

## Addendum Report

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### REPORTS FROM THE DIRECTOR COMMUNITY AND NATURAL RESOURCES

#### a16 [CNR-CM] Submission to Legislative Council Inquiry into Service Coordination in Communities with High Social Needs

**SUBMITTED BY:** Community and Cultural Services

Valid



### Supporting Community Life

#### LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK:

- 2 Supporting Community Life
  - 2.1 Foster strong, cohesive, cooperative, healthy and safe communities
  - 2.1.1 Work closely with government and community organisations to improve services to children and families, youth, elderly, Indigenous people, disadvantaged and minority groups and to build stronger and more cohesive communities
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#### SUMMARY OF REPORT:

The purpose of this report is to inform Council that officers have made a submission to the "NSW Legislative Council Inquiry into service coordination in communities with high social needs". The submission was lodged on Friday 14 August 2015 and a copy is attached to this report for Council's information.

#### RECOMMENDATION:

**That Council receives and notes the "NSW Legislative Council Inquiry into service coordination in communities with high social needs" submission.**

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### REPORT:

This inquiry is a current Legislative Council inquiry conducted by the Social Issues Committee. The inquiry was established on 26 June 2015 to inquire into and report on service coordination in communities with high social needs. The inquiry was referred to the Committee by the Deputy Premier, the Hon Troy Grant MP.

The aim of the inquiry is to identify best practice models and areas for improvement in service coordination for communities which have high needs for assistance and coordinated help.

The inquiry will specifically be guided by the following terms of reference:

- a) the extent to which government and non-government service providers are identifying the needs of clients and providing a coordinated response which ensures access to services both within and outside of their particular area of responsibility
- b) barriers to the effective coordination of services, including lack of client awareness of services and any legislative provisions such as privacy law
- c) consideration of initiatives such as the Dubbo Minister's Action Group and best practice models for the coordination of services, and
- d) any other related matter.

The submission closing date is Friday 14 August 2015.

Council's submission is based on the following key issues:

- Service response to people who are homeless and the lack of crisis accommodation
- Coordination between homelessness services and housing providers
- Coordination between housing providers
- Service response to anti-social and criminal behaviour within social housing complexes
- Service response to specific population groups such as single homeless men, Aboriginal and Torres Strait Islanders, older people at risk of homelessness, adults under 35 years who have been assessed as ineligible for the Disability Support Pension (DSP)
- Impact of changes to the service system on housing and homelessness service provision
- Response to demand for available and affordable housing

The issues identified in the submission are supported by the Social Housing in NSW, Response to the NSW discussion paper for input and comment 2015, the Tweed Shire Homelessness Issues Paper 2013 and Draft Homelessness Policy 2015 and Draft Northern Rivers Affordable Housing Strategy (2012).

### OPTIONS:

1. That Council receives and notes the report for submission to the NSW Legislative Council Inquiry.
2. That Council refers the report to staff and requests further information.

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### **CONCLUSION:**

For the past five years Council has been conducting research into marginalised population groups and prepared documents to assist Council better represent these population groups including: Youth Strategy and Action Plan (2013-2017) focusing on young people aged 12-25, Homelessness Issues Paper (2013), Access and Inclusion Plan (2014-2018), Issues Paper and Profile of Older People (2015) and draft Age Friendly Community Strategy and Action Plan (2015-2019). Common issues identified through this research, relevant to this submission include the urgent need for appropriate and affordable accommodation (crisis, short-term and medium-long term), better coordination and collaboration between service providers, wrap-around support for those experiencing homelessness and support for people to sustain tenancies. As a community leader in planning and development, Council has a clear role in supporting service coordination for communities with high social needs.

### **COUNCIL IMPLICATIONS:**

#### **a. Policy:**

The following policies are linked to this submission:

- Access and Inclusion v1.1,
- Age Friendly Community v1.1,
- Draft Homelessness Policy (2015),
- Youth Policy v1.0.

#### **b. Budget/Long Term Financial Plan:**

The "Submission to Legislative Council Inquiry into service coordination in communities with high social needs" has no financial implications for Council.

#### **c. Legal:**

Not Applicable.

#### **d. Communication/Engagement:**

**Inform** - We will keep you informed.

The report has been developed based on cross team collaboration and with reference to recent consultation strategies.

### **UNDER SEPARATE COVER/FURTHER INFORMATION:**

Attachment 1.

Submission to NSW Legislative Council Inquiry into Service Coordination in Communities with High Social Needs (ECM 3755869)

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