

Have your say

to improve the social housing and homelessness system

This discussion paper is an invitation to work with Homes NSW to deliver better outcomes for people seeking housing and homelessness assistance in NSW.

Your feedback will help us produce a **Homes for NSW Plan** which will be released in early 2025. The plan will focus on the housing and homelessness system, including:

- management of existing social housing
- how we can build more and better social and affordable homes
- what we can do to ensure homelessness is rare, brief and not repeated
- how all parts of the system can work better together
- how we can get the best possible outcomes for our customers including tenants, people waiting for social housing and people experiencing homelessness.

This is a critical moment to think hard about the housing and homelessness system we all want.

The creation of Homes NSW and historic new funding for the social housing and homelessness system is an opportunity to start to address the housing and homelessness crisis in NSW.

The \$6.6 billion *Building Homes for NSW* program (announced as part of the 2024/25 NSW Budget) is the largest investment in social housing and homelessness in the state's history.

It is genuine new investment in a system that has had to survive on too little for too long.

The funding will build 8,400 new social homes and upgrade 33,500 public and Aboriginal homes. Over 50% of the new homes built will be prioritised for women and children fleeing family and domestic violence.

An additional \$527 million has been allocated to boost homelessness support services.



Our vision

The draft vision for the housing and homelessness system is that:

‘Everyone has access to a decent home and support if they need it’.

It's a hope, or aspiration, for where we will be in 10 years' time.

We are already making changes to achieve this vision including:

- Building 8,400 new social homes
- The creation of a one-stop maintenance hub
- developing a Community & Customer Engagement Strategy so that people who use and need our services can help build the new system
- updating our complaints and appeals policies and procedures.

And there are other changes we are considering, like...

- making it easier for people to apply for assistance by reducing the amount of paperwork
- ensuring tenants have consistent protections regardless of whether their landlord is Homes NSW or a community housing provider
- changing our allocations processes, including finding alternatives to the two-offer policy
- finding ways to ensure our customers are able to access the support they need, at the intensity required, for the length of time they need it
- rethinking the use of fixed-term social housing tenancies so tenants can decide if and when they leave social housing
- Taking a different approach to estate renewal that involves residents and considers their priorities.

We need to hear from all experts to make sure we get this right!

We particularly want to hear from people with lived experience, or who work with people who:

- live in public housing, community housing, Aboriginal housing, affordable housing or key worker housing
- are waiting for public or community housing
- receive housing products such as rental subsidies or homelessness services
- have stayed in crisis or temporary accommodation
- have experienced homelessness including sleeping rough, couch surfing or living in cars or tents.

Find out more

Visit www.haveyoursay.nsw.gov.au/homes-nsw-plan to:

- Register for our webinar on 9 December, 12 pm to 1 pm, where you can ask questions and find out more.
- Read the longer version of this discussion paper.

We want to know what you think are the most important changes to make. Please consider the questions below or tell us your views more generally by taking our survey at www.haveyoursay.nsw.gov.au/homes-nsw-plan.

Q1

Our proposed vision is 'Everyone has access to a decent home and support if they need it'. What does that mean to you?

Q2

What changes would make it easier for people to access social housing, and other housing and homelessness services they need?

Q3

What changes should we make to improve the management of social housing tenancies?

Q4

How do we make sure the homes we're building now are the right ones for our customers, now and into the future?

Q5

How can the housing and homelessness system work more smoothly for customers?



You can have your say by:

- writing to us. Send your views to theplan@homes.nsw.gov.au
- taking our short, guided submission survey. Access the survey at www.haveyoursay.nsw.gov.au/homes-nsw-plan