

Publicly available social housing information

Family and Community Services
Insights, Analysis and Research (FACSIAR)

May 2024

Strategic theme



Openness & Transparency

- **NSW public dashboards**



Monitoring and measuring performance

- Internal reports and dashboards that support operations and focus on monitoring performance



Accountability

- **NSW reporting in key national publications**



Supporting social housing applicants and tenants

- My App
- **Expected Wait Times**



Evidence-based service planning

- **Rent and Sales**
- **Local Government Housing Kit**
- Research, Evaluation and Evidence publications
- **Commissioning Data Report**



Openness & Transparency

Openness and transparency are supported through these key public dashboards

- DCJ Annual Statistical Report (ASR)
- DCJ Quarterly Statistical Report on housing services
- Social Housing Residential Dwellings Dashboard (SHRD)
- Monthly Social housing Wait list

Annual Statistical Dashboard



|  Communities and Justice | |  |
|--|---|---|
| Annual Statistical Report 2022-23 People have a safe and affordable place to live | | |
| Supporting group | Measures (Hover to the measure below for more information) | |
| Supporting people to access social housing | <ul style="list-style-type: none"> • Social housing applicants on the NSW Housing Register at 30 June • Median waiting time for priority applicants housed in public housing and a dwelling of Aboriginal Housing Office • Households assisted with temporary accommodation • Households assisted with temporary accommodation due to domestic and family violence • Households assisted with private rental assistance products (private rental subsidy included) • Unique households assisted with private rental assistance products • Households/People accessing Start Safely rental subsidy • Aboriginal clients receiving Specialist Homelessness Services to sustain tenancy • Newly housed applicants who were previously homeless or at risk of homelessness • Newly housed Aboriginal applicants who were homeless or at risk of homelessness • Newly housed applicants in public housing and Aboriginal Housing Office properties by main source of income of household head • Newly housed applicants still housed after 12 months • Newly housed applicants in community housing • Social housing residential dwellings • Households and people living in social housing • Under-occupancy rate for public housing • Average amount of rent arrears per tenancy for public housing and Aboriginal Housing Office properties • Households exiting from public housing and Aboriginal Housing Office properties • Households exiting from public housing and Aboriginal Housing Office properties to private rental market or ownership • Percentage of households living in overcrowded social housing | |

Annual Statistical Dashboard



2022-23 measure summary

People have a safe and affordable place to live: Supporting people to access social housing

NSW Housing Register

General and priority applicants

55,880

▼ 2.9%
from 30 June 2022

Newly housed applicants

Public housing and Aboriginal Housing Office

5,315

▲ 10.2%
from 2021-22

Community housing

2,898

▼ 16.8%
from 2021-22

Homeless or at risk of homelessness

Newly housed applicants

All applicants

5,725

▲ 7.4%
from 2021-22

Aboriginal applicants

28.3%

▼ 0.3% points
from 2021-22

Newly housed applicants who were homeless or at risk of homelessness

Still housed in public housing and Aboriginal Housing Office after 12 months

91.9%

▲ 0.6% points
from 2021-22

Start Safely

Rent Choice

Households assisted

4,296

▼ 6.4%
from 2021-22

Median waiting time¹

Priority housed applicants

2.5 months
(2.4 months in 2021-22)

¹ This is for public housing and Aboriginal Housing Office properties (AHO).

Specialist Homelessness Services

received to sustain tenancy

Aboriginal clients

72.1%

Stable
from 2021-22

Average Rent Arrears

for public and Aboriginal Housing Office tenancies

\$28.82

▼ 4.7%
from 30 June 2022

Under-occupancy rate

for public housing

16.8%

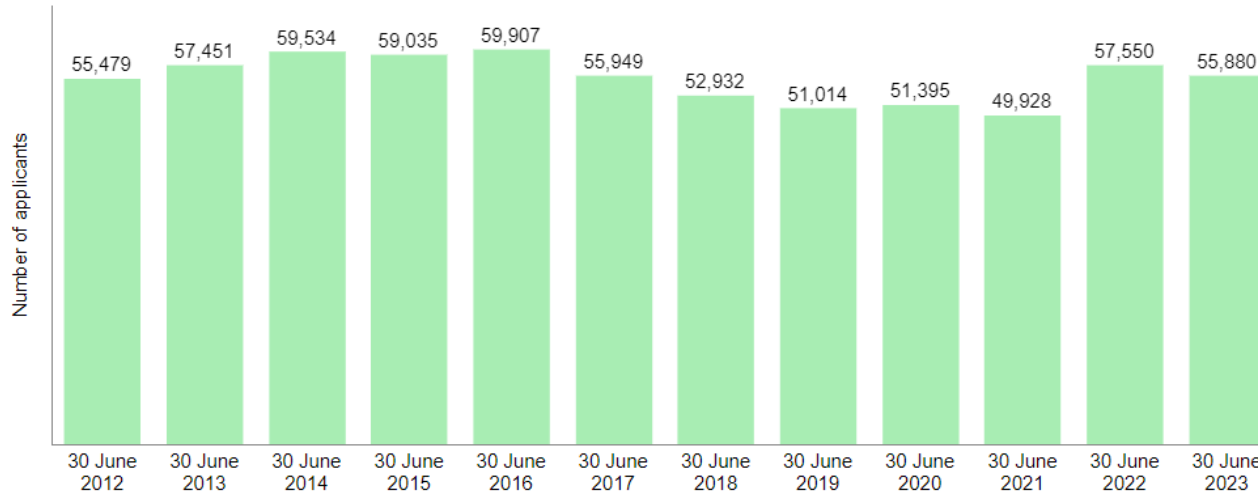
▼ 0.2% points
from 30 June 2022

Example of ASR dashboard

Social housing applicants on the NSW Housing Register

Select the filters below to view data

| | | | | | | |
|------------------------|-----------------|--------------------|---------------|-------------------|-------------------------|-------------------------|
| Aboriginality (All) | Gender (All) | Age group (All) | CALD (All) | District (All) | Household type (All) | Applicant type (All) |
|------------------------|-----------------|--------------------|---------------|-------------------|-------------------------|-------------------------|



• The above chart shows the number of **social housing applicants** by selected group who were on the NSW Housing Register (the Register) between **30 June 2012** and **30 June 2023**.

• At **30 June 2023**, there were **55,880 social housing applicants** on the Register waiting to be housed in social housing. This **decreased by 2.9%** or **1,670** from **30 June 2022 (57,550)**.

Granular results presents data breakdown by the following:

- Aboriginality (any member of household)
- Age group (household head)
- Gender (household head)
- Culturally and linguistically diverse background (household head)
- DCJ District
- Household type
- Application type

Note: From June 2017 suspended applicants' households are excluded from the count

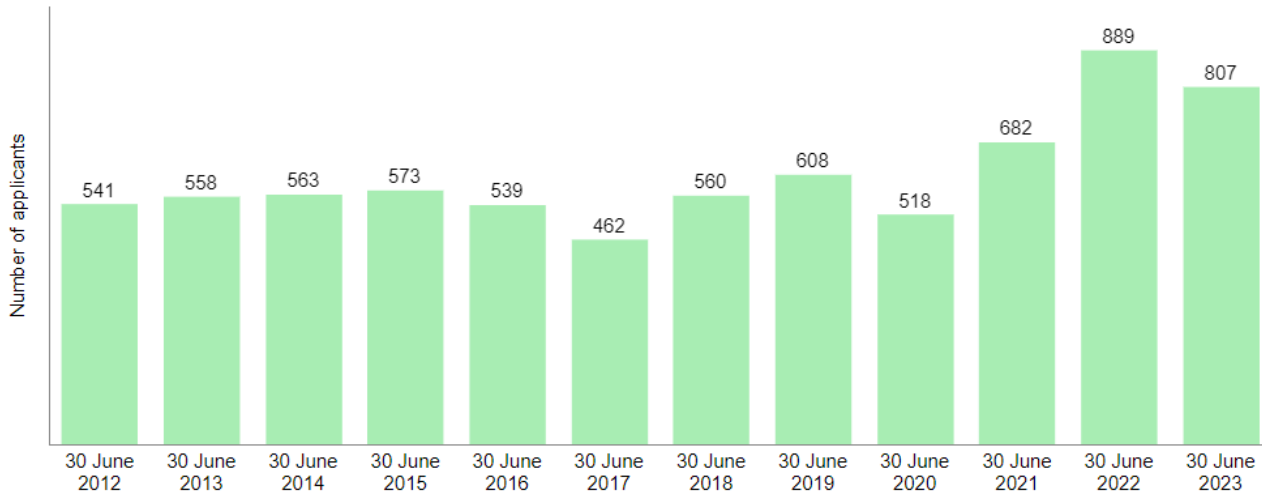
Example of ASR dashboard –



Social housing applicants on the NSW Housing Register

Select the filters below to view data

| | | | | | | |
|-----------------------------|-----------------|--------------------|---------------|--------------------------------|---|-------------------------|
| Aboriginality Aboriginal | Gender (All) | Age group (All) | CALD (All) | District Hunter New England | Household type Single parent with depen... | Applicant type (All) |
|-----------------------------|-----------------|--------------------|---------------|--------------------------------|---|-------------------------|



Dependent on the dashboard, filters can be applied one at a time, or in some cases, in combination

In this example, the previous NSW picture has been filtered with the following criteria:

- Aboriginal household
- DCJ Hunter New England District
- Household type: Single parent with dependent children

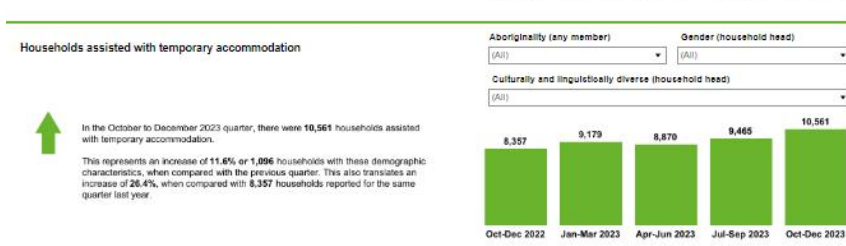
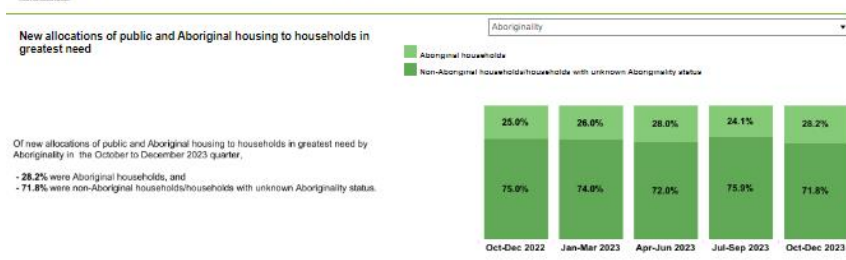
Note that if the disaggregation produces small cell sizes of less than 5, then that data will be suppressed

Measure List

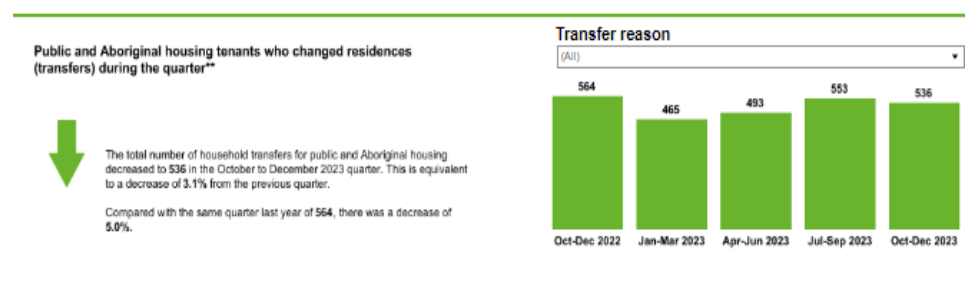
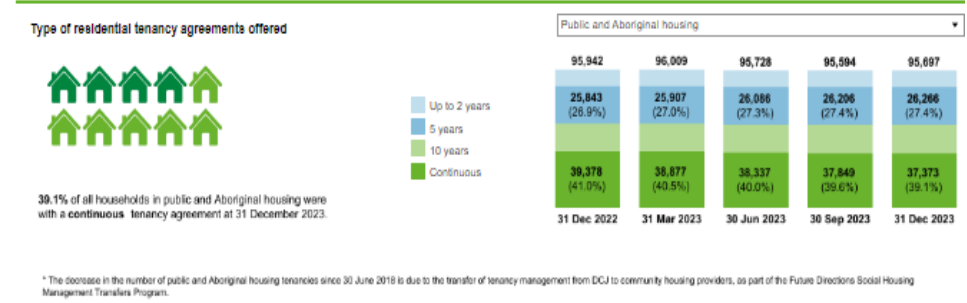
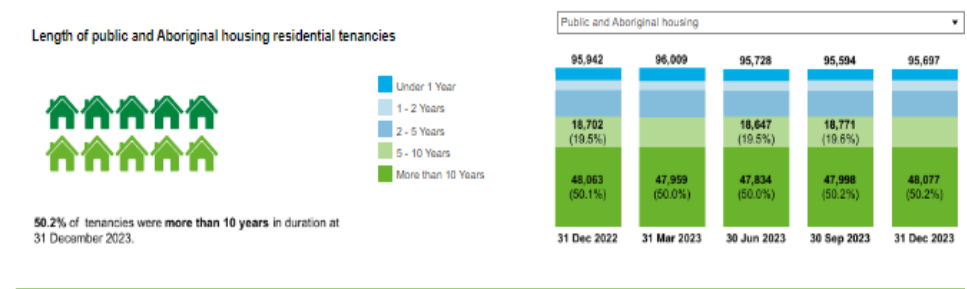
1. Fair access to social housing for those who need it
 - ❖ Newly housed applicants in social housing
 - ❖ New allocations of public and Aboriginal housing to households in greatest need
 - ❖ Households assisted with temporary accommodation
2. Stability and security of tenure
 - ❖ Length of public and Aboriginal housing residential tenancies
 - ❖ Type of residential tenancy agreement offered
 - ❖ Public and Aboriginal housing tenants who changed residence (transfers) during the quarter
3. Meeting social housing needs
 - ❖ Newly housed households in public housing and Aboriginal Housing Office properties by bedroom category allocation
4. Supporting pathways to independence
 - ❖ Households exiting from social housing to private rental market / home ownership
 - ❖ Households assisted with private rental assistance products

Example - DCJ Quarterly Statistical Report on social housing delivery

DCJ Quarterly Statistical Report on social housing delivery - October to December 2023

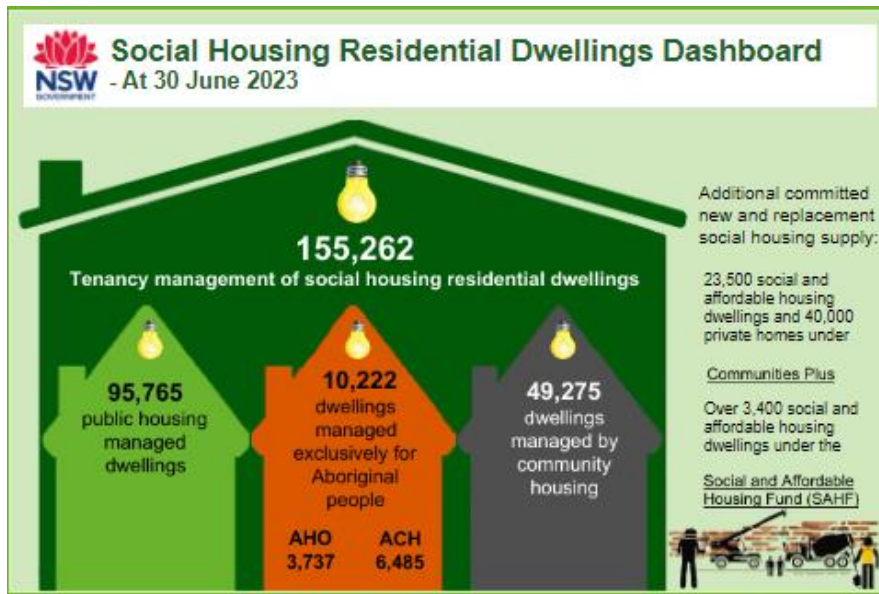


Stability and security of tenure



** The overall decrease in the number of total transfers, since the June 2018 quarter, relates mainly to a decrease in DCJ initiated transfers as opposed to tenant initiated transfers. DCJ initiated transfers were higher in earlier quarters arising from major redevelopment activities such as Millers Point, which necessitated relocation of a large number of tenants. The number of households housed from the Transfer Register (ie. Transfers) will also vary due to a number of factors, which include availability of suitable vacancies in the preferred allocation zones and competing demand from general and priority applicants who may have greater need.

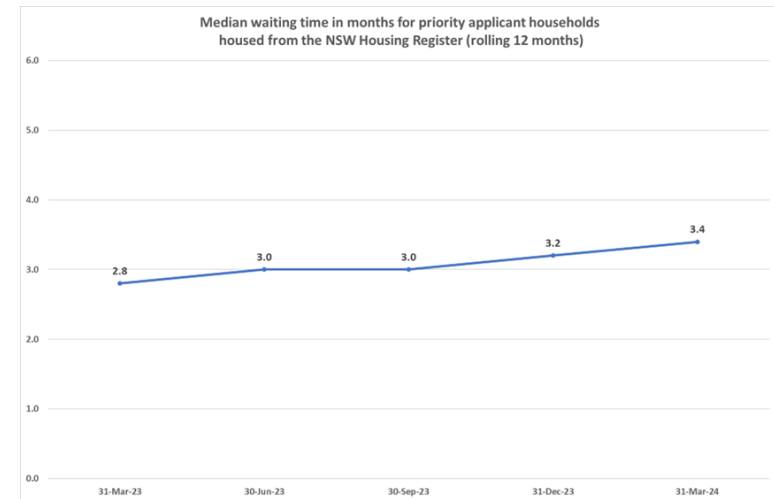
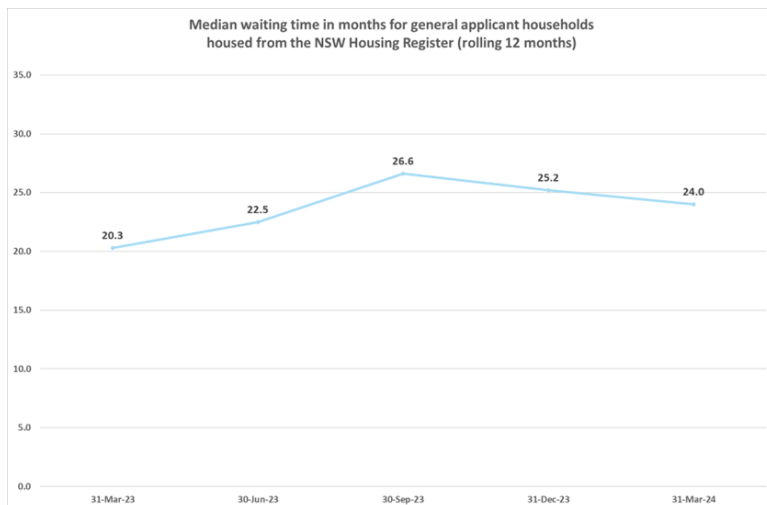
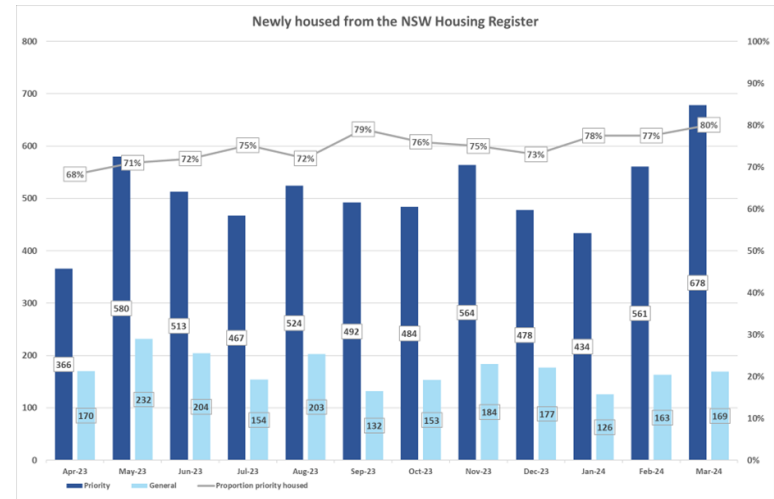
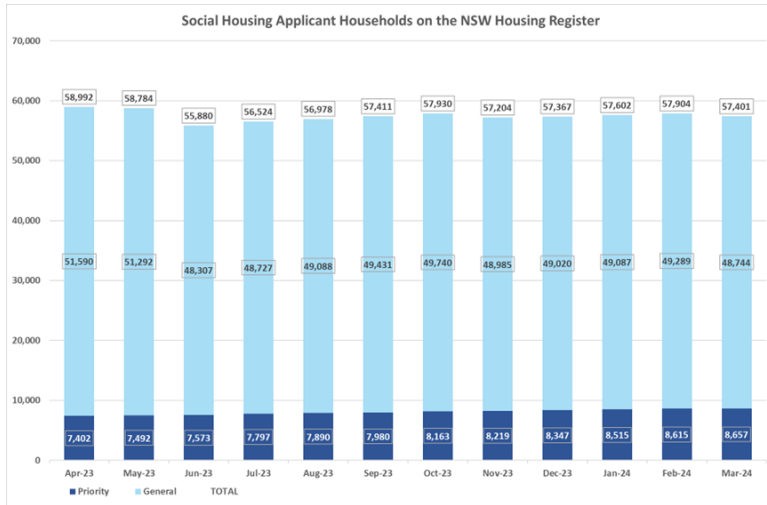
Social Housing Residential Dwellings Dashboard (SHRD)



| DCJ District | Tenancy managed by | Dwelling type | | | | Number of bedrooms |
|---|--------------------|------------------|---------------|---------------|---------------|--------------------|
| NSW | (All) | (All) | (All) | (All) | (All) | |
| Tenancy managed by | Dwelling type | Studio/1 bedroom | 2 bedrooms | 3 bedrooms | 4+ bedrooms | Total |
| Public housing (PH) | Unit | 23,893 | 17,737 | 3,070 | 61 | 44,761 |
| | Villa | 1,524 | 3,123 | 1,726 | 141 | 6,514 |
| | Townhouse | 295 | 3,480 | 7,522 | 990 | 12,287 |
| | Cottage | 35 | 6,051 | 20,364 | 5,716 | 32,166 |
| | Terrace | 9 | 8 | 9 | 11 | 37 |
| | Sub-total | | 25,756 | 30,399 | 32,691 | 6,919 |
| Community housing (CH) | Unit | 14,150 | 9,713 | 1,154 | 128 | 25,145 |
| | Villa | 563 | 2,677 | 914 | 59 | 4,213 |
| | Townhouse | 1,384 | 2,121 | 1,802 | 251 | 5,558 |
| | Cottage | 285 | 2,410 | 8,917 | 2,747 | 14,359 |
| | Sub-total | | 16,382 | 16,921 | 12,787 | 3,185 |
| Aboriginal Housing Office (AHO) | Unit | 59 | 108 | 41 | <5 | 210 |
| | Villa | 23 | 117 | 68 | 11 | 219 |
| | Townhouse | 5 | 70 | 158 | 30 | 263 |
| | Cottage | | 88 | 2,004 | 950 | 3,042 |
| | Terrace | | <5 | <5 | <5 | <5 |
| | Sub-total | | 87 | 384 | 2,272 | 994 |
| Aboriginal Community Housing (ACH) | Unit | 112 | 370 | 51 | <5 | 537 |
| | Villa | 23 | 229 | 31 | 8 | 291 |
| | Townhouse | <5 | 42 | 40 | 20 | 106 |
| | Cottage | 56 | 279 | 3,144 | 2,061 | 5,540 |
| | Terrace | | <5 | 6 | <5 | 11 |
| | Sub-total | | 195 | 923 | 3,272 | 2,095 |

Compiling a data from three different data source systems; very time consuming and resource intensive

Social housing applicant households on the NSW Housing Register



There are two primary products where NSW data is reported:



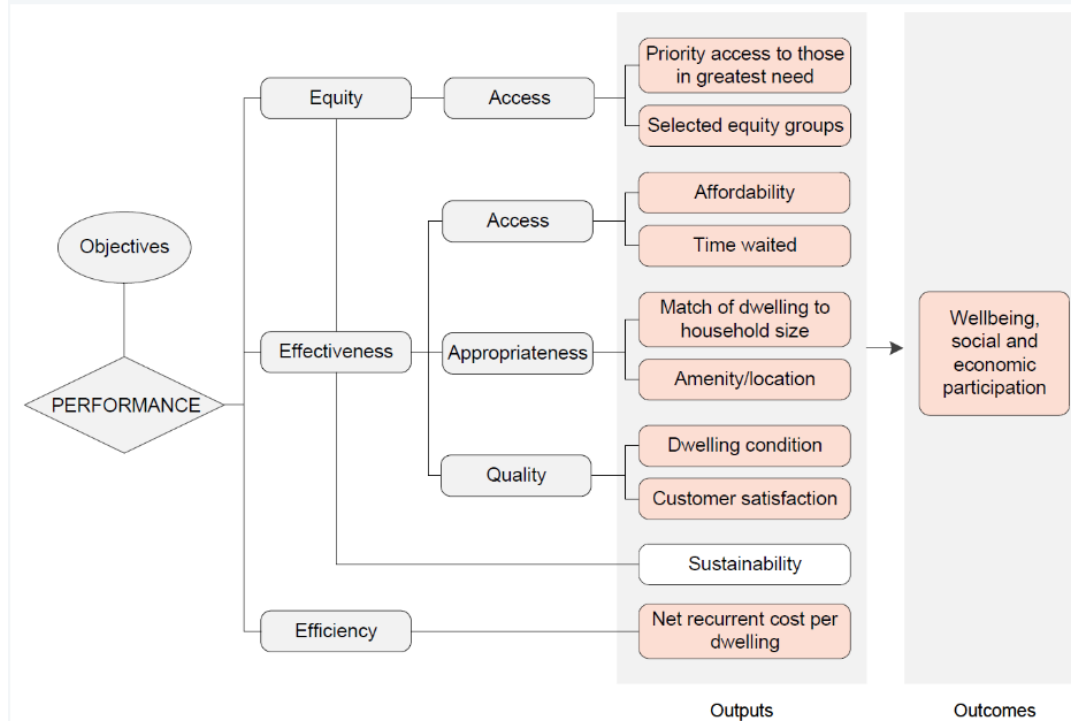
Accountability

- **Report on Government Services (ROGS)** produced by the Productivity Commission which includes a Housing chapter – this section presents data on the performance of governments in providing social housing, including public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing (ICH). FACSIAR submits public housing and SOMIH data:
<https://www.pc.gov.au/ongoing/report-on-government-services/2023/housing-and-homelessness/housing>
- **Housing Assistance in Australia Report** produced by the Australian Institute of Health and Welfare (AIHW). Generally focuses on Australia as a whole but does include some data tables that have jurisdictional breakdowns:
<https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia/contents/state-and-territory-summary-data>

National Reporting

Outcomes

Outcomes are the impact of services on the status of an individual or group (refer to section 1).



The Report on Government Service (RoGS) is released each year and includes a chapter for Housing and one for Homelessness. RoGS indicators are assessed for comparability.

For Housing, no measures achieve the highest level of being comparable and complete.

Housing and Child Protection are two chapters with very few comparable measures. However for Housing, this is in part due to a lack of comparability between housing programs, e.g. public housing versus community housing.

Key to indicators*

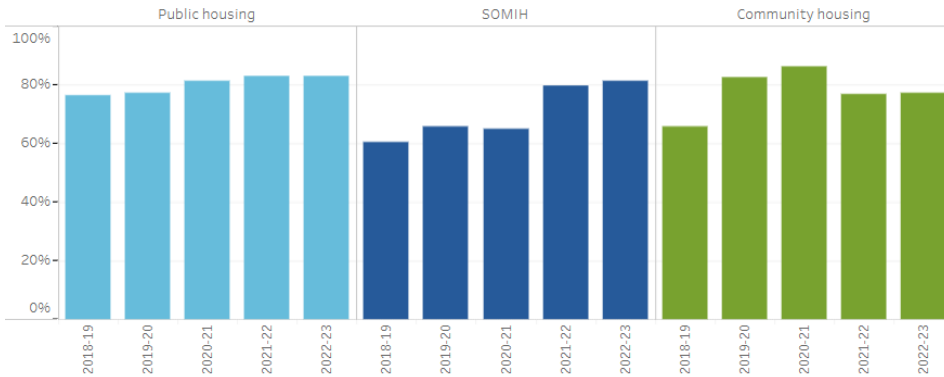
- Text Most recent data for all measures is comparable and complete
- Text Most recent data for at least one measure is comparable and complete
- Text Most recent data for all measures is either not comparable and/or not complete
- Text No data reported and/or no measures yet developed

* A description of the comparability and completeness is provided under the Indicator results tab for each measure

National Reporting



Figure 18.2a New allocations to households in greatest need, *National*
By housing type, by year

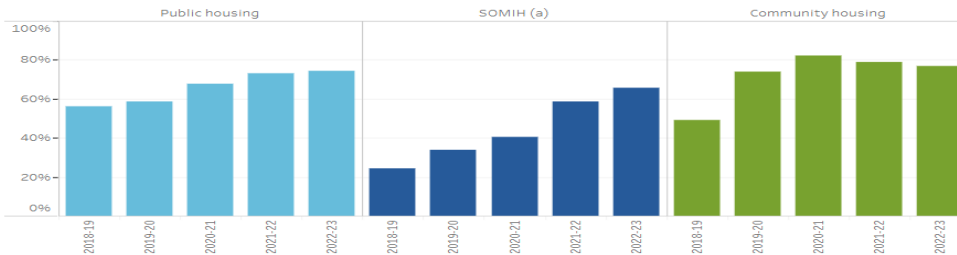


Source: tables 18A.16, 18A.17, 18A.18

Select jurisdiction (applies to figure 18.2b):

- Public housing
- SOMIH
- Community housing

Figure 18.2b New allocations to households in greatest need, *NSW*
By housing type, by year



Data is not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing and not comparable across jurisdictions or within some jurisdictions over time.

Data is not complete for SOMIH and community housing for the current reporting period (complete for public housing). All required 2022-23 data is not available for Tasmania (SOMIH) and the Northern Territory (SOMIH and community housing).

This measure is not comparable so data is shown separately for each jurisdiction.

Charts and tables include accompanying statements as below

Table 18A.3 **Descriptive data – number of social housing dwellings, at 30 June (a), (b)**

| | <i>Unit</i> | <i>NSW (c)</i> | <i>Vic</i> | <i>Qld (d)</i> | <i>WA</i> | <i>SA (e)</i> | <i>Tas (f)</i> | <i>ACT (g)</i> | <i>NT (h)</i> | <i>Aust</i> |
|--------------------------------|-------------|----------------|------------|----------------|-----------|---------------|----------------|----------------|---------------|-------------|
| Public housing (i), (j) | | | | | | | | | | |
| 2023 | no. | 95,765 | 64,720 | 53,010 | 32,694 | 31,577 | 4,997 | 10,827 | 4,814 | 298,404 |
| 2022 | no. | 96,712 | 63,987 | 52,643 | 32,034 | 31,591 | 4,999 | 10,744 | 4,890 | 297,600 |
| 2021 | no. | 96,728 | 63,921 | 52,195 | 31,919 | 31,938 | 7,031 | 10,859 | 4,929 | 299,520 |
| 2020 | no. | 96,939 | 64,072 | 51,890 | 32,409 | 32,147 | 7,050 | 10,985 | 4,911 | 300,403 |
| 2019 | no. | 100,623 | 64,428 | 51,817 | 32,905 | 32,472 | 7,037 | 10,955 | 4,954 | 305,191 |
| 2018 | no. | 111,341 | 64,295 | 51,413 | 33,293 | 32,686 | 7,005 | 11,181 | 5,017 | 316,231 |
| 2017 | no. | 110,221 | 64,170 | 51,263 | 33,836 | 37,281 | 7,065 | 11,077 | 5,000 | 319,913 |
| 2016 | no. | 110,174 | 64,241 | 51,188 | 33,533 | 37,852 | 7,166 | 10,917 | 4,970 | 320,041 |
| 2015 | no. | 110,214 | 64,404 | 51,248 | 33,361 | 39,428 | 7,234 | 10,833 | 4,905 | 321,627 |
| 2014 | no. | 110,805 | 64,471 | 51,368 | 33,467 | 39,422 | 8,413 | 10,848 | 5,009 | 323,803 |
| Community housing | | | | | | | | | | |
| 2023 | no. | 48,328 | 14,916 | 10,949 | 7,490 | 11,953 | 9,393 | 1,465 | na | 104,494 |
| 2022 | no. | 49,151 | 14,567 | 10,443 | 6,273 | 12,011 | 8,978 | 737 | na | 102,160 |
| 2021 | no. | 47,536 | 13,755 | 10,283 | 7,548 | 11,927 | 6,658 | 776 | na | 98,483 |
| 2020 | no. | 45,477 | 13,680 | 10,235 | 7,399 | 11,749 | 6,641 | 751 | na | 95,932 |
| 2019 | no. | 39,621 | 13,793 | 10,477 | 7,374 | 11,204 | 6,392 | 745 | na | 89,606 |
| 2018 | no. | 31,404 | 13,085 | 10,607 | 7,470 | 11,171 | 5,749 | 747 | na | 80,233 |
| 2017 | no. | 29,788 | 13,431 | 11,448 | 7,198 | 7,194 | 5,801 | 774 | na | 75,634 |
| 2016 | no. | 26,897 | 13,476 | 11,152 | 6,937 | 7,206 | 5,736 | 634 | na | 72,038 |
| 2015 | no. | 26,220 | 13,111 | 11,199 | 6,410 | 5,701 | 5,956 | 574 | na | 69,171 |
| 2014 | no. | 24,805 | 13,101 | 11,357 | 6,529 | 5,809 | 4,577 | 530 | na | 66,708 |

In addition to the charts, RoGs data is also available in Excel format.

Some of the data is related to the performance indicator framework and some is contextual and descriptive, e.g. number of social housing dwellings.

It is possible to see that the drops in PH have been offset by growth in CH dwellings

Expected Wait times dashboard



Supporting applicants and
tenants

This is the most frequently accessed public facing interactive dashboard released by FACSIAR with an average of 12,500 views per month which provides information on:

- The expected social housing waiting times for general applicants which gives general housing applicants an idea on how long they may need to wait for a social housing properties in the preferred Allocation Zone across NSW by bedroom category
- The number of applicant households for the preferred Allocation Zone
- The total number of applicant households on the NSW Housing Register
- The EWT reports in bands: Less than 2 years; 2 to 5 years; 5 to 10 years; 10 years+

Expected Waiting Times (EWT)



Guide to waiting times for social housing at 30 June 2023

The NSW Department of Communities and Justice has released updated information on the expected social housing waiting times for general applicants. This information gives general housing applicants an idea of how long they may need to wait for a social housing property in specific areas across NSW.

Yes
 No

Choose an allocation zone

CS02 Eastern Suburbs

The allocation zone is CS02 Eastern Suburbs.

| Expected waiting times for general applicants | CS02 Eastern Suburbs |
|---|----------------------|
| Expected waiting time for a studio/1-bedroom property | 5 to 10 years |
| Expected waiting time for a 2-bedroom property | 10+ years |
| Expected waiting time for a 3-bedroom property | 10+ years |
| Expected waiting time for a 4+ bedroom property | 10+ years |

Applicants at 30 June 2023 for CS02 Eastern Suburbs

| | |
|----------|-----|
| General | 888 |
| Priority | 193 |

If you wish to apply for housing assistance except transfers, you can call our Housing Contact Centre on 1800 422 322 for help or apply online from our [website](#).

Applicants on the NSW Housing Register at 30 June 2023

| | |
|----------|--------|
| General | 48,307 |
| Priority | 7,573 |

If you wish to know more about our social housing properties, our [Social Housing Residential Dwellings Dashboard](#) provides the information by location, housing provider, property type and bedroom category across NSW.

Guide to waiting times for social housing at 30 June 2023

The NSW Department of Communities and Justice has released updated information on the expected social housing waiting times for general applicants. This information gives general housing applicants an idea of how long they may need to wait for a social housing property in specific areas across NSW.

Yes
 No

Choose an allocation zone

NN34 Kyogle

The allocation zone is NN34 Kyogle.

| Expected waiting times for general applicants | NN34 Kyogle |
|---|---------------|
| Expected waiting time for a studio/1-bedroom property | No properties |
| Expected waiting time for a 2-bedroom property | 2 to 5 years |
| Expected waiting time for a 3-bedroom property | 2 to 5 years |
| Expected waiting time for a 4+ bedroom property | 2 to 5 years |

Applicants at 30 June 2023 for NN34 Kyogle

| | |
|----------|----|
| General | 38 |
| Priority | 9 |

If you wish to apply for housing assistance except transfers, you can call our Housing Contact Centre on 1800 422 322 for help or apply online from our [website](#).

Applicants on the NSW Housing Register at 30 June 2023

| | |
|----------|--------|
| General | 48,307 |
| Priority | 7,573 |

If you wish to know more about our social housing properties, our [Social Housing Residential Dwellings Dashboard](#) provides the information by location, housing provider, property type and bedroom category across NSW.

View on Tableau Public

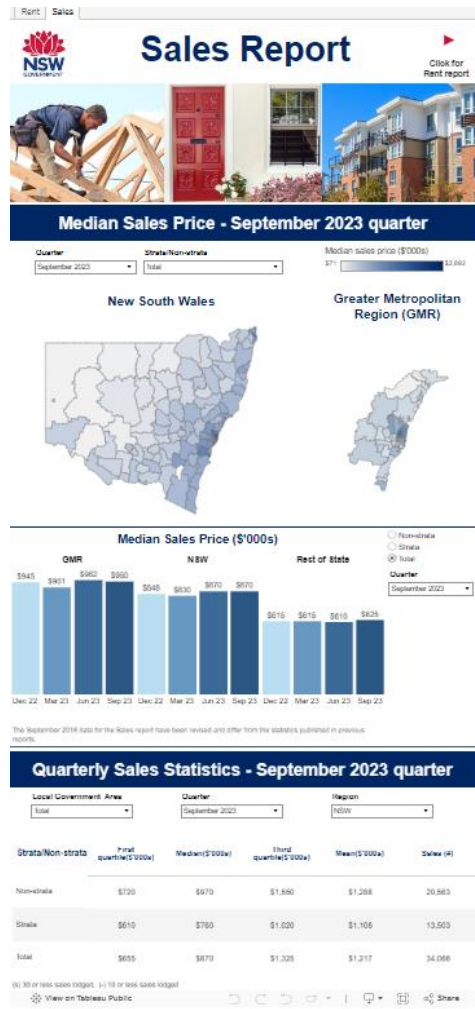
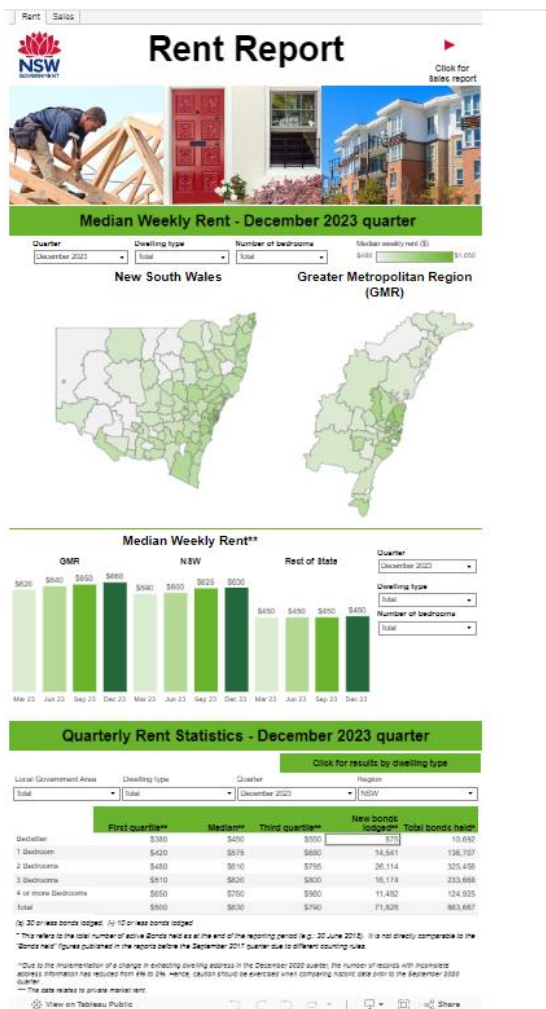


Evidenced based service
planning

Some examples of products that support service planning include the following:

- Rent and Sales Report
- Local Government Housing Kit

Rent and Sales Report – quarterly interactive dashboards



The Rent report provides data on first quartile weekly rent, median weekly rent, third quartile weekly rent, the number of new bonds lodged, and the total number of bonds held.

The Sales report presents data on first quartile sales prices, median sales prices, third quartile sales prices and the total number of sales.



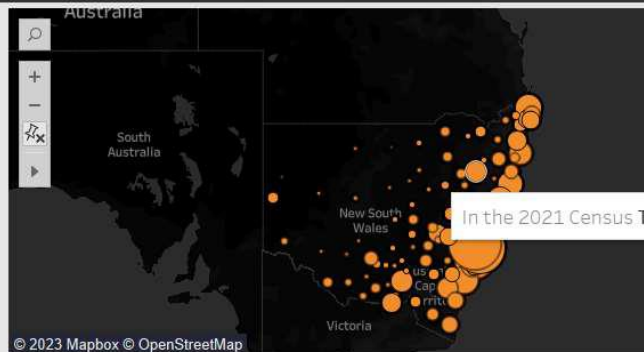
Local Government Housing Kit

The Demographic Pos..

The Economic Position

Housing Supply

Housing Cost and Affor..



The Local Government Housing Kit database (as referenced in module 3 of the Local Government Housing Kit) provides the basic data and preliminary data analyses required to determine local housing needs and to frame a local housing strategy with affordable housing policies for a local government area. The module provides four main categories of information by local government area to help quantify gaps between local housing supply and demand, including:

- the demographic position (including population trends, household formation and structure, household type and household size, dependency ratios, age and sex distribution)
- the economic position (including income and occupation trends, unemployment and labour force data and industry structure)
- current housing supply (by type and tenure)
- housing costs and affordability (including housing prices/rental levels, housing stress levels, affordable housing availability and CRA recipients in housing stress).

This information is accessed via the buttons to the left of this screen. Each information category provides a tool to compare data between local government areas; access to a comprehensive database for that local government area; and explanatory notes with a list of applicable measures and variables.

Local Government Housing Kit



Local Government Housing Kit - The Demographic Position

Understanding the existing community and the makeup of households in the future provides the basis for measuring current and future demand for housing in an area. It quantifies the current population, type and size of households and helps identify households that may have specific additional housing needs.

Population trend analysis

Trends in overall population size provide an important backdrop for the demographic factors influencing the market. This dashboard provides overall trend analysis in population size in terms of absolute growth, percentage growth and density growth. Key trends are the high rate of population growth in Sydney and some coastal areas of NSW, and declining populations in some smaller towns in regional areas.

Comparison analysis

Household formation is a driver of housing demand. Even when there is no population growth, changes in household composition may influence housing needs. This dashboard provides the comparison analysis of demographic information between two LGAs on household structures and community profile.

Data download

This dashboard provides the data download function for selected LGAs. The measures include total population, dependency ratio, median age, population by age and sex, population by age, population by household type and average household size.

Explanatory notes

This dashboard provides the detailed list of measures and variables.

Population trend analysis | Comparison analysis | Data download | Explanatory notes

Local Government Housing Kit - The Demographic Position

Trends in Population Size - Abs growth since 2011 - (Hover Map for Details)

Population Growth

- Abs growth since 2011
- Abs growth since 2016
- % change since 2011
- % change since 2016
- % Annualised growth since 2011
- % Annualised growth since 2016

Top 10 Population Increase/Decrease: Abs growth since 2011

| LGA Name | Population Increase | LGA Name | Population Decrease |
|----------------------|---------------------|--------------------|---------------------|
| Blacktown | 95,683 | Walgett | -1,198 |
| Parramatta | 62,704 | Broken Hill | -934 |
| Camden | 62,594 | Morve Plains | -682 |
| Liverpool | 53,302 | Colbar | -562 |
| Canterbury-Bankstown | 51,251 | Bourke | -534 |
| The Hills Shire | 49,885 | Lakeland | -482 |
| Cumberland | 42,210 | Sogan | -436 |
| Sydney | 42,135 | Stromboli | -415 |
| Penrith | 39,106 | Marumbidgee | -399 |
| Byrdsie (NSW) | 38,490 | Warumungarie Shire | -356 |

In the 2021 Census the Warren LGA had a total population of 2,545. In the Warren LGA the Abs growth since 2011 in its population has been -212.

These dashboards include populations trends over the last three census. A feature is the ability to compare two LGAs side by side

Local Government Housing Kit - The Demographic Position

Step 1: Select a Primary Local government area (LGA) or NSW or OS or Rest of NSW

Step 2: Select a comparison LGA from the dropdown list or map

D2 Population by Age and Gender - Census 2021

Hover on bars for gender proportion

In the Albury LGA for the age group 55-64 the gender proportion was 48.1% male and 51.9% female.

D3 Primary LGA Household: Albury

Census 2021 Total Households: 23,413

Household Type: Albury

| Year of Cen. L. | One Person | Other Households | Other Family | One Parent Family | Couple With Children | Couple Without Children |
|-----------------|------------|------------------|--------------|-------------------|----------------------|-------------------------|
| 2011 | 5,562 | 4,873 | 4,980 | | | |
| 2016 | 4,038 | 5,252 | 5,146 | 5,141 | | |
| 2021 | 7,002 | 2,603 | 9,848 | 5,632 | | |

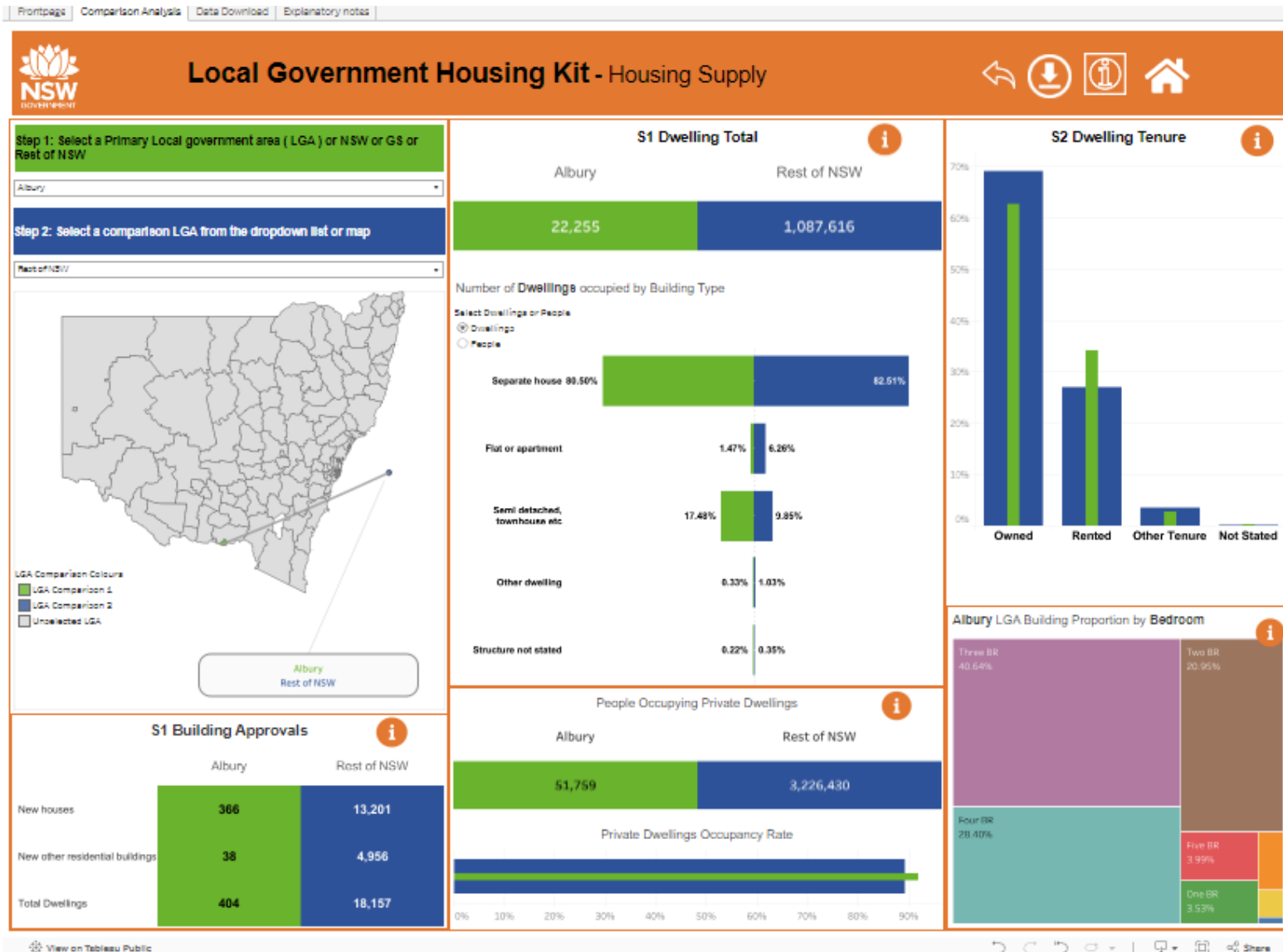
D4 Average Household Size

| Year of Census | Primary LGA | Comparison LGA |
|----------------|-------------|----------------|
| 2011 | ~1.8 | ~1.8 |
| 2016 | ~1.8 | ~1.8 |
| 2021 | ~1.8 | ~1.8 |

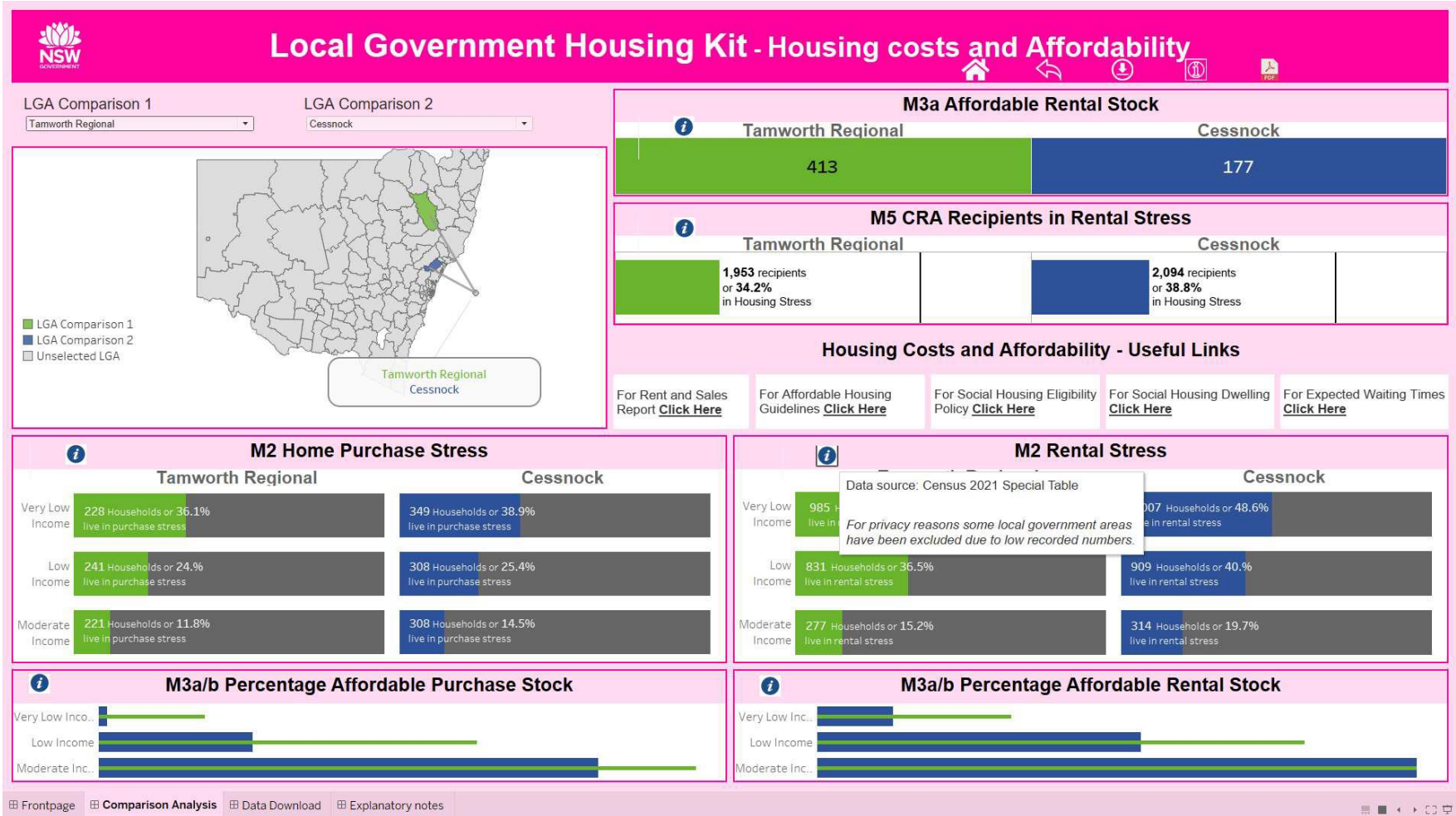
D2 Population - Census 2021

| Metric | Albury | Rest of NSW |
|------------------|--------|-------------|
| Dependency Ratio | 62.3% | 66.8% |
| Median Age | 39 | 43 |
| Total Population | 56,093 | 2,829,637 |

Local Government Housing Kit



Local Government Housing Kit



Links and Contact



- All publicly accessible data can be found via the following links:
- DCJ statistics page: <https://www.facs.nsw.gov.au/resources/statistics>
- Expected wait times (EWT): <https://www.facs.nsw.gov.au/housing/help/applying-assistance/expected-waiting-times>
- Social housing wait list numbers and median wait times:
<https://www.facs.nsw.gov.au/housing/help/applying-assistance/social-housing-waiting-list-data>
- More information can be sought by contacting FACSIAR Allocations
AllocationFACSIAR@facs.nsw.gov.au