



FAQs

TOWARD HOME: DIVERT & PREVENT | For people who are at risk of homelessness or new to experiencing homelessness

You may have heard that homelessness services in the city and southern suburbs are changing. These changes start on 1 July 2021. From then, you can receive support from the new service provider, Toward Home, which is made up of a group of experienced organisations that you may already be receiving services from or have had contact with:

- The Salvation Army
- Baptist Care SA
- Mission Australia
- Sonder
- Lutheran Care
- Aboriginal Community Services

Q. What will stay the same?

A. You will continue to receive help to achieve your goals. Toward Home workers will support you with your individual needs. If you are currently living in a property or accommodation service which is supported, you will continue to live there. Support from Toward Home will include help to go to appointments, assistance with securing housing, and support, referrals and help with your health and education needs.

Q. What will change?

A. The services that you have previously visited will change. From 1 July 2021, you can receive support, and a Toward Home: Access, Prevent or Divert worker, who will connect you with services and help with your housing and other needs, by:

- Calling the 1800 Toward Home Access number (to be confirmed prior to 1 July)
- Going into several offices, including the Westcare Centre, Hutt Street Centre, The Salvation Army, Mission Australia, and Sonder
- Asking any other services you are being supported by to call Toward Home: Access on your behalf.

Q. What are the locations for Toward Home services, and opening hours?

A. The Toward Home team will be available to support you Monday – Friday between 9am and 5pm. Exact locations for Toward Home services are being finalised and information about this will be sent out before 1 July 2021.

Q. Which organisation will help me under the new service model?

Toward Home will be provided by workers from Aboriginal Community Services, Baptist Care SA, Lutheran Care, Mission Australia and The Salvation Army. All workers will be wearing Toward Home branded clothing or lanyards and will have ID cards for each organisation.

Q. When do the new services start?

A. All new Toward Home services will start on 1 July 2021.

Q. What do I do if I need support prior to 1 July?

A. Current arrangements with service providers are still in place until 1 July. Please note, if you are in crisis and in need of urgent assistance please call either your current homelessness support provider or Homeless Connect SA on 1800 003 308.