

# **Attachment B**

**Summary of Submissions and Feedback  
Received**

**Themes and issues raised in the submissions include:**

Action	Themes/issues
Action 1: Innovative housing solutions to reduce inner city homelessness	<ul style="list-style-type: none"> <li>- Utilising unoccupied dwellings</li> <li>- Harnessing the City's property portfolio</li> </ul>
Action 2: Invest in services that reduce the risk of people becoming homeless and break the cycle of homelessness	<ul style="list-style-type: none"> <li>- More funding of Specialist Homelessness Services</li> <li>- More investment in prevention and early intervention for at risk groups</li> <li>- Greater acknowledgement of vulnerabilities of people escaping domestic and family violence, people with disability, refugees and asylum seekers and international students.</li> </ul>
Action 3: Affordable and social rental housing and supported accommodation	<ul style="list-style-type: none"> <li>- Provide more information about the City's role in facilitating and investing in the supply of affordable housing and supported accommodation</li> <li>- Increase the funding of emergency and crisis accommodation</li> <li>- Consider temporary /mobile housing solutions</li> </ul>
Action 4: Maintain a robust evidence base on the extent and nature of homelessness in the inner-city	<ul style="list-style-type: none"> <li>- More focus on hidden homelessness, such as couch surfing</li> <li>- more current data and service system analysis to inform strategic priorities and funding of services</li> </ul>
Action 5: Connect people with services and support to exit homelessness	<ul style="list-style-type: none"> <li>- Technological initiatives to connect people with emergency accommodation</li> <li>- Ensuring City delivered and City funded homelessness outreach services are culturally aware and meet the needs of Aboriginal and Torres Strait Islander people and communities</li> </ul>
Action 6 :Work with our partners to reduce the impacts of homelessness on amenity in the public domain	<ul style="list-style-type: none"> <li>- Antisocial behaviour in Woolloomooloo and impacts on public space</li> <li>- More facilities in the public domain such as showers and toilets</li> </ul>
Action 8: Work with other levels of Government and NGOs to improve systems to reduce homelessness	<ul style="list-style-type: none"> <li>- Support for collaborative approaches</li> <li>- need for greater coordination with local health districts</li> <li>- need for an integrated approach to funding specialised aged care facilities for people who have experienced homelessness</li> </ul>
Action 11: Increase community understanding of, participation in and support for initiatives that respond to homelessness	<ul style="list-style-type: none"> <li>- Opportunities to involve private sector</li> <li>- Marketing support for private sector initiatives</li> </ul>
Action 12: Work with mobile voluntary services and other stakeholders to ensure services are targeted, meet the needs of service users and use public space appropriately	<ul style="list-style-type: none"> <li>- Concerns about the use and management of public space in Woolloomooloo, in particular               <ul style="list-style-type: none"> <li>o Urgent need to resolve and coordinate the management responsibilities of Tom Uren Place with NSW Rail Corporation</li> <li>o Introduce permit requirements for mobile voluntary services</li> <li>o More enforcement by City Rangers.</li> </ul> </li> </ul>

## Summary of submissions and responses

### Comments in support

Subject	Stakeholder	City of Sydney Response
<p>Bridge Housing supports the three key strategic priorities and associated actions which underpin the City of Sydney Draft Homelessness Action Plan. In addition to the acknowledgement that increasing access to safe and sustainable housing is critical in ending homelessness, Bridge Housing also welcomes the City of Sydney's commitment to evidence-based program and policy development. The draft action plan acknowledges the wealth of national and international evidence currently available regarding best practice approaches to ending homelessness and commits to ongoing monitoring and evaluation of initiatives under the plan to ensure they are fit for purpose and working to deliver better outcomes for people experiencing homelessness.</p>	<p>Submission 2: Bridge Housing</p>	<p>Noted.</p>
<p>This Draft Homelessness Action Plan is potentially transformative in addressing the City of Sydney's plans to address its long-standing homelessness problem.</p>	<p>Submission 23: Youth off the streets</p>	<p>Noted.</p>
<p>Council's bold vision to create a socially just, inclusive and resilient city with safe and sustainable housing for everyone is strongly supported. It is positive to see the CoS developing a homelessness action plan which holds it to account in relation to the achievement of specific priorities.</p>	<p>Submission 17: Link Housing</p>	<p>Noted.</p>
<p>The City of Sydney is to be commended for its thorough and well thought out Draft Homelessness Action Plan. Congratulations on the plan and thanks for the opportunity to comment on it. This plan, along with the City's long-term and ongoing commitment to addressing homelessness is encouraging for us working in the sector.</p>	<p>Submission 22: Haymarket Foundation</p>	<p>Noted.</p>
<p>This plan is a laudable initiative of the City of Sydney and will hopefully ensure that key aspects of homelessness are addressed and that homelessness is reduced.</p>	<p>Submission 4: Individual</p>	<p>Noted.</p>

Subject	Stakeholder	City of Sydney Response
Pledge to help half (sic) homelessness by 2025 - this initiative by the City of Sydney together with the NSW government working with the Institute of Global Homelessness, is a great first step to reducing the amount of people sleeping rough on our streets.	Submission 9:- Anonymous individual	Noted.
Overall, the Plan seems comprehensive and practical.	Submission 11: Anonymous individual	Noted.

**Strategic priority 1: Increase access to safe and sustainable housing and support, and monitor trends in inner city homelessness**

Subject	Stakeholder	City of Sydney Response	Action plan amended
<b>Action 1: innovative housing solutions to reduce inner city homelessness</b>			
<p>It would be great to see Council leveraging their large property portfolio and re-purposing underutilised buildings to provide short term accommodation to help bridge the transition of homeless people (with the support of Council's partners) to longer term accommodation.</p>	<p>Submission 24: Homelessness NSW</p>	<p>Agreed in principle.</p> <p>The City has partnered with the Property Industry Foundation Pty and the Salvation Army to target youth homelessness.</p> <p>The Property Industry Foundation works to mobilise resources of the property and construction industry to assist charitable organisations providing services to at-risk and homeless young people.</p>	<p>Yes.</p>
<p>Council's building(s) can be operated by the partnership network of charitable / non-government organisations</p> <p>Property Industry Foundation have the capacity to deliver more homes however the limiting factor is access to appropriate land in locations where there is a need.</p>	<p>Submission 21: Property Industry Foundation</p>	<p>In 2011 we leased the City owned surplus property at 90 Regent Street, Redfern to the Property Industry Foundation, to deliver transitional accommodation and services through the Salvation Army's Oasis youth program. Following the sale of the Regent Street property, the existing service has re-located to new premises and the City provided a grant of a 50 year ground lease of a City owned property at 545-549 South Dowling Street, Surry Hills. Under this lease, the Property Industry Foundation will develop a new flagship facility targeting youth homelessness and will identify opportunities for continuation of the Salvation Army service established at 90 Regent Street, Redfern.</p>	<p>Page 28 includes new section <i>Leveraging our property</i></p>
<p>Property Industry Foundation believes that there needs to be appropriate policy settings put in place which:</p> <ul style="list-style-type: none"> <li>- Encourages/obliges public holders of underutilised land to make sites available to not for profit organisations who can demonstrate capacity to effectively deliver crisis/social housing</li> </ul>	<p>Submission 21: Property Industry Foundation</p>	<p>Noted.</p> <p>The City agrees that where there is the potential for underutilised land to be used we should explore those options. For example, the City has sold land owned at South Sydney Hospital site and Ashmore estate at below market</p>	<p>No</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
<ul style="list-style-type: none"> <li>Streamlines site identification and statutory planning processes to enable the efficient delivery of crisis/social housing</li> </ul> <p>Provides broad acre land developers with the opportunity of obtaining development contribution credits or to satisfy any future inclusionary zoning obligations for making land available to NFP organisations like PIF who have a demonstrated capability of delivering crisis/social housing.</p>		<p>value to community housing providers to support their delivery of affordable housing in the City area.</p> <p>The City agrees that the State Government should take a more proactive role in providing social housing and affordable housing, particularly where the state government owned land is being redeveloped.</p> <p>The City has three contribution schemes in place for the purpose of funding the delivery of affordable housing. All contributions for these schemes are provided to our preferred community housing provider City West Housing, enabling that provider to leverage the best possible economies of scale with funds collected by the City.</p>	
<p>If the owners of former social housing properties in Millers Point are not prepared to occupy these empty properties, some being vacant for 4 years since sales then why can't these properties be acquired for 'emergency housing' short term for the homeless or recently for those who lost everything during times of crisis?</p>	<p>Submission 18: Individual</p>	<p>Social Housing is the responsibility of the NSW Government. Where properties are privately owned, the City has no power to require they are made available for emergency housing</p>	
<p><b>Action 2: Invest in services that reduce the risk of people becoming homeless and break the cycle of homelessness</b></p>			
<p><b><i>Specialist Homelessness Services</i></b></p>			
<ul style="list-style-type: none"> <li>Advocate for additional funding to specialist services eg Haymarket Foundation</li> <li>Insufficient resources devoted to prevention for people at risk of homelessness</li> </ul>	<p>Submission 1: Bobby Goldsmith Foundation</p>	<p>Agreed in principle.</p> <p>The City acknowledges the funding of specialist homelessness services is primarily the responsibility of the NSW Government, as outlined in section 3 of the plan.</p> <p>However we have taken the decision to contribute funding to support the operation of key Specialist Homelessness Services operating in our area, in conjunction with the Department of Communities and Justice, because homelessness remains one of the City's ongoing priorities,</p>	<p>No</p>
<ul style="list-style-type: none"> <li>Increase funding for Aboriginal Community Controlled Services and increase the number of services that are Aboriginal Community Controlled</li> </ul>	<p>Submission 24: Homelessness NSW</p>	<p>Agreed in principle.</p> <p>The City acknowledges the funding of specialist homelessness services is primarily the responsibility of the NSW Government, as outlined in section 3 of the plan.</p> <p>However we have taken the decision to contribute funding to support the operation of key Specialist Homelessness Services operating in our area, in conjunction with the Department of Communities and Justice, because homelessness remains one of the City's ongoing priorities,</p>	<p>No</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>The Plan states that Council 'will invest in services that reduce the risk of people becoming homeless and breaking the cycle of homelessness'.</p> <p>Clarity would be beneficial in relation to this point, State government have overall responsibility for service provision for specialist homelessness services. Therefore, the role and responsibility of City of Sydney needs to be made clear and distinctions made between levels of government and their roles.</p>	<p>Submission 17: Link Housing</p>	<p>even though it is the responsibility of state and commonwealth governments.</p> <p>The City has contributed \$7.1 million between January 2015 and June 2020 to funding of specialist homelessness services in our area .We remain committed to contributing funding to services operating in our area, with an additional forward commitment of \$1.2 million per annum to July 2021.</p> <p>In 2020/21 the City is funding:</p> <ul style="list-style-type: none"> <li>– \$700,000 for assertive outreach and case coordination and post crisis support services, delivered by Neami Way2Home;</li> <li>– \$300,000 for prevention and support to young people at risk of homelessness, delivered by Launchpad; and</li> <li>– \$200,000 for culturally specific outreach services for Aboriginal and Torres Strait Islander people, delivered by Innari and Aboriginal Corporation for Homelessness and Rehabilitation Community Services.</li> </ul>	
<p><b><i>Prevention and early intervention amongst groups at higher risk of homelessness</i></b></p>			
<p>Suggest approaching the issue of homelessness by addressing the other causes of homelessness. Yes people need a place to sleep - but if someone is fleeing domestic violence/ has mental health concerns/has substance abuse problems, which ultimately caused the homelessness, the issue can and will be relived and therefore re-traumatized. Therefore I would strongly encourage utilising a holistic approach whereby you have a complete understanding of why</p>	<p>Submission 8: Individual</p>	<p>Agreed in principle.</p> <p>Prevention and early intervention of homelessness in the primary responsibility of the NSW Government.</p> <p>The City supports Homelessness NSWs recommendations noted here, and continues to advocate for similar responses by the NSW Government.</p>	<p>Yes</p> <p>Page 15: Connections week 2019 includes</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
someone is sleeping rough - and how can you ensure they don't get back to that point again.		The City, as a signatory to the End Street Sleeping Collaboration, will contribute and support the work of relevant NSW Government agencies on such initiatives, where we have the capacity and expertise to make a valuable contribution. As part of the End Street Sleeping Collaboration that the City is a signatory to, the City has contributed to the Connections Week 2019 Survey.	information about by name list
People most vulnerable to homelessness - It would be interesting to include any policy responses to these populations at higher risk of homelessness. And perhaps link these groups to the City of Sydney Action Plan.	Submission 4: Anonymous individual		
<p>Explicitly include prevention and early intervention as an ongoing commitment in the section detailing the action plan. Prevention and early intervention should be supported with concrete activities, such as:</p> <ul style="list-style-type: none"> <li>- Committing to the development of and advocacy to NSW government agencies of a 'no exits into homelessness' policy;</li> <li>- Increased funding for services that support young people at risk of homelessness;</li> <li>- Continue to advocate for effective services and systems that correspond with the key drivers and pathways into homelessness;</li> <li>- Identification of community development activities, current and future, that will contribute to prevention and early intervention of homelessness; and</li> <li>- Identification of domestic and family violence plans, initiatives and activities that will contribute to reducing homelessness.</li> </ul>	Submission 24: Homelessness NSW	<p>The objective is to eliminate the anonymity of homeless people and create a measurable census to target housing and other support services for particularly vulnerable members of our community.</p> <p>Through the surveys conducted throughout Connections Week a list has been created. This is called a By Name List, which is the first step on our path to provide the evidence we need to inform policy innovation and create systems change to prevent people ever having to sleep on the street.</p> <p>The action plan has been updated to include more detail on the by-name list.</p> <p>In addition to monitoring many at risks groups, the City continues to monitors emerging issues that lead to homelessness to tailor our own responses, and advocate to other levels of government to address emerging needs.</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
<b><i>Children and Young People</i></b>			
<p>Include specific activities to address young people at risk of and experiencing homelessness</p> <p>Ensure the Homelessness Action Plan is informed by and has concrete activities to address the interface between child protection and homelessness.</p>	Submission 24: Homelessness NSW	<p>Noted.</p> <p>The City acknowledges that an emphasis on youth homelessness is important, and recognises that at least 21% of people surveyed during connections week 2019 have a history of child protection involvement.</p>	No
<p>The report has very limited emphasis on youth homelessness. We believe the action plan is an opportunity to implement new programs and schemes driven by service providers with expertise in youth homelessness. This could be in the form of expanded grants programs, forums for inter-agency and community service partnerships and facilitating networking opportunities.</p> <p>Sydney is among the most expensive cities in the world and the current welfare regime provides limited support to break the cycle of intergenerational dependency on welfare. As a result, homelessness among young people in the City of Sydney will continue to rise unless council can implement innovations to counter these factors.</p> <p>The report contains no direct action or tangible strategies to reduce rates of homelessness, among young people or any demographic. Including direct input from young people who are homeless will deliver a more comprehensive account and accurate picture of homelessness in the City of Sydney.</p>	Submission 23: Youth Off The Streets	<p>That is why the City has contributed \$300,000 per annum since 2015 to the Inner City Sydney Homelessness Prevention and Support Service for Young People, through Department of Communities and Justice.</p> <p>The service is delivered by Launchpad Youth Community in partnership with the Ted Noffs Foundation and Weave Youth &amp; Community Services.</p> <p>The service works to prevent homelessness and provides assertive outreach, intensive case management coordination, flexible funds and housing support.</p> <p>Between June 2015 and April 2020, the service has prevented 1605 young people from becoming homeless. It has also helped another 688 young people to find safe and sustainable accommodation.</p> <p>The City coordinates a homelessness services interagency and a youth services interagency. We are also aware of other interagency groups in the homelessness. We will explore with member organisations and other services whether there is interest for a specific forum to develop inter-agency and community service partnerships working on youth homelessness.</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
		<p>In terms of preventative measures, the City will work with the End Street Sleeping collaboration using the By Name List created as a result of the Connections Week 2019 survey. These in-depth surveys look at the circumstances of people sleeping rough in the inner City and provides an overview of the housing and support needs of survey respondents as well as information on their health, contact with the Justice system and experience of trauma. This will enable the collaboration to examine the circumstances which is the first step on our path to provide the evidence we need to inform policy innovation and create systems change to prevent people ever having to sleep on the street. It is expected that a key feature of this work will be looking at exits from institutions such as Out of Home Care and pathways into homelessness, and identifying appropriate interventions and preventative measures.</p> <p>Youth off the Streets may like to consider applying for funding from the Department of Communities and Justice at such time as they commence a new commissioning process for specialist homelessness services.</p> <p>For innovative pilot projects, Youth off Streets can apply for Community Services Grants with the City of Sydney.</p>	
<b><i>Aboriginal and Torres Strait Islander people</i></b>			
None of the action points specifically mention Aboriginal community or organisations. Given the disproportionate representation of Aboriginal people, the fact that First Australians are acknowledged at the beginning of the document there should be specific strategies to address this glaring inequality and move beyond tokenism.	Submission 19: Newtown Neighbourhood Centre	<p>Agreed in part</p> <p>In response to feedback, we have also included an additional action 5.4 "Work with Aboriginal homelessness organisations to implement training and other initiatives to ensure City delivered and City funded homelessness outreach services are culturally aware and meet the needs</p>	<p>Yes</p> <p>New actions 2.2</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
<ul style="list-style-type: none"> <li>– Commit to specific activities to end homelessness for Aboriginal peoples in the Homelessness Action Plan.</li> <li>– Consider the application of the Council’s own Reconciliation Action Plan against the Homelessness Action Plan. This could include placing measures in the Homelessness Action Plan regarding the cultural awareness training / intelligence training in order to increase the cultural safety of Aboriginal peoples experiencing homelessness in the Local Government Area.</li> </ul>	<p>Submission 24: Homelessness NSW</p>	<p>of Aboriginal and Torres Strait Islander people and communities”. As part of this the City will require all of our homelessness unit to complete Aboriginal and Torres Strait Islander Cultural Awareness Training as a requirement of the roles, and explore other opportunities to work with aboriginal homelessness’ services.</p> <p>The City is currently in the process of reviewing our Reconciliation Action Plan, and will align that plan to the homelessness action plan.</p> <p>The City’s’ support for Specialist Homelessness Services (Action 2) includes \$200,000 per annum for culturally specific outreach services for Aboriginal and Torres Strait Islander people, delivered by Innari and Aboriginal Corporation for Homelessness and Rehabilitation Community Services.</p> <p>We recognise that there are numerous groups at higher risk of homelessness, including Aboriginal and Torres Strait Islander people. To respond to changing and emerging needs, we review our funding of specialist homelessness services with the Department Of Communities and Justice periodically, to ensure the services funded are able to respond to local issues, and will consider the effectiveness of these services in redressing Aboriginal homelessness.</p> <p>In light of that we have added the following action 2.2 “Review outcomes of funded services and funding arrangements periodically to ensure they continue to meet the needs of vulnerable and at risk groups”</p>	<p>and 5.4 added</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
<b><i>People with Disability</i></b>			
<p>I would like to see more focus on secure, affordable, disability accessible housing. Please make specific plans to address and prevent homelessness among people with disability. I can't see anything in your current plan that talks specifically about housing suitable for people with physical disabilities and if you don't plan for it, it won't happen.</p>	<p>Submission 7: Individual</p>	<p>Agreed in principle.</p> <p>The City notes that people with disability are at greater risk of homelessness than the general population.</p> <p>There are higher rates of disability amongst people experiencing homelessness. The Connections Week 2019 Survey revealed that of the people 363 sleeping rough in the inner city, 27 per cent reported having a brain injury, 22 per cent had a learning or intellectual disability and 75 per cent reported a mental health diagnosis. The action plan has been updated at <b>People most vulnerable to homelessness</b> to reflect this.</p> <p>The City's role in providing affordable, accessible and adaptable housing that meets the needs of people with disability, is outlined in <i>Housing for All: City of Sydney Local Housing Strategy</i>, adopted by Council in February 2020.</p> <p>In light of the high proportion of people sleeping rough with acquired brain injury and learning disabilities, the City recognises that in addition to affordable, accessible and adaptable housing, there is a need for more supported accommodation that meets the needs of people with complex needs. This is in part why the City has added a further 10 million dollars to Supported Accommodation, Affordable and Diverse Housing Fund. See below for more information.</p>	<p>Yes</p> <p>Page 16 at People most vulnerable to homelessness</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
<b><i>Domestic and Family Violence</i></b>			
Give priority to the interface between Domestic and Family Violence and homelessness, as well as the gendered nature of homelessness, in the Action Plan.	Submission 24: Homelessness NSW	<p>Agreed in principle.</p> <p>The City notes that Domestic and Family Violence is the leading cause of homelessness in NSW. The action plan has been updated at <b>People most vulnerable to homelessness</b> to reflect this.</p>	Yes
Any section dealing with prevention of homelessness should focus primarily on families growing up closely together; as you know it is almost universal that homeless people have had a terrible childhood. To help our society understand homelessness better we must first raise awareness. I doubt that many families discuss the issue of homelessness at home. If we could change that dynamic in Sydney we would go a long way towards a better future.	Submission 25: Mission Australia Centre	<p>The NSW Government is also responsible for providing social housing and crisis accommodation for victims of domestic and family violence and leading the response to domestic and family violence in our area.</p> <p>The NSW Domestic and Family Violence Blueprint for Reform 2016-2021 includes commitments to investing in social housing to provide victims of domestic and family violence with accommodation options when leaving a violent relationship, and assessing the feasibility of providing accommodation for perpetrators, to reduce immediate reoffending can contribute to increasing safe and appropriate accommodation and reducing homelessness.</p> <p>The City of Sydney's Community Safety Action Plan 2019-2024 sets out our contribution to making Sydney a safe and resilient place to live, visit, work and study. This includes the commitment to reducing domestic and family violence and Sexual Assault.</p> <p>The City works in partnership with the state government, nongovernment agencies and peak bodies to contribute to reducing domestic and family violence. Ensuring Sydney is safe for our residents, workers and visitors is a key priority for the City. Police are responsible for responding to crime and safety issues, and we work in partnership with them and</p>	Page 16 at People most vulnerable to homelessness

Subject	Stakeholder	City of Sydney Response	Action plan amended
		<p>others to improve safety in our community. Examples of initiatives to contribute to increasing Women’s safety include:</p> <ul style="list-style-type: none"> <li>– Contributing to the development of the Greater Sydney Safety Charter with a focus on Women’s safety</li> <li>– Domestic and family Violence bystander awareness training delivered in social housing communities</li> <li>– Funding Women and Girl’s Emergency Centre to deliver a primary prevention and community awareness program called “Change the Story Redfern”.</li> <li>– The City is coordinating quarterly Domestic and Family Violence Forums with NSW Police Force, Domestic Violence NSW, Women’s Safety NSW, and other services to strengthen collaboration across the sector that will improve the response for our residents, visitors and businesses.</li> <li>– Promotion of support services for Domestic and Family Violence through our website, call centre, face to face community presentations and print materials shared with our residents and businesses.</li> </ul> <p>In addition to our ongoing work we recognise through the COVID-19 health crisis increasing numbers of people will be at risk of Domestic Violence. We are partnering with Women’s Safety NSW and NSW Police to get support information out to the community so people know where to get help if they need it.</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
<b>Refugees, asylum seekers, international students and others without access to income support</b>			
<p>On p16 (People most vulnerable to homelessness) include people seeking asylum or people on temporary visas e.g. overseas students. Include stats on people seeking asylum i.e. people on bridging visas, people on temporary visas and asylum-seeking women affected by Domestic Violence in City of Sydney</p> <p>Include federal government policies on people seeking asylum and the associated lack of income support for most people who are currently seeking asylum while they wait for their claim to be processed.</p>	Submission 16: Jesuit Refugee Services	<p>Agreed.</p> <p>The action plan has been updated at <b>People most vulnerable to homelessness</b> to reflect the particular vulnerabilities of people who aren't eligible for income and housing support.</p>	<p>Yes</p> <p>Page 16 at People most vulnerable to homelessness</p>
<b>Action 3: Affordable and social rental housing and supported accommodation</b>			
The extra units allowed in apartment developments as affordable housing usually seem to revert to market-price housing after 10 years. While better than nothing, this is not a perfect solution, especially if apartment construction slows	Submission 11: Individual	<p>Agreed.</p> <p>State and federal governments hold the levers for social and affordable housing, but since 2007, the City has taken every opportunity to tackle affordability.</p>	<p>Yes</p> <p>Page 26-28</p>
Opportunities to involve private sector companies in the design and construction of affordable and social housing should be explored. Policies connecting the profits from private development to investment in social and affordable housing should be implemented	Submission 15: Individual	<p>The City's role in addressing housing affordability is outlined in <i>Housing for All: City of Sydney Local Housing Strategy</i>, adopted by Council in February 2020.</p> <p>In our local area, we aim to have 7.5 per cent of all housing stock as social housing and 7.5 per cent as affordable rental housing.</p>	<p>An overview of the City's role in <b>facilitating and Investing in the supply</b></p>
The best way to help is to build share accommodation. Or buy houses to convert to male and female accommodation. Charge rent and give them an address. Then assist in securing permanent housing.	Submission 12: Individual	<p>The City has three available levers and more information about these has been included in the final action plan:</p>	<p><b>of social, affordable and supported housing</b></p>

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<p>Advocating higher levels of Government to provide social/affordable housing is a long-term objective and doesn't provide an effective solution to the immediate homelessness issues on the streets of Sydney</p>	<p>Submission 14: Anonymous individual</p>	<p><b>1. Affordable Rental Housing Contribution Schemes</b></p> <p>The City uses its planning powers to facilitate the delivery of affordable rental housing. Three affordable rental housing contribution schemes currently operate in the city, including at:</p>	
<p>The City of Sydney can support the community housing sector to deliver new supply in a number of ways:</p> <ul style="list-style-type: none"> <li>– Facilitate the development of social and affordable housing through investment</li> <li>– Leverage residential property assets for social impact</li> <li>– Expand Housing First models</li> </ul> <p>Research shows that access to permanent, long term housing is key in transitioning people out of homelessness under a Housing First approach. While the City of Sydney provides funding for outreach services working directly with those experiencing homelessness, there is no ongoing funding stream to deliver the permanent housing needed by those clients.</p> <p>Increase funding to Supportive Housing and Housing First initiatives and grow the knowledge and expertise of practitioners to deliver Housing First in the City of Sydney.</p>	<p>Submission 2: Bridge Housing</p>	<ul style="list-style-type: none"> <li>– Ultimo/Pymont, which requires that 0.8 percent of residential floor area and 1.1% of commercial floor area be provided as affordable rental housing.</li> <li>– Green Square, which requires that 3% of residential floor area and 1% of commercial floor area be provided as affordable rental housing</li> <li>– Southern Enterprise Area which requires that 3% of residential floor area and 1% of commercial floor area be provided as affordable rental housing.</li> </ul> <p>In 2018, Council approved a contribution scheme across the local government area that will affect land not already captured in the above schemes. This new scheme will facilitate over 1,000 additional affordable rental dwellings if approved by the NSW Government. It will require 3% of residential floor area and 1% of commercial floor area to be provided as affordable rental housing.</p>	
<p>Community Housing Providers are the preferred model of management for social, affordable and specialist disability housing in the State. The effective provision of suitable housing options for homeless clients is an integral solution to homelessness in the City.</p> <p>It would be worthwhile to consider strengthening the emphasis in (Strategic Priority 1) to specifically mention the affordable</p>	<p>Submission 17: Link Housing</p>	<p><b>2. Preferential Zoning</b></p> <p>The City also introduced preferential zoning for affordable rental housing on land zoned B7 – Business Park, where residential development is not otherwise permitted. This keeps land affordable for community housing providers and</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>housing policies implemented by City of Sydney and the key role it plays in increasing the supply of affordable housing. This could include the direct role it plays from a planning perspective in terms of enabling delivery, the role it plays with affordable housing Community Housing Providers to deliver and manage affordable housing through to the point mentioned in relation to advocacy and discussion with State and Federal government.</p>		<p>government who are seeking to purchase land in these areas to develop affordable rental housing.</p> <p>The City uses planning agreements for affordable rental housing outcomes when changes are being made to planning controls, for example in Harold Park when it was rezoned in 2009 and for Bay Street, Glebe in 2014.</p> <p><b>3. Direct Investment</b></p>	
<p>The City says that it will advocate for a sustainable supply of social and affordable rental housing and that this is an area of “concern”. However, while it is true that investment in affordable rental housing is focused on other levels of government, the not-for-profit and business sectors; the City does have a direct part to play through its implementation of the affordable housing levy and through the assessment of Development Applications, in many cases. While the estimated figures of affordable rentals by 2030 have been reported in the media, it would be good to articulate targets in the plan, allowing for more accurate benchmarking</p>	<p>Submission 22: Haymarket Foundation</p>	<p>The City’s Affordable and Diverse Housing Fund promotes the development of affordable and diverse rental housing in the city by community housing providers, not-for-profit providers, and for-profit organisations. It is part of the City’s commitment to overcome financial barriers to affordable and diverse housing development aligned with the directions of Sustainable Sydney 2030. This has included grants to non-government organisations, as well as granting or selling land below cost to community housing providers.</p> <p>To date, \$4.5 million in grants have been approved to support projects that provide housing for vulnerable groups and those with little capacity to enter the private housing market. The City established the fund in June 2015 with \$10.35 million allocated.</p>	
<p>Innovative projects that support the whole person, and not just their housing needs, will improve the person’s quality of life, quality of care and dignity as they age. This may include basic assistance with day-to-day activities, such as showering and cooking, but may also include long-term counselling and therapy for trauma-related issues and mental health support</p> <p>The action plan should consider providing housing solutions in locations which do not dislocate the residents from their previous connections</p>	<p>Submission 3: Hammond Care</p>	<p>In March 2020, Council resolved to add a further \$10 million dollars to the fund, and to refocus the fund to include the delivery of <b>supported accommodation</b>. The fund is now called the Supported Accommodation, Affordable and Diverse Housing Fund. This fund has contributed:</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>Hammond Care supports the overarching vision of the draft action plan. However, we recommend that in order to achieve this goal, the action plan should consider a combined age-specific and needs-based response to older people who are homeless or at risk of becoming homeless.</p>		<ul style="list-style-type: none"> <li>- \$1.5 million to HammondCare for the development of a subsidised residential aged care facility for people who are homeless or at risk of homelessness.</li> <li>- \$3 million to St George Community Housing to house and support young people at risk of homelessness. When completed, about 53 boarding houses rooms and 19 affordable rental dwellings will be made available for mostly young people at risk of homelessness.</li> </ul>	
<p>Ensure supportive housing is both a guiding principle to, and the key means through which activities are achieved, to any strategy, plan or initiative that addresses homelessness. This could be followed by concrete commitment to look at the City's planning role and how it can encourage development and implementation of supportive housing and Housing First initiatives</p>	<p>Submission 24: Homelessness NSW</p>	<ul style="list-style-type: none"> <li>- \$250,000 to The Salvation Army for crisis accommodation in Surry Hills.</li> <li>- \$1M to Wesley Mission for redevelopment of the Wesley Edward Eagar Centre, which provides crisis accommodation since the 1970s and is no longer fit for purpose.</li> </ul> <p>Other innovative projects the City has supported include:</p> <ul style="list-style-type: none"> <li>- \$100,000 Community Services Grant in 2017 to help Bridge Housing establish HomeGround Real Estate - Australia's first not-for-profit real estate agency that aims to increase the supply of affordable housing in Sydney.</li> <li>- Platform 70 launched in 2011 supported people who were sleeping rough to access private rental accommodation. It uses a 'scatter site' approach that focuses on meeting individual needs, providing access to known community support services and ongoing case management. In the first four years over 80% of the tenants retained their housing and continued to receive ongoing support and case management.</li> </ul>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
		<p>– Based on the New York Common Ground model, the Camperdown Project established in 2011 is a specially designed set of apartments with on-site support services for people experiencing chronic homelessness. The building has 100 self-contained units 60% are social housing and 40% are affordable. These and other new outreach programs contributed to a 34% reduction in the number of rough sleepers in the City of Sydney local area between February 2010 and August 2012. The City amended planning controls to allow the development.</p>	
<p>Long wait times (for public housing) even for people on high priority for medical reasons 6 months -3 years DCJ wait times from lodgement to assessment and outcome are too prolonged and needs more communication to applicant and their advocate during the process</p>	<p>Submission 1: Bobby Goldsmith Foundation</p>	<p>Noted. Wait times for social housing are managed by the NSW Department of Communities and Justice.</p>	<p>No</p>
<b><i>Emergency/crisis accommodation</i></b>			
<p>I would propose that the issues of emergency/crisis accommodation provision and enhancement of temporary accommodation be considered as an additional strategic priority.</p> <p>One particular area that does not appear to be addressed in the strategic priorities is the need for emergency/crisis accommodation (currently this type of accommodation is extremely limited) and the need for enhancement of temporary accommodation currently provided in the inner city. Addressing these issues is fundamental in the short-term, until Strategic priority 1 can be achieved, and is also likely to impact on Strategic priority 2.</p>	<p>Submission 4: Anonymous individual</p>	<p>Noted.</p> <p>The City does not directly operate any crisis or temporary accommodation services for people experiencing homelessness. Those service are funded by the Department of Communities and Justice.</p> <p>However, we do recognise the complex health profiles of people experiencing homelessness. That is why as part of Homelessness Assertive Response Team we coordinate with the Department of Communities and Justice, and health services from NSW Health and St Vincent's Homeless Health.</p>	<p>No</p>
<b><i>Temporary /mobile housing solutions</i></b>			

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>I think if there are very compact house pods, having a sleeping couch/bed and a washing facility like a train or cruise cabin which is used for an overnight or longer travel. Those cabins are very compact and flexible to add on, relatively low cost to furbish, but would provide secure sleep if they are made for 6 ~ 12 months. It could be stationed at near not-utilised public areas and safe guarded by people who have experienced or are experiencing with relevant support.</p>	<p>Submission 6: Individual</p>	<p>Noted.</p> <p>There are numerous initiatives that involve innovative solutions to make rough sleeping more comfortable and dignified for people.</p> <p>However the City believes that all energy and resources should be invested in a housing first approach to responding to homelessness. A key feature of the approach is that there are 'no strings attached': clients do not have to participate in drug or alcohol rehabilitation programs or mental health treatment as a condition for receiving housing.</p>	<p>No</p>
<p>The Property Industry Foundation believes there is scope for the use of more innovative housing types which in certain circumstances may better suit shorter term land tenure situations eg relocatable housing.</p>	<p>Submission 21: Property Industry Foundation</p>	<p>Street to Home is a model that follows the Housing First approach. Programs under this model generally use an assertive outreach approach to engage the most vulnerable rough sleepers, with a view to providing long-term, stable housing.</p>	
<p><b>Action 4: Maintain a robust evidence base on the extent and nature of homelessness in the inner-city.</b></p>			
<p>Need more accurate and current data on 'invisible homelessness' eg couch surfing/overcrowded/unsafe dwellings.</p>	<p>Submission 1: Bobby Goldsmith Foundation</p>	<p>Agreed in principle.</p> <p>The action plan uses has used the most current data available at the time of publishing, from a range of sources including our own bi-annual; street count, census data from 2016, data from the institute of health and welfare and data from in-depth surveys of people sleeping rough in the inner city.</p>	<p>Yes</p> <p>Page 15 City of Sydney Street Count/Connections Week 2019</p>
<p>There is no mention of the hidden homeless, especially people living in boarding houses and rent a room sector that operates without oversight.</p>	<p>Submission 19: Newtown Neighbourhood centre</p>	<p>The action plan has now been updated to reflect the results of the February 2020 Street Count and the Connections Week 2019 Survey data, as well as more up to date figures on outcomes from services that are funded by the city.</p>	<p>Pages 19-20 City of Sydney Homelessness Snapshot</p>
<p>In regards to activities under action 4: <i>Maintain a robust evidence base on the extent and nature of homelessness in the inner-city, to inform policy responses, with whom will you</i></p>	<p>Submission 4: Individual</p>		

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>share data and information to improve understanding and responses to homelessness?</p>		<p>The City coordinates the biannual Street Count. Street counts aim to collect accurate and up-to-date information about the number of people sleeping rough in the local area. People occupying beds in temporary shelters and homelessness hostels are also counted.</p>	
<p>This should include and be informed by current data and research regarding couch surfing, overcrowding, boarding houses, insecure tenures, exits from government institutions amongst others.</p> <p>The data used by the action plan is 5 years old, and without using more up to date data and research, it's likely that the action plan will miss the mark, such as responding to the shifts that have occurred in recent years such as reporting of, and service delivery for, domestic and family violence survivors.</p>	<p>Submission 24: Homelessness NSW</p>	<p>People living in boarding houses, staying with friends or living in other forms of non-secure housing are difficult to count and are not included in this particular initiative.</p> <p>The City agrees that more can be done to better understand hidden forms of homelessness, and continues to advocate to the Australian and NSW Governments to invest in more research to better understand the prevalence of hidden homelessness at a local level.</p>	
<p>Under Understanding homelessness: need to explore problem of secondary homelessness and overcrowding &amp; the impacts of Domestic and Family Violence on homelessness in City of Sydney.</p>	<p>Submission 16: Jesuit Refugee Service</p>	<p>Street Count Data is published at <a href="https://www.cityofsydney.nsw.gov.au/community/community-support/homelessness/street-count">https://www.cityofsydney.nsw.gov.au/community/community-support/homelessness/street-count</a>, and is used by a range of partners including the act to end street sleeping collaborations and the Department of Communities and Justice to assess impact of various initiatives.</p>	
<p>Hammond Care agrees with the action plan's focus on the need to collect the evidence base on the extent and nature of homelessness. Data of this kind is vital to inform the development of differentiated models of services and housing that can meet the needs of this specific population (older people).</p> <p>Any future projects would be guided by not only the needs of older people who are homeless or at risk of becoming homeless, but where this need is greatest.</p>	<p>Submission 3: Hammond Care</p>	<p>The NSW Government has committed to expanding Street Counts. The first trial street counts will take place in Newcastle, Tweed Heads and Western NSW in coming months with a statewide count planned for 2020.</p> <p>Further, the City has coordinated the collection of in depth surveys that look at the circumstances of people sleeping rough in the inner City and provides an overview of the housing and support needs of survey respondents as well as</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
		<p>information on their health, contact with the Justice system and experience of trauma.</p> <p>The surveys provides information on the overall population, young people, women, people over 55, Aboriginal and Torres Strait Islander peoples and veterans.</p> <p>The 2015 Registry week survey was conducted with Homelessness NSW in 2015, and the 2019 survey was conducted with the End Street Sleeping Collaboration.</p> <p>The 2015 results are available at:  <a href="https://www.homelessnessnsw.org.au/resources/inner-city-registry-week-2015">https://www.homelessnessnsw.org.au/resources/inner-city-registry-week-2015</a></p> <p>The 2019 results are available at:  <a href="https://www.acttoendstreetsleeping.org/connections-week-2019">https://www.acttoendstreetsleeping.org/connections-week-2019</a></p> <p>The objective of the Connections Week 2019 survey is to create a measurable census to target housing and other support services for particularly vulnerable members of our community.</p> <p>Through the surveys conducted throughout Connections Week a By Name List has been created. This list allows improved coordination of services for individuals as well as identifying strategies that could be implemented to prevent homelessness. This is the first step to provide the evidence needed to inform policy innovation and create systems change to prevent people ever having to sleep on the street.</p>	
<p>Specialist Homelessness Services when consulted by Homelessness NSW have advised that a key barrier to effective service delivery to people at risk of or experiencing homelessness was the lack of a coordinated and</p>	<p>Submission 24: Homelessness NSW</p>	<p>Agreed in principle.</p> <p>The City agrees that a more coordinated response is needed to respond to and prevent homelessness. That is why the</p>	<p>No</p>

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>comprehensive commitment by the broader service system in preventing and addressing homelessness.</p> <p>In order to provide a tailored and effective locally based response that is unique to the needs and contexts of people experiencing homelessness in the City of Sydney, we would recommend that the plan is informed by a view of what is existing and what gaps need to be met. This could be done through overlaying the maps of existing systems, such as housing provision, service provision, specialist support provision and others.</p> <p>As needs and gaps can change and shift, ideally this could include a projection of growth. It should cover broader issues and systems other than homelessness services and extend to those that impact on homelessness including availability of affordable housing, employment and demand for specialist services such as mental health, drug and alcohol, domestic and family violence services and youth services.</p> <p>Homelessness NSW recommends the City:</p> <ul style="list-style-type: none"> <li>– Undertake a services and system analysis to inform a coordinated, and locally unique, homelessness action plan.</li> <li>– Initiate a research partnership for a longitudinal study to understand the impact that post housing support makes in sustaining tenancies in the longer term for the City of Sydney LGA and develop a model of service for delivery</li> </ul>		<p>plan includes such a focus on collaborative initiatives such as the End Street Sleeping Collaboration.</p> <p>We also agree that a comprehensive understanding of the service system is required to understand what gaps exist and to help inform funding priorities.</p> <p>However we also recognise that such analysis would require participation of the broader service system, and any successful analysis would require the support of the Department of Communities And Justice as the lead agency responsible for homelessness, domestic and family violence and the targeted earlier intervention program.</p> <p>We will discuss this with key sector partners including NSW Department of Communities and Justice and the End Street Sleeping Collaboration.</p>	

**Strategic priority 2: Supporting people sleeping rough and managing the public domain**

Subject	Stakeholder	City of Sydney Response	Action plan amended
<b>Action 5: Connect people with services and support to exit homelessness</b>			
<p>An initiative in Sweden that is helping the homeless find a nearest homeless shelter. These street advertisement signs also act as a guide for the homeless to find a safe place to sleep. Please find the link to the article below:  <a href="https://www.springwise.com/digital-billboard-helps-the-homeless-find-shelter/">https://www.springwise.com/digital-billboard-helps-the-homeless-find-shelter/</a> I suggest if possible the City of Sydney, together with the NSW government, maybe look into trialling this technology.</p>	<p>Submission 9: Individual</p>	<p>Noted.</p> <p>The City takes a face to face approach to working with people sleeping rough in order to connect them with services, recognising many people sleeping rough have complex needs and may require supports other than emergency accommodation.</p>	<p>No</p>
<p>Share the expertise and experience gained by the City of Sydney's PSLO program with other LGAs</p> <p>Ensure Public Space Liaison Officers reflect the diversity of the community experiencing homelessness, and Include Aboriginal Identified positions in the Public Space Liaison Officers (PSLOs).</p> <p>Benchmark whether clients approached by a City of Sydney worker - who are homeless and identify as Aboriginal and Torres Strait Islander - feel culturally safe and understood</p> <p>Put in place activities that will achieve better management of culturally safe places, for example, the establishment of a program that provides culturally safe places for Aboriginal peoples experiencing or at risk of homeless to go to and ensure management are culturally competent.</p>	<p>Submission 24: Homelessness NSW</p>	<p>Agreed in principle.</p> <p>The City shares expertise and experience with other councils and state government agencies on a regular basis.</p> <p>The City will explore opportunities to create Public Space Liaison Officer positions identified for Aboriginal and Torres Strait Islander People when a vacancy in the team next becomes available.</p> <p>In regards to the establishment of culturally safe places for Aboriginal peoples experiencing or at risk of homeless to go to, we will consider grant funding to Aboriginal led organisations who are best placed to implement such programs, and will discuss this with relevant organisations.</p>	
<b>Action 6 :Work with our partners to reduce the impacts of homelessness on amenity in the public domain</b>			

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p>More detail for the <b>management and sharing</b> of public spaces is required, including proposals for how multi-purpose spaces that are welcoming and attractive to visitors, workers and the housed population in Sydney while offering safe shelter for those who are forced to sleep on the streets can be developed</p>	<p>Submission 15: Individual–</p>	<p>Noted.</p> <p>The City follows the guidelines of the NSW Protocol for Homeless People in Public Places acknowledging that, like all other members of the public, people experiencing homelessness have a right to be in public places at the same time respecting the right of local communities to live in a safe and peaceful environment.</p> <p>The Public Space Liaison Officers (PSLOs) engage people who are sleeping rough in the city, and connect them to services and support. PSLOs also engage with local residents and businesses to increase understanding of homelessness and resolve issues in public spaces as they arise. We seek to take a compassionate approach to responding to homelessness in Sydney.</p>	<p>No</p>
<p>Woolloomooloo residents have brought up many issues that have affected them over the years and nothing is done.</p> <p>Not once has the safety of the residents safety been a priority. Woolloomooloo is not a drop in centre for homeless or rough sleepers, other residential areas would not tolerate what we have, do not take our generosity as being an excuse to ignore the issues Woolloomooloo deal with on a daily basis.</p> <p>Ice has seriously caused major issues, I'm sick of being told by Public space liason officers to be careful of the ice addicts really thats it. Like any other suburb we have the right to live in a safe clean community my patience is wearing thin with Woolloomooloo being neglected. Unfortunately I have nothing positive to say.</p>	<p>Submission 10: Woolloomooloo resident</p>	<p>Noted.</p> <p>The City is aware of at least fourteen mobile voluntary services operating in the Woolloomooloo area, with most operating on Tom Uren Place.</p> <p>Tom Uren Place is owned and managed by NSW Rail Corporation, except for Junction Lane which runs along the back of Tom Uren Place, which is the responsibility of the City. While a part of Tom Uren Place was previously leased by NSW Rail Corporation to NSW Land and Housing Corporation, that arrangement is no longer in place.</p> <p>As the City is not the landowner we are unable to require mobile voluntary services to obtain event permits, or to take compliance action in relation to activities, except where</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
<p><u>Jurisdiction is blurred</u> – Tom Uren Place is owned by Sydney Trains who lease part of Tom Uren place to the City of Sydney and the other part to Land and Housing. If there are issues all 3 say “not my jurisdiction” and point the finger at the other.</p>	<p>Submission 11 – Woolloomooloo resident</p>	<p>there is excess noise. NSW Rail Corporation have advised the City they do not intend to require mobile voluntary services to apply for permit to operate on Tom Uren Place.</p> <p>Despite this, the City’s Cleansing and Waste team take an active role in cleaning the area. In addition, the City’s Homelessness Unit coordinates regular clean ups, with Public Space Liaison Officers attending Tom Uren Place daily (across seven days) at 8.30am to work in conjunction with the City’s Cleansing and Waste team.</p>	
<p>Concerns for safety of staff as a result of defecating and urinating in public places and drug use and dealing (ice) and alcohol consumption.</p>	<p>Submission 20: Woolloomooloo business –</p>	<p>The City takes a harm minimisation approach to reducing the social, economic and health problems that can be associated with the consumption of alcohol and use of other drugs. This includes providing information to help link people to local drug and alcohol services, and supporting targeted harm minimisation initiatives. The City also manages a network of around 140 community sharps disposal bins to help prevent needle stick injury in public places.</p> <p>The City works in partnership with local services such as Kirketon Road Centre and Kings Cross Police to identify areas of concern within Woolloomooloo and collaborate on initiatives to minimise the harm alcohol and drug use causes to the community and to the user.</p> <p>The City works in partnership with NSW Health’s needle clean-up hotline to manage the removal of discarded sharps in the public domain. This includes daily sweeps of known hotspots for injecting drug use.</p>	

Subject	Stakeholder	City of Sydney Response	Action plan amended
		<p>The City conducts regular safety audits to identify and reduce crime and safety risks in local neighbourhoods. This involves a collaborative approach, using CPTED principles to identify possible safety concerns and to make recommendations to appropriate agencies around areas such as maintenance issues and lighting.</p>	
<b><i>Specialised facilities in public spaces</i></b>			
<p>Shower facilities and 24-hour public toilets for rough sleepers do not seem to appear in the Plan. They would not be cheap, and would require ongoing supervision, but would improve the lives of street-people considerably.</p>	<p>Submission 11 Individual</p>	<p>Noted.</p> <p>There are numerous initiatives that involve innovative solutions to make rough sleeping more comfortable and dignified for people.</p>	<p>No</p>
<p>Build showers adjacent to some toilet blocks</p>	<p>Submission 12: Individual</p>	<p>However the City believes that all energy and resources should be invested in a housing first approach to responding to homelessness. A key feature of the approach is that there are 'no strings attached': clients do not have to participate in drug or alcohol rehabilitation programs or mental health treatment as a condition for receiving housing.</p> <p>Street to Home is a model that follows the Housing First approach. Programs under this model generally use an assertive outreach approach to engage the most vulnerable rough sleepers, with a view to providing long-term, stable housing.</p>	

**Strategic priority 3: Work smarter together to have a greater impact**

Subject	Stakeholder	City of Sydney Response	Action Plan amended
<b>Action 8: Work with other levels of Government and NGOs to improve systems to reduce homelessness</b>			
<p>Recommend better liaison and coordination with the City's Local Health District executives.</p>	<p>Submission 25: Prof. Mark Brown – Mission Australia Centre</p>	<p>Agreed in principle.</p> <p>The City often collaborates with other councils and services that also operate in areas outside the City, including through our Homelessness Interagency meetings. We are committed to sharing knowledge and expertise with other organisations.</p> <p>The City regularly collaborates with South East Sydney Local Health District and St Vincent's Homelessness Health in the delivery of the outreach services such the Homelessness Assertive Response Team (HART), the Homelessness Outreach Support Team (HOST), our emergency response protocol during extreme weather emergency responses.</p>	<p>Yes</p> <p>Page 30 – Inter-sectoral Homelessness Health Strategy 2020-2025</p>
<p>We fully support the action plan's desire for increased inter-governmental support. Older people who are homeless or at risk of becoming homeless still fall through the gaps of the system, and there is an unclear pathway of funding from either state or federal government. We suggest a stronger integrated approach to funding on multiple fronts.</p> <p>Strategic Priority 3's proposition to "coordinate quarterly inter-agency workshops" (City of Sydney 2019, p. 38) is also essential in facilitating the sharing of information and collaborative networking opportunities that will help build long-term solutions.</p>	<p>Submission 3: Hammond Care</p>	<p>The City has also recently collaborated on the development of the Intersectoral Homelessness Health Strategy 2020-2025, a joint initiative of South Eastern Sydney Local Health, Sydney Local Health District, St Vincent's Health Network, Central and Eastern Sydney Primary Health Network, Department of Communities and Justice - Sydney, South Eastern Sydney and Northern Sydney District and City of Sydney.</p> <p>Using a collective impact framework, the strategy identifies our shared strategic priorities for improving health outcomes among people experiencing homelessness. They include:</p> <ul style="list-style-type: none"> <li>– Improving access to the right care at the right time</li> </ul>	

Subject	Stakeholder	City of Sydney Response	Action Plan amended
		<ul style="list-style-type: none"> <li>– Strengthening prevention and public health</li> <li>– Increasing access to primary care</li> <li>– Building workforce capacity</li> <li>– Establishing collaborative governance and shared planning</li> </ul> <p>The City will continue to support the initiatives of this joint initiative, and the collaborative impact model has already laid the foundation for effective coordination of health services for people experiencing homelessness during the COVID-19 pandemic.</p> <p>The City acknowledges that Residential Aged Care is the responsibility of the Commonwealth and Specialist Homelessness Services are the responsibility of the NSW government. We will explore with our collaborative partners ways to identify gaps in the service system, including gaps between federal and state governments in the responsibility for funding of supported accommodations model's for older people experiencing homelessness. We are also open to discussing grant opportunities with homelessness, aged care sector peaks and groups representing older people to support advocacy for stronger integrated pathways in this area.</p>	
<b>Action 11: Increase community understanding of, participation in and support for initiatives that respond to homelessness</b>			
How will the City go about the following activities identified in your plan and how will you make sure people are aware of these initiatives?	Submission 4: Individual	<p>Agreed in principle.</p> <p>The City maintains a few different volunteer and good directories on our website.</p>	No

Subject	Stakeholder	City of Sydney Response	Action Plan amended
<ul style="list-style-type: none"> <li>- Continue to promote volunteer opportunities and link people to initiatives that support people who are homeless in the city?</li> <li>- Maintain a public directory of services that accept donations and provide volunteer services -</li> </ul>		As part of this action plan we will explore ways to explicitly promote these initiatives to the broader community including through City News stories, and other collaborations.	
<b><i>Identify opportunities to introduce models that can harness corporate and philanthropic funds to prevent and reduce homelessness</i></b>			
How will you identify opportunities to introduce models that can harness corporate and philanthropic funds to prevent and reduce homelessness including through increased housing and support?	Submission 4: Individual	The City will through its partnership with the End Street Sleeping Collaboration to identify these opportunities to prevent and reduce homelessness including through increased housing and support.	
<p>The City of Sydney provided seed funding to Bridge Housing in 2017 to establish a not-for-profit real estate agency, HomeGround Real Estate Sydney. HomeGround is a social enterprise offering professional property management services, with any operating surplus reinvested into the delivery of social and affordable housing through Bridge Housing</p> <p>The City of Sydney can support the expansion of the not-for-profit real estate model as a funding stream for community housing providers through promotion. Many property investors live and/or work in the City of Sydney, so the provision of free or discounted advertising space is one strategy to support the model and build awareness in the community.</p>	Submission 2: Bridge Housing	<p>Noted.</p> <p>The City supports many initiative through grants and sponsorship, many of whom seek additional support from the City in marketing their service and program, by promoting via the City's channels. We will explore opportunities to promote positive outcomes of the HomeGround Real Estate initiative on the CityNews platform. However, the City is not resourced to develop and implement broader marketing strategies on behalf of grant recipients. Cash grants can include contributions towards marketing costs.</p>	
<b><i>Action 12: Work with mobile voluntary services and other stakeholders to ensure services are targeted, meet the needs of service users and use public space appropriately</i></b>			

Subject	Stakeholder	City of Sydney Response	Action Plan amended
<ul style="list-style-type: none"> <li>– Provide more information about the research you plan to conduct</li> <li>– Provide more information about the research you plan to undertake</li> <li>– Ensure the policy and guidelines are disseminated otherwise there is no point developing them</li> <li>– Provide training to and develop listings of other voluntary services that are not mobile</li> </ul>	Submission 4: Individual	<p>Agreed.</p> <p>A definition of Mobile Voluntary Services has now been included in the Action Plan (page 45) and more detail about the new policy and guidelines (page 31).</p> <p>In 2019, the City commissioned research into mobile voluntary services, to better understand the needs of people using these services, ways the City could improve them and to ensure they are being operated responsibly.</p> <p>The research is available to read at <a href="https://www.cityofsydney.nsw.gov.au/community/community-support/homelessness">https://www.cityofsydney.nsw.gov.au/community/community-support/homelessness</a></p> <p>The draft Mobile Voluntary Services Policy and Guidelines is the culmination of that research and feedback from local business and residents. The Policy and Guidelines were endorsed by Council in April 2020 to go on public exhibition. As part of that process the City will disseminate amongst services and publish on the City's Your say website.</p> <p>Once endorsed, the City will work with mobile voluntary services to provide training to help them meet their obligations as outlined in the policy and guidelines.</p> <p>These policy and guidelines are aimed at services that use public space, and therefore are not relevant to voluntary services that are not mobile in nature.</p>	Yes Page 31 and 45
The use of public space in Woolloomooloo particularly that of Tom Uren Place which is commandeered by Charity Mobile Providers has been an ongoing problem for years for local residents and businesses.	Submission 11: Woolloomooloo resident	<p>Agreed in principle.</p> <p>In March, Council considered the City's draft Mobile Voluntary Services Policy and Guidelines, to be placed on public exhibition for a minimum of 28 days to allow for</p>	No.

Subject	Stakeholder	City of Sydney Response	Action Plan amended
<p>Charity Mobile Providers who are unregistered; unmonitored; untrained in addiction, mental health, crowd control, or food health and safety, who require No permit, and who are even not from our community.</p> <p>The absence of appropriate management and subsequent impacts on local community provide a glaring insight into how public space should not be used without enforceable regulations.</p> <p>Key issues include, noise, illegal parking by mobile food services and rubbish and food waste left by mobile food vans, and lack of management of events held by these Charity Mobile Providers <u>occur nightly</u>, 7 days per week, 365 days of the year.</p> <ul style="list-style-type: none"> <li>– 20 to 30 volunteers, trestle tables, food, bbq's, marquees, vehicles, etc come into the area.</li> <li>– They involve large numbers of people congregating. Many of the people have mental health and addiction issues.</li> <li>– They encourage a party like atmosphere. Drinking alcohol and drug use often occurs but the volunteers are untrained in any capacity and seem oblivious or uncaring of ramifications.</li> <li>– Volunteers exacerbate already complex and complicated local issues they know nothing about.</li> <li>– Events are held by some 10 different groups per week</li> <li>– A lot of the Events are advertised on social media – they draw people into the area.</li> </ul>		<p>feedback. These documents were developed with our partners, guided by the research conducted in 2019, as well as ongoing feedback received from residents and businesses about the impacts of mobile voluntary services. The final Mobile Voluntary Services policy and Guidelines are subject of a separate council report for the June 2020 council meeting.</p> <p>The Mobile Voluntary Services Guidelines set out the City's expectations of mobile voluntary services operating in our local area. The guidelines outline key expectations of mobile voluntary services, to ensure they meet the following outcomes:</p> <ul style="list-style-type: none"> <li>– service delivery targeted to need;</li> <li>– linking service users to specialist support and ensuring safety;</li> <li>– safe and nutritious food, and;</li> <li>– responsible use of public places.</li> </ul> <p>Regarding Tom Uren Place, please see comments above in response to submission 10. As a result of the COVID-19 pandemic, the City and sector partners are now, and will continue to work to engage with and educate mobile voluntary services to improve the safety and quality of their service delivery and food, reduce undignified giving, unwanted food and donations, and congregation and overcrowding of services. This work includes place-based interventions in areas including Woolloomooloo.</p> <p>The City has recently been working with Kings Cross Police Area Command to help oversee service delivery in</p>	

Subject	Stakeholder	City of Sydney Response	Action Plan amended
<p><u>There is a perception</u> that Tom Uren Place public space is an extension of Hope St and Matthew Talbot facilities. Matthew Talbot turns people away if under the influence of alcohol or drugs, suffering from acute psychosis, or female – these people often end up on the streets of Woolloomooloo and sleeping in Tom Uren Place. Talbot has house rules banning those who behave in an anti-social manner.</p> <p>We must ring the Police if there are anti-social issues in public spaces – not a good result for anyone. Mobile Charity Food Providers exacerbate these issues by creating an uncontrolled party like atmosphere.</p> <p><u>City Rangers have inadequate powers/training</u> to handle issues. They state “not our jurisdiction”. Rangers Do not investigate or fine, even for serious breaches of EPA Appropriate Noise levels, ref 24/3/18 OBG 0317183</p> <p>Rangers Do not fine or investigate Providers who leave rubbish (too many OBG’s to mention), City Cleansing staff have given up taking photos because it’s all so repetitive and yet ignored.</p> <p>The City, fully aware of how the space is used, cleans the entire area every morning, 8 staff and 3 trucks come daily, adding to the perception that the Charity mobile providers have City permission to use the public space. Despite managing the area in this way, the City claims Tom Uren Place is not their jurisdiction and the use of it consequently remains lawless.</p> <p>City Public Space Liaison Officer’s only come in the morning despite the evenings being the busiest time – when rough</p>		<p>Tom Uren Place, including social distancing measures in queues.</p>	

Subject	Stakeholder	City of Sydney Response	Action Plan amended
<p>sleepers and others congregate for Charity Mobile providers.</p> <p>Public space without jurisdiction (such as Tom Uren Place) gives people a 'perceived' license to do whatever they want whenever they want.</p> <p>It is this issue of Jurisdiction of Tom Uren Place that must be addressed with the utmost urgency so the space and those who use it can be managed appropriately.</p> <p>Police should not have to deal with the ramifications of Events/Mobile Food Providers in public spaces unless the group holds a valid Permit. A permit would indicate engagement, communication and approval has been secured appropriately.</p> <p>Ringling Police because of anti-social behavior occurring at or after these Events, when Police have had no input into the holding of these Events, is a ridiculous waste of already limited Police resources.</p>			

## General

Subject	Stakeholder	City of Sydney Response	Action Plan Amended
<b>Monitoring and Evaluation</b>			
<p>This plan should include measurable outcomes that correspond with the intended lifespan of the plan, across the diverse range of homelessness that occurs within the City.</p> <p>Provide concrete actions and activities in the Homelessness Action Plan that demonstrate how the City of Sydney will implement the Act to End street sleeping.</p>	<p>Submission 24: Homelessness NSW</p>	<p>Noted.</p> <p>The majority of this action plan describes the City's operational activity, particularly in regards to managing public space and as such this work is ongoing.</p> <p>For collaborative projects such as the End Street Sleeping collaboration, specific and measureable targets have been established by the collaboration. Specific initiatives for various signatories are subject to development.</p>	<p>No</p>
<p>The action plan might benefit from some more specific, measurable and targeted/time specific actions. In its present format 'How will we do it?' section is broad and could benefit from a focus on specific actions that City of Sydney could deliver to assist in the achievement of the strategic priority.</p>	<p>Submission 17: Link Housing</p>	<p>At this stage the City continues to play a key role in coordinating bi-annual street count surveys, and connection week surveys, as well as coordinating assertive outreach with other services.</p> <p>The City's daily operations in the Homelessness Unit is primarily focused on rough sleeping and public space.</p> <p>However the City contributes to preventative initiatives through grants to support specialist homelessness services deliver outcomes in our area. The actions of these services are subject to negotiation as part of contracts with the service provider, the Department of Communities and Justice and the City.</p> <p>We aim to ensure the targets and measures are consistent with what we have identified in in the plan, however measures are ultimately determined by the commissioning model used by the Department of Communities and Justice in negotiation with relevant service providers.</p>	

Subject	Stakeholder	City of Sydney Response	Action Plan Amended
In regards to the Monitoring and evaluation framework, do you have a baseline measure to assess whether there has been an increase in the # of people who are sleeping rough in Sydney referred to housing and health services and the # of people sleeping rough who are provided information and assistance during severe weather events	Submission 4: Individual –	Noted.  The City records of this data through our own operational activities and activities of funded services. These are reported in the City's corporate plan and internal reporting systems, and will be used to track progress and trends.	
<b>Other comments</b>			
The Acknowledgement of Aboriginal people on page 5 should also recognise that Aboriginal people are disproportionately represented amongst homeless populations and that Aboriginal homelessness begun with European settlement	Submission 19: Newtown Neighbour-hood Centre	Noted.  This acknowledgement was written by the City's Aboriginal And Torres Strait Islander Advisory Panel, for use in a range of City of Sydney plans and publications.  While the City cannot change their words, the body of the plan acknowledges the over representation of Aboriginal And Torres Strait Islander people amongst those experiencing homelessness on page 16.	No
Amend the definition of homelessness to include cultural and spiritual dimensions of homelessness, or include more detail in the section 'Homelessness in context'.	Submission 24: Homelessness NSW	Agreed.  Spiritual homelessness has been added to glossary.	Yes
As a person who begs, the description of aggressive begging paints the other aspects of begging in an unsavoury light.	Submission 9: Individual	Agreed.  Definition has been amended to put aggressive begging after passive and assertive begging, to de-emphasize this aspect.	Pages 44 and 45