



Affordable Housing Conference

27 – 28 June 2018

**Intersection Between Community Housing
Providers and Specialist Homelessness Services**

**Debbie Georgopoulos - CEO
Women's Housing Company**

About the Women's Housing Company

Established over 35 years ago

Crisis, transitional, social and affordable housing for women

Operates across 20 LGAs in Sydney

Manages over 750 properties

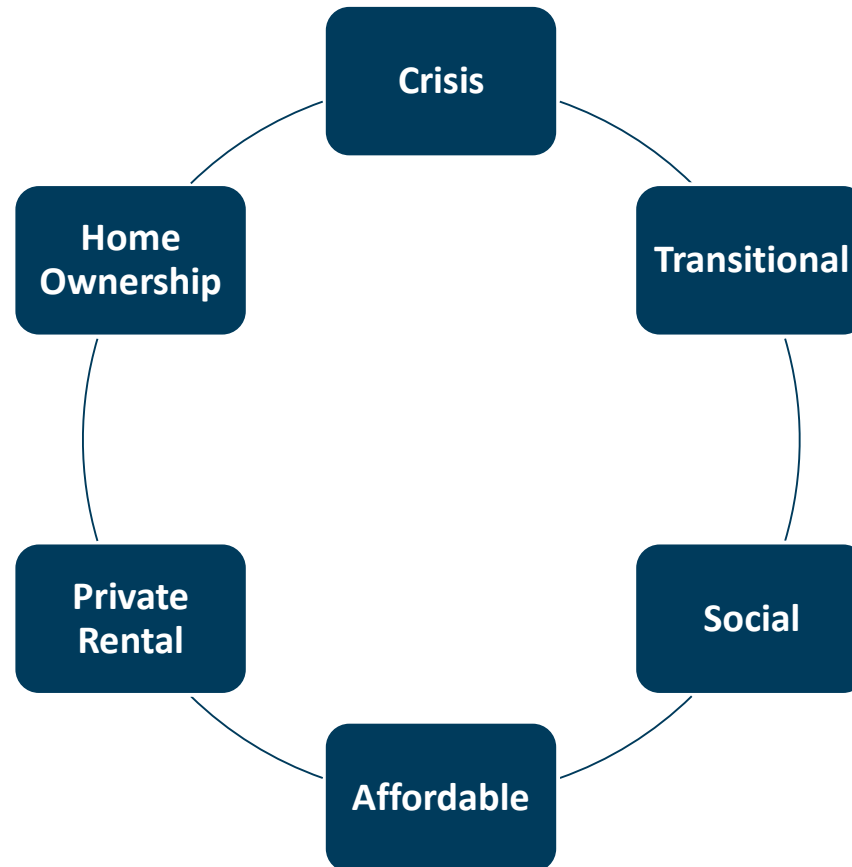
65% of tenants aged over 55

Increasing Demand for Housing and Homelessness Services

- Almost 32,000 women approved and waiting for social housing in NSW
- 60% of people accessing homelessness service are women
- 37,000 homeless people in NSW on Census night 2016 – 37% increase from 2011
- 33% people accessing SHS due to DFV
- 88% growth in women over 55 years accessing homelessness service over last 3 years

Why We Deliver Housing and Homelessness Services

Housing solutions across the housing continuum



How We Deliver Housing and Homelessness Services

Separation between housing services and support services

- WHC delivers tenancy and asset management
- Women's Homelessness Support Service delivers support services, in partnership with Community Restorative Centre
- Other SHS partners deliver support services

Formal arrangements with partners

- Joint Working Agreements
- Joint Management Agreements

Benefits

Closer collaborative relationship to understand the homelessness experience

Strategies to effectively support complex clients

Separate divisions but part of the same business – joint planning, best use of available resources

Clients at the centre

Challenges – service delivery

Tenancy Management vs Support

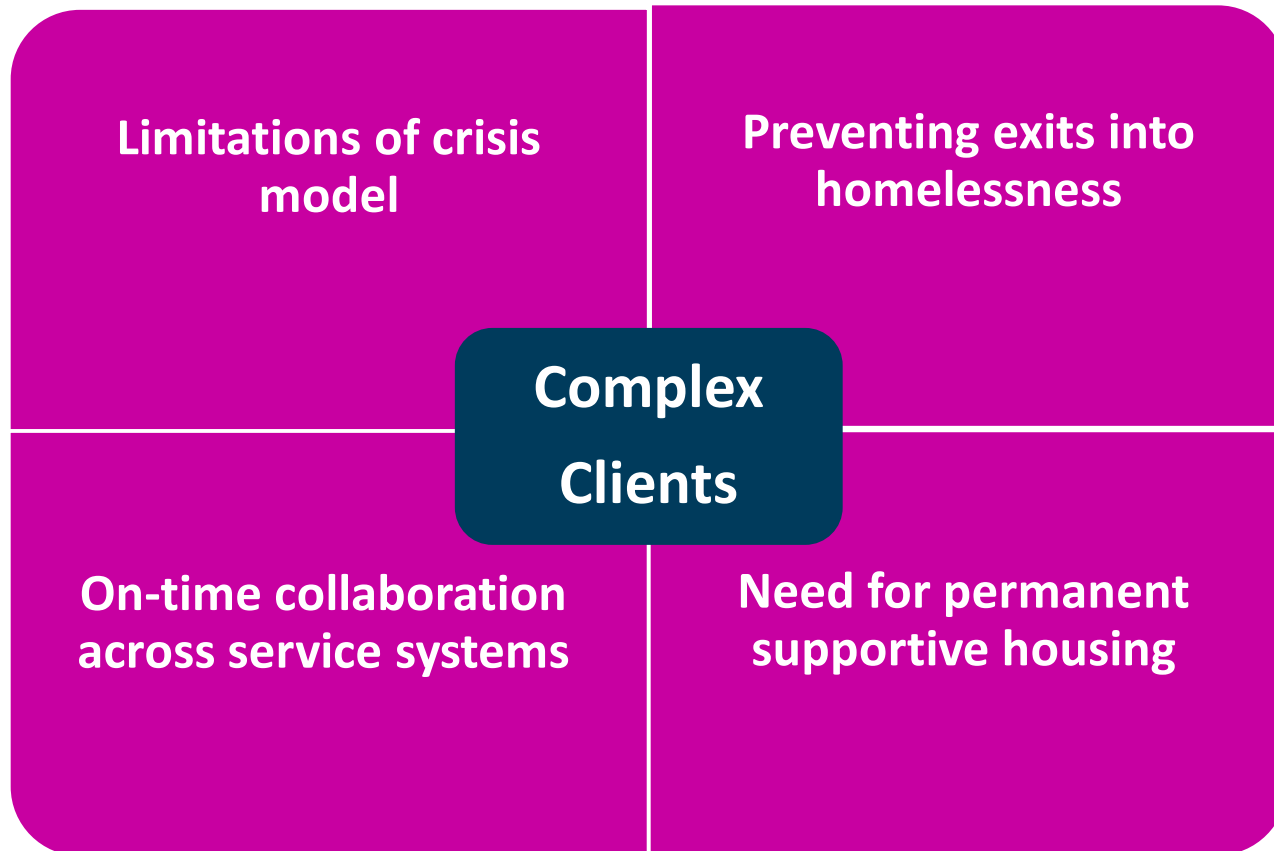
- Roles and boundaries
- Privacy and exchange of information
- Perceptions about the landlord and the support provider

Service Delivery

Cultural issues across
housing and
homelessness services

Preventing
homelessness for
very complex clients

Challenges - complex clients





Thank You

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