

Homelessness Taskforce Shoalhaven

Meeting Date: Tuesday, 29 November, 2022
Location: Jervis Bay Rooms, City Administrative Centre, Bridge Road, Nowra
Time: 2.00pm

Please note: Council's Code of Meeting Practice permits the electronic recording and broadcast of the proceedings of meetings of the Council which are open to the public. Your attendance at this meeting is taken as consent to the possibility that your image and/or voice may be recorded and broadcast to the public.

Agenda

1. Apologies

2. Confirmation of Minutes

- Homelessness Taskforce Shoalhaven - 1 September 2022..... 1

3. Declarations of Interest

4. Reports

HT22.28	Notification of Council Resolution.....	9
HT22.29	Action Table Update Report.....	11
HT22.30	Shoalhaven Community Led Plan for Homelessness.....	17
HT22.31	Development of Protocols and Guidelines to Assist Shoalhaven City Council Staff to work with People Experiencing Homelessness.....	21

5. General Business

HT22.32	Strategic Plan Update - Working Group 4 Update on the work of Working Group 4 of the Homelessness Strategic Plan – Advocacy and Lobbying. Erin Mulally will provide an update on the work undertaken by Working Group 4 since the Homelessness Strategic Planning Day, held on 11 October 2022.	
HT22.33	Presentation - Southern Cross Housing - 2023 Street Count Southern Cross Housing are coordinating the 2023 Street Count on behalf of the NSW State Government and would like to present an overview of plans for the count, and seek members input into the draft list of known street sleeper hotspots.	

Membership

Clr Findley - Chairperson

All Councillors

Chief Executive Officer or Nominee

Penni Wildi – Waminda

Mitchell Bagou – St Vincent De Paul

Cathy Campbell – Southern Cross Housing

Donna Corbyn – Bay & Basin Community Resources

Patricia David – Unions Shoalhaven

Peter Dover – Salt Ministries

Erin Gliddon - Services Australia - South Coast NSW

Bernard Gleeson – St Vincent De Paul Welfare

Belle Grossetti – Mission Australia

Rohanna Holland – Bay & Basin Community Resources

Emilie Martin - Grand Pacific Health

Maria Mitchell – Ulladulla & Districts Community Resources Centre

Nicole Nicholls – Illawarra Shoalhaven Local Health District

Justine O'Reilly – Shoalcoast Community Legal Centre

Kristy Puckeridge – Southern Youth and Family Services

Nicky Sloane – CI Group

Samantha Stiff – Headspace Nowra

Matthew Sutcliffe – The Salvation Army

Olivia Todhunter – Legal Aid NSW

Libby Topp – Shoalhaven Drug and Alcohol Service

Rheanna Williamson – Primary and Community Care Services

Lindy Meeves – Nowra Community Mental Health Team

Cassie Michaux - Manager Commissioning and Planning, Illawarra Shoalhaven and
Southern NSW District

Joanne Grant – AMS Nowra

Anna Bacik – CI Group (Illawarra Forum)

Julie Bugden – Shoalhaven Homelessness Hub

Ruby Hansen-Tarrant – Age Matters

Alice Russack – Yumaro

Liz O'Connell – Mission Australia

Grace Rey – Socks n Jocks

Lucinda Knapp – Aboriginal Legal Service

Michael Sweeney – North Shoalhaven

Julianne Hopkins – North Shoalhaven

Raul Arregui – North Shoalhaven

Stuart Bellingham – South Shoalhaven

Keith Davis – South Shoalhaven

Shirley Taylor – South Shoalhaven

Quorum - 8

Purpose

To provide appropriate and considered strategic advice on homelessness and related issues that can be dealt with at Council level. The Taskforce will work with Council to address issues, develop options and assist with the identification of preferred solutions as part of Council's decision making process.

Role of the Taskforce

The role of the Homelessness Taskforce is:-

- Provide Council with strategic advice on homelessness and related issues that can be dealt with at a Local Government level.
- Work with Council to address issues, develop options and assist with the identification of preferred solutions as part of Council's decision making process
- Advise on the development and application of a Homelessness Strategic Plan
- Provide comment on relevant Council policies and strategies
- Advocate community views on homelessness issues

MINUTES OF THE HOMELESSNESS TASKFORCE SHOALHAVEN

Meeting Date: Thursday, 1 September 2022
Location: Jervis Bay Rooms, City Administrative Centre, Bridge Road, Nowra
Time: 2:05pm

The following members were present:

Mayor Amanda Findley – Chairperson
The Hon. Gareth Ward MP – left meeting at 3:40pm
Clr Moo D'Ath (remotely)
Clr Evan Christen
Clr Patricia White
Clr Tonia Gray (remotely) – left meeting at 4:09pm
Mr Peter Dover – SALT
Ms Ash Hudson - SALT
Ms Patricia David – Unions Shoalhaven (remotely)
Mr Bernard Gleeson - St Vincent De Paul – left meeting at 3:45pm
Ms Justine O'Reilly - Shoalcoast Community Legal Centre
Capt Matthew Sutcliffe – The Salvation Army (remotely)
Ms Olivia Todhunter - Legal Aid NSW (remotely) – joined at 2:21pm
Ms Erin Mullaly – Shoalcoast Community Legal Centre (remotely)
Ms Emilie Martin
Ms Cathy Campbell – Southern Cross Housing
Mr Eric Coulter – Southern Cross Housing
Ms Julie Bugden -Shoalhaven Homeless Hub (remotely) – left meeting at 3:55pm
Ms Ruby Hansen-Tarrant – Age Matters (remotely) – joined at 2:21pm
Mr Keith Davis
Mr Stuart Bellingham
Mr Michael Sweeney
Ms Julianne Hopkins
Mr Digby Hughes – Homelessness Australia
Mr Blake Richards - My Best Life
Ms Sarah Date – Safe Waters (remotely) – left meeting at 3:29pm
Mr Adam Gowen – Safe Waters (remotely)
Mr Chris Martin – Safe Waters (remotely)
Ms Jodi Blair – Safe Waters (remotely)
Mr Kent Lawking – Safe Waters (remotely)

Others Present:

Carey McIntyre – Director – City Futures
James Ruprai – Director – City Development
Gordon Clark – Section Manager – Strategic Planning
Colin Wood – Manager – Certification & Compliance (remotely) – left meeting at 2:40pm
Michael Paine – Manager - Community Connections
Carly McWalters – Team Leader – Community Capacity Building

Marsha Makary – Community Capacity Builder - Homelessness

The Chairperson opened the meeting with an Acknowledgement of Country.

Apologies / Leave of Absence

Apologies were received from Cllr Eil, Penni Wildi, Maria Mitchell, Libby Topp, Lindy Meeves, Alice Russack, Lucinda Knapp, Raul Arregui and Jane Lewis.

Confirmation of the Minutes

RESOLVED (Gareth Ward MP/Cllr White)

That the Minutes of the Homelessness Taskforce Shoalhaven held on Tuesday 24 May 2022 be confirmed.

CARRIED

Declarations of Interest

Nil.

PRESENTATIONS

HT22.18 Doing It Tough Guide Update

**HPERM Ref:
D22/305975**

Shoalhaven City Council's Community Capacity Builder, Homelessness - Marsha Makary provided a presentation to the Homelessness Taskforce on the recent development of the Doing It Tough Directory in partnership with Southern Cross Housing.

- It is a guide for those needing extra support, including crisis and homeless support.
- The Directory was released at the Thrive Together Fair, held on 3 August 2022.
- The online version of the Director is available on Path2Home website, which is maintained by Southern Cross Housing.
- Council is looking into available funding options for the future printing of hard copies of the Directory for distribution to service providers.
- A softcopy of the Doing It Tough Directory book will be made available via the Council website.
- Council will distribute the Directory to Council's frontline staff to assist them when they come into contact with people who are experiencing homelessness or doing it tough. The emergency services – Police, Hospital and Ambulance services staff - will also receive copies of the book for the same purpose of supporting staff engagement with people doing it tough.
- The approximate cost for 1000 copies is \$4,295, or for 2000 copies \$6,995 through Ulladulla Printing Service.
- Mr Hughes suggested investigating printing options through Street Smart via the small organisations who are members of the Taskforce.

- Mr Michael Paine - Manager - Community Connections advised that Community Connections are currently undertaking discussions regarding distribution of the Directory through Allied Health and local GP clinics.
- Ms Campbell advised that Southern Cross Housing is launching a new website next week. The information for service providers who are listed in the Directory will appear on a drop-pin map, similar to a real estate search, and will be available online for people to access.

HT22.19 2022 Thrive Together Fair Presentation

**HPERM Ref:
D22/305994**

Shoalhaven City Council's Community Capacity Builder, Homelessness - Marsha Makary provided a presentation to the Homelessness Taskforce on the recent Thrive Together Fair held on 3 August 2022.

- Marsha acknowledged and gave thanks to the Planning Working Group - Kate Morris (TAFE), Jasmine Huang (Shoalhaven Legal Centre), Samantha Stiff (Headspace), Patricia David (Unions Shoalhaven), Lucinda Knapp (ALS), Ash Hudson & Peter Dover (SALT), Lindy Meeves (ISHLD), Emma Wood (Shoalcoast), Fiona Lam (SNS) Samantha Kettlewell (Beyond Empathy) and Gareth McAuslin (GPH) as well as Council's Communication Team.
- There were three components of the Fair being the Donation Drive (6 June – 15 July), the callout to organisations to join the Fair, and the Fair itself.
- The aim of the Donation Drive was to put together dignity packs containing essential items for distribution at the Fair which had a great response. 250 bags were made including Escabags, family bags, single men and single women bags. All of the bags were given away by 12:00 at the Fair.
- There were approximately 350 attendees at the Fair.
- There was discussion around planning ideas for future Fairs. Some suggestions included:
 - Holding some smaller pop up type fairs throughout the Shoalhaven to reach more areas – eg Ulladulla / Bay & Basin / North venues in addition to the Thrive Together Fair in its current format.
 - This format could use established organisations which would reach their contacts and clientele in the areas and could reduce hire fee expenses.
- Sarah Date – Safewaters advised that there is a Community Expo taking place on 21 October in Ulladulla and that she will forward the information to Ms Marsha Makary for distribution to members of the Homelessness Taskforce Shoalhaven.
- Cllr Christen asked whether a breakdown of attendee data was available, for example men/women/mothers/children
- Transport to and from the event was discussed as a way to encourage community attendance from all areas of Shoalhaven. There may be other options in local communities for example Bowling Club buses.

HT22.20 Safe Waters Presentation

**HPERM Ref:
D22/315894**

Sarah Date from Safe Waters provided a presentation to the Homelessness Taskforce on how Safe Waters began and their journey towards opening community-funded homelessness shelter(s).

- Safe Waters has just celebrated it's 3 year anniversary on 19 August.
- The model was based off SALT's Safe Shelter in Nowra.
- Initially, Safe Waters was seeking properties through the Churches in the Ulladulla area but as this was unsuccessful, they ended up with a two-bedroom private rental property in

South Street, Ulladulla.

- This property opened on 1 November 2020, and since that time there have been almost 200 inquiries for assistance, but have only been able to assist 66 people.
- The property has two bunk beds sleeping 4 people in each bedroom but this has presented some difficulties for some applicants.
- A Highway Shelter has been donated to Safe Waters by Groundswell Church, but there have been delays in finishing the renovations on this property due to accessibility and bushfire regulations.
- It is proposed that the Highway Shelter be used for crisis accommodation in the Ulladulla area, of which there is none at the current time.
- Another property which is owned by Council in St Vincent Street is planned to become another shelter in the future.
- It is planned that the Highway Shelter will be made available for women and the St Vincent Street Shelter will be made available for men.
- Colin Wood advised that Council is working with the access consultant for the Highway Shelter property and will meet onsite with the consultant once the performance report has been provided.
- A meeting will be scheduled between Safe Waters, Council staff and Council members once the access consultant report has been completed.

HT22.21 Southern Cross Housing Leasehold Program

**HPERM Ref:
D22/339521**

Eric Coulter - Southern Cross Housing (SCH) provided a presentation to the Homelessness Taskforce on the Southern Cross Housing Leasehold Program.

- Community Housing Leasehold Program is supplementary funding to assist with the extra provision of social housing in the Shoalhaven area and other Southern Cross Housing locations.
- Of the 2300 Southern Cross Housing properties, approximately 311 are leasehold homes which are leased by SCH and then sublet to SCH tenants in a normal lease agreement.
- 30 long term homeless people who are rough sleepers have been housed through the Together Home program in the Shoalhaven and southern region.
- Most of the properties are rented through real estate agents, but there are some that are rented through private landlords with private management agreements in place.
- SCH offer three rental choice products:
 1. The Rent Choice Start Safely is a 3-year tapered subsidy program targeted to tenants who are fleeing domestic violence. For the first year tenants pay social housing rent (25% of income + 100% of rental assistance). Over the proceeding four blocks of six months the rent eventually goes up to the market rent.
 2. The Rent Choice Youth is to assist young people into rental accommodation, currently there are 3 active tenants on this program in Shoalhaven. Rent Choice Youth is similar to the Rent Choice Start Safely platform but also looks at the potential of tenants to earn income.
 3. The Rent Choice Assist is for accommodation after the bushfires and COVID pandemic and is managed by Southern Cross Housing. This is for a shorter period of 12 months.
- SCH also offer a Private Rental Subsidy for people with a chronic disability that can't secure a property in the private rental market when their tenancy becomes at risk.

- There is also Short Term / Temporary Accommodation for people which has an overall cap of 28 days over a 12 month period.

Note: Sarah Date – Safe Waters left the meeting at 3:29pm.

Note: The Hon. Gareth Ward MP left the meeting at 3:40pm.

Note: Mr Bernard Gleeson - St Vincent De Paul left the meeting at 3:45pm.

REPORTS

HT22.22 Updated Action Table Report - September 2022

HPERM Ref:
D22/340296

Recommendation (Item to be determined under delegated authority)

That the Shoalhaven Homelessness Taskforce:

1. Acknowledge the following actions as being complete and remove from the action table:
 - a. HT22.12 Affordable Housing Strategy / State Housing Situation - Annual Report requested
2. Acknowledge the following actions will be completed at the Homelessness Taskforce meeting on 1 September and can be removed from the action table upon completion:
 - a. HT22.16 Doing it Tough Guide / Access to NSW Register - Airbnb - Report Request
 - b. HT22.17 Southern Cross Housing - Housing Leasehold Program / Safe Waters - work undertaken
3. Acknowledge the following actions require further action and consideration by the Homelessness Taskforce:
 - a. HT22.13 Homelessness Interagency - Taskforce Strategic Priorities investigations - Crisis Accommodation / Holiday rentals / Affordable - Social housing / Income support - report request
 - b. HT22.15 Social / Affordable Housing Funding - advocate to Federal Government - Cooperative housing - Regional Planning

RESOLVED (Peter Dover / Keith Davis)

That the Shoalhaven Homelessness Taskforce:

1. Acknowledge the following actions as being complete and remove from the action table:
 - a. HT22.12 Affordable Housing Strategy / State Housing Situation - Annual Report requested
2. Acknowledge the following actions will be completed at the Homelessness Taskforce meeting on 1 September and can be removed from the action table upon completion:
 - a. HT22.16 Doing it Tough Guide / Access to NSW Register - Airbnb - Report Request
 - b. HT22.17 Southern Cross Housing - Housing Leasehold Program / Safe Waters - work undertaken
3. Acknowledge the following actions require further action and consideration by the Homelessness Taskforce:
 - a. HT22.13 Homelessness Interagency - Taskforce Strategic Priorities investigations - Crisis Accommodation / Holiday rentals / Affordable - Social housing / Income support - report request
 - b. HT22.15 Social / Affordable Housing Funding - advocate to Federal Government - Cooperative housing - Regional Planning

CARRIED

HT22.23 Shoalhaven Community Strategic Plan for Homelessness Progress Update**HPERM Ref:
D22/311944****Recommendation (Item to be determined under delegated authority)**

That the Homelessness Taskforce receive the report for information on the current progress and proposed next steps of the Shoalhaven Community Strategic Plan for Homelessness.

RESOLVED (Digby Hughes / Justine O'Reilly)

That the Homelessness Taskforce receive the report for information on the current progress and proposed next steps of the Shoalhaven Community Strategic Plan for Homelessness.

CARRIED

HT22.24 Shoalhaven City Mayor's Relief Fund for Homelessness**HPERM Ref:
D22/348224****Recommendation (Item to be determined under delegated authority)**

That the Homelessness Taskforce:

1. Receive the Mayors Relief Fund for Homelessness in Shoalhaven report for information.
2. Endorse the proposal for the Mayors Relief Fund for Homelessness in the Shoalhaven. This proposal will consist of two components:
 - a. Conduct a community wide appeal for monetary donations to the Mayoral Relief Fund for Homelessness, and
 - b. Administer a funding program to provide quick access funding for the Shoalhaven community to support initiatives that assist people who are, or are at risk of, experiencing homelessness.

RESOLVED (Peter Dover / Digby Hughes)

That the Homelessness Taskforce:

1. Receive the Mayors Relief Fund for Homelessness in Shoalhaven report for information.
2. Endorse the proposal for the Mayors Relief Fund for Homelessness in the Shoalhaven. This proposal will consist of two components:
 - a. Conduct a community wide appeal for monetary donations to the Mayoral Relief Fund for Homelessness, and
 - b. Administer a funding program to provide quick access funding for the Shoalhaven community to support initiatives that assist people who are, or are at risk of, experiencing homelessness

CARRIED

HT22.25 National Cooperative Housing Commission - Proposal to Establish Working Group**HPERM Ref:
D22/316064**

Mr Digby Hughes - Homelessness Australia advised that Common Equity is the peak body for housing cooperatives in NSW and would be able to provide assistance and advice regarding their cooperative housing models in NSW.

Recommendation (Item to be determined under delegated authority)

That:

1. A working group be formed to develop a website for the purpose of creating a groundswell of public support for a National Cooperative Housing Commission with the charter of assisting financially challenged communities to establish affordable housing estates nationwide. This would be similar to the US model, reference; The National Association of Housing Cooperatives coophousing.org.
2. The working group then develop a proposal for a pilot cooperative housing estate within the Shoalhaven in readiness for any Government distribution of funds.

RESOLVED (Keith Davis / Clr White)

That:

1. The Homelessness Taskforce receive the report for information and thank Mr Davis for submitting the report.
2. Council staff consider the role and opportunities that Collaborative Housing could play in the Councils Affordable Housing Strategy work and in the development of the Homelessness Plan, including the need for a working party and Council's role in it.

CARRIED

Note: Ms Julie Bugden -Shoalhaven Homeless Hub left the meeting at 3:55pm.

HT22.26 Collective Home Project**HPERM Ref:
D22/347531**

Mr Peter Dover – Salt noted the following points regarding the Collective Home Project:

- The housing situation in the Shoalhaven is now at an emergency level, no longer at the crisis level.
- 18,000 homes in the Shoalhaven are considered unoccupied, which are predominantly holiday and Airbnb homes.
- Seeking funds from State and Federal Government to make 500 houses available to those community members who are suffering from disadvantage.
- It will be a 3 – 5 year project.

Recommendation

That the “Collective Home” Project be endorsed by the Shoalhaven Homelessness Taskforce.

RESOLVED (Peter Dover / Amanda Findley)

That the “Collective Home” Project be endorsed by the Shoalhaven Homelessness Taskforce.

CARRIED

Note: Clr Tonia Gray left the meeting at 4:09pm.

GENERAL BUSINESS

HT22.27 Homeshare Funding Project - Shoalhaven

The Hon. Gareth Ward MP advised that there is an opportunity to investigate funding options to establish a program based on the "Homeshare" Program, which is working extremely well in the Eastern Suburbs of Sydney.

The Homeshare Program partners people who are in genuine need of accommodation with people who are living on their own and are lonely or need assistance around the home, where the prospective tenant can provide assistance to the homeowner in return for a room at a reduced rental rate. It was noted that a coordinator to administer the partnership arrangements would be required.

RECOMMENDATION (Peter Dover / Keith Davis)

That Mayor Amanda Findley write to the Hon Gareth Ward MP on behalf of Shoalhaven City Council to seek support for the Homeshare funding project for the Shoalhaven.

CARRIED

There being no further business, the meeting concluded, the time being 4:15pm.

Mayor Amanda Findley
CHAIRPERSON

HT22.28 Notification of Council Resolution

HPERM Ref: D22/432232

Department: Business Assurance & Risk
Approver: Jane Lewis, Director - City Lifestyles

Reason for Report

To advise the Taskforce of Council’s resolution in relation to the re-establishment of the Homelessness Taskforce Shoalhaven and the appointment of the Mayor as Chairperson of the Committee until September 2023.

Recommendation

That the Homelessness Taskforce Shoalhaven receive the Notification of Council Resolution – Homelessness Taskforce Shoalhaven Re-establishment report for information.

Options

1. As recommended.

Implications: The membership structure as specified in the Council Resolution is adopted for the period to September 2023.

2. The Committee request that Council consider changes to membership, purpose, delegation, quorum, or the number of meetings required for the committee.

Implications: Such changes would need to be considered as a change to the Terms of Reference of the Committee and endorsed by the Council.

Background

Each year in September, Council reaffirms all its committees for the next 12 months. At that meeting Council has the option to reaffirm its committees; make any change to membership, purpose, delegation, quorum, and the number of meetings required for those committees; or disband committees.

This report is provided to inform the Committee members of the resolution of the Council. At the Ordinary meeting on 26 September 2022 Council directly appointed the Mayor, Councillor Amanda Findley as the Chairperson of the Taskforce and adopted (see MIN22.683) the following in relation to the Homelessness Taskforce Shoalhaven for the period to September 2023:

<u>Meetings per year</u> – Four (4) Commencement time – 2.00pm	Quorum – Eight (8) Terms of Reference: POL21/45 (55584E) Adopted: 14 September 2021
<p>Purpose To provide appropriate and considered strategic advice on homelessness and related issues that can be dealt with at Council level. The Taskforce will work with Council to address issues, develop options and assist with the identification of preferred solutions as part of Council’s decision making process.</p>	

HT22.28

Role of the Taskforce

The role of the Homelessness Taskforce is:-

- Provide Council with strategic advice on homelessness and related issues that can be dealt with at a Local Government level.
- Work with Council to address issues, develop options and assist with the identification of preferred solutions as part of Council’s decision making process
- Advise on the development and application of a Homelessness Strategic Plan
- Provide comment on relevant Council policies and strategies
- Advocate community views on homelessness issues

Delegation – NIL

Chairperson – Appointed by Committee [where not directly appointed by Council]

2022-2023 Councillor / Staff Membership

Chairperson Clr Findley (Chairperson)

All Councillors

CEO or Nominee

Organisational Representatives

Representatives from community organisations and local service providers being either Government/Non-Government agencies/organisations and community members including but not limited to SAHSSI – Shoalhaven Women’s Homeless and DV Service, Unions Shoalhaven, Salt Ministries, ISLHD – Homelessness Mental Health Program, Shoalhaven Homelessness Hub, Grand Pacific Health, Legal Aid, Southern Cross Community Housing, Waminda, Care South.

Representation from a service(s) from the North, Central and South of Shoalhaven LGA

A maximum of 3 community members with lived experience

A maximum of 3 community members with an interest in homelessness in the Shoalhaven with representation from North, Central and South of the Shoalhaven LGA.

One representative for each of the Federal Member for Gilmore and the State Members for South Coast and Kiama

Department of Communities & Justice

Department of Education (subject to availability)

Regional NSW (subject to availability)

The committee may consider changes to membership, purpose, delegation, quorum, or the number of meetings should be amended. If this is the case, such changes will be reported to the Council for consideration and endorsement.

HT22.28

HT22.29 Action Table Update Report

HPERM Ref: D22/488409

Department: Community Connections

Approver: Michael Paine, Manager - Community Connections

Attachments: 1. Homelessness Taskforce Action Table for 29 November 2022 Meeting [↓](#)

Reason for Report

To provide the Shoalhaven Homelessness Taskforce with a progress report on outstanding actions.

Recommendation (Item to be determined under delegated authority)

That the Shoalhaven Homelessness Taskforce acknowledge the following actions as being complete and remove from the action table:

1. HT22.13 Taskforce Strategic Priorities investigations - Crisis Accommodation / Holiday rentals / Affordable - Social housing / Income support
2. HT22.27 Homeshare Funding Project - Shoalhaven - Letter to Seek Support - Gareth Ward MP

Options

1. Adopt the recommendation as written.

Implications: The Shoalhaven Homelessness Taskforce is updated of actions and recommendations made at previous meetings

2. Request more information.

Implications: The Shoalhaven Homelessness Taskforce request further information

Background

This report is to update the Homelessness Taskforce on outstanding actions from previous meetings.

Homelessness Taskforce Shoalhaven Uncompleted as at 21 November 2022 Completed: "Date From" to "Date to"	Action Sheets Report
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Meeting Date: 27/06/2022	Item No: HT22.13	Officer: Wood, Colin	Completed:
Title: Homelessness Interagency - Taskforce Strategic Priorities investigations - Crisis Accommodation / Holiday rentals / Affordable - Social housing / Income support - report request			
<p>RESOLVED (Clr Christen / Clr D'Ath) MIN22.418</p> <p>That:</p> <ol style="list-style-type: none"> 1. The Council receive this report from the Shoalhaven Homelessness Interagency for information and consideration (attached to the report). 2. The CEO commence investigation into the following strategic priorities for the Homelessness Taskforce Shoalhaven: <ol style="list-style-type: none"> a. Crisis Term: <ol style="list-style-type: none"> i. Council to negotiate the meanwhile-use of vacant properties as crisis accommodation for rough sleepers throughout winter period. b. Short Term: <ol style="list-style-type: none"> i. Disincentives for properties that are used as short-term holiday homes/ Incentives for owners that rent their properties on long-term leases (12 months+). ii. Evaluate Local Governance rules to maximise support for housing developments. c. Medium Term: <ol style="list-style-type: none"> i. Requirements for developers to create percentage of any new developments as affordable and/or social housing units. ii. Push for State Government to expand social housing stock in Shoalhaven region. d. Long term: 		<p>Notes:</p> <p>29 Jun 2022 4:05pm Andriske, Claire Carly McWalters - Part 2 and 3, Colin Wood - Part 2.c.i</p> <p>15 Aug 2022 2:52 Makary, Marsha Shoalhaven Homelessness Interagency recommendations to be considered part of Community Strategic Plan for Homelessness, pending internal council consultation and follow up community planning workshop.</p> <p style="background-color: yellow;">ACTION TO BE COMPLETED AND REMOVED FROM ACTION TABLE</p>	

Homelessness Taskforce Shoalhaven
Uncompleted as at 21 November 2022
Completed: "Date From" to "Date to"

Action Sheets Report

- i. Lobby for the increase of statutory income supports (Centrelink) to Centrelink recipients to maintain basic living expenses amid growing rental costs.

3. Council receive a report back on the outcome of the investigation.

FOR: Clr Findley, Clr Kotlash, Clr Norris, Clr Butler, Clr D'Ath,
Clr Copley, Clr Ell, Clr Christen, Clr White, Clr Wells, Clr
Watson and Clr Gray

AGAINST: Clr Kitchener

CARRIED

Homelessness Taskforce Shoalhaven Uncompleted as at 21 November 2022 Completed: "Date From" to "Date to"	Action Sheets Report
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Meeting Date: 27/06/2022	Item No: HT22.15	Officer: Rose, Matthew	Completed:
Title: Additional Item - Social / Affordable Housing Funding - advocate to Federal Government - Cooperative housing - Regional Planning			
<p>RESOLVED (Clr Wells / Clr Kotlash) MIN22.417</p> <p>That Council:</p> <ol style="list-style-type: none"> 1. Immediately advocate for social housing funding, that is general in nature and not classified, (so that it can be utilised for all classifications of housing) to: <ol style="list-style-type: none"> a. The Honourable Anthony Albanese MP, Prime Minister of Australia. b. The Minister for Social Services - The Hon Amanda Rishworth MP. c. Mrs Fiona Phillips MP, Member for Gilmore. 2. Consider as part of future strategic discussions, how community cooperative housing can play a part in solving the affordable housing issues in the Shoalhaven. 3. Write to the Federal Minister for Planning and Homes to request that regional plans across NSW better identify social and affordable housing. 4. As part of advocating for Federal funding, the correspondence also be forwarded to the equivalent State counterparts. <p>FOR: Clr Findley, Clr Kotlash, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Christen, Clr White, Clr Wells, Clr Watson, Clr Kitchener and Clr Gray</p> <p>AGAINST: Nil</p> <p>CARRIED</p>	<p>Notes:</p> <p>29 Jun 2022 3:57pm Andriske, Claire Part 1-4 - Carly McWalters</p> <p>02 Aug 2022 5:16pm McWalters, Carly - Reallocation Action reassigned to Makary, Marsha by McWalters, Carly - Re-assign to Community Capacity Builder, Homelessness</p> <p>10 Oct 2022 10:52am Makary, Marsha Letter drafted for Action item 1. Actions items 2, 3 and 4 to be reassigned to Strategic Planning Team</p> <p>12 Oct 2022 3:51pm Makary, Marsha - Reallocation Action reassigned to Rose, Matthew by Makary, Marsha - Action 1 completed.</p> <p>22 Oct 2022 4:48pm Rose, Mathew The review of Council's adopted Shoalhaven Affordable Housing Strategy will examine the opportunities and challenges of cooperative housing in contributing to the supply of more affordable homes and affordable rental housing (or community housing). Any update of the current Strategy is anticipated to occur in 2023. To assist with this work, Council has applied for a \$170,000 grant from the NSW Government's Regional Housing Strategic Planning Fund. If successful, Council will contribute a further \$30,000 to the update of the Strategy.</p> <p>The updated Strategy will, amongst other things, identify contemporary affordable housing need in Shoalhaven and the opportunities to respond. This will provide the necessary evidence base and list of initiatives to improve the supply of more affordable homes and affordable rental housing, both essential for successful collaboration and advocacy activity with the State and Federal Governments.</p> <p>The Federal Government's October 2022 Budget included a range of measures - grouped together under the Housing Accord – aimed at improving housing supply</p>		

Homelessness Taskforce Shoalhaven
Uncompleted as at 21 November 2022
Completed: "Date From" to "Date to"

Action Sheets Report

and affordability. See attached document for a summary of the budget announcement and planned activity. The NSW Government also announced a \$2.8 billion "Housing Package" containing a range of measures to facilitate an increased supply and easier purchase of homes. See attached Media Release.

The Greater Cities Commission – the NSW Government's statutory agency responsible for planning the Six Cities Region – released a Discussion Paper in September 2022. This proposed the setting of dwelling supply, diversity, and affordability targets in its future planning documents. This included a 10% affordable housing target (i.e., 10% of all new homes or an equivalent monetary contribution to supply elsewhere) on private land and a 30% affordable housing target for residential development of NSW Government owned land. As the Commission develops and sets these targets, Council will need to consider opportunities to respond, potentially incorporating them into its own planning documents.

Homelessness Taskforce Shoalhaven Uncompleted as at 21 November 2022 Completed: "Date From" to "Date to"	Action Sheets Report
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Meeting Date: 10/10/2022	Item No: HT22.27	Officer: Makary, Marsha	Completed:
Title: Homeshare Funding Project - Shoalhaven - Letter to Seek Support - Gareth Ward MP			
RESOLVED (Clr Gray / Clr White) MIN22.754 That Mayor Amanda Findley write to Mr Gareth Ward MP on behalf of Shoalhaven City Council to seek support for the Homeshare funding project for the Shoalhaven. FOR: Clr Findley, Clr Kotlash, Clr Norris, Clr Butler, Clr D'Ath, Clr Copley, Clr Ell, Clr Christen, Clr White, Clr Wells, Clr Watson and Clr Gray AGAINST: Nil CARRIED		Notes: 21 Nov 2022 4:38pm Makary, Marsha There is no Home Share Program in Shoalhaven and therefore no requirement for a letter of support. It is recommended that this matter is referred to the Housing & Accommodation Working Group to consider a Home Share Project as part of the Shoalhaven Community Led Plan for Homelessness (The Plan). If this project is included in The Plan the Mayor may be approached in future to provide a letter of support, if required. ACTION TO BE COMPLETED AND REMOVED FROM ACTION TABLE	

HT22.30 Shoalhaven Community Led Plan for Homelessness

HPERM Ref: D22/449544

Department: Community Connections

Approver: Jane Lewis, Director - City Lifestyles

Attachments: 1. Shoalhaven Community Led Plan for Homelessness (under separate cover) [⇨](#)

Reason for Report

To present the 'Shoalhaven Community Led Plan for Homelessness' to the Homelessness Shoalhaven Taskforce (HTS).

Recommendation

That the Homelessness Taskforce Shoalhaven:

1. Accept the 'Shoalhaven Community Led Plan for Homelessness' (The Plan).
2. Commit to regular progress tracking and evaluation of The Plan and agree to include it as a standing agenda item at each meeting.
3. Conduct an annual review of The Plan and include it as a standing agenda item at the last meeting of each calendar year.
4. Commit to a full review and update of The Plan every 5 years.

Options

1. The Taskforce accepts the recommendation as written and agrees that the HTS becomes the reporting mechanism for progress tracking and evaluation on desired outcomes.

Implications:

The Plan is accepted by the Taskforce which will become the reporting mechanism for progress tracking and evaluation. Working Groups will update the HTS at each meeting on the progress of outputs to date.

2. The Taskforce does not accept the recommendation as written.

Implications: The Taskforce provides an alternative option.

Background:

The Shoalhaven Community Led Plan for Homelessness (The Plan) (**Attachment 1**) is a community developed and led strategy. Council assisted with the facilitation of The Plan through the role of the Community Capacity Builder – Homelessness, who worked with the HTS Working Group to coordinate the Community Workshop for Homelessness that led to The Plan's inception and development.

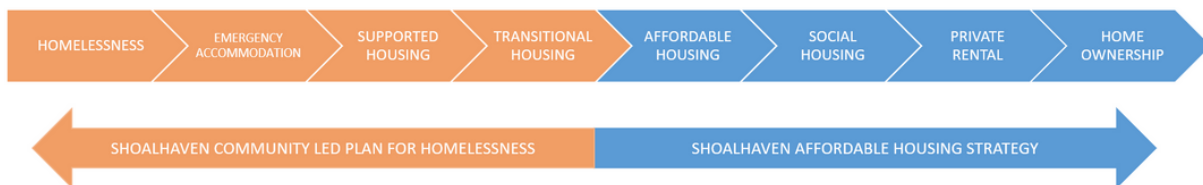
The Community Capacity Builder – Homelessness will assist with the delivery of The Plan by supporting the Focus Area Working Groups to establish their work plans and connect with Council teams where necessary to improve communication and collaboration.

Council’s facilitation of The Plan supports the commitment made in *Shoalhaven City Council’s Homelessness Policy* to prevent, reduce, and manage homelessness, build capacity within the community to address homelessness, and encourage collaboration, community partnerships and evidence-based practices.

The Plan also compliments the Shoalhaven’s Affordable Housing Strategy and highlights Council’s effort to provide a comprehensive and systematic response to the local housing and homelessness crisis and assist vulnerable members of the community.

The aim of The Plan is to provide a platform for collaboration across the community and homelessness sector to address homelessness in the Shoalhaven. The actions and outcomes listed in The Plan are derived from the ideas identified in the first Community Workshop for Homelessness, held on the 11 May 2022.

The Plan was created to minimise duplication of work and strengthen the community response to maximise local resources, encourage collaboration, and provide a platform to launch projects and initiatives off.



HT22.30

The mission is:

‘To prevent, reduce and manage homelessness in the Shoalhaven and improve the wellbeing of those at risk’.

The Four Focus Areas of The Plan are:

1. Early Intervention and Collaborative Support

The focus is to increase the capacity of the community to work collaboratively and utilise multidisciplinary approaches to achieve quality outcomes and systemic response to homelessness. The aim is to allow people experiencing disadvantage or homelessness in Shoalhaven have increased access to a range of outreach services to improve wellbeing and protective factors against homelessness and prevent or reduce time spent homeless.

2. Community Awareness and Education

The aim is to reduce stigma surrounding homelessness and increased community understanding and participation in response to homelessness. This focus area also includes building a better understanding of the extent and nature of homelessness in the Shoalhaven, including through information and data collection, and learning from people with lived experience of homelessness.

3. Advocacy and lobbying

The focus area aims to develop a unified approach to advocate and highlight to all levels of Government the homelessness crisis that is being experienced throughout Shoalhaven. The focus of the advocacy is to support legislative changes, budget increases to the homelessness sector, and ensure there are mechanisms in place to increase the supply of appropriate housing (emergency, social and affordable) in Shoalhaven. The working group for this focus area may also advocate for funding and support on behalf of projects working groups in other focus areas of The Plan are working on.

4. Housing and Accommodation

The area of focus is to increase the capacity of the community and homelessness sector to provide alternative housing and shelter options to encompass all housing needs, focusing on emergency, medium-term and supported housing options.

Development of The Plan

A working group nominated by the HTS gathered the information from the workshop and worked together to identify the aim, mission, desired outcomes, and various roles within The Plan. A consultation took place with internal Council teams to identify current or previous Council work to ensure alignment and avoid duplication. The Community Capacity Building Team worked with Strategic Planning to confirm the scope of The Plan and its position in relation to the ‘Shoalhaven Affordable Housing Strategy’.

The *Housing Continuum* (Page 11 of The Plan) refers to the type of housing people may move through and live in throughout their lifespan, depending on their personal circumstances and clearly sets out the scope of work of Council and community.

The current ‘*Shoalhaven Affordable Housing Strategy*’ focuses on sections of the housing continuum that deal with the provision of both private and public affordable housing, and the creation of new social housing stock, while the focus of the community and Community Capacity Building Team is in the homelessness space which includes community supports and emergency, supported and transitional housing.

With this in mind, the ‘*Housing and Accommodation*’ Focus Area of The Plan will include actions relating to short-term emergency accommodation, medium-term transitional housing and supported accommodation. The ‘*Advocacy and Lobbying*’ focus area of The Plan will focus on advocating to Federal and State government for additional social and affordable housing stock.

Following internal Council consultation, a final ‘*Community Workshop for Homelessness*’ took place on 11 October 2022. The aim of this workshop was to establish four self-managed working groups which would each focus on the four Focus Areas of The Plan.

Progress Tracking and Evaluation

Established working groups will be responsible for leading the work of each focus area and will provide progress updates at HTS meetings.

The HTS will be the mechanism for progress tracking and evaluation for The Plan and will ensure the continued implementation of the actions. ‘Lead stakeholders’ of each of The Plan’s focus areas will work with their working groups to report back their progress updates at each HTS meeting.

Working Groups will submit an evaluation of The Plan to the final HTS meeting of each calendar year. Project planning and evaluation tools developed as part of the Community Wellbeing Strategy will be shared with working groups to assist with planning, progress tracking and evaluation of The Plan. The Community Capacity Builder, Homelessness will support working groups to use this tool and adapt them for best fit.

A full review of The Plan will occur on the five-year anniversary of its establishment and will continue every five years following this. The current plan runs from 2022 – 2027.

Financial Implications

A grant application was submitted on Tuesday 8 November 2022 to the Community Development Fund (administered by the Office of Responsible Gambling) to fund some of the short-term initiatives identified in The Plan.

HT22.30

Policy Implications

Council's facilitation of the creation and continued evaluation of the Shoalhaven Community Strategic Plan for Homelessness supports the commitment made in *Shoalhaven City Council's Homelessness Policy*:

1. *Preventing, reducing, and managing homelessness;*
2. *Supporting and building capacity within the community to address homelessness, and*
3. *Encourage collaboration, community partnerships and evidence-based practices.*

HT22.31 Development of Protocols and Guidelines to Assist Shoalhaven City Council Staff to work with People Experiencing Homelessness

HPERM Ref: D22/449519

Department: Community Connections

Approver: Jane Lewis, Director - City Lifestyles

Reason for Report

To inform the Shoalhaven Homelessness Taskforce (SHT) of the new *Protocol for People Experiencing Homelessness: Shoalhaven City Council Showgrounds and Camping Facilities and Rough Sleepers in Open Spaces and Homelessness at Showgrounds Guidelines*.

Recommendation (Item to be determined under delegated authority)

That the Shoalhaven Homelessness Taskforce receive this report for information

Options

1. The Homelessness Taskforce accept this report for information
Implications: Members view and accept information within the report.
2. The Homelessness Taskforce do not accept the report
Implications: Members request further information.

Background

In response to the increasing primary homelessness in the Shoalhaven, the Community Capacity Building Team have produced the *Protocol for People Experiencing Homelessness: Shoalhaven City Council Showgrounds and Camping Facilities*' protocol (the Protocol) and *Rough Sleepers in Open Spaces and Homelessness at Showgrounds Guidelines* (the Guidelines). The Protocol and Guidelines will be displayed at the meeting for discussion.

The Protocol references the Department of Communities and Justice '*Protocol for Homeless People in Public Places*' and was created in consultation with Shoalhaven City Council's Rangers, Showground Caretakers, Facilities staff, and Visitor Information Services (VIS). The Protocols have been reviewed and adopted by Council's Executive Management Team.

The Protocol provides advice and instructions on how to engage with people experiencing homelessness and helps to identify possible red flags for Council staff to be aware of in the management of Council facilities, including showgrounds.

Easy-to-read guidelines have also been developed and have been designed to be used as a quick reference guide that includes support for engaging with people rough sleeping in public spaces as well as Council showgrounds.

The purpose of the Protocol, and Guidelines, are to support staff in assisting people experiencing homelessness by providing timely information to connect to relevant support services and to help staff to know where additional assistance may be found. The Protocol also helps to ensure that people experiencing homelessness are treated respectfully and

appropriately and are not discriminated against on the basis of their homeless status. It is an important element in Council's strategy for responding effectively to homelessness.

The Shoalhaven Primary Homelessness Response Meetings (SPHRM) are referred to in the Protocol and Guidelines as part of the escalation process to assist Council staff with complex cases of homelessness at Showgrounds and in public spaces.

The SPHRM originated in response to the increase in rough sleeping at the Nowra Showground and the closure of the Gateway Caravan Park in April 2021. The Response Meetings convene on a fortnightly basis (and weekly during times of escalation) and include Showground Caretakers, Council Rangers, VIS as well as community sector representation from Southern Cross Housing, Salt Care and St Vincent de Paul.

Council Showgrounds and camping facilities are not considered public spaces and those utilising the facilities are subject to the legislative regulations, as well as Council's Terms and Conditions of Hire/Use. The Protocol does not prevent organisations from taking appropriate action where health or safety is at risk, or a breach of the peace or unlawful behaviour has occurred.

Upon establishment of The Protocol and Guidelines, Council's Community Capacity Builder for Homelessness will facilitate training to teams who have community facing staff on how to safely utilise the Protocol. The aim is to support Council staff to provide safe, appropriate, and respectful assistance to those experiencing homelessness. Training will be provided to Council Rangers, Showground Caretakers, Library Staff, Contact Centre team and VIS.

Policy Implications

Shoalhaven City Council's Homelessness Policy outlines Council's commitment to:

1. *Preventing, reducing, and managing homelessness;*
2. *Supporting and building capacity within the community to address homelessness, and*
3. *Encourage collaboration, community partnerships and evidence-based practices.*

The steps outlined in the Protocol for People Experiencing Homelessness: Shoalhaven City Council Showgrounds and Camping Facilities, are in line with the principles of Council's Homelessness Policy which ensure that all public and Council spaces in the Shoalhaven region are safe and inclusive for the whole community.

The creation and implementation of the Protocol exemplifies Council's commitment to addressing homelessness and supporting the Shoalhaven community, as outlined in the Homelessness Policy.