



## 2021 BIG AUSTRALIAN HOUSING BUILD CONFERENCE PROGRAM

### Day 1, Tuesday 27 April 2021

	Session
1.00pm – 1.10pm	<b>Welcome to the conference</b> Lesley Dredge CEO CHIA Vic & Wendy Hayhurst CEO CHIA National
1.10pm – 1.20pm	<b>Welcome to country</b> Uncle Colin Hunter
1.20pm – 1.40pm	<b>Plenary</b> <b>Minister for Housing - Hon Richard Wynne MP</b> The Big Housing Build in Victoria
1.40pm – 2.00pm	<b>Senator Jacqui Lambie</b> Housing: How you can help me
2.00pm – 2.05pm	<i>Break</i>
2.05pm – 2.45pm	<b>Concurrent Sessions</b>
Session 1  <i>Sponsored by</i>  	<b>Building better foundations for mental health</b> A historical lack of investment and the transformative changes of the NDIS have meant that our tenants were already facing challenges in accessing the mental health supports they needed. The impacts of COVID-19 exacerbated the significant gaps in the mental health system and at the same time revealed new challenges in virtual service provision.  With the hybrid model of face-to-face and telehealth now firmly established how does the community housing sector need to revise its service offerings and partnerships to ensure we can connect our tenants to the support they need, when they need it?  <b>Chair: Mark Heeney, Acting State Manager VIC SIL</b>  <b>Renee Wirth, Group Executive and Director Office of the CEO and Rosie Robinson, Team Leader - Support Coordination, Community, Place and Partnerships (SGCH)</b>  <b>Leonie Nowland, Assistant Secretary, Client Co-ordination and Support, Department of Veterans Affairs</b>
Session 2	<b>How to incorporate accessible design in a growth scenario</b> We have an opportunity with the Victorian \$5.3Billion Big Housing Build to show how housing can be designed

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to meet the needs of all Australians. In this session we will focus on the needs of all people with disabilities – not just those eligible for SDA but the wider population – and how to build well for people with disability. Ben Gauntlett, Disability Discrimination Commissioner, will open the session by providing insight into the ‘user’ perspective. A community housing practitioner will then speak about the way they have incorporated accessible design features into their developments and the benefits of doing so.

**Chair: Lesley Dredge, CHIA Vic**  
**Ben Gauntlett, Disability Discrimination Commissioner**  
**Charles Northcote, CEO BlueCHP Ltd**

Session 3

**Regenerating Neighbourhoods**

Across the country there are many examples of neighbourhoods that have undergone major changes through regeneration initiatives – not just in the built form but in the local communities. In this session we kick off with an overview of what regeneration has involved and what lessons there are for projects in the pipeline.

We will hone in on a specific type of regeneration - public housing renewal with a community housing perspective. This will be followed by a response from Homes Victoria on the opportunities under the Big Housing Build and, in particular, the regeneration of public housing estates in this ambitious building program.

**Chair: Wendy Hayhurst, CEO, CHIA National**  
**Professor Bill Randolph, City Futures Research Centre, UNSW**  
**Andrew Brooks, General Manager Development and Property Service, SGCH**

2.45pm – 3.00pm

Break

3.00pm – 3.50pm

**Plenary**

**Housing Regulation: Embedding a role for tenants**

The rights and needs of tenants should be at the centre of everything we do within the social housing system, and this includes our regulation. Tenant voices are gaining prominence again in the UK and Victoria is about to embark on a review of its social housing regulatory system. Is there an opportunity

	<p>for Australia’s regulatory systems to elevate our tenants voices and improve their rights?</p> <p>With speakers from the UK and Australia offering the perspectives of regulators, the sector and tenants, this session looks at issues such as:</p> <ul style="list-style-type: none"> <li>• embedding the tenant voice into our business models</li> <li>• balancing tenant needs with operational and contractual obligations</li> <li>• how regulators could enable and assess this kind of behaviour.</li> </ul> <p><b>Chair: Professor David Hayward</b>, Vic Review of Social Housing Regulations  Keynote speaker: <b>Alistair McIntosh</b>, CEO, HQN UK  Respondent: <b>Leo Patterson Ross</b>, CEO, Tenants Union of NSW</p>
3.50pm – 3.55pm	Break
3.55pm – 4.35pm	<b>Concurrent Sessions</b>
Session 1	<p><b>Using planning to generate social &amp; affordable housing</b>  We have been talking about this for years but research shows very little genuinely affordable housing has been generated. Is it more than a good idea?</p> <p>We hear about amazing figures being required in the UK - 30%. Modelling for the Constellation project suggests that between 32K and 160K affordable homes could be generated across the three largest Australian cities by 2036 if mandatory inclusionary zoning (MIZ) is adopted. However very few states have implemented it to date.</p> <p>This session will examine the proposed national framework for MIZ put forward by the Constellation project, and reflect on the success of the City West model in delivering social and affordable housing for inner Sydney.</p> <p><b>Chair: Stephanie Ng</b>, CHIA Vic  <b>Dr Ryan van der Nouwelant</b> Lecturer in Urban Planning &amp; Urban Studies, Geography and Urban Studies, Western Sydney University  <b>Leonie King</b>, CEO, City West Housing</p>
Session 2	<p><b>How to build partnerships with Aboriginal businesses</b>  Aboriginal and Torres Strait Islander people are overrepresented as ‘clients’ of homelessness services and as social housing</p>

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tenants. Delivering culturally appropriate services is recognised as critical for ‘mainstream’ organisations and many are implementing frameworks such as the [Victorian Aboriginal Cultural Safety Framework](#).

But with massive building and maintenance programs to deliver how could mainstream organisations support Indigenous business to grow. Our speakers will explore the issue and give practical advice about how to go about this.

**Chair: Jenny Samms**

**Stella de Cos** - Director, Business Solutions, Indigenous Business Australia

**Shane Hamilton**, Bawurdu Professional Services

### Session 3

### Focusing on tenants

There is an increasing commitment to real tenant involvement in the design and operation of community housing. The Royal Commission into Mental Health recommended building thousands of new homes that are co-designed with people with lived experience while the development of the new 10 year social and affordable plan in Victoria places people at the centre of all we do.

The UK system has always been more attuned to the tenant voice and there is much we can learn from their experience. England’s Social Housing White Paper, published in November 2020, places a great deal of emphasis on “hearing and listening to the tenants’ voice” as well as “tackling the stigma” associated with social housing. Providers have spent much of the past few months considering these issues as well as the operational changes which have been brought about by the Covid pandemic. The Housing Quality Network (HQN) has played an active part in this. HQN’s specialist network for residents – The Residents’ Network - has run a series of workshops for involved residents and engagement staff. Lydia Dlaboha, deputy CEO of HQN, has taken a leading role in this. She’ll speak about the key issues – the challenges, the different approaches and the learning around:

- Post covid and digital engagement – finding new ways of working with tenants
- Governance structures - how they get to hear the tenants’ voice
- Upskilling tenants so they can play a bigger, more effective role

	<p><b>Chair: Lesley Dredge, CEO, CHIA Vic</b>  <b>Lydia Dlaboha, Deputy CEO, Housing Quality Network (UK)</b></p>
4.35pm – 4.40pm	Break
4.40pm – 4.55pm	<p><b>Plenary</b>  <b>Jack Charles</b></p> <p><i>Sponsored by</i></p>  <p>Uncle <b>Jack Charles</b> is an Australian legend: survivor of the Stolen Generation, Indigenous elder, actor, musician, activist and former heroin addict and cat burglar – plus a community housing tenant. Hear his story</p>
4.55pm	<b>Close of Day 1</b>

### Day 2, Wednesday 28 April 2021

	Session
12.45pm – 12.50pm	<p><b>Welcome to Day 2</b>            Lesley Dredge CEO CHIA Vic &amp; Wendy Hayhurst CEO CHIA National</p>
12:50pm – 1.05pm	<p><b>Plenary</b></p> <p><b>The Hon Jason Clare MP, Shadow Minister for Housing &amp; Homelessness</b></p>
1.05pm – 1.20 pm	<p><b>Senator Mehreen Faruqi, Australian Greens Spokesperson for Housing</b></p>
1.20pm – 2.10pm	<p><b>Plenary</b></p> <p><b>Building for climate risk</b></p> <p><i>Sponsored by</i></p>  <p>There is growing recognition of the challenges posed by climate risk but how do we balance the need for more social housing with the impacts of construction upon the environment?</p> <p>Join Matthew Bailes (Paradigm Housing Association) and Victorian experts to talk about the push for social housing to achieve carbon neutral by 2050 in the UK, and how we can design and build new social housing that is efficient, mitigates against climate change, and reduces the carbon footprint of our building practices as well as the ongoing running of our properties.</p>

	<p><b>Chair: Fabienne Michaux, Deputy Chair of HCA</b>  <b>Matthew Bailes, CEO Paradigm Housing, UK</b>  <b>Jen Kulas, Development Manager, Nightingale Housing</b></p>
2.10pm – 2.15pm	Break
2.15pm – 2.55pm	<b>Concurrent Sessions</b>
Session 1	<p><b>High collection rates, low eviction rates – the way to go</b>  Rental income is the life blood of CHOs, so what is the best approach to ensuring it is maximised; void losses, bad debts and write offs are minimised, and vulnerable tenants don't end up homeless and even more vulnerable.</p> <p>This session will outline the fundamentals of sustaining rental income and tenancies, particularly in light of the eviction moratoriums which some states initiated during COVID. Get tips and tricks from experts around Australia.</p> <p><b>Chair: Jason Perdriau, CHIA Vic</b>  <b>Julie Davenport, Senior Manager, Housing and Community, Hume Housing</b>  <b>Trudi Ray, Deputy CEO, COO, Haven: Home, Safe</b></p>
Session 2	<p><b>Lessons from Canada's social housing system</b>  In 2017, the Canadian federal government released a 10 year, \$40 billion National Housing Strategy and ever since then Australia's housing sector has been pointing to Canada as an example in what can be done. Learn how Canada's community housing sector used the momentum of their National Housing Strategy to ramp up quickly, expand the National Housing Strategy in response to the pandemic, and learn about the role that the new Community Housing Transformation Centre is playing in supporting growth and how Canada's lessons can be adapted for the Australian context.</p> <p><i>Sponsored by</i></p>  <p><b>Chair: Jess Pomeroy, CHIA Vic</b>  <b>Jeff Morrison, CEO Canada Housing &amp; Renewal Association</b>  <b>Derek Ballantyne, Chair, Canadian Mortgage and Housing Corporation</b></p>
Session 3	<p><b>Workforce Planning and Capacity Building – The Value of Traineeships</b>  The social housing industry is facing many workforce challenges including attracting and retaining sufficient</p>

	<p>numbers of staff with the right skills and attributes. This session focuses on the value of Trainees as part of an integrated strategic workforce planning approach and will explore funding opportunities provided through Traineeships to support capacity building of your workforce. NSW will showcase their exciting new Cadetship program in asset and property development as one innovative example of capacity building for our industry's future.</p> <p><b>Chair: Lesley Dredge, CEO, CHIA Vic</b>  <b>Marcia Baron, Director, People and Culture Solutions</b>  <b>Catherine Tracey, Head of Learning &amp; Development, CHIA NSW</b></p>
2.55pm – 3.10pm	Break
3.10pm – 4.00pm	<b>Concurrent Sessions</b>
<p>Session 1</p> <p><i>Sponsored by</i></p> 	<p><b>Management Transfers –The Good, The Bad and the Ugly</b>  The Big Housing Build includes 4,000 new properties that will be owned by the state government but managed by the community housing sector. What can we learn from transfer programs in NSW and South Australia – what worked and what should we avoid? Our speakers will give us their top 5 tips based on their knowledge and their actual experience.</p> <p><b>Chair – Professor Hal Pawson</b></p> <ul style="list-style-type: none"> <li>Julie Duncan - General Manager Housing Services, Housing Choices Australia will outline her top 5 tips from their south Australian experience</li> <li>Rebecca Pinkstone – COO Bridge Housing will address their NSW program</li> </ul>
Session 2	<p><b>Housing Aotearoa: Social housing growth and #The Shift</b>  Following the February 2020 visit by UN Special Rapporteur on the Right to Adequate Housing, Leilani Farha, the scene has been set for increased commitment to the implementation of the right to housing alongside the rights of indigenous peoples (UNDRIP] including through a treaty-based and rights-based national housing strategy. Community Housing Sector advocates working on this approach believe that a rights lens has the potential to fundamentally improve New Zealand's approach to housing issues, even though it differs from the current Government approach.</p>

Join experts from Community Housing Aotearoa, The Shift, and Centre for Research, Evaluation and Social Assessment to hear the challenges of delivering both social and affordable rental housing, progressive homeownership and other the opportunities. Learn about New Zealand’s housing stimulus response, hear how providers are developing housing despite limited government support.

**Chair/Speaker: Scott Figenshow**, CEO Community Housing Aotearoa

**Dr Kay Saville-Smith**, CRESA and leader of Affordable Housing for Generations

**Brennan Rigby**, Manager Systems Shift, Community Housing Aotearoa

Session 3

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ABORIGINAL HOUSING VICTORIA

**What does it mean to be a Social Landlord?**

The role and expectations of community housing organisations are changing. Greater targeting of social housing over the past couple of decades means that more tenants are likely to be from vulnerable groups and have complex needs. Simultaneously there has been a growing focus on services and supports that go beyond the provision of safe and affordable homes and look to maximise the wellbeing of tenants. While there is wide acknowledgement of this changing role, there is not yet consensus on how the concept of being a social landlord translates into practice across the various models of housing and how the needs of different communities and cohorts will best be met through changes to services and approach.

Professor Terry Burke of Swinburne University and Dr Lucy Burgmann, Country Manager for CHL will discuss the concept of community housing organisations as social landlords, how this role is evolving and the challenges and opportunities community housing organisations face as they embrace this growing role.

**Chair: Jason Perdriau**, CHIA Vic

**Professor Terry Burke**, Swinburne University

**Dr Lucy Burgmann, Country Manager** Community Housing Ltd

4.00pm – 4.05pm

Break

4.05pm – 4.55pm

**Plenary**  
**Scotland Growth .....Again**

In Scotland the government has just published its 20 year housing [strategy](#) to deliver 100K affordable homes with at least 70% being social housing dwellings. This follows another successful growth program.

Despite the significant investment by the Victorian government, the shortage of affordable rental housing in Australia looks set to remain, and there is still no sign of a national plan to address this. The community housing industry is eager to be a part of the solution, yet in comparison to other countries the industry is relatively small and low profile. What lessons are there from Scotland:

- the ingredients of its success both in arguing for governments to get on board and for putting not for profit housing front and centre for delivery
- how the industry geared up for growth and how it dealt with any road blocks during the last round

**Chair: Wendy Hayhurst**, CEO, CHIA National

**Fanchea Kelly**, CEO Blackwood Group UK

**Professor Ken Gibb**, Director, UK Collaborative Centre for Housing Evidence, University of Glasgow

4.55pm – 5.00pm

**Conference Close****SPECIAL THANK YOU TO OUR TENANT DELEGATE PARTNERS**unison AFFORDABLE  
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