



Update on Toward Home Homelessness Alliance

The Toward Home Alliance is now progressing transition planning with a focus on ensuring service continuity and best support for those seeking homelessness services within the Adelaide South region. Following a two-day workshop held on 12 and 14 May 2021 in Adelaide, the Alliance has progressed a number of agreements and priorities and are now able to provide an overall update.

As you will no doubt be aware, Alliance members have initiated contact with all outgoing organisations to begin discussions relating to transition. The Toward Home Alliance is committed to ensuring seamless service provision and open communication and dialogue during transition. We will therefore be providing a weekly update to homelessness sector organisations during this period. Email updates will be provided, together with information on the Toward Home landing page.

The following is a list of current priorities for Toward Home Alliance partners:

- Refining our Toward Home Transition template to support the handover of client information and facilitate transition including relevant processes around client consent. This will be provided to all outgoing organisations by close of business on 19 May 2021, together with service-specific information dependant on outgoing and Alliance organisational requirements.
- Confirming service provision locations, hours of service, co-locations and outposts within the Toward Home Alliance. Information will be provided on the Alliance landing page.
- Securing a central telephone contact number for Toward Home Alliance, to be communicated and operational by Friday 21 May.
- Direct contact with outgoing organisations by Alliance member organisations to remain ongoing, to assist in facilitation of transition.
- Finalising a Toward Home deployment plan to ensure a seamless service transition to the Toward Home service model.
- Publishing the Toward Home communication video, on Toward Home landing page by COB 18 May 2021.
- Ongoing commitment and transition planning with Adelaide Zero Project. Further update to be provided to all outgoing organisations, Adelaide Zero Project members, and the sector.

The Toward Home alliance looks forward to working with outgoing providers to ensure transition to new arrangements is coordinated and achieved on a best for client outcomes basis.

Please also note the Toward Home landing page where we will be posting all updates and notifications for the sector and our clients (www.lutherancare.org.au/toward-home).

Should you have any further queries, please email Toward Home Alliance Senior Manager (Interim) – Sophie Parsons at sophie.parsons@salvationarmy.org.au