***National Housing and Homelessness Plan – Issues Paper***

**Stakeholder Toolkit**

Last updated: 3 August 2023

# Purpose

This stakeholder toolkit has been created to help you share information with your networks about the development of the *National Housing and Homelessness Plan* (the Plan).

This stakeholder toolkit is written to support the promotion of public consultations.  
  
The toolkit will also support the release of a National Housing and Homelessness Plan - Issues Paper which will seek public comment and feedback.

# Introduction

The Australian Government (Government), in close collaboration with state and territory governments, is developing the Plan to help more Australians access safe and affordable housing.

The Plan will set out a shared national vision to improve housing outcomes and help address homelessness in Australia and identify reforms needed across the responsibilities of different levels of government to achieve this vision.

The Plan will set out a shared national vision to improve housing outcomes and help address homelessness. It will set out key reforms to improve outcomes across the housing spectrum.

The Plan is an opportunity to better unite governments and sectors and achieve better housing and homelessness outcomes across the country.

As part of the consultation process, the Government has commenced working with stakeholders to identify areas of focus for the Plan, and has released an Issues Paper.

The Issues Paper seeks feedback from the public on key issues in the housing and homelessness system that need to be considered in the development of the Plan.

The Issues Paper submission process will open on **Monday,** **7 August 2023**. To read the Issues Paper and provide a response, visit: [www.engage.dss.gov.au](http://www.engage.dss.gov.au)

As part of this process, you can either answer guided short-form questions, provide a submission that responds to the issues raised in the Issues Paper, or provide a copy of a submission made to a previous housing inquiry.

There will also be opportunities to contribute to the plan through a series of face-to-face workshops, online forums and roundtable discussions that will be held across the country.

If you would like to receive updates on consultation opportunities and receive information about the progress of the Plan, you can subscribe for updates at <https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan>

# Help us spread the message

To ensure the Plan is comprehensive and innovative it is important that we receive extensive feedback.

We want to hear from people with:

* lived experience of homelessness and housing stress
* not-for-profit and civil society organisations
* industry bodies
* superannuation funds
* finance
* urban development
* Other experts in housing.

These views will directly shape the vision for housing and homelessness policy in Australia helping to provide more Australians access safe and affordable housing.

The consultations also present an opportunity to promote any ongoing and/or planned initiatives being delivered within in your state or territory that may align with the vision of the Plan.

# About the Issues Paper Submission Process

The Australian Government has developed an Issues Paper to seek feedback on what the National Housing and Homelessness Plan should address.

This process will invite organisations and the public to complete guided, short-form questions or provide a submission based on a series of discussion questions included within the Issues Paper.

The Issues Paper asks you to consider what parts of the housing system governments and the sector need to improve, including how governments can better work together.

The guided, short-form survey asks for answers to five key discussion questions:

1. How can governments and community service providers reduce homelessness and/or support people who may be at risk of becoming homeless in Australia?
2. How can governments, across all levels, best work with communities to support better housing outcomes for Aboriginal and Torres Strait Islander peoples?
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?
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?
5. How could governments work better with industry, community services and other organisations to improve housing outcomes for all Australians?
6. How can governments, the private and community sectors, help to improve sustainable housing and better prepare housing for the effects of climate change?

We also want to know whether the issues outlined in the paper align with your experience.

The Government may choose to publish submissions. As such, when 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.

We will review submissions to make sure they comply with the DSS Publishing and Production Policy and [DSS Privacy Policy](https://oursites/hhp/Shared%20Documents/The%20National%20Housing%20and%20Homelessness%20Plan/Stakeholder%20Engagement/Comms/www.dss.gov.au/privacy-policy) requirements before they are published.

To access the Issues Paper, visit: [https://engage.dss.gov.au/](https://engage.dss.gov.au/%20%20)



Alt Text: (Above) Image of the sun above 5 buildings in black and white, text that reads ‘National Housing and Homelessness Plan Issue Paper’

This document will also be available in accessible formats including Easy Read and Auslan.   
To obtain a translated copy of the Issues Paper, email: [HousingandHomelessnessPlan@dss.gov.au](mailto:HousingandHomelessnessPlan@dss.gov.au)

# Other opportunities to have your say

There will also be opportunities to contribute to the Plan through a series of consultations that will be held online and across the country.  
  
These forums seek to understand your experiences and hear your ideas about access to housing, this includes:

* What barriers have you faced with accessing housing?
* What can be done to address homelessness and/or support people who are at risk of becoming homeless in Australia?
* What specific actions could help people get housing that is affordable?
* How could governments work better with industry, community services and other organisations to improve housing outcomes?

If you would like to receive updates on consultation opportunities and receive information about the progress of the Plan, you can subscribe for updates at [https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan](https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/)

# News articles for e-newsletter or webpage

**Short version**

The Plan is one part of the Australian Government’s broader housing and homelessness agenda. The Plan will set out a shared national vision to improve housing outcomes and help address homelessness in Australia and identify reforms needed across the responsibilities of different levels of government to achieve this vision.

The Plan will help more Australians access safe and affordable housing.

The Plan is an opportunity to better unite governments and sectors under a national vision.

An online submission process will be open until **11:59pm AEST Friday, 22 September 2023**. To access the Issues Paper, visit: [www.engage.dss.gov.au](http://www.engage.dss.gov.au).

Your feedback will help the Australian Government understand the areas of focus for inclusion in the Plan. This includes how governments can better work together to drive change for individuals and families impacted by housing stress and homelessness.

To receive updates on consultation opportunities and information about the progress of the Plan, you can subscribe for updates at: [www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/](http://www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/)

**Long version**

The Australian Government, in close collaboration with state and territory governments, is developing a National Housing and Homelessness Plan (the Plan), to help more Australians access safe and affordable housing.

The Plan will set out a shared national vision to improve housing outcomes and help address homelessness in Australia and identify reforms needed across the responsibilities of different levels of government to achieve this vision. It will identify key short, medium and long-term reforms needed to improve outcomes across the housing spectrum and address homelessness.

The Australian Government is seeking feedback on what the Plan should cover. Consultations will invite members of the public and the sector to complete guided, short-form questions. You may also provide a submission based on a series of discussion questions included in the Issues Paper.

The Issues Paper provides a brief overview of some of the known issues in different parts of the housing and homelessness systems. It poses a series of discussion questions to give people an opportunity to provide the Government with feedback on whether these issues align with their experience.

There will also be opportunities to contribute to the plan through consultations held online and across the country.

If you would like to receive updates on consultation opportunities and receive information about the progress of the Plan, you can subscribe for updates at [https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan](https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/)

**How to get involved**

Provide feedback to help inform the National Housing and Homelessness Plan through an online submission or completing guided, short-form questions at: <https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/>

You can also submit written feedback:

* Via email: [HousingandHomelessnessPlan@dss.gov.au](mailto:HousingandHomelessnessPlan@dss.gov.au)
* Via post:

National Housing and Homelessness Plan

Department of Social Services

GPO Box 9820 Canberra ACT 2601

For additional support, including requests for language translations of the Issues Paper, email: [HousingandHomelessnessPlan@dss.gov.au](mailto:HousingandHomelessnessPlan@dss.gov.au)

This public consultation will close at **11:59 pm AEST on Friday, 22 September 2023**.

To subscribe to receive updates on upcoming consultation opportunities and information about the progress of the Plan, visit: [www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/](http://www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/)

# Frequently Asked Questions

**The National Housing and Homelessness Plan**

**What is the main of purpose the National Housing and Homelessness Plan?**

The National Housing and Homelessness Plan (the Plan) is a 10-year strategy which will set out a shared vision to improve housing outcomes and help address homelessness in Australia.

The Plan will consider the housing system as a whole, providing an opportunity to better unite governments and sectors. The Plan will identify key short, medium and long-term reforms needed to improve outcomes across the housing spectrum and address homelessness.

The Plan is an opportunity to provide:

* a better understanding of the current state of housing and homelessness in Australia and what is contributing to homelessness and housing insecurity
* a clear, long-term vision for the future of housing and homelessness policy in Australia
* insights about specific housing and homelessness needs in urban, regional, rural and remote Australia
* ways to improve the collection and use of disaggregated data to design more effective policy approaches and improve monitoring and evaluation
* lessons from other countries and jurisdictions about policies which have led to a decline in rates of homelessness and how these could be adopted in Australia
* strategies for how all levels of government can work together and with the private and community sectors to better support people experiencing homelessness and housing insecurity
* national goals and objectives for housing and homelessness, including how these will be achieved.

**Why do we need the National Housing and Homelessness Plan?**

Australia’s housing market is currently facing significant challenges. This includes:

* housing and rental costs;
* homelessness; and
* costs of living.

All levels of government have taken significant action to address housing issues, however, more needs to be done to improve outcomes across the housing spectrum.

**What else is the Australian Government doing to address the housing crisis?**

The Australian Government is committed to an ambitious housing agenda which will boost the supply of all housing.

The Government has made progress delivering on its housing agenda by:

* Establishing the Regional First Home Buyer Guarantee three months early, helping regional Australians purchase a home with as little as a 5% deposit and avoiding paying Lenders’ Mortgage Insurance.
* Widening the remit of the National Housing Infrastructure Facility, making up to $575 million available to invest immediately in social and affordable rental homes, with projects already under construction as a result of this funding.
* Working with the states and territories through the National Housing Accord and National Cabinet to support planning and zoning reforms to contribute to our aspiration of building one million new homes over 5 years from 2024, as well as investing $350 million in additional federal funding to deliver 10,000 affordable rental homes over five years from 2024 as part of the Accord – matched by the states and territories.
* Working to establish the $10 billion Housing Australia Future Fund, which will help support 30,000 new social and affordable housing properties in its first five years.
* Establishing the interim National Housing Supply and Affordability Council to provide expert advice to Government on housing supply and affordability.

A number of new measures have recently been announced by the Government to assist Australians to find a safe, secure and affordable place to call home. These measures include:

* Delivering the largest increase to Commonwealth Rent Assistance maximum rates in more than 30 years, with a 15 per cent increase in the maximum rates;
* Increasing the National Housing Finance and Investment Corporation’s liability cap by $2 billion to provide lower cost and longer-term finance to community housing providers through the Affordable Housing Bond Aggregator;
* Providing tax incentives to encourage more build-to-rent developments to boost new supply in the private rental market;
* Providing an additional $67.5 million of funding to the states and territories to help tackle homelessness challenges as part of a one-year extension to the National Housing and Homelessness Agreement which provides $1.6 billion a year to the states and territories for housing and homelessness services;
* Expanding eligibility for the Home Guarantee Scheme, which helps people purchase a home sooner by reducing the deposit they need to save; and
* Delivering a $2 billion Social Housing Accelerator payment to States and Territory Governments, will create thousands of homes for Australians on social housing waiting lists.

The National Housing and Homelessness Plan unites the delivery of these and other initiatives over the next ten years.

For more information on the housing and homelessness agenda, visit <https://www.dss.gov.au/housing-support>.

**What are the focus areas of the National Housing and Homelessness Plan?**

Focus areas of the Plan will be informed by extensive public consultation.

This process will invite organisations and the public to complete short-form guided questions. Organisations can also provide a submission based on a series of discussion questions.

In addition, community consultations are intended to dive deeper into the issues and feedback.

**Consultation**

**How is the Australian Government consulting on the National Housing and Homelessness Plan?**

As part of public consultations, the Australian Government has released an Issues Paper to provide an overview of different parts of the housing and homelessness systems and seek views to help inform the development of the Plan.

A range of online and face-to-face forums will also be held across Australia. These consultations will also seek to engage specialised groups across the housing sector.

The Plan will consider the challenges faced by groups who may experience additional barriers, both in access to housing and in engaging in the consultation process. This includes, but is not limited to; Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse people, women and children impacted by family, domestic and sexual violence, older women, people with disability, people with mental illness, young Australians, LGBTIQA+ and veterans.

The department will apply specific strategies to make sure consultations include the voices of these diverse and target audience groups, including individuals and their families with lived experience of homelessness. Strategies to reach these groups may include engagement through advocacy groups and support organisations.

**When and how can I provide feedback on the National Housing and Homelessness Plan Issues Paper?**

The consultation process for the National Housing and Homelessness Plan Issues Paper (the Paper) opens on **Monday, 7 August 2023**. The Paper will be made available as an Easy Read version and an Auslan version. For support including language translations, contact: [HousingandHomelessnessPlan@dss.gov.au](mailto:HousingandHomelessnessPlan@dss.gov.au)

The Australian Government has developed an Issues Paper as a way to seek your feedback on what the Plan should consider. This process will invite organisations and the public to complete guided, short-form questions or provide a submission based on a series of discussion questions included within the Issues Paper.

Individuals and organisations will be able to respond to the Paper by completing the guided, short‑form questions on DSS Engage. Individuals may also lodge a written submission via the DSS Engage website at: [www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/](http://www.engage.dss.gov.au)

There will also be opportunities to contribute to the plan through a series of face-to-face and online consultations. If you would like to receive updates on consultation opportunities and receive information about the progress of the Plan, you can subscribe for updates at [https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan](https://engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/)

What is the purpose of the National Housing and Homelessness Plan Issues Paper?

The purpose of the Issues Paper is to get feedback on what the Plan should cover. This Issues Paper has an overview of some of the known issues in different parts of the housing system.

These include the housing market, social housing, Aboriginal and Torres Strait Islander housing, homelessness and homelessness services, planning, zoning and development, and the impacts of climate change on housing security.

The issues reflected in the paper are not exhaustive; its purpose is to generate discussion seek views to help inform the development of the Plan.

**I want to be involved but I am concerned about my privacy.**

The Department understands that anonymity is an important element of privacy. We understand you may wish to be anonymous when interacting with the department.

You can read more about the department’s Privacy Policy at: [www.dss.gov.au/privacy-policy](http://www.dss.gov.au/privacy-policy).

The Issues Paper process invites organisations and the public to complete guided, short-form questions. Alternatively, you can provide a submission based on a series of discussion questions included within the Issues Paper.

Responses to the guided, short-form questions will not be published.

The Government may choose to publish submissions. As such, when 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.

We will review submissions to make sure they comply with the DSS Publishing and Production Policy and [DSS Privacy Policy](https://oursites/hhp/Shared%20Documents/The%20National%20Housing%20and%20Homelessness%20Plan/Stakeholder%20Engagement/Comms/www.dss.gov.au/privacy-policy) requirements before they are published.

# How do I find more information?

For more information on the National Housing and Homelessness Plan, visit: [www.dss.gov.au/housing-support-programs-services-housing/national-housing-and-homelessness-plan](https://www.dss.gov.au/housing-support-programs-services-housing/national-housing-and-homelessness-plan).

To receive updates on consultation opportunities and the National Plan, subscribe to the mailing list at: [www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/](http://www.engage.dss.gov.au/developing-the-national-housing-and-homelessness-plan/). You can unsubscribe from this mail list at any time.

If you need assistance, please email [HousingandHomelessnessPlan@dss.gov.au](mailto:HousingandHomelessnessPlan@dss.gov.au).