

Draft Monash Social Housing Framework 2020 - 2025

Consultation Summary

Consultation on homelessness and social housing that has been incorporated into the *Monash Social Housing Framework (draft)* was conducted during the second quarter of 2020 and consisted of:

- One-to-one interviews, conducted by the Senior Project Officer (Monash Youth Services) with people with lived experience of homelessness, either currently experiencing homelessness, or who have in the past. Eight interviews were conducted (six men and two women).
- A targeted on-line survey with Council Advisory Committees and local housing and community support stakeholders. An on-line survey was chosen due to the COVID-19 restrictions. The survey was anonymous. There were a total of 33 survey responses: 16 were from members of Council Advisory Committees/Reference Groups, 11 worked in the community support/housing support or emergency relief sector and 6 identified as 'other' and were either from organisations that have had clients that have experienced homelessness or worked towards addressing homelessness in some capacity, including some who were volunteers.
- Interviews with Council staff from the following units: Youth Services, Neighbourhoods & Place Making, Early Years & Family Services, Maternal & Child Health, Social Inclusion, Community Support, Environmental Health and the Monash Public Library Service.

Some key themes that emerged was the need for:

- More social housing.
- More easily accessible information about what support is available if you are experiencing homelessness.
- Planning responses, partnerships, different models of delivery and creative solutions.
- Greater funding and bipartisan support
- Leadership
- Recognising that housing is a basic human right and need for every member of the community
- Practical support for people in social housing or who are experiencing homelessness

Additional themes included:

- There is not enough affordable rental social housing to meet demand and government benefits are not adequate to cover housing costs.
- As a priority, Council should aim for a 'functional zero' approach, where every person who needs accommodation has immediate access to housing.
- Homelessness impacts on health, and finding healthy food is a priority.
- There are many groups that fall through the gaps.
- People experiencing homelessness feel invisible.
- Every person's story as to why they became homeless was unique.
- People are not always compassionate and being homeless is traumatising and has a detrimental impact on mental health.

Consultation Findings

One-to-one interviews with people with current or prior lived experience of homelessness

The Senior Project Officer conducted eight interviews with current or past clients with current or prior lived experience of homelessness. Interviewees were offered a Coles/Myer giftcard to compensate them for their participation in the survey.

Interviewees were from a range of backgrounds, with unique life stories about what led them to experiencing homelessness but the majority were homeless due to the inability to afford housing.

Reasons for homelessness included - losing a job, family violence, family conflict/unsafe place to live and leaving a job due to stress or COVID-19. Two were carers before becoming homeless.

Interviewee Commentary

*The following transcript of consultation is provided in the words of the interviewees.

1. *What led to homelessness*

- Was working in a position that had a lot of stress at work which impacted my mental health. Left my job and went on Centrelink where I was cut off and now I have no income.
- After leaving my job and caring for my mother. I was unable to re-engage into the workforce. Eventually I ran out money and where I was living the power and electricity was cut off. My identification (passport) was out of date so I felt it was impossible to make positive changes in my life.
- I was in a share rental in Mulgrave and working full-time. I lost my job and fell behind in my rental payments and eventually I was locked out of the house without all my possessions. They sold all my stuff to reclaim the debt. At this stage I owed over \$1500. For two months I would utilise an internet Café at nights to make contact with family and sleep. When the Coronavirus emerged I was forced to sleep in a park.
- I was fleeing from family violence and had no access to money whilst living in my abusive/controlling relationship.
- Family conflict at home, unsafe place to live.
- The level of availability of affordable housing for someone on benefits make it really difficult and when you are rough sleeping and you are trying to find a place it is even harder.
- I was the carer of my parents and we lived in their home which I had paid off. When they became too sick the house went on the market to pay for their residential care. It was then that I became homeless.
- I'm now in significant trouble because of the Coronavirus because now I have lost my job and I don't have a place to stay.

2. *Knowledge of available support*

Most interviewees had little or no knowledge of the support available to help people find a home. Some were ineligible.

- I am aware of Salvocare and Uniting for housing and of a range of churches and community centres that offer assistance to community members struggling.
- N/a
- I was not really aware of what supports were available I have been relying on family to send me money from Sir Lanka. I had tried to apply for Centrelink but I had no

identification (passport and birth certificate) as tenants I shared the house with took all my possessions and my bank account had closed and I needed proof of identity to reopen it. I contacted the police and they were unable to get my personal identification back.

- I was aware of emergency accommodation or hotels but heard they were only temporary.
- Initially had no idea what support to find a home. Later learned about social housing, emergency housing, short-term accommodation but seemed difficult to obtain and had a lot of restrictions like a time limit on how long you could stay at the residence before you had to leave, or the age you had to be at and what disabilities and problems would be accepted (may decrease your likelihood of your application being approved).
- I am aware of a range of housing agencies via local services and I've also had assistance from corrections worker.
- Initially did not want to ask for help and felt very depressed. Eventually I with support services and made contact with DHHS to get on the housing register. They would not assist me because I owned a small plot of land which I was paying off. I have made contact with many services trying to secure stable housing. The housing that I have found through services has been poor or I have felt unsafe.
- Because I am not an Australian citizen I can't apply for job keeper and the assistance from housing services is very limited. I am squatting in a building with a number of people who are in the same situation as me. We are just trying to get by until things improve and we can get our jobs back.

3. Knowledge of available support to maintain housing.

Most interviewees had no knowledge of support to help people maintain their housing.

- Don't know
- I was unaware of any service that could help me and I also felt quite a lot shame. I did not know Monash Council could help me and if was not as if I had a phone to call anyone. I know that Council can assist me and link with services.
- It would have been great to have more knowledge about housing supports. Personally I felt my circumstances were hopeless.
- All of the housing support services could not give us suitable accommodation because they were stretched to full capacity. I am not aware of any services to maintain existing housing.
- Having experience renting places or living without family. I do not know any services that may help people maintain their housing – maybe home loans, jobs, money and credentials in general to keep housing.
- Not sure.
- My circumstances were difficult as I was caring form my parents. I should have ask for help straight away but I was feeling so depressed it was not able.
- I was working in a butcher shop with poultry and lost my job. If there were more supports for people who are not Australian citizens I may not have become homeless.

Interviewees were asked what helped them maintain their health while homeless and what affected their health. Answers varied and touched on food, a pet, shelter, mental health, medical professionals, water, showers to financial aid.

4. Health and Wellbeing

Food was the most common theme in relation to health, with answers indicating health related to immediate basic physical needs and mental health.

- Eating well and also I have a pet dog which is a really important companion for me.
- My health has improved since receiving assistance and now I receive Centrelink which helps with being able to purchase food. Since I have received help I have been able to build my confidence in building social confidence. I have also been able to see a doctor and have medical tests.
- Being able to utilise the internet café at night, family and remaining in my local area where I felt safe. The generosity of community members who gave me blankets and food.
- Being homeless has affected my mental health and wellbeing. I was highly traumatised by the experience and suffer constant anxiety.
- Seeing health professionals like a GP and psychologist. Seeking support from friends were a fixed experience, sometimes very good, sometimes very damaging, often due to being unequipped to deal with a friend without a permanent home and health problems. Meeting people who were unsupportive and harsh when I no longer had a stable standing in society because I was homeless impacted my health deeply – felt like I had no self-worth. Having food, water and shelter helped me stay healthy. And having people I could trust and rely on for support also helped.
- Myself.
- I Prayed to God and remained link in with my church. I received financial material aid as well.
- Stressed and depressed, my physical health was bad (neck and back issues) very sick. After living in my car for 3 weeks I rented a bungalow for a year, a single room with no shower or kitchen. My back issues prevented me from being able to find work.
- I have been forced to beg to be able to get something to eat.

5. Barriers to finding a home

The biggest barrier to finding a home was not being able to afford a home (including lack of immediate safe accommodation), followed by lack of knowledge, confidence or identification.

Problems with Centrelink were also raised.

- Not having money and income. Also I have not identification to try and have my Centrelink payments activated. I need to be in a better space mentally before I will be able to work through these issues.
- I do not have confidence in Centrelink and I am not ready to have electricity or gas put back on where I live. I'm always nervous that my payments will be cut off and I will end up with no money to buy food again.
- Not knowing where to start in changing my circumstances.
- None of the housing support services can offer immediate safe accommodation for woman and children. There is not affordable rentals.

- Financial problems – not having enough money; lack of experience – have never lived without a family, never rented a house; lack of knowledge – on existing homelessness services, renting, how the housing market works, tenants’ rights, etc, not knowing what organisations and services provide support.
- Employments and receiving financial support from government to enter the private rental market.
- Owning real estate, not having enough money from Newstart.
- I have no money to pay rent and there is little support to assist me.

6. Public spaces, public attitudes and public safety

There was a mixed response to whether anything made public spaces welcoming or unwelcoming, with concerns about public attitudes and safety and some suggestions.

- No
- I live in Clayton and I have found the all public spaces have been welcoming.
- I don’t believe public spaces are safe for anyone living in cars. The public are not always compassionate to homeless.
- Welcoming 24/7 access, toilet, water, shelter (with roof), maps, playground, benches, places to rest, places that are away from prying eyes.
- Unfriendly staff and people judging you.
- Not feeling safe in car, while living in my car I washed myself in petrol station toilets. I did not know where to go?
- Safety

7. Barriers to support based on identity

There was one response to whether any part of their identity made it harder to seek support (eg religion, ethnicity, sexuality or gender).

- No Oakleigh people have helped me

8. What Council needs to know

When asked if there was anything they wanted their local Councillors and Council to know, answers were mostly related to the lack of housing/under-resourcing of services, followed by the need to promote what help is available.

- No
- I wish Monash Council had promoted more that they had services to help people in the community who are struggling and were in need of help. Traditionally people in the past would have reached out to their local church but thing have changed and councils responsibility has increased.
- When you are poor no one sees or hears you, which makes things really hard.
- There were a couple more people in the internet café using it as a place to sleep.
- Please do not advertise that there is appropriate support for women fleeing from domestic violence when there is none in reality. Women cannot be provided safe immediate housing and therefore face homelessness and poverty.
- N/A

- Whilst services are available to people they are all over stretched so every time you want assistance you have to queue for long periods or wait extended periods before you can receive an appointment. Support services are significantly under resourced.
- Too many homeless. I was not thinking properly when I was living in his car. I did not know where to go for help and I was embarrassed. When you ask for help I find you get help.
- No.

9. Social Housing and Homelessness

The last question was whether what else they wanted to tell us about social housing and homelessness. There was no common theme, please refer to comments below.

- There need to be increased options for people who have pets and are homeless.
- Most homeless people feel invisible and don't have a voice.
- I am on the priority list for public housing and have been on the wait list for months.
- Would be nice to have a website or a section on the council page about social housing and homelessness if not present already – specific to Monash community & broader 😊
- It's not as difficult being homeless as some people may think.
- Not enough social housing and not enough options for older single males. I want to feel safe where I live.
- I need food and a job

Overall themes that arose from the survey

- Every person's story as to why they became homeless was unique
- There is not enough affordable rental social housing to meet demand and government benefits are not adequate to cover housing costs
- There is a real need in the community to promote housing support services and where to get help
- People are not always compassionate and being homeless is traumatising and has a detrimental impact on mental health
- The definition of health to people who experience homelessness relates to immediate basic needs, such as food and shelter, indicating that meeting basic daily needs is a struggle.

[Targeted on-line survey with Council Advisory Committees and Community Stakeholder Organisations and Agencies](#)

In the last two weeks of May 2020, Council invited local social housing stakeholders and Council Advisory Committee/Reference Group members to participate in a targeted on-line survey about social housing. While the survey was anonymous, a list of organisations/groups invited to participate is listed in Appendix One. The list represented local:

- social housing providers (including Aboriginal Housing Victoria Ltd, and a provider of housing for people with a disability/supported housing)
- homelessness service providers
- support services and churches

- advocates for public housing tenants, people who are homeless, women, students, immigrants and refugees.
- Council Advisory/reference groups, and
- government service providers such as police, hospital, DHHS, DOH.

The survey asked respondents to select a description that best describes them. Then they were asked some open ended questions about social housing, before being asked to rank the relative importance of certain statements. All of the responses to the open ended questions can be found in Appendix Two.

Survey results

1. Which best describes you? I am a member of a Monash Advisory Committee or Reference Group; I work in the community support, housing support or emergency relief sector; or other (please specify).

33 people responded to the survey. Of these 48% were from a Council Advisory Committee or Reference Group. One third identified as working for community support, housing support or emergency relief sector, and the rest were volunteers or workers from organisations that could be categorised as providing support to the community.

2. What do you think is the most pressing issue in relation to the shortage of social housing? Please specify.

Respondents, perhaps unsurprisingly, overwhelmingly thought that there is a shortage of both social housing and affordable rental housing for people on lower wages, with reasons relating to: lack of government investment, low wages or unemployment, political will and overall housing undersupply.

Many pointed out the lack of housing for particular groups, such as women and children experiencing family violence, people living with a disability, larger families, or lack of suitable, well located, secure housing of an acceptable standard for people on low incomes.

Some also expressed concern about wait times and about the impact of lack of housing on individuals.

“You only need to see the waiting list for social housing to realize we have a problem that will get worse if nothing is done about it.”

3. ‘What do you think is the biggest barrier to increasing social housing in Monash and what are your suggestions for addressing that barrier?’

Two clear themes emerged from responses to ‘what is the biggest barrier to increasing social housing in Monash’. They can be characterised as structural reasons:

- The lack of available land and the high cost of land in Monash, and
- The lack of political will, the need for a whole of government-whole of community response and funding.

And a third of:

- Lack of community acceptance.

“Governments at all levels and all persuasions have ignored the need for social housing for years. It has not been seen as a vote winner. Now would be the time to change that.”

“Getting bipartisan, multi government commitment to resource it. Need to get this and commit to targets, and consider alternative models...”

Some respondents suggested planning tools or more innovative models as part of the solution, while others suggested different ways to address an identified barrier of community acceptance.

4. ‘Is there a particular group of people that you think are not being captured in statistics or not being addressed in responses to homelessness and social housing?’

The responses to this question mentioned many groups, including:

- People with a disability, including those ineligible for support
- People living in unsafe conditions due to family violence
- People living with a mental illness
- People ineligible for social housing (range of reasons including in housing stress)
- Migrants (including new migrants)
- Transient, rough sleepers
- Young people (including young people leaving care)
- People living in unsafe, inappropriate, unsustainable housing or couch surfing.
- Indigenous Australians
- Older women
- Socially isolated or marginalised
- People leaving the justice system
- People currently in social housing of a poor quality with maintenance issues.

Almost all respondents felt that there were people not being captured in the statistics or not being addressed in responses to homelessness and social housing.

5. Respondents were then asked to rank the relative importance different statements about what the role of Monash Council in social housing should be.

In order of highest to lowest, the overall weighted response to the statements were the following order:

The role of Monash in social housing is to:

1. Work towards a goal of a 'functional zero' number of people without a home. This means that there is accommodation for everyone who needs it and the number of people experiencing homelessness on any night is never greater than the number of social housing places available.
2. Take a human-centred approach to homelessness. Housing is a human right, and every single member of our community matters.
3. Facilitate the development sector and social housing sector to work together to increase social housing.
4. Continue to provide leadership in Local Government on social housing and homelessness.
5. Keep up to date with a range of new ways to increase social housing or increase funding for social housing.
6. Hear from people who are affected by the lack of social housing when developing major Council policies, strategies or plans. For example from people who are homeless or have been homeless or are living in marginal/insecure housing.
7. Develop information and publicity about social housing to let the community know about why social housing is an important local infrastructure and human rights need and tell stories about real life examples of how not having a home affects real people in our community.

8. Design public places and spaces that are inclusive of everyone, by avoiding features that make it uncomfortable for people who do not have a home (for example, park benches that do not allow space for people to lie down).

In order of the number of people who ranked each statement highest, the order varies as follows:

The role of Monash in social housing is to:

1. Work towards a goal of a 'functional zero' number of people without a home. This means that there is accommodation for everyone who needs it and the number of people experiencing homelessness on any night is never greater than the number of social housing places available.
2. Continue to provide leadership in Local Government on social housing and homelessness.
3. Design public places and spaces that are inclusive of everyone, by avoiding features that make it uncomfortable for people who do not have a home (for example, park benches that do not allow space for people to lie down).
4. Facilitate the development sector and social housing sector to work together to increase social housing.
5. Take a human-centred approach to homelessness. Housing is a human right, and every single member of our community matters.
6. Hear from people who are affected by the lack of social housing when developing major Council policies, strategies or plans. For example from people who are homeless or have been homeless or are living in marginal/insecure housing.
7. Develop information and publicity about social housing to let the community know about why social housing is an important local infrastructure and human rights need and tell stories about real life examples of how not having a home affects real people in our community.
8. Keep up to date with a range of new ways to increase social housing or increase funding for social housing.

Clearly the respondents think the most important role for Council in relation to social housing is to take a 'functional zero' approach. All statements appear to be important to respondents when considering that change of order of statements between the relative weighted responses of all respondents to all statements, and the 'first past the post'.

6. What else do you want to tell us about social housing and homelessness?

Most survey respondents wanted to tell us more. Responses were varied, however emerging themes were:

- Planning responses, partnerships, models of delivery, creative solutions.
- Funding and leadership is needed, talking and advocacy is not enough.
- Housing is a basic human right and need for every member of the community.
- The need for extra support for people in social housing or who are experiencing homelessness, eg financial support, help in finding jobs, and "develop a facility that can be used for social activities, eg Showering, washing and drying facilities, take away food".

Appendix One: Local stakeholder groups invited to participate in the on-line 'developing a social housing framework' survey

Council Advisory Committees

- Disability Advisory Committee
- Gender Equity Advisory Committee
- Multicultural Advisory Committee
- Positive Ageing Reference Group
- Young Persons Reference Group

Advocacy Stakeholders

- Ashwood and Chadstone Public Tenants Group
- Council to Homeless Persons
- EDVOS (Specialist Family Violence Service in the Eastern Metropolitan Region)
- Launch Housing
- Monash Student Association – Student Advocacy Support
- Power Neighbourhood House
- VIRWC (Victorian Immigrants and Refugee Women's Coalition)
- Women's Health East

Stakeholder Homelessness Services and Social Housing Providers

- Aboriginal Housing Victoria Limited
- Common Equity Housing Ltd
- Community Housing Ltd
- Housing Choices
- Housing First
- SalvoCare Eastern
- UnitingCare Harrison

Other stakeholders

- DHHS
- Monash Health Social Work Dept. and Emergency Departments
- Monash Police (Victoria Police)
- Multicultural Service Officer, Department of Human Services (Oakleigh, Glen Waverly, Cheltenham)
- Best Chance
- Front Yard Youth Service
- Glen Waverley Uniting Church
- Link Health and Community
- Monash Oakleigh Community Support and Information
- Monash Waverley Community Support and Information
- Salvation Army Temple
- Syndal Baptist Church
- WavCare

Appendix Two: Online survey opened ended question responses.

What do you think is the most pressing issue in relation to the shortage of social housing?

- Availability within and close to the public sites such as trains, shopping and bus stops
- Not enough Social or Public Housing. Too many people without secure housing.
- Long term lack of investment by the State, following breakdown of the CSHA, and a shift to a social housing hybrid model was never going to address the shortfall in the market.
- Number of properties available compared to the number of people on the waiting list/needing social housing
- You only need to see the waiting list for social housing to realize we have a problem that will get worse if nothing is done about it
- people need more housing
- The money to correct the situation.
- Monash is largely an established middle class society, so those members of our community who need social housing may fall "between the cracks"
- Availability is the main issue along with reluctance of landlords to support the homeless
- During this time the govt has shown it can respond quickly, providing temporary housing for the homeless. There is a chronic shortage of affordable housing for the homeless
- Availability of cheaper, affordable housing of an acceptable standard
- Homelessness, reduced life chances, increased risk of mental illness, exploitation - and a lack of will by successive governments to address this
- the impact unaffordable or inappropriate housing has on households
- The possibility of families going homeless or having a low quality of life due to spending money on rent (e.g. not having enough food, unable to pay for education etc.)

- Lack of availability of emergency housing support
- Shortage of safe homes for women and children experiencing family violence
- unemployment
- Affordable housing for people who are living with a disability
- lack of investment in public houses not have an effective policy
- The increased number of unemployment, the unprecedented uncertainty and the cost of life.
- Increased need for social housing due to vulnerable groups in society unable to afford main stream rentals. And with the COVID and massive job losses this will only increase the need for social housing.
- establishing the requirements of the person involved, particularly any mental health issues
- Funds and construction to be available Application process
- There are more people needing housing than there houses and/or apartments available, particularly accessible ones for those with disabilities.
- Availability.
- Availability and cost

'What do you think is the biggest barrier to increasing social housing in Monash and what are your suggestions for addressing that barrier?'

- Restrictions on the supply of available land for housing and local planning and approvals processes. To address this, Monash Council could consider include implementing mandatory

inclusionary zoning; a land use planning intervention that either mandates or creates incentives so that a proportion of a residential development includes a number of social housing dwellings. Just as developers are required to contribute to road access, open space and parking, they should also be required to contribute to social housing. Inclusionary zoning would make it clear that development rights are contingent on a social housing contribution.

- There is a need for council to develop and implement a social housing policy that readily identifies and addresses barriers. Addressing homelessness requires a whole of community response from all levels of government, peak bodies and local community service organisations.
- A lack of funding/resources A lack of innovation Our own mindsets- we can make change happen if we really want to- this involves thinking about things differently
- The Government commitment to give more money for social housing. We need more land available for social housing projects. More companies and people in government committed or invested in it and employing more workers. Liase officers from centrelink linking in with social housing workers to provide services and helping in getting funds when needed and bypassing redtape that slows in clients accessing funds and support etc.
- Lack of availability of affordable housing development sites. Launch of a civic campaign in Monash to appeal to landlords to make available their houses at lower rental prices. Monash to consider subsidising rents of such community housing.
- Availability of Land and associated costs
- Put more money into it. Quite simply that would be the best start
- Getting bipartisan, multi government commitment to resource it. Need to get this and commit to targets, and consider alternative models - shared home ownership schemes; loan schemes like road infrastructure where debt is paid off over time with small user contribution set between public rate and market rate, where low incomes above Centrelink enable
- Government funding allocated to social housing
- First the council has to have a will to do something about it Second find properties that will not have bitter conflict with neighboring properties, and have the support of State Government with providing land
- not enough houses, rent is high, not enough rental stock, people can sometimes only stay in hoses short period
- Land is at a premium. It would be best to build apartments in areas near to transport
- Discreet awareness by Monash Council; then action to find housing close to public transport (most important because many of our areas are pretty isolated).
- Not in my backyard. We need to appeal to the community to assist with properties or make land available
- Governments at all levels and all persuasions have ignored the need for social housing for years. It has not been seen as a vote winner. Now would be the time to change that.
- Lack of community acceptance. Social housing in small pockets so not a large number all grouped in the same neighbourhood. That potentially will prevent ghetto type situations and allow social housing residents to prevent dangerous or tempting neighbour relationships.
- The main big barriers are funding and political will. If the City of Monash has the political will then that is a good start to doing something about it.
- Access to the subsidy required to deliver social housing. New State and Federal government funding steams are required
- I don't know.
- The cost of housing. Private rentals are too expensive and not enough landlords happy to make cheap rent available for low income people.
- Cost
- high prices

- Land value has increased and the area is very attractive to developers which make the creation of new social housing opportunities difficult
- lack of proper available land and cost
- The housing crisis and the financial crisis
- High cost of properties in the Monash council area specially where its easy to access public transport, schools and shops. For increased stock Have social housing in mixed development where it could be commercial set up with a floor of housing , so that there can be private capital investment but managed by council. Social housing to be allocated for a period of time eg: 2 or 3 years so that there is the opportunity to review and encourage residents to work towards private rental / ownership Support programs to assist residents to plan and save towards private rental or affordable housing
- 1 probably lack of fund 2 suitable vacant land near facilities
- Start Buliding and construction but also we can strike a deal with hotels , service apartments until to be built or purchased One way is deal with demand and same time creating jobs for Victorian and generate income
- Housing prices and people needing to find jobs. Maybe a jobs seminar might help and courses that help people develop more skills.
- Property development
- Finding the right location and again cost
- fgbnbvvn

‘Is there a particular group of people that you think are not being captured in statistics or not being addressed in responses to homelessness and social housing?’

- Groups at increased risk of housing insecurity and homelessness include Aboriginal Victorians, young people leaving care, people connected with the justice system and those leaving prison, people experiencing chronic mental health issues, people living with a disability, older women and people impacted by family violence.
- As a homelessness service the emerging groups identified in the Social Housing - Key Points document is reflective of the cohorts that are presenting to local homelessness services
- I am not that familiar with statistics to comment but I know that housing is a massive issue for people with Mental Health and disabilities and also women fleeing violent relationships
- The homeless that tend to not want support or maybe hiding from various services or the police. Also those couch surfing moving from place to place. Those experiencing domestic violence who need social housing but to scared to speak up about their situation.
- A significant proportion of people already in social housing are very unhappy about their housing conditions because of the poor state of the house which includes mould, ventilation, broken plumbing etc. The lack of maintenance of such housing is not addressed when engaging with issues about social housing.
- Marginalized people who may not necessarily qualify for homelessness
- Squatters, Disabled adults that have no where to go to live and need to stay (unwanted) with relatives. young runaways,
- casual workeforce
- no
- I am not aware of the whereabouts of the Rough Sleepers but I imagine the Centrelink Office may be able to identify some along with other Rough sleepers and the Salvos
- people from other countries or with a disability - suitable housing
- Don't know of anyone in this position.
- I am not aware of particular groups
- Domestic violence. I believe the lack of reporting is an issue

- Homeless people are a transient group always moving on by necessity. Our service will often only see a homeless person once and then they move on.
- Young people who may be couch surfing and also the older retired (often female) group.
- There would be people from many groups that are at risk but the focus should be on young people, people with mental illness, people fleeing family violence, people at risk of exploitation by organised crime which is embedded within money lending and gambling bodies.
- I think there are significant numbers of households in tenuous, unaffordable or inappropriate housing that often don't get counted in social housing demand. There are also a number of moderate income households in housing stress that often aren't aware or don't bother putting themselves on the social housing waitlist because they don't think they'll be housed, so don't get counted as wanting social housing
- Those who are able to pay rent but may be struggling to pay utilities or other essential services.
- Migrant families and the struggle to pay their rent with no government or council support
- Victims of FV are often hidden as they are often not rough sleeping but in unsafe housing or unsustainable housing
- no
- People who are living with a disability who will not be eligible for Specialist Disability Housing but who need options that enable them to live in safe accessible accommodation with access to overnight support if required.
- obviously people who sleeps outside on the road and parks mental health or disable people not able to participate
- Refugees , migrants and poor local families
- Migrants, specially thoes early in their settling in phase. And people with disability who continue to live at home with family or parents as have no options to live independently. NDIS does have SDA but not all participants eligible for it
- socially isolated people
- Low income and disability
- People with disabilities and the indigenous community and those on low incomes.
- People with Mental illness
- I don't have enough knowledge of this

What else do you want to tell us about social housing and homelessness?

- Recommendations to Council: Introduce mandatory inclusionary zoning measures to obtain social housing contributions from future property developments. Ensure alignment between Council's Social Housing Policy and its Affordable Housing Policy. These should also align with Council's efforts around homelessness. Consider strategic, community business partnerships around infrastructure development, including opportunities for education and employment. Provide tailored support to build participation in work, education and community. Ensure availability of wrap-around service provision for people living in social housing, particularly around mental health services and transitional housing pathways. Apply an intersectional lens to Council policies, considering the impact of gender and other forms of inequality. Realign Council's Placemaking efforts to move beyond an events-focus, and include investment in the reactivation and rethinking of place-based economics, employment and education. Continue to lead advocacy efforts to State and Federal Government around homelessness. Advocate to State Government around social housing, including setting targets for social housing at state, regional and municipal levels, and sustained funding to support these. Employ a values-based approach to community

messaging around the need for increasing the volume of social housing in Monash. Public support is needed to enact policies and establish programs which promote housing justice; values-based messaging can assist in advancing a strong affordable housing agenda, in order to pave the way for lasting systems change.

- Commend Council on its development of Social Housing Policy to meet the needs of its residents.
- It would be great if Monash could be a leader in this
- Increase Council funding to support that whole area of social housing and homelessness
- Provide a home for everyone who is homeless!
- Social Housing does not have to have its own place and space. Social Housing can be incorporated into all new developments and at the same time applying the human centered approach. For example new building coming up where Monash can partner up with the developer to built few of the social housing capacity. This would fit very well within a public-private partnership. This is one of the innovative way of building such access. This will make Monash as a leader and setting the example of inclusiveness within the broader community.
- talking about the issue is not enough. Government and Councils need their money where their moth is.
- There is a window of opportunity to show that when homeless people may be a broader risk to health of others, housing is immediately found. We need to recognise the social and economic costs of homelessness and take the same view, and capitalise on the solutions found, to advocate them to be extended until more permanent solutions are developed.
- thanks for all your work!
- When permits are offered to Property Developers on Government Property then a portion needs to be set aside for social housing with strict guidelines imposed
- i just want everyone to have somewhere to live

- It is important to maintain homeless people's self respect (especially once they are housed) and balance the intervention versus privacy. Quite a balance - good luck!
- Rotary is available and willing to assist in any capacity
- 10% of our clients are homeless, we help as best we can but the solution is an increase in social housing starting now. Capital works could be used for this to create jobs
- Complex issue. Needs full support of all levels of government. Also need infrastucture/support for people as well as just a roof over their head. (case worker, help with health, job prospects etc.)
- I would say that the research has been done to death all over the world - just start making a commitment to fund and build and manage facilities today.

- I think that people/families in social housing should receive extra support in finding work, maintaining mental health, and receiving other financial supports for things such as food, utilities and transport.

- There are plenty of models around the world that council could follow and learn from. Also there needs to be more community awareness as Monash is assumed to be an affluent LGA so it is hard to get people to understand the needs and donate to charities to support this. Monash council does not financially support agencies sufficiently to support emergency relief. Thank you for the opportunity to give feedback.

- This is a fundamental human right and is the cornerstone of citizenship so must be given a top priority

- start think about why no one is able to fix this issue why Monash let this to happen and continue to let it happening did you set a time frame to reach the target did Monash agree that their BY ADVOCATING ONLY didn't help these homeless so do something innovatively
- Social housing can improve the quality of life
- Any new development should have universal design so that can easily be used by residents who may have special care / access needs
- develop a facility that can be used for social activities, eg Showering, washing and drying facilities, take away food
- Be creative it's lots of hotels and accommodation places will be empty for long time with covid-19 make a deal to get people in it's wine wine
- Housing is a basic human right and need for every member of the community.
- -
- More needs to be said publicly about this problem in Monash - most residents would not believe this is much of a problem in the municipality
- asfadfdf