



Responses to Homelessness

Contribution to the 2021 audit conducted by the Audit
Office of NSW

2 February 2021

Acknowledgement of Country

The St Vincent de Paul Society NSW acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of the land on which we live and work, with deep respect. May Elders, past and present, be blessed and honoured. May we join together and build a future based on compassion, justice, hope, faith, and reconciliation.

The St Vincent de Paul Society

The St Vincent de Paul Society (the Society) has worked in NSW for more than 130 years, providing assistance to people experiencing poverty and disadvantage, with a particular focus on support for people at risk of or experiencing homelessness. We seek to shape a more just and compassionate society by working to address the causes of poverty and injustice.

Our focus is on prevention and early intervention. Members of the Society visit people experiencing disadvantage in their homes, including people at risk of homelessness. Members refer those at risk to our homelessness services, where staff then offer case management, support services, and referral to other agencies to help keep people at home. Specialist responses are provided for women and children wishing to leave family and domestic violence while retaining existing housing.

Where people experience homelessness, the Society seeks to ensure they can move into permanent accommodation, supported by wrap-around services, as quickly as possible. Through our community housing provider, Amélie Housing, we provide social and affordable housing with tailored support to meet the needs of the growing number of people locked out of the private rental market.

The Society also offers transitional accommodation with case management to support people to secure and maintain their own tenancies in the community. We also provide crisis accommodation for those experiencing homelessness or at risk of becoming homeless.

In each instance, we endeavor to provide appropriate support services, including drug and alcohol programs, domestic violence services, independent living skills training, access to meals and laundry facilities, and medical care. Where available, people with more complex needs can access intensive support to help break the cycle of homelessness.

Together with the NSW Government and other NGO partners, the Society is also a partner of the End Street Sleeping Collaboration, which seeks to halve the number of people experiencing street homelessness by 2025 and work towards zero street homelessness across NSW.

Introduction

Everyone has the right to home. A home is not just the roof over your head. It provides light and warmth, food and comfort. It is where we raise our families, socialise with our friends, and become part of our local community. Home makes it possible to study to realise our potential, to maintain gainful employment, and to retire with dignity. Home is a place where we can belong.

The NSW Government plays a critical role in ensuring that all people—especially those experiencing poverty and disadvantage—have access to housing that affords them physical safety, protection from the elements, and security of tenure, at a cost that does not compromise access to other essentials like food and energy.

To this end, the Society thanks the Audit Office of NSW for the opportunity to contribute to the Response to Homelessness audit. To inform our contribution, we have spoken with frontline workers in our homelessness services across NSW and have grouped responses as below. We hope that our input serves to support the NSW Government to reduce homelessness across our state.

A note about homelessness and the Strategy

As the Audit Office will be aware, between 2011 and 2016, prior to the introduction of the NSW Homelessness Strategy, homelessness in NSW increased by more than 37 per cent—significantly greater than in any other state or territory—such that one in every 200 people was homeless.¹

While these statistics represent an already unacceptable situation, recent modelling identified that the economic impacts of the COVID-19 pandemic means that the number of people experiencing homelessness in NSW could increase further by up to 16,000 people.²

Some of these people will sleep rough — on the streets, in parks, squatting or living out of their cars. Many will rely on temporary arrangements such as supported accommodation, boarding houses, and the generosity of friends and family. A large and growing number will be forced to live in severely crowded conditions.

The Society does not accept that systemic homelessness is inevitable. We submit that experts in the sector, academia, and Government, together with people who have experienced homelessness, have the knowledge and experience to not only ensure homelessness does not increase but also to markedly reduce homelessness across NSW.

We applaud the NSW Government for having developed a comprehensive Homelessness Strategy and for working collaboratively with the not for profit sector to deliver this strategy over the last two years. However, we would have liked to see the NSW Government adopt a more ambitious objective of working towards ending homelessness and budgeting the necessary resources to realise this objective.

Premier's Priority

In 2019 the NSW Government signed a Memorandum of Understanding with the Society and other partners to commit to reduce rough sleeping in the City of Sydney and across NSW. While this took place after the introduction of the Homelessness Strategy, it is now promoted as part of Strategy.³

The agreement stipulates that partner agencies will work together to reduce rough sleeping in the City of Sydney by 25% by 2020, reduce rough sleeping in the City of Sydney and NSW by 50% by 2025, and work toward zero rough sleeping in the City of Sydney and NSW.⁴

The Society commends the NSW Government on this initiative and for elevating homelessness as a Premier's Priority. Though we fell just short of meeting the initial target (the February 2020 street count for City of Sydney revealed a 23% reduction in street homelessness compared with February 2017), together we are striving to meet the next commitments through the End Street Sleeping Collaboration.

To complement this initiative, we would like to see the NSW Government introduce clearly articulated and measured targets for the reduction of all types of homelessness. While rough sleeping is definitively deserving of Government attention, it accounts for only 7% of all people experiencing homelessness across NSW. We submit that additional targets would give sharper focus to the efforts of Government, non-government organisations, businesses, and individuals to reduce all homelessness in NSW.

Funding for social housing

The NSW Homelessness Strategy advises that an effective social housing system is necessary for the Strategy to be effective.

Unfortunately, the recently updated Expected Waiting Times advises that there are still over 51,000 applicants—or more than 110,000 adults and children⁵—waiting for social housing in NSW.⁶ In parts of the state the wait time remains in excess of 10 years.⁷

While this expressed need for social housing is already unacceptably high, the total unmet need for social housing is significantly higher still. Across the state, more than 137,000 households in the bottom 20 per cent of income earners are either experiencing housing stress or are homeless.⁸

The Society submits that the Homelessness Strategy cannot be truly effective while thousands of people who are homeless or at risk of homelessness are unable to access social housing. We acknowledge the Government's existing commitments to increase the stock of social housing. But we submit that these plans fall short of what is required to markedly reduce homelessness and housing stress across NSW.

Presently, the most significant initiative is Communities Plus. While the Homelessness Strategy advises that this program will deliver up to 23,000 new and replacement social housing homes,⁹ the former Minister for Social Housing, Brad Hazzard, advised that 17,000 of these properties would be demolished and replaced, from which we can conclude that Communities Plus will only deliver 6,000 additional social housing properties.¹⁰

The NSW Government also invested in the \$1.1 billion Social and Affordable Housing Fund (SAHF) which will deliver a further 2,450 social housing properties by 2023. Amélie Housing, our community housing provider, is a welcome participant in this program and has just finished developing 350 of these social housing properties.

In the November State Budget, the Government committed to deliver 1,280 additional social housing homes. This included 580 new social housing homes at 50 identified sites in metropolitan and regional areas; 500 homes for the Communities Plus redevelopment at Airds-Bradbury and Claymore; and 200 new Aboriginal housing homes.

All told, public commitments from the NSW Government appear to total less than 10,000 new dwellings. This falls substantially short of what is required to meet the demand for social housing.

We are concerned that the newly released Report on Government Services shows that there were actually 700 *fewer* public and community housing homes than there were one year earlier. There were 146,448 public and community housing homes in NSW as of 30 June 2020. The year before there were

147,180 dwellings.¹¹ This means there was a 0.5% reduction in public and community housing across the State. We acknowledge that some of the decline in stock may be because of large redevelopments that are underway (that is, dwellings that have been torn down and are yet to be rebuilt) but the decline is still indicative of a lack of sustained investment in social housing.

Also of concern is that the NSW Government is spending progressively *less* on social housing per capita. In 2017-18 the NSW Government invested \$180 on social housing per person. In 2018-19 this investment was \$167 per person. Last financial year it fell to just \$161 per person.¹²

To enhance the effectiveness of the Homelessness Strategy, the Society submits that the NSW Government must fund an increase in the supply of social housing to deliver at least 5,000 homes every year for the next ten years. Noting that 40% of current applicants for social housing are outside the Sydney metropolitan area, this new investment should be delivered in regional NSW as well as across Sydney.

We also contend that, given the role that social housing plays in reducing homelessness, targets for investment in new social housing should be included in the next iteration of the Homelessness Strategy.

Social housing reporting

Beyond funding, the Society would like to see more timely and transparent reporting of the state of social housing in NSW and contends that this should be part of an effective Homelessness Strategy.

Presently, the NSW Government publishes the number of applicants for social housing for NSW and each allocation zone once per year. Most recently, this data was released the week before Christmas for the year ending 30 June 2020; almost six months after the end of the reporting period.

When this data is published on the Department of Communities & Justice website, it replaces the data that was published the previous year which means it is not possible to assess whether the number of people waiting for social housing in each allocation zone and the duration of their wait has improved or deteriorated from year to year. Acknowledging this, in January 2020 the Society first asked the Department to share a spreadsheet of the number of applicants waiting for social housing by allocation zone over time. In spite of repeated requests since then, we are yet to receive this data.

The Society would like to see wait list data published on a more regular basis (e.g. quarterly) and in a more timely manner (e.g. within a month of the end of the quarter in question). We also believe it would be in the public interest for the Department to continue to display—rather than replace—the state-wide and local data for each year on its website. We note the precedent set by other government agencies, such as NSW Health, in facilitating open access to regular, timely and localised data.

There is also a lack of transparency about exactly how much new social housing has been planned and funded across NSW. The NSW Government makes announcements when new developments are to be undertaken or are in the process of being delivered but it is often difficult to determine which of these are newly announced developments and which have already been announced.

The Society would like to see the NSW Government clearly and publicly report the number of social housing homes that have been planned and funded for each social housing allocation zone across NSW and publicly track the progress of these developments.

Wrap around support

The Homelessness Strategy advises that the NSW Government is committed to ensuring people experiencing homelessness, particularly vulnerable groups, have access to tailored, flexible support to meet their individual needs. The Society agrees that this is as necessary as the provision of housing for achieving a significant and sustained reduction in homelessness. This is particularly the case for people who have complex needs, including those living with disability, mental ill-health or addiction.

The new Together Home program includes access to intensive wrap around support for tenants afforded temporary accommodation. The aforementioned SAHF program requires community housing providers to deliver or contract a specialist service to provide tailored support for their social housing tenants.

In the experience of our staff, the availability of this support means people who were experiencing homelessness are more likely to sustain their tenancies. Where it does not exist, they are more likely to end up back on the street. As such, the Society strongly endorses these models of service delivery. Unfortunately, there are not enough places in either the Together Home or SAHF program to meet community need.

The Program Guidelines for Specialist Homelessness Services (SHS) also dictate that providers should work intensively with individuals and families to sustain existing tenancies where specialist assistance is needed. However, in reality, SHS providers advise that they do not have the capacity to fulfil this obligation to the extent required because they are focused on providing emergency or crisis accommodation to an increasing number of people experiencing homelessness.

To help reduce homelessness across NSW, the Society would like to see the NSW Government invest in much more wrap around support services for residents of temporary, transitional and social housing.

Of note too, the availability of such support throughout the duration of a tenancy may also help to facilitate positive exits from social housing, where tenants with capacity to do so feel sufficiently supported to be able to continue their education, secure employment, and secure housing in the private market.

Specialist Homelessness Services

The Society acknowledges that Specialist Homelessness Services (SHS) are essential for supporting people who are homeless or at risk of homelessness and we extend our thanks to the NSW Government for resourcing the delivery of these services.

That said, we believe that the current funding envelope is much too small to meet the need for homelessness services. Staff from our SHS teams across NSW advise that they support significantly more people than they are funded to support. They also report having to turn away many people in need of accommodation.

The recently released Report on Government Services echoes these sentiments. The data demonstrates that a large and growing percentage of people who are homeless or at risk of homelessness and who sought accommodation from a SHS provider were not able to access accommodation.

Specifically, in 2019-20 more than 21,000 people or 47% of all the clients who sought accommodation in NSW were not provided this service. In 2018-19, 45% of all NSW clients were not able to be provided this service. The year before the figure was 42% of clients. The situation has become progressively worse, with

both the number and percentage of clients whose identified need for accommodation was not met having increased each year since at least 2014-15.¹³

The Society would like to see the NSW Government increase investment in the SHS program so that service providers can meet the needs of all people who seek accommodation and support because they are experiencing or at risk of experiencing homelessness.

Importantly, additional funding would also enable SHS providers to invest in early intervention services to reduce the demand for crisis accommodation. This could enable service providers to work more closely with community housing providers and real estate agents, for example, to identify tenants falling behind in rent who are in need of support before they experience eviction and homelessness. Similarly, funding to work with local schools could help services to identify students at risk of homelessness and provide early intervention support. There are a number of collaborations like this in different parts of NSW including Home Help¹⁴ and the Yes Unlimited Albury Project¹⁵. The Society would welcome funding to enable the expansion of early intervention initiatives across NSW.

Eligibility for people on temporary visas

The Homelessness Strategy notes that people from culturally and linguistically diverse backgrounds may have increased vulnerability to homelessness and that many newly arrived migrants and refugees are homeless at some point after arriving in Australia.

This accords with the experience of our housing and homelessness staff. In response, the Society contends that *all* housing and homelessness services should be available to people who are not yet citizens or permanent residents. This includes people who are seeking asylum in Australia, and women on temporary visas exposed to domestic and family violence.

Currently, barriers to accessing housing and homelessness services and supports expose people on temporary visas—many of whom have often already experienced trauma—to further risk. It means they may have little choice but to stay in a violent relationship or face the dangers of sleeping rough.

Where people on temporary visas are able to access crisis accommodation, our staff advise that there are almost no suitable exit options which means that they can end up stuck living in crisis housing with no pathway out of homelessness.

In NSW, people on temporary visas are not eligible for public or community housing. Access to crisis accommodation can be difficult because many people on temporary visas have little or no access to income supports and there are few exit pathways into longer term housing. Where they are able to access crisis accommodation, they can spend months or even years living somewhere designed only to meet a short-term need.

Access to homelessness and housing services should not depend on visa status. The Society believes that the Homelessness Strategy should include actions to reduce homelessness and support people who are not yet citizens or permanent residents. Specifically, we call on the NSW Government remove permanent residency and citizenship requirements for accessing social housing and rent assistance products. The NSW Government should also review policy and funding settings to ensure people on temporary visas can access the full suite of homelessness services regardless of their income or visa status.

Exits into homelessness

The Society is concerned that too many people become homeless immediately after exiting out of home care, the corrections system and health facilities across NSW.

A recent study by the Australian Institute of Health and Welfare revealed that more than half of people preparing to leave prison expected to be homeless and that, of these people, 44% planned to sleep in short term or emergency accommodation, 2% planned to sleep rough, and 8% were unsure where they would sleep.¹⁶

This accords with the experience of staff in our homelessness services who note that our crisis accommodation is often the first port of call for people leaving these institutions.

One of our inner-city crisis accommodation services is currently accommodating a resident who arrived immediately after having been released from prison; another who came directly from a psychiatric in-patient unit; and a third who arrived from a detoxification centre operated by NSW Health. This same service receives at least five calls per week from Corrective Services seeking to refer people for emergency accommodation upon release from incarceration.

Similarly, staff in regional accommodation services located near correctional centres advise that people are often released from prison without appropriate exit plans and therefore end up homeless. One such service informs that they experience this almost on a daily basis.

On a related front, the results of the 2019 Connections Week survey of rough sleepers in the City of Sydney revealed that 26% of rough sleepers surveyed had either been in prison or a watch house within the previous 6 months.¹⁷

The NSW Government has included the prevention of exits from government services into homelessness in the Homelessness Strategy and, more recently, developed the No Exits from Government Services into Homelessness Framework.¹⁸ However, as the figures and experiences above attest, much more work remains to be done to reduce the number of people who exit from state-owned and run institutions directly into homelessness. The Society would also like to see the NSW Government measure and publicly report on the successful implementation of the framework.

Security of tenure

People who rent should have the security they need to make their house a home and not be at risk of homelessness. With a growing proportion of people now renting their homes, and renting for longer, our housing system has not adequately adapted to ensure that people living in these households have the security they need.

The *Residential Tenancies Act 2010* (NSW) was recently amended to offer improved protections for renters. Despite some positive progress, renters can still be evicted from their homes for any reason. This can make it hard for people living in a rented property to assert their rights—such as asking for repairs—because they fear it may lead to eviction. Of the two million people renting their home in NSW, nearly one in ten have been evicted with no grounds. And one in seven renters report not making a complaint or asking for a repair because they fear adverse consequences.¹⁹

The no grounds termination provision effectively means a tenant can be asked to leave for any reason, such as following a dispute with the landlord, which can leave some families unexpectedly facing homelessness.

The Society believes that, to reduce both the risk and rates of homelessness across our state, the NSW Government should continue its positive rental reform by legislating to remove ‘no grounds’ evictions from NSW rental laws.

Response to COVID

The Society acknowledges that the advent of the COVID-19 pandemic has presented significant challenges for the NSW Government and the housing and homelessness sector. We thank the NSW Government for the measures taken to reduce the risk of transmission of COVID-19 to and between people experiencing homelessness and for facilitating access to accommodation for many people who would otherwise have struggled to secure housing.

JobSeeker Allowance

The Society understands that the Australian Government—not the NSW Government—has responsibility for setting income support payments but would nevertheless like to note that staff in our homelessness services have observed the very obvious and positive difference that the Coronavirus Supplement made to people experiencing homelessness.

The additional income fostered increased independence and dignity for many people, allowing them to purchase much-needed personal effects, including clothing and toiletries, instead of asking staff to provide these essentials. It gave some people the funds necessary to be able to set and achieve goals that were otherwise out of reach. It also contributed to successful participation in some living skills programs, including budgeting and saving money. In all, clients were said to be happier, more confident and to exercise more control over their lives as a result of this supplementary payment.

The advent of the coronavirus supplement also meant the Society saw a significant reduction in the number of people on JobSeeker presenting to our care and support program which provides financial and material relief such as food, assistance with bills and rent, households essentials, and clothing.

Acknowledging these positive impacts, the Society would like to see the NSW Government advocate for their Federal counterparts to ensure that the JobSeeker payment never again returns to the inadequate rate of only \$40 per day and instead provides people with the income necessary to make ends meet in a dignified manner.

Temporary hotel accommodation

The Society would like to thank the NSW Government for funding temporary accommodation for rough sleepers in hotels and motels during the COVID-19 pandemic.

We have no doubt that this arrangement helped ensure the health and safety of many residents who would have been vulnerable to COVID-19 had they slept on the streets or been accommodated in, for example, our large inner city crisis accommodation service. The latter usually accommodates up to 100 people in a large dorm with shared bathrooms, eating and living facilities. Social distancing would not have been possible and the risk of transmission would have been high.

Instead, from April 2020 residents were successfully referred to the Department of Communities & Justice and accommodated in single rooms with a minimum of shared spaces in the local Adina or Ibis hotels, with ongoing case management provided by our case management team.

Beyond protecting people from COVID-19, the availability of these single rooms with kitchen and laundry facilities has empowered many residents to use and develop their independent living skills to an extent that would not have been possible had they continued to live in shared crisis accommodation. This has helped ensure these same residents are better prepared to successfully transition to independent living in more permanent housing when the opportunity permits.

This funding has already helped a number of residents to successfully transition to ongoing housing. In one instance, a person living with mental ill-health who regularly accessed our community centre was successfully referred to accommodation and support at the Adina Hotel. From here, he began to build in confidence and started to attend weekly BBQs and residents' meetings. At one such meeting his case worker discussed applying for a transitional housing vacancy through Amelie Housing. While initially hesitant, he agreed to view the property and has since accepted the offer. He will soon begin working with our community inclusion team to learn to budget, shop, cook, and maintain his tenancy and we are hopeful that, with ongoing support, he will successfully transition to more permanent accommodation over the months ahead.

The Society notes that the funding for accommodation and support at the Adina Hotel is due to expire this coming March. Acknowledging the positive impact it has had so far, we would like to see the NSW Government continue to fund this temporary accommodation and work to support more residents to access longer-term housing. We submit that it would be a backward step if clients who have been supported and empowered to date have to return to crisis accommodation or rough sleeping over the months ahead.

Together Home

The Society strongly welcomed the introduction of Together Home. Since then, staff in our homelessness services have been able to successfully refer more than 20 rough sleepers to this program and have advised that many of these people would have continued to sleep rough were it not for Together Home.

Beyond the availability of housing, the intensive wrap around support that has been available through Together Home has been instrumental in ensuring people who would otherwise have struggled to maintain their tenancies have been able to do so and, in some cases, have helped them to integrate into their new local community.

In one instance, a long-standing rough sleeper with addiction issues who accessed our outreach service in South West Sydney but who would not otherwise stay in our crisis accommodation agreed to access housing and support through Together Home. Supported by staff from the Department of Communities & Justice, a community housing provider, and the Society, he is now happily settled into a property.

In another case, a client of one of our community centres who had been sleeping rough for several months in parks, in the bush, and in a tent in a friend's backyard in regional NSW was able to move into an apartment in town courtesy of Together Home. Importantly, some of the funding was available to purchase some much-needed household items including a bed, lounge, washing machine and kitchen appliances. This person has since begun volunteering at the local community centre.

Successful though Together Home has undoubtedly been, there have not been enough places to accommodate the demand, even after the second tranche of funding expanded the program. In metropolitan Sydney and regional NSW alike, our homelessness services advised that they have referred eligible people to the local provider without success; that they are waiting for suitable properties to

become available. The success of and ongoing demand for this service means the Society would like to see significantly more funding to allow more people to benefit from Together Home.

There are also question marks about what will happen to people accessing housing and support through Together Home once the funding period ends. Staff have expressed concern that, without available social housing or affordable private housing, in either case with appropriate support, many tenants may not be able to secure housing and maintain their tenancies and could end up sleeping rough once again. The Society would view this as a significant backward step and hopes the NSW Government will do all that is necessary to avoid this outcome.

Private rental assistance

The Society appreciates that private rental assistance products can play a valuable role in reducing homelessness across NSW.

However, staff in our homelessness service have advised that access to and the impact of such products is varied. Some products are not available in some parts of the state. In others, the high price of housing means that the private rental assistance available is not significant enough to make appropriate housing sufficiently affordable.

We have successfully referred at least six people for bond and rent support assistance during the COVID-19 pandemic. However, four of the properties that people secured with private rental support were rooms above a hotel which are unsuitable for those recovering from gambling and alcohol addictions.

Beyond private rental assistance products, the Society would like to see the NSW Government do more to address the underlying issues of housing affordability and would welcome such a focus in the next iteration of the Homelessness Strategy. In particular, we advocate for NSW to increase the supply of affordable housing by introducing mandatory inclusionary zoning targets.

Specifically, we would like to see the NSW Government introduce a requirement that at least 15% of all new residential developments on privately-owned land are set aside for affordable housing and at least 30% of new residential developments on state and local government-owned land be allocated for affordable housing in perpetuity.

We acknowledge that the Greater Sydney Commission plans include an objective for housing to be more affordable but note that they also advise that targets in the range of 5-10% of new residential floor space are subject to viability. We contend that these targets are insufficient to meet the community need for affordable housing.

Conclusion

The Society thanks the Audit Office of NSW for the opportunity to provide input into the audit of the NSW Government's Response to Homelessness.

We work with people experiencing homelessness every day across NSW. Courtesy of these experiences, we acknowledge and appreciate that there is much that the NSW Government is doing to reduce and respond to homelessness as part of the Homelessness Strategy and in response to COVID-19. But with tens of thousands of people still without a place to call home, there is also much more that can and must be done.

We submit that the Homelessness Strategy would be more effective if the NSW Government invested in significantly more social housing as well as wrap around support to assist tenants who were previously homeless or at risk of homelessness to maintain their tenancies.

The delivery of the Strategy would be enhanced by the allocation of additional resources to the Specialist Homelessness Services program so that providers are better equipped to reduce and respond to homelessness across NSW. An increased focus on reducing exits from Government institutions into homelessness would also serve to reduce homelessness.

Concurrently, a broadening of the eligibility criteria for both social housing and homelessness services to include people who are not yet Australian citizens or permanent residents would strengthen the Homelessness Strategy.

To further the NSW Government's successful efforts to respond to COVID-19, the Society would also like to see additional resources allocated to the Together Home initiative and continued work to ensure former rough sleepers who are accommodated in hotels and motels are able to transition to more permanent housing.

We would also welcome initiatives to deliver more affordable housing across NSW and advocacy for a permanent increase to the JobSeeker Allowance so it supports people to overcome homelessness rather than contributing to the number of people who are at risk.

We hope that our contribution to this audit will help the NSW Government reduce and prevent homelessness across NSW over the years to come.

¹ Australian Bureau of Statistics (2018) Census of Population and Housing, Estimating homelessness

² Equity Economics (2020) Supporting Economic Recovery in NSW: Investment in Social and Affordable Housing

³ NSW Homelessness Strategy 2018 – 2023, <https://www.facs.nsw.gov.au/about/reforms/homelessness>

⁴ End Street Sleeping Collaboration (accessed 2020) <https://endstreetsleeping.org/sydney-gets-started>

⁵ Evidence given by the Department of Communities & Justice in Budget Estimates 2019-2020 advised that multiplying the number of applicants by 2.2 gives the approximate number of people waiting for social housing.

⁶ NSW Department of Family & Community Services (2016) [Expected Waiting Times](#)

⁷ Ibid

⁸ City Futures Research Centre (2019) Estimating need and costs of social and affordable housing delivery

⁹ NSW Department of Family & Community Services (2016) Future Directions for Social Housing in NSW

¹⁰ Email from UNSW Professor Hal Pawson (2019)

¹¹ Report on Government Services 2021, 18 Housing, 18 Housing data tables, Table 18A.3, <https://www.pc.gov.au/research/ongoing/report-on-government-services/2021/housing-and-homelessness/housing>

¹² Report on Government Services 2021, 18 Housing, 18 Housing data tables, Table 18A.1, <https://www.pc.gov.au/research/ongoing/report-on-government-services/2021/housing-and-homelessness/housing>

¹³ Report on Government Services 2021, 19 Homelessness services, 19 Homelessness data tables, Table 19A.7,

<https://www.pc.gov.au/research/ongoing/report-on-government-services/2021/housing-and-homelessness/homelessness-services>

¹⁴ <https://homehelp.org.au/>

¹⁵ <http://yesunlimited.com.au/the-albury-project/>

¹⁶ Prisoners more likely to be homeless, unemployed and suffer poor mental and physical health, <https://www.aihw.gov.au/news-media/media-releases/2019/may-1/prisoners-more-likely-to-be-homeless-unemployed-an>

¹⁷ End Street Sleeping Collaboration (2019) Connections Week 2019 Homelessness in the City of Sydney

¹⁸ Department of Communities & Justice, No Exits from Government Services into Homelessness: A Framework for Multi-Agency Action <https://www.facs.nsw.gov.au/about/reforms/homelessness/prevention-and-early-intervention/no-exits-from-government-services-into-homelessness-a-framework-for-multi-agency-action>

¹⁹ CHOICE (2018) Disrupted: The consumer experience of renting in Australia