

## Homelessness Advisory Committee

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

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

## Minutes Attachments

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# 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.

















































