

Impact Report

1 July 2024 – 30 June 2025



Hutt St Centre



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Explainer

In September 2025, Hutt St Centre (HSC) engaged Social Impact Hub (SIH) to develop an Impact Report.

This report represents the deliverable of that consulting project.

All data is from HSC. SIH PIN Member, Maya Marcus, was engaged to develop the Impact Report in consultation with HSC through Lauren Kilsby, General Manager Advocacy. This included the development of a Theory of Change and high-level impact story, a data review, and identification of relevant data for reporting, concluding with the development of the report.



Message from CEO / introduction

At the Hutt St Centre (HSC), our purpose is grounded in people. This year brought into sharp focus both the growing scale and complexity of homelessness in South Australia — and the profound difference that compassionate, consistent and holistic care can make.

Demand for our services has increased by 42% over the past four years, and this year was no exception. More than 2,200 individuals turned to HSC for support, resulting in over 42,000 visits to our Wellbeing Centre. Behind these numbers are people facing deeply complex challenges — chronic health conditions, mental health illness, substance use, family and domestic violence, and prolonged periods of homelessness. The data confirms what we see every day: homelessness is not a single-issue experience, and short-term responses are not enough.

In the face of rising cost-of-living pressures and a worsening housing crisis, our team remained unwavering in its commitment to stand alongside people at moments of crisis and transition. We offered not only essential services, but dignity, respect and hope — all part of our mission to enable people to achieve “homefulness”: the sense of safety, control and confidence that comes with having a place to call home.

Throughout the year, HSC delivered a comprehensive suite of wraparound services designed to respond to immediate needs while supporting long-term change. From meals, healthcare and crisis assistance to housing support, case management, employment pathways and social connection, our integrated model-of-care ensures people can access coordinated care in one trusted place. Importantly, two-thirds of clients accessed more than one service, reinforcing the value of a model that brings health, housing and wellbeing together under one roof.

Encouragingly, the outcomes show that this approach works. Clients reported significant improvements in wellbeing, including a 75% average increase in Personal Wellbeing Index scores. Ninety-four percent of clients supported into housing sustained their tenancy for six to twelve months or more — a strong indicator that housing stability is achievable when paired with ongoing support. Many strengthened their connection to employment pathways, health care and community, building the foundations for longer-term independence.

We are equally committed to learning and accountability. Guided by a person-centred, trauma-informed approach, we use evidence, data and client feedback to continuously improve. In this report, we take an

important step forward in sharing not only what we do, but the outcomes our work achieves — because impact is measured not just by reach, but by lasting change in people's lives.

However, the data also tells us that demand is growing, and needs are becoming more complex. Without significant investment in social housing, tenancy sustainment, early intervention and the growth of homelessness services, organisations like ours will not be able to meet rising demand. Housing is a human right and a social imperative. No one should be without a safe, secure and affordable home.

In addition to providing direct support, we remain committed to advocating for increased funding, system reform and policy change to address the structural drivers of homelessness. We will continue to strengthen partnerships with government, health services and community organisations, expand access to integrated support, and explore new initiatives — including a dedicated wellbeing centre for women at risk of or experiencing homelessness.

I would like to sincerely thank our staff, volunteers, donors, partners and advocates. Your commitment makes this impact possible. Together, we are not only responding

to crises — we are strengthening our community. By improving health outcomes, sustaining housing, fostering connection and supporting pathways to employment, HSC is contributing to a healthier, more resilient and inclusive South Australia.

We remain focused on a future where homelessness is rare, brief and non-recurring — and where everyone has access to safe housing, appropriate support and the opportunity to live with dignity.

Chris Burns CSC
Chief Executive Officer
Hutt St Centre



Overview

The 2025 Hutt St Centre (HSC) Impact Report highlights the progress, outcomes, and learnings from our work supporting people at risk of or experiencing homelessness across Adelaide. This year has reinforced the importance of providing a safe, welcoming space where people can access care, support, and connection while navigating complex and often compounding challenges.

Across South Australia, rising living costs, limited social housing, and fragmented systems are leaving more people at risk of homelessness. When people lose their housing, they often face compounding barriers—mental health challenges, addiction, family breakdown, and social isolation—that make it harder to rebuild stability. Yet, access to coordinated, immediate, and dignified support is rare. Many services are siloed, eligibility-based, and inaccessible, leaving people to navigate crises alone. This is not just a homelessness crisis—it's a community emergency. Unless we invest in housing, stabilise services, and move toward homefulness for all, South Australians will keep paying the price in lost health, safety, and cohesion.

At HSC, our approach combines immediate support with long-term pathways to homefulness, ensuring individuals receive primary care, material aid, and connection to housing, employment, health, and community services. By addressing urgent needs while fostering stability and belonging, we help people regain confidence, independence, and the opportunity to plan for the future.

Headline impact

- Over 2851 individuals accessed HSC services in FY2024-25, with consistent engagement across multiple programs (over 2/3 of clients accessed more than one service)
- Participants experienced an average 75% increase in their Personal Wellbeing Index (PWI) scores
- 94% of clients supported into housing were able to sustain their tenancy for 6–12 months or more.
- Employment and pathways support connected 50 individuals to work, with 18% securing and sustaining employment.

Key insights & learnings

This year reiterated the value of integrated, wraparound support. Individuals facing homelessness often experience multiple, overlapping challenges, and single services alone are insufficient. Coordinated care, trust-building, and consistent engagement are essential to achieving meaningful outcomes. Group programs and community activities not only improve wellbeing but also create pathways to broader engagement, including health, employment, and case management. Our data reinforces that flexible, person-centred approaches increase both engagement and impact.

Next steps

Building on this year's insights and our significant expertise from years of serving the homeless community in Adelaide, HSC will continue to expand access to integrated support and strengthen pathways to long-term housing, employment, and community participation. We are exploring expanding into a new centre with a focus on supporting women at risk of or experiencing homelessness. We also aim to deepen our impact measurement approach to capture outcomes more comprehensively, refine program design based on client feedback and outcomes, and deepen collaboration with partners to address systemic barriers to stability. Ultimately, we remain committed to creating a South Australian community where experiences of homelessness are rare, brief, and supported by strong systems of care.

Through this report, we hope to share both our achievements and learnings, and to reaffirm our commitment to impact, accountability, and the individuals we serve.



How we create impact

Across South Australia, rising living costs, a shortage of social and low income housing, and fragmented systems are leaving more people at risk of homelessness. When someone loses their housing, they often face compounding challenges including mental illness, addiction, family breakdown, and social isolation—that make it harder to regain stability. Too often, access to coordinated, immediate, and dignified support is limited. Services tend to be siloed, eligibility-based, and difficult to navigate, leaving people to experience crises alone.

Hutt St Centre exists to change the experience of homelessness.

At the heart of everything we do is our **Wellbeing Centre** — a unique, open space that places us in a powerful position to respond directly to the needs of people at risk of or experiencing homelessness. Anyone can walk in from the street and access food, healthcare, counselling, material aid and connection — all under one roof.

The Wellbeing Centre is more than a service hub; it is a place of safety, familiarity and trust. Its unique model allows us to recognise vulnerability early, respond to urgent primary needs, and connect people with the right supports at the right time. By offering consistency, deep understanding of the issues facing the homelessness community, and strong service partnerships, we remove barriers and create a coordinated pathway forward.

Through this open-door, wraparound approach, we meet people where they are — addressing immediate needs while building pathways toward housing, stability and community connection. At HSC, we walk beside people on their journeys from homelessness to homefulness.

Once primary needs are addressed through our Wellbeing supports, we connect individuals to our comprehensive Homefulness programs, which provide tailored secondary and tertiary care and case management to address both immediate challenges and the structural drivers of homelessness.

Our Homefulness programs include:

Aspire offers up to three years of intensive case management for people experiencing chronic homelessness, supporting sustained housing outcomes.

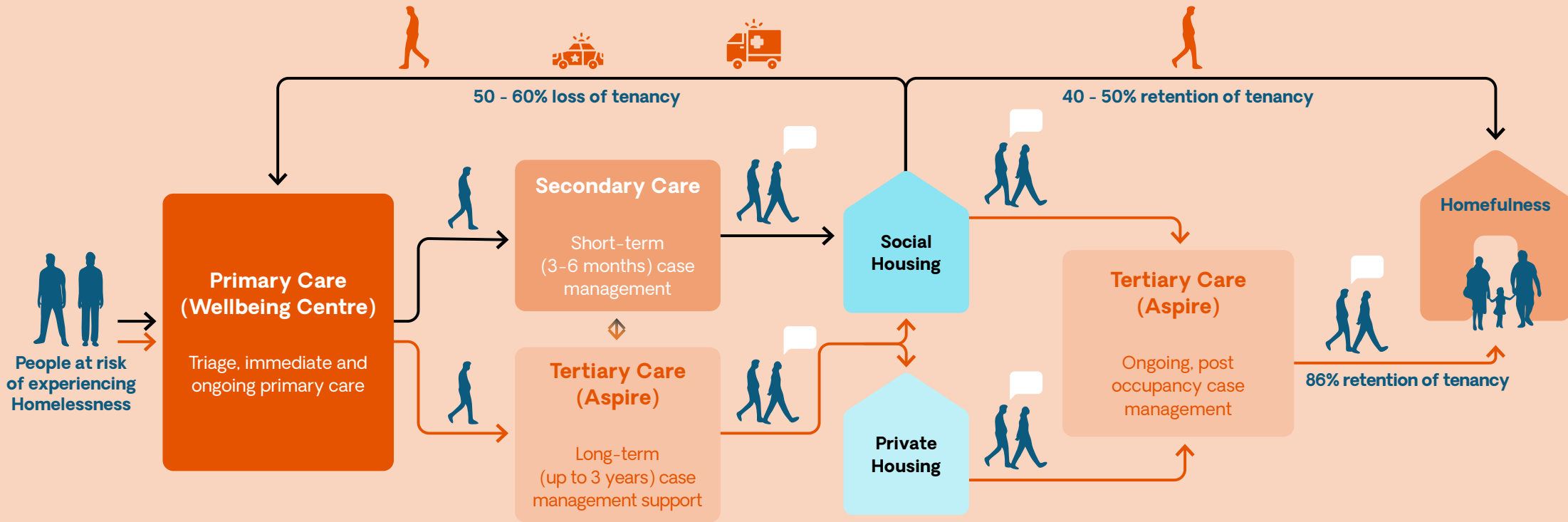
Aged City Living delivers specialised support to My Aged Care-eligible older people at risk of or experiencing homelessness, helping them maintain independence and live safely in the community.

As part of the **Toward Home Alliance**, we provide support across the Adelaide CBD, inner and outer southern metropolitan areas, and the Adelaide Hills — including daily outreach to people sleeping rough.

Through the **Care Finder program**, we assist older people to navigate the My Aged Care system and access appropriate supports.

Our aspiration is clear: that everyone in South Australia has access to safe and secure housing and the support needed to sustain it. We are working toward a future where homelessness is rare, brief and non-recurring; where communities are connected and inclusive; where systems collaborate effectively; and where housing is recognised and protected as a fundamental human right.

Our Model of Care

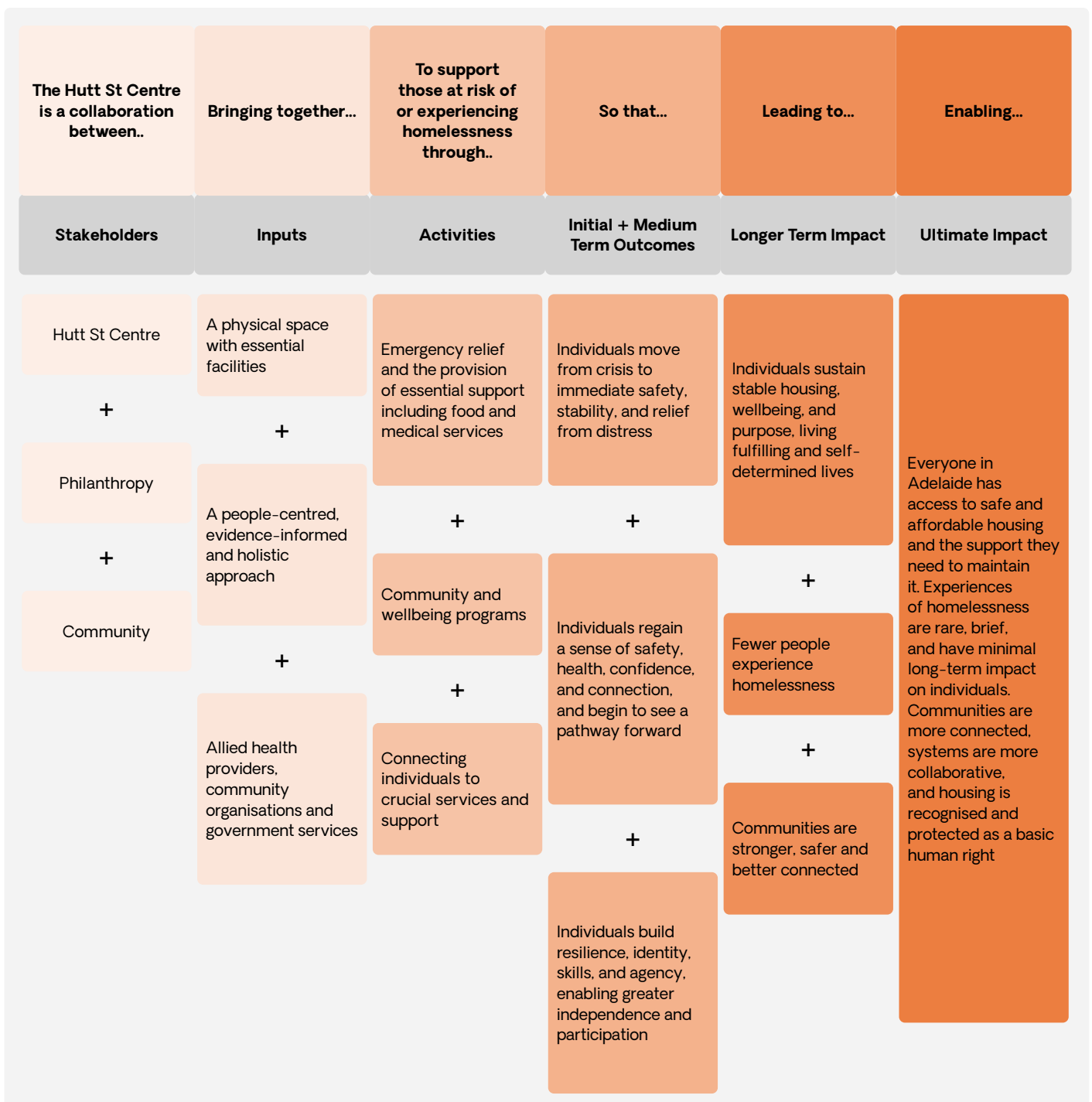


Our theory of change

HSC's work is guided by a clear understanding of how our activities lead to meaningful outcomes and long-term impact.

- **If we** provide a safe and welcoming place for people facing homelessness to receive care, support, and connection,
- **By delivering** primary care that meets immediate needs and wraparound support connecting people to community, employment, housing, and health services,

- **We can** enable people to experience safety, stability, and belonging,
- **And therefore** reduce incidences of major health issues, criminal behaviour, and long-term unemployment,
- **Resulting in** a healthier, more prosperous, and resilient South Australia.





Our reach

Behind every number is a person, and together these figures tell the story of the scale, reach, and depth of support delivered at HSC this year. They reflect not only how many people we supported, but how individuals

engaged with multiple services to meet complex and often overlapping needs. This snapshot of outputs provides a clear view of our reach across essential services, daily support, and community connection.

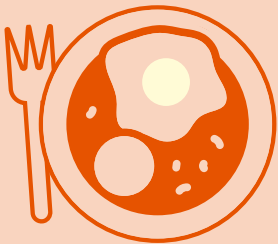
Our numbers for FY2024-25 were:



they enjoyed **10,917** warm showers



we provided them with **22,649** material aid items



they consumed **47,179** meals



our laundry was used **3,304** times



1,007 clients visited a case manager or case worker



34 clients accessed financial counselling



1,480 support desk enquiries



43 clients visited the legal clinic



675 clients worked with the Toward Home Alliance



32 clients engaged with the NDIS supports onsite

Our clients



74%

of clients were sleeping rough on entry



22%

of clients were in temporary or short-term accommodation



37%

of clients were female



88%

of clients were born in Australia



34%

of clients identified as Aboriginal or Torres Strait Islander



48%

of clients were on Centrelink unemployment payments



28%

of clients were on a Disability Support Pension



3%

of clients were on the aged pension



5%

of clients with no income



51%

of clients aged 18 to 44 years



23%

of clients report experience of domestic violence



49%

of clients are aged over 45 years

Our impact

At the heart of the HSC is the Wellbeing Centre — an open, community-funded service providing integrated support to people at risk of or experiencing homelessness. In FY2024-25, 2,237 individuals accessed the Centre, generating more than 42,972 visits. Importantly, over a third of those clients engaged with multiple services, reinforcing that homelessness is rarely a single-issue experience and that coordinated, wraparound care is essential.

The Wellbeing Centre brings together primary healthcare, allied health, housing support, employment pathways, material aid and social connection in one trusted place. For many, it is the first safe point of contact — a space where immediate needs such as meals and healthcare are met, and where longer-term pathways to housing stability, employment and wellbeing begin.

The data demonstrates that this model works. Clients reported significant improvements in wellbeing, including a 75% average increase in Personal Wellbeing Index scores. Strong tenancy sustainment outcomes — with 94% of those supported into housing through our homefulness programs maintained their tenancy for six to twelve months or more.

This — shows that stability is achievable when housing is paired with ongoing case management and healthcare access. Nearly half of all clients engaged with Pathways services, strengthening connections to identification, training, employment and wellbeing.

While the Homefulness programs are funded by both Federal and State Government, the Wellbeing Centre is only made possible solely through the generosity of the community — donors, partners and supporters who believe homelessness is solvable.

Beyond the social outcomes achieved, this model also delivers substantial economic value.

Based on conservative estimates of the annual public cost of chronic homelessness (approximately \$30,000–\$60,000 per person per year across health, justice and crisis systems) and considering the scale and complexity of clients supported through the Wellbeing Centre, the integrated support provided is estimated to prevent more than \$60 million in crisis-system expenditure annually. This represents unrealised costs avoided through preventative, community-funded care.

In essence - it is more costly to leave people homeless than to provide coordinated, preventative support. By improving health outcomes, sustaining housing, strengthening employment pathways and fostering connection and belonging, the Wellbeing Centre reduces pressure on hospitals, emergency services and the justice system, while contributing to a healthier, more resilient South Australian community.

The impact of the Wellbeing Centre and Homefulness programs extends beyond the individuals they serve. It demonstrates that when people are met with dignity, compassion and integrated care, homelessness can be reduced — and the social and economic costs borne by the wider community can be significantly lowered.

Health and allied services

HSC provides clients with access to comprehensive health and allied health services including nursing, GP care, diabetes management, occupational therapy, alcohol and drug counselling, mental health counselling, podiatry, and chiropractic clinics. These services are delivered at the centre and some are able to be bulk-billed, making healthcare accessible and helping clients address immediate health needs before they escalate to become major concerns, as well as providing connections to long term health care as needed.

In FY2024-25, 622 clients accessed health and allied services based at the Wellbeing Centre for a total of 4134 appointments.

This included:

- 2018 Nurse visits
- 232 GP visits
- 561 sessions with the Drug, Alcohol and Mental Health Counsellor
- 382 sessions with the Diabetes Nurse Educator
- 29 Physiotherapy sessions
- 289 Chiropractor visits
- 24 Optometrist appointments
- 542 sessions with the Occupational Therapist
- 45 visits to the Podiatrist



Andrew's story: From survival to wellbeing

Andrew appeared to have it all — a good school, loving parents, and a promising career in finance and property. But in his early 20s, his life took a dramatic turn. Arrested and charged with multiple trafficking and manufacturing offences, Andrew's addiction issues escalated. He lost his job, and his parents, recognising he needed a wake-up call, wouldn't take him in.

Without stable housing, Andrew found himself living in the grandstand at Victoria Park, enduring noisy nights and early morning soccer matches. One Monday morning, after being woken again by an early game, he decided to check out HSC, having heard about it from someone else sleeping at the grandstand.

"Hutt St was the beginning of my new beginning. I'd come in for meals, the showers, laundry, everything...Hutt St looks out for you every day," Andrew recalls.

Over the following years, Andrew gradually engaged with more of HSC's services. Initially using food and basic facilities, he eventually felt ready to address his health

challenges. The nurse at the Centre played a pivotal role in supporting his immediate health needs and the Centre was able to help him secure housing.

"The nurse was extremely influential, helping me commit to ongoing healthcare like flu shots and other essentials that made a huge difference to my overall health. They understand the health issues that come from being on the streets — it was lifesaving in many circumstances."

With stable housing, Andrew could focus on tackling his addictions. He accessed support from the Drug and Alcohol Counsellor based at the HSC.

Andrew's journey highlights how HSC's integrated, wraparound approach — combining immediate support, health care, housing, and specialised addiction services — can transform lives. Through access to safe spaces, consistent care, and tailored support, individuals like Andrew can rebuild stability, regain independence, and reconnect with their communities.



They were brilliant at holding me accountable. They acted as my coach, helping me reintroduce myself to environments like restaurants where alcohol is served and supporting me to pursue new goals, education, and a new career.

I was able to maintain prolonged abstinence and restore balance to my life — something that had been missing for over 20 years. It's quite scary to think what life would have been like without Hutt St Centre."



Pathways to training, education and employment

The HSC supports clients to access training and education and secure employment to help them participate more actively in society, increase their financial stability, and to position them for more stable housing. The team also supports individuals to obtain identification documents and access community services such as the National Disability Insurance Scheme.

In FY2024-25, 50% of Wellbeing Centre clients accessed support from the Pathways Team. Of these, 55 clients sought employment support and 50 were connected to employment opportunities.



Sandor's journey to employment

Sandor came to Adelaide to visit family, but the COVID-19 pandemic closed borders and left him stranded for two years. After couch surfing with family and a year sleeping rough, he moved between temporary accommodation in a backpacker hostel and a boarding house.

"I slept rough for about a year; it was a very difficult year. I got by through couch surfing sometimes when I could – but sleeping rough wasn't the best," Sandor recalls.

During this period, Sandor discovered HSC, initially coming in for meals. Over time, he engaged with programs such as manKIND, Book Club, and Aspire, building connections with staff and other participants.

"I worked with Aspire a few years ago, and Robyn from Aspire helped me get the place I'm in now. She asked me, 'do you like it?' And I said, 'No. I love it!' It took about six months working with Robyn to find a home, which I think is very quick. I guess it was just the right timing."

Sandor also connected with HSC's Pathways Employment Program, which helps clients prepare for and secure meaningful work. When a job opportunity arose with Scouts Recycling, Pathways Officer Kiersten encouraged Sandor to apply. She supported him with his resume and police clearance, helping him become job-ready.

Now, for the first time in ten years, Sandor is working, saving for his future, and building confidence. He has been with Scouts Recycling for over a year, helping sort bottles and cans in a supportive team environment.

Sandor's story highlights how integrated support — combining safe spaces, social connection, housing assistance, and employment pathways — can help individuals move from instability to self-sufficiency. Through Hutt St Centre's programs, clients like Sandor regain confidence, secure meaningful work, and take control of their futures.



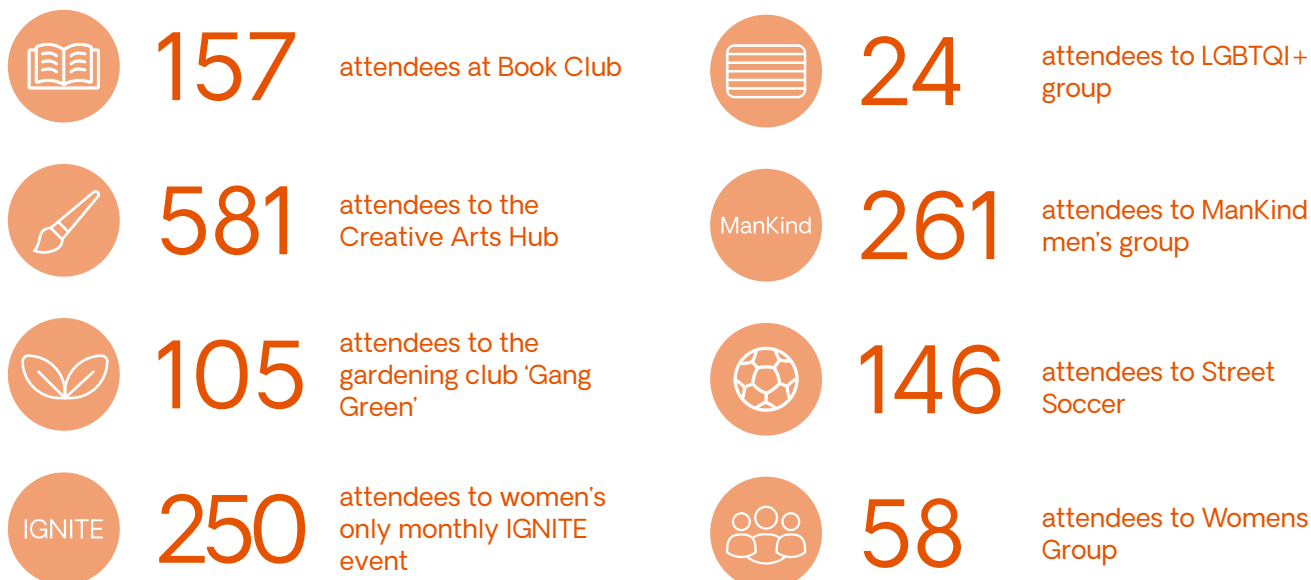
It was nerve-racking going to work at first, but I'm getting there. I've got more confidence in myself now. Instead of surviving — I'm thriving now. Thank you very much, because if it wasn't for people who donate, Hutt St wouldn't be able to continue doing the programs that they do. So, it's much appreciated and very kind."

Groups and community connections

Hutt St Centre facilitates several groups and events designed to improve individuals' sense of connection and build their confidence and sense of self. These play a crucial role in enabling people to experience safety, stability and belonging which are key factors in reducing the risk of homelessness. Initiatives include book clubs, cooking classes, gardening groups, and social and peer support groups.

In FY2024-25 over 391 individuals attended over 969 different groups and workshops.

This included:





THE CHARTER
THE FUTURE
IS YOUNG!



PUBLIC HOLIDAY
FRIDAY
16TH JANUARY

FREE BOOK

LOUSE REEL

IGNITE

IGNITE

A safe space for connection and empowerment

Case study

IGNITE is a monthly event designed to empower women who are at risk of or experiencing homelessness. Delivered in partnership with community supporters and service providers, IGNITE offers a safe, welcoming and confidential environment where women can access practical resources, health information, clothing, food, and connection — all tailored to their specific needs.

With approximately 42% of Hutt St Centre clients reporting a history of family and domestic violence, creating a safe and trusted space for women is critical. IGNITE is intentionally designed to prioritise safety, dignity and confidentiality. Around 75% of attendees are not regular clients of Hutt St Centre and are referred through other women's services, demonstrating IGNITE's reach into the broader community and its role as an accessible entry point to support.

Beyond material assistance, IGNITE fosters connection, confidence and belonging — protective factors that are essential in reducing isolation and vulnerability. Each month, women come together to learn from guest speakers, engage with support services, build peer networks, and reconnect with a sense of community.

Participant feedback highlights the significance of the program:

"I look forward to IGNITE each month, it's always a highlight! I am so grateful for this opportunity to come here."

"I like the people at IGNITE and the food. Thank you to the Hutt St team for your kindness and the free clothes, I really need it."

"I like that IGNITE is a community of women and a safe space for us."

IGNITE demonstrates that homelessness support must extend beyond crisis response. By creating safe, gender-responsive spaces that build trust and connection, Hutt St Centre is strengthening pathways to support, improving wellbeing, and fostering community belonging for women who may otherwise remain isolated from services.



Hutt St Centre
IGNITE
Empowering and Engaging Women

Who is HITsa?
HITsa is a national not-for-profit organisation that provides support and services for women who have experienced violence.
• South Australian women and children
• Country and remote living women for 24 hours and 7 days a week
• Strong links to identity
• Good understanding of professional services and systems
• We have a diverse support team



I like coming together as women at IGNITE, meeting and learning from new organisations and services. Also knowing that I'm safe here at IGNITE."

The path to homelessness

The HSC runs a number of Federal and State Funded programs that provide more intensive, individualised support through case management that is tailored to each client's circumstances and addressing multiple barriers to stability.

These programs include:

Aged City Living

Aspire Program

Care Finder

Toward Home Alliance



Aged City Living

Aged City Living assists My Aged Care (MAC) eligible older people who are at risk of or experiencing homelessness to achieve independence and to live safely in the community. In FY2024-25, the Aged City Living Program supported 90 clients.

Each of these clients received:

- Access to allied health and therapy services
- Assistance with care and housing
- Domestic assistance to ensure they are able to sustain and maintain housing
- Support with goods, equipment and assistive technology (this includes the provision of canes, walkers, chair lifts, non-slip mats, shower chairs and other supportive equipment)
- Support with personal care and wellbeing
- Where suitable, clients also got access to meals and other food services, access to transport services, and individual and group social support.
- Clients develop reablement goals with a focus on being able to return to previous levels of activity or maximise their current abilities, with over 50% of clients able to achieve some or all of their goals, reducing or eliminating the need for prolonged care.
- Key outcomes for clients included improved physical function (e.g. strength and mobility), increased levels of social engagement and social connections and the development of new skills.



Tom's fresh start

After fifty years overseas doing charity work, Tom returned to Adelaide at age 84 to care for his future wellbeing. The city had changed, and he faced the challenge of starting over alone.

"My partner of 14 years had melanoma, and I nursed her for five years before we agreed it would be best if I returned to Adelaide — we had both watched enough loved ones die. There wasn't going to be any safety net for me overseas as I got older, while I knew I could get help in Australia."

With his pension, Tom managed to rent a hotel room in Hindley Street, but the noise, nightlife, and unsafe entrance steps made life difficult. Concerned for his safety and seeking support, Tom learned about Hutt St Centre.

"I've fallen over so many times, and that's what I'm concerned about — I'm not getting any younger. Everyone said Hutt St is where you need to go."

Though initially hesitant, Tom was quickly reassured by the warm welcome from Hutt St staff and volunteers.

"You come in and the volunteers in the dining room and laundry are wonderful. The staff have been caring for me. The food here is really quite good. I've had help from the nurse, podiatry service, and occupational therapist. The pastoral care coordinator, Jacko, is a lovely guy."

Beyond immediate support, Tom engaged with Hutt St's Aged City Living team and the Lifestyles Group, providing social connection, purpose, and joy.

"There's a walking group and we go to the gym sometimes. Recently we went on shopping in the Adelaide Hills. I've made a good friend through the group — we're very different people but help each other out."

Meanwhile, Tom's Case Manager and Care Finder, Leah, worked to secure him a safe and comfortable home.

"Leah has been an angel. I had nothing, no belongings — so she put food and furniture in the house for me. I've got to pinch myself, I never thought it would ever be this good — it's way beyond my imagination."

Today, Tom has a fresh start, meaningful friendships, and a supportive community.

Tom's story highlights how Hutt St's integrated approach — combining meals, healthcare, social connection, and aged-care support — enables older individuals to regain independence, security, and quality of life while fostering belonging and community.



My friend has been helping me set up my home. I'm surrounded by seven old ladies as neighbours who are loving me to bits. I've been adopted by everyone at church, and they take me there and home or out for lunch. I'm a happy chappy!"

Aspire Program

Aspire was Australia's first Social Impact Bond focused on supporting people experiencing chronic homelessness with three years of intensive and relentless case management support.

The Aspire Social Impact Bond concluded in June 2024 having saved the lives of 575 people experiencing chronic homelessness while saving the State Government over \$40m in avoided services and returning the investors a 14% pa dividend. The Aspire program won the Impact Enterprise of the Year in the Australian Impact Investing Awards in 2025.

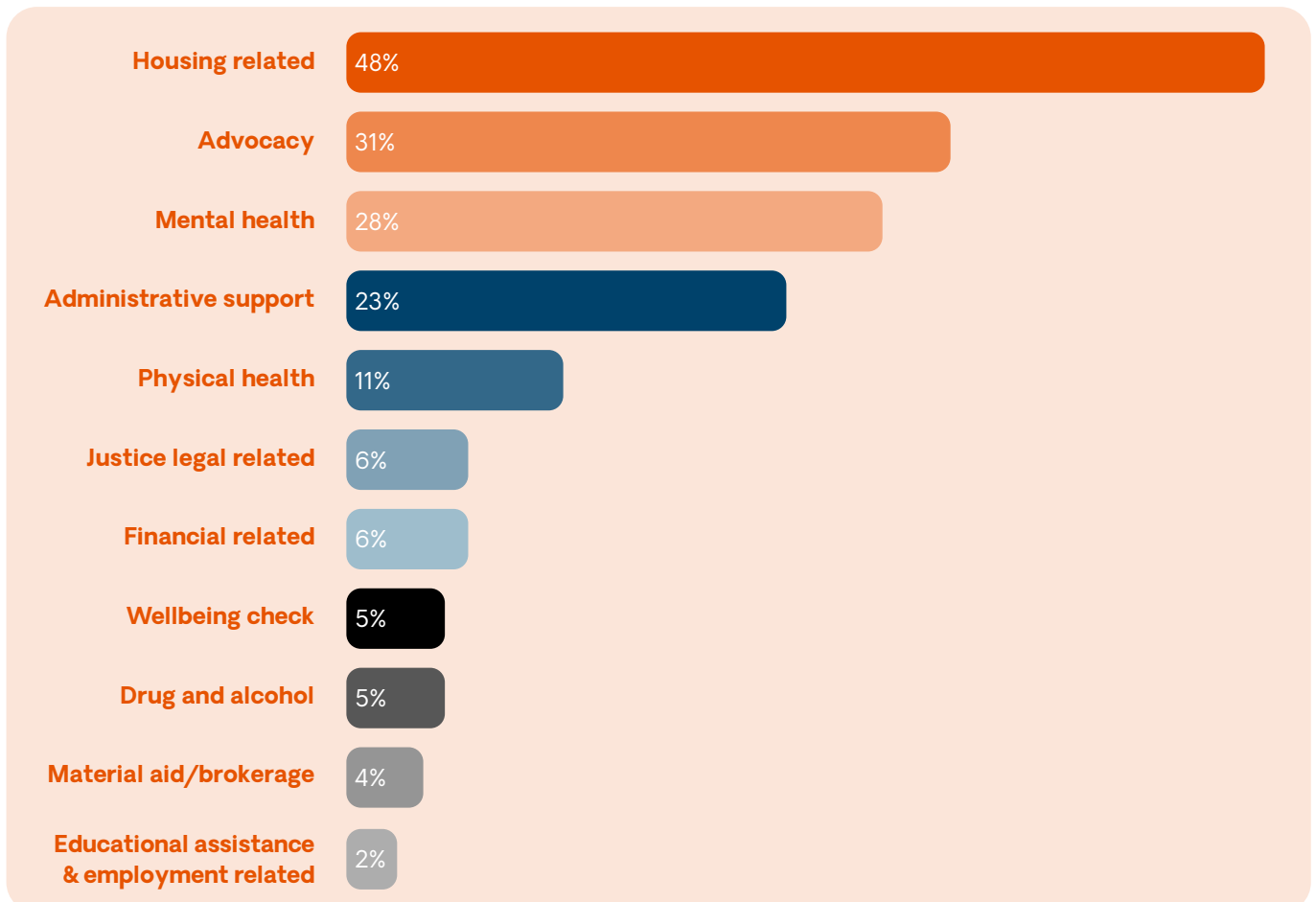
FY2024-25 was the third year of the Aspire program outside the SIB. Throughout the year the Aspire team supported 399 participants.

Participants received support across a range of areas including support to secure housing, advocate for their needs, and address health concerns.

By achieving strong outcomes in employment, housing stability and overall wellbeing, the Aspire programs has proven to significantly reduce participants' reliance on State Government services. Notably, the programs generate substantial cost savings through reductions in hospital bed days, convictions, and emergency accommodation support, underscoring Aspire's impact on both individual lives and the efficiency of public resources.

Building on the success of the Social Impact Bond, HSC has been able to continue delivering Aspire with State Government support through to 2030. Beyond this period, the longer-term sustainability of the program is yet to be confirmed. To ensure the model can continue to achieve strong outcomes and respond to growing demand, consideration of ongoing, stable Government funding will be important to support Aspire into the future.

Type of support provided to Aspire X participants in FY 24-25



Kicking life goals thanks to Aspire

Luke, a promising AFL player, entered the Aspire program while battling alcohol and gambling addiction. After rehab attempts and a period of sleeping rough, Luke was determined to turn his life around. The Aspire team provided counselling and helped him find a safe place to call home.



Homelessness doesn't discriminate. This program saved my life. I finally feel like I have someone in my corner thanks to Hutt St."

Luke's story demonstrates how sustained, wraparound support — combining stable housing, counselling, and long-term case management — can help individuals rebuild their lives after crisis. Through Aspire, Luke was supported to overcome addiction, secure safe housing, gain employment and regain a sense of purpose and direction. With consistent support behind him, he was able to reset his goals, strengthen his resilience, and move forward with confidence knowing he has someone in his corner.



Care Finder

HSC provides services as part of the Federal Government Care Finder program providing practical assistance for vulnerable older individuals who are unable to independently arrange the services they need and lack support from family or friends.

In FY2024-25 Care Finder assisted over 302 individuals connect with aged care services and find the support they need.

Services offered through Care Finder include:

- One-on-one meetings to understand individual situations and develop tailored support plans.
- Guidance through the process of accessing aged care services, including communication with My Aged Care, arranging assessments, and selecting providers.
- Assistance with paperwork and understanding service agreements.
- Regular check-ins to ensure services are meeting needs and to address any challenges.
- Linking individuals to additional supports such as health services, housing assistance, and community groups.



Toward Home Alliance

The Department of Human Services funds five Alliances to service the complex and evolving needs of clients experiencing or at risk of homelessness across South Australia.

This model comprises four regional homelessness alliances and one state-wide domestic and family violence alliance. HSC is sub-contracted to support the Toward Home Alliance (THA) which covers the city and southern area in the delivery of the Access and Resolve programs.

The HSC THA team works with clients who have been sleeping rough or homeless for an extended period. Its work includes assertive outreach, comprehensive intake, and assessment (the ACCESS program) and the sourcing of short and long-term accommodation and case management (the RESOLVE program).

In FY2024-25, HSC THA team supported over 311 individuals.



Summary and insights

Housing is a human right and a social imperative; no one should be without a safe and secure home.

Over the past four years, demand for our services has increased by 42%, and this year is no exception. Across South Australia, more than 18,000 people sought support from homelessness services last year, and demand is expected to continue rising as cost-of-living pressures and the housing crises deepen. We know homelessness cuts life expectancy by up to 30 years and fuels preventable hospital visits, chronic illness and mental health crises. The data tells us that homelessness is not only increasing in scale — it is increasing in complexity.

In FY2024-25, 2,237 clients were supported through 42,972 visits to our Wellbeing Centre. Importantly, a third of those clients accessed more than one service, reinforcing that homelessness is rarely a single-issue experience and that coordinated, wraparound care is essential. Many people who walk through our doors are experiencing overlapping vulnerabilities — chronic physical health conditions, mental health challenges, substance use, domestic and family violence, and long-term homelessness. This level of complexity requires sustained, person-centred and trauma-informed responses, not short-term crisis interventions alone.

Encouragingly, the evidence demonstrates that integrated support works. Clients reported a 75% average increase in Personal Wellbeing Index scores. Housing retention outcomes remain strong, with 94% of clients supported into housing sustaining their tenancy for six to twelve months or more. Half of our Wellbeing Centre clients engaged with our Pathways Team, strengthening connections to identification, employment, training and income. These outcomes confirm that when healthcare, housing support, employment pathways and social connection are delivered together, people are more likely to achieve and maintain stability.

Beyond the social outcomes achieved, this model also delivers substantial economic value. Based on conservative estimates of the annual public cost of chronic homelessness — approximately \$30,000 to \$60,000 per person per year across health, justice and crisis systems — and considering the scale and complexity of clients supported through the Wellbeing

Centre, our integrated approach is estimated to prevent up to \$60 million in crisis-system expenditure annually. These are unrealised costs avoided through preventative, community-funded care. Quite simply, it is more expensive to leave people homeless than to support them effectively out of it.

Emerging trends point to three clear realities: demand is rising, needs are becoming more complex, and sustained integrated support is critical to long-term outcomes. Housing alone is not enough — tenancy sustainment depends on access to healthcare, case management, employment pathways and community belonging. Our open-door model, where people can access multiple services in one trusted place, remains central to our impact.

In 2026 and beyond, we remain committed to serving those at risk of or experiencing homelessness. However, without significant investment in social housing and homelessness services, organisations like ours will not be able to meet growing demand. Action is needed now — homelessness in our community is not inevitable, nor is it insurmountable.

In the coming years, we will continue to collaborate with federal, state and local governments, health services, and our partners and donors as we work towards an Adelaide where everyone has access to safe and secure housing and the support they need to maintain it will expand access to integrated, person-centred services, strengthen pathways to long-term housing and employment, and deepen our impact measurement to ensure we continue delivering meaningful outcomes.

The overall impact of HSC extends beyond the individuals we serve. By improving health outcomes, sustaining housing, strengthening employment pathways and fostering connection and belonging, we are reducing pressure on hospitals, emergency services and the justice system — while building a healthier, more resilient and inclusive South Australian community. Our work demonstrates that when people are met with dignity, compassion and coordinated support, homelessness can be reduced — and homefulness restored.

