

National Housing and Homelessness Plan – Issues Paper Alternative Submission

Thank you for your interest in contributing to the National Housing and Homelessness Plan (the Plan). We want to hear from as many individuals and organisations as possible to help us develop the Plan.

If you cannot complete the guided, short-form questions, or provide a submission online, you can print this document and provide your written submission to:

Email: Housingandhomelessnessplan@dss.gov.au

Alternatively, you can **mail** your response to:

National Housing and Homelessness Plan

Department of Social Services

GPO Box 9820

Canberra, ACT 2601

This document contains information about:

- how to make a submission,
- the Privacy Collection Notice for this submissions process, and
- the guided free text questions to assist you in responding to the Issues Paper.

You may attach documents, audio or video files as part of your submission.

When making a submission or completing the short-form questions, we suggest you refer to the Issues Paper. The Issues Paper contains questions for consideration against each of the focus areas that you might like to think about when making your submission. A summary paper is also available. The Issues Paper and Summary Paper are available at <https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/>

If you require an Easy Read or Auslan version of the summary paper, please email HousingandHomelessnessPlan@dss.gov.au to receive a copy as soon as it becomes available.

Participating in this consultation

Your participation is voluntary, and you are under no obligation to participate if you do not wish to. If you participate or decide not to participate, it will not influence your relationship with the department or access to Federal government services, payments and benefits.

Participants are able to complete the short-form questions or lodge a written submission. The Government may choose to publish submissions. If lodging a written submission, you will be asked to specify whether you would like your submission to be published on the department's website and you will need to specify if you would like your input to be anonymous.

When lodging an online submission, your email address will be collected to ensure you receive confirmation of your submission. We will review submissions to make sure they comply with the DSS Publishing and Production Policy, and the DSS Privacy Policy requirements before they are published.

Please note that we may collect your personal information where you provide your name and email address, or if you contact the department. Please see the Privacy Notice below regarding this consultation.

You can contact us to withdraw your submission if you no longer want to participate in this process. Please email us at HousingandHomelessnessPlan@dss.gov.au.

If you have any questions or concerns about this process, please email the National Housing and Homelessness Plan team at HousingandHomelessnessPlan@dss.gov.au.

Instructions

When completing the below submission process you will be asked:

1. Questions about yourself as an individual or the organisation you represent.
2. Some guided free text questions to assist you with responding to the Issues Paper. If you don't want to answer these questions you can skip to upload a submission document or file.
3. Whether you want to upload a submission document. This is optional. You can submit a document directly in response to the Issues Paper or upload a copy of a submission you have used in a previous housing enquiry.

If providing a written submission, it would be helpful if you could include headings with what topic or question you are addressing. If you are representing an organisation, consider providing case studies and evidence.

If you are using this form to provide your submission, please also email or post a copy of this document answering the questions below.

If you need support

If participating in this consultation raises any concerns or you feel distressed we encourage you to contact one of the services on the Help and Support page at <https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/>

If you require support to access the Issues Paper, including paper copies or telephone assistance, please email HousingandHomelessnessPlan@dss.gov.au. If you require translation services to assist in completing the submission process you can contact the Translating and Interpreting Services (TIS National).

Other ways to share your feedback

Written submission: You can email your written submission directly to HousingandHomelessnessPlan@dss.gov.au

Language Translations: Please contact us at HousingandHomelessnessPlan@dss.gov.au should you require support for translations (including braille).

Video or Audio response: To provide a video or audio response, including in Auslan, please email HousingandHomelessnessPlan@dss.gov.au for guidance.

For **written or recorded submissions**, please let us know if you would like your input to remain anonymous.

Privacy collection notice

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act).

The Department of Social Services (Department, we, us, our), collects personal information about individuals for a range of purposes to enable it to carry out its functions. More information about how we handle your personal information is set out in our Privacy Policy at <https://www.dss.gov.au/privacy-policy>.

This privacy collection notice is designed to ensure you are aware of certain matters in relation to the Department's collection of your personal information, as required by the Privacy Act.

What is the purpose of the collection?

The Department is currently inviting participants to provide their views on the National Housing and Homelessness Plan Issues Paper to assist in the development of the National Housing and Homelessness Plan (the Plan). Participant's ideas and experience will assist in assessing the issues constraining the current housing system and identify actions needed to address the challenges facing the housing and homelessness sectors.

Participants are invited to submit their views via the DSS Engage platform by either:

- responding to guided short-form questions, and/or;
- lodging a written submission

What is ‘personal information’ and ‘sensitive information’?

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable.

Sensitive information is a subset of personal information. It includes information or an opinion about your racial or ethnic origin, political opinions, religious beliefs or affiliations, philosophical beliefs, membership of associations or unions, sexual orientation or practices, criminal record, or health, genetic or biometric information.

How we collect your personal information

We will collect information from you directly if you choose to answer the short-form questions or provide a written submission.

Your participation is voluntary, and you are under no obligation to participate if you do not wish to.

What personal information we collect

Submissions to this Issues Paper are voluntary. While the Department will not actively seek personal and sensitive information, in responding to this Issues Paper, the following personal information may be disclosed:

- name;
- email address;
- organisation name;
- identity details, relating to gender, age, if you identify as having a disability, ethnicity, geographic and demographic information, housing status, if you have experienced family, domestic or sexual violence or another form of gender-based violence, work sector;
- personal views about the Plan including from those with a lived experience and
- other personal information (including sensitive information) that may be provided by you in your response.

Why we collect your personal information

We will use your personal information and views to inform the development of the Plan.

All views will be considered. Participants are able to complete the short-form questions or lodge a written submission. The Government may choose to publish submissions. If lodging a written submission, you will be asked to specify whether you would like your submission to

be published on the department's website and you will need to specify if you would like your input to be anonymous.

When lodging a submission, your email address will be collected to ensure you receive confirmation of your submission. Your email address will not be collected for any other purpose.

For participants who wish to have their submission's published, the Department will redact any identifying or sensitive information of the participant, or someone they know prior to publication.

Who we disclose your personal information to

We may disclose your personal information to the following people, organisations or third parties:

- entities contracted to provide services to assist us with the development of the Plan, where required (which may include entities contracted to the Department to provide information technology, accessibility, analysis and editing services);
- individuals within agencies, organisations and bodies that will be working with the Department on the development of the Plan, including Ministers and their staff, state and territory governments, and advisory groups to the Australian Government;
- individuals within agencies, organisations and bodies who are working on housing policy matters; and other parties where the disclosure is authorised by law; and
- other parties where the disclosure is authorised by law.

All entities contracted by us are subject to strict confidentiality, privacy and security obligations. We will not disclose any of your information overseas.

Storage of your personal information

Storage of personal information (and the disposal of information when no longer required) is managed in accordance with the Australian Government records management regime, including the *Archives Act 1983*, agency-specific records authorities and general records authorities. This ensures your personal information is held securely by the Department. You can view the *Archives Act 1983* at <https://www.legislation.gov.au/Details/C2021C00366>.

More information

The Department's Privacy Policy (available at <https://www.dss.gov.au/privacy-policy>) contains more information about how we handle personal information, how you can access any personal information that we hold, and how to seek correction of that personal information. It also contains information about how to make a complaint about a breach of the Australian Privacy Principles, as set out in the Privacy Act.

If you have any concerns or questions, you can contact us at complaints@dss.gov.au

Confirmation and consent

By providing your personal information (including sensitive information) through the National Housing and Homelessness Plan Issues Paper short-form questions or submissions, you consent to the Department collecting your personal information and handling your personal information in accordance with this Privacy Collection Notice.

Guided, free text questions

If participating in this consultation raises any concerns or you feel distressed we encourage you to contact one of the numbers on the Help and Support page at <https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/>.

If you require support to access the Issues Paper, including paper copies or telephone assistance, please email HousingandHomelessnessPlan@dss.gov.au

If you require translation services to assist in completing the submission process you can contact the Translating and Interpreting Service (TIS National) at <https://www.tisnational.gov.au/en/Non-English-speakers>.

You must answer questions that say required.

Required Questions

I have read and agree to the privacy notice (required)

Yes

The Government may choose to publish submissions. As such, please specify whether you would like your submission to be published on the department's website and if you would like your input to be anonymous: (required)

I consent to the publication of my feedback with my name or, if applicable, my organisation

I consent to the publication of my feedback anonymously

I do not consent to the publication of my feedback.

Are you responding as an individual or as a representative of an organisation? (required)

I'm responding as an individual

I'm representing an organisation.

Guided questions

You can choose not to answer any question by leaving the space provided blank.

1. How can governments and community service providers reduce homelessness and/or support people who may be at risk of becoming homeless in Australia?

When answering this question, you might like to consider:

- What is most contributing to homelessness in urban, regional and rural or remote areas?

- What short, medium, and long-term actions can governments take to prevent homelessness or to support people who may be at risk of becoming homeless?
 - What types of homelessness supports and services do we need more of? For example, earlier intervention, crisis support, mental health supports, etc
 - How can services be better coordinated to support people who are experiencing homelessness and more effectively respond to those at risk of homelessness?
2. How can governments, across all levels, best work with communities to support better housing outcomes for Aboriginal and Torres Strait Islander people?

When answering this question, you might like to consider:

- What cultural, social and economic factors need to be considered?
 - What might be the benefits of having a separate plan (or separate schedule to any new housing and homelessness agreement) for Aboriginal and Torres Strait Islander people?
3. How can all levels of governments, along with housing organisations, institutional investors, not-for-profits, and private industry, improve access to social housing, which includes public housing and community housing?

When answering this question, you might like to think about:

- What changes can be made to the current social housing system to improve outcomes for tenants and/or improve the efficiency and effectiveness of the social housing sector?
 - What actions are needed now to ensure there is social housing available for people in need?
 - Are there longer term policies that need to be considered to support social housing over the next 10 years?
 - How can governments ensure social housing is built in the right locations (considering environmental, socio economic and cultural factors) and will meet current and future needs of social housing tenants and the broader community?
4. What should governments, private industries, the not-for-profit and community sectors focus on to help improve access to housing and housing affordability in the private market?

When answering this question, you might like to think about:

- What actions should government take now?
- Are there longer term policies that need to be considered to support an accessible and affordable housing market in the next 10 years?
- How would supply, demand and affordability challenges need to be addressed in regional, rural and remote areas?

5. How could governments work better with industry, community services and other organisations to improve housing outcomes for all Australians?

When answering this question, you might like to think about:

- How could governments work better with your industry or organisation?
- How should communities be involved in initiatives to improve housing and homelessness in the future?

6. How can governments, the private and community sectors, help to improve sustainable housing and better prepare housing for the effects of climate change?

When answering this question, you might like to think about:

- What is the role of housing and homelessness supports, policies and programs in responding the climate disasters?
- How can housing policies and programs support people who have been displaced due to climate disaster?
- How can governments support hazard resilient housing and housing modifications for new and existing housing?

7. Is there anything else you would like to tell us?

If you are answering as an individual

We have a few questions about you to help us know if particular group/s of people are more or less likely to have certain experiences within the housing system. Information you give us through this process will not be given to or used by any other government service. You can choose to leave these questions blank.

What is your gender?

- Woman
- Man
- Non-binary

- Prefer not to say
- I'd prefer to describe myself

Which state or territory do you live in?

- ACT
- NSW
- NT
- QLD (including Torres Strait Islands)
- SA
- TAS
- VIC
- WA
- External Australian Territory (e.g. Norfolk Island, Christmas Island)
- I do not currently live in Australia
- Prefer not to say

Where are you located?

- City
- Regional
- Remote
- Prefer not to say

Do you identify as Aboriginal and/or Torres Strait Islander?

- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, Aboriginal and Torres Strait Islander
- No
- Prefer not to say

Are you a person with disability?

- Yes

- No
- Prefer not to say

What best describes your housing situation?

- Homeless (including couch surfing) – If you or someone you know needs help or support at any time, we encourage you to contact one of the services on our Help and Support page available at <https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/>.
- Living in social housing (public or community housing)
- Renting privately
- Renting privately in a share house
- Renting but in process of purchasing
- Home owner with a mortgage
- Home owner without a mortgage
- Home owner with investment property/ies
- Renter with investment property/ies
- Living with family/friends and paying boarding
- Living with family/friends and not paying boarding
- Other (please specify)
- Prefer not to say

If you are answering on behalf of an organisation

Which organisation are you representing and how can we contact you about your submission? If you are completing a submission anonymously you can skip this question

Contact person for this submission:

Email address:

What state or territory does your organisation operate in? Please select all that apply.

- Nationally, Australia-wide
- Australian Capital Territory (ACT)
- New South Wales (NSW)

- Northern Territory (NT)
- Queensland (QLD) (including Torres Strait Islands)
- South Australia (SA)
- Tasmania (TAS)
- Victoria (VIC)
- Western Australia (WA)
- External Australian Territory (e.g. Norfolk Island, Christmas Island)

Which aspect/s of housing and homelessness does your organisation work within? Please select all that apply.

- Housing and/or Homelessness Services
- Peaks/representative bodies (including unions)
- Real Estate/Property Management (purchase and private rental)
- Property Management (social housing)
- Finance/Banking
- Planning, Zoning, Infrastructure
- Construction
- State government
- Local government
- Research/Academia
- Other

Does your organisation directly support any of the following population groups that may be more vulnerable to housing insecurity and homelessness? Please select all that apply.

- Aboriginal and/or Torres Strait Islanders
- Women and children escaping family and domestic violence
- Older Australians
- People from culturally and linguistically diverse (CALD) backgrounds, including new migrants and refugees
- People with disability

- People on low incomes
- Veterans
- Young people
- People experiencing homelessness
- Other