

Government Response to Social Impact Assessment

The Government’s approach to managing the tenant relocations associated with the sale of social housing properties in Miller’s Point has been informed by the recommendations of the Social Impact Assessment.

The Government has appointed an Independent Project Facilitator to oversee the project and to ensure that our approach to tenant relocations is personalised and sensitive to the needs of the individuals involved. We have established a team of Specialist Relocation Officers to work with tenants throughout their relocation from now, and until they are settled into their new homes. These specialists will work with tenants to understand their needs and provide alternative housing solutions that meet their requirements into the future.

Government has announced that all proceeds from the sale of these properties will be reinvested into the priorities of a sustainable social housing system.

		FACS Response	Action
1	Social history and heritage		
1.1	Ensure those with strong connections to the Millers point area are relocated nearby and have transport links back into the area, so important connections can be maintained.	Accepted	FACS Specialist Relocation Officers will provide personal support to tenants and undertake a detailed housing assessment of each tenant’s needs and preferences. Where tenants have and want to retain a strong connection to Millers Point into the future, FACS will use its best endeavours to identify rehousing options close by.
1.2	Work with the City of Sydney, State Library and others to ensure the social history of the area is properly documented and acknowledged.	Part accepted	The social history of Millers Point is well documented. Further consultation will occur with the State Library.
1.3	Consider partnering with FACS, The City of Sydney and others to facilitate provision of new affordable housing for key workers (and mixed tenure developments) in the Millers Point area.	Not accepted	Development of affordable and mixed tenure housing in Millers Point is a planning consideration for the City of Sydney.
2	Connections to home and community		
2.1	Adopt the principles recommended in section 9.2 to provide reassurance to stakeholders. <ol style="list-style-type: none"> 1. Replace any social housing lost through divestment in Millers Point within the inner Sydney area and connected to employment, transport and services. 2. Be transparent about how funds from divestment will be used for increased and improved social housing to address the social housing wait list. 3. Consider opportunities for the provision of a future diverse mix of housing types and forms in Millers Point including private, social, affordable and accessible housing for older people. 4. Enable older residents of Millers Point 	Part accepted	<p>The Government has appointed an Independent Project Facilitator to oversee the relocation of tenants, work with and provide assurance to stakeholders and oversee the sale of property in Miller’s Point. The Facilitator will ensure that we manage the relocations process sensitively and effectively to deliver our overall objectives of delivering a fair and sustainable social housing system. The Facilitator will work closely with stakeholders throughout the process. In relation to the specific recommendations:</p> <ol style="list-style-type: none"> 1. All proceeds from the sale of properties in Miller’s Point will be reinvested in the social housing system. Housing replacement, and other forms of

	<p>to retain connections to their local community, particularly residents with generational connections.</p> <p>5. Keep residents informed and get them involved in decision-making processes about any renewal and the tenant relocation processes.</p> <p>6. Minimise the disruption to residents by staging any relocations so that they only move once and are supported to maintain existing connections and supports where possible and to make new connections.</p>		<p>housing support, will be guided by the priorities of the social housing system and the needs of the people it serves. There are other locations in NSW where the waiting list is as long as in inner Sydney and that have equally good connections to employment and transport where we also need to invest in the sustainable future of the social housing system.</p> <p>2. Sales revenue will be reinvested to deliver the priorities of the social housing system.</p> <p>3. Development of affordable and mixed tenure housing in Millers Point is a planning consideration for the City of Sydney.</p> <p>4. Older residents will, as far as possible, be offered housing in their choice of locations outside Millers Point, in properties that more closely match their housing needs. They will be encouraged, with tailored support through the relocation process, to build connections in their new communities.</p> <p>5. Each resident will have a dedicated, Specialist Relocations Officer who will work with them (and, if they choose, their family and friends) until they are settled in to their new home.</p> <p>6. Disruption to residents will be minimised to the extent possible. It is expected that residents will only need to move once. Each resident will have a dedicated Specialist Relocations Officer who will work with them (and, if they choose, with their family and friends) to establish proper connections to their new community and to appropriate support services.</p>
2.2	Allow the 12 households with generational connections to Millers Point to live their lives out there or are relocated close by to allow important connections to be maintained.	Part accepted	FACS will undertake a detailed assessment of each tenant's needs and preferences. Where tenants have generational links and want to retain a strong connection to Millers Point into the future, FACS will make a special effort to identify rehousing options close by.
2.3	All social housing residents be given the opportunity to be relocated to an area of their choice, connected to services they currently access (where possible), and nearby close friends and support systems.	Accepted	FACS will undertake a detailed assessment of each tenant's needs and preferences. FACS will use its best endeavours to meet the location preferences of tenants including rehousing close to family and friends. The Specialist Relocation Officers will work with tenants, their family and service providers (where the tenant wants) to ensure service continuity once a tenant is relocated.
2.4	Provide those residents who want a fresh start with housing options that will support them to do this. Ensure these residents are	Accepted	Where tenants want to make a fresh start in a new area, FACS will use its best endeavours to find a suitable home in that

	reconnected to services and supports within their new community.		area. This is subject to a location needs assessment for very high need locations (such as the far north coast).
2.5	Relocate those residents who want to be nearer to family and friends to appropriate housing nearby.	Accepted	FACS will undertake a detailed assessment of each tenant's needs and preferences. FACS will use its best endeavours to meet locational preferences including rehousing close to family and friends. The Specialist Relocation Officers will work with tenants, their family and service providers (where the tenant wants) to connect with support services where the tenant is relocated.
2.6	Identify tenants who are vulnerable and provide high levels of support during the relocation process.	Accepted	FACS will conduct a detailed housing needs assessment for every tenant at the start of the Project. Family and support service providers will be involved, where the tenants wants, in the development of a relocation plan. Vulnerable tenants will be identified and case management will be made available, so that extra care and support is made accessible. FACS will make tailored support packages available.
2.7	Consider approaches which increase the power and control of tenants, particularly older tenants, over the process to reduce health impacts.	Accepted	FACS will provide extra choice for Millers Point tenants to choose their home and neighbourhoods. Within constraints, vacant properties will be 'advertised' and eligible tenants can express interest in available properties. Older residents will be treated with great sensitivity and given time, where they need it, to come to terms with the situation and to consider their options.
2.8	Provide quality, timely communications with residents at all stages of Project implementation.	Accepted	FACS will provide good information, regularly updated, through a variety of channels, including letters to tenants, a project fact sheet and project staff attending local tenant forums.
2.9	Provide options for some older people to stay living in Millers Point or to relocate nearby and to age in place.	Part accepted	Millers Point properties are not suitable for ageing in place. FACS will therefore relocate older people to homes and neighbourhoods more conducive to ageing in place. FACS will support older people to access support services and contact will be made with family and support providers.
2.10	Appoint an independent community development worker and implement a community development program to support the community and build community resilience during transition.	Part accepted	FACS will consider this as part of the relocation program.
2.11	Utilise some of the funds from sales to build accessible senior's housing in Millers Point and near areas and give older residents the opportunity to relocate to this housing.	Not accepted	Funds generated from sales in Millers Point will be reinvested in the social housing system.
2.12	For any replacement housing built with funds from sale of social housing in Millers Point, consider innovative models of community housing including housing cooperatives, mixed tenure housing (such as the Camperdown Project, Common	Not accepted	Funds generated from sales in Millers Point will be reinvested in the social housing system.

	Ground model), and Community Land Trusts. This approach has been suggested by community housing providers and resident groups including CoRE		
3	Social mix and social housing concentration		
3.1	Consider sale options that include redevelopment of some non-heritage sites for affordable housing for low-income workers to retain some diversity in the area.	Not accepted	The City of Sydney may consider enabling or funding the provision of affordable housing in Millers Point.
4	Health, wellbeing and safety		
4.1	Allow the 12 households with generational connections to Millers Point to live their lives out here or to relocate nearby so they can maintain important connections.	Part accepted	FACS will undertake a detailed assessment of each tenant's needs and preferences. Where tenants have generational links and want to retain a strong connection to Millers Point into the future, FACS will make a special effort to identify rehousing options close by.
4.2	Utilise some of the funds from sales to build accessible senior's housing in Millers Point and near areas so older residents are supported to age in place.	Not accepted	Funds generated from sales in Millers Point will be reinvested in the social housing system.
4.3	Stage relocations so that people only need to move once, and for older people they do not have to move until new senior's housing becomes available locally.	Part accepted	If an elderly tenant appears to be struggling to live independently, the Specialist Relocations Officer will visit them and will use their links to the Aged Care Assessment Team and can make a referral for a specialist assessment to be undertaken to determine whether Commonwealth funded support packages should be provided.
5	Inner city social housing and the broader social housing system		
5.1	Provide a clear 'compensatory measure' such as a transparent mechanism whereby new social housing in areas of high demand offsets the loss of Millers Point social housing and communicate this to all residents.	Not accepted	Funds generated from sales in Millers Point will be reinvested in the social housing system. The objective is to maximise the amount of social housing support available to those on the waiting list.
5.2	Replacement of any social housing lost in an area of equally high demand.	Part accepted	FACS will develop any replacement social housing in well located areas with good access to services.
5.3	Use some of the proceeds from sales to build new social housing in Millers Point and near areas, in particular seniors housing.	Not accepted	Funds generated from sales in Millers Point will be reinvested in the social housing system.
5.4	Consider partnering with FACS, the City of Sydney and others to facilitate provision of new affordable housing for key workers (and mixed tenure developments) in the Millers Point area.	Not accepted	Development of affordable and mixed tenure housing in Millers Point is a planning consideration for the City of Sydney.
6	Community facilities and services		
6.1	Residents with mental health issues should be relocated within the same area health	Part accepted	Our Specialist Relocations Officers will work with other service providers to ensure that

	service to retain continuity of care.		residents with mental health issues receive continuity of care. Millers Point is on the boundary of two health districts and many of the likely vacant properties are in the other district, so some people will be asked to transition to a new mental health team. However, where it is considered desirable (by the tenant and mental health service) that a tenant maintain the same mental health team, FACS will make every effort to relocate within the same health district.
6.2	Residents should be relocated into housing that is near shops, community facilities and public transport.	Accepted	Most tenants are expected to relocate to the inner city, inner west or eastern suburbs, where shops, community facilities and transport are generally good. Relocations officers will provide information on community facilities in new locations. Where proximity to particular services or facilities is important, FACS will make every effort to meet that housing need.