

Community Housing Concierge pilot expression of interest (EOI) – Frequently asked questions (FAQs)

Community Housing Concierge pilot

What is the Community Housing Concierge?

The Community Housing Concierge pilot is a dedicated service that assists Community Housing Providers (CHPs) navigate and build capability with the NSW planning system. Our goal is to provide more certainty in the planning system to ensure crucial community housing projects are delivered across NSW.

Why is the Community Housing Concierge needed?

We need to speed up the supply of social and affordable homes in NSW so that more people have access to a safe place to live.

The Community Housing Concierge pilot responds to recent social and affordable housing reforms that aim to speed up the housing delivery.

The Community Housing Concierge will support the delivery of NSW's share of the National Housing Accord target, which aims to deliver 377,000 new homes by 2029. The Community Housing Concierge supports the growth of a strong and sustainable CHP sector to improve access to social and affordable housing.

Who is delivering the Community Housing Concierge?

The Community Housing Concierge is a pilot initiative delivered by the Department of Planning and Environment (DPE) in response to the need for more social and affordable homes.

The Community Housing Concierge will support the delivery of NSW's share of the National Housing Accord. The new service will be integrated within the Planning Concierge of the Planning Delivery Unit (PDU) at DPE and will support CHPs engagement with the planning system.

How can the Community Housing Concierge support my CHP?

The planning system can be complex, with various pathways available for social and affordable housing. The service provides end-to-end assistance for participating CHPs with their development portfolio, including identification of planning pathways, facilitating key agency and consent authority engagements, targeted visibility with regard to key policy and reform initiatives, and

access to Planning Delivery Unit Case Management service in circumstances where project are stalled in the planning system.

It is important to note that the Community Housing Concierge seeks to ensure efficient planning decisions can be made. The Community Housing Concierge is not a statutory consent authority and does not guarantee favourable planning outcomes.

What is the difference between Case Management and Concierge?

The important message is that the Community Housing Concierge is your go to. If Case Management is required the Community Housing Concierge will identify the need and put you are in contact with the support you need.

A referral for Case Management services may be made if a project, that is delivering social and affordable housing is currently under assessment and is stalled in the planning system. Case Management resolves the issue causing the project to be stalled. Once the issue is resolved case management ceases. Case Management is not an end to end service that provides whole of project lifecycle support.

Concierge services can apply throughout the life of the planning process, including in the pre-lodgement phases. To make a referral use the PDU Assistance form.

Am I eligible to apply for the Community Housing Concierge?

To be eligible to access the Community Housing Concierge pilot, you must meet the following assessment criteria:

- A registered Community Housing Provider, including Aboriginal Community Housing Providers.
- Have current or upcoming projects in the NSW planning system, which will contribute to the five-year National Housing Accord timeframe.

When does the Community Housing Concierge start, and how can I apply?

The service will onboard successful applicants from April 2024. CHP partnerships with the Community Housing Concierge pilot will be subject to an annual review. If you're eligible, you can apply by completing the Expression of Interest (EOI) form.

What if I'm already a partner of the Planning Concierge? Can I apply for the Community Housing Concierge service?

CHPs already receiving Planning Concierge support will be transitioned into the Community Housing Concierge pilot and are not required to participate in the EOI.

When does the EOI close?

The EOI will be open until Tuesday 20 February 2024. Additional EOI rounds may be conducted, depending on demand and capacity.

How many CHPs will be selected to be part of the Community Housing Concierge pilot?

The Community Housing Concierge will initially support approximately 15 CHPs. This number is subject to change due to factors such as the number, and complexity, of the projects from each successful CHP, and the resource capacity of the Community Housing Concierge team.

An eligibility pool may be established from the EOI process, and more CHPs may be selected to receive Community Housing Concierge support in the future, depending on demand and resource capacity.

How will applications be assessed and evaluated?

In addition to meeting the key eligibility criteria, the evaluation of EOI will consider the following factors to ensure a diversified Community Housing Concierge pilot service portfolio:

- Scale of investment and timing of investment (number of projects to be delivered and when)
- Geographic spread
- Variety of housing types
- Support a variety of Tiers
- Ability to facilitate positive outcomes for Aboriginal communities
- Recipient of government funding
- Demonstrated capacity as a model proponent
- An evaluation of the ability for the Community Housing Concierge to make a meaningful impact on the portfolio

These factors collectively ensure that the selection process results in a diverse and effective Community Housing Concierge portfolio and services the needs of the broader NSW community.

Why do I need to have current or upcoming projects in the NSW planning system?

The service being offered assists with the efficient navigation of projects within the NSW planning system. The portfolio management of completed developments will not gain value through the services being offered by the Community Housing Concierge.

What if my EOI is unsuccessful?

CHPs that are unsuccessful during the first intake may be considered for an eligibility pool to be part of a future service. The eligibility pool will be retained for 12 months.

Can I submit an application on behalf of someone else?

No, applications from lobbyists, agents or third-party representatives will not be accepted. The EOI must be submitted by the CHP.

When will successful EOI applicants be notified?

Successful applicants will be notified in March 2024. Onboarding will commence in April 2024.

Will there be further EOIs for the program in the future?

DPE may conduct additional EOI rounds based on demand and program capacity.

Does this EOI extend to Aboriginal Community Housing Providers?

To ensure wide access to Aboriginal Community Housing Providers, organisations may submit an EOI or access the service directly by referral from the [Aboriginal Community Housing Industry Association](#) to the [Aboriginal Planning Concierge](#).

The Aboriginal Planning Concierge will provide the exact same services as the Community Housing Concierge and will provide access to same resources and functions to support ACHPs.

Are there any costs associated with the Community Housing Concierge?

It is free for CHPs to engage the services of the Community Housing Concierge.

Does the Community Housing Concierge provide access to any Government grants or funding?

The Community Housing Concierge does not provide access to Government grants or funding. We will advise of any grant or funding for CHP partners engaging with the Community Housing Concierge if it becomes available.

Find out more:

For further information, please contact the Community Housing Concierge service at chpconcierge@dpie.nsw.gov.au.