



FAQs

TOWARD HOME: RESOLVE | For clients experiencing long-term homelessness

You may have heard that homelessness services in 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
- Mission Australia
- Lutheran Care
- Baptist Care SA
- Sonder
- Aboriginal Community Services

Q. What will stay the same?

A. You will continue to receive support to achieve your goals. Toward Home: Resolve workers will visit services like the Westcare Centre, Hutt Street Centre and others, as well as go into the city and parklands, to speak to and work with people who are experiencing homelessness. This support will include help to go to appointments, assistance with securing housing, and support with health needs.

Q. What will change?

A. Clients experiencing long-term homelessness will be provided services by Toward Home's Resolve team, instead of their previous service provider. The Neami Service Hub will no longer operate, and GP services will no longer be available there.

Q. How do I access support from 1 July?

You can access support, and a Toward Home: Resolve worker, from 1 July 2021 by:

- Calling the 1800 Toward Home ACCESS number (to be confirmed prior to 1 July)
- Going into the Hutt Street Centre
- Going into the Westcare Centre
- Speaking to someone at the Adelaide City Council and asking them to contact us.

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

A. Toward Home: Resolve will be provided by workers from The Salvation Army, Sonder and Aboriginal Community Services. All workers will be wearing Toward Home branded clothing 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 will remain 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.