

Community Housing Conference – September 2008



NSW Social Housing Common Access Strategy



A new way in: Improving access to social housing





CAS development

- **Stage 1** Discussion Paper - Late 07
- **Stage 2** Discussion Paper - Mid 08
- **Stage 3** Discussion Paper - End 08
- Followed by a Preferred Option Paper



CAS stage 1

■ What is the Common Access Strategy?

- ❑ A framework to improve access by streamlining and coordinating the entry process to housing assistance in NSW

■ What could our new system look like?

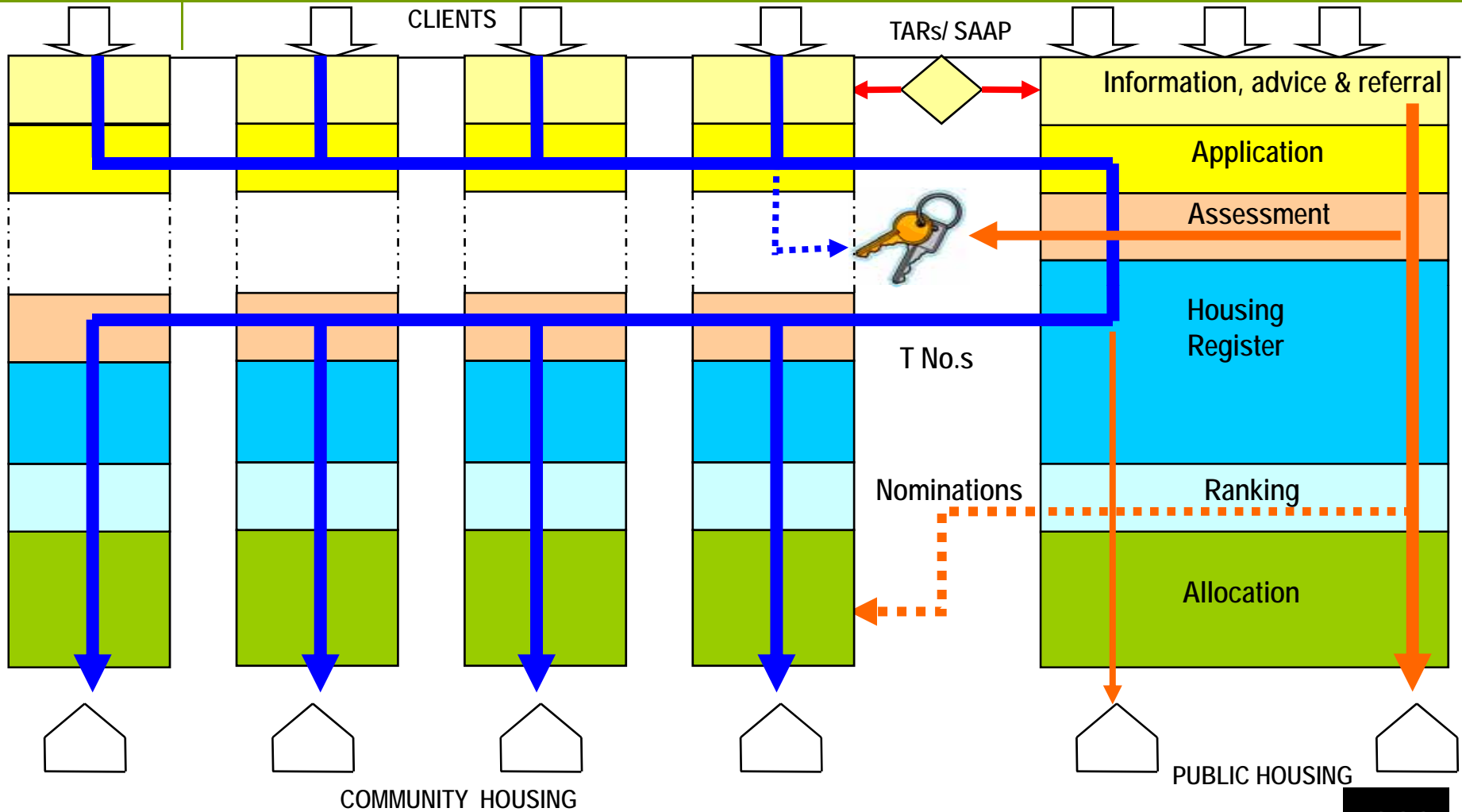
- ❑ Client-centred – a single ‘front door’ to a multi-provider system
- ❑ One access system that brings together the client, social housing providers and social housing products

■ Who is involved?

- ❑ Public housing including AHO managed properties and community housing associations



Access framework 'as is'





Advantages for clients and providers

- **For applicants** – simpler and fairer access to housing assistance
- **For the most vulnerable clients** – speedier access and reduced barriers to entry
- **For applicants, tenants and providers alike** – maximising opportunities for housing through a single application
- **For providers** – realising operational efficiency by operating a shared system, reducing costly duplication



CAS stage 2

1. Our vision: cooperate to innovate
 - Harmonisation not homogenisation
 - Creating synergies
2. The new approach
 - Integrated service delivery
 - 6 core functions
 - Keys to the common approach
 - Levels of provider participation
3. Supporting the new approach
 - CAS ICT platform
 - Governance and administration models



Integrated service delivery

Improve access to the full range of housing assistance

- Social housing (including supported housing)
- Private rental products
- Individual tenant transfers
- Affordable housing products
- Ability to support choice based letting



Core access functions

- Seeking information and advice
- Requesting assistance (client applications)
- Verifying eligibility and approving assistance
- Supporting providers to undertake good allocations
- Initiating immediate action
- Review options for matching assistance to clients' and providers' needs



Keys to the common approach

- **Points of commonality**
 - ❑ Common application form (and data set)
 - ❑ Common assessment framework
 - ❑ Common prioritisation guidelines
 - ❑ Joint List
 - ❑ Common client-property matching guidelines

- **Individual provider allocations**



Provider participation

■ Levels of participation

- Required participation in a Joint List by public housing, growth providers and housing providers
- Voluntary participation by other organisations

■ Nature of participation

- Participation according to core business and skill set in access functions

■ New relationship with clients

- Shared responsibility for social housing applicants



Functional ICT solution

ICT objectives

- A platform to support the Joint List
- Supports automation and links common access business processes
- Improvement in our ability to access, share and re-use information



ICT – using the Meridian solution

- Key reasons for using the Meridian solution
 - Leveraging off existing investment
 - Capacity to interface with external community housing systems

- Timing and phasing for Project Meridian
 - 2010 – Implementation of Project Meridian

 - 2011/12 – Earliest implementation of CAS system-wide delivery



Administrative arrangements

- New role for a Common Access Service Group

- Key centralised functions and services
 - Information management
 - Web site and call centre
 - Automated basic assessments
 - Management of the Joint List

- Network of participating providers

- 3 governance and administration options



CAS stage 3

Key areas to be addressed

- Development of project phasing and costing plans
- Identification of risks and development of mitigation strategies
- Further development of CAS governance and administration structure
- Validation of CAS design – ensuring protection of most disadvantaged clients