

# COMMUNITY SERVICES

## AVALON TRANSITIONAL SUPPORTED ACCOMODATION PROGRAM

**Avalon is a transitional supported accommodation program for people who receive clinical support from Southern Mental Health Services.**

The program provides individual and group recovery-oriented rehabilitation and support services to tenants. Support is tailored to suit the individual and will increase or decrease in response to changing needs.

### Who can use Avalon?

Avalon is aimed at supporting people who are homeless or at risk of homelessness to build the skills and confidence needed to live independently in the community. To access the service the person needs to be supported by Southern Mental Health Services and be approved for Category One Housing by Housing SA.



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of South Australia**

SA Health

### How can Avalon help?

Support will vary according to the goals and needs of the individual. Avalon can support people to:

- Access suitable long-term housing
- Develop daily living skills
- Organise a daily routine
- Access social and recreational activities in the community
- Access education, training or vocational activities including volunteer work
- Access and gain confidence using public transport
- Develop a healthier lifestyle
- Access any further assistance that may be required

### How does Avalon work?

Avalon is provided by UnitingSA (a non-government organisation) in partnership with Southern Mental Health Services, Housing SA and Unity Housing Association. UnitingSA provides this service in the Southern Metropolitan Region. A small team of support workers from UnitingSA work alongside the person, focusing on the areas of priority defined by them.

An Individual Support Plan (ISP) lists their goals and the steps to reach those goals. The ISP is developed in consultation with the person, the government mental health worker and any other agency or individual they would like involved (e.g. family member and/or carer).

The aim is for the person to have the opportunity to secure long-term housing, gain the skills and confidence to follow their interests or aspirations and manage life in the community.

## How does a person access Avalon?

In order to access this service, a government mental health worker, together with the person, need to complete a referral form. Once this has been approved, the documents will be given to UnitingSA and arrangements will be made to move in and sign tenancy documents with Unity Housing Association.

Unity Housing are the landlords and UnitingSA provide the day-to-day supports. At times there is a waiting list to move in, however all attempts are made to minimise waiting times.

## What happens when someone is referred?

Once the person is referred and accepted into Avalon, that individual will be allocated a support worker and an Assessment of Need will be completed. The assessment covers a broad range of life domains and is used to guide the development of the ISP. The plan will detail tasks and timelines, including how often the support worker will visit and what should be expected. There are also group activities available, such as cooking, gardening, art and peer support.

Review meetings are held every three months. They involve the person, mental health worker, support worker, as well as family and carers (where appropriate).

The purpose of these meetings is to come together and discuss how the ISP is progressing, as well as the person's readiness for more independent housing.

It is used as an opportunity to review the effectiveness of support, identify progress and set new goals. The goals identified in the ISP can change over time and as the person's capacity and confidence for community living changes. When ready for more independent housing, Housing SA provide a home and UnitingSA develop a plan for transition including ongoing community supports.

## How long can Avalon support and accommodation be provided?

Time and frequency of support while living at Avalon is dependent on the needs of the person and are negotiated on an individual basis. Services are provided during normal working hours, Monday to Friday.

Accommodation at Avalon is transitional, with the length of stay ranging from 12-18 months, however, in rare circumstances it can be extended for an additional 3 months.

## What about confidentiality?

As part of the application, the person will be asked to complete a confidentiality agreement to allow sharing of information between Mental Health Services and UnitingSA. This allows the services to work in partnership with the person.

All service providers are required to observe appropriate standards in regard to privacy and confidentiality.

## How do I find out more?

For more information on Avalon or to discuss a referral, please contact your Southern Mental Health Services worker.

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UnitingSA • 70 Dale Street, Port Adelaide • PO Box 3032, Port Adelaide, SA 5015

**P.** 8440 2200 **E.** [unitingsa@unitingsa.com.au](mailto:unitingsa@unitingsa.com.au) **W.** [unitingsa.com.au](http://unitingsa.com.au)

UnitingSA acknowledges the traditional owners of country throughout South Australia, their spiritual heritage, living culture and our walk together towards reconciliation.

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