



Human Services
Housing NSW

NSW Social Housing Common Access System

Stage 1

easier



fairer



simpler



Housing Associations Meeting

20 November 2009





Presentation Overview

- Introducing Common Access
- What is the Common Access System?
- Stage 1: Key outcomes
- Stage 1: Common Access System go-live
- Stage 1: What will the Common Access System include?
- Stage 1: What is changing?
- Stage 1: How will it work?
- Supporting new ways of working
- Stage 2: CAS Implementation
- Feedback & Questions



Introducing Common Access

To support the implementation of national reform objectives:

- Integration of community and public housing waiting lists
 - community housing providers' ownership of properties transferred under Economic Stimulus Plan
-
- a common social housing application form
 - a common register will be introduced in **April 2010**





What is the NSW Common Access System?

- The Common Access System (CAS) has been designed to:
 - improve client access to housing assistance by making it simpler, fairer and easier for clients to apply and be matched with suitable assistance by one of their local housing providers
 - be delivered by Housing NSW and participating community housing providers



Stage 1: Key outcomes of the CAS

- Improved access to social housing in NSW
‘No Wrong Door’
- Simplified flexible client-centric system
Information for an informed choice
One application for social housing
- Streamlined, coordinated and efficient system for providers and applicants
Facilitating the initial integration of a range of housing products



Stage 1: Key outcomes for community housing providers

- Full partners in providing access to social housing assistance
 - **offering a similar level of service to clients**
- Community housing decisions recognised across the system
 - **determining eligibility and need assessments**
 - **determining allocations to stock**
- A genuine voice in how the system operates
 - **representation on Common Access Council**



Stage 1: Common Access System 'go-live'

- The CAS will be implemented in two stages, with key elements of the common access system to commence in **April 2010**:
- Under Stage 1
 - a single application
 - a common approach to the assessment of housing need
 - single register of social housing applicants
- These three elements will be built off a new housing application, HNSW eligibility policies and the current housing register.
- Stage 1 extends the partnership between Housing Services and Community Housing Divisions





Stage 1: What will the Common Access System include?

Includes

- New Common Social Housing Application form
- New common assessment process
- Common Social Housing Register
- Cross provider transfers (tenant & provider initiated)
- Different provider entitlements and ranking schemes applied at offer stage

Excludes

- Short and medium term housing
(Between providers)
- Mutual Exchange
- Succession of tenancy



Stage 1: What is changing?

- Applicants only submit one application - No need for clients to retell history
 - **providers access client information when needed**
 - **clients are notified of information sharing for assessment purposes**
- Participating providers will assess for eligibility and priority using HNSW policies
- Clients will be able to apply for assistance from all provider types or indicate their preferred provider
- A client can seek housing advice and assistance through any service delivery door



Stage 1: How will it work?

- CHPs will have access to the Common Housing Register via remote links. These links will also give direct access to electronic applicant files
- **CHPs will record applicant and assessment information on an e-form which is entered into the Common Housing Register**
- CHPs will access eligible applicants that have chosen community housing by using a shortlist query tool and will allocate according to providers allocation policies
- **CHPs will facilitate access to other HNSW products –tools and support to be provided by HNSW**





Stage 1: Who are the participating providers?

❑ All public housing offices

❑ 28 selected registered housing providers

- Affordable Community Housing Ltd
- Argyle Community Housing Ltd
- Bridge Housing Limited
- Central Tablelands Housing Association Inc
- Churches Community Housing Ltd
- Coastal Community Tenancy Scheme Ltd
- Community Housing Limited
- Compass Housing Services Co Ltd
- Garrigal Housing Association
- Homes Out West
- Homes North Community Housing Company Ltd
- Hume Community Housing Association
- Inverell Community Housing Inc
- Metro Community Housing Co-op Ltd

- Lithgow Community Housing Inc
- North Shore Community Housing Ltd
- Narrabri Community Tenancy Scheme Inc
- Pacific Link Community Housing Association Ltd
- North Coast Community Housing Co
- Ryde-Hunters Hill Community Housing Co-op
- Parkes Forbes Community Housing Inc
- St George Community Housing Ltd
- Sapphire Coast Tenancy Scheme Inc
- Southern Cross Community Housing
- The Housing Trust Ltd
- Wentworth Community Housing
- Western Plains Housing Scheme Inc
- Women's Housing Company Ltd

❑ Other community housing organisations in receipt of stimulus properties





Stage 1: Building capacity to meet new challenges

- Relating to clients and other providers differently
new capacity to respond to clients directly
working closely with assessment partners
- Staff learning new skills
applying HNSW assessment policies
operating new IT tools
- Aligning practice to give applicants a consistent service
interviewing clients with urgent and complex needs
reviewing your existing policies and processes



Stage 1: Supporting new ways of working

- CH provider survey Nov/Dec 2009
- Trials of the new application form and streamlined processes in community housing in early 2010
- Local facilitation meetings between public housing and CHPs in Dec 2009 & early 2010
- CAS training in February / March 2010
 - using the new application form



Stage 2: CAS Implementation

- Under Stage 2, full implementation of the Common Access Strategy will occur by early 2012
- It will include the development of remaining key elements, including Common Prioritisation Guidelines, and incorporate refinement of Stage 1 elements



Feedback & questions

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