

Tenant Voice Council

Frequently asked questions



Frequently Asked Questions- FAQ

Homes NSW Tenant Voice Council

August 2026

What is the Council?

The Council is a group of 12 tenants from across NSW who live in social housing and who work with Homes NSW to directly input to policy development and program decisions. Its job is to ensure that tenant voices are heard to improve housing services and delivery.

Why does the Council exist?

The Council was created to have real influence and to effect real change, this aims to:

- Give tenants a direct say in Homes NSW decisions
- Improve housing services, policy and programs
- Make sure tenants' experiences shape how things are made, planned and delivered

What does the Council talk about?

The Council focuses on big-picture issues like:

- New housing and homelessness policies
- Input to housing and homelessness program design and service delivery issues
- Problems affecting many tenants (not individual tenant issues)

The Council can't deal with individual issues, like:

- Personal complaints
- Casework or tenancy decisions

These issues should still be raised through the usual Homes NSW channels.

What happens at meetings and who makes the final decisions?

At meetings, members:

- share their lived experiences and talk about issues affecting the wider tenant community
- provide advice and give feedback on new ideas and
- help shape changes and recommend improvements before they happen.

Homes NSW makes the final decisions and explains how member input was used or not used in those decisions.

How often does the Council meet?

- The Council meets 4 times a year
- Meetings can be in person, online or a mix of both
- Extra sessions may happen if needed to discuss a particular issue or agenda topic

Who can be a member, and will the Council represent diversity?

Members must be over 18 and current social housing tenants living in public, community or Aboriginal housing. Diversity is important. The Council aims to include:

- Aboriginal and/or Torres Strait Islander tenants
- people from different cultural and language backgrounds
- people living with disability or responsible for caring roles
- people of different ages and genders

The goal is to reflect the real mix of social housing tenants across NSW

How long do members stay on the Council?

- The Council is ongoing
- Members need to commit to a 3-year term with an option to renew
- New members can join over time so experience and knowledge is not lost

Who runs the Council meetings?

- Homes NSW CEO Co-Chairs meetings with a tenant Co-Chair chosen by council members
- The tenant Co-Chair role rotates each year - this helps to keep tenant voices front and centre.

Do members get paid or supported to participate?

Yes, members receive:

- Payment for their time and expertise (sitting fees) to prepare and attend meetings
- Reimbursement for travel and an allowance for accommodation where travel is required
- Help with other reasonable costs such as childcare / carer supports where necessary
- Support to access technology through device banks or local services

Is it safe to speak up and how does the Council make people feel safe?

Yes, being part of the Council will not affect your tenancy in any way. You can:

- Share honest feedback
- Raise concerns that affect many tenants without fear of retribution
- Challenge ideas and make recommendations to improve Homes NSW services

There is a strong no-retaliation rule to protect members to ensure they feel safe.

The council is run in a way that is respectful, inclusive and culturally safe. This includes:

- Support for Aboriginal members
- Safe and respectful discussions
- Trauma informed approaches

Can members leave if they need to?

Yes. Members can leave anytime by giving about 1 months' notice.

How does tenant feedback reach the Council from other groups?

Feedback can come from:

- Tenant groups (representing social housing tenants across NSW – i.e. Neighbourhood Advisory Boards, Community housing tenant network)
- Local or regional tenant forums
- Existing feedback channels across Homes NSW

The Council helps bring broader issues that affects all tenants to a statewide level.

Will members see the impact of their input?

Yes. Homes NSW will:

- Report back on what was done
- Explain which ideas were accepted (or not)
- Share outcomes from discussions

Will the Council be reviewed?

Yes. After about 12 months, the Council will be reviewed to make sure:

- It's working well
- It represents tenants properly
- Members are having a real impact

What values guide the Council?

Everyone agrees to:

- Treat each other with respect
- Listen and learn from each other
- Value different opinions
- Keep things clear and easy to understand

What is expected from members?

Members are asked to:

- Contribute strategically and constructively to Homes NSW policy decisions
- Attend quarterly meetings and read materials before meetings to stay informed
- Share their views respectfully
- Represent tenant perspectives across NSW

You don't need to be an expert — your lived experience matters.

Want to get involved?

Opportunities to join the Council will be shared through:

- Expressions of Interest (EOIs)
- Tenant networks and panels and communication channels

For more information

Contact Homes NSW at: TenantVoiceCouncil@homes.nsw.gov.au



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