

# Making the best use of your Brokerage

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Productive Futures



Safe Families



Healthy Communities

# ‘Making the best use of your brokerage’

## Overview

- Background
- Typical use of brokerage funds
- Numbers – brokerage statistics
- Brokerage ‘Toolkit’
- Using brokerage funds outside the square
- Being innovative with brokerage dollars

# ‘Making the best use of your brokerage’

## Background – YWCA NSW Brokerage Program

- funded through City of Sydney/Housing NSW between 1997-2014 (July)
- assist people who are homeless or at risk of homelessness (all client groups)
- the type of assistance given changed over this time with the needs of the clients
- greater focus on prevention in recent years

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## How we ‘typically’ used our brokerage funds

- Accommodation and Support
- Fares (intrastate/interstate/overseas)
- Storage and Removal costs
- Rental arrears
- ID/birth certificates

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## Brokerage Statistics (July 2013-June 2014)

- 1424 referrals
- 1478 adults and 665 children
- 14,400 bed nights purchased
- 237 fares purchased
- 34% of referrals assisted in the ‘prevention’ of homelessness

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## Brokerage ‘Toolkit’

- corporate credit card
- good removalist
- relationship with local storage companies
- knowledge of transport services (NSW trainlink/bus companies etc...)
- foster relationships with local real estates/  
boarding houses
- good knowledge of local services (accommodation providers, housing providers, and rehabs etc...)
- easy access to food vouchers
- have an array of options to assist

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## Using brokerage outside the square

- have guidelines but be flexible
- understand the needs of and benefits to the client
- examples – too many to list

# ‘Making the best use of your brokerage’

## How to be innovative with brokerage

- find alternate ways to assist
- co-contribution towards assistance
- don’t duplicate existing services
- know your \$ per client amount
- make sure brokerage is accessible



# Thank you

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