

AFFORDABLE HOUSING CONFERENCE

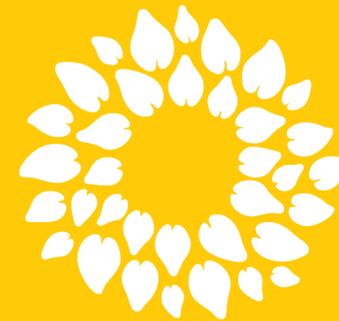
JUNE 2018 – SYDNEY NSW

‘NOT JUST A SYDNEY ISSUE: HOMELESSNESS IN REGIONAL AREAS’



Presenter – Sarah Walker

Practice Leader – Homelessness & Mental Health



Third Sector Australia Ltd (3SA) trading as OTCP, is a registered charity and not-for-profit community services organisation.

We operate an integrated suite of disability, mental health, homelessness and domestic and family violence social support and residential care programs.

Our portfolio of service offerings are designed around four pillars essential to achieving independence and wellbeing – Housing, Employment, Everyday Life and Community Engagement.



CHALLENGES IN NORTHERN NSW

The Northern NSW is a diverse warm environment ranging from beach to rainforest, to bush, to farm lands. It is not typical that we see rough sleeping on the streets alike the cities, they are the hidden homeless camping in bush lands, sand dunes, living in their cars, and in overcrowded housing couch surfing. This is due to

- Housing affordability
- Rental market security stress
- Lack of housing supply; Social, Affordable & Private
- Lack of housing investment, both Government & Private
- Tourism & infrastructure builds impact on short and long term accommodation
- Unaffordable public transport and long distances between towns and services
- Demands on needed services, overbalancing resources



IMPACTS OF CHALLENGES

- **Singles and families being pushed out of the rental market**
- **Over 10+ year waitlists for Social Housing**
- **People going without essentials such as food and clothing to pay their rent and rising utility bills**
- **People having to live in less than acceptable standards of properties**
- **People having to move further away from services, transport, employment & education**
- **Growing number of people accessing the homelessness, and other first to know services including the middle income earners as well as the low income earners**



LOCAL SUCCESSFUL INITIATIVE TO SUSTAIN TENANCIES

Real Estate Engagement Events

Challenge

- As a sector wide local interagency, we all struggled with supporting people to gain tenancies or maintain them in the private housing market
- Real estates had poor knowledge of homelessness and housing services-Housing NSW Products, community support services
- To develop an effective approach we had to:
 - ❖ Start a conversation with the private housing sector
 - ❖ Build relationships between community services and the private rental sector with an emphasis on pursuing mutual benefit

Method

- We formed a partnership between local homelessness services, community and FACS housing, community mental health, youth support services, and human services
- Outcomes Sought
 - ❖ Development of relationships with local Real Estate agencies
 - ❖ Build insight of resources available to sustain tenancies
 - ❖ Create a desire in the Real Estate sector to embrace the missed business opportunities available
 - ❖ Increase opportunities for rental properties to be available to the people we support



KEY LEARNINGS

- Real Estate reps are interested if the marketing addresses their needs
- Timing of events is crucial-ie mornings 9am-12pm best
- Individual invitations are important, competition is a productive way of marketing
- Lived experience presentations are needed to 'humanise' stories
- Create media opportunities for business's to illustrate their community participation
- To provide training the private market agents do not receive such as safe home visiting
- Provide up to date information on how to access supports for tenants
- Providing trauma informed tenancy training for agents to relate to understanding working with tenants more confidently
- HNSW products session important for agents
- Training events counted towards continuing professional development learning points in the Property, Stock, and Agent Act by the agents attending



PROPERTY MANAGERS • PRIVATE LANDLORDS

**FUTURE
FOR
RENT**

Join us at Creating Future Opportunities

A unique FREE half-day workshop exploring the untapped potential created by young renters (16-24) entering the property market.

To be formally opened by Member for Lismore Thomas George MP, the program will include guest speakers from the real estate industry, community and government support agencies. With opportunities for interactive feedback, a networking brunch and Q and A sessions, some of northern New South Wales' leading experts will join to explore positive housing solutions for our youth. From private rental subsidies to bond loans the workshop will provide an inspiring professional development opportunity. Attendees will receive a Certificate upon course completion for points attributable to the NSW Fair Trading Director General's Guidelines for Continuing Professional Development Learning Category 1.

When: October 4, 2017 **Where:** Lismore Gateway Hotel

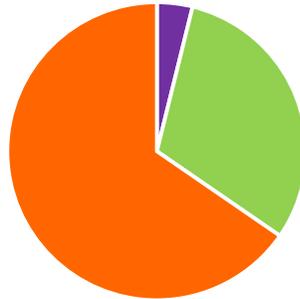
Time: 8.30am – 12 noon **Cost:** FREE (brunch provided)

REGISTER by September 22, 2107 to sarahw@otcp.com.au



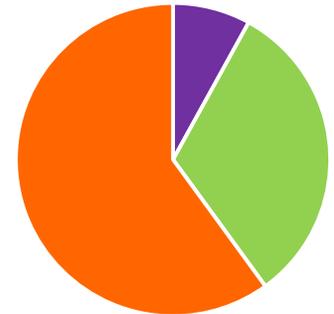
REAL ESTATE FEEDBACK

- Today helped me better understand the effects of trauma



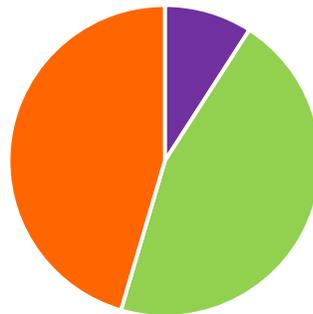
■ Not at All ■ A Little ■ Moderately ■ Greatly

- I am clear on how I can access support services in the future



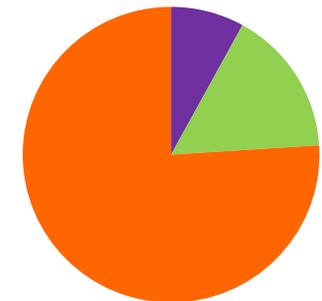
■ Not at All ■ A Little ■ Moderately ■ Greatly

- I am more confident to rent to people affected by trauma



■ Not at All ■ A Little ■ Moderately ■ Greatly

- I would be interested in attending future training



■ Not at All ■ A Little ■ Moderately ■ Greatly

TRANSFERABLE TRAINING ACROSS HOUSING SECTOR

- **Trauma Informed Tenancy Training**
- **Cross- Cultural training**
- **Safe home visiting training**
- **Disability Support Services information for local region**
- **How to supporting women and children affected by Domestic Violence**
- **How to access local services for tenancy assistance**



KEY MESSAGES

- **Regional homelessness: Just because people don't see it every day, does not mean its not there**
- **Initiatives to sustain tenancies is paramount**
- **Supply of housing in crisis, direct impacts on people's wellbeing**
- **Close partnerships and collaboration across sectors for needed programs**
- **Every women, man, youth, and child deserves a clean, safe, and affordable home no matter if they live in the city, or in a regional area**



THANK YOU

