



Family &
Community
Services

Tenant Participation and Community Engagement Program Expression of Interest

Attachment to the Guidelines for Applicants:
District TPCE Priorities

25th June 2018

1. District TPCE Priorities

Each Department of Family and Community Services (FACS) district cluster has prepared a TPCE priorities statement outlining their requirements for tenant participation and community engagement activities—reflecting local priorities and opportunities to align TPCE with the full suite of other tenant and community initiatives. These statement cover:

- Sydney, South Eastern Sydney and Northern Sydney District (Section 2)
- South Western Sydney district (Section 3)
- Western Sydney, Nepean Blue Mountains districts (Section 4)
- Illawarra-Shoalhaven, Southern NSW districts (Section 5)
- Hunter New England, Central Coast districts (Section 6)
- Western NSW, Murrumbidgee, Far West districts (Section 7)
- Mid North Coast, Northern NSW districts (Section 8).

These TPCE priorities statement cover the period December 2018 – June 2020—but will be updated annually.

Contracted service providers are expected to negotiate annual service plans with FACS districts—outlining the specific TPCE activities and deliverables to best meet these district priorities.

2. Sydney, South Eastern Sydney and Northern Sydney District

District TPCE context

Currently, FACS Housing Services manages approximately 29,600 social housing tenancies across Sydney, South Eastern Sydney and Northern Sydney (SSESNS) District. Tenancy management is undertaken by 10 tenancy teams (T111 - West Ryde; T113 - Dee Why; T103 - Surry Hills; T107 - Eastern South; T110 - Eastern North; T508 – Miranda; T101 – Waterloo; T104 – Redfern/Glebe; T109 – Inner West; T504 – Riverwood).

During the contract period, there will be a number of ongoing asset redevelopment projects and changes in tenancy management arrangements. The Land and Housing Corporation will continue to roll out the Communities Plus program in Riverwood (Washington Park), Redfern and Waterloo in the Sydney district. Tenancy management in Northern Sydney district will transfer to community housing providers as part of the Social Housing Management Transfer program by August 2019. This process commences in December 2018 with the transfer of Ryde, Hornsby and Ku-ring-gai to Link Housing; in April 2019 with the transfer of North Sydney, Hunters Hill, Lane Cove and Willoughby to St George Community Housing; and in August 2019 with Northern Beaches and Mosman transferring to Bridge Housing in partnership with Women's Housing Company.

FACS is also rolling out the Targeted Earlier Intervention (TEI) programs reform over the next 18 months. Community Strengthening is a stream of work within this funded program that has operational inter relationships with the TPCE program. District planning for the TEI programs reform has identified *families and communities living in social housing* as a District priority group for the new TEI service system. Implementation of the TPCE will need to work with, and not duplicate, the services implemented under the TEI program.

The District recognises and values community development approaches to tenant participation and community engagement. There is a long standing history of community development practice in the area as a way of working with marginalised and disadvantaged communities to build capacities and social cohesion. The District also values local service networks, experience and understanding of social housing communities and current housing policy and evidence based approaches.

Key district opportunities and challenges

Tenant participation and community engagement activities play a key role in supporting FACS and other agency initiatives to improve tenant and community outcomes. Over the contract period, there are a number of specific opportunities and challenges to maximise the impact of the TPCE program in the District. Specifically:

1. Engage Aboriginal tenants

The District is working towards improving social and economic outcomes for Aboriginal social housing tenants in line with the FACS Aboriginal Outcomes Strategy 2017-2021. There is an opportunity to support this work, specifically to meet district targets to increase the number of Aboriginal tenants who have positive exits from social housing, reduce the number of negative exits and increase the priority Aboriginal public housing tenancies sustained for at least 12 months.

Tenant engagement strategies that are localised and culturally appropriate is a priority in the district. There are opportunities to work with existing groups and the local service network to let Aboriginal people lead on their housing issues and improve outcomes for themselves and their communities. A challenge is supporting participation without dictating how it is done. The District is also committed to increasing the local Aboriginal workforce and research shows that Aboriginal workers can be instrumental in engaging local Aboriginal communities.

2. Support current and future participation and engagement strategies

It is a priority for the district that participation structures reflect the way people want to be involved in decision making, and how they want their voice to be heard. There is an opportunity to support and improve existing tenant representation structures and explore alternative participatory models of engagement.

A key challenge is having local options that reflect the diversity of the District. Specifically models for participation that work for dispersed vs concentrated communities (such as communities concentrated around high-rise housing estates in the inner city compared to dispersed social housing communities across multiple suburbs) and that are inclusive of the whole population. This should include options that engage culturally and linguistically diverse tenants, young people, people with disabilities and families with younger children.

In addition, since March 2017 FACS and homelessness providers have been providing housing assistance, support and long term housing options to people sleeping rough in the inner city of Sydney. Special consideration is required to develop participation and engagement strategies for this group of people who were formerly sleeping rough for long periods of time.

3. Build people's capacity for social and economic participation

There is an opportunity to build the capacity of individuals and communities living in the District to problem solve tenancy issues, participate in decisions affecting their housing, and improve their social and economic participation.

For instance, there are challenges to building individual's capacity to deal with tenancy issues such as conflict between tenants/neighbours, up skilling people to develop and run community activities, and engaging people in social enterprises, education and employment opportunities. There are however a number of new opportunities to link tenants with support programs developed from *Future Directions for Housing*, such as the Career Pathways operating in the Inner Sydney area and the FACS Scholarship program.

4. Focus on priority locations

The urban concentration, diversity and scale of the District present challenges in whole of district approaches. The District has therefore been divided into four priority areas that have distinct local opportunities and challenges to improve outcomes for tenants.

- **Inner City**

Approximately 29% of District social housing tenancies are in this area, of which 9% are Aboriginal and Torres Strait Islander identified tenancies. This is approximately 41% of the District overall Aboriginal and Torres Strait Islander tenancies.

It covers part of the City of Sydney Local Government Area (LGA) and is serviced by the Waterloo, Redfern/ Glebe and Surry Hills tenancy teams.

- **Inner West**

Approximately 23% of District social housing tenancies are in this area, of which 6% are Aboriginal and Torres Strait Islander identified tenancies. This is approximately 22% of the District overall Aboriginal and Torres Strait Islander tenancies.

It covers the Inner West, Canterbury/ Bankstown, Burwood, Canada Bay and Strathfield LGAs, and is serviced by the Inner West and Riverwood tenancy teams.

- **Eastern Suburbs**

Approximately 22% of District social housing tenancies are in this area, of which 5% are Aboriginal and Torres Strait Islander identified tenancies. This is approximately 16% of the District overall Aboriginal and Torres Strait Islander tenancies.

It covers Randwick and part of Bayside LGA, and is serviced by the Eastern North and Miranda tenancy teams.

- **Sutherland/ St George**

Approximately 9% of District social housing tenancies are in this area, of which 12% are Aboriginal and Torres Strait Islander identified tenancies. This is approximately 17% of the District overall Aboriginal and Torres Strait Islander tenancies.

It covers Sutherland Shire, Georges River and part of Bayside LGA, and is serviced by the Eastern South tenancy team.

As the transfer of social housing tenancies in Northern Sydney to community housing providers (CHPs) as part of the Social Housing Management Transfer program is planned for conclusion by August 2019, and due to the tenant engagement planned by the CHPs, Northern Sydney district is not a focus for the implementation of the TPCE program.

5. Be part of improving the local service system

There are many services and agencies working with social housing tenants and communities across the district. There is an opportunity for the TCPE program to work with other organisations to engage tenants and involve the wider community. For example, the District

priority of the Targeted Early Intervention reform, *families and communities in social housing*, provides new opportunities to develop local service responses.

Working with local housing teams, as part of the local service system, also provides the opportunity to identify local trends and systemic issues and provide local solutions in partnership with tenants, communities and local service providers.

It is important to work with other service providers to engage tenant cohorts who are not usually involved in tenant representative structures. This could include engaging young people through partnerships with youth services and working with them to establish a voice for young tenants.

Priority deliverables for the district

FACS has allocated a nominal budget of \$557,763 per annum to TPCE services for the Sydney, South Eastern Sydney and Northern Sydney District. It is expected that the majority of this funding will be applied to support the key district opportunities and challenges identified above.

In line with the TPCE program guidelines, FACS wants providers to focus their efforts on a set of core set of deliverables that are aligned to these opportunities and challenges. The core deliverables cover four areas—with specific district priorities summarised in the table below.

Table 2.1: TPCE priorities (Sydney, South Eastern Sydney and Northern Sydney District)

TPCE requirements	Deliverables	District priorities
<i>Increasing opportunities for tenants to have constructive input and actively participate in activities to improve social housing services and local communities</i>	1.1 Ongoing tenant groups / working parties	<ul style="list-style-type: none"> Aboriginal people lead on their housing issues and participation is local and culturally appropriate; work with and support existing Aboriginal groups. Support and develop existing formal representative tenant groups for the six district Neighbourhood Advisory Boards the Riverwood Estate Advisory Board, including providing brokerage to facilitate paid secretariat by tenants, election support, developing and revising terms of reference, and improving diversity of tenant representation. Support and assist in the development of the two Area Tenant Councils. Attend and support tenants' participation at the SSESNS Housing and Tenants Liaison Group. Support and develop existing informal tenant groups and new informal groups as they emerge. Map current tenant participation groups to identify gaps and new opportunities. Develop alternative evidence based participatory models of engagement to increase participation from tenant populations not currently involved in housing and communities activities (can include partnering with other services already working with these groups).
	1.2 Open tenant /	<ul style="list-style-type: none"> Coordinate and support at least one open tenant/

TPCE requirements	Deliverables	District priorities
	community consultative forums	<p>community consultative activity per year, per priority location (4 total).</p> <ul style="list-style-type: none"> ▪ Consultative activities are inclusive, with barriers to participation addressed and innovative approaches to participation used to involve tenant cohorts who are not usually well represented (such as young people, families with young children, culturally and linguistically diverse people, and people with disabilities). ▪ Coordinate and support at least one Aboriginal community consultative activity per year, per priority location (4 total). ▪ Consultative activities are culturally appropriate and developed with local aboriginal tenants and stakeholders. ▪ Look for opportunities to engage tenants that do not access tenant participation structures and activities, including the use of technology or other tools to improve participation options for tenants.
	1.3 Tenant volunteering	<ul style="list-style-type: none"> ▪ Support tenants to volunteer inside and outside their communities. Activities will include volunteer information sessions, identifying opportunities for volunteering through networks and partnerships, and helping people to address barriers to volunteering. ▪ Minimum numbers of volunteers per priority location, per year to be agreed in annual Service Plan.
<i>Increasing access to information and skills needed to actively participate in housing and engaging in the community</i>	2.1 Tenant access to information and advice	<ul style="list-style-type: none"> ▪ Use modern and traditional communication tools to improve access to information for all tenants. ▪ Develop annual communication plans with FACS and tenants. For example, include information on the Communities Plus projects, FACS Scholarship programs, Career Pathways and local district initiatives. ▪ Identify information and advice responses to additional issues as they arise with FACS local housing teams and tenants.
	2.1 Tenant information sessions	<ul style="list-style-type: none"> ▪ Minimum of one information session per year, per priority location on: <ul style="list-style-type: none"> ▪ Rent it Keep it ▪ Tenant rights and responsibilities ▪ Managing neighbourhood disputes ▪ Financial management/ budgeting ▪ Offer innovative ways to deliver information sessions and partner with services to target tenant cohorts that don't usually attend. ▪ Tenants and FACS local housing teams identify additional information sessions on local trends/ issues.
	2.2 Tenant training	<ul style="list-style-type: none"> ▪ Tenants decide what workshops are delivered, with regular

TPCE requirements	Deliverables	District priorities
	workshops	<p>input from FACS housing teams on local trends.</p> <ul style="list-style-type: none"> Workshops to include skills development for active community participation and community leadership. Maintain and widely advertise a six monthly training calendar.
<i>Increasing opportunities for tenants to access support and services needed for sustainable tenancies and social & economic participation</i>	3.1 Partnerships and service network	<ul style="list-style-type: none"> Engage with tenancy teams in the four priority locations and the District Aboriginal Tenancy Advisory Group (ATAG) to build tenant relationships, provide referrals, and identify and address local challenges and opportunities. Network and partner with local Councils, TEI services, youth services, non-TEI funded community centres, Police and employment agencies. Use opportunities to partner with Universities and offer rolling student placements.
	3.2 Tenant outreach service	<ul style="list-style-type: none"> Across the District, target outreach to socially isolated people including former rough sleepers, young people, people with mental health problems, tenants who have left justice system and tenants affected by relocations.
	3.3 Linking tenants to existing services	<ul style="list-style-type: none"> Increase referrals to Tenancy Advice and Advocacy Service (TAAS), and the Greater Sydney Aboriginal Tenants Service (GSATS). Improve and maintain referral pathways with local service network for individual tenants. Develop feedback mechanisms with services for warm referrals to make sure they are appropriate.
<i>Facilitating local initiatives that build successful tenancies and community wellbeing</i>	4.1 Tenancy improvement initiatives / events	<ul style="list-style-type: none"> Partner with FACS Housing Tenancy Teams to identify initiatives/ events which help build successful tenancies and community wellbeing.
	4.2 Community improvement initiatives / events	<ul style="list-style-type: none"> Work with FACS Housing and tenants to identify and implement key community building initiatives that support District Place Plans and Communities Plus redevelopments. Specific initiatives will be agreed as part of annual Service Plans. Partner with FACS Housing Tenancy Teams to implement community wellbeing activities, maintenance pop ups, clean up days, and so on.