



# Common Access Strategies

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# Why is Common Access an issue?

- Diversification of social housing providers
- Community expects 'joined-up' services
- Need to manage demand for social housing: rationing & alternative products
- Meeting complex client needs



# Key Questions: Common Access

- What are the policy objectives?
- Who is driving the agenda and why?
- What are the potential benefits and risks for clients and service providers?
- What are the best tools to adopt?
- What is needed to facilitate successful implementation?
- How will we know if it is successful?



# Policy Objectives

1. Manage Integrated Access to Multiple Housing Providers
2. Manage Coordinated Access to Housing and Support Services
3. Manage Integrated Access to Multiple Housing Assistance Options



# What clients want

- Streamlined (efficient and coordinated) access processes
- Informed choice
- Best option for meet their housing and support needs



# What Government wants

- Priority needs are addressed
- Services integrated and efficient
- Services rationed consistently
- Service provider accountability



# What housing providers want

- Respond to community needs
- Achieve organisation objectives
- Match applicant needs to available housing and support services
- Manage risks
- Efficient allocation



# Tools and Instruments

- Co-ordinated Information
- Common Application Forms
- Common Entry Points
- Common Assessment Processes
- Common Eligibility Policies
- Common Prioritisation Policies
- Common Waiting List
- Common Matching Processes



# Implementation Success Factors

- Mandate
- Leadership
- Trust and shared objectives
- Sufficient time and resources
- Governance structures and processes
- The right information technology
- Ongoing review and evaluation



# Examples of Common Access

1. Queensland

‘One Social Housing System’

2. South Australia

‘One Stop Shops’

3. New South Wales

‘Housing and Human Services Accord’

4. England, Scotland and Canada

Common Housing Registers



# Evaluating Success and Outcomes

Qld: early days, no evaluation to date

SA: still in planning stages

NSW: HASI evaluated, others planned

UK: little evaluation



# Summary

- Clarify policy objectives
- Determine scope and focus: you can't integrate everything
- Choose tools carefully
- Pay attention to managing implementation and change
- Evaluate