About the Company

The Department for Communities and Social Inclusion (DCSI) has a broad mandate to work with those who, through circumstance, may be poor, vulnerable, at risk of harm or isolated, to connect them to choices and opportunities. This mission is a privilege and a responsibility. It means working together, and with others, to connect individuals, families and communities to choices and opportunities. Housing SA is a division of the Department for Families and Communities. Housing SA works with and for South Australians to create and deliver a range of housing options. We partner with other agencies to maximise affordable housing outcomes and provide an effective regulatory service for non government organisations providing housing services on behalf of government. Housing ICT is a directorate within Housing SA. We support and deliver technology-based business solutions for Housing SA.

About the Project

Homeless2Home (H2H) is the client and case management system supporting the specialist homelessness and domestic violence services sector in SA. The system offers common intake, assessment and case management processes; clients only need to tell their story once and agencies can better tailor service responses.

H2H…

- No wrong door
- Clients telling story once
- Diverse and complex needs
- Standard case management
- Clearer referral pathway
- More consistent services
- Reducing reporting burden

“It’s a sexy little thing!”
H2H reference group July 2012