



Case Study | 7

Engaging for impact: the SA Housing Authority and Centre for Social Impact, Flinders University strategic partnership to support the transformation of the specialist homelessness services landscape in SA



Associate Professor Selina Tually, Ms Clare Rowley

The Centre for Social Impact (CSI), Flinders University prides itself on deep and long-term partnerships with industry

with the purpose of transformative, outcomes-oriented system change through action research and evaluation.

One example of our engaged way of working is our current three-year partnership with the SA Housing Authority which formally began in late 2021. This partnership has built on years of working with the SA Housing Authority and other stakeholders

around reform of the specialist homelessness services landscape in SA and the learnings from (and relationships built through) the Adelaide Zero Project, the collaborative effort to end street sleeping in Adelaide's inner city.

The SA Housing Authority and CSI Flinders' partnership involves several elements, centred on evidence-based research and evaluation with and for the specialist homelessness services sector in South Australia, including the SA Housing Authority as a key stakeholder in the sector. Tually is named as the Fellow attached to the partnership. Strategic priorities and oversight are provided by a Partnership Steering Group comprised of relevant representatives of the SA Housing Authority and CSI Flinders. Tually is embedded with the Authority on a fractional basis and is available as a resource (approximately 0.5 FTE). The partnership is guided by a co-designed and nimble workplan, ensuring responsiveness to needs in a reforming landscape.

A key focus of activity in the partnership to date (albeit only one focus) has been co-producing the SA Specialist Homelessness Services and Domestic and Family Violence Sector Outcomes Measurement Framework. The Outcomes Measurement Framework has been an extensive co-design

effort, involving people with lived experience and the sector, to produce a framework that reflects the needs of all stakeholders. It serves to articulate the strategic objectives and aspirations for services and stakeholders to own and collectively work towards achieving. The framework is structured around three key focus areas – safety, housing and accommodation and wellbeing and support – with underpinning indicators and measures structured around identifying, preventing and responding to homelessness and the risk of homelessness, as well as the sustainment of client outcomes. The framework is a culture setting and advocacy tool for the sector and the SA Housing Authority.

Both the SA Housing Authority and CSI Flinders see a range of areas of mutual value in/from our partnership. For the SA Housing Authority, Tually's embeddedness with the Authority:

- » **leverages her depth and breadth of experience in the homelessness, social housing and domestic and family violence research history.**
- » **utilises her specialist research skills to complement the skill sets of government and sector workers to increase efficiency and effectiveness of projects and system reviews.**

- » **increases the reach and efficiency of reviews and reflections on system structures, service delivery and reporting.**
- » **feeds directly into localised programs and responses within the sector, bringing evidence bases for improved responses beyond what individual staff and services would be able to connect with.**

For CSI Flinders, the partnership allows an opportunity to undertake applied research in settings that translate directly to policy and practice. Collectively, the partnership allows maximisation of the benefits of co-produced outputs, as well as playing to collective strengths and skillsets of specific agencies and individuals within them.

The partnership is a vehicle for real world collaboration, the foundation of engagement and impact.



Associate Professor
Selina Tually
Deputy Director, Centre for Social
Impact, Flinders

Ms Clare Rowley
Senior Project Officer, Office for
Homelessness Sector Integration,
SA Housing Authority

