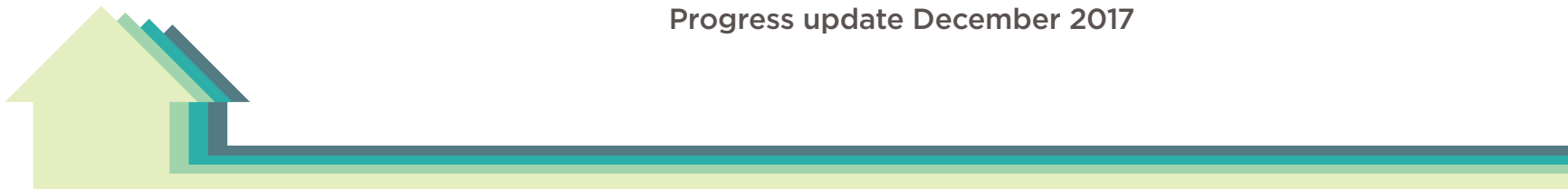


Future Directions for Social Housing in NSW

Transforming the current social housing system



Progress update December 2017



About Future Directions

The NSW Government is transforming the current social housing system to break the cycle of disadvantage. The system was developed in the 1940s for working families with low incomes. Today the system supports a different demographic – the most vulnerable people in our community who need a safety net.

On 24 January 2016, the NSW Government announced a new 10-year vision for social housing, *Future Directions for Social Housing in NSW*. Scoping and planning has been progressing since this time, with several initiatives now entering implementation as we approach the two-year mark. Targets to indicate successful progress at key stages have been embedded into Future Directions' programs from the outset, with feedback and reflection built into the program cycle to achieve these ambitious goals.

Future Directions is supported by the whole of government – including Health, Education, Justice, Planning and Environment, Industry and Family and Community Services.



Key priorities

Future Directions is underpinned by three strategic priorities, aiming to transform the sector:

- More social housing.
- More opportunities, support and incentives to avoid and/or leave social housing.
- A better social housing experience.

Future Directions will transform the NSW social housing system through:

- substantial expansion and redevelopment of housing stock, via partnerships with private sector developers and finance
- transferring significant tenancy management responsibility to community housing providers
- providing wrap-around services to support tenants to build their capabilities and take advantage of opportunities to become more independent.

Over the next 10 years:

More social housing

- Grow social housing supply
- Optimise planning settings and infrastructure



More opportunities, support and incentives to avoid and/or leave social housing

- Opportunity in work and education
- Access private rental market
- Grow affordable housing supply



A better experience in social housing

- Access for priority clients
- Housing stability
- Suitable, safe and quality housing
- High quality customer service



Key program areas

**SOCIAL AND AFFORDABLE
HOUSING FUND (P3)**

**COMMUNITIES PLUS
(P4)**

**SOCIAL HOUSING MANAGEMENT
TRANSFERS (P6)**

**SERVICE IMPROVEMENT
INITIATIVES (P8)**

Social and Affordable Housing Fund: Delivered through Phase 1 and 2

About SAHF

The Social and Affordable Housing Fund (SAHF) is an innovative approach to delivering social and affordable housing in NSW. Together with providing homes to those who need them most, it offers residents coordinated access to support tailored to their individual needs – giving them the tools they need to improve their lives.

The SAHF has been set up with \$1.1 billion in seed capital from the Government. This seed capital was invested in the market by the Government's investment arm, NSW Treasury Corporation. Market returns from this investment will be applied to funding SAHF projects. At the end of the projects, the Government expects to be able to continue to invest the capital with a view to generating returns to support new social and affordable housing projects.



Principal Objective

The SAHF is designed to empower people to live more independent lives and for some to move beyond the need for housing support. Each Housing Service Package delivered under the SAHF will include health, education, employment and community services, delivered in parallel with increased access to social and affordable housing.

SAHF Phase 1

Each service provider will deliver a package for 25 years that consists of:

- access to accommodation
- asset management and tenancy management services
- tailored support services for each household member
- performance and data reporting.

These providers are contracted to deliver 2,200 additional social and affordable homes in metropolitan and regional NSW. Each household will also benefit from tailored support services as part of their tenancy.

Tenants began moving into the first dwellings in May 2017.

5
**SUCCESSFUL
SERVICE
PROVIDERS**

1. BaptistCare NSW & ACT
2. Compass Housing Services Co Ltd
3. SGCH Sustainability Ltd
4. St Vincent de Paul Housing
5. Uniting (NSW ACT)

SAHF Phase 2

1,200
**SOCIAL AND
AFFORDABLE
HOMES**

The second phase SAHF procurement is targeting an additional 1,200 social and affordable homes.

70% **30%**
SOCIAL **REGIONAL**
HOUSING **NSW**

At least 70% of the new accommodation will be for social housing clients. The procurement process will encourage proposals aimed at supporting older women, and the Government will seek to deliver 30% of the dwellings in regional NSW.



Market sounding commenced in October 2017 to engage with community housing providers, not for profit and commercial organisations on how best to procure 1,200 new SAHF dwellings and associated services.

Communities Plus

About Communities Plus

Communities Plus is a new generation of integrated housing developments working with the private, non-government and community housing sectors, in Sydney and regional NSW. The NSW Government, through Land and Housing Corporation (LAHC) sites will develop new and replacement social housing integrated with affordable and private housing. Communities Plus sites will be supported by innovative programs that link housing assistance to participation in education, training and local employment opportunities.

Offering an innovative approach to social housing growth, Communities Plus leverages the value of the existing property portfolio to accelerate supply. As each development is completed, the new social housing properties are retained by LAHC.



Principal Objectives

The program will deliver up to 23,000 new and replacement social housing dwellings, 500 affordable housing dwellings and up to 40,000 private dwellings.



- Deliver more housing and a better social housing experience, with more opportunities and incentives to avoid or move beyond social housing.
- Develop new mixed communities where social housing blends in with private and affordable housing, with better access to transport and employment, improved community facilities and open spaces.
- Partner with the private and not for profit sectors to fast track the redevelopment of sites in metropolitan Sydney and regional NSW.

Timing

Work commenced on Communities Plus in 2016. Given the innovative approach, these projects have long-term visions and will be delivered over a number of years.



Locations

Major Projects

Single site, large scale projects harnessing transport infrastructure, education, jobs and services.



Announced project areas:

Ivanhoe, Telopea, Waterloo, Riverwood, Arncliffe and Redfern.

New Communities

Existing social housing estates being reconfigured into mixed ownership communities. Proceeds from these projects are being re-invested into new social housing, community facilities and high quality open space.



Announced project areas:

Airds Bradbury, Claymore, Minto, Rosemeadow, Bonnyrigg, Glebe, Riverwood North.

Neighbourhood Projects

Small to medium infill development projects in metropolitan Sydney and regional areas of NSW



Three packages released:

More than 20 sites have been offered for renewal, ranging in size from 20-300 residential dwellings.

Communities Plus Case study: *Ivanhoe Estate*

Transforming an 8.2 hectare site
(with 259 social housing properties)
into a socially integrated
neighbourhood near
the transport, education
and employment hub of
Macquarie Park.



Social and affordable housing

128 
AFFORDABLE RENTALS
a key priority for Sydney

950 
**SOCIAL HOUSING
APARTMENTS**
an almost four-fold
increase on the site

Ageing in place


120 
**RESIDENTIAL AGED
CARE FACILITY**

141 
**SOCIAL HOUSING
INDEPENDENT LIVING UNITS**

132 
**PRIVATE INDEPENDENT
LIVING UNITS**

High quality education

150 
PLACES
Two new 75-place childcare
centres open to all members
of the community

1,000 
STUDENTS
A new non-government year 7 – 12 co-ed
vertical high school open to the whole
community that can also be used for adult
education out of school hours.



Social Housing Management Transfers Program

About the program

Family and Community Services is transferring the tenancy management of around 14,000 social housing tenancies to community housing providers (CHPs). The NSW Government supports the diversity and service delivery of CHPs and their ability to make a positive impact on people's lives. The NSW Government will maintain ownership of all properties and will lease them for a 20-year period to the successful CHPs.



FACS → CHPs

TENANCY TRANSFER



Principal Objectives

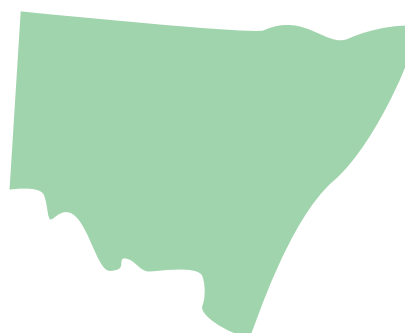
The CHPs will focus on building partnerships with social housing tenants, applicants, local communities and stakeholders to provide housing services and supports that meet the client's individual housing needs. They have a common goal to make the social housing system more sustainable, diverse and dynamic.

Increasing the management of social housing properties by our community housing partners will:

- make the most of community networks to deliver better long term outcomes for our tenants and applicants
- make the social housing system stronger and more diverse
- access more sources of funding that are available to community housing providers, to better support tenants
- build up the skills and size of the community housing sector.

Locations

Social housing management will be transferred as service packages in several areas across NSW.



Sustainability



Funding



Strength



Support



Skills



Community

Timing

The transfers will commence in 2018 with all properties in the service packages expected to be transferred by 2019.



Social Housing Management Transfer Locations

Hume Community Housing Association Limited

LGAs: Maitland, Port Stephens

Properties: 2209

Transfer timeframe: Qtr 3 - 2019 (Jul-Sep)

1

Community Housing Limited

LGAs: Nambucca, Kempsey, Port Macquarie-Hastings

Properties: 1324

Transfer timeframe: Qtr 4 - 2018 (Oct-Dec)

6

Bridge Housing working in partnership with the Women's Housing Company

LGAs: Northern Beaches and Mosman

Properties: 1201

Transfer timeframe: Qtr 3 - 2019 (Jul-Sep)

8

Compass Housing Services Co Limited

LGAs: Cessnock, Dungog, Mid-Coast, Muswellbrook, Singleton, Upper Hunter

Properties: 1827

Transfer timeframe: Qtr 2 - 2019 (Apr-Jun)

2

Link Housing Limited

LGAs: Hornsby, Ku-Ring-Gai, Ryde

Properties: 1883

Transfer timeframe: Qtr 4 - 2018 (Oct-Dec)

7

St George Community Housing Limited (SGCH)

LGAs: North Sydney, Hunters Hill, Lane Cove, Willoughby

Properties: 1407

Transfer timeframe: Qtr 2 - 2019 (Apr-Jun)

9

Homes North Community Housing Company Limited

LGAs: Gunnedah, Tamworth, Walcha, Liverpool Plains, Armidale Regional, Glen Innes, Gwydir, Guyra, Inverell, Moree Plains, Narrabri, Tenterfield, Uralla

Properties: 1795

Transfer Timeframe: Qtr 2 - 2019 (Apr-Jun)

3

Southern Cross Community Housing Limited

LGA: Shoalhaven

Properties: 966

Transfer timeframe: Qtr 4 - 2018 (Oct-Dec)

4

Mission Australia Housing

LGAs: Bellingen, Coffs Harbour

Properties: 1065

Transfer timeframe: Qtr 3 - 2018 (Jul-Sep)

5



Service Improvement Initiatives

FACS is introducing new programs and expanding on existing initiatives to provide more opportunities, support and incentives for people to avoid or exit social housing and provide a better experience for those living in social housing. These initiatives also aim to strengthen interagency collaboration and partnerships to deliver better services to improve outcomes for tenants and people at risk of homelessness.

Principal Objectives

- Create more opportunities for people in the private housing market through new and expanded rental assistance products
- Supporting the transition to affordable housing, giving tenants a stepping stone out of social housing and into housing independence
- Support individuals and families in social housing to improve their opportunities through early childhood education programs, education scholarships, and access to training and employment support
- Create a better social housing experience through expanding a place-based approach to strengthen local communities



Rental Assistance



Housing Independence



Education Programs



Support



Training



Community

Programs include:

- **FACS High School Scholarships:** Assisting high school students who are living in social housing, out-of-home care, crisis/supported accommodation, receiving private rental assistance or on the NSW Housing Register. In 2017, 255 students were awarded \$1000 scholarships to help them purchase educational materials or services.
- **Private Rental Assistance:** A suite of products and services providing clients with rental subsidies for up to 36 months in the private market, alongside support to build their capability to sustain their tenancy in the long term. This includes the Start Safely Program for people escaping family or domestic violence who are homeless or at risk of homelessness.
- **Place Plans:** Working to break multi-generational cycles of disadvantage, Place Plans will take a 'place-making' approach to community building. Four districts are currently scoping and investing in place-based projects: Kempsey, Griffith, Moree and Eden.
 - Better access to opportunities such as improved educational outcomes and pathways to training and jobs. Timely access to effective and coordinated services, such as integrated case management.
 - Building a stronger and safer community with a positive identity. Supporting Aboriginal community healing and activities to foster community pride.
 - Improved physical environment in social housing areas, including infrastructure and community facilities.
- **Career Pathways:** Helping social housing tenants train for new careers in a range of industries, while supporting them through the process. Courses offered in Disability Services, Aged Care, Cleaning and Horticulture. The program has operated in the Hunter, Sydney, Western Sydney, Central Coast, Mid North Coast and Northern NSW.



255

STUDENTS
Awarded
scholarships



36

MONTH
RENTAL
SUBSIDIES