



IMPROVING ACCESS TO COMMUNITY HOUSING

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Current position

- CHPs and HNSW share applicants, geographic boundaries as well as similar housing products.
- Multiple waiting lists from affordable housing, general and high priority registers for all areas of operation.
- Separate lists for Bonnyrigg and Port Jackson Supported Housing program.
- Diverse products designed to meet varying housing needs from fully to partially subsidised.
- HNSW as part of their product range provide financial assistance and specific assistance to the homeless.
- Greater range of products but poor platform from which to adequately and efficiently deliver them.



Current Position

- Multiple access portals for potential applicants and different ongoing “active” contact requirements eg, local HNSW waiting list and one or more CHPs list
- Common income assessment but different tools used to determine ultimate eligibility and priority
- Creates stress and confusion for applicants



Implications of existing system

- Management of multiple waiting lists has become resource intensive. Staff need to be across eligibility criteria for several internal and external programs
- Provide a local response but as we grow need a system for managing the increased numbers on waiting list to ensure we deliver best outcome
- Across the sector we can't be assured that properties are being used optimally and allocated to those most in need



SGCH, OCH & Central Sydney Division

- Currently trialing Interim Common Access System
- Local Facilitation Group comprises key personnel from SGCH, OCH and HNSW
- Together select common pool of applicants and agree on priority
- New supply properties or others that SGCH chooses to bring to the table



Experiences

- Concerns about losing autonomy and agreeing on allocation.
- Assisted the alignment of different cultures, processes, procedures and we are learning from each other.
- Alignment of waiting lists – reassessing more than 2000 households.
- New supply are predominantly redevelopment sites with prior commitments. This required an additional process and a different communication strategy.
- Communication process quite complex eg, Resitech to OCH Assets to OCH Metro to SGCH to Central Sydney
- The complexity in the handover process makes it difficult to reduce vacancies and prevent vandalism



Outcomes

- Improved relationships with HNSW & OCH with a new found respect for each others processes and abilities
- Assured that are meeting the highest need applicant and implementing viable tenant mix
- The ongoing review ensures continuous improvement is built into the process



The Future

- Funding Community Housing adequately for its involvement in the system trial
- Common training will be required as access becomes more streamlined yet more complex
- Funding of the shared infrastructure eg, ICT, policies and procedures
- Inclusion of other human services to ensure a streamlined service to homeless and crisis applicants
- Flexibility of portfolio management so that stock can be moved between programs