

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%

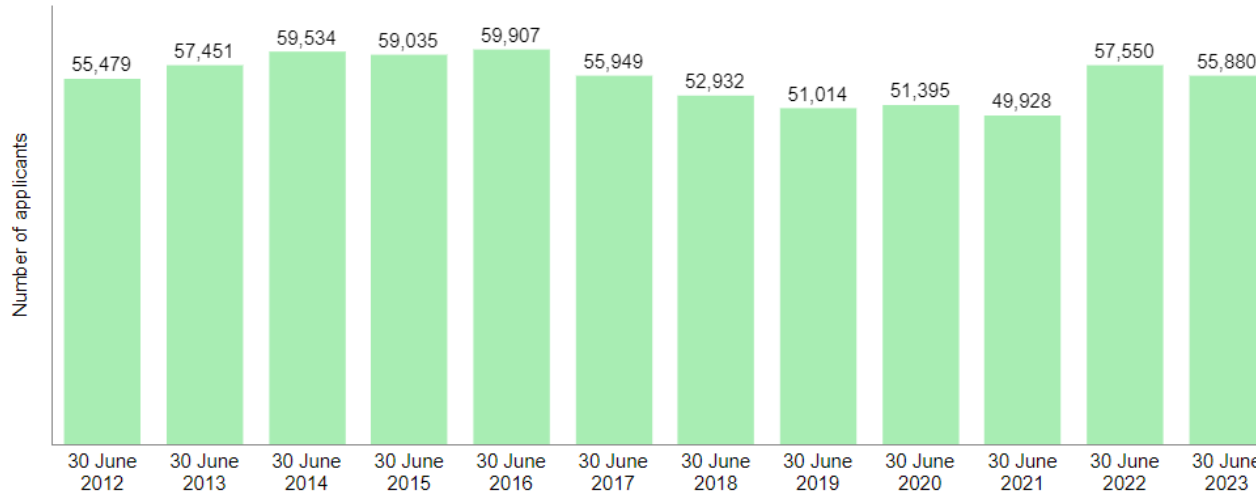
▼ 0.2% points
from 30 June 2022

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)
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• 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

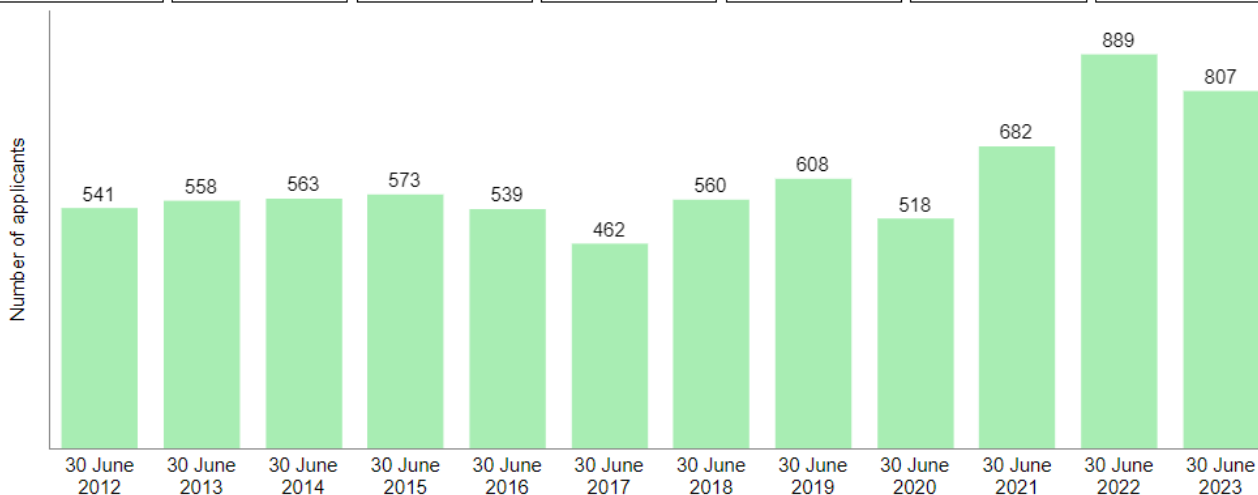
Note: From June 2017 suspended applicants' households are excluded from the count

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)
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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

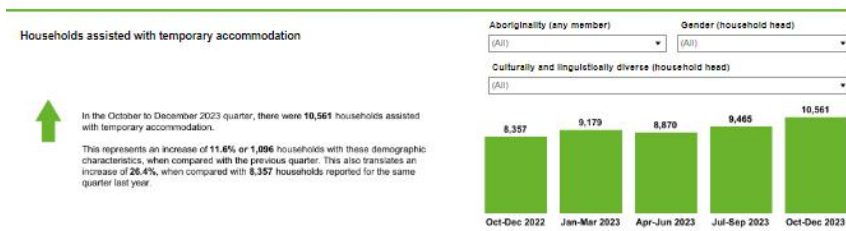
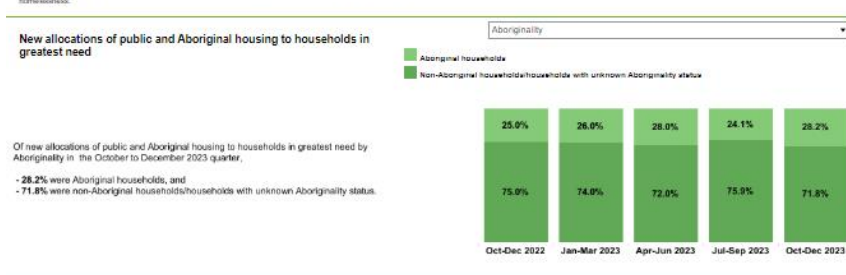
Note that if the disaggregation produces small cell sizes of less than 5, then that data will be suppressed

Measure List

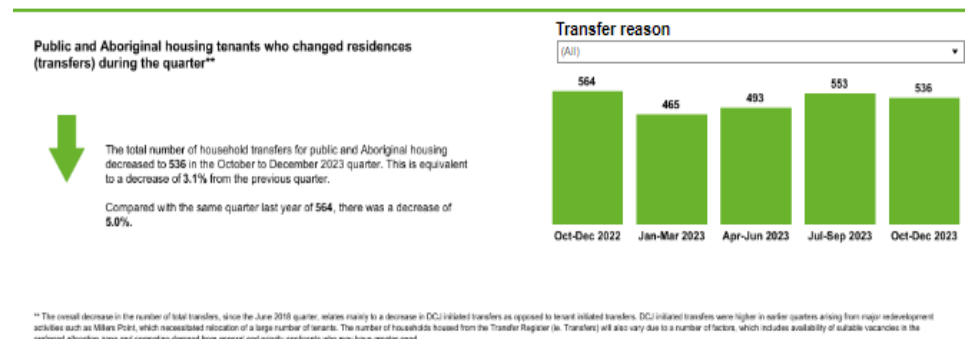
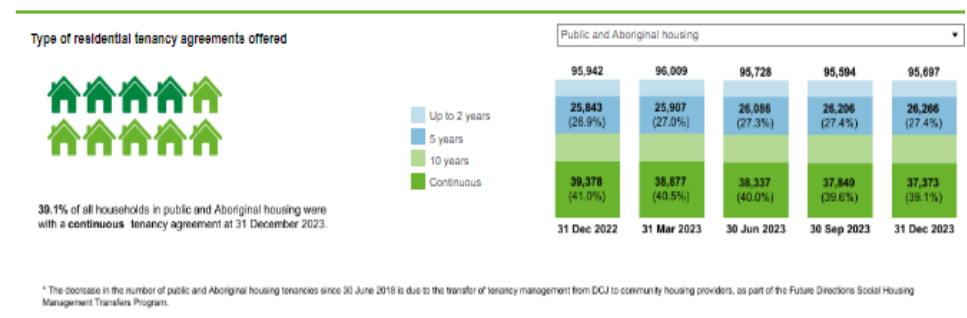
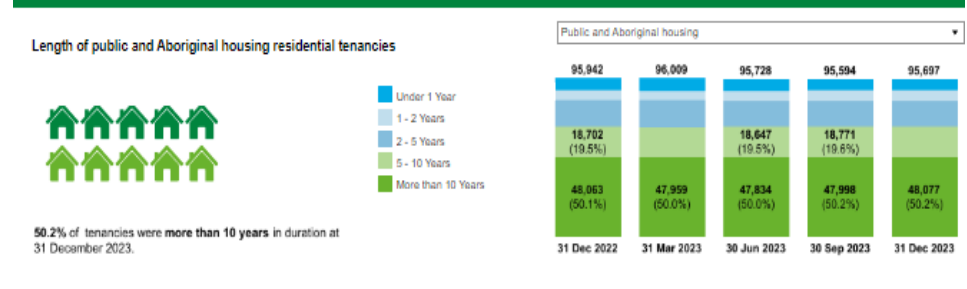
1. Fair access to social housing for those who need it
 - ❖ Newly housed applicants in social housing
 - ❖ New allocations of public and Aboriginal housing to households in greatest need
 - ❖ Households assisted with temporary accommodation
2. Stability and security of tenure
 - ❖ Length of public and 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

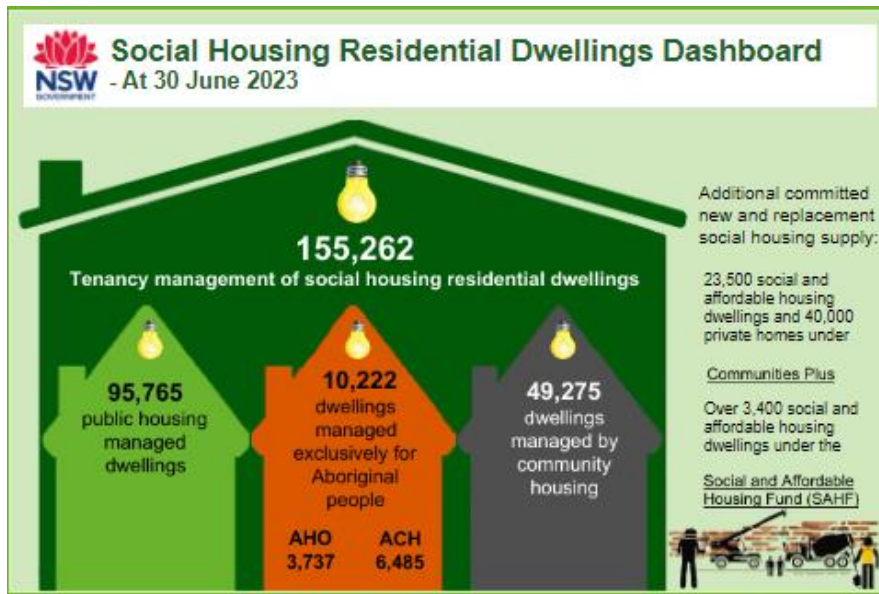
DCJ Quarterly Statistical Report on social housing delivery - October to December 2023



Stability and security of tenure



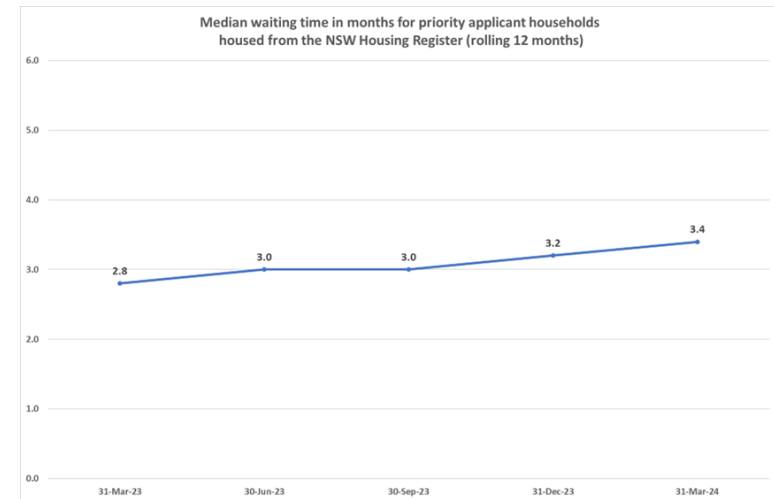
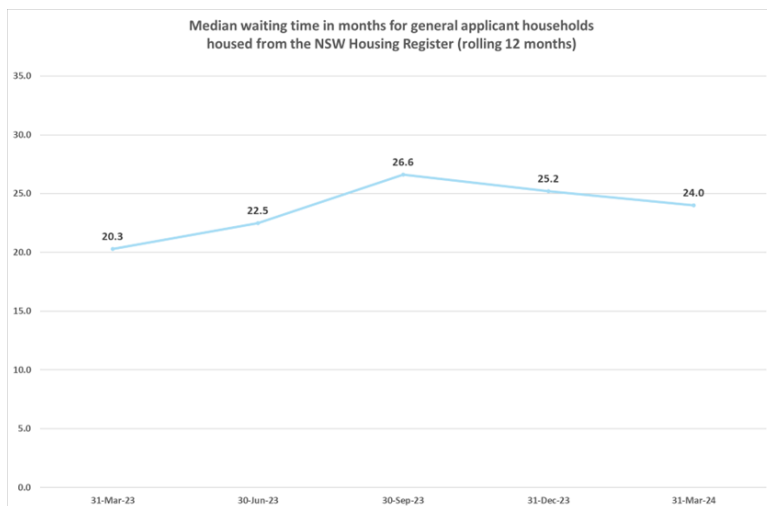
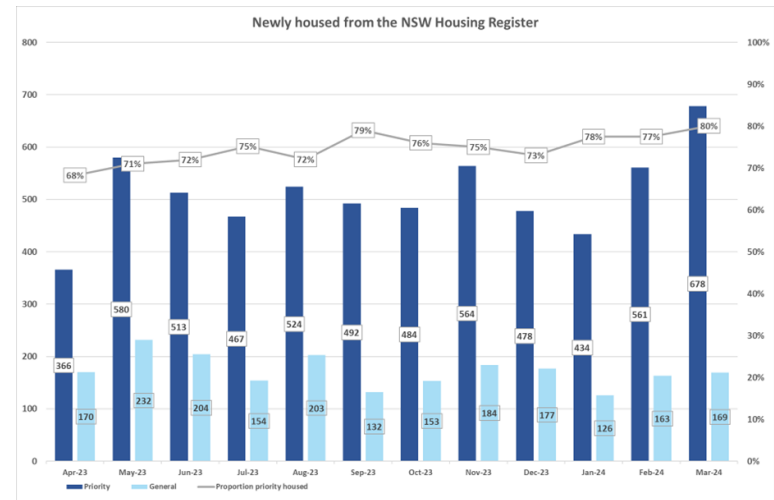
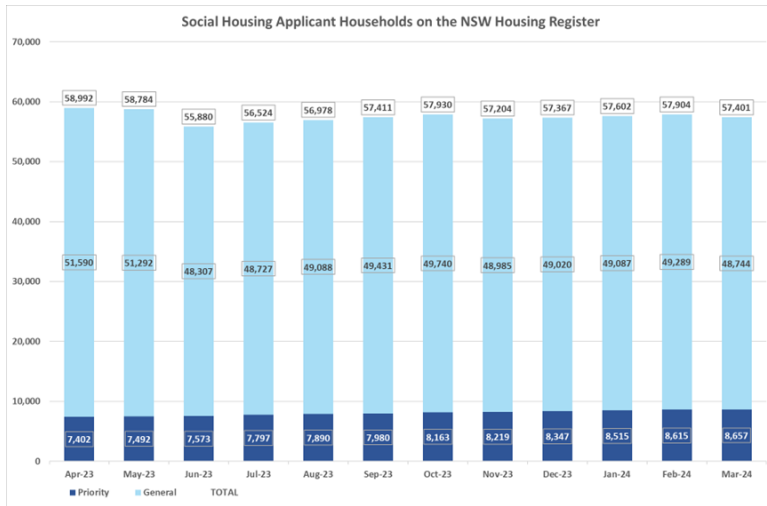
Social Housing Residential Dwellings Dashboard (SHRD)



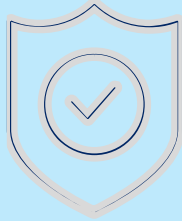
DCJ District	Tenancy managed by	Dwelling type				Number of bedrooms
NSW	(All)	(All)	(All)	(All)	(All)	
Tenancy managed by	Dwelling type	Studio/1 bedroom	2 bedrooms	3 bedrooms	4+ bedrooms	Total
Public housing (PH)	Unit	23,893	17,737	3,070	61	44,761
	Villa	1,524	3,123	1,726	141	6,514
	Townhouse	295	3,480	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:



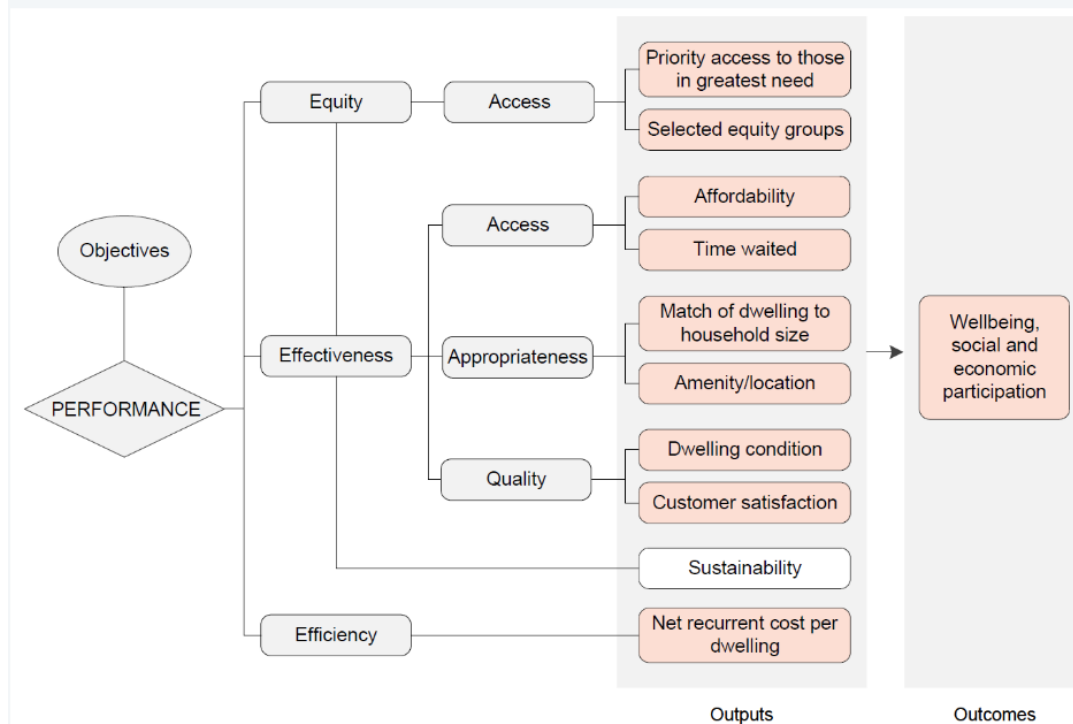
Accountability

- **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).



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

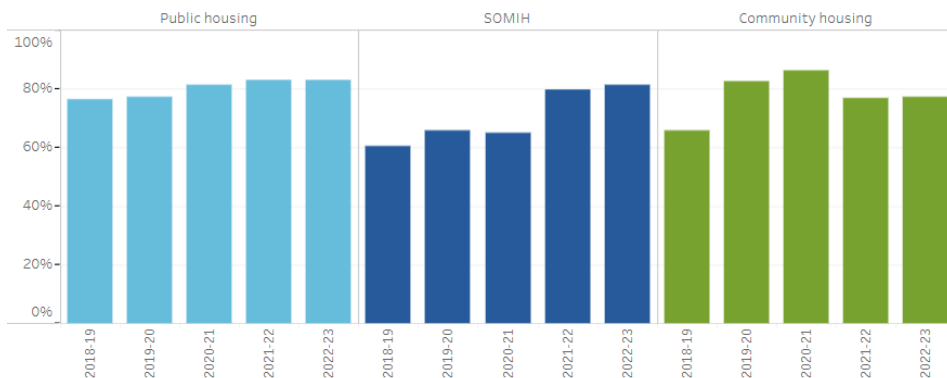
The Report on Government Service (RoGS) is released each year and includes a chapter for Housing and one for Homelessness. RoGS indicators are assessed for comparability.

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 lack of comparability between housing programs, e.g. public housing versus community housing.

National Reporting

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

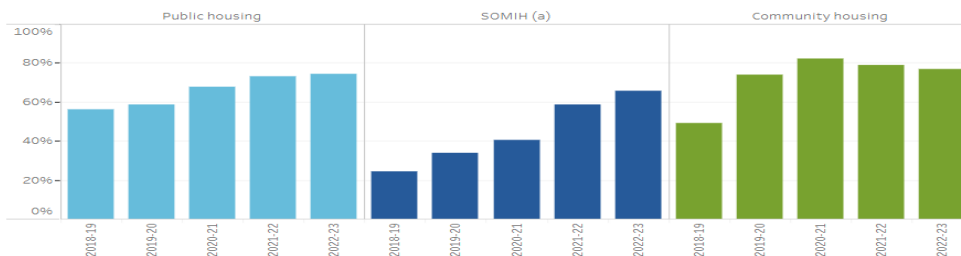


Source: tables 18A.16, 18A.17, 18A.18

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



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

Charts and tables include accompanying statements as below

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).

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

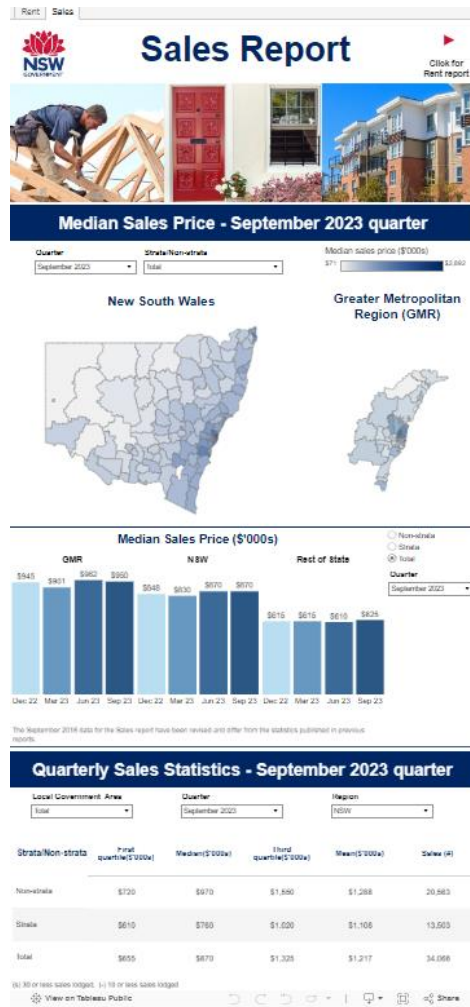
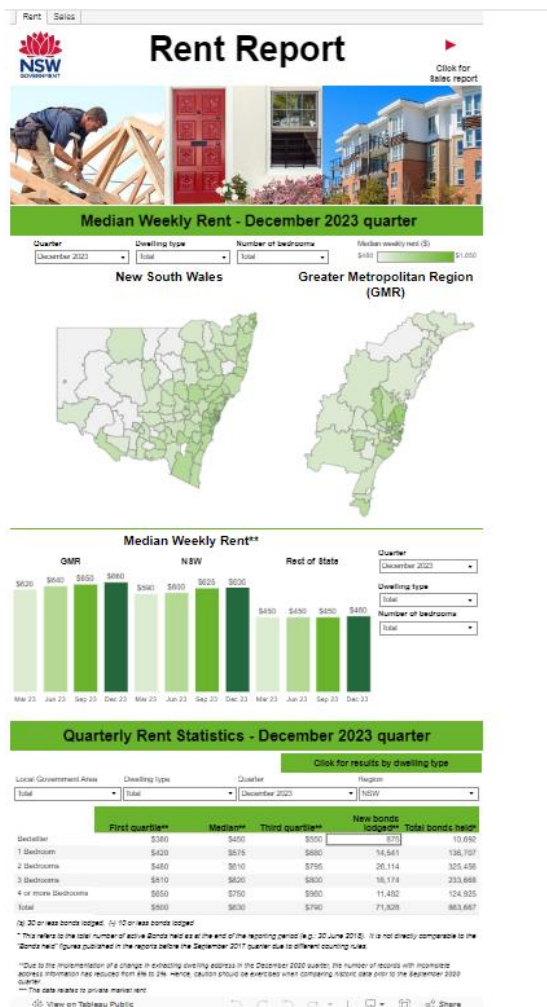


Evidenced based service
planning

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.



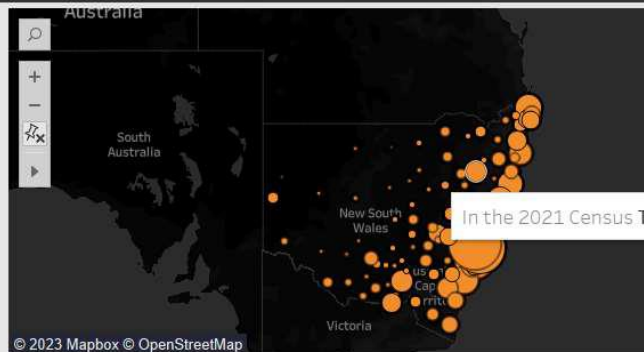
Local Government Housing Kit

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	Waggett	-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	Lakhan	-482
Cumberland	42,210	Sogan	-436
Sydney	42,135	Shepparton	-415
Penrith	39,106	Marumbidgee	-399
Byrdsie (NSW)	38,490	Warumungue Shire	-356

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 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

D3 Primary LGA Household: Albury

Census 2021 Total Households: 23,413

Household Type: Albury

Year of Cen. L.	One Person	Other Households
2011	5,562	4,873
2016	4,038	5,141
2021	7,002	5,632

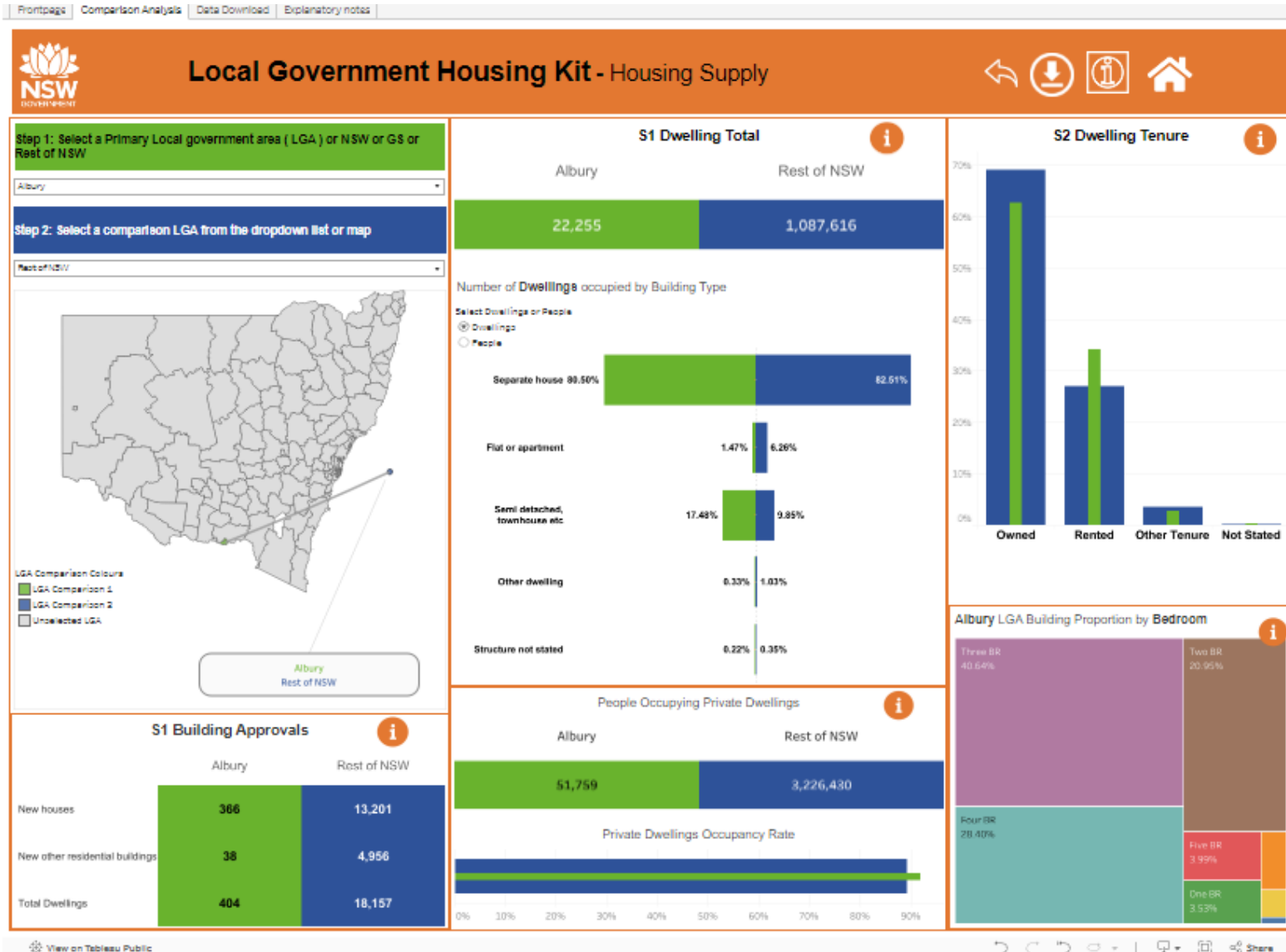
D4 Average Household Size

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

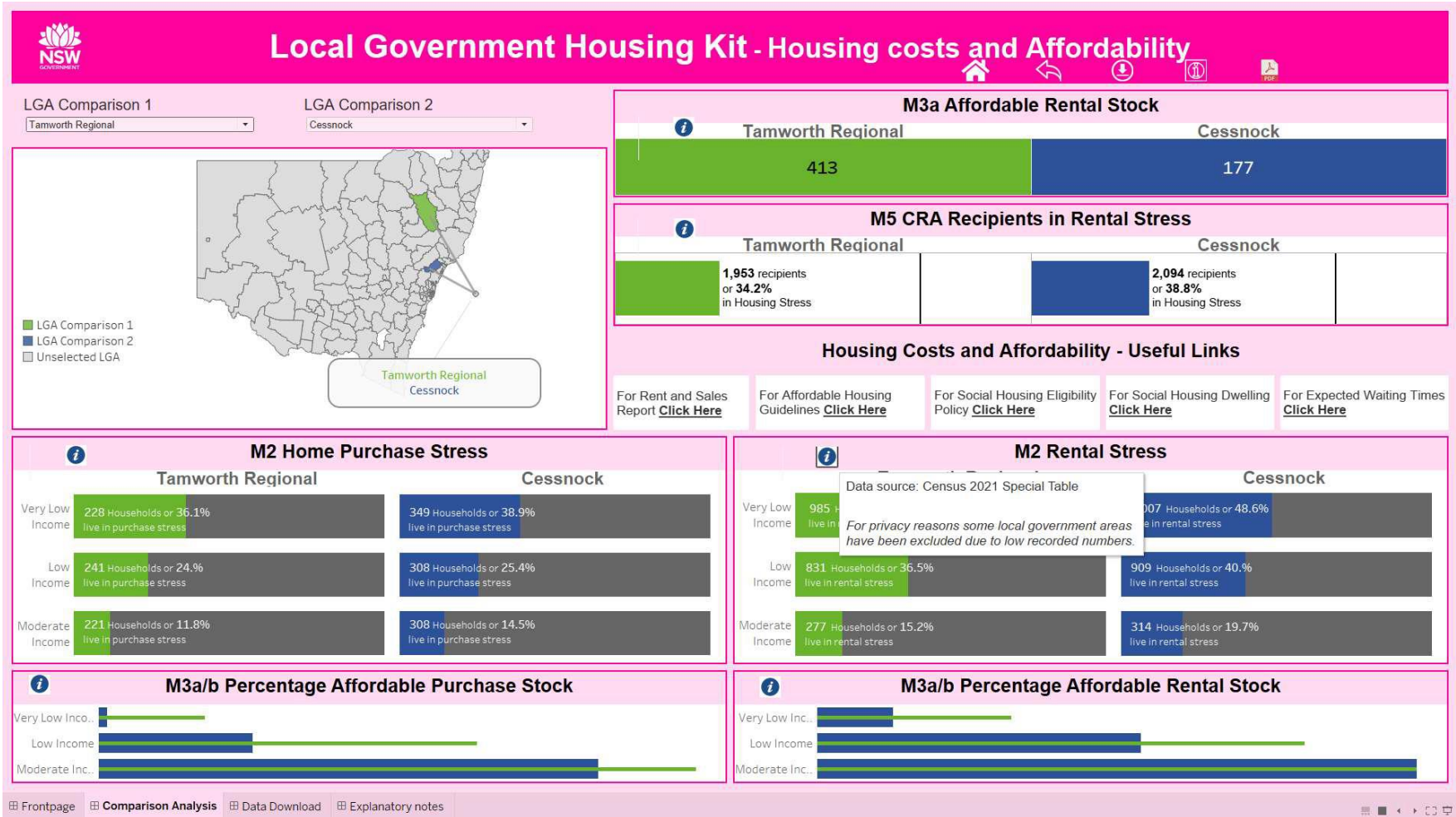
D2 Population - Census 2021

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