Transparency & Scrutiny.

People need hope. A tangible finish line. Our premier says things like "transparency and accountability continues to be a core priority of my Government. The community expects all of us, as Members of Parliament, to carry out our duties in a way that upholds the values and customs of this institution. As elected representatives, we must continue to uphold the good governance principles of accountability, integrity and transparency. This includes making decisions that are informed and measured, and not making decisions under circumstances where a conflict of interest may exist, or may even be perceived." (http://www.parliament.tas.gov.au/bills/Bills2017/pdf/notes/30_of_2017-SRS.pdf

Since the summit getting information out of the Minister for 'Housing has been like the proverbial pulling teeth. He seems to be going off the same script that is far to often erroneous. How about the Director of Housing? Who even is the Director of Housing who is accountable for scrutiny on how the affordable housing issues are being handled. It was Peter White but apparently not anymore! Where are their reports online for us the people to see?

The Homes Acts 1935 written back in the days of the 'great' depression is clear on the matter of transparency.

(h) to provide housing assistance, and assist in the provision of housing support services, in a manner that enables effective scrutiny of such provision and assistance.

The people of Tasmania who are awaiting Social Housing want to know when they will be accommodated. They do not want to hear about the outdated plan that was written up before so many found themselves in crisis nor see the new plan with few changes. 6 H Homes Act 1935. We want to see and hear what is being done. People waiting on a 4 bedroom house want to know when they will be built by.

The new plan is horrific and not even close to the communities needs! This is Tasmania with a climate that does not allow for rough sleepers people living in tents or cars and vans and condensation as northern states without the risk of hyperthermia! It is cold and we call BS on the misleading language and response of the government to the housing crisis so far.

OUR PRIORITIES AND TARGETS

Tasmania has the most integrated housing and homelessness system in Australia. Housing assistance ranges right across the entire housing spectrum, from homelessness services to home ownership assistance, and is aimed to match tailored solutions to a person's individual needs.

Obviously whoever wrote this statement in the plan has not visited housing systems and homeless services in other states! STOP THE LIES!

Perhaps they need to take a trip over the straight to Victoria where it is not quit so blistering cold and visit for example Sacred Heart Mission just off the Spirit of Tasmania where they would find two seperate locals for men and women where hot three course meals are provided 5 days a week, hot showers and case workers who really listen.

This submission is being written by a homeless person from over the other side of the straight in a high country rural town with snow on the mountain not unlike Hobart weather condition where I was last winter at the same time. But, with a HUGE difference. SUPPORT. Why, because there is NO SUPPORT in Tasmania should you be ill and unable to manage being homeless! Here in Victoria there is wonderful support while homeless NOT IN TASMANIA . Is this what the government wants to drive all people in crisis out of the state? I am away from my family in Tasmania just to have support!

Here are a few pictures of the differences between the states. The food bank of which there are three a week in the rural area I am writing from for gold coin donation or low cost foods (\$3 hamper at another) for people doing it hard (most are in unaffordable housing not homeless) so food systems allow to save money for other costs. There is a

room with heating, comfort and computers where I have access to electricity to charge devices and write this document. The dinning room where there is meals for different demographics on different days or evenings of the week. A kitchen that is open for use for homeless during business hours.

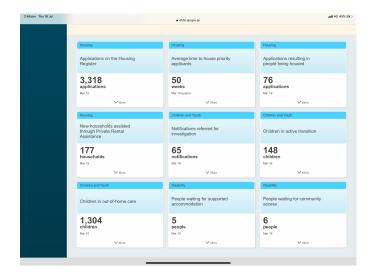


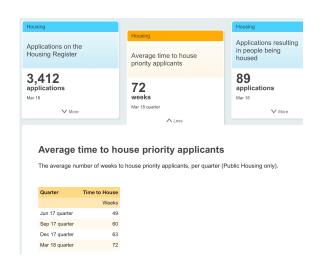
Tasmania needs the same type of services established in locatable by public transport locations. It needs real case managers who can advocate, assist with the complex issues of clients, assist with family crisis that is coming from the affordability stress. Why has the state government not implemented to support the local community houses to utilise their houses as drop in centres? Why could they not fund at community neighbourhood houses such things as soup kitchens and meals, fund for security and support workers to open these places up of a night for a Code Blue system where people can go in bad weather events. Work with councils to use these buildings. Open up showers where ever they are located (the locked showers at Sorel come to mind) Unlock all public toilets over night so car sleepers have conveniences. Why are there not alternative crisis accomodation models not being looked at? Tiny House villages such as the fishers and loaves of Austin Texas model, Sleeper buses as other cities use. Or here is an idea there is an unused state rail corridor centrally located to Hobart sitting empty. Why not put movable sleeper carriages on it also site dongas as construction sites use for kitchens and conveniences. Build temporary crisis accomodation and get people out of the cold.

Those is crisis need real practical support. Not going from one MP to the next trying to find someone who listens. Multiple departments keep giving people false information or just plain saying its not there area or they cannot assist them. Or that they will help them and dont. We will attach an audio recoding to this submission as an example of pressuring by a Parents Next case worker for long term homeless woman mother of 4 being pressured to give an address and sign up to Parents Next to be assisted in getting a

place to live. She is exempt from parents next due to two of there criteria homeless and having 4 children. Please contact Audi Burns ABC, phone number is 0417700102 for some examples on how this program is causing undue stress on single parent families.

We are highly suspicious of the numbers being shown us on the Human Services Dashboard and beg your committee to look at these figures for political deception to make the average waiting numbers look smaller than they actually are. This time a year ago the average wait was 72 weeks and this year it is 50.





We hear time and time again of people who have been removed from the waiting list. They then need to reapply. It can be assumed their waiting to be accommodated is based on their re-enlisting date. Is this the case and are they being culled intentionally to make the waiting time appear less on average?

Those new 2 and 3 bedroom units built out at Gagebrook and Bridgewater we know from asking the people who have moved into them that the majority were single people from older housing stock transferring into them to live. Where they counted as being housed when in fact they were transferred? We also know that the larger homes they left behind were left sitting empty after being cleaned and ready to be moved into. How many have been inhabited by new families or sold off? Why were the newly built homes left empty for so long?





Pictured the Scarlet St Townhouses completed before Christmas 2018 and still mostly sitting empty by Easter. Next door the larger homes earmarked for Refugees also mostly sitting Empty. Why? We understand that refugees due to discrimination would find it hard to find rental housing but to build places and let them sit is disgusting. We know 1/3of the housing being built is being sold and assume this is to pay wages for building them. What we are suspicious of is the government using the completed build numbers instead of the actual numbers for social housing. When these units are sold on the open market and not even via its buying programs they should not be counted in the social housing build statistics.

We know that this time last year that political spin was applied to the 72 week waiting time. The department of Human Services was and still it is assumed are sending out a letter twice a year to those on the waiting list to their former address from when they put in their applications. When they do not reply to this automatically generated letter that they never receive they were cut from the list and identified as no longer requiring housing. Is this policy still being used this year? Many of these people are the very same contacting housing connect frequently asking how long it will be till they are accommodated? Why could their worker not tell them they are being cut off the list before

Applications on the Housing Register

The number of open applications on the Housing Register, as at the end of each month.

Month	Applications
	No.
Apr 17	3 921
May 17	3 828
Jun 17	2 962
Jul 17	3 057
Aug 17	3 184
Sep 17	3 267
Oct 17	3 445
Nov 17	3 528
Dec 17	3 512
Jan 18	3 364
Feb 18	3 393
Mar 18	3 412
	easure: Housing ecording to their h

About the data: The routine practice of ongoing review of applications every six months was paused when the Housing Management System was introduced. This practice was reinstated during 2017. More than half of the applications on the waiting list were reviewed over an eight week period and about one thousand were closed within the system. This has impacted the number of applications on the waiting list for June 2017. this happens. April 2018-March 2019 saw 1035 applicants cut from the waiting list due to being housed according to the dashboard. We find this figure incredulous since our facebook groups frequently ask for anyone who gets housed to let us know. We only know of a handful of people who have secured housing. There are the odd few who have found private rentals but still wish to be on the waiting list for the rentals they have found do not meet the definitions in the Homes Act of being safe, secure and affordable 6 B a. So why are they being culled from the waiting list if they find a temporary roof to be under.

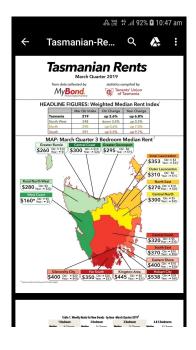
What is affordable?

the rent that a property owner is willing to charge to participate in this initial must be at or below the maximum rents set out in the table below. It is into that the new rent will be lower than what a property owner may currently re in the market.

Region	Bedrooms	Maximum Rents
North West	1	\$133
	2	\$177
	3	\$216
	4	\$248
North	1	\$148
	2	\$218
	3	\$238
	4	\$289
South	1	\$184
	2	\$266
	3	5324
	4	\$370

We know there are literally no private rentals for anyone dependant on welfare such as a single pension or Newstart or Sole Parent benefits this is 1/3 of Tasmanians. https:// www.themercury.com.au/news/politics/tasmania-is-trailing-the-rest-ofthe-country-in-an-abs-report-on-household-income-and-wealth/newsstory/4367bf36940162ba02ec2de4fd370708.

People in affordable private rental properties now are still seeing their rents going up to being unaffordable. The Governments floundering incentives program introduced a year ago told us what should be affordable. We already know that if 30% of our income goes to housing the definition is we are in stress and if it should be 50% in crisis.

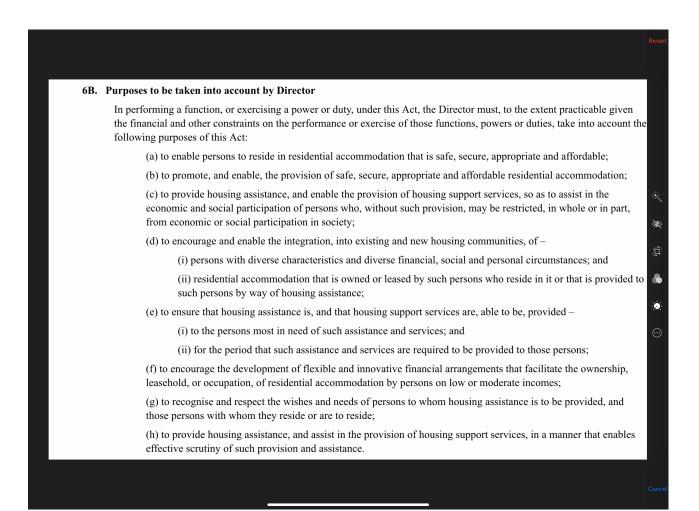


There is just nothing for anyone who finds themselves with their lease not renewed on welfare to be accommodated in the private sector.

We are hearing stories from people in affordable social housing now living in unsafe or unmaintained housing. Please can you look into the maintenance side of existing social housing. It seems the older housing stock inhabited are being run into the ground. Things like leaking roofs and houses producing mould and damp should not be neglected and the people often elderly living in them should not be exposed to unsafe conditions.

It is not only the low income people finding themselves in housing stress or crisis it is happening to people on moderate incomes too.

Just want to dissect the Homes Act for a second again:



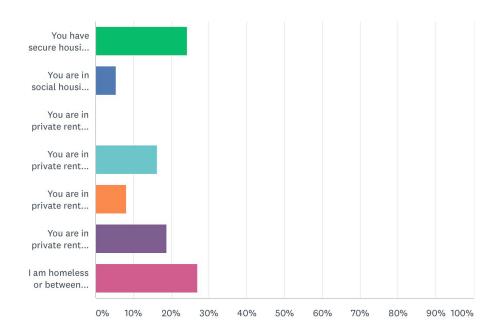
Looking at 6 B f. It says those who are on **low or moderate** incomes should also be being supported. Yet we keep hearing from people who are employed on low incomes not even moderate are being denied services. Can your committee please investigate this? For many employed Tasmanians the affordable housing options are also in short supply.

Tasmanian mean gross income is \$922 that is bring home \$797p.w. Apx. With the mean rental being about \$400p.w. as an earlier graph showed this means the average working Tasmanian is often in housing stress or crisis. Paying out 50% or more in rent or repayments. If they are renters and need to find another rental property they are also locked out of the private rental sector due the 30% bar set by most real estate agents for passing their application onto potential landlords.

Can your committee please look into the issue of employed Tasmanians being denied assistance that is in the Act.

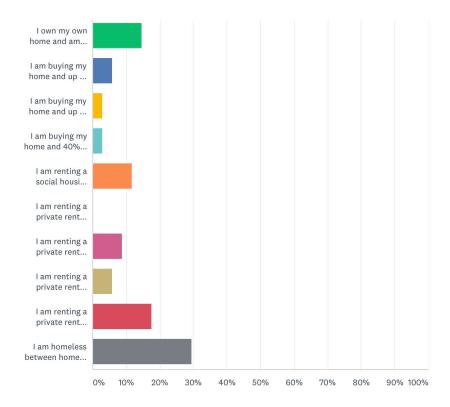
Our social media groups ran a little online survey. Sadly due to time we could not get many responses before writing. Here Is what we asked and found:

For People on Welfare:



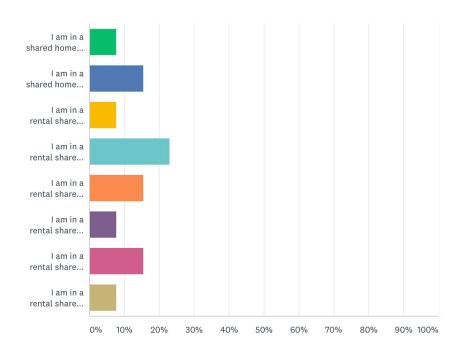
ANSWER CHOICES ▼	RESPON
▼ You have secure housing and live in your own home	24.32%
▼ You are in social housing so have affordable housing	5.41%
▼ You are in private rental and it is affordable being that the rent is under 30% of your income	0.00%
▼ You are in private rental and it is between 30%-%40% of your income.	16.22%
▼ You are in private rental and it is between 40%-%50% of your income.	8.11%
▼ You are in private rental and it is over 50% of your income.	18.92%
▼ I am homeless or between homes and either staying in another friends or family home, sleeping in a car or van, or camping in a tent or caravan or in temporary crisis accomodation.	27.03%

For Employed Tasmanians:



ANSWER CHOICES ▼	RESPON
▼ I own my own home and am secure in my living situation	14.71%
▼ I am buying my home and up to 30% of my income goes to repayments	5.88%
▼ I am buying my home and up to 30%-40% of my income goes to repayments	2.94%
▼ I am buying my home and 40%-50% or above my income goes to repayments	2.94%
▼ I am renting a social housing property so my rent is affordable	11.76%
▼ I am renting a private rental property and my rent is up to 30% of my income	0.00%
▼ I am renting a private rental property and my rent is between 30%-40% of my income	8.82%
▼ I am renting a private rental property and my rent is between 40%-50% of my income	5.88%
▼ I am renting a private rental property and my rent is 50% or greater of my income	17.65%
▼ I am homeless between homes and either staying in another friends or family home, sleeping in a car or van, or camping in a tent or caravan or in temporary crisis accommodation.	29.41%

People In a Shared Living Situation:



ANSWER CHOICES	RESPONSE
▼ I am in a shared home that is owned by family member in the home. I contribute Under 30% of my income into costs.	7.69%
▼ I am in a shared home that is owned by family member in the home. I contribute Under 40% of my income into costs.	15.38%
▼ I am in a rental shared home with my family. My portion of the rent is under 30% of my income.	7.69%
▼ I am in a rental shared home with my family. My portion of the rent is under 40% of my income.	23.08%
▼ I am in a rental shared home with non family members to afford living. It is by choice to share a place. We are tenants in common. There is no over crowding. My portion is under 30% of my income.	15.38%
▼ I am in a rental shared home with non family members to afford living. It is by choice to share a place. We are tenants in common. There is no over crowding. My portion is under 40% of my income.	7.69%
▼ I am in a rental shared home with non family members to afford living. It is NOT by choice rather by need to share a place. We are tenants in common. There is over crowding. We would prefer to live seperate lives. My portion is under 30% of my income.	15.38%
▼ I am in a rental shared home with non family members to afford living. It is NOT by choice rather by need to share a place. We are tenants in common. There is over crowding. We would prefer to live seperate lives. My portion is under 40% of my income.	7.69%

Over crowding in private rentals is something that needs to be considered as part of the social mess the state is getting into. Also could the policy be changed for those in social housing to be able to take in their homeless children and grandchildren? Those in private rentals who take in a family member in crisis are at risk of having their leases not renewed. Has this happened with some in social housing? Have people been put out for having empathy for their distressed family members? If any have been evicted for taking in family in need this would be a breach of human rights.

Here is one woman's story who has been on and off the waiting list not by her choice for a few years now:

I applied to housing Tasmania in Sept 2015 fleeing DV, high risk twin pregnancy and GP mental health report. I secured a rental April 2016 3 weeks before I had twins, at \$350 a week, I had to pay full water bill (\$250 quarterly) as well. \$1000 quarterly for power and \$250 quarterly for gas. Was under rental stress and struggling to keep up with bills and food. I often went without so kids could eat.

July 2017 I was removed off the list.

October 2017 I had to leave the rental due to owner moving back in. Was the longest rental I've had. (18months)

I moved into a caravan with my 4 kids, home schooled them for 8months because i didn't know where we would be, stayed at free/donation camps in Kingborough and Huon Valley. As I couldn't afford the \$50-70+ in a caravan park. The Showgrounds also closed it doors to the homeless.

I Asked Housing Tasmania if me and 4 kids could stay with my dad in his 3 bd social housing home as he has 2 empty rooms to be told no. Every adult needs a room, eldest needs a room because of her age, and son needs his own room as well. There are single bunks in 1 spare room and triple bunks in the other. They advised me to reapply. October this year will be 2 years without a house.

So it seems to be from the departments point of view it is preferable for homeless children to be living in a caravan or in cramped private rentals than be assisted by their family. The amount of under utilised social housing homes needs to be looked into. https://www.themercury.com.au/lifestyle/report-shows-increase-in-public-housing-occupancy-rates-but-too-many-empty-bedrooms/news-story/25f8295804a309b2297d977b9e7db4ed



Pictured a short term couch surfing experience with 4 children in one bedroom in a private rental while mum sleeps on lounge room floor on a foam mattress as there is no room in the bedroom.

A few comments from other survey participants:

It is not affordable. The houses are often dirty and not maintained whilst charging top end rent

Prior to purchase of our house, we paid \$450 per week in rent. Our loan payment is \$800 per Month

My wife works, I'am on a very meager disability pension of \$168 a fortnight, we have considerable problems with the mortgage payments to the degree that if one of the children moved away we would loose our home of 19 years. Where is the help for us? If we lost our home, where would we go? We can't rent and there is no public housing and the so called immigrants get preference anyway.

The rental market needs to be regulated so that rents cannot be set simply according to availability, but also to standard of property. It cannot be that the standard of the property decreases whilst the rent increases.

So many are not as fortunate as myself and live in insecure housing, going from lease to lease, sometimes for as short as six months at a time. More public housing must be created and for those in private rentals, landlords should be encouraged to offer leases of two to five years instead of six to twelve months.

Im on a dsp due to cancer, i have to work as well, which i can only do a few days a week, my rent is \$430 per week, i do not get rent assistance, as the person/s i have rented off over the past 12 months will not sign 1 i dont dare ask and they would not have rented me the place had they known about my situation

So many are not as fortunate as myself and live in insecure housing, going from lease to lease, sometimes for as short as six months at a time. More public housing must be created and for those in private rentals, landlords should be encouraged to offer leases of two to five years instead of six to twelve months.

I am a single mum of 2 Working- earning a middle income wage
Rent \$420 on sign lease now \$460
My daughter is now 18 so is moving on and I don't receive family tax (I was entitled to a little)
Take home pay \$1600-\$1800
Not entitled to any affordable housing or wait lists for such.

Homeless with 2 kids

On a pension, own my own home, can't afford to keep it, and I'm told I'm so lucky - but for how long?

I know I earn more than some but \$880 pfn rent now moving to \$920 is just far too much and was so stressful - I buy food, pay a few bills (sometimes) petrol, and that's it. Was getting behind in repayments Currently about to be homeless and moving in with friends as hoping can get something between \$300-350 maximum. Next step is maybe even a caravan

We have been couch surfing with family and friends for over a year and over crowding everywhere we go. I cannot afford the price of private rentals and have looked everywhere in the southern half of the state. Each affordable rental has 50+ people going through in the 10 min inspection to the point u cannot walk into the property.

I cannot go through streets ahead as I still need to qualify for a bank loan and they dont lend to those only on centrelink payments.

I cannot use homeshare as they require an income.

I cannot get a job while I am constantly moving between houses..as I dont know where I will be. We travel between 50 and 100kms away to couch surf.

I am stuck no matter which way I turn.

I have also noticed that a majority of new builds are 2bedroom.

The new builds at Claremont for example 45 2bd and only 5 3bd.

I am only eligible for a 4 bedroom due to Housing Tas rules about ages/sexes of children sharing rooms.

Im losing hope, disheartened and dont see an end to this. I am just 1 family who is homeless in hobart.

I'm legit... away from heading back to my DV ex........ I haven't been able to work a hell of a lot this week due to sick baby, I'm casual- so it's looking more and more appealing to go back bite my tongue and work from there to get out..... this is a choice faced by many women in my situation....We were in what was called a superior cabin (it was anything but) up until last Saturday when new management moved us to what's called a budget cabin (way worse) my toddler has viral bronchitis too atm and so yeah when his dad is offering for us to go back I don't want to go back but it's a case we very well may have to- I'm not coping well especially when we're in a matchbox he has not a hell of a lot here he can do no space inside to play...... it's hella hard

The Emergency Accomodation Myth

Repeatedly the Minister for housing has implied their is crisis accommodation and no need for anyone to be sleeping out in the cold of winter. The talk is that there are motel rooms and cabins that homeless people may be accommodated in when as they are the crisis accommodation shelters are full. Last year post summit the minister relayed the figure of 500k emergency accommodation of which \$150,000 will go towards employing three new housing case workers.

https://www.abc.net.au/news/2018-03-24/housing-crisis-500k-for-immediate-emergency-accomodation/9583046

We are not hearing any positive feedback on the housing connect support staff or the case workers. We in fact hear lots of the opposite. Words like useless, not helpful, feeling threatened that their case will be closed or be removed from the waiting list. No one is talking about being offered some of this supposed emergency accommodation. No one is talking about case workers being able to actually help them unless they find a private rental then they can receive help in the form of some bond. If there are no rental properties then they are not able to help.

We know that for those escaping Family Violence there should be such an emergency option but am hearing more often that there is no accommodation options by people seeking escape. YOU CANOT WAIT TO EXCAPE DANGER. Many are also not for long enough nor affordable to maintain to live away from perpetrators and return to an unsafe environment seems to be the only option.

The majority of homeless people cannot afford emergency accomodation even if it does exist. Mind you it is a big IF here on it existing at all for other than the few unaffordable cabins in the Mornington Caravan park we have not heard of other accomodations. All the caravan park fees are unaffordable.

The department has put a few homeless into cabins and topped up the fee as it is assumed happens with those put into motels. The trouble is most of the crisis temporary accommodations want an 80% of income fee to stay in them.

Please can your committee look into the 500k emergency fund from last year and how it was spent. We heard over half went to staff wages not the 150,000 as stated by the minister. How many were kicked out of accommodation and returned to being homeless on the streets. We know of a few.

Who comes up with the fee to stay in crisis or temporary accommodation at the rate of 80% or if supported accommodation such as Bethlehem House 85%? This is not reasonable. If people are in crisis when 50% of their income goes into rent why does the government charge 80%?

Many homeless people are paying out rent for storage facilities, car payments or phone plans, internet plans or funeral insurance policies. Many have expenses in the extra time they are putting into house hunting. How are they expected to live on 20% of an income just to have a roof like a pocky caravan cabin or motel room where they are unable to cook meals.

Is this not in direct conflict of 6Ba of the Act being safe, secure and affordable. There is nothing safe about staying in temporary accommodation where your neighbour in the next room could be a former sex offender or thief, someone with mental health issues put out of hospital due to limited beds or the accommodation being hazardous with mould and condensation. It is not secure when the worker says you can only stay for a few weeks then must go. It is not affordable when it is 80% of your income and if this is Newstart or a pension alone leaves you with to little to manage on.

Last year for one of the extreme weather events when people were still in tents on the Hobart Showgrounds the minister for housing released a statement to imply people were being taken care of. Either he was misinformed by housing staff or his statement included intentional deception. It gave the impression to the public that homeless people were refusing accomodation and there was negative repercussions on the homeless via social media.



Roger Jaensch, Minister for Housing advises of Housing update:

Housing Connect has been working at numerous locations throughout Greater Hobart to find and help those in need of secure housing. Housing Connect staff were on the ground at the Showgrounds yesterday to offer assistance to those in need and connected with everyone on site at the time. I am advised four people have taken up the offer of assistance. While some people chose to stay, Housing Connect staff were on site today to again offer assistance, including relocating anyone who wishes to move from the Showgrounds or other locations around Hobart. I thank all the hardworking staff at Housing Connect and other service providers who are helping those in need. I urge anyone who is having difficulty finding secure housing to contact Housing Connect on 1800 800 588.



•••

Four offers were provided by housing workers and three were carried through. The problem with the above social media post is that it was posted prior to the fourth offer being made by its time stamp. When the homeless contacted the department to try and get into this supposed accomodation at the time; they were told it had all been taken up by people who's homes had been flooded. No homeless people choose to stay as the release states. The housing staff visited a luxury tourist van from Victoria and asked if they required assistance and they said no. Please can your committee look into this event from May last year. How many crisis accommodation places were available? Our guess is there were four and no more or perhaps even less places anyone who wanted to leave the grounds could go to. We base this on the fact that one of those offered to be placed into accomodation at the Mornington Caravan park relayed the situation on the ground there and homeless there were put out of cabins to accomodate others. So during this storm event people were put out into the weather to make room for others to be taken in. The ousted caravan park people showed up at the Showgrounds to be taken in.

Quiet a bit of the 500k last year was put towards a media campaign as mentioned in the above release to promote and contact Housing Connect. We would suggest each member of your committee try ringing the above number and not give your name but ask what help they can provide you if your lease is up this week and you have nowhere to go. It is a rare thing to even get your phone call answered let alone practical advice.

Please can your committee look at the issue of short term crisis accommodation places. We asked Bethlehem House What if someone desperately needs to be in there but does not have 85% of an income to afford it. The answer is they cannot be accommodated. They said the high fee is so that those accommodated will not get themselves into trouble! The stigma associated with homeless people all being drunkards or addicts seems to be well and truly alive.

The stigma of finding yourself homeless due to affordability and supply and demand we believe is playing out in statistical under identification of needs in the community. We would really like to see some governmental policies away from assuming those in need have caused their own issues. Underemployment and increasing unemployment and limited full time jobs in the state will see more numbers go up in homelessness or be able to afford a home.

Rebecca White posted that 5,800 jobs have been lost in the past 12 months recently. So the writing is on the wall that more Tasmanians will find themselves with affordability issues. It has only been a couple of months since Quantas snuck offshore to the Philippines cutting 80 jobs of its Hobart call centre. How many other jobs have gone not to be replaced you would have to wonder.

We know many single women or those with children are avoiding going to services for support. Especially women with children are in fear that DOCs will open cases on them for neglect only because they can not make ends meet or are in overcrowding situations or homeless. Please see attachment as appendix Final Report from Showgrounds 2018 on Homeless Issue there for other identified issues for your consideration.

We just want some honesty coming out of the government and some readjustment of budgets to not favour the wealthy. Forgo some of the tourist bucks, or sports and leisure funding and put more into the human right for safe, secure affordable shelter.

P.S. Apologies for tardy writing. Many of our group do not have computers to write you on and are struggling with the added pressure of homelessness. Compiling this submission fell to one writer who is to ill to care for themselves let alone put it together very coherently. Finger pecking a document on a tablet does not make for easy reading.