in January 2025 to be based in its city libraries.

Areas of support include referrals for customers:

- Experiencing or at risk of homelessness
- Requiring brief intervention support for mental health and/or alcohol and other drug use
- Experiencing the impacts of family and domestic violence, the impacts of loneliness and/or isolation
- Requiring job readiness or unemployment assistance.

The program targets four key outcomes:

1. Customers with complex needs have access to specialist services and support
2. Employee resilience is high and employees feel safe in their workplace
3. Library spaces are safer for customers and employees
4. Stronger connections into Council and community ensure better outcomes.

The initiative involved comprehensive planning processes, guided by consultant, expert and Churchill Fellow Leanne Mitchell.

An evaluation of the program will be undertaken in 2025/26 with the support of the Centre for Social Impact Centre at Flinders University.



Goal 1 – Housing – People have a place to call home.

Targets

A whole of system response to supplement the State Government committed housing and reach functional zero by 2025	There were 84 housing outcomes for 24/25. Per month housing outcomes ranged from between 4 to 11.
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Key achievements 2024/25:

- ✓ The City of Adelaide commenced discussions with Mission Australia, The Salvation Army and the Towards Home Alliance about the feasibility of implementing a private rentals and tenancy support program for priority groups at risk of homelessness in 2025/26.
- ✓ The City of Adelaide continued its partnership with the SA Alliance to End Homelessness for the Adelaide Zero Project.
- ✓ The City of Adelaide advocated, through its role in the Council of Capital City Lord Mayors, for a single definition of homelessness, such as the Australian Institute of Health and Wellbeing definition, across jurisdictions to support effective data collection and measurement.
- ✓ Renewal SA undertook a national call for development partners for Tapangka (the former Franklin St Bus Station site). Urban SA were the successful applicant to deliver 35% affordable housing.
- ✓ The City of Adelaide partners with the Australian Alliance to End Homelessness to deliver the Adelaide Zero Project and by-name list data that enables the monthly tracking of the number of rough sleepers entering and exiting homelessness in the city.
- ✓ The City of Adelaide is funded by the Department of Human Services to deliver the Homeless and Vulnerable Persons Project. This program enables those at risk of and experiencing homelessness to be referred to specialist homelessness service providers in the city.
- ✓ The City of Adelaide engaged with the Toward Home Alliance and the State Government and determined that the Australian Institute of Health and Wellbeing definition is the preferred definition and is currently used by the State Government and homelessness sector to measure the number of people at risk of and experiencing homelessness.

Bold Moves:

Leverage Planning Policy - Partner with the State Government to amend the statewide Planning and Design Code by 2025 to facilitate improved housing supply and choice.

Council endorsed its City Plan – Adelaide 2036 on 10 September 2024 as an urban design framework and digital mapping resource. The City Plan informed the City of Adelaide’s work with and submission to the State Government on the Greater Adelaide Regional Plan finalised in March 2025.

As part of the City Plan’s implementation the City of Adelaide has established a Planning and Design Code Amendment Program 2023-2026. In 2024/25, the following Code Amendments contributed to housing supply and improved housing outcomes:

- Submission made to the State Government’s Accommodation Diversity Code Amendment in February 2025, advocating for accessibility and high amenity outcomes.
- Consideration of the State Government’s Future Living Code Amendment by Council.

Housing Support and Tenancy Reform Program - Partner to introduce a program focused on legislative reform and early intervention for older people, women, renters and people at risk of entering homelessness by 2025.

The City of Adelaide is working with the Towards Home Alliance (THA) and the South Australian Housing Trust to explore the evaluation of the private rental pilot program and identify early intervention strategies for private renters who may fall behind in rent and risk eviction. Many renters in these circumstances are becoming at risk or experiencing homelessness for the first time. This work follows on from scoping research conducted by the City of Adelaide and discussions with The Priority Project and THA about suitable programs that prioritise private rentals for women (and their dependents) experiencing domestic and family violence (DFV) and is a priority in 2025/26.





Goal 2 – Closing the Gap – Aboriginal and Torres Strait Islander People have equitable outcomes.

Targets

<p>Aboriginal and Torres Strait Islander People actively experiencing homelessness in the City of Adelaide is less than a third of homeless people.</p>	<p>In May 2025 (most recent data) there were just over 1/3 of Aboriginal people experiencing homelessness, an increase of 6.4% from 28.7% in April 2025.</p>
<p>City of Adelaide achieves an Aboriginal and Torres Strait Islander employment target of 2% of all City of Adelaide employees by 2024.</p>	<p>1% Aboriginal employees at the City of Adelaide.</p>

Key achievements 2024/25:

- ✓ The City of Adelaide continued to request the State Government explore alternative models of transitional housing through the Safety and Wellbeing Taskforce led by the Department of Human Services.
- ✓ Council approved the use of Edwards Park / Park 23 by the Department of Human Services for the Safer Place to Gather Initiative for remote and regional visitors in February 2025.
- ✓ Council adopted an updated Procurement Policy on 18 February 2025 that embedded principles for the use of local goods and services, social enterprise engagement, environmental, cultural, circular economy, and Aboriginal and Torres Strait Islander businesses across all procurements.

examples of successful interstate transitional accommodation centre (TAC) providers to inform future approaches in South Australia.

“We need to focus on housing but don’t forget sheltering options in the interim” – Lord Mayor’s Homelessness Roundtable participant

The City of Adelaide is supporting the Department of Human Services to run Safer Places to Gather initiative in Edwards Park / Wirrarninthi (Park 23), while they investigate alternative models of transitional housing.

Bold Moves:

Co-Design for Transitional Accommodation -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.

The City of Adelaide, through its role in the Department of Human Services Safety and Wellbeing Taskforce, participated in a forum on ‘Short-term responses for remote visitors to Adelaide’ in March 2025.

The forum was held with Aboriginal stakeholders, including land holding, and cultural authorities. The forum included deep discussion on the Department of Human Services’ Edwards Park Initiative - Safer Place to Gather, which provides a location for regional and remote visitors to access support while in the City of Adelaide. The forum discussed



Goal 3 – Safety and Support – People are safe and have access to support.

Targets

<p>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 and located across a range of key city locations</p>	<p>23 public toilets in the City of Adelaide are open 24 hours a day, seven days a week.</p>
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Key achievements 2024/25:

- ✓ The City of Adelaide delivered 'Understanding and Responding to Homelessness' training to 137 frontline workers and employees over five sessions to improve employee confidence in interacting with people at risk of, or experiencing homelessness, and how and where to refer people for support.
- ✓ The City of Adelaide continues to be represented on the State Government's Safety and Wellbeing Taskforce led by the Department of Human Services.
- ✓ The City of Adelaide completed the Adelaide Park Lands Dry Area Regulation Review and evaluation.

Bold Moves:

Emergency Shelter - In partnership with the South Australian Homelessness Alliance, investigate whether the City of Adelaide community infrastructure is made available in response to extreme heat and cold weather such as State Government announcements of Code Red and Code Blue.

The Department of Human Services issued 11 Extreme Weather Response alerts to the City of Adelaide front-line teams in 2024/25. The alert level and services available in the Adelaide Metropolitan area during this period for people experiencing homelessness are communicated via the City of Adelaide social media channels.



Goal 4 – Wellbeing and Connection – People are well and living connected lives within their communities.

Targets

City of Adelaide front-line employees can identify the risk factors for homelessness and provide information on appropriate referral pathways and services	121 front-line employees participated in the Understanding and Responding to Homelessness training.
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Key achievements 2024/25:

- ✓ The City of Adelaide provided a submission to the LGA SA submission into the Royal Commission into Domestic, Family and Sexual Violence.
- ✓ The City of Adelaide participated in the SACOSS/ Preventative Health SA consultation regarding food security.
- ✓ Approximately 500 City of Adelaide residents celebrated Neighbour Day on Sunday 30 March 2025, at 13 grassroots gatherings supported by the Council. In 2024/25 six new hosts volunteered to connect neighbours. A highlight is the Halls Place/Weil Street Neighbour Day gathering, which featured the launch of a new Little Street Library, an idea that emerged from a brainstorming session in Halls Place in 2024.
- ✓ The City of Adelaide continues to be represented on the State Government’s Safety and Wellbeing Taskforce led by the Department of Human Services. The City of Adelaide tabled items on the Dry Area Regulation review and community safety in the south-west of the city.
- ✓ The State Government’s Department of Human Services and the City of Adelaide have partnered to provide community development services and programs at the Minor Works Building Community Centre including playgroup, exercise, cooking and programs for international students.



Bold Move:

Annual Homelessness Roundtable - Host an annual Homelessness Roundtable to acknowledge the sector partners and workforce, and to identify opportunities for celebration, action and collaboration.

The 2024 Lord Mayor's Homelessness Roundtable – 'Partnership in Action' was hosted on 19 August 2024. The Roundtable acknowledges the work of the homelessness sector and partners, and identifies opportunities for collaboration, celebration and action.

The theme 'Partnership in Action' focused on local government responses to homelessness and how the City of Adelaide is working in partnership to end homelessness. The LGA Ending Homelessness Toolkit was launched at the event in addition to City of Adelaide's Library Connections Program (social workers in libraries).

The LGA Ending Homelessness Toolkit comprises nine fact sheets, each with a different focus designed to assist councils with their thinking, actions and advocacy as they navigate this complex issue in their communities.

Three guest speakers presented at the Roundtable:

1. Leanne Mitchell – Churchill Fellow and author of 'Everyone's Business – What local government can do to end homelessness' and social work in libraries consultant.
2. Dr Selina Tually, Deputy Director of Centre for Social Impact (CSI) at Flinders University and co-author of the LGA SA commissioned project 'Ending homelessness: a toolkit for local government'.
3. Lauren Martin - Manager Adelaide Zero Project, Toward Home Alliance. 'Data and sector advocacy.'

The outcomes of the Roundtable and opportunities for the sector to work together included:

- Social Workers in Libraries
- Linking the City of Adelaide's Reconciliation Action Plan 2024-2027 with Closing the Gap targets
- A hosted local government conversation on a system's response to homelessness
- Scaling up the Advance to Zero approach to homelessness.





Annual Scorecard of Achievement

2024/25 Commitments

- ✓ Work with the State Government to deliver housing diversity through the Planning and Design Code, including a submission on the Accommodation Diversity Code Amendment
- Investigate feasibility and partnerships for a Housing Support and Tenancy Reform Program
- ✓ Partner with Renewal SA on initial planning for the redevelopment of the former Bus Station site enabling significant mixed-use development incorporating affordable housing
- ✓ Partner on the Adelaide Zero Project and Homelessness and Vulnerable People Project
- ✓ Develop a shared definition of homelessness
- ✓ Provide a community connection program in the City of Adelaide libraries
- ✓ Support the Department of Human Services to deliver the Edwards Park remote and regional visitor response
- ✓ Partner with the Department of Human Services on Community Neighbourhood Development
- ✓ New parents' room as part of the Adelaide Central Market redevelopment
- ✓ Host an annual Homelessness Roundtable
- ✓ Participate in the Safety and Wellbeing Taskforce
- ✓ Participate in the LGA Ending Homelessness Toolkit Reference Group
- ✓ Review the Procurement Policy and Guidelines to support circular economy, climate resilience, Aboriginal and Torres Strait Islander employment and local sourcing by 2024

Icon Key: ✓ Complete | ● In progress (for completion in 2025/26)





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