

Tenant Voice Council Fact sheet



Fact sheet

Homes NSW Tenant Voice Council

August 2026

Homes NSW is establishing a tenant voice council. We recognise the importance of listening to tenant voices and embedding their lived experience into policy, practice and service delivery improvements.

About the Homes NSW Tenant Voice Council

The Homes for NSW Strategy 2025-2035 outlines our commitment to putting people back at the heart of social housing to create a system that is fair, inclusive and empowers people to have greater control over the place they call home.

The Council provides a forum for Homes NSW to engage directly with social housing tenants across NSW to consult with and test the design and delivery of key housing reforms and service improvement initiatives. This will ensure tenants have greater influence on decisions that affect their homes and communities.

Who has Homes NSW engaged to inform the Council model

To get the Council structure right, Homes NSW engaged with social housing tenants to better understand what is important to them, what elements and functions make a good council to be genuinely heard and what supports are needed to reduce barriers to participation. This is what a few of our tenants told us:

“We need to know our voices actually go somewhere”

“The Council needs to have a clear pathway for input, decision and outcome”

“Statewide representation and accessibility must go beyond the major cities to have greater inclusion of regional and remote communities”.

Homes NSW also engaged with key stakeholders and industry peaks early in the development of the council model. This informed the initial design of the council before it was tested with tenants. Further stakeholder interviews also consolidated and supported these initial findings and reinforced tenant feedback.

What will the Council look like

The Council is statewide and co-chaired by Homes NSW CEO with an elected tenant co-chair. The Council aims to:

- Provide a clear forum for tenant voices to shape Homes NSW policy and service delivery improvements and to test approaches with tenants prior to implementation
- Comprise 12 tenant representatives who currently live in social housing across NSW
- Include a diversity of age, gender, disability, cultural background, and tenancy mix
- Meet quarterly face to face and online, with a 3-year membership term and option to renew for another 3 years and to stagger replacing members who leave.
- Provide support for members to participate including sitting fees, reimbursement for transport, and other reasonable costs such as childcare/carer supports.
- Provide a trauma informed and culturally safe space so members feel heard and any critical views or concerns towards Homes NSW will not affect tenancy rights/obligations.
- Provide training to members. This may include training in advocacy, communication skills, leadership and governance.
- Link to Homes NSW Tenant forums and feedback channels so tenants can identify systemic issues that require a response within Homes NSW or with our partner agencies.
- Conduct a formal 12-month review with member input to maintain relevance and support ongoing tenant engagement.

When will the Council meet:

Homes NSW will host an inaugural meeting in October 2026 followed by quarterly meetings thereafter.

Need more information?

Contact us

For more information, please contact the Communities and Place team, Homes NSW

E: TenantVoiceCouncil@homes.nsw.gov.au

M: 0488 988 449



Culture is Strength by Frances Belle Parker, Yaegl Country, Maclean NSW