



HOMES OUT WEST

2008 NSW Community
Housing Conference

Supporting Small Providers



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Change Challenge Innovation Inclusion

What does the future hold for small providers?

What role can they play in the future?



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The Homes Out West Story

- Began life as Deniliquin Community Tenancy Scheme in the early 80's
- Based in rural community of Deniliquin in the south western Riverina region of NSW
- 30 properties in 2000
- Sole worker 21 hours per week



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Challenges

- Ongoing viability - minimal opportunities for growth within Government targets
- Sole worker issues
- 'Deniliquin' centric
- Ongoing effects of drought & reductions in agricultural sector



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Change

Development of a broad range of strategies

- Undertook Needs Analysis in local and surrounding communities
- Embarked on Accreditation process
- Moved to skills based Board & shifted focus to governance not management



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- Ensured engagement with the sector
 - NSWFA State Council representation
 - took up opportunities to be involved in working parties/ Reference Groups
- Embedded Risk Planning and management as integral part of organisation



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- Embraced and adopted Performance Based Registration System
- Developed partnerships



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Risk Management clearly identified the vulnerability of operations and need to

- provide diversity
- spread risks
- validate organisational capacities



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Innovation

- Sort opportunities for 'GARP' – growth at a reasonable pace
- Marketed fee for service capacity
- Developed partnerships



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Homes Out West today

- Manages 180 properties – staged approach
- 30% properties fee for service
- Operating in 4 communities across the region
- Employs 5 staff (3.25 FTE)



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Development of co location of services

- provided financial efficiencies
- resource sharing
- seamless service provision from early intervention through to long term housing options
- significantly improved client outcomes – structured and holistic
- supportive staff work environment



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- Shifted organisation from being vulnerable to a strong position – prepared for the future
- Crossed critical threshold in a range of areas
 - property numbers
 - staff
 - communities served
 - partnerships



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- Inherently close to clients
- Easily tailor specialised services to meet customer needs
- Responsive – not caught up in red tape
- Strong community connections – strength of partnerships / co location
- Capacity to attract Board members



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The 7 P's

Planning

Performance

Passion

Perseverance

Patience

People

Partnerships



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What does the future hold for your organisation?

- Understand your business
- Develop and capitalise on your uniqueness / strengths
- Be involved
- Ensure your technology supports your organisation
- Develop partnerships – collective strength in the communities you support