Holbrooks Homelessness Program



COVID response

18 units

Walk Up Flat style



The Program initiative

- Targets people experiencing housing insecurity and rough sleeping, whose complex health needs were preventing them accessing homelessness services
- Up to 18 clients are provided with their own fully furnished SA Housing Authority unit for 3 months
- Place based Case Management
- Provides a modified Housing First response

Entry Pathway

- Nomination process via Homelessness Alliance Partners
- Collaboration with SA Health
- Progress to meet and greet on site
- Allocation to own unit with starter furniture provided

Exit Pathway

- Transition to long term public housing
- Tenant is matched to a property to suit them and their preferred location
- Case Manager supports the move out process along with funding removalist
- Dedicated housing support for further 6 months
- Often coordinated with NDIS or My Aged Care

Outcomes

- Over 180 program participants
- 86% exited to Public Housing properties
- 92% successful tenancies 2 years+ post exit
- Significant reduction in Emergency Department presentations
- Significant reduction in the number of nights of hospitalisation

Case Study

A CICC and Community Coordinated Care Patient Story: "Micky"

CALHN Integrated Care Coordinators (CICC)

SA Housing Trust

Adelaide North West Homelessness Alliance (ANWHA)

Micky is a highly vulnerable 55-year-old man living with a significant cognitive impairment, multiple health and social complexities.

Micky was referred post an inpatient DASSA detox stay, leading to further referral to Integrated Care (IC) Social Work and the CALHN Integrated Care Coordinators (CICC).

Living in a converted shed without a rental agreement and no formal supports

Micky had applied to NDIS twice and was unsuccessful. Micky was at imminent risk of rough sleeping and frequent presentations to ED.

Brother and sister-in-law provided only support, experiencing carer stress for appointments, meals, medications, finances, and day-to-day activities.

Identifying the challenges

A joint home visit by IC Social Work and CICC confirmed the extent of Micky's difficulties.

Identifying significant cognitive impairment, poor medication adherence, and a limited capacity for self-care and independent living.

Working closely with Micky, his family, and partner agencies to establish a coordinated approach.

Referral for neuropsychological assessment confirmed significant cognitive impairment.

Via collaboration, CICC referred the Holbrooks Homelessness Program and ANWHA (Adelaide North-Western Homelessness Alliance

This provided connection for Housing and Case Management to commence

Navigating System Barriers

Once housed, it became evident that Micky was unable to safely self-administer medication and all medications moved to a webster pack.

Micky consistently demonstrated an inability to manage finances, and his family was experiencing significant carer stress.

CICC assisted Micky and his family through a SACAT process, resulting in the appointment of the Public Trustee for finances.

This reduced significant stress on family members and provided financial safeguards for Micky.

Navigating System Barriers

A key priority throughout Micky's journey was securing NDIS support.

Despite clear evidence of a cognitive disability and functional impairment, two previous community applications had been unsuccessful.

Due to the stable housing, further evidence was collected and resubmitted in July 2026 through the CALHN inpatient pathway.

The application was supported with clinical evidence, including a Department for Health and Wellbeing (DHW) funded Occupational Therapy Functional Capacity Assessment.

Achieving long term outcomes

After months of coordinated advocacy and planning, Micky was finally able to access the disability supports he required.

CICC and the CALHN Disability worked closely with Micky and his family to establish services and connect him with a NDIS Support Coordinator who could oversee his care .

On the 10th of August 2026, Micky's care formally transitioned to his new NDIS provider and MRU was able to cease supervised BD medication visits.

At the same time, Micky was matched to a permanent South Australian Housing Trust property.

On the 13th of August 2026 he successfully exited the Holbrooks Homelessness Program into a long-term tenancy linked with ongoing NDIS daily support.

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Key outcomes:

- Successful transition from crisis intervention to sustainable community-based supports
- Prevention of homelessness and access to permanent housing
- Appointment of SACAT Public Trustee to manage finances, reduce family burden and harm minimization
- Access to free dental care through SA Dental Service
- Establishment of lifelong NDIS disability supports and support coordination
- Significantly reduced carer stress for family members and improved relationships
- Multiple ED presentations reduced to one short ED presentation for chest pain and review of dental infection

Outcome

What began as a referral for a vulnerable consumer at imminent risk of rough sleeping, ultimately became a story of advocacy, partnership, and successful system navigation.

Micky now has;

- Stable housing
- Financial protection
- Disability supports
- Better health
- Independence within the community
- Improved family relationships

SA Health CALHN specialists

SA Housing Trust

Adelaide North-Western Homelessness Alliance

SA Dental Service

Dept Human Services

Public Trustee

Calvary Care - Metropolitan Referral Unit

Local Pharmacy

