

**Submission  
No 91**

## **INQUIRY INTO SOCIAL, PUBLIC AND AFFORDABLE HOUSING**

**Organisation:** Homes Out West

**Date received:** 28/02/2014

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# HOMES OUT WEST

*"Making a Difference"*

NSW  
REGISTERED  
Community  
Housing Provider

The Hon Paul Green  
Chairman, Select Committee on Social, Public and Affordable Housing  
Parliament House  
Macquarie St  
Sydney NSW 2000

Dear Mr Chairman,

## **Inquiry into Social, Public and Affordable Housing**

Homes Out West is a registered community housing provider which has been operating in the south western Riverina region of NSW since 1984. The organisation delivers housing to those most in need across 11 rural communities along the Murray River, bridging an area of some 700 km from Albury in the east to the South Australian border in the west. Homes Out West currently manages over 460 properties in this region.

The growth of the organisation over its years of operation alongside a high level of accountability to stakeholders sees the organisation today operating as an extremely professionally managed and governed social enterprise with a 'profit for purpose' motive to meet the diverse range of needs in these communities.

Operating in a regional, rural and remote area requires strong collaboration and service integration with other service providers. Our service has been able to successfully deliver an integrated Hub or 'one stop shop' approach to service delivery for a number of years. This innovation has been recognised through both the NSW Community Housing Awards for Excellence and the NSW Registrar of Community Housing as best practice. We recommend that Government consider ways to support this approach to service delivery which in turn leads to improved outcomes for clients and far more efficient service delivery.

As part of this collaboration we are an active member of the Triple H Forum in Albury and wish to support their submission to this Inquiry.

Homes Out West is also an inaugural member of the Housing Alliance. This unique group of four medium sized, regional NSW, community housing providers has come together to share knowledge, build 'virtual capacity' and strengthen each members delivery of services at a local level. This in turn has built a culture of strategic agility within alliance members and empowers them to effectively respond and innovate for regional solutions to housing need. The catch cry of the Housing Alliance is "operating locally collaborating regionally". The

### **DENILIQVIN OFFICE**

"Inala House"  
74 Wellington St,  
DENILIQVIN NSW 2710  
Ph: 03 5881 4182  
Fax: 03 5881 8361

### **POSTAL ADDRESS**

PO Box 922  
DENILIQVIN NSW 2710

[www.homesoutwest.com.au](http://www.homesoutwest.com.au)  
Email [admin@homesoutwest.com.au](mailto:admin@homesoutwest.com.au)

### **ALBURY OFFICE**

"The Hub"  
562 Macauley St  
ALBURY NSW 2640  
Ph: 02 6021 8844  
Fax: 02 6021 6308



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Housing Alliance has also made a submission to the Inquiry and Homes Out West writes to support the recommendations of the Housing Alliance submission.

Community housing organisations can be key partners in delivering Government's objectives of improving affordable housing and making social housing sustainable. In regional areas, where organisations like Homes Out West operate, community housing providers play an important and often critical role in economic activity, growth and social cohesion. Government's support through clear leadership and strategic planning is vital for this to continue.

Homes Out West also strongly supports the extensive recommendations the NSW Federation of Housing Associations, our industry peak body, has submitted to the Inquiry. The Federation's submission addresses all of the Inquiry's terms of reference and provides insight into the capacity of the community housing sector to partner and collaborate with Government, the financial and property investment sector, Local Councils and social service providers to address many of the issues confronting the delivery of social, public and affordable housing in NSW.

Yours sincerely

Geoff Mann  
*Executive Officer*  
*Homes Out West*

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Email [admin@homesoutwest.com.au](mailto:admin@homesoutwest.com.au)

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