



# ENDING HOMELESSNESS PLAN 2021-2024





## ACKNOWLEDGEMENT OF COUNTRY

We remember and respect the Ancestors who cared for and nurtured this Country.  
*Dhumaan ngayin ngarrakalu kirraanan barayidin.*

It is in their footsteps that we travel these lands and waters.  
*Ngarrakalumba yuludaka bibayilin barayida baaduka.*

Lake Macquarie City Council acknowledges the Awabakal people and Elders past, present and future.  
*Lake Macquarie City Council dhumaan Awabakala ngarrakal yalawaa, yalawan, yalawanan.*

Wording by the Aboriginal Reference Group and translated by Miromaa Aboriginal Language and Technology Centre.

## PHOTOGRAPHY CREDIT

Thank you to Hunter Homeless Connect and Lee Illfield Photography for some of the images contained in the Plan including the front cover image.



# NEWCASTLE AND HUNTER ENDING HOMELESSNESS PLEDGE

*Lake Macquarie City Council pledges to do our part to end homelessness. We will build on our current actions to address homelessness, and support and promote the efforts of our community to end homelessness. We will advocate for change and enlist the support of colleagues, businesses, local agencies and the community to join this important effort, and let local leaders know that we support The Newcastle and Hunter Ending Homelessness Pledge.*

Adopted by Council on 25 February 2018

## MESSAGE FROM THE MAYOR

*Ending homelessness is in our hands.*

Everyone should have access to accommodation where they feel safe, secure and at ease. We have an amazing community who value inclusion and support for all, but we want to do more to help end homelessness across our community and the region.

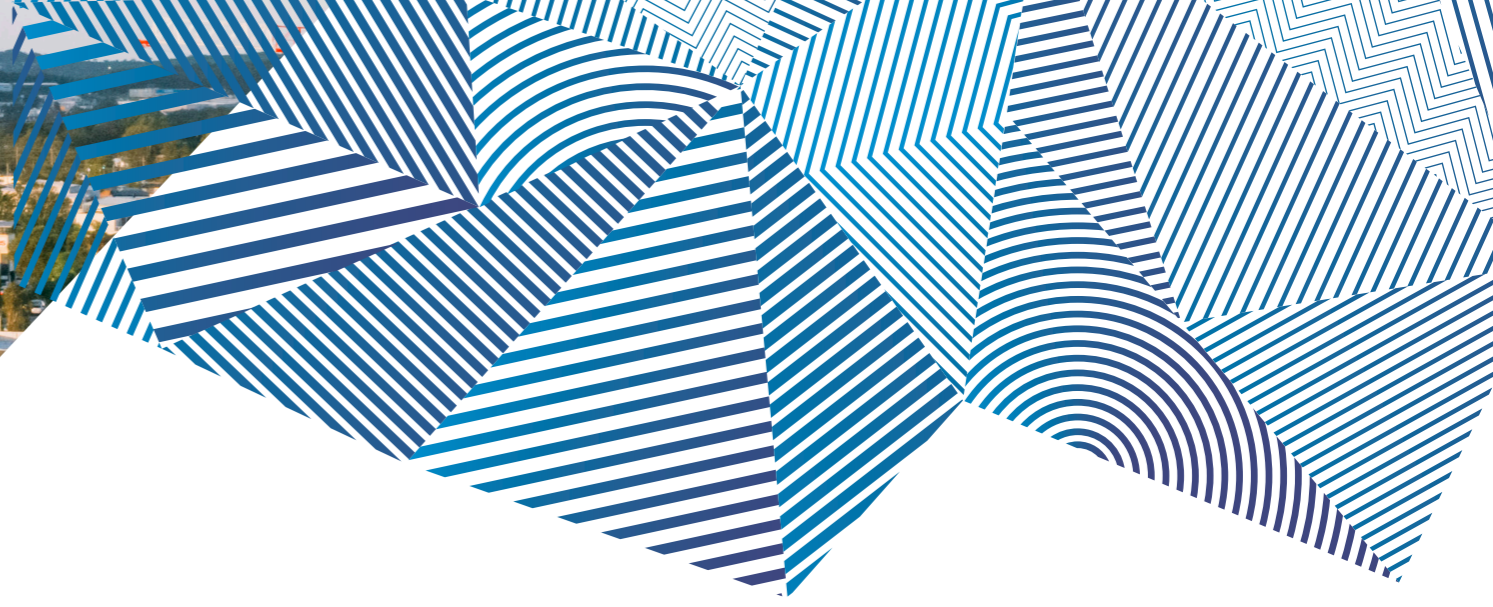
Council is committed to doing all that is possible to collaborate and assist our community to prevent homelessness, support the sector and identify opportunities to increase sustainable housing options. The Ending Homelessness Plan provides a framework and action plan to deliver meaningful outcomes for the sector and people who may not have suitable accommodation that meets their basic needs.

I believe we can achieve great outcomes on this complex issue in our community, but it must be tackled in collaboration with local community organisations and our many volunteers, who have provided decades of service in the sector. I look forward to continuing our partnership with these incredible organisations and individuals to make a real difference for local people doing it tough.

We all want Lake Macquarie to be a place where everyone feels a wonderful sense of wellbeing. Together we can better understand homelessness and continue to build on our work to ensure everyone has access to safety, security and shelter.

**Councillor Kay Fraser**  
*Lake Macquarie Mayor*





## OUR ROLE IN ENDING HOMELESSNESS

Lake Macquarie City Council is committed to ending homelessness in Lake Macquarie. We understand local government has a pivotal role to play as the closest level of government to our community. Our connection to the local community provides us with an opportunity to lead a coordinated and strategic approach to ending homelessness in our City. Our Ending Homelessness Plan 2021–2024 details the actions we will undertake together with our community to end homelessness in Lake Macquarie.

Evidence-based approaches to ending homelessness have shown success can be found through collaboration of all levels of government, community services, business, those with lived experience and persons with compassion for the issue. While the responsibility of service delivery in homelessness is looked after by State Government, Council continues to understand the opportunity we have in playing a key role in ending homelessness. We are committed to ensuring the values of our community

are implemented and sustained to improve quality of life and wellbeing for all. Our Ending Homelessness Plan sets out the details of a collaborative and community-centred approach for our strategic and collaborative actions.

Ending homelessness is an ideal which can be achieved with consistent and focused willingness and actions. The term ‘ending homelessness’ ensures an approach to quick concerted recovery for those who find themselves homeless, and the term is used throughout this plan to ensure we remain action-focused and meaningful in our efforts City-wide.

A safe and secure home is central to a positive quality of life for families and individuals. Exerting control over one’s living space provides a platform for the functions of everyday life. While safe and secure shelter is a human right, a home provides a sense of dignity and comfort to offer the best chance at life for people of all ages. Homelessness impacts on people of all backgrounds, undermines health and wellbeing, undermines a healthy social fabric, and in precarious economic conditions, housing instability can occur quickly for most people disrupting the quality of life of families, children and individuals.

## UNDERSTANDING HOMELESSNESS AND ITS CAUSES

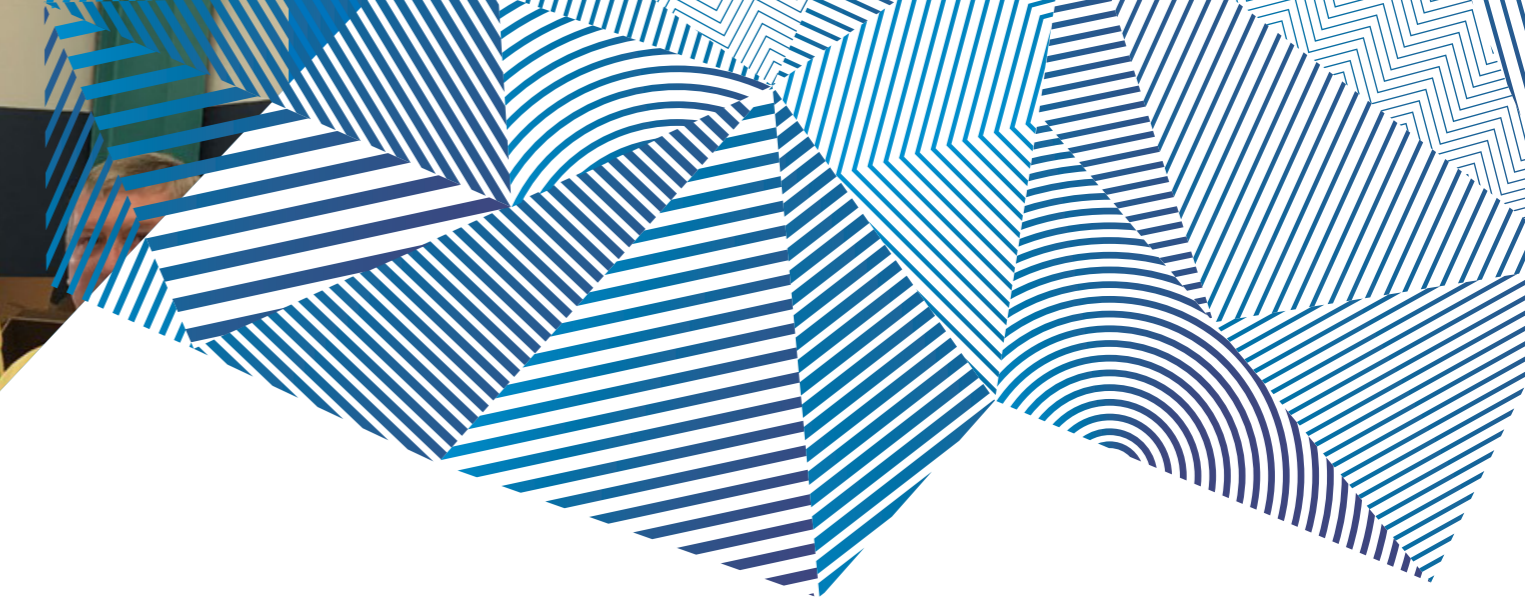
*Homelessness by nature is a complex social problem.*

It often occurs as the result of various breakdowns and systemic barriers faced at different points in time or throughout life. Some of the key contributing factors of homelessness are poverty, unemployment, underemployment or inconsistent employment, domestic violence, mental ill health, family breakdown, alcohol and other drug addiction, education limitations, and accessibility barriers. These social factors combine with structural factors such as social and affordable housing waiting lists, rental competition, lack of diversity in housing stock availability or designs, inability or barriers to renting with domestic pets, affordability due to limited supply, stigma against leasing to previous homeless persons, uncertainty on how to access support services, transport routes and location or proximity of housing to points of interest and services. For these reasons, those experiencing homelessness often experience multiple causations and face various intersectional vulnerabilities.

This complexity can create a divide in public perception for what a best response might look

like, with some bodies advocating for a long-term solution-based approach, and others responding to the immediate needs of welfare with food or warm blankets. Both short- and long-term approaches are necessary to support the wellbeing of all in our community and by working together we can support people experiencing homelessness holistically to achieve more effective outcomes. Just as the issue itself has layers, so too does the required response. We hope our inaugural Ending Homelessness Plan will provide a scaffold for our community to work collaboratively with us to support the holistic and multi-faceted needs of people experiencing or at risk of homelessness.

Despite the complexity, it remains achievable to end homelessness by ensuring quick response and referrals occur after identifying cases of homelessness. Evidence shows the most success has been achieved by skilled multidisciplinary teams conducting assertive outreach approaches to address the various factors affecting each individual case of homelessness. Evidence also shows us that international cities have been able to proclaim they have ended homelessness by staying committed to the goal, being assertive in their efforts and supporting the Housing First Principle and the Assertive Outreach approach. While Council does not provide direct service delivery, we work together with frontline services and support the evidence-based principles underpinning their effective work.



## KEY PRINCIPLES IN ENDING HOMELESSNESS

### WHAT IS THE DEFINITION OF HOMELESSNESS?

*Homelessness is when a person does not have suitable accommodation which meets their basic needs including a sense of security, stability, privacy, safety and the ability to control living space.*

*There are typically three sub-definitions of homelessness being:*

- **Primary:**  
no conventional accommodation or shelter.
- **Secondary:**  
living in shelters, emergency accommodation, refuges and couch surfing or staying with friends and family.
- **Tertiary:**  
living in accommodation that falls below minimum community standards such as overcrowded dwellings.

### WHAT IS AFFORDABLE HOUSING?

Affordable housing is developed with assistance by NSW Government and/or Commonwealth Government including planning incentives. It can be funded through a mix of sources including government grants, land contributions, philanthropic sources and equity contributions by community housing providers. Usually affordable housing developments are delivered through community housing providers.

Affordable housing is aimed at those on low to moderate incomes, and the rent is priced according to how much the tenant can afford according to other basic living costs. Sometimes property is available to buy though most commonly it is available to rent.

### WHAT IS SOCIAL HOUSING?

Social housing is secure rental accommodation subsidised by the government, and provided by not for profit, non-governmental organisations or government organisations to assist people who are unable to access suitable accommodation in the private rental market. It includes public housing, community housing and Aboriginal housing.

### WHAT IS THE HOUSING FIRST PRINCIPLE?

The Housing First Principle, or Housing First Model, describes the process by which housing is provided unconditionally as the first step in responding to a case of homelessness despite

the presenting causes. The belief is based on evidence which shows providing safe and secure housing is the first step in rehabilitation or positive growth in a person's life. Once housing is provided quickly, other health and wellbeing issues can be addressed by a skilled multidisciplinary team of workers. Housing is not conditional on a person's willingness to address their other wellbeing issues.

Housing First approaches have proven effective in achieving positive wellbeing outcomes and sustained housing, as well as cost efficiency for governments by reducing time spent interacting with other public service departments such as hospitals and the justice system.

### WHAT IS ASSERTIVE OUTREACH?

Assertive Outreach is the proactive and persistent approach of locating people sleeping rough, meeting them where they are and working with them over the medium to long term to connect them with housing and sustain their housing. Assertive Outreach approaches work together with the Housing First Principle by requiring the use of skilled multi-disciplinary teams and access to affordable housing.

Source: The Australian Housing and Urban Research Institute (AHURI), NSW Government Homelessness Strategy and NSW Government Department of Communities and Justice



## HOMELESSNESS IN LAKE MACQUARIE

Council receives increasing enquiries from our residents concerned about the welfare of others and reporting rough sleepers. It is challenging to have accurate statistics in the area of homelessness, though all available research demonstrates there is a rise in people experiencing homelessness or at risk of homelessness in Lake Macquarie.

According to 2016 ABS Census data, the number of persons experiencing homelessness in Lake Macquarie was 405 people. The largest increases of homelessness have been seen in young people and those over the age of 55.

Across NSW and Australia, homelessness is increasing. The percentage of homelessness statistics made up of persons sleeping rough is on average 7 per cent across the state. The definition of homelessness in a contemporary context has extended from rough sleeping to include persons in unstable or temporary accommodation.

Those in temporary accommodation make up the largest percentage of the rate of homelessness. This may be persons living temporarily with family or friends ('couch surfing'), living in severely overcrowded dwellings or in improvised structures.

*Source: Australian Bureau of Statistics, Census of Population and Housing: Estimating Homelessness, 2016.*

## WHAT IS CURRENTLY HAPPENING?

Council has demonstrated our commitment to ending homelessness through supporting the Hunter Ending Homelessness Pledge Network developed by the Big Ideas Homelessness Network. Council has been a member of the Network since its inception in 2017. The Network is coordinated by Compass Housing Services. Council continued to demonstrate our commitment by endorsing the Homelessness Policy Commitment in 2019. This Homelessness Policy Commitment articulated Council's adoption of the homelessness definitions contained within the NSW Government's Homelessness Strategy 2018 – 2023, and articulated Council's important role to play by the following endeavours:

- **Contribute to the prevention of homelessness** – preventing those at risk from tipping over into homelessness
- **Support and work with the local homelessness sector** – building local capacity to break the cycle of homeless people
- **Continue educating Council** staff on the issues affecting homelessness

- **Identify opportunities** to improve outcomes for a sustainable increase in affordable housing
- **Champion regional planning and partnerships** – encouraging collaborative, evidence based, actions to combat homelessness by Government, businesses and service providers.

Council endorsed the action to undertake a thorough community engagement and strategic plan approach becoming the catalyst for our Ending Homelessness Plan. Council has supported various social and community planning initiatives to alleviate or address the impact of homelessness, for example, supporting Hunter Homeless Connect Day, organising training on referral pathways for Council Rangers, supporting the development of Our Backyard: Car to Home Project, and undertaking initiatives against domestic violence in our City. In addition, Council has for many years encouraged the co-location of service delivery to meet the needs of our community when it comes to building, leasing or approving community facilities.

## KEY RESOURCES FOR HOMELESSNESS

All services are available via Council's Website [lakemac.com.au](http://lakemac.com.au) > For residents > Community > Community Directory, or through an online web search.

- Report a Rough Sleeper Tool is provided by the Matthew Talbot Homeless Service through St Vincent De Paul. All community members can use the tool when they site a person sleeping rough.
- Link 2 Home on 1800 152 152 is a 24-hour telephone service providing information, assessment and referral to homelessness services across NSW.
- NOVA for Women and Children self-refer intake line 1800 769 654.
- Domestic Violence Line on 1800 656 463 for 24-hour crisis counselling and referral.
- Hunter Homeless Connect Community Services Directory is an online and hardcopy local service list for persons experiencing homelessness and services providing this support Hunter-wide.
- Lake Mac Urgent Welfare Services Brochure is a condensed list of services within the Lake Macquarie Local Government Area who provide a range of crisis services.
- Askizzy is a mobile website and phone application that connects people who are in crisis with the services they need right now and nearby.

## ACCESSING AMENITIES IN LAKE MACQUARIE

Council public amenity buildings are generally open 24-hours across the City. For hot showers and clothes washing, Council encourages use of facilities that are co-located with specialist services to provide exposure and natural interaction with other wrap around supports, as well as for safety reasons due to the demographics of people experiencing homelessness increasingly being women over 55 and young people.

Examples of such facilities are neighbourhood centres and Our Backyard – Car to Home Project in Cardiff where people can sleep in their cars and access warm food, showers and clothes washing. Other local initiatives include mobile washing machine vans and a mobile shower van. Council can promote and support grant applications, and consider Council leased neighbourhood centres to include showers and washing machines. For more information on these services please contact Council.



## THANK YOU TO OUR COMMUNITY

Council acknowledges the compassionate legacy and decades of hard work and achievements by all in our community to respond to the needs of people experiencing homelessness. In particular, we acknowledge and appreciate the many voluntary hours that continue to be provided by volunteer groups such as Lions and Rotary, school groups, charities and church groups around the City to provide food, showers, blankets, clothes washing, fundraising and other support for people in need.

We acknowledge the passionate and concerted efforts by long term community service employees who alleviate distress and provide case management, housing and welfare care for adults, children and families experiencing homelessness and its causes.

We commend everyday individuals and families in Lake Macquarie who show compassion and care towards others in need across our City, and say thank you for continuing to demonstrate the values of a welcoming, supportive and inclusive community.

We hope we can continue to support your collective impact and work alongside you in the delivery of our actions detailed in this plan.



## REFLECTING COMMUNITY VALUES

Our Ending Homelessness Plan illustrates how we will continue to enhance social cohesion and enact our community's values in relation to persons experiencing or at risk of homelessness in our City. Council listened to community values when creating the Community Strategic Plan 'Our Future in Focus' 2017-2027. Lake Mac's City Vision and set of Community Values were developed by the community in 2016 to help guide future planning and direction for the City.

### OUR ENDING HOMELESSNESS PLAN LINKS TO THE FOLLOWING COMMUNITY VALUES:

- **We value lifestyle and wellbeing** - a place that encourages safe, active and social opportunities. Council's Ending Homelessness Plan ensures we will work to ensure people experiencing homelessness have access to housing as quickly as possible by Council staff providing referral options.
- **We value connected communities** - that support and care for all and provide a sense of belonging. Our Plan will deliver networking opportunities for all stakeholders in homelessness, encouraging new collaborative actions to be developed. We will run a community education campaign to ensure residents know how to refer should they see a person sleeping rough.

- **We value creativity** - working together with creative processes and outcomes that bring together history, culture, knowledge and expertise that supports new technologies and ways of thinking. We will continue to apply critical and creative thinking in delivery of actions within our Plan, to be open to trying new methods and ensure we remain focused on evidence-based principles in ending homelessness.
- **We value shared decision making** - Lake Macquarie communities continue shared responsibility for governance. The key part of our Plan is to work with all stakeholders to deliver a coordinated approach in our City pulling on the skills, knowledge, resources and lived experiences of all who care for or experience the issue of homelessness and housing insecurity.

Council's Local Strategic Planning Statement reiterates the value we place on liveability. We want Lake Macquarie to be a highly liveable City where everyone feels a great sense of wellbeing. Our growing population will have easy access to high-quality local jobs, community facilities, essential services, healthcare, education, transport, social and cultural activities, affordable and diverse housing and recreation spaces.

This Ending Homelessness Plan articulates how the City Vision and Community Values will be achieved within the context of individuals and families experiencing homelessness or at risk of homelessness.

*Source: Lake Macquarie Community Strategic Plan 'Our Future in Focus' 2017 - 2027, Local Strategic Planning Statement*


## COMMUNITY ENGAGEMENT WHAT WE HEARD



Council is grateful to have heard the voices and received input from people with lived experience of homelessness in the development of this Plan. A third of respondents to our survey identified as having experienced homelessness at some point in their life.

Council launched a range of online communications to support the engagement conducted digitally due to public health requirements during the COVID-19 pandemic in 2020.

 Our social media campaign reached **24,479 people** with **1075 interactions**.

 The Shape Lake Mac **webpage** focused on an online survey, with **92 survey responses**

A media release spurred coverage by local news outlets via newspapers and radio stations.

We presented at community forums including the Youth Advisory Council, Lake Macquarie Interagency, and to Lake Macquarie City Councillors who were part of Council's Connected Communities and Lifestyle and Wellbeing Portfolios.

We ran a series of consultations with key stakeholders across Council departments to review actions we can undertake internally to respond to homelessness and act as a leader in our community. Recurring themes that emerged through our consultation included: needing to understand the underlying issues and barriers, taking a strategic approach, addressing leading causes and using a Housing First and Assertive Outreach viewpoint. Consultation responses described the breadth of work currently undertaken in addressing homelessness which we can continue to support and additional items where Council's unique influence may be of value.

### WHAT PEOPLE SAID:

*"Homelessness is a huge concern and one that is only going to get worse as time goes on"*

*"Hunter Homeless Connect Day is a great service where people can access services all in one area"*

*"Homeless people could be followed up with referral to other agencies that could remedy the situation"*

*"We could become best practice and creative in removing this tragic social issue"*

*"There needs to be better engagement between key services in participating in a homelessness network"*

*"I am a highly educated, underemployed female with a disability that fears becoming homeless or finding myself in less than desirable living conditions again. I've seen many friends and acquaintances go through periods of homelessness and really struggle to get back on their feet or find themselves stuck in abusive situations"*





## VISION AND GOALS

The vision of the Ending Homelessness Plan is to strengthen the wellbeing of our residents and strengthen the inclusive, supportive and harmonious nature of our community in line with our values. We will continue to build on our work to ensure all have access to safety, security and shelter.

Our Plan will outline how Council can deliver on our vision, purpose and community values in regards to supporting and preventing people experiencing homelessness. We will achieve this through the following goals:

1. **WE WILL STRENGTHEN OUR UNDERSTANDING OF HOMELESSNESS AND ITS CAUSES**
2. **WE WILL ACHIEVE A SUSTAINABLE HOUSING MARKET**
3. **WE WILL COLLABORATE WITH OUR COMMUNITY**

## REPORTING OUR PROGRESS

Quarterly updates will be provided through Council's Operational Plan reporting. Annual updates will be available for community groups through Council's Community Development Officer. For additional enquiries, please contact Council's Customer Service Centre on 4921 0333.

## LAKE MACQUARIE HOUSING STRATEGY

In April 2020, Council adopted the Lake Macquarie Housing Strategy 2020. The Strategy includes data and research relevant to sustainable and affordable housing options across Lake Macquarie City. It includes a larger body of work on the influential factors across the housing spectrum and how it impacts housing affordability for persons on a low-income experiencing homelessness or at risk of experiencing homelessness. The vision statement for the Strategy is:

"The Housing Strategy supports a housing market that meets the needs of the Lake Macquarie community. It enables a sustainable supply of housing for everyone, at all income levels, that is close to jobs and services, and that respects Lake Macquarie's unique landscape".

A few examples of the evidence-based actions included in the Strategy and of relevance for our Ending Homelessness Plan 2021 – 2024 are listed in our Action Plan below. The Strategy will be reviewed and actions reported through Council's Operational and Business Plan.

Source: Lake Macquarie Housing Strategy 2020

## STRATEGIC LINKS

### NATIONAL CONTEXT

National agreements and plans are developed to improve access to housing across the spectrum for all Australians, and advocacy bodies suggest reforms through strategies and campaigns to address gaps. Government provides grants and subsidies to support private rentals, social, community and affordable housing across states and territories including funds to address increasing demographics, such as youth homelessness. Some examples include:

- National Housing and Homelessness Agreement
- National Rental Affordability Scheme Act 2008
- National Rental Affordability Scheme Regulations 2008
- Everybody's Home Campaign
- National Plan for Affordable Housing – Community Housing Industry Association
- National Plan to Reduce Violence against Women and their Children
- National Regulatory System for Community Housing
- Building Better Regional Cities Program
- Commonwealth Rent Assistance
- Reconnect Program

### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

This plan aligns with the Sustainable Development Goals by seeking to reduce poverty and its impacts, ensuring access for all to information and adequate, safe, affordable housing and basic services including sanitation, promoting safety from violence, reducing gender inequalities, encouraging partnerships, promoting positive policies and ensuring responsive decision making. The Ending Homelessness Plan relates to the following Goals:



### NSW STATE CONTEXT

NSW legislation and protocols exist to ensure people experiencing homelessness in public places are treated with respect and can receive the supports they need. State services support access to and the maintaining of housing arrangements, such as private rentals, temporary accommodation and tenancy laws. Many services also provide advocacy and ensure tenants understand their rights. Some examples are:

- NSW Protocol to End Homelessness
- NSW Government's Homelessness Strategy 2018 – 2023
- Premier's Priorities to Reduce Homelessness
- Future Directions for Social Housing in NSW
- Private Rental Assistance
- Rent Choice Assist
- NSW Fair Trading
- Tenants Union of NSW

### LAKE MACQUARIE CITY COUNCIL'S POLICIES AND PLANS

Council plans and policies aim to ensure we support an inclusive and welcoming community and address the needs and expectations of our community. Every member of our community has the right to safely use public space and we will respond with dignity and respect. Council has made key commitments in how Council will respond to homelessness and address affordable housing, and these items are listed here. It is necessary to highlight the Lake Macquarie Housing Strategy for the work it will achieve for a sustainable housing market.

- Homelessness Policy Commitment
- Hunter Ending Homelessness Pledge
- Lake Macquarie Housing Strategy 2020
- Lake Mac Libraries Strategic Business Plan 2019-2024
- Local Strategic Planning Statement
- Community Strategic Plan 2017-2027

# ACTION PLAN

## 1.

We will strengthen our understanding of homelessness and its causes

ACTION	TIMEFRAME	LEAD COUNCIL DEPARTMENT AND PARTNERS
<b>1.1 Improve understanding and responses to homelessness in the general community</b>		
Undertake a community education campaign in consultation with specialists in homelessness Provide a training program with specific outcomes in the area of understanding homelessness Ensure free access for community members	Year 2	<b>Community Partnerships</b> Communications and Corporate Strategy
Utilise modern communication methods to promote and develop the campaign	Year 2	<b>Community Partnerships</b> Communications and Corporate Strategy
<b>1.2 Identify emerging trends and issues to respond and advocate</b>		
Initiate quarterly meetings with housing service providers and stakeholders in homelessness Respond to emerging trends and issues using advocacy and coordination	Year 1	<b>Community Partnerships</b>
<b>1.3 Council staff understand how to respond to people experiencing homelessness and enable access to accommodation</b>		
Ensure staff are confident in how to refer to services responding to homelessness by sending regular communications and brochure deliveries for referrals	Year 1	<b>Community Partnerships</b> People, Culture and Risk Service Delivery
Host an annual training workshop for Council staff in consultation with Specialist Housing Providers	Year 1	<b>Community Partnerships</b>
<b>1.4 Recognise the impact of poverty in creating homelessness</b>		
Host or contribute to an event, workshop or program in recognition of Anti-Poverty Week each year	Year 1	<b>Community Partnerships</b>
<b>1.5 Identify and address mental health support gaps in the City</b>		
Facilitate or contribute to three new activities in response to mental health concerns in our community each year	Year 1	<b>Community Partnerships</b>
<b>1.6 Respond to emerging Domestic Violence trends in the City</b>		
Support the Domestic Violence Committee to deliver key initiatives and develop resources and campaigns	Year 1	<b>Community Partnerships</b> Lake Macquarie Domestic Violence Committee
<b>1.7 Support improved data collection</b>		
Work with DCJ to improve street count reliability Report public areas of rough sleeping	Year 1	<b>Community Partnerships</b> Department of Communities and Justice
Investigate a data collection tool trial for community groups	Year 1	Community groups

## 2.

We will achieve a sustainable housing market



ACTION	TIMEFRAME	LEAD COUNCIL DEPARTMENT AND PARTNERS
<b>2.1 Advocate to relevant bodies around increased social and affordable housing supply, private rental market and social issues</b>		
Provide an engagement opportunity to listen to the community on issues of homelessness following the impact of COVID-19	Year 1	<b>Community Partnerships</b> Community managed organisations Community groups Real Estates
Identify emerging trends from listening to community services, residents of the community and people experiencing homelessness or at risk of homelessness Liaise with tenancy advocacy services, NSW Council of Social Service and other networks and charities to offer advocacy support on identified trends and issues Advocate to relevant bodies regarding social and affordable housing needs in Lake Macquarie Ensure findings are shared with Council's Integrated Planning department to support the Lake Macquarie Housing Strategy		
<b>2.2 Achieve actions in the Lake Macquarie Housing Strategy 2020 around social and affordable housing</b>		
Achieve relevant actions within the Lake Macquarie Housing Strategy, for example: Investigate ways to support affordable housing opportunities through collaboration and/or partnership arrangements between Council, developers, state government, Community Housing Providers, and community-based groups* Continue to advocate and support the campaign Everybody's Home, which includes seeking support for first home buyers, A National Housing Strategy, a better deal for renters, immediate relief for Australians in chronic rental stress and a plan to end homelessness by 2030*	Year 3	<b>Integrated Planning</b>
<b>2.3 Support community-led initiatives in ending homelessness, including the investigation of alternate housing methods such as the Common Ground approach</b>		
Identify opportunities to provide support to grass roots initiatives gaining momentum in the community	Year 3	<b>Community Partnerships</b> Community managed organisations Community groups
<b>2.4 Support Community Housing Providers and developers to deliver positive social outcomes for the community</b>		
Provide advice and education opportunities on evidence-based practice around governance and management styles for shared dwellings such as boarding houses	Year 3	<b>Community Partnerships</b>

**Key:** \*Indicates action is replicated from an existing Council strategy or plan  
**Bold font** indicates lead Council department for the action item

# ACTION PLAN

## 3.

We will collaborate with our community

ACTION	TIMEFRAME	LEAD COUNCIL DEPARTMENT AND PARTNERS
<b>3.1 Adhere to recommendations within the NSW Protocol for Homeless People in Public Spaces</b>		
Review internal operations in line with the updated NSW Protocol for Homeless People in Public Spaces Work with community stakeholders to ensure local services are updated and working together following recommendations from the Protocol review	Year 2	Community Partnerships
<b>3.2 Facilitate community collaboration between stakeholders in housing and homelessness</b>		
Facilitate proactive meetings to promote networking	Year 1	Community Partnerships
Facilitate mapping activities of housing pathways	Year 2	Community managed organisations
Investigate a system of local storage to trial for people experiencing homelessness e.g. lockers	Year 3	Community groups
<b>3.3 Update the Lake Mac Urgent Welfare Services Brochure quarterly and promote services across the City</b>		
Review the Lake Mac Urgent Welfare Services Brochure and advertise its availability across the City Support the delivery of printed copies where hard copies are identified to be of benefit	Year 1	Community Partnerships
<b>3.4 Investigate signage of how to access social supports at key locations across the City, such as train stations, public toilets and libraries</b>		
Create posters and electronic methods of place-specific signage listing relevant community service support available such as AskIzzy or Hunter Homeless Connect Directory	Year 1	Community Partnerships Communications and Corporate Strategy
<b>3.5 Support the planning and implementation of Hunter Homeless Connect Day</b>		
Active participation on the working group for Hunter Homeless Connect Day to support event delivery Liaise with Hunter Homeless Connect and other services supporting ending homelessness to offer support for initiatives relevant to Lake Macquarie	Year 1	Community Partnerships Community managed organisations Community groups
<b>3.6 Facilitate collaborative meetings to address chronic rough sleeping in public spaces</b>		
Work with community stakeholders to ensure coordinated support for people experiencing homelessness and sleeping rough in public spaces for prolonged periods Ensure strong referral pathways are easily accessed and understood by frontline workers such as Council Rangers and Park Maintenance staff	Year 1	Community Partnerships
<b>3.7 Provide training to support volunteer homelessness services</b>		
Deliver trauma informed care training to volunteers responding to homelessness in the city Provide other training needs if identified through consultation with community groups	Year 1	Community Partnerships Community groups



*For more information*



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