

# Homelessness Advisory Committee

**Meeting Date:** Thursday, 27 June, 2024

**Location:** Jervis Bay Rooms, City Administrative Centre, Bridge Road, Nowra

## Minutes Attachments

### Index

HT24.6	Homes NSW - Formation & Functions of Department	
Attachment 1	Homes NSW Presentation - Formation & Functions of Department .....	3
HT24.7	Closing Report - Community Capacity Builder - Homelessness - June 2024	
Attachment 1	Presentation - Outcomes of CCB Homelessness .....	13





# Homes NSW

June 2024



## Acknowledgement of Country



I acknowledge the Traditional Custodians of the lands that we are meeting here today. I pay my respects to Elders past, present and emerging and celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters and skies of NSW.

I also acknowledge and pay my respects to our Aboriginal and Torres Strait Islander team mates joining us today.

## Homes NSW - Who we are



On 1 February 2024, Homes NSW established as a division of the Department of Communities and Justice (DCJ)



Homes NSW brings together the housing and homelessness functions of DCJ, the NSW Land and Housing Corporation (LAHC), the Aboriginal Housing Office (AHO) and key worker housing functions from across government “under one roof”



Homes NSW leads work to deliver more social and affordable housing, end the cycle of homelessness, and deliver quality public housing to our 262,000 tenants across NSW



The AHO will remain a statutory body, with its own independent Board with a focus on the delivery of quality Aboriginal housing underpinned by the principle of self-determination



Rebecca Pinkstone appointed as the inaugural CEO of Homes NSW

## Homes NSW – What we heard



People with lived experience must inform policy design and service delivery in housing and homelessness services. Effective avenues for this participation are needed locally.

The lack of a coherent, joined-up policy design and service delivery gets in the way of delivering great social and affordable housing and homelessness services for the people who need them. The response must be coordinated and collaborative from government.

The scale of the housing crisis requires greater coordination by government. Integration of policy and service delivery across housing and homelessness is a critical enabler to respond to the crisis.

Quality customer service with a focus on housing outcomes. People accessing housing and homelessness services reported feeling judged and stereotyped at times. Customer service that is empathetic, trauma-informed and culturally safe is critical to better outcomes.





## Homes NSW – Our focus in 2024



Building more homes - \$6.6 billion dollars in most recent NSW budget



Better maintenance services - a new Social Housing Maintenance Contract, in-house maintenance call centre and handy app for tenants.



A new NSW Housing & Homelessness Strategy



A focus on local, customer-focused, public housing services



New avenues to enable customer and stakeholder participation in the design of our policy and service delivery.



## Homes NSW – Interim structure

### Portfolio

- Owns land and social homes
- Handles maintenance
- Manages new construction of social housing – direct delivery and in partnership with community housing providers

### Housing Services

- Manages public housing tenancies
- Responsibility for public housing operational policies including eligibility and waitlist

### Strategy, Policy and Regulation

- Housing and homelessness strategy and policy
- Community and affordable housing
- Key worker housing
- Registration

### Aboriginal Housing Office

- Statutory body
- Ensure that Aboriginal and Torres Strait Islander people have access to affordable, quality housing

### Disaster Welfare

- Disaster responses



# 2024/25 Budget – Building Homes for NSW \$6.6 billion package



**\$5.1 billion** over four years for new social housing. This will fund the land purchase and construction of 8,400 new social homes, which includes 2,200 replacement dwellings with a focus on housing for women leaving domestic violence.



**\$810 million** for critical maintenance and minor works that bring homes back online and prevent disrepair.



**\$202.6 million** over four years to the Aboriginal Housing Office to support critical capital maintenance of First Nations social homes.



**\$527.6 million** over 4 years across a range of homelessness services including reforming temporary accommodation, building back our specialist homelessness services, and establishing a new Homelessness Innovation Fund, to leverage the skills and capacity of the homelessness and housing sectors.



Extension of the partnership with Community Housing Industry Association NSW (CHIA NSW) for a further 4 years to deliver the Homes NSW Cadetship program, which continues to bring more lived experience and genuine employment outcomes in the social housing sector.

## \$528m to support homelessness responses



Establishing the Homelessness Innovation Fund of \$100m for initiatives that embed a housing first approach and end the cycle of homelessness.



Up to \$46M to meet fixed wage and operating costs in services to support people experiencing homelessness.



\$260 million to provide homeless people and families who need safe shelter with temporary accommodation and support to move to more stable housing.



\$120m to drive localised responses to priority cohorts including Aboriginal people, rough sleepers, young people, and people exiting institutions.



# Homes NSW – Strategy policy and regulation branch, homelessness functions

## Homelessness Strategy and Innovation

- Homelessness Strategy
- Protocol for Homeless People in Public Places
- Rent Choice Products
- Housing and Mental Health Agreement (HMHA)
- Lived Experience Advisory Groups (StreetCare and HMHA Lived Experience Committee)
- No Exits from Government Services into Homelessness Framework
- Assertive Outreach (AO)
- Sustaining Tenancies in Social Housing (STSH)
- Reintegration Housing Support Program (RHSP)
- Mental Health – Housing In Reach Service (MH-HIRS)
- Universal Screening and Supports (USS)
- StreetCount
- Opportunity Pathways
- Together Home

## Homelessness Program Management

- \* SHS recommissioning

# THANK YOU

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# Community Capacity Builder, Homelessness

## Position outcomes



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## Background



- Increase in people presenting at Council facilities experiencing or at risk of homelessness, closure of the Gateway caravan park, impacts of COVID-19 and housing affordability and availability.
- Role established in November 2021.
- Role extended in 2022 and 2033
- Role concluding June 2024.





## Role Purpose



- Develop, implement, and evaluate strategies that responded to issues surrounding homelessness.
- Work towards immediate, medium, and long-term solutions in addressing these issues.
- Liaise with relevant stakeholders and support local service collaboration and coordination.





# Projects & Initiatives



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## Projects & Initiatives



- Primary Homelessness Response Group
- Review and update of Council's Homelessness Policy
- Re-establishment of the Shoalhaven Homelessness Taskforce (now the HAC)
- Development of staff resources and guidelines
- Led the Thrive Together Initiative
- Development of the Doing It Tough Directory (DIT)
- Assisted Southern Cross Housing with Rough Sleeper Street Counts.
- Facilitated development of the Shoalhaven Community Led Plan for Homelessness (CLPH).
- Gained \$53,800 to deliver actions of the CLPH through the Office of Responsible Gambling, Community Development Fund



# Community Led Plan for Homelessness



Actions delivered through the Office of Responsible Gambling, Community Development Fund:

- Thrive Together Pop-ups
- Doing It Tough Directory (DIT)
- Primary Homelessness Resource Card and Poster
- Homelessness Heatwave Project
- Ulladulla Hot Meals
- Leaving Custody Program
- Families Brokerage Program





# Position Outcomes



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## Position Outcomes



- Strengthened connection between Shoalhaven City Council and community organisations.
- Enhanced staff confidence in engaging with people experiencing homelessness or doing it tough, ensuring respectful and supportive assistance.
- Facilitated community connections and alleviated social isolation.
- Improved access to resources for both service providers and community members.
- Provided networking opportunities for improved sector collaboration.
- Identified assets, strategies, and actions through a collaborative community approach.
- Enhanced the local community sector's crisis and outreach response by supporting sector coordination and collaboration.
- Increased access to outreach services for disadvantaged individuals in Shoalhaven.
- Strengthened collaboration among participating organisations by emphasising resource sharing.

















# Next Steps



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## Next Steps



### Primary Homelessness Response Group:

- Assertive outreach providers and Council staff will continue to meet on a fortnightly basis to coordinate responses to cases of rough sleeping and homelessness reported to Council.

### Incoming Enquiries:

- A script has been developed to assist Council's Customer Experience team in answering calls. Queries not covered will continue to be referred to the Community Connections team.
- Enquiries regarding crisis support will be forwarded to the Primary Homelessness Response Group to assist.

### Homelessness Advisory Committee (HAC):

- The HAC will continue to be a meeting point between Council and community, to advise upon strategies to respond to homelessness in Shoalhaven.
- HAC will continue to be facilitated by the Community Capacity Building team and Governance Team.





## Next Steps



### Community Led Plan for Homelessness:

- The Community Capacity Building Team will continue to deliver on their committed actions of the plan that they lead and complete the acquittal for the Community Development Grant funding projects in The Plan.
- The Homelessness Advisory Committee (HAC) is the evaluation and reporting mechanism for The Plan.
- The Community Capacity Building Team will continue to assist The Plan working groups to submit their reports and evaluation to enable progress tracking of The Plan.
- The future review and update of The Plan will be the responsibility of the HAC.

### Office of Responsible Gambling, Community Development Funding:

- The Community Capacity Building Team will support organisations to deliver the remaining funding of the grant, final acquittal and report. This is due to be completed October 2024.





## Next Steps



### Thrive Together Initiative:

- The Community Capacity Building Team will deliver the Thrive Together Fair 2024 on 6 November.

### Doing It Tough Directory:

- The Community Capacity Building Team will maintain their partnership with Southern Cross Community Housing for review and updates of the guide. This will continue to be reviewed and updates are dependent on staff capacity.

### Advocacy

- DCJ are the lead agency responsible for providing support for specialist homelessness services. Council will seek a meeting with DCJ to discuss how they can further support this sector in the Shoalhaven.

