

What we heard

Homes for NSW Plan Discussion Paper consultation

Homes NSW is developing a 10-year *Homes for NSW Plan* to improve the social housing and homelessness system in NSW. From December 2024 to January 2025, we invited our stakeholders to share their views on our *Homes for NSW Discussion Paper* outlining draft priorities and opportunities for reform. Their valuable feedback will shape the final plan and ensure better outcomes for those seeking housing and homelessness assistance in NSW.



Engagement



5,000+

website views



242

survey responses



150+

stakeholders engaged through forums, focus groups and webinars



3,500+

downloads



60+

submissions

Representation

Of the 242 survey respondents:

Around

50%*

are people with lived experience

27% live or have lived in social, affordable or key worker housing

10% would like to live in social, affordable or key worker housing

13% are experiencing or have experienced homelessness or accessing homelessness services

Around

50%*

are people from the housing and homelessness sector

34% with a professional interest in housing and homelessness

8% work for a housing or homelessness provider

5% work for Homes NSW

4% work for a peak body related to housing and homelessness

At least

20%

care for someone with disability



At least

26%

identify as a person with disability



At least

10%

identify as First Nations



At least

10%

speak a language other than English



*Respondents were able to select more than one category.

**Homes
NSW**

Building a better plan for those who need us

What we heard

We need a human rights approach to housing, ensuring homes are fit for purpose, safe, affordable and accessible.

Our plan is to:

- embed human rights principles in policy and practice to support tenant participation
- embed tenant voice in system improvement.

PRIORITY 1: Customer-driven service



We need improved service culture, clear communication, and policies that are customer-centred and trauma-informed.



We need meaningful tenant participation and engagement.



We need to streamline the application process for social housing and make it more accessible.

With 95–100% endorsement, our plan is to:

- build a service culture of compassion and respect
- abolish fixed-term tenancies
- improve our approach to anti-social behaviour
- introduce baseline tenancy policies across providers
- improve allocations processes
- establish local coordination networks
- support community and tenant-led initiatives.

PRIORITY 2: More and better homes



We need to build and maintain our supply of quality social and affordable housing.



We need housing that accommodates diverse individual needs, including accessibility, cultural appropriateness and support for First Nations people.



We need housing that is environmentally sustainable and climate-resilient.

Our plan is to:

- deliver on ambitious new-build targets for social housing in collaboration with community housing providers
- support the growth of affordable housing
- deliver a diverse range of housing types
- prioritise accessibility and home modifications
- invest in critical maintenance and upgrades
- improve maintenance processes and service
- incorporate climate and disaster resilience into property design and maintenance.

PRIORITY 3: A system that works



We need better collaboration and governance across the housing system.



We need a collective approach to meeting the needs of Aboriginal people and clear integration with specialist homelessness services.



We need support for self-determination for Aboriginal communities through increased investment in Aboriginal Community Housing Providers and culturally sensitive services.

Our plan is to:

- lead and collaborate with provider partners as system steward
- make it easier for partners to do business with us
- provide financial and non-financial support to help sustain tenancies and prevent homelessness
- increase the number of Aboriginal staff and improve cultural safety within our organisation
- commit to reducing recurring homelessness.



The NSW Government has already made an historic and transformational investment of **\$6.6 billion** in the 2024-25 NSW Budget for the ***Building Homes for NSW*** program. This investment will fund new social housing, improve public housing maintenance and enhance homelessness support.

Next steps

> **Soon:** The *Homes for NSW Plan* will be released in July 2025.

> **Next:** Ongoing engagement with partners and customers to design and implement reforms.

For more information, visit nsw.gov.au/homes-for-nsw-plan