

Social Housing Regulation Review

Submission comment 2:

Contributor: Individual – Lily Amato

Are there any areas that the Review Panel have not covered in their discussion paper that you would like to see addressed?

I have being asking and waited for a house for me and my disable son, for a housing through the government, I still haven't get any answer from them, me n my disable son used to be homeless, please help me to find a new n safe house for me and my disable son. thank you

Please help me n my disable son, to find a new house please.

Provided 16 July 2021

Social Housing Regulation Review

Individual Comment 3:

Contributor: Annemaree Magennis

Are there any areas that the Review Panel have not covered in their discussion paper that you would like to see addressed?

How could housing providers be encouraged to give greater attention to their tenants' preferences and experience of social housing?

Do you have any general comments about social and affordable housing regulation?

Yes in relation to domestic violence I believe that all people effected by DV should be able to transfer to any state in Australia to any public housing in Australia not just one state in fact I believe that the legislation should be changed on this asap as there are many tenants in this position in every state of Australia there should be no borders when transferring from public housing as people's lives also change in many ways that they have to move interstate it should be one public housing in Australia under the federal government not state by state

Provided 5 July 2021

Social Housing Regulation Review

Individual Comment 4:

Contributor: Frances Sanders

Are there any areas that the Review Panel have not covered in their discussion paper that you would like to see addressed?

- The regulation of priority housing areas to ensure that at-risk target groups are supported.
- The mapping of supports between NDIA funded residential and social housing sector
- The needs of people with high and complex needs
- The relationship between residential support and bricks and mortar provision

Do you have any general comments about social and affordable housing regulation?

As the former CEO of a state-wide mental health service, families and carers had invested in the purchase of property or obtained property nomination rights to public and secretary owned housing. This provided a huge in-kind contribution to both the maintenance of those properties; their management and support to the residents. The re-commissioning of mental health, and AOD sectors then the rollover to NDIS disrupted the pathways to housing and supports and these arrangements were left with no resolution. The loss of housing and support for these cohorts, has had a carry on impact on people being in hospital, long term acute care and forensic services. The social housing / NGO split; or the requirement that organisations hand over their properties to social housing (that initially was in place to ensure that NGOs were not providing landlord and support) has led to the growth of a new layer of bureaucracy and had a perverse impact on the availability of housing within the NDIS market. Organisations that may have managed 50-100 properties (won through consumer, carer and family advocacy), no longer have any properties; and their stakeholders are competing against housing needs of people with no disability or behaviours of concern. There is a need to consider housing and support models in a more joined up way.

Provided 5 July 2021

Social Housing Regulation Review

Individual Comment 5:

Contributor: Denise Ryan

Are there any areas that the Review Panel have not covered in their discussion paper that you would like to see addressed?

I think the term Affordable Housing should be clarified. At times it appears to be 'affordable' means affordable rent, and whilst that is not always clear it, in other places at least refers to affordable for modest income households to purchase. This is achieved not by subsidies but by requiring developers to offer a reasonable percentage of lower cost, quality but less extravagant homes.

Do you have general comments about the Terms of Reference?

I do not support the case for National regulation as the rights of the small individual are always lost, as is evidenced just in our existing regional bureaucracy.

Do you have any general comments about social and affordable housing regulation?

If this is the place to refer to the Context for the Review? Many elements of the registered housing sector may work well and there is evidence of sound decisions in and shortly after 2005. Since then waiting lists have grown and regulations have been applied against better outcomes for those requiring support.

We do not have a viable social and affordable housing market. Better tenant outcomes should not be aspirational. At least in some regional areas departmental outcomes are exactly oppositional to published goals.

Provided 3 July 2021

Social Housing Regulation Review

Individual Comment 6:

Contributor: Heather Butler AM

Are there any areas that the Review Panel have not covered in their discussion paper that you would like to see addressed?

A broad brush approach has been adopted without differentiation in the type of housing being reviewed e.g. Housing for emergency needs, housing people just out of gaol, social housing for women over 55 with insufficient superannuation, housing for people dealing with addictive behaviours. Hopefully a thorough review of a range of international programs will be an adjunct to this work

Do you have general comments about the Terms of Reference?

Disappointed to see the word "protection" in the second line of the opening paragraph. As a social worker, my clientele would have not been happy to think that Housing was "protecting" them. They did respect the roof over their heads and help received. Very pleasing to note the emphasis on developing coherent complaints management and redress. Residents' voices are frequently silenced by bureaucratic overlords who ensure that residents are aware that they can take powerful positions in furthering their own interests, not those of the clientele.

Do you have any general comments about social and affordable housing regulation?

The Housing Act need modernising as the need for a wide range of social housing options will expand with forecast economic change. Current performance standards are inconsistent in the Gippsland area. Intervention powers are unclear and arbitrary. Referral systems need to be enhanced in accordance with stronger regulation and differentiation. Models of community management are confused as to core purposes and duties. During my year's involvement with a local project, I saw no measure of success in meeting the needs of the clientele from the provider, just attacks on the committee of volunteers.

Provided 2 July 2021

Social Housing Regulation Review

Submission Comment 7:

Contributor: Individual

Do you have any general comments about social and affordable housing regulation?

It would be helpful to set a minimum qualification standard for staff in Community Housing Organisations. A certificate IV in Community Services Work may be an appropriate minimum qualification.

Many people in Victoria enter the social housing system via Entry Points operating within the Opening Doors Framework. These major Entry Points are often run by Transitional Housing Providers or Community Housing Organisations. It is common for staff in Regional Victorian Community Housing Organisations to have no history and no qualifications in Community Services Work or Social Work. This creates significant dilemmas in supporting vulnerable people, such as lack of understanding or necessary knowledge in areas such as the Privacy Act; Client Consent; Client to Worker Risk Assessment; Indicators of child abuse and/or neglect; impact of trauma on client behaviours; non-judgmental attitudes etc. Many staff do not understand the broader support system, having knowledge only of the housing system. This is an issue given that the clients are commonly complex with multiple issues and the community housing system cannot operate effectively in isolation.

It is likely that in some of the large Regional Centres that Community Housing Organisations would make zero reports to DFFH Child Protection even though hundreds of families with children, who are homeless or at risk of homelessness enter the system via those organisation's entry points. This would be a symptom of the lack of qualifications of staff.

Provided 5 July 2021