
New South Wales

Social Housing Assistance Commissioning Data Report

2020/2021



Acknowledgement of Country

The NSW Department of Communities and Justice acknowledges that Aboriginal and Torres Strait Islander peoples are the First Peoples and Traditional Custodians of Australia, and the oldest continuing culture in human history.

We pay respect to Elders past, present and emerging, and commit to respecting the lands we walk on, and the communities we walk with. We celebrate the deep and enduring connection of Aboriginal and Torres Strait Islander peoples to Country and acknowledge their continuing custodianship of the land, seas and sky.

We acknowledge the ongoing stewardship of Aboriginal and Torres Strait Islander peoples, and the important contribution they make to our communities and economies.

We reflect on the continuing impact of government policies and practices, and recognise our responsibility to work together, with, and for Aboriginal and Torres Strait Islander peoples, families and communities, towards improved economic, social and cultural outcomes.

Contents

06	Purpose of the commissioning data report	34	Opportunities for better utilisation of current stock
07	Overview of social housing assistance across NSW	34	Tenancies overview
12	NSW Government objectives for the social housing system	34	Who we house
14	Access to housing assistance for Aboriginal people	36	Opportunity and safety net individuals in DCJ tenancies
16	Housing people most in need	37	Lease type and length
17	Population insights	38	Under-occupancy and overcrowding
17	17 People with an NDIS plan including supported disability accommodation	39	Market rent payers
18	18 Estimating the number of households meeting income-based eligibility requirements	41	Opportunities for improved tenant outcomes
21	Introduction to the data	41	41 Arrears
21	21 Who is counted in this data?	41	41 Sustaining tenancies
21	21 When does the information refer to?	43	43 Negative exits
21	21 Where does the information refer to?	46	46 Diversion from social housing and fostering positive exits
21	21 What are the sources of the data?	46	46 Support to gain and sustain a private tenancy
21	21 What data is not included?	48	48 Support to exit positively
22	Social housing assistance in NSW	50	50 Data insights for Aboriginal households
22	22 Overview of all households on the Register	55	55 Focus on Aboriginal households
24	24 Opportunity and safety net individuals on the Register	55	55 Overview of Aboriginal households on the Register
26	26 Service level	58	58 Tenancies overview
27	27 Turnover in social housing tenancies	58	58 Who we house
27	27 Head leased private dwellings used for social housing	59	59 Aboriginal people in the opportunity cohort
28	28 Bedroom requirements	60	60 Overcrowding in Aboriginal households
29	29 Demand for seniors housing	60	60 Aboriginal households that exit
30	30 Demand for accessible housing	61	61 Addressing unequal access to the private rental market
31	31 Waiting time for social housing	62	62 Glossary

List of figures

- 11 Figure 1: NSW figures by bedrooms
- 11 Figure 2: Social housing tenancies by lease and rent type as at 30 June 2022
- 19 Figure 3: SAHAN eligible households 2016-2031
- 22 Figure 4: Priority/escalated and general/non-escalated applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022
- 22 Figure 5: All applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022 (n = 68,866)
- 23 Figure 6: Household configuration of all applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022 (n = 68,866)
- 23 Figure 7: Main reason for approval of priority/escalated applicant and existing tenant households on the Register as at 30 June 2022 (n = 11,387)
- 24 Figure 8: Individuals by gender and age group by Aboriginality in all applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022 (n = 141,064)
- 24 Figure 9: Individuals aged 16 and over by opportunity or safety net cohort in all applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022 (n = 97,975)
- 25 Figure 10: Individuals aged 16 and over by opportunity or safety net cohort for priority/escalated applicant and existing tenant households on the Register as at 30 June 2022 (n = 16,642)
- 25 Figure 11: Age group by Aboriginality of individuals aged 16 and over by opportunity or safety net cohort for priority/escalated applicant and existing tenant households on the Register as at 30 June 2022 (n = 16,641)
- 26 Figure 12: Service levels by district as at 30 June 2022 - Social housing tenancies expressed as a percentage of estimated SAHAN eligible households
- 27 Figure 13: Pressure on existing supply from current demand as at 30 June 2022 - All households on the Register expressed as a percentage of social housing tenancies
- 27 Figure 14: Social housing tenancies in head lease dwellings as at 30 June 2022
- 28 Figure 15: Minimum bedroom requirement for priority/escalated applicant and existing tenant households on the Register as at 30 June 2022
- 29 Figure 16: Senior/elderly households by household size for priority/escalated applicant and existing tenant households on the Register as at 30 June 2022
- 30 Figure 17: Accessible housing need for priority/escalated applicant and existing tenant households on the Register as at 30 June 2022
- 31 Figure 18: Waiting time by district for all newly housed applicant and rehoused tenant households by DCJ or a CHP during 2021/22
- 32 Figure 19: Households housed by DCJ slower than the NSW median during 2021/22 by number of bedrooms allocated - Newly housed applicant and rehoused tenant households
- 34 Figure 20: Household configuration of DCJ tenancies as at 30 June 2022 (n = 96,599)
- 35 Figure 21: Individuals by gender and age group by Aboriginality in DCJ tenancies as at 30 June 2022 (n = 170,571)
- 36 Figure 22: Individuals aged 16 and over by opportunity or safety net cohort in DCJ tenancies as at 30 June 2022 (n = 140,794)
- 36 Figure 23: Age group by Aboriginality of individuals aged 16 and over by opportunity or safety net cohort in DCJ tenancies as at 30 June 2022 (n = 140,794)
- 37 Figure 24: Lease term of DCJ tenancies as at 30 June 2022
- 37 Figure 25: DCJ tenancies on a continuous lease as at 30 June 2022 that have a senior/elderly household member - Age group by Aboriginality of the oldest senior/elderly household member
- 37 Figure 26: Length of current tenancy for DCJ and CHP tenancies as at 30 June 2022
- 38 Figure 27: Under-occupied, overcrowded or suitably occupied DCJ tenancies as at 30 June 2022
- 38 Figure 28: Under-occupied DCJ tenancies as at 30 June 2022 that have a senior/elderly household member - Age group by Aboriginality of the oldest senior/elderly household member
- 39 Figure 29: Market rent and subsidised rent payers for DCJ and CHP tenancies as at 30 June 2022
- 39 Figure 30: DCJ tenancies as at 30 June 2022 that pay market rent by lease type and bedrooms (n = 7,482)
- 39 Figure 31: DCJ tenancies as at 30 June 2022 that pay market rent and have a senior/elderly household member - Age group by Aboriginality of the oldest senior/elderly household member
- 41 Figure 32: Rent arrears for DCJ tenancies as at 30 June 2022
- 42 Figure 33: Number of referrals and active participants in the STSH program during 2021/22
- 43 Figure 34: Households that exited from DCJ managed social housing during 2021/22 (n = 5,816)
- 43 Figure 35: Households that exited negatively from DCJ managed social housing during 2021/22 and whether they were granted Private Rental Assistance

List of figures

- 44 Figure 36: Length of tenancy sustained for households that exited negatively from DCJ managed social housing during 2021/22
- 46 Figure 37: Households that received Rent Choice during 2021/22 by product
- 47 Figure 38: Households that received other Private Rental Assistance during 2021/22 by product
- 47 Figure 39: Households that returned for further assistance in 2021/22 after exiting Rent Choice during 2020/21
- 47 Figure 40: Households that returned for further assistance in 2021/22 after receiving other Private Rental Assistance during 2020/21
- 48 Figure 41: Households that exited positively from DCJ managed social housing during 2021/22 and whether they were granted Private Rental Assistance
- 48 Figure 42: Length of tenancy sustained for households that exited positively from DCJ managed social housing during 2021/22
- 54 Figure 43: NSW figures by bedrooms for Aboriginal households
- 54 Figure 44: Lease and rent type for Aboriginal households in social housing as at 30 June 2022
- 55 Figure 45: Aboriginal priority/escalated and general/non-escalated applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022
- 56 Figure 46: All Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022 (n = 11,639)
- 56 Figure 47: Household configuration of all Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2022 (n = 11,639)
- 57 Figure 48: Main reason for approval of Aboriginal priority/escalated applicant and existing tenant households on the Register as at 30 June 2022 (n = 2,068)
- 57 Figure 49: Overview of Aboriginal households' access to social housing assistance
- 57 Figure 50: Minimum bedroom requirement for Aboriginal priority/escalated applicant and existing tenant households on the Register as at 30 June 2022
- 58 Figure 51: Household configuration of Aboriginal households in DCJ tenancies as at 30 June 2022 (n = 13,536)
- 59 Figure 52: Proportion of Aboriginal and non-Aboriginal people that are in the opportunity cohort for key working age groups as at 30 June 2022
- 60 Figure 53: Aboriginal households that are in under-occupied, overcrowded or suitably occupied DCJ tenancies as at 30 June 2022
- 60 Figure 54: Aboriginal households that exited from DCJ managed social housing during 2021/22 by type of exit
- 61 Figure 55: Aboriginal people that were approved for Rent Choice assistance in 2021/22 but did not receive the assistance
- 61 Figure 56: Aboriginal people that received Rent Choice during 2021/22 by product
- 61 Figure 57: Aboriginal people that received other Private Rental Assistance during 2021/22 by product

Purpose of the Commissioning Data Report

Information provided in this data report focuses on identifying opportunities for:

- better utilisation of current stock,
- better tenant outcomes, and
- fostering positive exits and diversion from social housing.

This commissioning data report presents data and analysis relevant to the NSW government's strategic objectives for the social housing and homelessness sector, as set out in the *Future Directions for Social Housing in NSW* strategy and the State Outcome number four: People have a safe and affordable place to live.

The data report signals priorities for outcomes to both government and non-government providers of social housing and housing assistance. This is intended to stimulate innovation and act as a catalyst for the formation of partnerships between government and the wider sector.

The data report is not prescriptive, it provides an overview of client and system data to facilitate stakeholder analysis of the data based on their own strategic objectives.

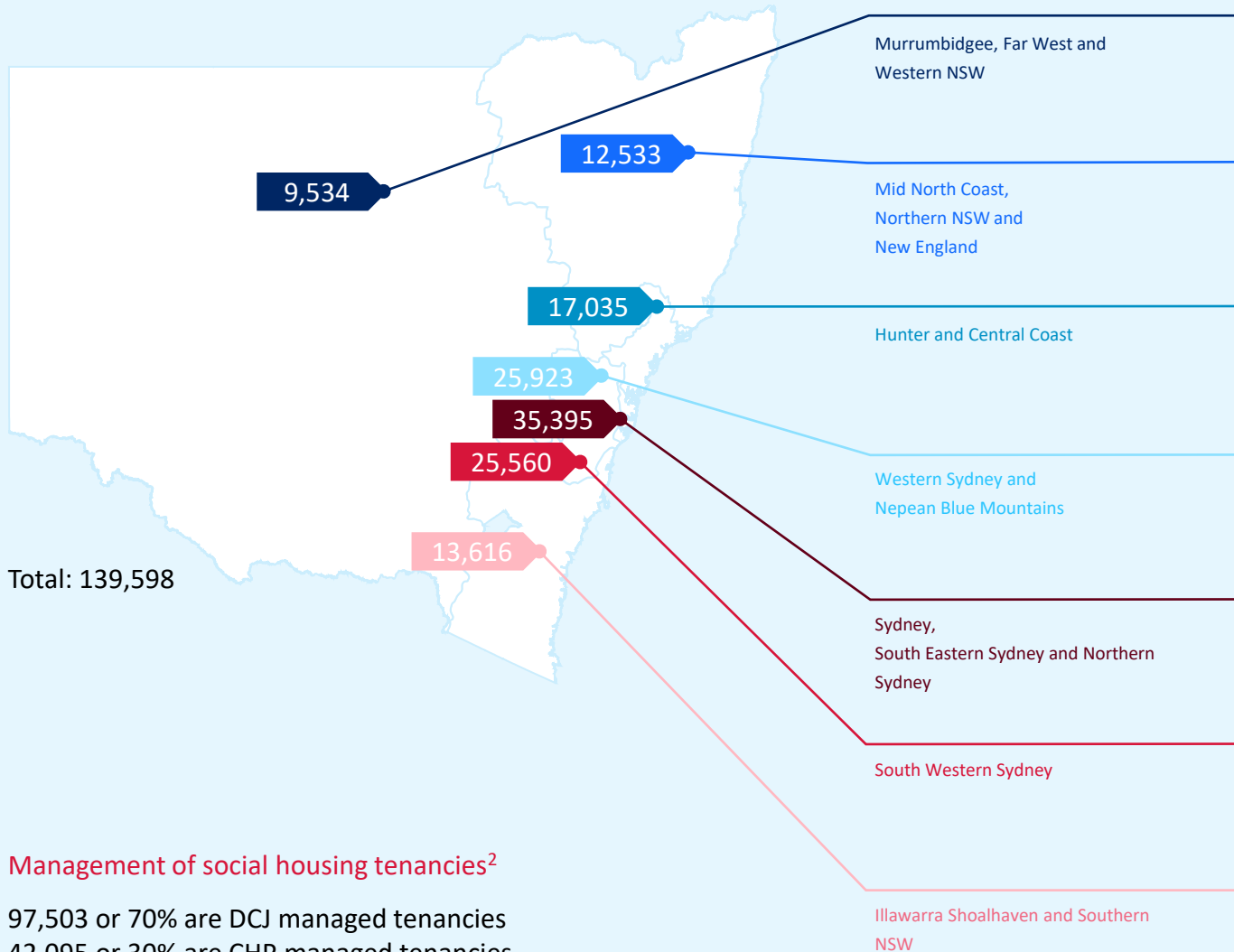
Commissioning decisions rely on robust and regularly updated data: the presentation of geographically-based supply and demand-side data highlights market opportunities for service delivery partners.

The data report includes data on applications for housing assistance, supply of social housing dwellings and private market assistance, tenancy management, asset management, and demographic and market insights.

The data report is developed by the Department of Communities and Justice (DCJ), in consultation with key stakeholders. The data report is a transparent communication mechanism between the social housing system outcome owner (the commissioner) and service deliverers.

Overview of social housing assistance across NSW

Number of social housing tenancies by cluster as at 30 June 2021¹



Management of social housing tenancies²

97,503 or 70% are DCJ managed tenancies
42,095 or 30% are CHP managed tenancies

NSW population

All people 8,072,163
Aboriginal people 278,043 or 3.4%³

¹ The total may include a small number where the cluster is unknown. See the Glossary for the definition of 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH}.

² See the Glossary for the definition of 'CHP tenancies' and 'DCJ tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH}.

³ Source: ABS Census 2021 Quick Stats: www.abs.gov.au/census/find-census-data/search-by-area.

Housed during 2020/21 and households on the NSW Housing Register (Register) as at 30 June 2021 by cluster⁴

Newly housed applicant and rehoused tenant households during the year	All applicant and existing tenant households on the Register waiting to be housed/ rehoused at 30 June	Applicant households on the Register waiting to be housed at 30 June	Existing Tenant households on the Register waiting to be rehoused at 30 June	Aboriginal applicant and existing tenant households on the Register waiting to be housed/ rehoused at 30 June
Murrumbidgee, Far West and Western NSW				
1,292	3,566	3,157	409	1,546
Mid North Coast, Northern NSW and New England				
1,184	8,212	7,357	855	2,571
Hunter and Central Coast				
1,422	7,881	6,769	1,112	1,577
Western Sydney and Nepean Blue Mountains				
2,125	9,191	7,200	1,991	1,033
Sydney, South Eastern Sydney and Northern Sydney				
2,693	14,404	10,804	3,600	1,059
South Western Sydney				
1,900	11,786	9,945	1,841	645
Illawarra Shoalhaven and Southern NSW				
1,066	5,449	4,696	753	1,039
New South Wales				
11,704	60,489	49,928	10,561	9,470

⁴ The total may include a small number where the cluster is unknown. See the Glossary for the definition of 'Aboriginal households', 'applicant households', 'housed', the 'NSW Housing Register' and 'tenant households'. Source: HOMES/EDW as at 30 June 2021 and during 2020/21^{HH/RH/ARH}.

Meeting urgent need: priorities for social housing development by accessibility and bedroom requirement

This information sets out the level of accessible housing need and minimum bedroom requirements of [priority/escalated](#) households on the Register as at 30 June 2021⁵. It is useful for commissioners and developers of social housing to assess whether proposed social housing developments respond to the dwelling needs of the households in most urgent need of assistance.

Level of accessible housing need by cluster	Studio/bedsit	1 bedroom	2 bedroom	3 bedroom	4+ bedroom	Total
Murrumbidgee, Far West and Western NSW						
Higher needs	1	18	23	3	7	52
Lower Needs	21	24	19	8	8	81
No known requirement	80	26	57	46	44	256
Total priority/escalated	102	68	99	57	59	389
Mid North Coast, Northern NSW and New England						
Higher needs	28	53	51	22	10	164
Lower Needs	92	153	90	35	26	396
No known requirement	265	121	115	79	62	645
Total priority/escalated	385	327	256	136	98	1,205
Hunter and Central Coast						
Higher needs	22	41	88	28	24	203
Lower Needs	54	117	126	43	30	370
No known requirement	113	60	77	50	63	363
Total priority/escalated	189	218	291	121	117	936
Western Sydney and Nepean Blue Mountains						
Higher needs	9	73	158	58	38	336
Lower Needs	63	233	311	120	80	808
No known requirement	140	130	65	37	74	446
Total priority/escalated	212	436	534	215	192	1,590
Sydney, South Eastern Sydney and Northern Sydney						
Higher needs	46	207	301	105	47	706
Lower Needs	215	537	626	189	80	1,647
No known requirement	539	485	226	135	89	1,474
Total priority/escalated	800	1,229	1,153	429	216	3,827
South Western Sydney						
Higher needs	13	88	176	116	96	489
Lower Needs	38	223	220	97	118	697
No known requirement	53	62	52	51	72	290
Total priority/escalated	104	373	448	264	286	1,476
Illawarra Shoalhaven and Southern NSW						
Higher needs	11	67	67	24	17	186
Lower Needs	48	118	82	17	15	282
No known requirement	108	78	82	50	53	372
Total priority/escalated	167	263	231	91	85	840
New South Wales						
Total priority/escalated	1,959	2,914	3,012	1,313	1,053	10,263

⁵ The total may include a small number where the bedroom information or cluster is unknown. See the Glossary for the definition of 'accessible housing', 'minimum bedroom requirement', the 'NSW Housing Register' and 'priority/escalated households'. Source: HOMES/EDW as at 30 June 2021^{RH-MA}. This information is available down to allocation zone level in the appendix. See tab 1.4.3.

At 30 June 2021 there were

60,489 applicant and existing tenant households on the Register waiting to be housed/rehoused⁶. These included:

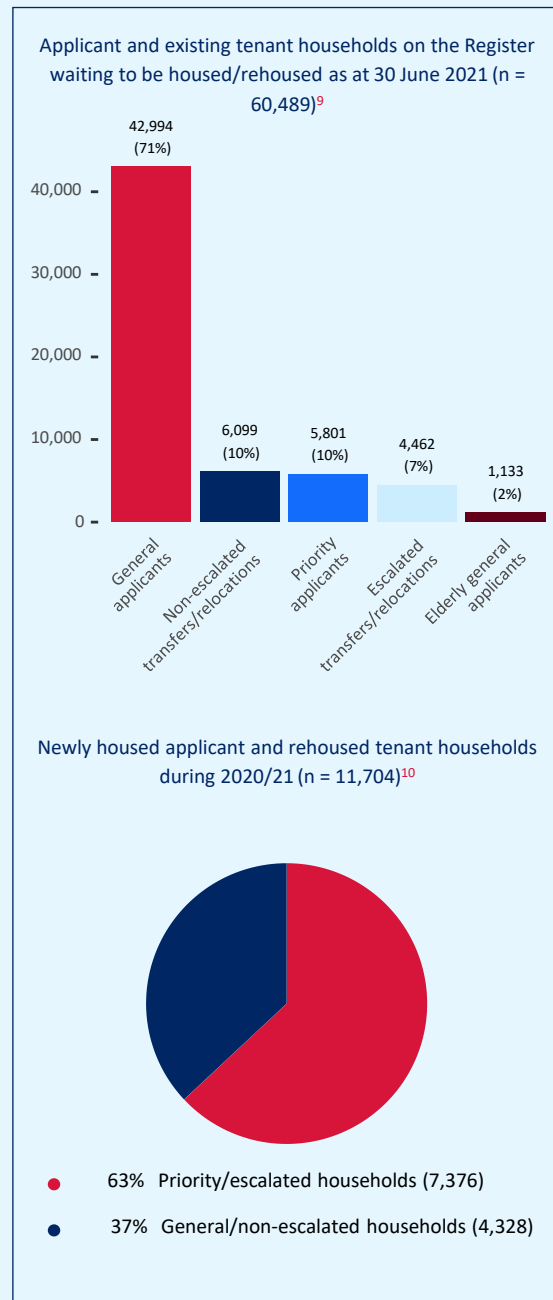
- 38,851 children aged 15 and under
- 49,961 people aged 16 and over who were opportunity cohort clients
- 37,417 people aged 16 and over who were safety net cohort clients

10,263 applicant and existing tenant households on the Register were listed as requiring priority housing or an escalated transfer/relocation to alternate social housing accommodation⁷.

- Of these 10,263 priority/escalated households, 77% required a dwelling with two (or fewer) bedrooms.
- Accessible housing is also required for 6,417 of the 10,263 households.
- Of the 6,417 households with accessible housing needs, 77% require a dwelling with two (or fewer) bedrooms..

For those applicant (only) households who were newly housed by DCJ during 2020/21 the median wait times were⁸

- 2.2 months for priority applicants
- 1.7 years for general applicants.



⁶ See the Glossary for the definition of the 'NSW Housing Register' and the 'opportunity cohort' and 'safety net cohort'. Source: HOMES/EDW as at 30 June 2021^{RI-AG/RI-OS}.

⁷ See the Glossary for the definition of 'accessible housing', 'minimum bedroom requirement', the 'NSW Housing Register' and 'priority/escalated households'. Source: HOMES/EDW as at 30 June 2021^{RH/RH-B/RH-MA}.

⁸ Excludes all tenant households that were rehoused and those applicant households newly housed by a CHP. The data varies from the wait time analysis presented elsewhere in the data report. See the Glossary for the definition of 'applicant households', 'CHP housed', 'DCJ housed', 'housed' and 'tenant households'. Source: HOMES/EDW 2020/21 and DCJ FACSIAR^{MWT}.

⁹ See the Glossary for the definition of 'elderly general applicants', 'escalated transfers/relocations', 'general applicants', 'non-escalated transfers/relocations', the 'NSW Housing Register' and 'priority applicants'. Source: HOMES/EDW as at 30 June 2021^{RH}.

¹⁰ The total may include a small number where the application category is unknown. See the Glossary for the definition of 'general/non-escalated households', 'housed' and 'priority/escalated households'. Source: HOMES/EDW 2020/21^{HH}.

Figure 1: NSW figures by bedrooms¹¹

	Studio/bedsit		1 bedroom		2 bedroom		3 bedroom		4+ bedroom		Total
	#	%	#	%	#	%	#	%	#	%	
Social housing tenancies at 30 June 2021	4,601	3	32,855	24	44,045	32	47,297	34	10,798	8	139,598
Newly housed applicant and rehoused tenant households during 2020/21	3,833	33	2,809	24	3,206	27	1,236	11	546	5	11,704
All applicant and existing tenant households on the Register waiting to be housed/rehoused at 30 June 2021	19,457	32	12,814	21	15,542	26	7,130	12	5,451	9	60,489
Priority/escalated applicant and existing tenant households on the Register at 30 June 2021	1,959	19	2,914	28	3,012	29	1,313	13	1,053	10	10,263
Priority/escalated households who need accessible housing at 30 June 2021	661	10	1,952	30	2,338	36	865	13	596	9	6,417
Priority/escalated households with senior/elderly household members at 30 June 2021	565	12	1,546	33	1,810	39	445	10	276	6	4,646

61% of all social housing tenancies have a continuous lease as shown in the table below. This reflects that whilst only fixed-term leases have been granted to new DCJ managed tenants since 1 July 2005, all CHP tenancies are continuous.

Figure 2: Social housing tenancies by lease and rent type as at 30 June 2021¹²

Continuous lease						Fixed term lease						Total
Market rent		Subsidised rent		Total continuous lease		Market rent		Subsidised rent		Total fixed term lease		
#	%	#	%	#	%	#	%	#	%	#	%	
7,516	9	77,738	91	85,254	61	2,598	5	51,746	95	54,344	39	139,598

¹¹ The total may include a small number where the bedroom information is unknown. Bedrooms for social housing tenancies is the bedroom of the dwelling, for the rest it is the minimum bedroom requirement. See the Glossary for the definition of 'accessible housing', 'housed', 'minimum bedroom requirement', the 'NSW Housing Register', 'priority/escalated households', 'senior/elderly household members' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021 and housed during 2020/21^{SHH-B/HH-B/RH-B/RH-MA/RH-S}.

¹² The number of market rent payers reflects external factors including region and fluctuating rental market costs in addition to the [income limits](#) which apply to eligibility for a rental subsidy. The total may include a small number where the rent type is unknown. See the Glossary for the definition of 'lease type', 'market rent', 'subsidised rent' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH-L}.

NSW Government objectives for the social housing system

The NSW Government is progressing its 10 year plan to drive better outcomes for tenants and transform the social housing system. This plan has been backed by a whole-of-government approach, and the following State Outcome (number four), and two associated indicators, have been identified:

‘People have a safe and affordable place to live’

- Proportion of people successfully transitioning out of social housing
- Proportion of people diverted from social housing who do not need assistance 12 months later.

These measures indicate how well the system is assisting those most in need, while at the same time supporting people to access affordable and secure housing in the private market.

This State Outcome sits alongside the Premier’s Priority to help people experiencing street homelessness to find stable and secure housing. The Priority target, which is an additional State Outcome Indicator, is to:

- Reduce street homelessness across NSW by 50% by 2025.

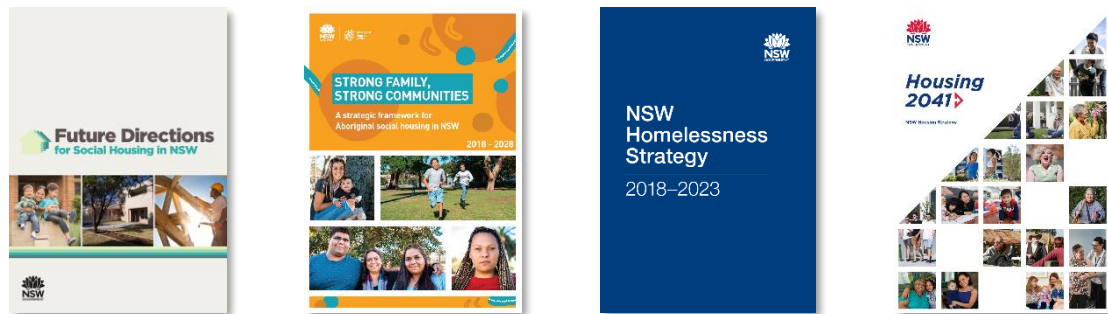
The NSW Government is committed to meeting the objectives for Aboriginal and Torres Strait Islander people set out in the New National Agreement on Closing the Gap (2020). The National Agreement contains the following commitment to housing outcomes:

- Outcome: Aboriginal and Torres Strait Islander people can secure appropriate, affordable housing that is aligned with their priorities and need.
- Target: By 2031, to increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent.

In this broader context, the Department of Communities and Justice (DCJ) and the Aboriginal Housing Office (AHO) in partnership with the Land and Housing Corporation (LAHC) and community housing providers (CHPs) are tasked with delivering on improved client outcomes and ongoing innovation of the social housing system in New South Wales.

Social housing and homelessness services in NSW are commissioned in accordance with the objectives of the following legislation:

- *NSW Housing Act 2001*
- *Aboriginal Housing Act 1998*
- *Community Housing Providers (Adoption of National Law) Act 2012*
- *Residential Tenancies Act 2010, Part 7.*



Four policy instruments directly relate to social housing outcomes in New South Wales.

- *Future Directions for Social Housing in NSW (2016-2025)*

Under *Future Directions* there is a strong policy focus on supporting people's independence so that social housing helps break the cycle of disadvantage for vulnerable people, whilst continuing to provide a safe place to live with links to appropriate supports for those people who are frail aged, living with a disability or a serious mental illness.

Future Directions is also increasing the capacity of CHPs and other non-government organisations to develop and manage social housing dwellings through major growth opportunities including the Social Housing Management Transfer (SHMT) program, the Social and Affordable Housing Fund (SAHF) and Communities Plus. 20 year lease arrangements for Land and Housing Corporation (LAHC) dwellings are also increasing the capacity and sustainability of CHPs, by facilitating greater access to finance.

- *Strong Family, Strong Communities (SFSC) (2018-2028)*

Strong Family, Strong Communities is the AHO's 10-year strategy to improve the wellbeing of Aboriginal families and communities through housing. It aims to ensure all Aboriginal people in NSW have equal access to, and choice in, affordable housing. In particular, it focuses on the cultural appropriateness of service delivery, strengthening the capacity and sustainability of Aboriginal CHPs, and collaboration and coordination between government and non-government service providers to assist tenants in accessing early intervention, and educational and employment supports.

- *NSW Homelessness Strategy and Premier's Priority to reduce street homelessness*

A key action under the *Homelessness Strategy* is improving exit planning from government services (including out of home care, social housing, health services and justice facilities), reflecting the need for accountability across government so all agencies share responsibility for preventing homelessness and increasing access to supports and services.

Through the *Premier's Priority to reduce street homelessness*, the NSW Government is working towards zero rough sleeping. It has signed an agreement with Institute of Global Homelessness, along with other partners, to halve the number of people sleeping rough across NSW by 2025.

- *Housing 2041: NSW Housing Strategy and the 2021-22 Action Plan*

A whole-of-government strategy, *Housing 2041* sets a 20-year vision to ensure that NSW will have housing that supports security, comfort, independence, and choice for all people at all stages of their lives. The vision for *Housing 2041* is reflected within the four housing pillars of the strategy: supply, diversity, affordability, and resilience. The strategy considers all housing types and tenures across the housing spectrum, from crisis housing to social and affordable housing, to private rental and specialist housing, to home ownership.

For more information on the NSW Government's social housing policy context and client and system outcomes underpinning the data report please see www.dcj.nsw.gov.au.

Access to housing assistance for Aboriginal people

The NSW Government regards the provision of social housing for Aboriginal people as a means of supporting both economic prosperity and choice. Social housing and rent assistance programs designed to facilitate new employment and education opportunities are supporting Aboriginal people to transition out of, or be diverted from, the system.

Aboriginal people make up 3.4% of the NSW population¹³, and Aboriginal households represent 13% of [social housing tenancies](#) and 16% of households on the [NSW Housing Register](#)¹⁴ across NSW.

The provision of social housing assistance to Aboriginal people is informed by the following policy instruments:

- *National Agreement on Closing the Gap (CTG)*

The objective of *CTG* is to enable Aboriginal and Torres Strait Islander people and governments to work together to overcome the inequality experienced by Aboriginal and Torres Strait Islander people and achieve life outcomes equal to all Australians. Target number 9a of the *CTG* guides the provision of social housing assistance to Aboriginal people, to increase the proportion of Aboriginal and Torres Strait Islander people living in appropriately sized (not overcrowded) housing to 88 per cent by 2031.

- *Doing What Matters Aboriginal Service Direction 2020-2024 Implementation Plan*

DCJ undertook a review of Aboriginal Service Delivery between November 2019 and August 2020. The review considered how to improve services delivered by the DCJ, reduce the over-representation of Aboriginal people in our systems and improve outcomes for Aboriginal people in NSW. For the provision of social housing assistance, the main target is to reduce Aboriginal households living in overcrowded social housing dwellings by 15% by 2024.

¹³ Source: ABS Census 2021 Quick Stats: www.abs.gov.au/census/find-census-data/search-by-area

¹⁴ See the Glossary for the definition of 'Aboriginal households', the 'NSW Housing Register' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{ASHH/ARH}.

The over-representation of Aboriginal households in the social housing system reflects the significant barriers that Aboriginal people face in accessing housing and services. These include a high prevalence and complex interplay of risk factors, entrenched poverty, and discrimination in the private rental market.

These structural barriers are often exacerbated by underlying and historical causes of social disadvantage, including intergenerational trauma “resulting from the ongoing and cumulative effects of colonisation, loss of land, language and culture, the erosion of cultural and spiritual identity, forced removal of children, and racism and discrimination”¹⁵.

Housing providers strive to meet the preferences of Aboriginal people in line with commitments to self-determination. These preferences may be for public housing, AHO and community housing dwellings and tenancy management, living on country, or in more urban areas closer to educational and economic opportunities.

Some tenancy management processes in public and community housing disadvantage Aboriginal households when they are incompatible with cultural practices¹⁶. For example, rent setting based on household income is difficult to manage when residents are highly mobile. Changes in household composition can unintentionally result in rent arrears (when someone who was registered as a household member leaves), unintentional fraud (when visitors overstay), or overcrowding (due to too many visitors). This can leave Aboriginal households more susceptible to tenancy breaches.

DCJ is the agency accountable for achieving the Government’s client outcomes from the social housing system in NSW. It shares this accountability with AHO in relation to Aboriginal clients. DCJ and the AHO are committed to self-determination for Aboriginal people and Aboriginal organisations.



¹⁵ Source: Australian Government Productivity Commission, “Overcoming Indigenous Disadvantage: Key Indicators 2014”. www.pc.gov.au/ongoing/overcoming-indigenous-disadvantage/2014

¹⁶ Source: Brackertz et al., “How can Aboriginal housing in NSW and the Aboriginal Housing Office provide the best opportunity for Aboriginal people?”. AHURI for the AHO, October 2017. www.ahuri.edu.au/research/research-papers/how-can-aboriginal-housing-in-nsw-and-the-aboriginal-housing-office-provide-the-best-opportunity-for-aboriginal-people

Housing people most in need

The NSW Government is focused on ensuring that social housing support is targeted to those who need it most. One of the objectives of the *NSW Housing Act 2001* (the Act) is to ensure that the public housing system focuses on housing people who are most in need.

Current demand for social housing in NSW is understood as the number of households listed on the NSW Housing Register (the Register). In this report, the Register incorporates both applicants waiting to be housed and existing tenants waiting to be rehoused through transfer or relocation. Those with an urgent need for housing include priority applicants as well as existing tenants who have been approved for an escalated transfer or relocation (priority/escalated households). The data in this report includes a focus on priority/escalated households.

When a household is classified as priority/escalated they are deemed to have an urgent need for housing assistance¹⁷. For example, they are homeless or at risk of homelessness, living in unsuitable housing, risk factors such as DFV, child abuse or neglect are present, or they experience persistent medical problems or disability. Priority applicants must also demonstrate that they are unable to resolve their housing need themselves in the private rental market.

Households in urgent need are typically the most vulnerable in the system, and often generate the greatest long-term costs to government through their use of crisis accommodation services, as well as the health, justice and child protection systems.

The commitment expressed in the Act to prioritise those most in need and to equitably share the available supply of social housing amongst this vulnerable group, is furthered in the *Future Directions* strategy which identifies two client groups: the “safety net” and the “opportunity” cohorts.

The “safety net” cohort is made up of people likely to require social housing for an extended period of time (for example, people receiving Age, Carer, Disability or Veterans income support payments).

The “opportunity” cohort is comprised of people who can be assisted to achieve housing stability and then move on to greater independence, so they no longer require social housing (for example, wage earners and people receiving Parenting, Sickness, Newstart/Jobseeker or Youth income support payments).

Opportunity and safety net cohort data assists commissioners and providers to understand the differing characteristics of local housing assistance need, particularly so that new social housing supply can be better located in places with the social infrastructure to support people’s needs and aspirations. The identification of the “opportunity” cohort creates an opening for initiatives that can facilitate people’s greater economic participation as well as foster greater diversions and exits from the system. The intent is not only to harness the greatest benefit of a social housing tenancy, but also to improve the efficiency of the system for those waiting to be housed.

¹⁷ For more information see the [Social Housing Eligibility and Allocations Policy Supplement](#) and the [Transfer Policy](#).

Population insights

People with an NDIS plan including supported disability accommodation

NDIS participants as at 30 June 2021¹⁸



144,890 or 2%
of people in NSW are active participants,
which includes **5,572** people
with SDA supports in their plan

Specialist Disability Accommodation (SDA) is accommodation for people who require specialist housing solutions, including assistance with the delivery of supports that cater for their extreme functional impairment or very high support needs. People who receive SDA as a component of their NDIS support plan are not eligible for social housing as their housing needs are met by SDA. People who are being, or will be assessed for SDA will be suspended on the NSW Housing Register (if eligible) until the outcome of their SDA assessment is known. SDA thus represents a diversion from the NSW Housing Register. All specialist disability housing owned by (FACS) has been transferred to non-government sector management.

¹⁸Source: NDIS Quarterly Report to disability ministers - 2020/21 Q4, Appendix P, Table P.1ND
<https://www.ndis.gov.au/about-us/publications/quarterly-reports>. ABS Census 2021 Quick Stats: <https://abs.gov.au/census/find-census-data/search-by-area>.

Estimating the number of households meeting income-based eligibility requirements

The Small Area Housing Assistance Needs model (SAHAN) estimates the number of current and future households eligible for housing assistance in NSW based on the current social housing income eligibility criteria.

The SAHAN is most useful for predicting changes to the number, distribution and configuration of households that may be eligible for social housing assistance into the future. This assists commissioners and service delivery providers to assess whether housing assistance services are appropriately distributed across the State, based on the needs of the population in that cluster.

The number of households estimated to be eligible for social housing is

projected to increase by around 35%

between 2016 (n.444,165) and 2031 (n.598,048), based on SAHAN forecasting¹⁹.



The greatest demand will come from
single households



The greatest percentage increase in demand will be from
Aboriginal couple households



For Aboriginal households there will be an increase in demand across
all household configurations



For non-Aboriginal households, demand will increase across
all household configurations

¹⁹ The SAHAN dataset and resulting analysis from the dataset are estimates/projections only, based on a series of assumptions. It is important to note that not all households eligible for social housing under the income eligibility criteria will need or apply for social housing. Random adjustments were applied in development of the SAHAN model to avoid the release of confidential data and therefore no reliance should be placed on small cells. Minor discrepancies in sub-totals may be observed due to rounding in the source data. Source: SAHAN 2016, DCJ FACSIAR (revised in 2021)^{SEH}.

Figure 3: Estimated SAHAN eligible households 2016-2031²⁰

The figure below sets out estimates for non-Aboriginal and Aboriginal households.

	2016	2021	2026	2031	% change over period
Aboriginal households					
Single	10,233	10,346	11,036	12,005	17
Single with dependent(s) under 18	16,270	16,550	18,566	20,868	28
Couple	2,076	2,844	3,605	4,464	115
Couple with dependent(s) under 18	5,123	5,869	6,847	7,970	56
Other households	2,917	3,398	3,924	4,521	55
Total Aboriginal households	36,619	39,007	43,978	49,829	36
Non-Aboriginal households					
Single	161,415	192,139	214,678	238,442	48
Single with dependent(s) under 18	76,987	80,075	82,882	86,526	12
Couple	49,633	59,295	66,014	71,859	45
Couple with dependent(s) under 18	89,385	101,282	108,362	114,731	28
Other households	30,126	34,380	36,520	36,661	22
Total non-Aboriginal households	407,546	467,171	508,457	548,219	35
All households	444,165	506,178	552,435	598,048	35

²⁰ It is important to note that not all households eligible for social housing under the income eligibility criteria will need or apply for social housing. Random adjustments were applied in development of the SAHAN model to avoid the release of confidential data and therefore no reliance should be placed on small cells. Minor discrepancies in sub-totals may be observed due to rounding in the source data. Source: SAHAN 2016, DCJ FACSIAR (revised in 2021)^{SEH}.



Introduction to the data

Who is counted in this data?

- Social housing tenancies – households residing in DCJ and CHP managed social housing as at 30 June
- NSW Housing Register (Register) – applicant households waiting to be housed in social housing and existing tenant households waiting to be rehoused through transfer or relocation as at 30 June
- Housed – applicant households that were newly housed in social housing and tenant households that were rehoused through transfer or relocation during the financial year
- Uptake of programs and products to divert from or exit social housing during the financial year - DCJ exits, Rent Choice and other Private Rental Assistance.

When does the information refer to?

This data report presents data on social housing for the 2020/21 financial year including:

- Point in time as at 30 June 2021 (social housing tenancies and the Register)
- Over the 2020/21 financial year (housed, DCJ exits, Rent Choice and other Private Rental Assistance).

The above reporting periods and any variation is noted within each section.

Where does the information refer to?

The data is reported at the NSW level in most cases. Measures are further presented at the DCJ cluster, district and allocation zone level (where available) in an accompanying appendix which is referenced where relevant.

What are the sources of the data?

- DCJ tenancies and exits from HOMES/EDW (AHO and public housing)

- Register, housed, Rent Choice and other Private Rental Assistance from HOMES/EDW (DCJ and CHP)
- CHP tenancies from CHIMES
- External data sets such as NDIS, SAHAN and Census.
- Combining and linking data sets (based on characteristics of dwellings, individuals, and housing requirements etc).

The source of data is noted within each section.

What data is not included?

Data on the demand for, or supply of:

- Aboriginal Community Housing (ACHP)
- Affordable housing
- Crisis, transitional and supported housing
- Homelessness assistance

The data collected by DCJ and CHPs differ, and some measures are available from DCJ that are not currently comparable to CHP household data.

For more detail refer to the Glossary.

Note: There may be some instances where displayed percentages sum to over 100% due to rounding.

Social housing assistance in New South Wales

Overview of all households on the Register

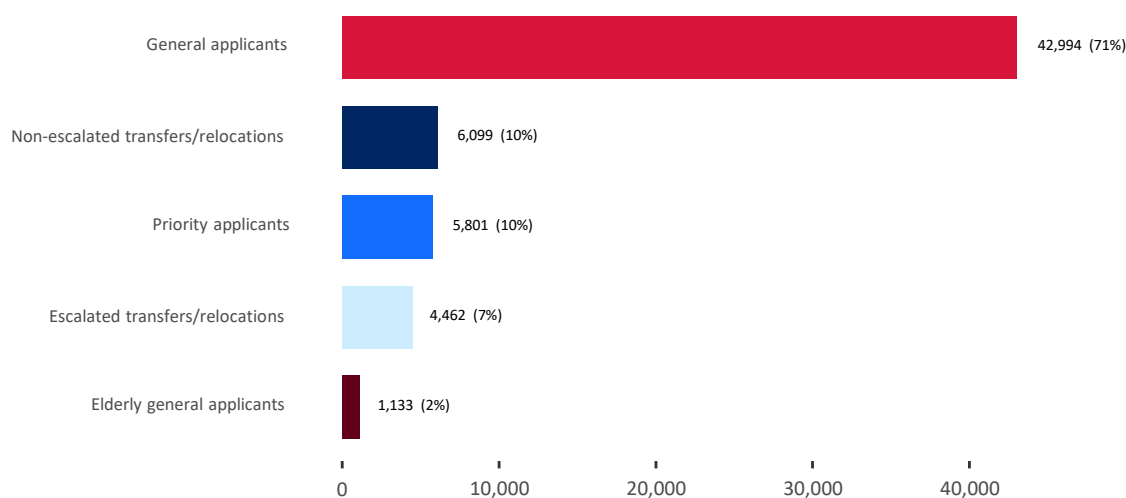
As at 30 June 2021, there were a total of 60,489 households on the Register as shown in the figure below, with 126,229 individuals in those households²¹. There are 9,470 households on the Register that include an Aboriginal person, representing 16% of all households²².

Figure 4: Priority/escalated and general/non-escalated applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021²³

	Applicant households on the Register waiting to be housed	Existing tenant households on the Register waiting to be rehoused	All applicant and existing tenant households on the Register waiting to be housed/rehoused
Priority/escalated	5,801	4,462	10,263
General/non-escalated	44,127	6,099	50,226
Total	49,928	10,561	60,489

General applicant households include elderly general applicants. Elderly general applicants have a household member aged 80 and over, or 55 and over if Aboriginal, and are classified by the Housing Elderly Persons (HEP) code. Elderly general applicants are prioritised ahead of other general households.

Figure 5: All applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021 (n = 60,489)²⁴



²¹ Source: HOMES/EDW as at 30 June 2021^{RH}.

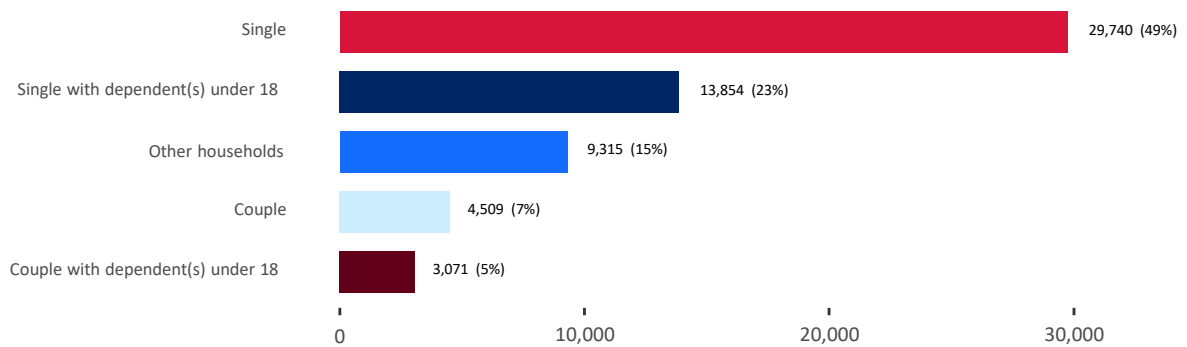
²² Source: HOMES/EDW as at 30 June 2021^{ARH}.

²³ See the Glossary for the definition of 'applicant households', 'general/non-escalated households', the 'NSW Housing Register', 'priority/escalated households' and 'tenant households'. This information is available down to allocation zone level in the appendix. See tab 1.0.1. Source: HOMES/EDW as at 30 June 2021^{RH}.

²⁴ See the Glossary for the definition of 'elderly general applicants', 'escalated transfers/relocations', 'general applicants', 'non-escalated transfers/relocations', the 'NSW Housing Register', 'priority applicants' and 'priority/escalated households'. The information in this figure is available down to allocation zone level in the appendix and by provider preference. See tab 1.0.2 and 1.0.3. Source: HOMES/EDW as at 30 June 2021^{RH}.

72% of all households on the Register are single person or single parent/guardian households, as shown in the figure below. 21% are female single parent/guardian households. Of these, 88% are general/non-escalated households²⁵.

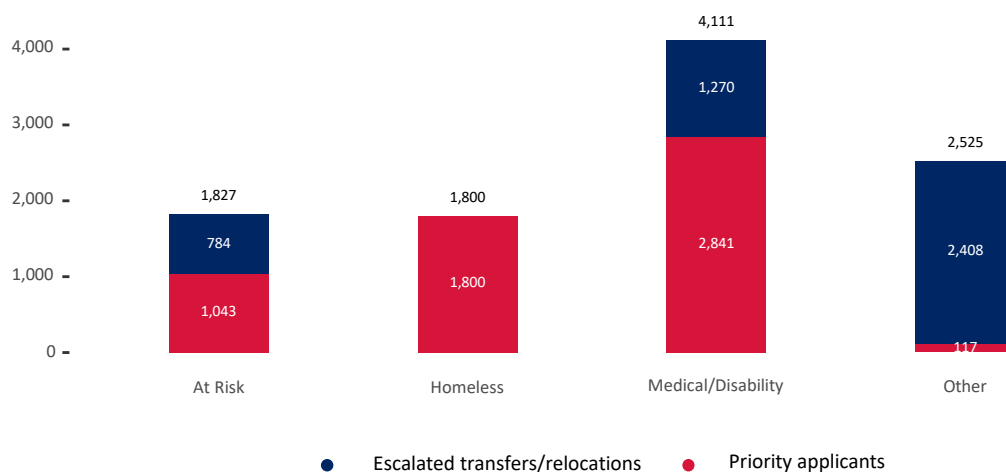
Figure 6: Household configuration of all applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021 (n = 60,489)²⁶



The NSW Government is focused on ensuring that social housing support is targeted to those who need it most – households who are in urgent need of housing and cannot resolve that need in the private market. This report highlights households on the Register in urgent need – priority applicants and escalated transfers/ relocations of existing tenants (priority/escalated households). Households in urgent need are typically the most vulnerable in the system, and often generate the greatest long-term costs to government through their use of homeless services, as well as the health, justice and child protection systems.

Severe or ongoing medical conditions and disability are the largest drivers of urgent need across NSW as shown in the figure below. Escalated transfers/relocations marked ‘other’ include existing tenant households that need to move due to under-occupancy, and other tenancy management reasons.

Figure 7: Main reason for approval of priority/escalated applicant and existing tenant households on the Register as at 30 June 2021 (n = 10,263)²⁷



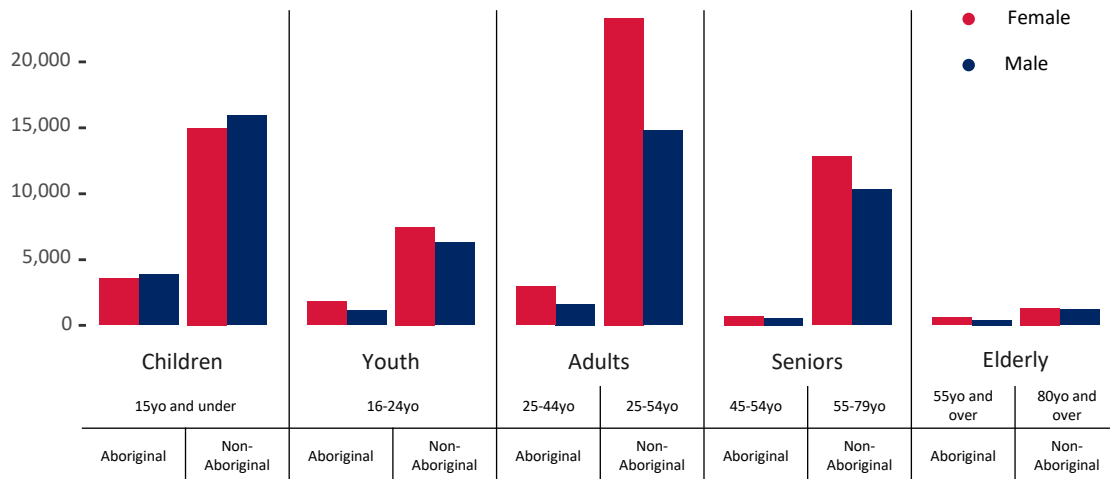
²⁵ See the Glossary for the definition of ‘general/non-escalated households’. Source: HOMES/EDW as at 30 June 2021^{RH-HC}.

²⁶ See the Glossary for the definition of the ‘NSW Housing Register’ and ‘other households’. This information is available down to allocation zone level in the appendix. See tab 1.1.1. Source: HOMES/EDW as at 30 June 2021^{RH-HC}.

²⁷ See the Glossary for the definition of the ‘NSW Housing Register’ and ‘priority/escalated households’. This information is available down to allocation zone level in the appendix. See tab 1.0.4. See tab B for further information on these categories. Source: HOMES/EDW as at 30 June 2021^{RH-MR}.

Across the 60,489 applicant and existing tenant households on the Register that are waiting to be housed/rehoused there are 126,229 individuals²⁸. This includes 38,851 children (aged 15 and under). 85% of these children are in general/non-escalated households²⁹.

Figure 8: Individuals by gender and age group by Aboriginality in all applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021 (n = 125,599)³⁰



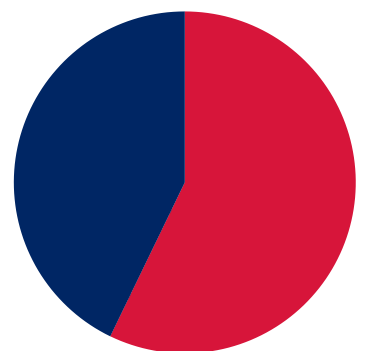
55% of all individuals on the Register are women. 12% of all individuals on the Register are older women (Aboriginal women aged 45 and over and non-Aboriginal women aged 55 and over)³¹.

Opportunity and safety net individuals on the Register

In line with the *Future Directions* strategy, the data report presents two broad groups of people accessing social housing. The first is the “safety net” cohort, which is made up of people likely to require social housing for an extended period of time (e.g. people living with disability). The second is the “opportunity” cohort, comprised of people who can be assisted to achieve greater independence so they no longer require social housing (e.g. children growing up in social housing).

Looking at all individuals aged 16 and over on the Register across NSW in the figure right, 43% are receiving an income that puts them in the safety net cohort. Primarily, they are individuals receiving income support payments where they are not expected to have capacity to work (e.g. Age, Carer, Disability or Veteran payments as their primary source of income).

Figure 9: Individuals aged 16 and over by opportunity or safety net cohort in all applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021 (n = 87,378)³²



- 57% Opportunity cohort (49,961)
- 43% Safety net cohort (37,417)

²⁸ Source: HOMES/EDW as at 30 June 2021^{RI-H}.

²⁹ See the Glossary for the definition of ‘general/non-escalated households’. Source: HOMES/EDW as at 30 June 2021^{RI-AG}.

³⁰ Excludes people for whom age, sex or gender information is recorded as ‘other’ or ‘unknown’, in part because HOMES does not capture information on the gender spectrum. See the Glossary for the definition of ‘Aboriginal people’ and the ‘NSW Housing Register’. This information is available down to allocation zone level in the appendix. See tab 1.2.1 and 1.2.2. Source: HOMES/EDW as at 30 June 2021^{RI-AG}.

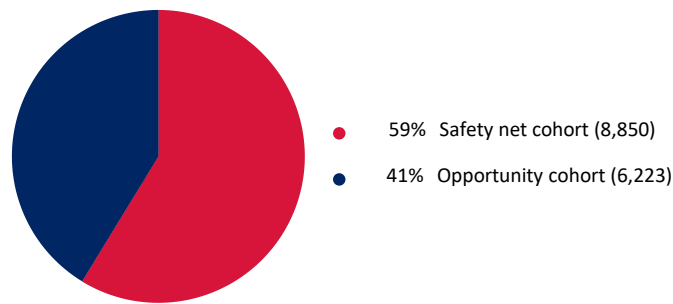
³¹ Source: HOMES/EDW as at 30 June 2021^{RI-AG}.

³² See the Glossary for the definition of the ‘NSW Housing Register’ and the ‘opportunity cohort’ and ‘safety net cohort’. Source: HOMES/EDW as at 30 June 2021^{RI-OS}.

The 57% of individuals in the opportunity cohort typically receive Austudy, ABSTUDY, Parenting, Sickness, Newstart/Jobseeker or Youth income support payments as their primary source of income. A small proportion are waged.

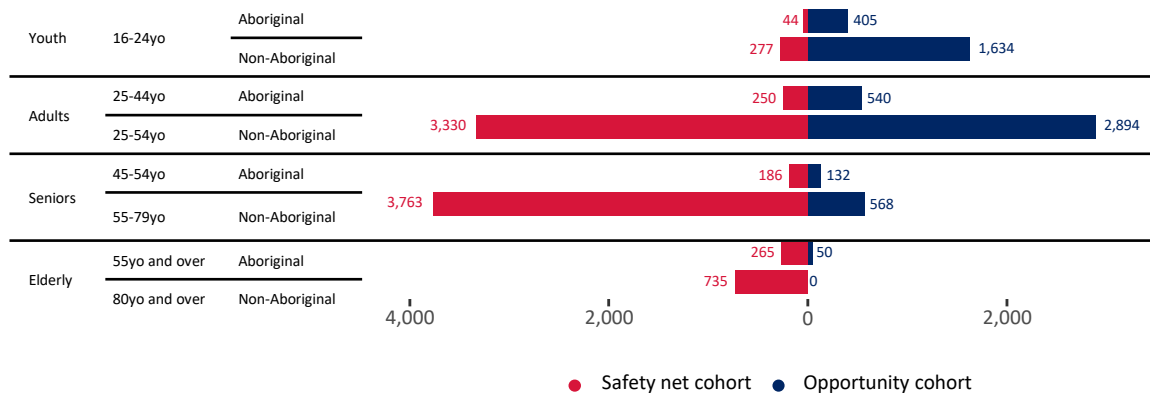
The ratio of safety net to opportunity cohort individuals is skewed to safety net cohort individuals for priority/escalated households. 59% of individuals aged 16 and over in priority/escalated households on the Register are in the safety net cohort as shown in the figure below.

Figure 10: Individuals aged 16 and over by opportunity or safety net cohort for priority/escalated applicant and existing tenant households on the Register as at 30 June 2021 (n = 15,073)³³



The figure below provides the age group by Aboriginality breakdown of the individuals in figure 10.

Figure 11: Age group by Aboriginality of individuals aged 16 and over by opportunity or safety net cohort for priority/escalated applicant and existing tenant households on the Register as at 30 June 2021 (n = 15,073)³⁴



³³ See the Glossary for the definition of the 'NSW Housing Register', the 'opportunity cohort' and 'safety net cohort' and 'priority/escalated households'. Source: HOMES/EDW as at 30 June 2021^{RI-05}.

³⁴ Excludes people where their age is 'unknown'. See the Glossary for the definition of the 'NSW Housing Register', the 'opportunity cohort' and 'safety net cohort' and 'priority/escalated households'. The information is available down to allocation zone level in the appendix. See tab 1.3.1. Source: HOMES/EDW as at 30 June 2021^{RI-05}.

Service level

SAHAN forecasting conducted by DCJ predicts that in 2021 there would be 506,178 households eligible for social housing across the NSW population (see Figure 3). As at 30 June 2021 there were 139,598 social housing tenancies across NSW as shown below. Contrasting the total number of social housing tenancies in an area with the number of households potentially eligible for social housing in the population provides insight into whether the distribution of social housing is proportionate to service levels in other areas of NSW. Consideration of service levels should also take into account private rental market conditions.

Figure 12: Service levels by district as at 30 June 2021 - Social housing tenancies expressed as a percentage of estimated SAHAN eligible households³⁵

	Social housing tenancies	Estimated SAHAN eligible households (2021)	Social housing tenancies expressed as a percentage of SAHAN eligible households
NSW total	139,598	506,178	28%
Central Coast District	5,107	23,989	21%
Hunter District	11,928	33,860	35%
Illawarra Shoalhaven District	10,846	27,676	39%
Southern NSW District	2,770	12,866	22%
Mid North Coast District	4,615	26,116	18%
New England District	4,115	18,936	22%
Northern NSW District	3,803	24,337	16%
Far West District	173	2,277	8%
Murrumbidgee District	4,245	21,444	20%
Western NSW District	5,116	21,033	24%
South Western Sydney District	25,560	77,552	33%
Northern Sydney District	5,772	31,953	18%
South Eastern Sydney District	18,068	54,076	33%
Sydney District	11,555	43,530	27%
Nepean Blue Mountains District	5,680	20,750	27%
Western Sydney District	20,243	65,791	31%

³⁵ The total may include a small number where the district is unknown. The SAHAN dataset and resulting analysis from the dataset are estimates/projections only, based on a series of assumptions. The district figures for estimated SAHAN eligible households when totalled exceed the NSW total due to rounding in the source data. See the Glossary for the definition of 'district', 'SAHAN' and 'social housing tenancies'. This information is available down to allocation zone level in the appendix. See tab 1.4.1. Source: HOMES/EDW and CHIMES as at 30 June 2021 and SAHAN 2016, DCJ FACSIAR (revised in 2021)^{5L}.

Turnover in social housing tenancies

Across NSW there were 139,598 social housing tenancies as at 30 June 2021. The number of households housed during 2020/21 across NSW was 11,704 as shown in the figure below. This indicates that social housing became available at a rate of around 8% of tenable stock that year.

Figure 13: Pressure on existing supply from current demand as at 30 June 2021 - All households on the Register expressed as a percentage of social housing tenancies³⁶

	Priority/ escalated applicant and existing tenant households on the Register at 30 June	All applicant and existing tenant households on the Register waiting to be housed/ rehoused at 30 June	Newly housed applicant and rehoused tenant households during 2020/21	Social housing tenancies at 30 June	All households on the Register expressed as a percentage of social housing tenancies
NSW total	10,263	60,489	11,704	139,598	43%

Head leased private dwellings used for social housing

Leasing of privately owned dwellings (head lease) is one of the ways in which housing providers supplement the supply of social housing and address shortfalls in specific dwelling types or locations. In Figure 13, the social housing tenancies as at 30 June 2021 include 8,029 head lease dwellings managed by DCJ and CHPs for the purpose of providing social housing across NSW as shown in the figure below.

Figure 14: Social housing tenancies in head lease dwellings as at 30 June 2021³⁷

	DCJ managed	CHP managed	Total
NSW total	2,381	5,648	8,029

As at 30 June 2021, DCJ managed 30% of the privately owned dwellings that are head leased across NSW for the purpose of providing social housing, with community housing providers (CHPs) managing the remaining 70% under the Community Head Leasing Program (CHLP)³⁸.

Head lease dwellings allow social housing providers to match a dwelling directly to the needs of a household and provide a rapid and flexible social housing solution for social housing providers. Head leasing in the private rental market does have limitations; low or no supply of modified or purpose built disability accessible housing is in itself a driver of demand for social housing, reticence by landlords to lease to social housing providers can restrict supply, and head leasing may not be suitable for the client cohorts with the most complex or specialist needs without accompanying supports.

³⁶ See the Glossary for the definition of 'housed', the 'NSW Housing Register', 'priority/escalated households' and 'social housing tenancies'. The information in this figure is available down to allocation zone level in the appendix. See tab 1.4.2. Source: HOMES/EDW and CHIMES as at 30 June 2021 and housed during 2020/21^{RH,HH,SHH}.

³⁷ See the Glossary for the definition of 'head lease' and 'social housing tenancies'. Information on the management/ownership of social housing tenancies is available down to allocation zone level in the appendix. See tab 3.0.1. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH-HL}.

³⁸ Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH-HL}.

Bedroom requirements

Across NSW, 10,263 priority/escalated applicant and existing tenant households needed a social housing solution as at 30 June 2021. Demand is concentrated in households that need 2 or less bedroom dwellings as shown in the figure below.

Figure 15: Minimum bedroom requirement for priority/escalated applicant and existing tenant households on the Register as at 30 June 2021³⁹

	Studio/ bedsit	1 bedroom	2 bedroom	3 bedroom	4+ bedroom	Unknown bedrooms	Priority/escalated total
NSW total	1,959	2,914	3,012	1,313	1,053	12	10,263

Dwellings with 2 bedrooms or less represent 77% of demand from priority/escalated households and only 58% of social housing tenancies (potential supply).

Dwellings with 3 bedrooms or more represent 23% of demand from priority/escalated households and 42% of social housing tenancies (potential supply)⁴⁰.



³⁹ See the Glossary for the definition of 'minimum bedroom requirement', the 'NSW Housing Register' and 'priority/escalated households'. This information is available down to allocation zone level in the appendix. See tab 1.4.2. Source: HOMES/EDW as at 30 June 2021^{RH-B}.

⁴⁰ Based on the household's minimum bedroom requirement for the Register and the bedrooms of the dwelling for social housing tenancies, both of which is unknown for a small number of households. CHPs can have share arrangements which result in a dwelling being allocated to more than one household on the Register, which may impact upon potential supply estimates. See the Glossary for the definition of 'minimum bedroom requirement', the 'NSW Housing Register', 'priority/escalated households' and 'social housing tenancies'. This information is available down to allocation zone level in the appendix. See tab 1.4.2. Source: HOMES/EDW and CHIMES as at 30 June 2021^{RH-B,SHH-B}.

Demand for seniors housing

Demand for seniors housing is growing across the private and social housing sectors, as is the need for more supports to assist older people to age in place. Older women, in particular, constituted the fastest growing category of homelessness in the 2016 Census. In the 2021 Census, there was a decrease in the rate of homelessness for older persons, but the drop was marginal for older females⁴¹.

Dedicated seniors housing built under the State Environmental Planning Policy (Housing) 2021 or Housing SEPP (formerly SEPP5), is an important mechanism for addressing the need for more housing that suits the requirements of older people. Across the districts, however, there are also a number of extended family and younger cohorts who require housing with a similarly accessible profile and would benefit from greater flexibility in the eligibility criteria of social housing providers for newly-built accessible dwellings. The majority of demand is also for housing that is on the ground floor and/or has no steps. Where existing dwellings do not fit these criteria, they may be difficult to allocate due to the specific eligibility criteria under SEPP 5 and other categories of senior housing.

Within DCJ managed social housing there are three classes of housing for pensioners and seniors. The eligibility criteria differ for each and for the most part restricts the size of household and the type of people that can be housed. For more information see the Matching and offering a property to a client section of the [Social Housing Eligibility and Allocations Policy Supplement](#).

Seniors are part of multi person households across the spectrum of household size. The figure below shows how many priority/escalated households on the Register include seniors.

Figure 16: Senior/elderly households by household size for priority/escalated applicant and existing tenant households on the Register as at 30 June 2021⁴²

	1-2 person households	Percentage of total	3-4+ person households	Percentage of total	Total senior/elderly households that are priority/escalated	Percentage of all priority/escalated households that are senior/elderly
NSW total	3,877	83%	769	17%	4,646	45%

⁴¹ Older women aged 55 and over were the fastest growing cohort of homeless Australians between 2011 and 2016, increasing by 31%, as identified in the 2016 Census. Source: Australian Human Rights Commission at www.humanrights.gov.au/our-work/age-discrimination/projects/risk-homelessness-older-women and ABS 2021 Census <https://www.abs.gov.au/statistics/people/housing/estimating-homelessness-census/latest-release>

⁴² See the Glossary for the definition of the 'NSW Housing Register', 'priority/escalated households' and 'senior/elderly household members'. This information is available down to allocation zone level in the appendix. See tabs 1.5.1 and 1.5.2. Source: HOMES/EDW as at 30 June 2021^{RH-5}.

Demand for accessible housing

Demand for modified and accessible housing includes several cohorts. The higher needs group require modifications and/or wheelchair access. The lower needs group includes those who only require ground floor and/or can manage no more than 3-5 steps. Whilst over 84% of the lower needs group require housing on the ground floor and/or that has no steps, it does include some households that require ground floor to support their mental health⁴³, but that can manage more steps. The figure below shows how many priority/escalated households on the Register have accessible housing needs.

Figure 17: Accessible housing need for priority/escalated applicant and existing tenant households on the Register as at 30 June 2021⁴⁴

	Modified and accessible housing required (higher needs)	Accessible housing required (lower needs)	Total modified and/or accessible housing need for priority/escalated households	Percentage of total that have a senior/elderly household member	All priority/escalated households	Percentage of all priority/escalated households that need modified and/or accessible housing
NSW total	2,136	4,281	6,417	61%	10,263	63%



⁴³ Source: HOMES/EDW as at 30 June 2021^{RH-MA}.

⁴⁴ See the Glossary for the definition of 'accessible housing', the 'NSW Housing Register', 'priority/escalated households' and 'senior/elderly household members'. This information is available down to allocation zone level in the appendix. See tab 1.6.1. Tab 1.4.3 provides a breakdown by minimum bedroom requirement. Source: HOMES/EDW as at 30 June 2021^{RH-MA}.

Waiting time for social housing

This segment examines data on newly housed applicant and rehoused tenant households during 2020/21, to examine whether households are waiting longer for social housing by location or bedroom requirement.

For the 7,376 priority/escalated households housed across NSW in 2020/21, 64% were housed faster than the NSW median of 6.6 months. 24% were housed slower than the NSW median⁴⁵.

In total there were 11,704 households across NSW in 2020/21. The figure below shows that 58% were housed within the NSW median.

Figure 18: Waiting time by district for all newly housed applicant and rehoused tenant households by DCJ or a CHP during 2020/21⁴⁶

	Faster than median	Median wait time	Slower than median
NSW total	50%	9%	40%
Central Coast District	47%	10%	43%
Hunter District	56%	9%	35%
Illawarra Shoalhaven District	47%	11%	43%
Southern NSW District	42%	17%	41%
Mid North Coast District	51%	11%	39%
New England District	56%	6%	37%
Northern NSW District	49%	15%	36%
Far West District	51%	3%	46%
Murrumbidgee District	62%	10%	29%
Western NSW District	63%	8%	29%
South Western Sydney District	44%	8%	49%
Northern Sydney District	50%	8%	41%
South Eastern Sydney District	55%	10%	36%
Sydney District	46%	9%	45%
Nepean Blue Mountains District	48%	7%	45%
Western Sydney District	46%	9%	44%

⁴⁵ See the Glossary for the definition of 'housed', 'priority/escalated households' and 'NSW median wait time'. Source: HOMES/EDW 2020/21^{HH-W}.

⁴⁶ Excludes households where the waiting time or the district is unknown. See the Glossary for the definition of 'district', 'housed' and 'NSW median wait time'. This information is available down to allocation zone level in the appendix. See tab 2.0.4. See tab 2.0.1 onward for more information on housed households and tab 1.4.2 provides a breakdown by minimum bedroom requirement. Source: HOMES/EDW 2020/21^{HH-W}.

Figure 19: Households housed by DCJ slower than the NSW median during 2020/21 by number of bedrooms allocated - Newly housed applicant and rehoused tenant households⁴⁷

	Studio/ bedsit	1 bedroom	2 bedroom	3 bedroom	4+ bedroom	Total
NSW total	231	775	783	805	186	2,780

Of the households in the figure above, the wait for 3 bedroom dwellings was the largest contributor across NSW. Of the households that were allocated a 3 bedroom dwelling by DCJ, 64% had a lower minimum bedroom requirement, the slower waiting time is therefore indicative of the need for more 1 and 2 bedroom dwellings⁴⁸

⁴⁷ The total column shows the percentage housed slower than the NSW median. The percentage for each bedroom category shows the contribution of each category to the total. The total may include a small number where the bedroom information is unknown. The figure includes households housed during 2020/21 by DCJ only, by the number of bedrooms allocated. See the Glossary for the definition of 'DCJ housed' and 'NSW median wait time'. This information is available down to allocation zone level in the appendix. See tab 2.0.5. Source: HOMES/EDW 2020/21^{HH-W}.

⁴⁸ See the Glossary for the definition of 'DCJ housed' and 'minimum bedroom requirement'. Source: HOMES/EDW 2020/21^{HH-W}.



Opportunities for better utilisation of current stock

Tenancies overview

DCJ and CHP tenancies

There are 139,598 social housing tenancies across NSW. Management of those tenancies is

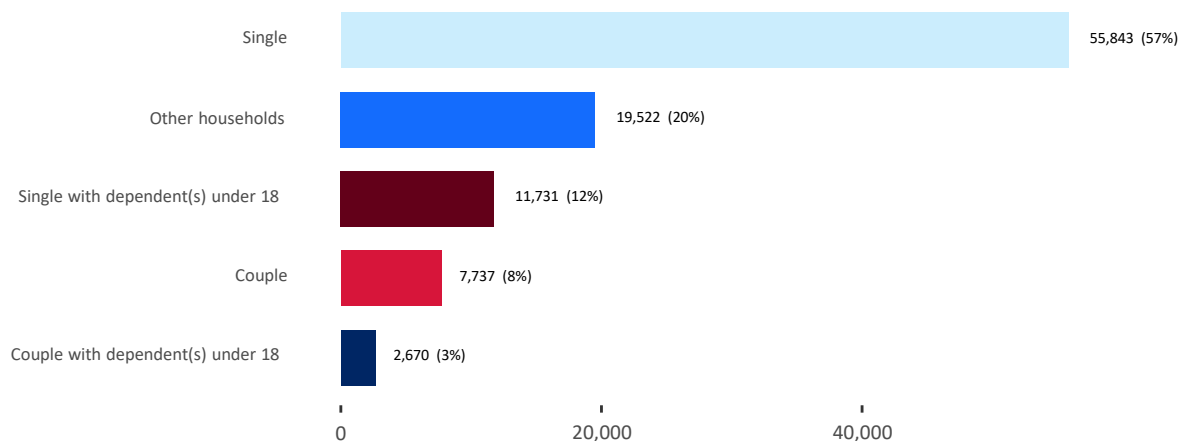
- 70% by DCJ (public housing and AHO). 4% of the tenancies managed by DCJ are in AHO dwellings.
- 30% by CHPs⁴⁹.

Who we house

DCJ tenancies only

- 69% of all DCJ tenancies across NSW are single person or single parent/guardian households as shown in the figure below.
- 11% of all DCJ tenancies are female single parent/guardian households⁵⁰.

Figure 20: Household configuration of DCJ tenancies as at 30 June 2021 (n = 97,503)⁵¹



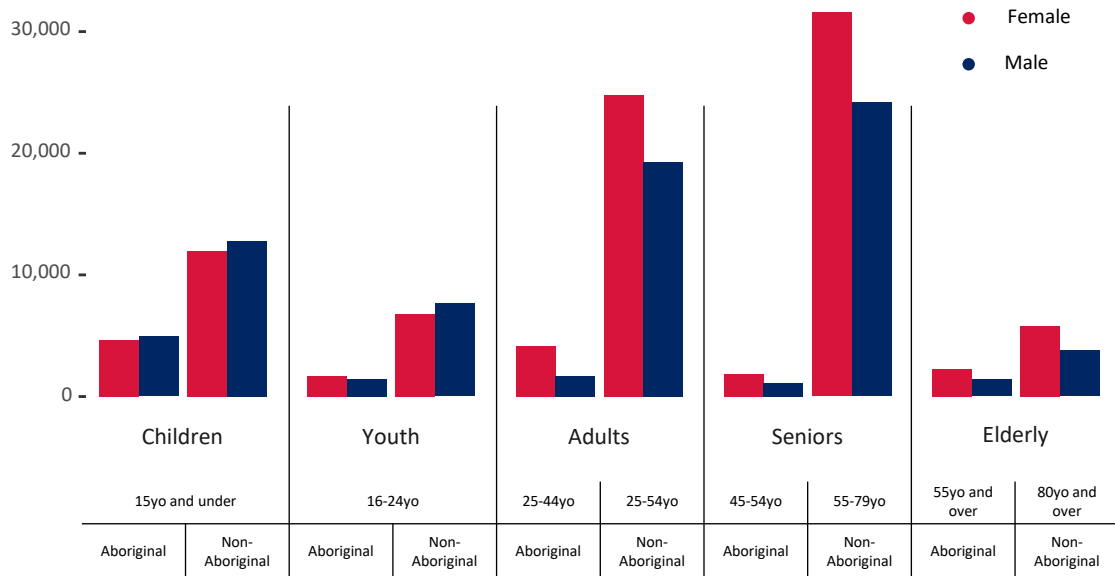
⁴⁹ Due to management transfers CHPs solely or predominantly manage the social housing supply in some districts. See the Glossary for the definition of 'management transfers' and 'social housing tenancies'. Information on the management/ownership of social housing tenancies is available down to allocation level in the appendix. See tab 3.0.1. Tab 3.0.2 shows social housing tenancies by dwelling type and bedrooms. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH}.

⁵⁰ See the Glossary for the definition of 'DCJ tenancies'. Source: HOMES/EDW as at 30 June 2021^{DTH+HC}.

⁵¹ See the Glossary for the definition of 'other households' and 'DCJ tenancies'. See tab 3.1.1. Source: HOMES/EDW as at 30 June 2021^{DTH+HC}.

There are 177,232 individuals across 97,503 DCJ tenancies across NSW⁵². This includes 34,536 children (aged 15 and under)⁵³.

Figure 21: Individuals by gender and age group by Aboriginality in DCJ tenancies as at 30 June 2021 (n = 173,299)⁵⁴



54% of all individuals in DCJ tenancies are women. 23% of all individuals in DCJ tenancies are older women (Aboriginal women aged 45 and over and non-Aboriginal women aged 55 and over)⁵⁵.

⁵² Source: HOMES/EDW as at 30 June 2021^{DTI}.

⁵³ Source: HOMES/EDW as at 30 June 2021^{DTI-AG}.

⁵⁴ Excludes people for whom age, sex or gender information is recorded as 'other' or 'unknown', in part because HOMES does not capture information on the gender spectrum. See the Glossary for the definition of 'Aboriginal people' and 'DCJ tenancies'. This information is available down to allocation zone level in the appendix. See tab 3.2.1. Source: HOMES/EDW as at 30 June 2021^{DTI-AG}.

⁵⁵ Source: HOMES/EDW as at 30 June 2021^{DTI-AG}.

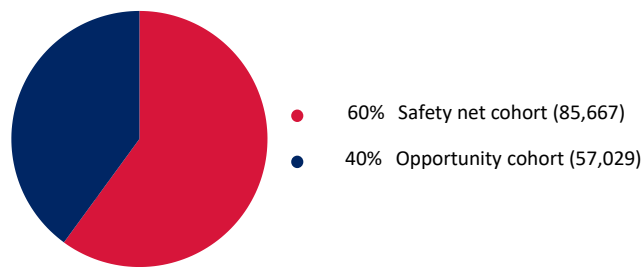
Opportunity and safety net individuals in DCJ tenancies

DCJ tenancies only

Of the individuals in DCJ tenancies across NSW aged 16 and over, 40% are in the opportunity cohort as shown in the figure below.

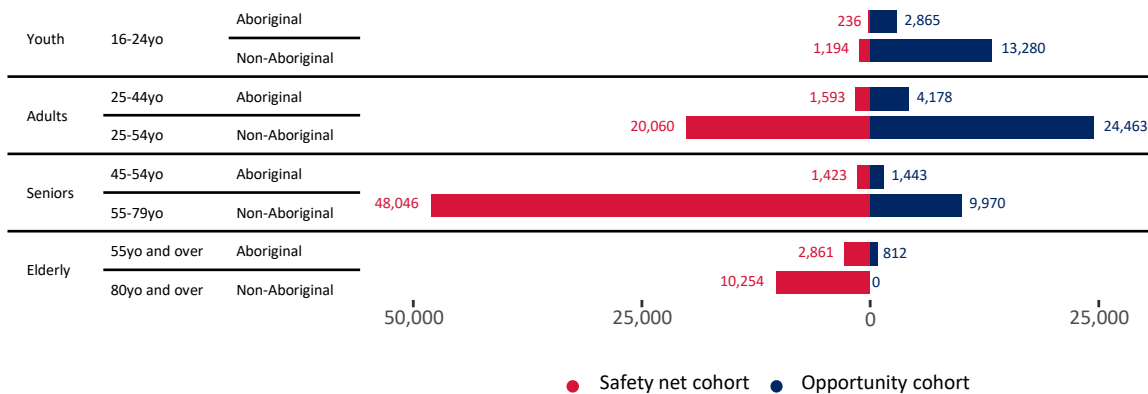
This analysis considered the primary source of income received by people in DCJ tenancies, and applied assumptions consistent with the Centrelink expectations for work capacity, or not, of income support payment recipients.

Figure 22: Individuals aged 16 and over by opportunity or safety net cohort in DCJ tenancies as at 30 June 2021 (n = 142,696)⁵⁶



As shown in the figure below, Non-Aboriginal adults 25 to 54 comprise the largest opportunity cohort grouping across NSW with 24,463 individuals. However, Non-Aboriginal seniors 55 to 79 in the Safety net cohort represent the largest demographic group in the cohort analysis, with 48,046 individuals.

Figure 23: Age group by Aboriginality of individuals aged 16 and over by opportunity or safety net cohort in DCJ tenancies as at 30 June 2021 (n = 142,678)⁵⁷



⁵⁶ See the Glossary for the definition of 'DCJ tenancies' and the 'opportunity cohort' and 'safety net cohort'. Source: HOMES/EDW as at 30 June 2021^{DTI-05}.

⁵⁷ Excludes people where their age is unknown. See the Glossary for the definition of 'DCJ tenancies' and the 'opportunity cohort' and 'safety net cohort'. This information is available down to allocation zone level in the appendix. See tab 3.3.1. Source: HOMES/EDW as at 30 June 2021^{DTI-05}.

Lease type and length

Continuous tenancies comprise 61% of all social housing tenancies. 44% of DCJ tenancies across NSW are continuous as shown in the figure below. All CHP tenancies are assumed to have continuous leases. There are an additional 42,095 CHP tenancies across NSW⁵⁸.

DCJ tenancies

Figure 24: Lease term of DCJ tenancies as at 30 June 2021⁵⁹

	Short term and unknown		2 year lease		5 year lease		10 year lease		Continuous lease	
	#	%	#	%	#	%	#	%	#	%
NSW total	2,443	3	10,037	10	27,393	28	14,471	15	43,159	44

Under the DCJ [Types and Length of Lease policy](#) only fixed-term leases have been granted to new DCJ managed tenants since 1 July 2005. 83% of DCJ tenancies on a continuous lease have a senior/elderly household member⁶⁰.

Figure 25: DCJ tenancies on a continuous lease as at 30 June 2021 that have a senior/elderly household member - Age group by Aboriginality of the oldest senior/elderly household member⁶¹

	Aboriginal seniors - 45 to 54	Aboriginal elderly - 55 and over	Non-Aboriginal seniors - 55 to 79	Non-Aboriginal elderly - 80 and over	No senior/elderly household member	Total
NSW total	766	1,542	27,461	6,220	7,170	43,159

DCJ and CHP tenancies

The figure below shows the length of current social housing tenancies. Current tenancy length can be shorter than the total amount of time a household has been a social housing tenant, as even those on continuous leases end or change for a range of reasons.

Figure 26: Length of current tenancy for DCJ and CHP tenancies as at 30 June 2021⁶²

	Less than 1 year		1 to 2 years		2 to 5 years		5 to 10 years		10 to 20 years		20 years and over	
	#	%	#	%	#	%	#	%	#	%	#	%
NSW total	13,616	10	12,282	9	29,263	21	28,404	20	32,981	24	23,052	17

⁵⁸ See the Glossary for the definition of 'CHP tenancies', 'DCJ tenancies', 'lease type' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH-L/DTH-L/SHH}.

⁵⁹ See the Glossary for the definition of 'DCJ tenancies' and 'lease type'. The information in this figure and for all social housing tenancies is available down to allocation zone level in the appendix. See tabs 3.4.1 and 3.4.2. Source: HOMES/EDW as at 30 June 2021^{DTH-L}.

⁶⁰ See the Glossary for the definition of 'DCJ tenancies', 'length of current tenancy' and 'senior/elderly household members'. Source: HOMES/EDW as at 30 June 2021^{DTH-L}.

⁶¹ See the Glossary for the definition of 'Aboriginal people', 'DCJ tenancies', 'lease type' and 'senior/elderly household members'. This information is available down to allocation zone level in the appendix. See tab 3.4.3. Source: HOMES/EDW as at 30 June 2021^{DTH-L}.

⁶² The total may include a small number where the length of current tenancy is unknown. See the Glossary for the definition of 'length of current tenancy' and 'social housing tenancies'. This information is available down to allocation zone level in the appendix. See tab 3.5.1. Source: HOMES/EDW and CHIMES as at 30 June 2021^{SHH-LT}.

Under-occupancy and overcrowding

DCJ tenancies only

Under-occupancy occurs where a household is tenating a dwelling with two or more bedrooms than it needs – a dwelling which could be occupied more efficiently by another household. The NSW Government is committed to improving the utilisation of scarce social housing resources. Under-occupancy in DCJ tenancies is addressed through escalated relocation or voluntary transfer of households and the application of a Vacant Bedroom Charge to households that do not move. The ability to address instances of under-occupancy in a district depends, however, on the availability of suitable stock for under-occupying tenants to move into. This usually means accessible one and two bedroom dwellings.

Suitably occupied dwellings have only one or no empty bedrooms. Overcrowding occurs when at least one bedroom is shared by household members who should have their own bedroom. Occupancy is assessed according to the Canadian National Occupancy Standard. The NSW Government recognises the negative impact of overcrowding on the wellbeing of households. To address these risks, tenants are eligible for a transfer if they are in a situation of moderate overcrowding, and if that overcrowding is severe and urgent then they are placed higher on the Register⁶³.

Figure 27: Under-occupied, overcrowded or suitably occupied DCJ tenancies as at 30 June 2021⁶⁴

	Under-occupied tenancies		Overcrowded tenancies		Suitably occupied tenancies		Total
	#	%	#	%	#	%	
NSW total	16,805	17	3,605	4	77,093	79	97,503

79% of under-occupied DCJ tenancies as at 30 June 2021 have a senior/elderly household member⁶⁵.

Figure 28: Under-occupied DCJ tenancies as at 30 June 2021 that have a senior/elderly household member - Age group by Aboriginality of the oldest senior/elderly household member⁶⁶

	Aboriginal seniors - 45 to 54	Aboriginal elderly - 55 and over	Non-Aboriginal seniors - 55 to 79	Non-Aboriginal elderly - 80 and over	No senior/elderly household member	Total
NSW total	593	1,009	10,311	1,303	3,589	16,805

⁶³ For more information see [www://meteor.aihw.gov.au/content/386254](http://meteor.aihw.gov.au/content/386254) and tab B of the appendix.

⁶⁴ See the Glossary for the definition of 'DCJ tenancies', 'under-occupancy' and 'overcrowding'. This information is available down to allocation zone level in the appendix. See tab 3.6.1. Tab 3.6.2 shows the current bedrooms versus the estimated bedroom requirement for under-occupied DCJ tenancies. Source: HOMES/EDW as at 30 June 2021^{DTH-UO}.

⁶⁵ See the Glossary for the definition of 'DCJ tenancies', 'under-occupancy', 'overcrowding' and 'senior/elderly household members'. Source: HOMES/EDW as at 30 June 2021^{DTH-UO}.

⁶⁶ See the Glossary for the definition of 'Aboriginal people', 'DCJ tenancies', 'under-occupancy', 'overcrowding' and 'senior/elderly household members'. This information is available down to allocation zone level in the appendix. See tab 3.6.3. Source: HOMES/EDW as at 30 June 2021^{DTH-UO}.

Market rent payers

DCJ and CHP tenancies

The NSW Government is focused on improving equitable access to the social housing system. Supporting positive exits from social housing for households who are identified as capable of successfully sustaining a private rental tenancy contributes to the availability of housing stock. External factors, including region and fluctuating rental market costs also influence whether a tenancy is market rent paying. A market rent paying tenancy does not mean that the household has the capacity to sustain a private rental tenancy. An assessment of the household's circumstances is always required.

Figure 29: Market rent and subsidised rent payers for DCJ and CHP tenancies as at 30 June 2021⁶⁷

	Market Rent				Subsidised Rent				Total
	DCJ	CHP	Total	% total tenancies	DCJ	CHP	Total	% total tenancies	
NSW total	7,265	2,849	10,114	7	90,238	39,246	129,484	93	139,598

DCJ tenancies only

Figure 30: DCJ tenancies as at 30 June 2021 that pay market rent by lease type and bedrooms (n = 7,265)⁶⁸

	Studio/bedsit	1 bedroom	2 bedroom	3 bedroom	4+ bedroom	Total
Continuous lease	23	92	565	2,983	1,004	4,667
Fixed term lease	82	172	314	1,394	636	2,598

65% of DCJ tenancies that pay market rent as at 30 June 2021 have a senior/elderly household member⁶⁹.

Figure 31: DCJ tenancies as at 30 June 2021 that pay market rent and have a senior/elderly household member - Age group by Aboriginality of the oldest senior/elderly household member⁷⁰

	Aboriginal seniors - 45 to 54	Aboriginal elderly - 55 and over	Non-Aboriginal seniors - 55 to 79	Non-Aboriginal elderly - 80 and over	No senior/elderly household member	Total
NSW total	403	558	3,430	295	2,579	7,265

⁶⁷ The total may include a small number where the rent type is unknown. See the Glossary for the definition of 'market rent', 'social housing tenancies' and 'subsidised rent'. This information is available down to allocation zone level in the appendix. See tab 3.7.1. Source: HOMES/EDW and CHIMES as at 30 June 2021^{5HH-RT}.

⁶⁸ The total may include a small number where the bedroom information is unknown. Fixed term leases include those which are short term or unknown. Bedrooms is the number of bedrooms of the dwelling. See the Glossary for the definition of 'DCJ tenancies', 'lease type' and 'market rent'. This information is available down to allocation zone level in the appendix. See tab 3.7.2. Source: HOMES/EDW as at 30 June 2021^{DTH-RT}.

⁶⁹ See the Glossary for the definition of 'DCJ tenancies', 'market rent' and 'senior/elderly household members'. Source: HOMES/EDW as at 30 June 2021^{DTH-RT}.

⁷⁰ See the Glossary for the definition of 'Aboriginal people', 'DCJ tenancies', 'market rent' and 'senior/elderly household members'. This information is available down to allocation zone level in the appendix. See tab 3.7.3. Source: HOMES/EDW as at 30 June 2021^{DTH-RT}.



Opportunities for improved tenant outcomes

Arrears

DCJ tenancies only

Household rental arrears are a useful proxy for understanding the stability of social housing tenancies. Where households are in significant arrears this may suggest a risk of tenancy failure as well as the existence of issues meaning greater support is needed for the household. The proportion of rental arrears also represents financial liability for providers, and the complexity of their tenant profile. Rent arrears per public housing tenancy are compared to a Key Performance Indicator (KPI) of \$18 per tenancy.

The figure below presents arrears across NSW for DCJ tenancies. AHO rent arrears are higher because rents are higher due to eligibility for Commonwealth Rent Assistance and so they are reported separately from public housing. Across NSW, rent arrears for public housing tenancies did not meet the KPI.

Figure 32: Rent arrears for DCJ tenancies as at 30 June 2021⁷¹

	Total rent arrears	Total tenancies	Arrears per tenancy
Public housing	\$2,107,762	93,131	\$23
AHO	\$434,536	4,372	\$99

Sustaining tenancies

DCJ tenancies only

The Sustaining Tenancies in Social Housing (STSH) program delivers tenancy support through local strategies that provide community outreach and case management to address a range of complex needs such as mental health and alcohol and other drug issues that place tenancies at risk of failure.

The program is part of the NSW Homelessness Strategy and is currently operating in the following districts:

- Murrumbidgee
- South Western Sydney
- Western NSW
- Southern NSW
- Western Sydney and Nepean Blue Mountains
- Sydney, South Eastern Sydney and North Sydney

⁷¹ Excludes fraud and non-disclosure. This data is available for DCJ tenancies only, as similar CHP data is only available by provider and encompasses all CHP managed stock including affordable and transitional housing. See the Glossary for the definition of 'AHO', 'DCJ tenancies' and 'public housing'. This information is available down to allocation zone level in the appendix. See tab 3.8.1. Source: HOMES/EDW as at 30 June 2021 and CSBI monthly arrears reporting^{DTH-RA}.

The main goals of the program are:

- Sustain tenancies by avoiding and/or reducing tenancy breaches over a 12-month support period
- Enhance tenant capacity to manage their tenancies independently beyond the 12-month support period; and
- Reduce the resource and expenditure imposed on DCJ and other NSW government funded agencies resulting from tenancy failure.

Figure 33: Number of referrals and active participants in the STSH program during 2020/21⁷²

Participating districts	Number of tenants actively working with STSH provider	Number of these that are Aboriginal tenants
NSW total	510	138
Murrumbidgee	119	50
South Western Sydney	185	46
Western NSW	35	14
Southern NSW	32	5
Western Sydney and Nepean Blue Mountains	59	10
Sydney, South Eastern Sydney and North Sydney	80	13

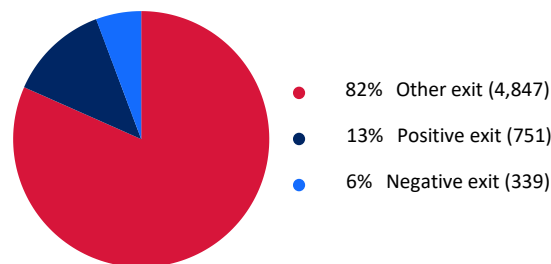
⁷² Source: STSH program administrative data 2020/21^{STSH}.

Negative exits

DCJ tenancies only

Negative exits refer to households where the tenancy ended due to a breach of the tenancy agreement including eviction, a NSW Civil and Administrative Tribunal termination order or the abandonment of a property with no notice. Positive exits refer to tenant-initiated exits and provider-initiated exits where people have moved out of social housing and into private rental, home ownership or affordable housing. Other exits include reasons such as the tenant moving to aged care or family support accommodation, death or imprisonment of the tenant. Exits are reported in accordance with current policy and reporting rules. These categories do not necessarily reflect the housing outcome of the exited household but refer to the main reason why the tenancy was ended.

Figure 34: Households that exited from DCJ managed social housing during 2020/21 (n = 5,937)⁷³



In recognition of the likelihood that households negatively exiting social housing will become homeless, and potentially add to the population of rough sleepers, supporting households at risk of losing their social housing tenancy continues to be a priority for the NSW Government.

The figure below shows whether Private Rental Assistance (PRA) was granted to households that exited negatively from DCJ managed social housing during 2020/21.

Figure 35: Households that exited negatively from DCJ managed social housing during 2020/21 and whether they were granted Private Rental Assistance⁷⁴

	Assisted		Not assisted		Total negative exits	
	#	%	#	%	#	%
NSW total	93	27	246	73	339	6

⁷³ See the Glossary for the definition of 'DCJ exits'. This information is available down to allocation zone level in the appendix. See tab 4.0.1. Source: HOMES/EDW 2020/21^{DEH}.

⁷⁴ A range of assistance was granted during 2020/21 to households that negatively exited DCJ managed social housing during 2020/21. Assistance may include Rent Choice, other Private Rental Assistance, Temporary Accommodation and Private Rental Subsidy. See the Glossary for the definition of 'DCJ exits', 'other Private Rental Assistance', 'Private Rental Subsidy', 'Rent Choice' and 'Temporary Accommodation'. This information is available down to allocation zone level in the appendix. See tab 4.0.2. Source: HOMES/EDW 2020/21^{DEH}.

Of the households exiting negatively from DCJ managed social housing during 2020/21, 33% exited within 24 months as shown in the figure below. The number of tenancies that are sustained for at least 12 and 24 months is a key performance indicator for DCJ.

Figure 36: Length of tenancy sustained for households that exited negatively from DCJ managed social housing during 2020/21⁷⁵

	Less than 1 year		1 to 2 years		2 to 5 years		5 to 10 years		10 to 20 years		20 years and over		Total negative exits
	#	%	#	%	#	%	#	%	#	%	#	%	#
NSW total	49	14	65	19	96	28	77	23	33	10	18	5	339

⁷⁵ The total may include a small number where the length of exited tenancy is unknown. See the Glossary for the definition of 'DCJ exits'. This information is available down to allocation zone level in the appendix. See tab 4.0.3. Source: HOMES/EDW 2020/21^{DEH-LT}.



Diversification from social housing and fostering positive exits

As set out in *Future Directions*, the NSW Government has a strong policy focus on fostering people's independence. Key strategies for achieving this objective include supporting positive exits from the system and diverting people from social housing altogether by way of private rental products.

This approach helps to ensure that the system is directed towards addressing priority need so that only those in the most urgent need, usually those who would not be capable of either obtaining or managing a tenancy in the private rental market, are supported with a social housing tenancy.

This section provides a snapshot of current support provided to establish and sustain tenancies in the private rental market and insights into priority tenancy management related outcomes sought for current and future social housing tenants. This includes supports for positive exits.

Support to gain and sustain a private tenancy

A key initiative under *Future Directions*, Private Rental Assistance products support households experiencing or at risk of homelessness to access safe and affordable housing in the private rental market. They provide a time limited, tapered private rental subsidy for up to three years, as well as products and services that enable people to set up or sustain a tenancy in the private rental market. These products are also available for existing social housing tenants to assist them to positively exit, and help to ensure that social housing is available to those with the greatest need for it.

The NSW Government's commitment to diverting applicants from the social housing system is reflected in the fact that this objective has been chosen as one of two State Outcome Indicators (the proportion of social housing applicants each year who are diverted from social housing to the private rental market not returning for further assistance 12 months later) for social housing. Performance against State Outcome Indicators is reported in Budget Papers annually.

Figure 37: Households that received Rent Choice during 2020/21 by product⁷⁶

	Rent Choice Youth		Rent Choice Veteran		Rent Choice Assist		Rent Choice Start Safely		Rent Choice Transition		Rent Choice Family Assist		Total
	#	%	#	%	#	%	#	%	#	%	#	%	
NSW total	1,357	20	34	<1	400	6	4,972	73	9	<1	14	<1	6,786

⁷⁶ A small number of households received more than one type of Rent Choice during 2020/21. Around 26% of households that received Rent Choice received other Private Rental Assistance (PRA) as well, primarily Rentstart products such as Bond Loan. See the Glossary for the definition of 'Rent Choice' and 'other Private Rental Assistance'. This information is provided at the 16 district level in the appendix (see tab 5.0.2), but may not directly match the geographic boundaries used for other social housing assistance data in the data report. Source: HOMES/EDW 2020/21^{RC}.

The figure below shows households that received other forms of Private Rental Assistance (PRA) during 2020/21. The number of instances of PRA demonstrates that Bond Loans were issued frequently, often in tandem with one or more other forms of PRA.

Figure 38: Households that received other Private Rental Assistance during 2020/21 by product⁷⁷

	Total unique households assisted	Number of instances of each product					Bond Extra/Tenancy Guarantee
		Bond Loan	Advance Rent	Rent Arrears	Private Rental Brokerage Service	Tenancy Facilitation	
NSW total	11,704	8,454	4,866	625	194	217	1,874

Figure 39: Households that returned for further assistance in 2020/21 after exiting Rent Choice during 2019/20⁷⁸

	Returned		Did not return		Total
	#	%	#	%	#
NSW total	292	15	1,664	85	1,956

Figure 40: Households that returned for further assistance in 2020/21 after receiving other Private Rental Assistance during 2019/20⁷⁹

	Returned		Did not return		Total
	#	%	#	%	#
NSW total	2,586	17	12,713	83	15,299

⁷⁷ Around 15% of households that received other Private Rental Assistance received Rent Choice as well. See the Glossary for the definition of 'other Private Rental Assistance' and 'Rent Choice'. This information is provided at the 16 district level in the appendix (see tab 5.0.3), but may not directly match the geographic boundaries used for other social housing assistance data in the data report. Source: HOMES/EDW 2020/21^{PO}.

⁷⁸ A small number of households stopped receiving Rent Choice assistance earlier, but did not formally exit the program until 2019/20. Households that returned for assistance may have received Temporary Accommodation (TA), Private Rental Assistance (PRA), were approved for priority housing or were priority housed. Where PRA was received upon return this only includes Advance Rent, Rent Arrears or Private Rental Brokerage Service assistance received during 2020/21. Those approved for priority housing upon return includes those live or suspended on the Register as at 30 June 2021 (HRURG). Those priority housed (HRURG) or that received TA upon return are measured over 2020/21. For more information see the [Housing Assistance Options policy](#). Source: HOMES/EDW 2020/21 and 2019/20^{KRC}.

⁷⁹ Excludes households that also received Private Rental Subsidies (PRS) and/or Rent Choice. Households that returned for assistance may have received Temporary Accommodation (TA), Private Rental Assistance (PRA), were approved for priority housing or were priority housed. Where PRA was received upon return this only includes Advance Rent, Rent Arrears or Private Rental Brokerage Service assistance received during 2020/21. Those approved for priority housing upon return includes those live or suspended on the Register as at 30 June 2021 (HRURG). Those priority housed (HRURG) or that received TA upon return are measured over 2020/21. The forms of PRA originally granted include Bond Loan, Advance Rent, Rent Arrears, Bond Extra/Tenancy Guarantee, Private Rental Brokerage Service and Tenancy Facilitation. For more information see the [Housing Assistance Options policy](#). Source: HOMES/EDW 2020/21 and 2019/20^{KPO}.

Support to exit positively

Positive exits refer to tenant-initiated exits and provider-initiated exits where people have moved out of social housing and into private rental, home ownership or affordable housing. *Future Directions* aims for social housing to be a means of breaking the cycle of disadvantage for those who are able to move on to housing independence. This has the associated benefit of freeing up more housing stock for the most vulnerable people such as rough sleepers. This policy objective has also been chosen as one of the State Outcome Indicators: the proportion of tenants successfully transitioning out of social housing annually.

Figure 41: Households that exited positively from DCJ managed social housing during 2020/21 and whether they were granted Private Rental Assistance⁸⁰

	Assisted		Not assisted		Total positive exits	
	#	%	#	%	#	%
NSW total	105	14%	646	86%	751	13%

Of the households exiting positively from DCJ managed social housing during 2020/21, 24% exited within 24 months as shown in the figure below. The number of tenancies that are sustained for at least 12 and 24 months is a key performance indicator for DCJ.

Figure 42: Length of tenancy sustained for households that exited positively from DCJ managed social housing during 2020/21⁸¹

	Less than 1 year		1 to 2 years		2 to 5 years		5 to 10 years		10 to 20 years		20 years and over		Total positive exits
	#	%	#	%	#	%	#	%	#	%	#	%	#
NSW total	100	13	86	11	198	26	157	21	134	18	76	10	751

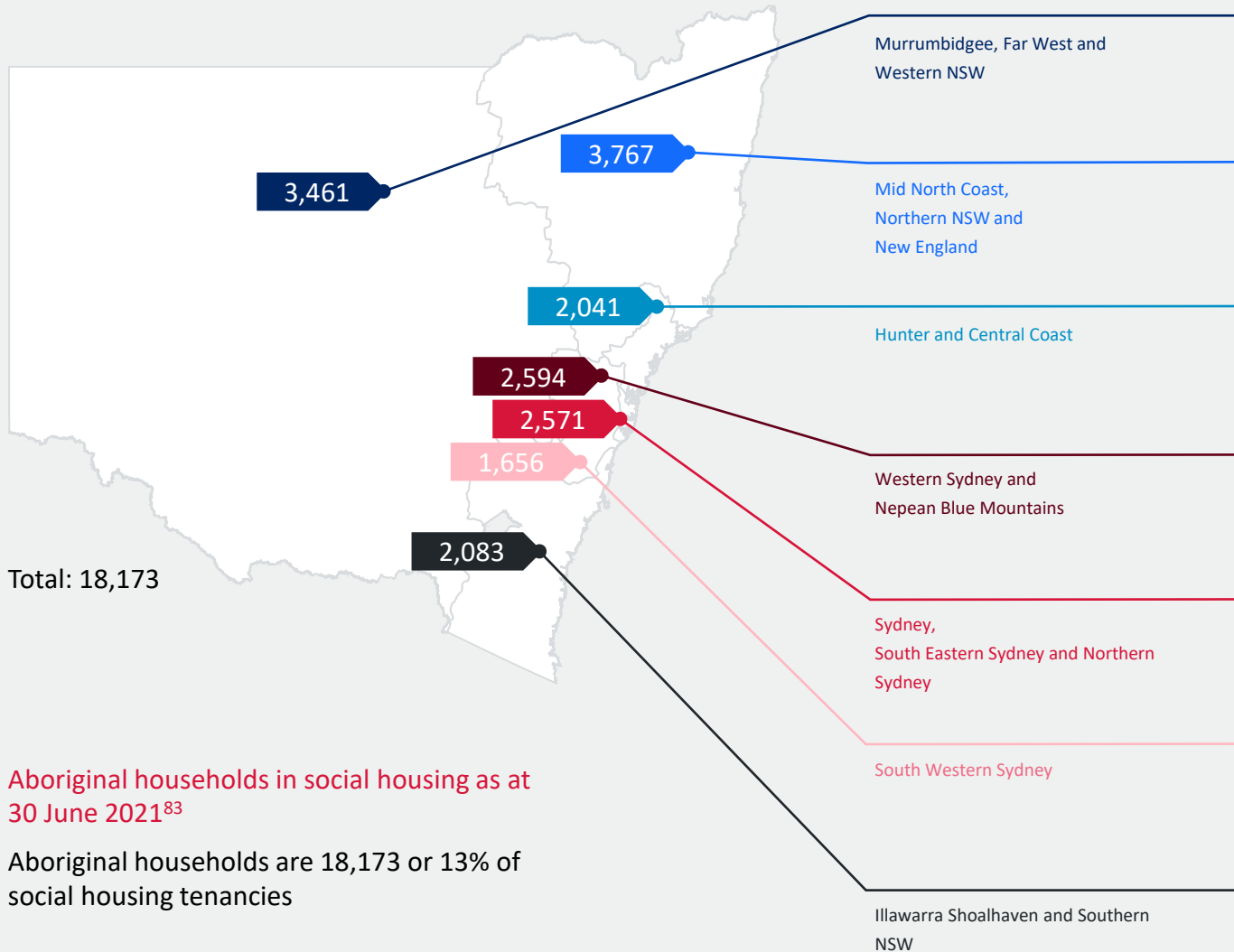
⁸⁰ A range of assistance was granted during 2020/21 to households that positively exited DCJ managed social housing during 2020/21. Assistance may include Rent Choice, other Private Rental Assistance, Temporary Accommodation, and Private Rental Subsidy. See the Glossary for the definition of 'DCJ exits', 'other Private Rental Assistance', 'Private Rental Subsidy', 'Rent Choice' and 'Temporary Accommodation'. This information is available down to allocation zone level in the appendix. See tabs 4.0.1 and 4.0.2. Source: HOMES/EDW 2020/21^{DEH}.

⁸¹ The total may include a small number where the length of exited tenancy is unknown. See the Glossary for the definition of 'DCJ exits'. This information is available down to allocation zone level in the appendix. See tab 4.0.3. Source: HOMES/EDW 2020/21^{DEH-LT}.



Data insights for Aboriginal households

Number of Aboriginal households in social housing tenancies by cluster as at 30 June 2021⁸²



Aboriginal households in social housing as at 30 June 2021⁸³

Aboriginal households are 18,173 or 13% of social housing tenancies

13,526 or 74% are DCJ managed tenancies

4,647 or 26% are CHP managed tenancies

Aboriginal population

Aboriginal people make up 278,043 or 3.4% of the NSW population⁸⁴

⁸² The total may include a small number where the cluster is unknown. See the Glossary for the definition of 'Aboriginal households' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{ASHH}.

⁸³ See the Glossary for the definition of 'Aboriginal households', 'CHP tenancies' and 'DCJ tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{ASHH}.

⁸⁴ Source: ABS Census 2021 Quick Stats: www.abs.gov.au/census/find-census-data/search-by-area.

Aboriginal households housed during 2020/21 and on the NSW Housing Register (Register) as at 30 June 2021 by cluster⁸⁵

Aboriginal newly housed applicant and rehoused tenant households during the year	All Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused at 30 June	Aboriginal applicant households on the Register waiting to be housed at 30 June	Aboriginal existing tenant households on the Register waiting to be rehoused at 30 June
Murrumbidgee, Far West and Western NSW			
658	1,546	1,327	219
Mid North Coast, Northern NSW and New England			
667	2,571	2,252	319
Hunter and Central Coast			
334	1,577	1,331	246
Western Sydney and Nepean Blue Mountains			
436	1,033	786	247
Sydney, South Eastern Sydney and Northern Sydney			
441	1,059	651	408
South Western Sydney			
272	645	498	147
Illawarra Shoalhaven and Southern NSW			
295	1,039	853	186
New South Wales			
3,112	9,470	7,698	1,772

⁸⁵The total may include a small number where the cluster is unknown. See the Glossary for the definition of 'Aboriginal households', 'applicant households', 'housed', the 'NSW Housing Register' and 'tenant households'. Source: HOMES/EDW as at 30 June 2021 and housed 2020/21^{AHH/ARH}

Meeting urgent need for Aboriginal households: priorities for social housing development by accessibility and bedroom requirement

This information sets out the level of accessible housing need and minimum bedroom requirements of Aboriginal [priority/escalated](#) households on the NSW Housing register as at 30 June 2021⁸⁶. It is useful for commissioners and developers of social housing to assess whether proposed social housing developments respond to the dwelling needs of the households in most urgent need of assistance.

Level of accessible housing need by cluster	Studio/bedsit	1 bedroom	2 bedroom	3 bedroom	4+ bedroom	Total
Murrumbidgee, Far West and Western NSW						
Higher needs	1	4	7	1	5	18
Lower Needs	4	8	6	5	3	27
No known requirement	29	7	35	31	23	128
Total priority/escalated	34	19	48	37	31	173
Mid North Coast, Northern NSW and New England						
Higher needs	3	9	9	8	4	33
Lower Needs	12	31	29	19	21	112
No known requirement	93	30	45	47	34	250
Total priority/escalated	108	70	83	74	59	395
Hunter and Central Coast						
Higher needs	2	5	10	5	4	26
Lower Needs	10	17	22	15	11	75
No known requirement	25	4	25	19	26	99
Total priority/escalated	37	26	57	39	41	200
Western Sydney and Nepean Blue Mountains						
Higher needs	0	5	9	7	2	23
Lower Needs	5	29	26	13	18	91
No known requirement	15	17	16	9	28	85
Total priority/escalated	20	51	51	29	48	199
Sydney, South Eastern Sydney and Northern Sydney						
Higher needs	2	13	16	9	5	45
Lower Needs	11	33	56	34	12	146
No known requirement	41	63	46	35	22	207
Total priority/escalated	54	109	118	78	39	398
South Western Sydney						
Higher needs	0	7	6	8	2	23
Lower Needs	4	14	13	11	12	54
No known requirement	9	5	15	7	15	51
Total priority/escalated	13	26	34	26	29	128
Illawarra Shoalhaven and Southern NSW						
Higher needs	1	9	14	5	5	34
Lower Needs	7	9	12	8	5	41
No known requirement	18	22	29	22	31	122
Total priority/escalated	26	40	55	35	41	197
New South Wales						
Total priority/escalated	292	341	446	318	288	1,690

⁸⁶ The total may include a small number where the bedroom information or cluster is unknown. See the Glossary for the definition of 'Aboriginal households', 'accessible housing', 'minimum bedroom requirement', the 'NSW Housing Register' and 'priority/escalated households'. Source: HOMES/EDW as at 30 June 2021^{ARH-B}. This information is available down to allocation zone level in the appendix. See tab 1.4.3a.

At 30 June 2021, there were⁸⁷

9,470 Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused. These included:

- 7,469 Aboriginal children aged 15 and under
- 7,214 Aboriginal people aged 16 and over who were opportunity cohort clients
- 2,556 Aboriginal people aged 16 and over who were safety net cohort clients.

1,690 applicant and existing tenant households on the Register were listed as requiring priority housing or an escalated transfer/relocation to alternate social housing accommodation⁸⁸.

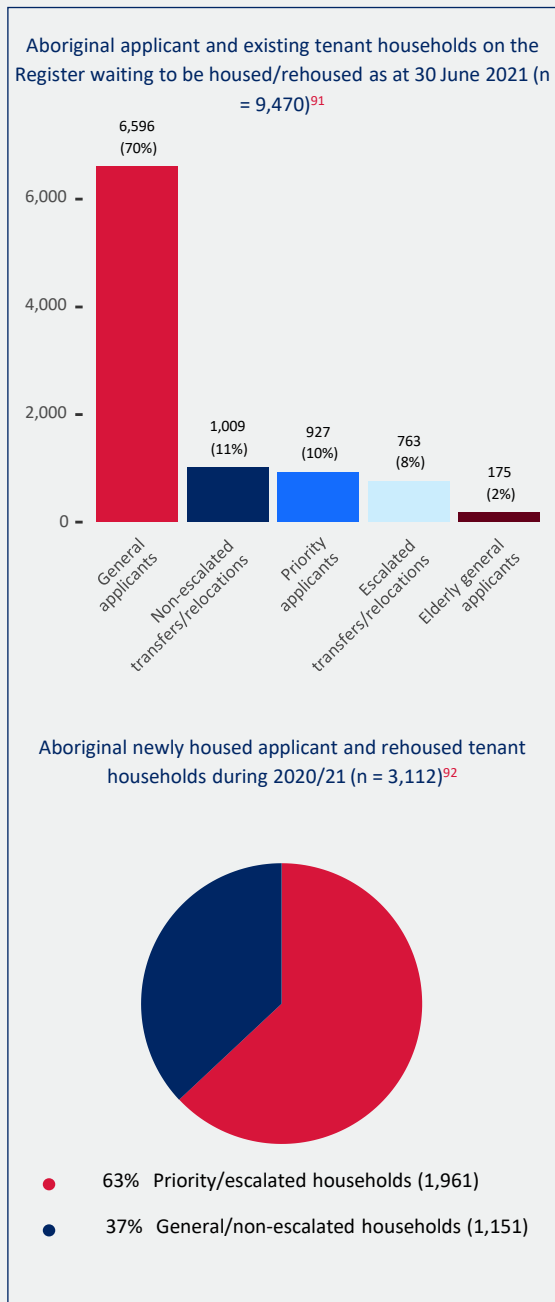
- Of these 1,690 priority/escalated households, 64% required a dwelling with two (or fewer) bedrooms.
- Accessible housing is also required for 748 of the 1,690 households.
- Of the 748 households with accessible housing needs, 66% require a dwelling with two (or fewer) bedrooms.

NSW Housing Register as at 30 June 2021⁸⁹

- 9,470 Aboriginal applicant and existing tenant households waiting to be housed/rehoused, or 16% of the NSW total

Housed during 2020/21⁹⁰

- 3,112 Aboriginal newly housed applicant and rehoused tenant households, or 27% of the NSW total



⁸⁷ See the Glossary for the definition of 'Aboriginal households', the 'NSW Housing Register' and the 'opportunity cohort' and 'safety net cohort'. Source: HOMES/EDW as at 30 June 2021^{ARI/ARI-OS}.

⁸⁸ See the Glossary for the definition of 'Aboriginal households', 'accessible housing', 'minimum bedroom requirement', the 'NSW Housing Register' and 'priority/escalated households'. Source: HOMES/EDW as at 30 June 2021^{ARH/ARH-B}.

⁸⁹ See the Glossary for the definition of 'Aboriginal households' and the 'NSW Housing Register'. Source: HOMES/EDW as at 30 June 2021^{ARH}.

⁹⁰ See the Glossary for the definition of 'Aboriginal households' and 'housed'. Source: HOMES/EDW as at 30 June 2021^{AHH}.

⁹¹ See the Glossary for the definition of 'Aboriginal households', 'elderly general applicants', 'escalated transfers/relocations', 'general applicants', 'non-escalated transfers/relocations', the 'NSW Housing Register' and 'priority applicants'. Source: HOMES/EDW as at 30 June 2021^{ARH}.

⁹² The total may include a small number where the application category is unknown. See the Glossary for the definition of 'Aboriginal households', 'general/non-escalated households', 'housed' and 'priority/escalated households'. Source: HOMES/EDW 2020/21^{AHH}.

Figure 43: NSW figures by bedrooms for Aboriginal households⁹³

	Studio/bedsit		1 bedroom		2 bedroom		3 bedroom		4+ bedroom		Total
	#	%	#	%	#	%	#	%	#	%	
Aboriginal households in social housing tenancies at 30 June 2021	254	1	2,075	11	4,047	22	8,765	48	3,032	17	18,173
Aboriginal newly housed applicant and rehoused tenant households during 2020/21	688	22	442	14	1,144	37	524	17	291	9	3,112
All Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused at 30 June 2021	2,960	31	1,344	14	2,781	29	1,307	14	1,050	11	9,470
Aboriginal priority/escalated applicant and existing tenant households on the Register at 30 June 2021	292	17	341	20	446	26	318	19	288	17	1,690
Aboriginal priority/escalated households who need accessible housing at 30 June 2021	62	8	193	26	235	31	148	20	109	15	748
Aboriginal priority/escalated households with senior/elderly household members at 30 June 2021	94	15	183	29	200	31	100	16	58	9	635

61% of all Aboriginal households in social housing tenancies have a continuous lease, as shown in the table below. This reflects that whilst only fixed-term leases have been granted to new DCJ managed tenants since 1 July 2005, all CHP tenancies are continuous.

Figure 44: Lease and rent type for Aboriginal households in social housing as at 30 June 2021⁹⁴

Continuous lease						Fixed term lease						Total
Market rent		Subsidised rent		Total continuous lease		Market rent		Subsidised rent		Total fixed term lease		
#	%	#	%	#	%	#	%	#	%	#	%	
7,516	9	77,738	91	85,254	61	2,598	5	51,746	95	54,344	39	139,598

⁹³ The total may include a small number where the bedroom information is unknown. Bedrooms for social housing tenancies is the bedroom of the dwelling, for the rest it is the minimum bedroom requirement. See the Glossary for the definition of 'Aboriginal households', 'accessible housing', 'housed', 'minimum bedroom requirement', the 'NSW Housing Register', 'priority/escalated households', 'senior/elderly household members' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021 and housed during 2020/21^{ASHH-B/AHH-B/ARH-B}.

⁹⁴ The number of market rent payers reflects external factors including region and fluctuating rental market costs in addition to the [income limits](#) which apply to eligibility for a rental subsidy. The total may include a small number where the rent type is unknown. See the Glossary for the definition of 'lease type', 'market rent', 'subsidised rent' and 'social housing tenancies'. Source: HOMES/EDW and CHIMES as at 30 June 2021^{ASHH-L}.

Focus on Aboriginal households

Aboriginal households make up 3.4% of the population in NSW⁹⁵, and represent 13% of [social housing tenancies](#) and 16% of households on the [NSW Housing Register](#)⁹⁶. 52% of Aboriginal people in NSW are under the age of 25, compared to 29% of non-Aboriginal people⁹⁷.

The information below highlights social housing assistance to Aboriginal households and Aboriginal people⁹⁸. Aboriginal households have at least one person who identifies as an Aboriginal and/or Torres Strait Islander person.

Overview of Aboriginal households on the Register

As at 30 June 2021 there were a total of 9,470 Aboriginal households on the Register as shown in the figure below, with 21,759 individuals in those households including 17,239 Aboriginal people⁹⁹.

Figure 45: Aboriginal priority/escalated and general/non-escalated applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021¹⁰⁰

	Aboriginal applicant households on the Register waiting to be housed	Aboriginal existing tenant households on the Register waiting to be rehoused	All Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused
Priority/escalated	927	763	1,690
General/non-escalated	6,771	1,009	7,780
Total	7,698	1,772	9,470

General applicant households include Aboriginal people aged 55 and over, which are classified by the Housing Elderly Persons (HEP) code. These households, still classified as general (elderly general applicants), are prioritised ahead of other general households. Aboriginal households may also contain non-Aboriginal people aged 80 and over who qualify the household for HEP.

The proportion of Aboriginal households is relatively even across all of these categories.

⁹⁵ Source: ABS Census 2021 Quick Stats: www.abs.gov.au/census/find-census-data/search-by-area.

⁹⁶ See the Glossary for the definition of 'Aboriginal households', the 'NSW Housing Register' and 'social housing tenancies'. Source: HOMES/EDW as at 30 June 2021^{ASHH/ARH}.

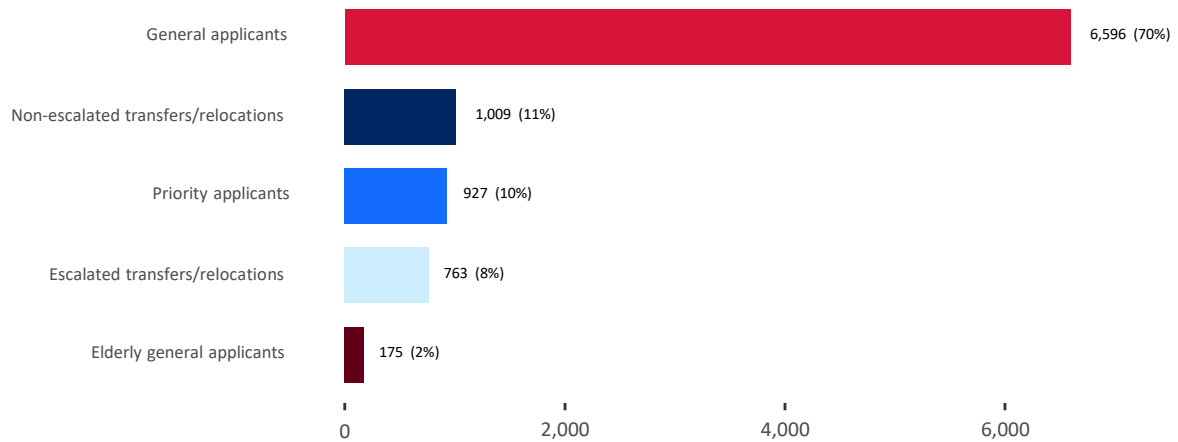
⁹⁷ Source: ABS Census 2021 Quick Stats: www.abs.gov.au/census/find-census-data/search-by-area.

⁹⁸ Additional information on access to social housing assistance for Aboriginal households and people can be found in the appendix. See tab 1.5.1a for demand for seniors housing, 1.6.1a for accessible housing and 2.0.1a onward for housed households and waiting time. For social housing tenancies see tab 3.4.1a for lease type, 3.5.1a for length of current tenancy, 3.7.1a for market rent payers and 3.8.1a for rent arrears.

⁹⁹ See the Glossary for the definition of 'Aboriginal households', 'Aboriginal people' and the 'NSW Housing Register'. Source: HOMES/EDW as at 30 June 2021^{ARH/ARI}.

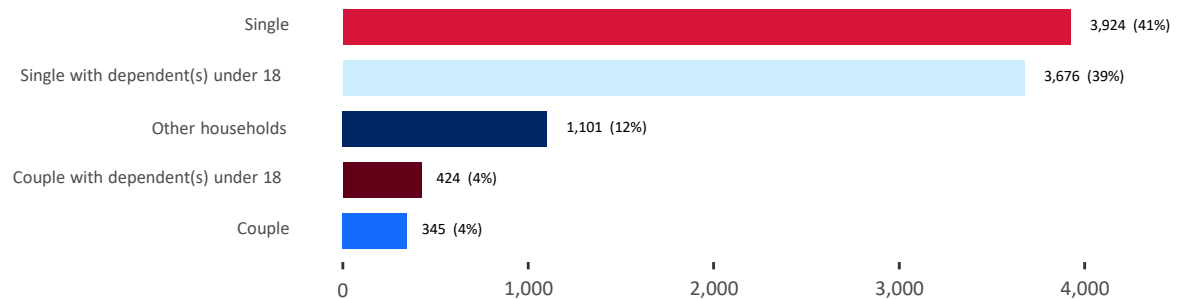
¹⁰⁰ See the Glossary for the definition of 'Aboriginal households', 'applicant households', 'general/non-escalated households', the 'NSW Housing Register', 'priority/escalated households' and 'tenant households'. This information is available down to allocation zone level in the appendix. See tab 1.0.1a. Source: HOMES/EDW as at 30 June 2021^{ARH}.

Figure 46: All Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021 (n = 9,470)¹⁰¹



80% of all Aboriginal households on the Register are single person or single parent/guardian households, as shown in the figure below. 35% are female single parent/guardian households, higher than for non-Aboriginal households (18%). Of those Aboriginal households, 84% are general/non-escalated households¹⁰².

Figure 47: Household configuration of all Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused as at 30 June 2021 (n = 9,470)¹⁰³



In Aboriginal applicant and existing tenant households on the Register that are waiting to be housed/rehoused, there are 7,469 Aboriginal children (aged 15 and under). 81% of these children are in general/non-escalated households. 56% of all Aboriginal people on the Register are women. 8% of all Aboriginal people on the Register are older women (Aboriginal women aged 45 and over)¹⁰⁴. See Figure 8 for the breakdown of all individuals on the NSW Housing Register by gender and age group by Aboriginality.

¹⁰¹ See the Glossary for the definition of ‘Aboriginal households’, ‘elderly general applicants’, ‘escalated transfers/relocations’, ‘general applicants’, ‘non-escalated transfers/relocations’, the ‘NSW Housing Register’, ‘priority applicants’ and ‘priority/escalated households’. The information in this figure is available down to allocation zone level in the appendix and by provider preference. See tab 1.0.2a and 1.0.3a. Source: HOMES/EDW as at 30 June 2021^{ARH}.

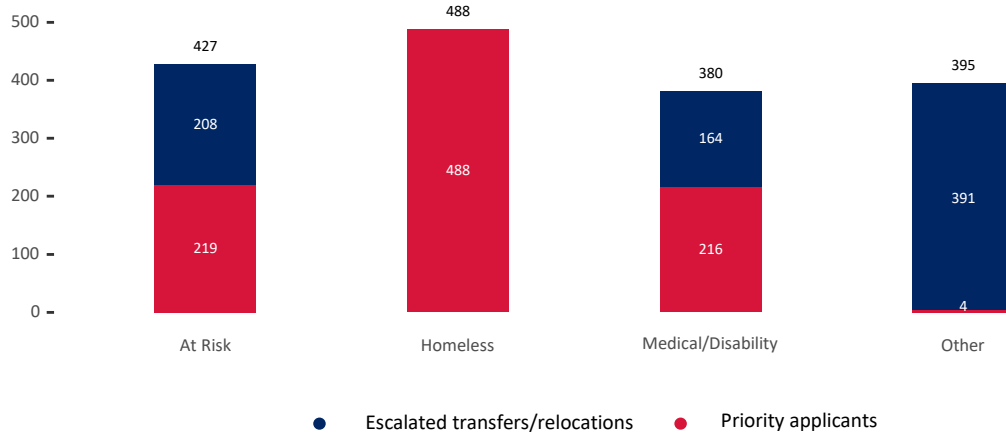
¹⁰² See the Glossary for the definition of ‘Aboriginal households’ and ‘general/non-escalated households’. Source: HOMES/EDW as at 30 June 2021^{ARH+HC}.

¹⁰³ See the Glossary for the definition of ‘Aboriginal households’, the ‘NSW Housing Register’ and ‘other households’. This information is available down to allocation zone level in the appendix. See tab 1.1.1a. Source: HOMES/EDW as at 30 June 2021^{ARH+HC}.

¹⁰⁴ See the Glossary for the definition of ‘Aboriginal people’, ‘general/non-escalated households’ and the ‘NSW Housing Register’. This information is available down to allocation zone level in the appendix. See tab 1.2.1 and 1.2.2. Source: HOMES/EDW as at 30 June 2021^{ARI}.

1,690 Aboriginal priority/escalated applicant and existing tenant households need urgent housing. Homelessness is the largest driver of urgent need in NSW as shown in the figure below.

Figure 48: Main reason for approval of Aboriginal priority/escalated applicant and existing tenant households on the Register as at 30 June 2021 (n = 1,690)¹⁰⁵



Whilst Aboriginal households are only 13% of social housing tenancies and 16% of households on the Register as at 30 June 2021, they are 27% of all households housed during 2020/21¹⁰⁶.

Figure 49: Overview of Aboriginal households' access to social housing assistance¹⁰⁷

	Aboriginal priority/escalated applicant and existing tenant households on the Register as at 30 June 2021	All Aboriginal applicant and existing tenant households on the Register waiting to be housed/rehoused at 30 June 2021	Aboriginal newly housed applicant and rehoused tenant households during 2020/21	Aboriginal households in social housing tenancies as at 30 June 2021
NSW total	1,690	9,470	3,112	18,173

As shown in the figure below, priority/escalated demand is concentrated in households that need 2 or less bedroom dwellings for Aboriginal households, as with non-Aboriginal households. The proportion of Aboriginal households that need larger dwellings is 36%, higher than for non-Aboriginal households (21%)¹⁰⁸.

Figure 50: Minimum bedroom requirement for Aboriginal priority/escalated applicant and existing tenant households on the Register as at 30 June 2021¹⁰⁹

	Studio /bedsit	1 bedroom	2 bedroom	3 bedroom	4+ bedroom	Unknown	Priority/escalated total
NSW total	292	341	446	318	288	5	1,690

¹⁰⁵ See the Glossary for the definition of 'Aboriginal households', the 'NSW Housing Register' and 'priority/escalated households'. This information is available down to allocation zone level in the appendix. See tab 1.0.4a. See tab B for further information on these categories. Source: HOMES/EDW as at 30 June 2021^{ARH-MR}.

¹⁰⁶ See the Glossary for the definition of 'Aboriginal households', 'housed', the 'NSW Housing Register' and 'social housing tenancies'. Source: HOMES/EDW as at 30 June 2021^{ASHH/ARH/AHH}.

¹⁰⁷ See the Glossary for the definition of 'Aboriginal households', 'housed', the 'NSW Housing Register', 'priority/escalated households' and 'social housing tenancies'. This information is available down to allocation zone in the appendix. See tab 1.4.2a. Source: HOMES/EDW and CHIMES 2020/21^{ARH/ASHH}.

¹⁰⁸ See the Glossary for the definition of 'Aboriginal households', 'minimum bedroom requirement', the 'NSW Housing Register' and 'priority/escalated households'. This information is available by allocation zone in the appendix. See tab 1.4.2a. Source: HOMES/EDW as at 30 June 2021^{ARH-B}.

¹⁰⁹ Ibid.

Tenancies overview

DCJ and CHP tenancies

There are 18,173 Aboriginal households in social housing tenancies across NSW. Management of those tenancies is

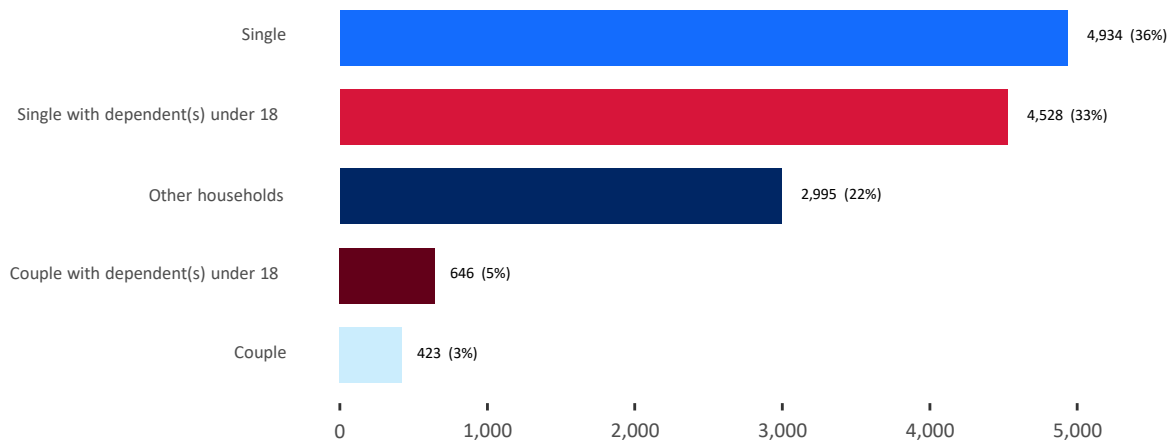
- 74% by DCJ (public housing and AHO). 32% of Aboriginal households in DCJ tenancies are in AHO dwellings.
- 26% by CHPs¹¹⁰.

Who we house

DCJ tenancies only

- As at 30 June 2021 there were a total of 13,526 Aboriginal households in DCJ tenancies, with 33,402 individuals in those households including 25,027 Aboriginal people¹¹¹.
- 69% of all Aboriginal households in DCJ tenancies across NSW are single person or single parent/guardian households as shown in the figure below.
- 30% of all Aboriginal households in DCJ tenancies are female single parent/guardian households, higher than for non-Aboriginal households (8%)¹¹².

Figure 51: Household configuration of Aboriginal households in DCJ tenancies as at 30 June 2021 (n = 13,526)¹¹³



There are 9,616 Aboriginal children (aged 15 and under) in DCJ tenancies. 58% of Aboriginal people in DCJ tenancies are women. 16% of Aboriginal people in DCJ tenancies are older women (Aboriginal women aged 45 and over)¹¹⁴. See Figure 21 for the breakdown of all individuals in DCJ tenancies by gender and age group by Aboriginality.

¹¹⁰ Due to management transfers CHPs solely or predominantly manage the social housing supply in some districts. See the Glossary for the definition of 'Aboriginal households', 'management transfers' and 'social housing tenancies'. Information on the management/ownership of social housing tenancies is available down to allocation level in the appendix. See tab 3.0.1a. Tab 3.0.2a shows social housing tenancies by dwelling type and bedrooms. Source: HOMES/EDW and CHIMES as at 30 June 2021^{ASHH}.

¹¹¹ See the Glossary for the definition of 'Aboriginal households', 'Aboriginal people' and 'DCJ tenancies'. Source: HOMES/EDW as at 30 June 2021^{ASHH/ADTI}.

¹¹² See the Glossary for the definition of 'DCJ tenancies'. Source: HOMES/EDW as at 30 June 2021^{ADTH-HC}.

¹¹³ See the Glossary for the definition of 'DCJ tenancies' and 'other households'. This information is available down to allocation zone in the appendix. See tab 3.1.1a. Source: HOMES/EDW as at 30 June 2021^{ADTH-HC}.

¹¹⁴ See the Glossary for the definition of 'Aboriginal people' and 'DCJ tenancies'. This information is available down to allocation zone level in the appendix. See tab 3.2.1 and 3.2.2. Source: HOMES/EDW as at 30 June 2021^{ADTI-AG}.

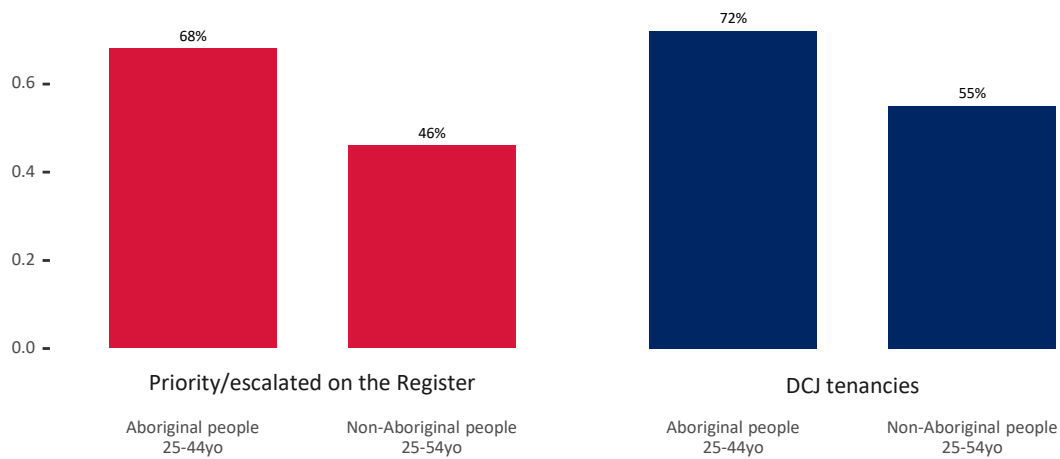
Aboriginal people in the opportunity cohort

Social housing provides stability fundamental to breaking the cycle of Aboriginal disadvantage as a foundation for good health, employment and education.

In NSW, a higher proportion of Aboriginal people living in social housing or waiting for urgent social housing assistance are part of the opportunity cohort as shown in the figure below for the key working age groups.

See Figure 11 and 23 for the breakdown of all opportunity and safety net cohort individuals in DCJ tenancies and in priority/escalated applicant and existing tenant households on the Register, by age group by Aboriginality.

Figure 52: Proportion of Aboriginal and non-Aboriginal people that are in the opportunity cohort for key working age groups as at 30 June 2021¹¹⁵



¹¹⁵ See the Glossary for the definition of 'Aboriginal people', 'DCJ tenancies', the 'NSW Housing Register', 'priority/escalated households', and the 'opportunity cohort'. This information is available down to allocation zone level in the appendix. See tab 1.3.1 and 3.3.1. Source: HOMES/EDW as at 30 June 2021^{ARI-OS/ADTI-OS}.

Overcrowding in Aboriginal households

DCJ tenancies only

Overcrowding disproportionately impacts upon Aboriginal households.

7% of Aboriginal households in DCJ managed social housing are estimated to live in overcrowded dwellings, whereas 3% of non-Aboriginal households are experiencing overcrowding. 17% of Aboriginal households and 17% of non-Aboriginal households are under-occupied¹¹⁶.

The figure below shows Aboriginal households and whether they are suitably occupied.

Figure 53: Aboriginal households that are in under-occupied, overcrowded or suitably occupied DCJ tenancies as at 30 June 2021¹¹⁷

	Under-occupied tenancies		Overcrowded tenancies		Suitably occupied tenancies		Total
	#	%	#	%	#	%	
NSW total	2,321	17	881	7	10,324	76	13,526

Aboriginal households that exit

DCJ tenancies only

Aboriginal households represented 29% of all the negative exits from DCJ managed social housing during 2020/21 in NSW and 19% of the positive exits¹¹⁸. This should be seen in the context that 14% of DCJ tenancies are Aboriginal households¹¹⁹.

The figure below shows the number of Aboriginal households that exited during 2020/21.

Figure 54: Aboriginal households that exited from DCJ managed social housing during 2020/21 by type of exit¹²⁰

	Negative exit		Positive exit		Other exit		Total
	#	%	#	%	#	%	
NSW total	100	9	146	14	824	77	1,070

Within the Aboriginal households that exited negatively during 2020/21, 30% of these households were assisted with Private Rental Assistance (PRA) compared to 26% of non-Aboriginal households¹²¹. 55% had sustained a tenancy of more than 24 months, compared to 71% of non-Aboriginal households¹²².

¹¹⁶ See the Glossary for the definition of 'Aboriginal households', 'DCJ tenancies', 'under-occupancy' and 'overcrowding'. Source: HOMES/EDW as at 30 June 2021^{ADTH-UO}.

¹¹⁷ See the Glossary for the definition of 'Aboriginal households', 'DCJ tenancies', 'under-occupancy' and 'overcrowding'. This information is available down to allocation zone level in the appendix. See tab 3.6.1a onward. Source: HOMES/EDW as at 30 June 2021^{ADTH-UO}.

¹¹⁸ See the Glossary for the definition of 'Aboriginal households' and 'DCJ exits'. Source: HOMES/EDW 2020/21^{ADEH}.

¹¹⁹ See the Glossary for the definition of 'Aboriginal households' and 'DCJ tenancies'. Source: HOMES/EDW as at 30 June 2021^{ADTH}.

¹²⁰ See the Glossary for the definition of 'Aboriginal households' and 'DCJ exits'. This information is available down to allocation zone level in the appendix. See tab 4.0.1a. Source: HOMES/EDW 2020/21^{ADEH}.

¹²¹ A range of assistance was granted during 2020/21 to households that negatively exited DCJ managed social housing during 2020/21. Assistance may include Rent Choice, other Private Rental Assistance, Temporary Accommodation and Private Rental Subsidy. See the Glossary for the definition of 'Aboriginal households', 'DCJ exits', 'other Private Rental Assistance', 'Private Rental Subsidy', 'Rent Choice' and 'Temporary Accommodation'. This information is available down to allocation zone level in the appendix. See tab 4.0.2a. Source: HOMES/EDW 2020/21^{ADEH}.

¹²² The number of tenancies that are sustained for at least 12 and 24 months is a key performance indicator for DCJ. See the Glossary for the definition of 'Aboriginal households' and 'DCJ exits'. This information is available down to allocation zone level in the appendix. See tab 4.0.3a. Source: HOMES/EDW 2020/21^{ADEH-LT}.

Addressing unequal access to the private rental market

Of a representative sample of Aboriginal tenants in social housing in NSW, 21% reported having experienced discrimination in getting private rental housing and 15% in getting support services¹²³.

The figure below shows households that were approved for Rent Choice (including Start Safely) assistance in 2020/21 but did not receive the assistance, often because they could not find an affordable private rental property.

Figure 55: Aboriginal people that were approved for Rent Choice assistance in 2020/21 but did not receive the assistance¹²⁴

	Aboriginal head of household		Non-Aboriginal or not known		Total
	#	%	#	%	
NSW total	89	21	332	79	421

Households with an Aboriginal head of household made up 21% of this group, slightly higher than their 13% share of Rent Choice recipients¹²⁵. This should be seen in the context that only 3.4% of the NSW population are Aboriginal¹²⁶ and thus are over-represented across all forms of social housing assistance.

Figure 56: Aboriginal people that received Rent Choice during 2020/21 by product¹²⁷

	Rent Choice Youth		Rent Choice Veteran		Rent Choice Assist		Rent Choice Start Safely		Rent Choice Transition		Rent Choice Family Assist		Total
	#	%	#	%	#	%	#	%	#	%	#	%	
NSW total	292	33	3	<1	25	3	568	64	1	<1	2	<1	891

Across NSW, households with an Aboriginal head of household represented 20% of other Private Rental Assistance (PRA) recipients, slightly higher than their share of Aboriginal households on the Register (16%)¹²⁸.

Figure 57: Aboriginal people that received other Private Rental Assistance during 2020/21 by product¹²⁹

	Total unique households assisted	Number of instances of each product					
		Bond Loan	Advance Rent	Rent Arrears	Private Rental Brokerage Service	Tenancy Facilitation	Bond Extra/Tenancy Guarantee
NSW total	2,388	1,658	932	112	22	29	487

¹²³ Aboriginal Housing Office Tenant Satisfaction and Experience Survey – 2018". Unpublished report.

¹²⁴ Whether people received the assistance is measured 3 months after the end of the financial year. For Rent Choice and other Private Rental Assistance (PRA) Aboriginality is reported for the head of household only. See the Glossary for the definition of 'Aboriginal people' and 'Rent Choice'. This information is provided at the 16 district level in the appendix (see tab 5.0.1a), but may not directly match the geographic boundaries used for other social housing assistance data in the data report. Source: HOMES/EDW 2020/21^{ARC}.

¹²⁵ For Rent Choice and other Private Rental Assistance (PRA) Aboriginality is reported for the head of household only. See the Glossary for the definition of 'Aboriginal people' and 'Rent Choice'. Source: HOMES/EDW as at 30 June 2021^{ARC}.

¹²⁶ Source: ABS Census 2021 Quick Stats: www.abs.gov.au/census/find-census-data/search-by-area.

¹²⁷ For Rent Choice and other Private Rental Assistance (PRA) Aboriginality is reported for the head of household only. A small number of households received more than one type of Rent Choice during 2020/21. Around 26% of households that received Rent Choice received other Private Rental Assistance (PRA) as well, primarily Rentstart products such as Bond Loan. See the Glossary for the definition of 'Aboriginal people', 'other Private Rental Assistance' and 'Rent Choice'. This information is provided at the 16 district level in the appendix (see tab 5.0.2a), but may not directly match the geographic boundaries used for other social housing assistance data in the data report. Source: HOMES/EDW 2020/21^{ARC}.

¹²⁸ Source: HOMES/EDW as at 30 June 2021^{ARC/RC/APO/PO/ARH}.

¹²⁹ For Rent Choice and other Private Rental Assistance (PRA) Aboriginality is reported for the head of household only. Around 15% of households that received other Private Rental Assistance (PRA) received Rent Choice as well. See the Glossary for the definition of 'Aboriginal people', 'other Private Rental Assistance' and 'Rent Choice'. This information is provided at the 16 district level in the appendix (see tab 5.0.3a), but may not directly match the geographic boundaries used for other social housing assistance data in the data report. Source: HOMES/EDW 2020/21^{APO}.

Glossary

The glossary explains the key terms and parties underpinning the data in the commissioning data report, in alphabetical order.

Aboriginal households and Aboriginal people Aboriginal people include people who identify as an Aboriginal and/or Torres Strait Islander person. Aboriginal households have at least one household member who identifies as an Aboriginal and/or Torres Strait Islander person. Aboriginality does not have to be confirmed for the purpose of the analysis in this data report, but confirmation is required for a person or household to access particular services and entitlements for Aboriginal people. Data on Aboriginal people receiving social housing assistance is compiled in the 'Focus on Aboriginal households' section of the commissioning data report. Most of the measures are based on the Aboriginality of all household members, with exceptions identified.

AHO - Aboriginal Housing Office The **AHO** is accountable for ensuring that Aboriginal and Torres Strait Islander people have access to affordable and quality housing. AHO has a portfolio of dwellings managed by DCJ which are allocated to households that want Aboriginal housing and have provided confirmation of Aboriginality. These dwellings are also known as State Owned and Managed Indigenous Housing (SOMIH).

Aboriginal community housing providers (ACHPs) also provide dedicated housing assistance to Aboriginal people (both in dwellings they own and that are AHO owned) but these tenancies are not included in this data report. We know the demand for housing assistance for Aboriginal people will be greater than the data we currently have available. This data report does not include:

- Non-government owned Aboriginal social housing waitlists held by Local Aboriginal Lands Councils and other Aboriginal Community Controlled Organisations who also own and manage Aboriginal social and affordable housing.
- Research and information held by local Aboriginal organisations, such as Local Decision Making groups.

Another limitation of the data is that the need for additional bedrooms and flexibility in the household configuration for cultural and kinship reasons is not captured. See Aboriginal households and Aboriginal people and AHO tenancies.

Accessible housing Households on the Register with a demand for accessible housing include a higher need group that require modifications and/or wheelchair access and a lower need group for those who only require ground floor housing and/or can manage no more than 3-5 steps. The lower need group includes some households that require ground floor housing to support their mental health, but who can manage more steps. See NSW Housing Register.

Age group by Aboriginality Policy relevant age breakdowns have been developed for this data report. The elderly age groups are based on the Housing Pathways eligibility age threshold for Housing Elderly.

Persons (HEP code). This is age 80 for non-Aboriginal people and age 55 for Aboriginal people in recognition of the greater levels of ill health and considerably shorter life expectancy suffered by the Aboriginal community.

The seniors age groups are based on the DCJ eligibility age threshold for Seniors Communities housing which is age 55 for non-Aboriginal people and 45 for Aboriginal people. The youth age group commences at 16 for all people because at that age they are eligible for Rent Choice Youth subsidy or can become social housing tenants. They and any partner's income is included for rent assessment purposes if they are allocated social housing. The youth age group ends at 24 in accordance with the Rent Choice Youth policy. The youth and children age groups cut across the standard definition of children and young people in DCJ strategic reporting which is under 18. See Senior/elderly households.

AHO tenancies Dwellings owned by the AHO where the allocation and tenancy management functions are performed by DCJ. All AHO tenancies are assumed to be Aboriginal households. AHO tenancies are also known as State Owned and Managed Indigenous Housing (SOMIH). See AHO, Housed and Social housing tenancies.

Allocation zone A DCJ geographic boundary made up of a group of suburbs or towns where social housing is available to households on the Register. There are 246 **allocation zones** across NSW as shown in tab A of the appendix. See Cluster, District, Housed and NSW Housing Register.

Appendix Throughout the commissioning data report there are references to the appendix which present some data down to the allocation zone level and provide a breakdown of the data for different cohorts. The appendix has a NSW wide figure, a total for each cluster, a sub-total for each district and then the figure for each allocation zone within the district, where applicable. See Allocation zone, Cluster and District.

Applicant households Comprised of priority applicants and general applicants. Applies to households waiting on the Register or those who have been newly housed during the year. For more information see the **Eligibility for social housing policy**. See Housed and NSW Housing Register.

Application category When households are placed on the Register an application category is recorded which is representative of the main reason they were approved for social housing and determines where the household will be placed on the Register to be housed. There are approximately 40 application categories which have been grouped by ranking and thematically. For more information see tab B of the appendix.
See Housed and NSW Housing Register.

CHIMES The Community Housing Information Management 'E' System (CHIMES) is the centralised database used by DCJ to compile data on the management of CHP tenancies. The Partnerships directorate within DCJ are the custodians of CHIMES data. CHIMES captures data on social housing tenancies managed by around 33 CHPs; including household, individual and dwelling characteristics. Some CHP tenancies are not captured in CHIMES and so the dwellings used for longer term social housing which are reported elsewhere may be higher than in this data report because they are manually adjusted for non-coverage. In other DCJ reporting and in national reporting to the AIHW and the Productivity Commission's Report on Government Services (ROGS), the number of CHP tenancies and dwellings are significantly different from those in this data report. Depending on the data source, variable combinations of crisis, transitional and affordable housing are included in those datasets.
See CHP and CHP tenancies.

CHP - Community housing provider **CHPs** offer secure, affordable rental housing for people on very low to moderate incomes, who have a housing need. This data report examines only some of the housing assistance options provided by CHPs and only some of the providers are represented in the data. Many CHPs also manage and allocate from the Register and deliver Private Rental Assistance under the [Housing Pathways](#) common access system with DCJ.
See CHIMES, CHP housed, CHP tenancies, NSW Housing Register and Private Rental Assistance.

CHP housed CHPs allocate social housing tenancies (community housing) across NSW including for dwellings they own, on behalf of the LAHC and for those they lease from a private owner (head lease) under the Community Housing Leasing Program (CHLP). Unless otherwise stated, housed data includes all of the above dwellings, where they are generally used for longer term housing assistance.

CHP housed data includes applicant households who were newly housed and tenant households who were rehoused through a transfer during the financial year. Relocations of CHP tenants are not managed through the NSW Housing Register and are not centrally reported. CHP housed data is an estimate based on applications on the Register that resulted in their status being manually changed to 'housed' (HOHP status), as the details of the tenancy including whether a tenancy actually resulted, when the tenancy commenced, the allocation zone and the number of bedrooms actually allocated are not recorded in HOMES. Cluster and district are based on the household's preferred allocation zone and bedroom data is based on the household's minimum bedroom requirement from the household's application on the Register.
See Allocation zone, CHP, Head lease, HOMES, Housed, LAHC, Minimum bedroom requirement and NSW Housing Register.

CHP tenancies CHPs manage social housing tenancies (community housing) across NSW including for dwellings they own, on behalf of the LAHC and for those they lease from a private owner (head lease) under the Community Housing Leasing Program (CHLP). Unless otherwise stated, social housing tenancies data includes CHP tenancies in all of the above dwellings, where they are generally used for longer term housing assistance.
See CHIMES, CHP, Head lease, LAHC and Social housing tenancies.

Cluster A DCJ geographic boundary which is a collection of districts. There are 7 clusters, represented in the appendix. The number of districts per cluster varies across NSW between 1 and 3.
See Allocation zone and District.

DCJ - Department of Communities and Justice **DCJ** (formerly FACS), is the outcomes owner for the social housing system in NSW. It shares accountability for Aboriginal client outcomes with the AHO. The Social Housing and Homelessness Strategy directorate of DCJ is the author of this data report in consultation with the AHO. DCJ manages and allocates from the Register and delivers Private Rental Assistance under the [Housing Pathways](#) common access system along with participating CHPs, as well as managing social housing tenancies owned by LAHC and the AHO.
See AHO, DCJ housed, DCJ tenancies, LAHC, NSW Housing Register and Private Rental Assistance.

DCJ exits Households that exited from a DCJ managed tenancy during the financial year. Negative exits refer to households where the tenancy ended due to a breach of the tenancy agreement including eviction, a NSW Civil and Administrative Tribunal termination order or the abandonment of a property with no notice. Positive exits refer to tenant-initiated exits and provider-initiated exits where people have moved out of social housing and into private rental, home ownership or affordable housing. Other exits include reasons such as the tenant moving to aged care or family support accommodation, death or imprisonment of the tenant. Data excludes tenancies that ended due to a transfer or relocation, which are instead represented in the housed data.

Exits are reported in accordance with current policy and reporting rules. The above categories do not necessarily reflect the housing outcome of the exited household but refer to the main reason why the tenancy was ended.
See DCJ tenancies and DCJ housed.

DCJ housed DCJ allocates social housing tenancies across NSW in LAHC dwellings (public housing), AHO dwellings and for those they lease from a private owner (head lease). Unless otherwise stated, housed data includes all of the above dwellings, where they are generally used for longer term housing assistance.

DCJ housed data includes applicant households who were newly housed and tenant households who were rehoused by DCJ through a transfer or relocation. DCJ housed data includes details of the tenancy that resulted such as when the tenancy commenced. Cluster and district are based on the allocation zone of the dwelling where the household was actually housed. Bedroom data is available for either the minimum bedroom requirement from the household's application on the Register or the bedrooms of the dwelling where the household was housed.

See Allocation zone, Head lease, Housed, LAHC, Minimum bedroom requirement and NSW Housing Register.

DCJ tenancies DCJ manages social housing tenancies across NSW in LAHC dwellings (public housing), AHO dwellings and for those they lease from a private owner (head lease). Unless otherwise stated, social housing tenancies data includes DCJ tenancies in all of the above dwellings, where they are generally used for longer term housing assistance. See AHO, Head lease, LAHC and Social housing tenancies.

District A DCJ geographic boundary which is a collection of allocation zones. The number of allocation zones per district varies across NSW. For more information see tab A of the appendix. There are 16 districts which in turn are grouped to form the 7 clusters. See Allocation zone and Cluster.

Elderly general applicants Elderly general applicants have a household member aged 80 and over, or 55 and over if Aboriginal, and are classified by the Housing Elderly Persons (HEP) code. Elderly general applicants are usually included in general applicant households, but this data report separates them in some instances. Elderly general applicants are prioritised ahead of other general households. Applies to households waiting on the Register or those who have been newly housed during the year. For more information see the [Social Housing Eligibility and Allocations Policy Supplement](#). See Housed and NSW Housing Register.

Escalated transfers/relocations Existing tenant households with an urgent need to transfer or relocate. Applies to households waiting on the Register or those who have been rehoused during the year. For more information see the [Transfer policy](#). They include a number of escalated transfer and relocation categories for DCJ tenancies and the community housing tenant (HPCT) application category which is used for all escalated transfers of CHP tenancies. Relocation of CHP tenancies are not included in this data report as they are not recorded on the Register. See Housed and NSW Housing Register.

FACSIAR The Family and Community Services Insights, Analysis and Research (FACSIAR) directorate within DCJ is the data custodian for the social housing assistance data sourced from HOMES/EDW and for additional measures such as the SAHAN. FACSIAR have primary responsibility for the supply of source data and for the validation of the dataset, caveats, counting rules and assumptions used for this data report.

General applicants Applicant households that have not demonstrated an urgent need for social housing. Applies to households waiting on the Register or those who have been newly housed during the year. For more information see the [Eligibility for social housing policy](#). General applicant households usually include elderly general applicants, but this data report separates them in some instances. See Housed and NSW Housing Register.

General/non-escalated households Comprised of general applicants (including elderly general applicants) and non-escalated transfers/relocations of existing tenants. The 'Housing people most in need' section of the commissioning data report provides the broader policy context. General/non-escalated households are placed after priority/escalated households on the Register in most cases. See Housed and NSW Housing Register.

Geographic boundaries Social housing assistance data is presented in consistent geographic units across this data report wherever possible, with exceptions outlined. For social housing tenancies, DCJ housed and DCJ exits data the allocation zone in which the social housing dwelling is geographically located forms the basis of the categorisation into districts and clusters. For the Register and CHP housed it is the household's preferred allocation zone. This is so that supply can be directly compared with demand. This approach differs from operational performance and strategic reporting which tends to be based on the administrative structure of DCJ and CHPs.

Allocation zone information for DCJ tenancies is extracted from HOMES and some tenancies that are in the same suburb appear in more than one allocation zone. CHP tenancies are extracted from CHIMES at the suburb level and manually mapped to allocation zones without overlap. Therefore, there are inconsistencies in how CHP and DCJ tenancies are organised into allocation zones. See Allocation zone, Cluster and District.

Head lease Leasing of privately owned dwellings for the purpose of providing social housing. Under these arrangements the private owner is responsible for maintenance and the housing provider is responsible for management of the social housing tenancy. The rights, responsibilities and entitlements of social housing tenants in head leased dwellings are similar to other social housing tenants. However, they may be more at risk of relocation as lease arrangements with private owners can be less predictable. See [Headleasing](#).
See Housed and Social housing tenancies.

Homelessness Data on homelessness including Specialist Homelessness Services (SHS) and Temporary Accommodation (TA) are not included in this data report.

HOMES/EDW Housing Operations Management Extended Services (HOMES) is the database used by DCJ and CHPs to manage and allocate from the Register and to deliver Private Rental Assistance. It is also the management database for DCJ tenancies. The Enterprise Data Warehouse (EDW) system regularly extracts data on a range of social housing assistance that is managed in HOMES; including household, individual and dwelling characteristics.
See CHIMES, DCJ tenancies, Housed, NSW Housing Register and Private Rental Assistance.

Housed Households that accept an offer of social housing from DCJ (public housing or AHO) or a CHP during the financial year and are removed from the Register. Housed data is a proxy for turnover in social housing tenancies. Data includes applicant households that are newly housed, DCJ tenant households that are rehoused through a transfer or relocation and CHP tenant households that are rehoused through a transfer. For a small number of households there are no details of where they were housed. Data does not include tenant households that re-sign a tenancy agreement for the same dwelling or other changes in tenancy such as Recognition as a Tenant or Mutual Exchange.
See CHP housed, DCJ housed and NSW Housing Register.

LAHC - Land and Housing Corporation [LAHC](#) is responsible for the NSW Government's social housing portfolio. The LAHC social housing portfolio is tenancy managed by both DCJ (public housing) and CHPs.
See CHP tenancies and DCJ tenancies.

Lease type It is assumed that all CHP tenancies are on a continuous lease. Under the DCJ [Types and Length of Lease policy](#), only fixed term leases have been granted to new DCJ managed tenants since 1 July 2005. Fixed term leases are usually 2, 5 or 10 years with the following exceptions:

- Short term leases including 3 month fixed term leases for Emergency Temporary Accommodation assistance, 6 month fixed term leases for former unsatisfactory tenants/occupants and 3 and 6 month provisional leases under the Recognition as a Tenant policy provisions.
- Probationary leases of 12 months are required for new 5 and 10 year leases but are included in the 5 and 10 year fixed term lease data.

Reviews of ongoing eligibility of DCJ managed tenancies are restricted to fixed term lease holders under legislation and can only occur within 6 months of the lease end.
See Social housing tenancies.

Length of current tenancy This usually reflects the amount of time a household has resided in their current social housing dwelling. Even if they have received multiple fixed term leases for the same dwelling, the total amount of time they have resided there will be reflected. Length of current tenancy is often shorter than the total amount of time a household has been a social housing tenant, as even those on continuous leases end or change, including due to transfer or relocation.

There are also some exceptions where a household has remained in the same dwelling but a new tenancy commences (and thus the length of current tenancy measurement restarts). This includes management transfers or the need to re-sign a tenancy agreement after a termination order has been made by the NSW Civil and Administrative Tribunal (NCAT).

See Management transfers and Social housing tenancies.

Management transfers Due to management transfers CHPs solely or predominantly manage the supply of social housing in some districts.

Some districts were impacted by the [Social Housing Management Transfer](#) (SHMT) program in 2019 which saw the transfer of public housing dwellings to CHPs as well as responsibility for [Housing Pathways](#) functions including managing the NSW Housing Register and Private Rental Assistance. A small number of public housing dwellings in SHMT locations may still be under DCJ management in the data, and management of AHO dwellings remains with DCJ.

The Far West District underwent a 'whole of location' transfer to community housing management commencing in 2008. Compass Housing Services is the main provider. Data on DCJ tenancies will therefore not include the Far West District.
See CHP, District, NSW Housing Register, Private Rental Assistance and Social housing tenancies.

Market rent Social housing tenancies that aren't entitled to a rental rebate and pay an amount approximate to the market price of a dwelling rather than the standard subsidised rent. The NSW Civil and Administrative Tribunal (NCAT) may also grant an order that reduces the market rent payable for a dwelling. DCJ and CHP tenancies have different rent calculation policies including how market rent is determined due to differences such as CHP access to Commonwealth Rent Assistance and their tax status. For more information see the [DCJ Charging Rent policy](#) and the [NSW Community Housing Rent Policy](#).

There are households who pay market rent because their household assessable income exceeds the income limit to be eligible for a rental subsidy. Other households pay market rent because the standard subsidised rent of 25-30% of their household assessable income equals the market rent value of the area, such as in regional and remote areas or less desirable locations. This can also occur for larger households. These two categories of market rent payers are not differentiated in the data.

See Social housing tenancies.

Minimum bedroom requirement The minimum number of bedrooms required to meet the household need including any approved need for an extra bedroom due to medical or care needs, including for children who reside there only occasionally. It applies to the Register and housed households. It also factors in whether it is suitable for people to share a bedroom or if a studio/bedsit dwelling is suitable. DCJ may allocate an extra bedroom to Aboriginal households. This is subject to availability and is not reflected in the minimum bedroom requirement data. DCJ may also allocate an extra bedroom to any household if there is an oversupply of larger dwellings or an undersupply of smaller dwellings, which is not reflected in the minimum bedroom requirement data. Individual CHPs can also have their own allocation policies.

There are some instances where the minimum bedroom requirement can be unreliable, based on the household size and type; or the household details may be out of date. This particularly impacts the studio and 1 bedroom category. Where there is a low volume of households the results should be read with caution.

See Housed and NSW Housing Register.

Non-escalated transfers/relocations Existing tenant households that do not have an urgent need to transfer or relocate. Applies to households waiting on the Register or those who have been rehoused during the year. For more information see the [Transfer policy](#). They include a number of transfer and relocation categories for DCJ tenancies and one category of wait-turn transfer. The community housing tenant (HCTR) application category is used for all non-escalated transfers of CHP tenancies. Relocation of CHP tenancies are not included in this data report as they are not recorded on the Register.

See Housed and NSW Housing Register.

NSW Housing Register - Register The [Register](#) is a single list of approved clients waiting for social housing. It includes applicant households waiting to be housed and existing tenant households waiting to be rehoused through a transfer or relocation. The Register lists clients based on application category, preferred allocation zone and application date. Households on the Register can elect to receive offers of community housing, public housing, AHO housing (if eligible), or any combination of the three. Households on the Register represent current demand for social housing.

Data on the Register includes households active on the Register (LIVE or HPAL status) as at 30 June and excludes suspended applications and Emergency Temporary Accommodation. Register data is representative of the applicant and existing tenant households that are still to be housed/rehoused, but only as of that date. DCJ cluster and district is based on the household's preferred allocation zone. Transfer and relocation of DCJ tenancies, and transfer of CHP tenancies are included in the commissioning data report. Relocation of CHP tenancies are not included as they are not recorded on the Register.

See Application category, Applicant households, Elderly general applicants, Escalated transfers/relocations, General applicants, General/non-escalated households, Housed, Non-escalated transfers/relocations, Priority applicants, Priority/escalated households and Tenant households.

NSW median wait time The median is used as a baseline as it is not substantially impacted by unusually high or low values as with an average. Wait time is measured for each household housed depending on the type of application. For general/non-escalated households measurement is from the registration date of the application whereas for priority/escalated households it is from the date of approval for priority/escalation as households may already be on the Register before they are granted priority/escalated status. For those housed by a CHP this calculation can be very approximate, measured to the date the application is manually updated on the Register as 'housed' (HOHP status); whereas for those housed by DCJ, in most cases it is measured to when the tenancy actually commenced (HSD status). This is then compared to a baseline of 6.6 months, which was the NSW median wait time for both applicant and tenant households housed by both DCJ and CHPs over the period 2017 to 2021. The 'faster than median' group waited less than 5 months, the 'median wait time' group waited between 5 and 8 months and the 'slower than median' group waited more than 8 months. Waiting time is unknown for over 150 households.

This data report also references the annual median wait time figures produced by FACSAR. As this measure is limited to those newly housed by DCJ the measure above has been developed to include all households housed in longer term social housing.

See FACSAR, Housed and NSW Housing Register.

Occupancy DCJ and CHPs can have different operational policies for defining and managing whether a dwelling is suitably occupied or sufficiently utilised. Suitably occupied dwellings have only one or no empty bedrooms. The [Canadian National Occupancy Standard](#) is used for national reporting to the AIHW and in the Productivity Commission's Report on Government Services (ROGS). This standard has been adopted for the 2021 data report onwards so that comparative data can be produced across both DCJ and CHP tenancies. Previously, the DCJ [Standard bedroom entitlements](#) were used. Under the revised approach the main difference is the age at which children are expected to share a bedroom. There is no additional bedroom allowance included for Aboriginal households from the 2021 data report onwards as this is subject to availability and varies by provider.

There are significant limitations in any measure of occupancy that is calculated from HOMES and CHIMES data alone. The data on household members can often be out of date (particularly for older tenancies and market rent payers). The need for additional bedrooms due to medical or care reasons, or whether it is suitable for people to share a bedroom is not captured for social housing tenancies. Assumptions also have to be made based on the relationship, age and gender of household members that may not reflect the complexity of group households and extended families e.g. an aunt and an uncle may reside in the house but they may not be a couple. See [Overcrowding](#) and [Under-occupancy](#).

Opportunity cohort The opportunity cohort includes people aged 16 and over on the Register or in DCJ tenancies who receive Austudy, ABSTUDY, Parenting, Sickness, Newstart/Jobseeker or Youth income support payments as their primary source of income. A small proportion are waged. From the 2021 commissioning data report onwards it also includes people with no income, some people aged 16 to 18 whose income is not recorded in HOMES and people who receive other types of statutory and non-statutory income as their primary source of income such as Family Tax Benefit, Special Benefit or rental income. From the 2021 data report onwards the opportunity cohort is capped at age 65 regardless of income.

Data on the opportunity and safety net cohort includes individuals aged 16 and over because at that age they are eligible to become social housing tenants and they and any partner's income is included for rent assessment purposes if they are allocated social housing. Individuals that are listed on the Register under escalated and non-escalated transfers and relocations of DCJ managed tenant households will also be reflected in the opportunity and safety net cohort analysis of DCJ tenancies unless otherwise stated. See DCJ tenancies, NSW Housing Register and Safety net cohort.

Other households Comprised of group households (no partner and all members are 18 and over), extended families with dependents under 18 and extended families without dependents under 18. It also includes a small number of households where the household configuration is unknown.

Other Private Rental Assistance - Other PRA One off products and services that enable people to set up or sustain a tenancy in the private rental market. In this data report other PRA includes Bond Loan, Advance Rent, Rent Arrears, Private Rental Brokerage Service, Tenancy Facilitation and Bond Extra/Tenancy Guarantee assistance. Other PRA may also be granted to recipients of Rent Choice. See [Private Rental Assistance](#) and [Rent Choice](#).

Overcrowding Occurs when at least one bedroom is shared by household members who should have their own bedroom. The NSW Government recognises the negative impact of overcrowding on the wellbeing of households. To address these risks, tenants are eligible for a transfer if they are in a situation of moderate overcrowding, and if that overcrowding is severe and urgent then they are eligible for an escalated transfer. See [Occupancy](#).

Priority applicants Applicant households with an urgent need for social housing. Applies to households waiting on the Register or those who have been newly housed during the year. For more information see the [Eligibility for social housing policy](#). Priority applicants also include former tenants who left social housing in extenuating circumstances, approved under the tenancy reinstatement (HPTR) application category. See [Housed](#) and [NSW Housing Register](#).

Priority/escalated households Comprised of priority applicants and escalated transfers/relocations of existing tenants. The 'Housing people most in need' section of the commissioning data report provides the broader policy context. Priority/escalated households are placed before general/non-escalated households on the Register in most cases. See [Housed](#) and [NSW Housing Register](#).

Private Rental Assistance - PRA [PRA](#) includes products and services to support households experiencing or at risk of homelessness to access safe and affordable housing in the private rental market. It includes a time limited, tapered private rental subsidy for up to three years, as well as products and services that enable people to set up or sustain a tenancy in the private rental market. See [Other Private Rental Assistance](#) and [Rent Choice](#).

Private Rental Subsidy - PRS [PRS](#) assists people with disability and who are at risk in their current accommodation to access affordable private rental accommodation whilst they wait for a suitable offer of priority housing. See the [NSW Housing Register](#).

Public housing Dwellings in the LAHC social housing portfolio where tenancy management is performed by DCJ, and which are generally used for longer term housing assistance. See LAHC and Social housing tenancies.

Rent Choice **Rent Choice** is a time limited, tapered private rental subsidy for up to three years. It provides access to safe and affordable housing in the private rental market to eligible clients who are able to demonstrate a capacity to sustain their tenancy in private rental accommodation. This data report includes Rent Choice Youth, Veterans, Assist, Start Safely, Family Assist as well as Rent Choice Transition for social housing tenants. Other forms of Private Rental Assistance may also be granted to recipients of Rent Choice. See Private Rental Assistance.

Safety net cohort The safety net cohort includes people aged 16 and over on the Register or in DCJ tenancies who receive Age, Carer, Disability or Veteran payments as their primary source of income. From the 2021 data report onwards it also includes individuals aged 65 and over regardless of income.

Data on the opportunity and safety net cohort includes individuals aged 16 and over because at that age they are eligible to become social housing tenants and they and any partner's income is included for rent assessment purposes if they are allocated social housing. Individuals that are listed on the Register under escalated and non-escalated Transfers and Relocations of DCJ managed tenant households will also be reflected in the opportunity and safety net cohort analysis of DCJ tenancies unless otherwise stated. See DCJ tenancies, NSW Housing Register and Opportunity cohort.

SAHAN The Small Area Housing Assistance Needs model (SAHAN) estimates the number of current and future households eligible for housing assistance in NSW based on the current social housing income eligibility criteria. The SAHAN is most useful for predicting changes to the number, distribution and configuration of households that may be eligible for social housing assistance into the future. It is indicative of potential demand for housing assistance. This assists commissioners and service delivery providers to assess whether housing assistance services are appropriately distributed across the State, based on the needs of the population in that cluster.

The SAHAN dataset and resulting analysis from the dataset are estimates/projections only, based on a series of assumptions. It is important to note that not all households eligible for social housing under the income eligibility criteria will need or apply for social housing. Random adjustments were applied in development of the SAHAN model by FACSIAR to avoid the release of confidential data and therefore no reliance should be placed on small cells. Minor discrepancies in sub-totals may be observed due to rounding in the source data. See FACSIAR.

Senior/elderly household members Households with a senior/elderly household member include at least one household member that is an Aboriginal person aged 45 and over or a non-Aboriginal person aged 55 and over. For households that have more than one senior/elderly household member, because Aboriginal people qualify as a senior at an earlier age (45), in some cases there will be a non-Aboriginal person who is older but they have not yet qualified as a senior i.e. they are under 55. This data report shows senior/elderly households by the oldest household member who qualifies as senior/elderly.

See Age group by Aboriginality.

Social housing assistance In this data report social housing assistance primarily refers to:

- households in social housing tenancies (DCJ and CHP tenancies)
- both applicant and existing tenant households waiting on the Register to be housed/rehoused
- both applicant households that have been newly housed and tenant households that have rehoused from the Register by both DCJ and CHPs
- households that exited DCJ tenancies
- households that received diversionary products such as Rent Choice and other Private Rental Assistance.

See the 'Introduction to the data' section of the commissioning data report for more information including exclusions and reporting periods. Data on household characteristics across these data sets is not subject to regular or in-depth review in some cases. In particular for social housing tenancies paying market rent and/or on a continuous or 10 year lease.

The data in this report is not always comparable to DCJ or CHP operational performance reporting, or to other strategic reports due to different counting rules in some cases, with the geographic boundaries being the main point of difference. See DCJ Exits, Geographic boundaries, Housed, NSW Housing Register, Private Rental Assistance and Social housing tenancies.

Social housing tenancies The combination of CHP tenancies (community housing) and DCJ tenancies (public housing and AHO), including in head lease dwellings, which are generally used for longer term housing assistance. They are reported as at 30 June, representing the tenancies that are ongoing from previous years or, that commenced during the financial year and are still active at the end of the year.

The number of tenancies is a proxy for the supply of social housing, and the number of households housed is a proxy for turnover, because the rate at which tenantable dwellings are occupied in social housing is between 96% and 98% across AHO, CHP and LAHC dwellings as per the Report on Government Services (ROGS) 2022, Table 18A.9-11. See CHP tenancies and DCJ tenancies.

Subsidised rent Eligible social housing tenancies pay around 25-30% of their assessable household income in rent, rather than the market rent of the dwelling. For more information see the DCJ [Charging Rent policy](#) and the [NSW Community Housing Rent Policy](#).

See Market rent and Social housing tenancies.

Temporary Accommodation (TA) Temporary Accommodation provides short term accommodation in low cost motels, caravan parks or similar for clients who are homeless and are unable to access Specialist Homelessness Services (SHS). See Homelessness.

Tenant households Comprised of Escalated transfers/relocations and Non-escalated transfers/relocations of existing tenants. Applies to households waiting on the Register or those who have been rehoused during the year. For more information see the [Transfer policy](#). See Housed and NSW Housing Register.

Under-occupancy Occurs where a household is tenancing a dwelling with two or more bedrooms than it needs, a dwelling which could be occupied more efficiently by another household. The NSW Government is committed to improving the utilisation of scarce social housing resources. Under-occupancy in DCJ tenancies is addressed through escalated relocation or voluntary transfer of households and the application of a Vacant Bedroom Charge to households that do not move. The ability to address instances of under-occupancy in a district depends, however, on the availability of suitable stock for under-occupying tenants to move into. This usually means accessible one and two bedroom dwellings. See Occupancy.

