



# \$4 million extra funding for improved access to advice and advocacy for tenants as part of plan to make renting fairer

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The Minns Labor Government is further supporting tenants across NSW when they need it most, with a funding boost to the Tenants Advice & Advocacy Services.

The network of 21 local not-for-profit organisations, help tenants to understand their rights, support them during negotiations and in resolving disputes, and assist and advocate for them at the NSW Civil and Administrative Tribunal.

Funded by NSW Fair Trading, these services will be boosted by \$1 million extra a year until 2028. In 2024-25, funding has increased to \$16.2m.

The funding boost follows the Minns Labor Government's recent passage of the most significant rental reform package to assist renters in over a decade. The new reforms will:

- Ban no grounds evictions;
- Limit rent increases to only one per year;
- Make it easier to have pets in rentals;
- Ensure fee-free ways to pay rent; and
- Ban renters paying for background checks.

In addition to these historic new reforms to help tenants across the state, last financial year, NSW Fair Trading responded to 393,000 rental enquiries. Where tenants required greater help, they could access the free assistance of a local Tenants Advice & Advocacy Service.

The network responds to around 30,000 requests a year for tenancy advice from renters in private and social housing, boarders, lodgers, and land lease community residents.

The service also provides ongoing assistance to approximately 10,000 tenants annually.

Find out more information about the [Tenants Advice & Advocacy Services \(https://www.nsw.gov.au/grants-and-funding/tenants-advice-and-advocacy-program\)](https://www.nsw.gov.au/grants-and-funding/tenants-advice-and-advocacy-program).

**Minister for Fair Trading and Better Regulation Anoulack Chanthivong said:**

“NSW has millions of renters who come from diverse backgrounds and communities spread right across the state.

“The Tenants Advice & Advocacy Service provides local support through a network of highly-skilled advocates who work to ensure quality advice and advocacy is available to all renters in NSW.

“The funding boost will mean the services can reach even more renters and keep this critical information service free.

“This is another step forward to get renters a fairer deal.

“This is part of the Minns Labor Government’s plan to build a fairer system for renters.”

**NSW Rental Commissioner Trina Jones said:**

“This funding will provide critical support to the millions of people renting in NSW.

“The tenant advice program supports people in their own communities helping Fair Trading to increase our reach and support for renters.

“This funding is another example of how the NSW Government is taking action to support renters across the state.”

**Chief Executive Officer of Tenants Union of NSW Leo Patterson Ross said:**

“We welcome this additional funding which will make it easier for renters to seek the expert, free advice, and practical advocacy that the Tenants’ Advice and Advocacy Program provides.

“This funding increase will ensure services can continue to provide the same high quality advice we have for the past 30 years.

“Tenants’ Advice and Advocacy Services are an important part of resolving disputes fairly. We help ensure renters know where they stand and help avoid prolonged disputes and unnecessary tribunal applications.

“We look forward to continuing to work with the NSW Government to cover funding needs that have emerged with the growing renting population and as important tenancy reforms come into effect.”

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15 October 2024

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The Minns Labor Government will cap rent increases to one per year under reforms to rental laws to be introduced into NSW Parliament today.



Ministerial media release

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**[Making renting fairer in NSW \(https://www.nsw.gov.au/media-releases/making-renting-fairer\)](https://www.nsw.gov.au/media-releases/making-renting-fairer)**

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Ministerial media release

22 September 2024

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The Minns Labor Government is making it easier for renters to get the best deal with a new, free tool they can use to help check whether the rent they're being asked to pay is fair.



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