



24.05.2021 Toward Home Alliance: Transition planning update

The Toward Home Alliance is progressing with establishment of the Alliance Leadership Team, and transition planning in collaboration with outgoing organisations and the South Australian Housing Authority. The Transition Plan includes:

- planning meetings with outgoing service providers to facilitate seamless service provision
- developing the Alliance service delivery manual, including procedures and data management
- workforce transition including recruitment, induction and training
- communication with stakeholders, including regular information posted on landing page of the lead agency website.

Existing services and client transition

To ensure that vulnerable people and families are protected and supported through continuity of service, Toward Home Alliance members will continue to meet with outgoing service providers.

Regular meetings have been scheduled to facilitate the client transition, including accessing the required client information held by current service providers clients transitioning to the Toward Home Alliance. The Toward Home Alliance notes that any client information transferred between providers will be with the informed consent of the client, as obtained by the existing service provider.

We take this opportunity to thank you for your support in working with the Toward Home Alliance to ensure a cooperative and supportive transition of clients.

To assist this process, the Toward Home Alliance provides the attached transition pack to support the commencement of client transition activities. **Documents must be read in conjunction with recent information provided by South Australia Housing Authority in relation to H2H client records.** The pack includes:

- Toward Home: Client Service Transition & Informed Consent Forms to facilitate the handover of clients and connection to Toward Home Alliance service providers. There are three options available specific to client consent.
 - Option 1 - as per the Toward Home: Client Service Transition & Informed Consent Form confirmation by written consent by the client to the service provider to transfer client information.
 - Option 2 - as per the Toward Home: Client Service Transition & Informed Consent Form confirmation by worker of verbal consent by the client to the service provider to transfer client information
 - Option 3 - as per the Toward Home: Program Service Transition & Informed Consent Form confirmation by existing service provider, and provision of an individual program client listing, confirming current informed client consent to transfer client information.



- Homelessness Services in South Australia: Changes starting 1 July 2021, and a **Toward Home video** for service providers to make use of to ensure consistency in communication with those receiving services and staff.

Note: Please see the links to the related documents provided below.

Workforce transition

The Toward Home Alliance is commencing recruitment processes for a number of positions which will be listed here on our landing page at www.lutherancare.org.au/toward-home as they become available. Please encourage your staff to visit the page as the Toward Home Alliance is committed to supporting the career opportunities of the homelessness workforce through the transition and encourages your staff to apply.

Communications

The Toward Home Alliance will provide a weekly communication to complement the regular transition meetings which are scheduled with outgoing providers.

Should you require any further information please do not hesitate to contact Toward Home Alliance Senior Manager (Interim) – Sophie Parsons at sophie.parsons@salvationarmy.org.au

[Homelessness Services in Adelaide city and southern metropolitan area - Changes starting 1 July 2021](#)

[Homeless2Home Consent to Share Information Form](#)

[Toward Home Program Service Transition Informed Consent Form](#)

[Toward Home Client Service Transition Informed Consent Form](#)