

Department of Planning, Housing and Infrastructure

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Community Housing Concierge

Program Guideline

May 2024



Acknowledgement of Country

The Department of Planning, Housing and Infrastructure acknowledges that it stands on Aboriginal land. We acknowledge the Traditional Custodians of the land and we show our respect for Elders past, present and emerging through thoughtful and collaborative approaches to our work, seeking to demonstrate our ongoing commitment to providing places in which Aboriginal people are included socially, culturally and economically.

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Program Contacts

chpconcierge@dpie.nsw.gov.au

Introduction

In October 2022, the Australian Government announced the National Housing Accord (the Accord). The Accord brings together all levels of government, investors and the residential development, building and construction sector to deliver on an aspirational target of 1.2 million new well-located homes over five years, from 2024. Under the Accord, the New South Wales allocation is 377,000 new, well-located homes by 2029. The Accord also requests States to improve access to social and affordable housing, by building a strong and sustainable Community Housing Provider (CHP) sector.

What is the Community Housing Concierge?

The Community Housing Concierge is a new pilot initiative, providing a service to help participating CHPs navigate and build capability with using the planning system. Our goal is to provide CHPs with more certainty and confidence in the planning system, ensuring crucial community housing projects are delivered across NSW as quickly as possible.

It will be integrated within the [Planning Concierge](#) in the Department of Planning, Housing and Infrastructure.

The Planning Concierge also provides broader support service programs for developers, Aboriginal land managers as well as investment attraction support for NSW Government agencies.

The service

We acknowledge planning can be complex. The pilot service will work closely with Community Housing Providers to provide end-to-end planning support.

The service offering includes:

- Planning pathway navigation, sound boarding and early resolution of issues.
- Ongoing portfolio management (i.e., regular structured check-ins on each of the partners projects) to ensure projects are efficiently progressing through the planning system.
- Support on concurrences and referrals between DPHI, councils and other state agencies.
- Information updates on new or revised government policy and expert insights on planning processes.
- Access to case management if projects get stalled in the system.

The Community Housing Concierge Service is not a consent authority and does not provide favourable planning outcomes.

Our partnership with you

The successful applicants can expect a partnership with the Community Housing Concierge to include:

- Allocation of a dedicated partnerships manager.
- Monthly meetings (for an initial 6-months) and access to your partnerships manager via phone or email.
- A project management tool for each party to keep up to date with your projects and pipeline.

Consistent with the *Planning Concierge Service Charter and Probity Agreement (Attachment A)* partnerships will be in place for 12-months with opportunity for review.

How do I apply?

Applications to take part in the Community Housing Concierge have now closed. The successful applicants have been notified.

Eligibility criteria

The successful applicants for the Community Housing Concierge service, met the following criteria:

- Are 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.

Expression of Interest evaluation process

In addition to key eligibility criteria being met, the following factors were considered as part of the EOI evaluation process, which determined which CHPs are included in the pilot:

- 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.

DPHI assessed applications, and considered program capacity, determining which CHPs are accepted into the program.

CHPs already receiving Planning Concierge support service will be transitioned into the Community Housing Concierge.

Anticipated intake

The program is a pilot and onboarded approximately 19 new CHP partners from the first EOI.

An eligibility pool will be established for future intakes as resourcing becomes available.

In addition to the Community Housing Concierge, an enquiry can be made to the [Community Housing Concierge mailbox](#) if a project, that is delivering social and affordable housing is currently under assessment and is stalled in the planning system.

To ensure wide access to Aboriginal Community Housing Providers, organisations may submit an enquiry to the [Aboriginal Planning Concierge](#).

As part of the evaluation process, the assessment panel had the ability to identify referral opportunities to other planning services if the organisation was not selected for a Community Housing Concierge partnership.

How to apply

The **Expression of Interest (EOI) is closed.**

Any questions about the program may be directed to chpconcierge@dpie.com.au or the program contacts listed on page 3.

Timelines

The timeline of the Expression of Interest, outcomes and onboarding of partners is as follows:

Milestone	Expected timing
Expression of Interest open	From Tuesday 23 January 2024 to Tuesday 20 February 2024
Outcome communicated to nominees	March 2024
Onboarding	May 2024

Expectations

Probity agreement

All partners of the Community Housing Concierge are expected to enter into a *Planning Concierge Service Charter and Probity Agreement* (the Charter), which outlines expectations and rules of engagement. The Charter is available at **Attachment A** and nominees are required to review prior to making an application. Groups are also asked to review the Model Proponent Guidelines at **Attachment B** prior to making an application.

As outlined in the Charter, partnerships are approved on a 12 monthly basis with annual review.

Appendices

Attachment A – Planning Concierge Service Charter and
Probity Agreement

Attachment B – Model Proponent Framework