



# Capacity Building

Building an effective  
Community Housing System





# Building capacity to do what?

- Deliver confidence to investors
- Deliver outcomes for tenants
- Deliver more housing
- Use resources efficiently and effectively
- Manage risks appropriately





# An enabling environment



- legislative framework
- policy framework
- financial viability
- clear relationships and roles
- industry cohesion
- workforce development



# A changing policy environment

---

## ■ **National context**

- National Affordable Housing Agreement
- NFP Housing Sector Development Sub-group
- National Regulatory Framework
- NRAS – capacity building support

## ■ **NSW context**

- Planning for the Future
- Registration and Regulation



# The right role for government

---

- Establish the optimum environment
- Minimise adverse impacts
- Remove barriers to capacity
- Identify capacity gaps
- Use its expertise
- Use its funding



# Current capacity building projects – OCH

- Business systems development
- Growth Provider Capacity Building Project
- Growth Provider New Build
- Co-operative Strategy
- Shared Services Project
- Provider/Business Development Fund
- Community Housing Resourcing Funding





# Challenges and questions

---

- Where should capacity building activity be focused to get the best outcomes? Is there a need for a segmented approach that responds to:
  - poor performance
  - delivering growth
  - different demand locations
  - different provider types.
  
- How should the balance of effort be determined – system-wide capacity outcomes or building capacity for specific parts of the sector/individual organisations?
  
- Does government need to build the capacity of individual providers where there is a choice of providers – what are the risks?
  
- Who takes responsibility for what aspects of capacity building? What roles should different players have in building capacity – government, industry bodies, housing providers?