
Appendix 1

Submissions Received

No	Author
1	Mr Brian Noad
2	M/- K McManus
3	Ms Susan Jesson
4	Councillor Margaret Howes, Ballina Shire Council
5	Confidential Submission
6	Confidential Submission
7	Ms Jenni Hutchins, South West Sydney Scarba Service
8	Ms Janet Hadson
9	Mr Adam Johnston
10	Dr Michael Darcy, Social Justice and Social Change Research Centre, University of Western Sydney
11	Mr F Crook
12	Ms Lynden Esdaile, Executive Chairperson, Housing Appeals Committee
13	Mr Graham Thomas
14	Mr Greg Murdoch, General Manager, Murray Shire Council
15	Ms Linda Wimble, Co-ordinator, The Northern Region Young Womens Accommodation Project
16	Ms Debbie Tribe, Manager, Narrabri Community Tenancy Scheme Inc.
17	Mr Colin James AM, Director, Ian Buchan Fell Housing Research Centre, The University of Sydney
18	Mr Brian Dixon, President and Honorary Treasurer, Nelson Bay Housing Co-Operative Ltd
19	Mr Brendan Hartnett, Director – Policy, Local Government and Shires Association of NSW
20	Ms Lesley Wyatt, Co-ordinator Finance and Development, Hume Community Housing Association Company Ltd
21	Ms Marg Bicskos, Co-ordinator, Shoalhaven Community Housing Scheme Ltd
22	Dr Jo Barraket, Australian Centre for Co-Operative Research and Development
23	M/- C J Danzey
24	Mr Phil Escott, Chairperson, Marrickville Area Community Housing Co-Operative Limited
25	Confidential Submission
26	Ms Kerri Jackson, Executive Officer, The North Coast Community Housing Company Ltd
27	Mr Derek Yule, Executive Officer, Churches Community Housing Inc.

28	Mr Adam Farrar, Executive Director, National Community Housing Forum
29	Mr Geoff Mann, Housing Manager, Homes Out West
30	Colonel Ivan Lang, Chief Secretary – “Trustee”, The Salvation Army Australian Eastern Territory
31	Mr Nick Sabel, Executive Officer, Wentworth Area Community Housing
32	Reverend Dr Ray Williamson, Executive Secretary, NSW Ecumenical Council
33	Mr Bill Johnston, Director Social Policy and Research, Centacare, Catholic Community Services Sydney
34	Ms Eleri Morgan-Thomas, Executive Director, NSW Federation of Housing Associations Inc
35	Ms Deborah Georgiou
36	Mr Doug Pinch
37	Ms James Heywood, Eastern Suburbs Rental Housing Association Ltd
38	Sister Mary Quinlan, Executive Officer, MacKillop Rural Community Services
39	Confidential Submission
40	Mr Adam Farrar
41	Confidential Submission
42	Mr Warren Welsh, Housing Co-ordinator, The Burdekin Association Inc
43	Mr Rob Lake, Manager Systemic Advocacy, People with Disabilities (NSW) Inc
44	Ms Debbie Hamilton
45	M/- Sui Giang, Fairfield Housing Committee
46	Ms Unis Goh, General Manager NSW & ACT, Mission Australia
47	Ms Mary Perkins, Executive Officer, Shelter NSW Inc
48	Association to Resource Co-operative Housing
49	Ms Annette Wade, Co-ordinator, Tenants’ Union of NSW
50	Mr Alan Kirkland, Director, Council of Social Services of New South Wales
51	Mr Patrick Yeung, Chief Executive Officer, St George Community Housing Co-Operative Limited
52	Mr Adrian Pisarski, Executive Officer, Youth Accommodation Association of NSW
53	The Hon Faye Lo Po’ MP, Minister for Community Services, Minister for Ageing, Minister for Disability Services, Minister for Women
54	Mr Andrew Cappie-Wood, Director General, NSW Department of Housing

Appendix 2

Witnesses at Hearings

12 February 2002

Mr Andrew Cappie-Wood Director General
NSW Department of Housing

Ms Carol Mills Deputy Director General, Corporate Strategy
NSW Department of Housing

Ms Alison Wannan Acting Executive Director
Office of Community Housing

12 February 2002

Ms Karine Shellshear Executive Officer
Association to Resource Co-Operative Housing (ARCH)

Mr Paul Van Reyk Private Consultant

12 February 2002

Ms Lynden Esdaile Executive Chairperson
Housing Appeals Committee

Ms Karren Antony Program Development Officer
Housing Appeals Committee

12 February 2002

Ms Eleri Morgan-Thomas Executive Director
New South Wales Federation of Housing Associations

Mr Kelvyn Enright President
New South Wales Federation of Housing Associations

Ms Patricia Martin Deputy President
New South Wales Federation of Housing Associations

13 February 2002

Professor Bill Randolph Director, Urban Frontiers Program, University of Western Sydney
Director, University of New South Wales–University of Western Sydney Australian Housing and Urban Research Institute

Ms Helen Wood Housing Consultant

13 February 2002

Dr Michael Darcy Senior Lecturer
School of Applied Social and Human Sciences, University of Western Sydney

16 April 2002

Ms Melissa Blunden Policy Officer
Shelter NSW Inc

Mr Harvey Volke Policy and Liaison Officer
Shelter NSW Inc

Ms Mary Perkins	Executive Officer Shelter NSW Inc
Mr Phillip French	Chairperson Shelter NSW Inc
16 April 2002	
Ms Ros Bragg	Deputy Director, Policy New South Wales Council on Social Services
Ms Catherine Mahony	Senior Policy Officer New South Wales Council on Social Services
16 April 2002	
Ms Beverley Giegerl	Chairperson Standing Committee on Community Planning and Services Local Government and Shires Associations of New South Wales
Ms Phyllis Miller	Vice-President Housing Reference Group Local Government and Shires Association of New South Wales
Ms Stephanie Smith	Housing Policy Officer Local Government and Shires Associations of New South Wales
16 April 2002	
Mr Derek Yule	Executive Officer New South Wales Churches Community Housing Inc.
16 April 2002	
Ms Annette Wade	Co-Ordinator Tenants Union of New South Wales
Ms Carmen Jauregui	Policy Officer Tenants Union of New South Wales
Mr Nicholas Warren	Policy Officer Tenants Union of New South Wales
11 November 2002	
Mr Adam Farrar	Executive Director National Community Housing Forum
11 November 2002	
Mr Andrew Cappie-Wood	Director General NSW Department of Housing
Ms Lynne Ready	Acting Executive Director Office of Community Housing
Ms Carol Mills	Executive Director, Housing Systems NSW Department of Housing

Appendix 3

Site Visits

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13 February 2002	St George Community Housing Cooperative
21 May 2002	Hume Community Housing
19 August 2003	Emoh Ruo Cooperative Housing, Erskineville
19 August 2003	Tamil Senior Citizens Housing Cooperative, Enfield
21 August 2003	Anglicare Grafton Diocese The Committee viewed Anglicare's community housing tenancies in Maclean, Iluka and Yamba
21 August 2003	North Coast Community Housing Association, Yamba

Appendix 4

Similarities and Differences between Public and Community Housing

1.4 Similarities and Differences Between Public and Community Housing

Public Housing remains the largest provider of rental housing assistance in NSW and is an important reference point for the community housing sector. The following table provides a summary of the key similarities and differences between Public Housing, and the three categories of long term community housing provider.

Table 1.1: Characteristics of community and public housing

Aspect	Public Housing	Long term community housing
Size	129,000 properties	9,444 properties
Role in delivery of housing assistance	Main form of long term housing assistance	Additional source of long term housing assistance
Background history	Some state funded housing provision from the 1920s Enormous growth from late 1940s to 1970s funded by the CSHA and associated loan schemes	Various funding programs introduced from the early 1980s to provide medium and/or long term housing for households in need while waiting for an offer of public housing Needing housing of a type or in a location not available from public housing Belonging to a community of community of interest willing to commit resources to the provision and/or management of housing in partnership with the NSW Department of Housing
Funding and Resource Allocation		
Planning and resource allocation mechanism	Department of Housing Corporate Plan Annual CSHA resource bids Public Housing Regional Business Plans	Department of Housing Corporate Plan Annual CSHA resource bids Office of Community Housing business plan Business plans of individual community housing providers
Income for property acquisition, up-grading & major maintenance	CSHA Assistance also provided by the NSW Government	CSHA
CSHA Resource Allocation	Distributed to Public Housing Regions based on agreed resource allocation criteria	Tied to specific geographic locations and program purposes according to agreed resource allocation. Funding for new properties is distributed to eligible community housing providers through an annual, competitive Expression of Interest Process
Income for minor maintenance, rates & insurance	Tenant rents	<i>Housing associations:</i> Tenant rents & CSHA <i>Housing partnerships:</i> Tenant rents <i>Housing co-operatives:</i> Tenant rents

Aspect	Public Housing	Long term community housing
Clients Minimum eligibility criteria	Households meeting Department of Housing eligibility criteria	<p><i>Housing associations:</i> Households meeting Department of Housing eligibility criteria</p> <p><i>Housing partnerships:</i> Households meeting Department of Housing eligibility criteria, proportion of Departmental equity</p> <p><i>Housing co-operatives:</i> At least 2/3 of households in each co-operative must meet Department of Housing eligibility criteria</p>
Additional Eligibility criteria	None	<p><i>Housing associations:</i> Yes – usually relates to the provider’s geographic catchment area. Can also relate to personal characteristics such as gender, cultural background etc.</p> <p><i>Housing partnerships:</i> Yes – must be a member of the target group for which the housing is provided eg. Person with a disability</p> <p><i>Housing co-operatives:</i> Yes – must be a member of the target group or community of interest the co-operative was formed to serve, eg specific cultural or ethnic background. Must also be willing to participate in the life of the co-operative including housing management</p>
Waiting list kept	Yes – ‘The Housing Register’	<p><i>Housing associations:</i> Each provider has a waiting list. Applicants must also have a current application for public housing.</p> <p><i>Housing partnerships:</i> Depends on the number of properties and frequency of vacancies. Organisations with a small number of stable tenancies tend to accept applicants only when a vacancy arises</p> <p><i>Housing co-operatives:</i> As for Partnerships</p>
Applicants prioritised and offered housing on the basis of need	Yes	<p><i>Housing associations:</i> Yes</p> <p><i>Housing partnerships:</i> Yes – if organisation operates a waiting list</p> <p><i>Housing co-operatives:</i> Relative need is weighed against other factors such as capacity to participate in housing management activities, and likely ‘fit’ with the culture of the co-operative</p>
Rent paid	25% of gross household income, or market rent if this is lower. Tenants not eligible for CRA	Tenants are eligible for Commonwealth Rent Assistance (CRA) – 25% of CRA is included
Tenancy Legislation	Residential Tenancies Act, 1987 Some additional terms for all social housing tenants, others only to public housing tenancies	Residential Tenancies Act, 1987

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Aspect	Public Housing	Long term community housing
Quality Service Delivery		
Performance & service improvement	Best Value Inspections since 2000	Community Housing Accreditation System based on National Community Housing Standards Pilot Best Value Inspections in 2001. Coverage to be extended in 2002 to another 5 providers
Client feedback mechanisms	Department of Housing Client Feedback Unity National Customer Satisfaction Survey	Policies and procedures of the individual community housing provider Office of Community Housing complaints management procedures and DoH Client Feedback Unit. National Community Housing Satisfaction Survey (Pilot 2001)
Privacy	Provisions of the Privacy and Personal Information Protection Act Department of Housing, Privacy Code of Conduct	Privacy Code of Conduct for Community Housing Organisations (based on the Department of Housing Privacy Code of Conduct)
External Appeals	Housing Appeals Committee Residential Tribunal	Housing Appeals Committee since 2001 (if provider has taken the optional step of listing with the Committee) Residential Tribunal