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Managing Access to Social Housing in Australia: Unpacking policy frameworks and service provision outcomes



Hal Pawson and David Lilley, UNSW City Futures
Research Centre

Working Paper under ARC research project 'Waithood – The experience
of waiting for social housing'

May 2022

Acknowledgments

The authors gratefully acknowledge the funding support for this study provided by the Australian Research Council under Linkage grant (LP190100074) 'Waithood: The experience of waiting for social housing'.

Similarly, the research team acknowledges the financial and formal in-kind support for the project, and inputs to this report, contributed by our Linkage project partner organisations:

- Anglicare Tasmania
- Community Housing Ltd
- Homelessness NSW
- Housing Plus
- Micah Projects
- Queensland Shelter
- Shelter NSW
- St George Community Housing
- Wentworth Community Housing (now Link Wentworth Housing).

The team is also grateful to colleagues in the New South Wales, Queensland and Tasmania Governments for their advice, assistance and data inputs to this report. Additionally, thanks are due to Karen Walsh (CEO, Venture Housing) for her pivotal role in founding this research, and for her subsequent expert advice.

In addition, we thank our senior Waithood research team colleagues for their contribution:

- Alan Morris, UTS Sydney (Overall Project Chief Investigator)
- Lynda Cheshire, University of Queensland
- Cameron Parsell, University of Queensland
- Catherine Robinson, University of Tasmania
- Andrew Clarke, UNSW Sydney

Finally, we are grateful to four external reviewers who kindly provided detailed feedback on our draft report: Kylie Fidanza (Communities Tasmania), Dr Iris Levin (RMIT University), Dr David Kelly (RMIT University) and Robert Mowbray (Tenants Union of NSW).

Suggested citation

Pawson, H. and Lilley, D. (2022) *Managing Access to Social Housing in Australia: Unpacking policy frameworks and service provision outcomes*; CFRC Working Paper; Sydney: UNSW City Futures Research Centre

ISBN: 978-0-7334-4035-9

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Executive Summary

Key points

- In 2020-21 just under 30,000 applicants were granted a social housing tenancy, Australia-wide, compared with 52,000 in 1991 – a 42% reduction. Proportionate to population, the latest figure is 61% down over the period.
- The three years to 2021 saw overall social housing waiting list numbers rising by 16%, Australia-wide, to 164,000 households – largely reflecting more substantial increases in Queensland, Victoria, ACT and NT¹. Nationally, the annual number of ‘new greatest need applications’ grew by 48% during this timeframe.
- Indicators of recently intensifying stress on social housing systems in particular jurisdictions include the following:
 - In NSW the proportion of total new tenancy allocations to high priority applicants increased from 41% to 60% in the six years to 2020-21. One outcome will be substantially lengthening wait times for eligible, but non-priority, waiting list applicants
 - Queensland waiting list numbers grew by 78% in the four years to June 2021 (to some 28,000 households), and the average waiting time for registered applicants increased by 83%.
 - Victoria’s total waiting list registrations increased by 49% in the period 2017-21 (to 52,000), while annual ‘new greatest need applications’ more than doubled (from under 12,000 to over 28,000).
- Nevertheless, the longer-term national trend in waiting list registrations has been largely flat. Since this fails to parallel rising housing need as indicated by homelessness and rental stress statistics, it seems likely that waiting list trends are highly influenced by administrative practices in the management of access to social housing by state/territory governments.
- Social housing waiting lists now see high rates of ‘churn’, with the large cohort of applicants newly registering each year paralleled by substantial numbers exiting lists without being allocated a social housing tenancy. Unpublished statistics for NSW suggest that in 2020-21, over 6,000 registrations were cancelled or otherwise ended during the year, in addition to the 12,000 ended via a social housing tenancy allocation.

¹ Australia’s eight state/territory jurisdictions are Australian Capital Territory (ACT), New South Wales (NSW), Northern Territory (NT), Queensland, South Australia (SA); Tasmania; Victoria, and Western Australia (WA).

- In WA and Queensland nominal income limits have remained static or almost unchanged for more than a decade – managing social housing demand by effectively tightening applicant eligibility over time.
- There are marked variations in current waiting list eligibility rules and management procedures in different states and territories:
 - Income and asset ownership eligibility limits to register for social housing vary substantially across Australia, with allowable incomes much higher in Victoria and SA than in Queensland, WA and Tasmania.
 - NSW and WA appear to have the most restrictive (or ‘targeted’) criteria for assigning priority status to waiting list applicants.
 - Because of the more tightly defined criteria for assigning priority status in NSW and WA, priority applicants in these states can generally expect to be housed more quickly than elsewhere.
- While national waiting list cohort profile data are unavailable, statistics for NSW and Queensland significantly show single adults accounting for almost half of all applicants, with single parent families making up around a quarter of the total.
- Attempts to reliably analyse social housing supply and demand are seriously hampered by inconsistency in administrative data recording and by often obscure presentation of relevant official statistics. This speaks to an apparent lack of common commitment or national leadership when it comes to regularising statistical definitions and recording practices.

Research background and report scope

This report presents an overview of the policies and quantitative data associated with the management of access to social housing in Australia. That is, the rules and procedures that govern the allocation of social housing properties, and the handling of tenancy applications. It has been assembled as part of a larger research project funded through the ARC Linkage program with the support of industry partners.

The study’s primary aim is to generate new insights into the situation of people seeking social housing (‘waitees’), the stress that results, and the coping strategies employed by social housing applicants in negotiating affordable shelter while awaiting a tenancy offer.

In analysing the administrative framework governing access to social housing from a more managerial perspective, this working paper draws on national statistics published by the AIHW and the Productivity Commission’s Report on Government Services (ROGS). It also analyses figures published by the three states that are the particular focus of the study: NSW, Queensland, and Tasmania. While the working paper is primarily intended to inform other components of the research, it may also be of interest to social housing researchers, advocates, and other stakeholders.

Waiting list statistics and measures of housing need

Social housing waiting list numbers are frequently cited in media and policy debate as a measure of expressed housing need. However, while benefiting from conceptual simplicity, these statistics are highly imperfect for this purpose. This is particularly apparent from the observed long-run divergence between trends in national 'point in time' waiting list totals and changing levels of housing need as evidenced by other metrics.

There are numerous other measures of housing stress or unmet housing need. Some are conceptually simple metrics such as private tenants in rental stress. Others are more multi-dimensional such as the number of people 'homeless' according to ABS definitions, operationalised in the five-yearly census. Beyond this there are more sophisticated or complex measures developed by researchers. For example, [a 2016 census-based assessment](#) suggested some 430,000 households as in need of social housing at that time – a number far exceeding the national total of waiting list registrations (some 160,000). All these indicators suggest that Australia has a shortage of rental housing affordable to low and very low-income households; a deficit which is both substantial and continuing to expand. This would be expected to generate growing stress on the systems that ration access to social housing tenancies, and on the staff who operate these, as well as on people seeking to relieve their housing need in this way.

Relative to population and the incidence of rental stress, NT and SA have the largest overall waiting lists of any Australian jurisdiction, while Queensland has the smallest.

Housing assistance

Some 30,000 households benefited from new social housing tenancies in the most recent year for which data are available. However, such help is just one of several forms of 'housing assistance' made available by state and territory governments and funded NGOs to low-income Australians with accommodation challenges.

The vast majority of social housing-eligible people provided with 'housing assistance' in any given year in fact receive help in accessing (or retaining) private rental housing, or are placed in temporary accommodation (TA). In 2019-20, for example, some 93,000 households were helped to access or retain a private tenancy by state/territory governments, while many more were assisted by specialist homelessness services (SHS) agencies. This can be an interim step on a pathway that may lead to a public or community housing tenancy in the future. Otherwise, it may (intentionally or otherwise) effectively divert the household away from social housing.

Where it successfully enables a service user to secure their position in the private rental market, such assistance will likely exclude the possibility of the household being designated a priority (or 'greatest need') waiting list applicant. Consequently, the likelihood that they may be offered a social housing tenancy in the short or medium term will be diminished – perhaps severely.

Both in relation to the number of social housing tenancy allocations, and in absolute terms, very large numbers of low-income Australians are assisted each year via TA placements.

Unfortunately, the national statistics published by the AIHW fail to encompass all such activity. However, triangulation of these with state-specific statistics published the NSW Government show that in 2019-20, in addition to the 37,000 people provided with accommodation services by SHS agencies in this state, TA placements totalled some 27,000 households.

Social housing eligibility

Restricting eligibility to register for social housing is central to the rationing of this scarce resource in Australia. Australian citizenship or permanent residency is a near-universal requirement, but beyond that the most important criterion is household income. Allowable income maxima vary substantially across the eight jurisdictions. Each state/territory government also specifies different income limits according to the applicant's household size and type. In five jurisdictions – ACT, NSW, Queensland, WA and Tasmania – the 2021 income limit for a single person was below the current minimum wage (assuming full-time employment) – see [Table 14](#), [Table 15](#), and [Figure 10](#) in body of report.

Allowable incomes are much higher in Victoria and SA than in Queensland, Western Australia and Tasmania. In Victoria a family household may register for social housing even if receiving an income above the national median (\$96,000 in 2020). However, alone among the jurisdictions, Victoria maintains much lower limits to qualify for priority waiting list status. Asset ownership eligibility limits also vary greatly across jurisdictions. In a different type of restriction, NSW reserves the right to debar applicants who have committed a registerable offence, or where judged as potentially posing an anti-social behaviour risk to neighbours.

Applying for social housing

An important aspect of the social housing application process concerns locational choice. As a rule, applicants are invited to state locational preferences that will affect the vacancies for which they will be considered. However, at least as represented by the NSW system, this may be substantially constrained by the 'coarse geography' of the allocation zone framework – in this instance grouping together 20-30 metropolitan suburbs which could result in an applicant receiving a tenancy offer fairly distant from a specifically preferred location.

Management of social housing applicants

According to the annually published Report on Government Services (or ROGS), the total 'point in time' number of public housing applicants in Australia has been largely static over the past 15 years, although it rose by 5% in the latest year, and by 16% over the past three years.

Nationally, annual 'new greatest need applications' (mainly involving people experiencing homeless or threatened with homelessness) increased by 16% in the most recent year and by 48% over the most recent three years.

Available data on waitee characteristics and the changing profile of the waitee cohort is highly inconsistent from state to state. However, it appears that despite virtually static

overall numbers, NSW has seen growing need involving Aboriginal households (up 11% in the period 2012-2020), applicants aged 55 years and over (up 9%), and single person households (up 4%). In Queensland, by contrast, the period 2017-20 saw a 65% increase in total numbers, with most classed as 'very high' priority applicants.

Waiting times apparently vary substantially between jurisdictions, particularly as regards distinctions between priority and general applicant cohorts. Especially in states where priority status criteria are more tightly drawn (e.g. NSW, WA), securing such status is likely to mean that allocation is relatively rapid. For example, available statistics suggest that NSW priority applicants are housed seven to 14 times faster than general applicants, with median wait times of 2.5 to 3.6 months for the former.

More generally, across Australia only 19% of applicants granted new public housing tenancies in 2019-20 had been registered on the relevant state/territory waiting list for more than two years. Among non-greatest need applicants, the proportion was 43%. However, while sub-national statistics remain unpublished, the incidence of lengthy waits is probably substantially higher in most capital cities and other areas with more pressured housing markets. Moreover, as demonstrated by NSW statistics cited in this chapter, large numbers of applicants leave the register every year without being housed. In 2020-21 this was true for some 6,400 applicants – more than half the number allocated a social rental tenancy in that year. This cohort of people 'dropping off the list' will include some who have already waited in vain for a considerable period.

Social housing allocation

Social housing tenancy allocation is a property-led process where a property becoming available for letting triggers the formulation of an applicant shortlist factoring in waitee preferences, household characteristics, needs-based priority, and time on the housing register.

Approaches used in assigning an applicant's needs-based priority are diverse across the eight state/territory jurisdictions. A state like NSW which operates a relatively restrictive approach is effectively enhancing the allocation prospects of priority status applicants more than would be true under a regime where priority is more broadly defined (and therefore applicable to a larger proportion of applicants). All other things being equal, a NSW-style approach will result in a larger waiting time advantage enjoyed by priority applicants over others.

Documentation requirements associated with evidencing a claim for priority status can pose a major challenge for applicant households. This will tend to place a premium on an applicant's ability to secure assistance from an advocate or support worker who has experience navigating the system and its requirements.

As exemplified by NSW procedures, the mechanics of the social housing allocations matching process involve any 'priority' or 'greatest need' applicants paired with a vacancy being shortlisted in date order with general applicants only heading the list if no priority candidates are suited (in terms of locational and property needs). In this system, therefore,

lettings to general (non-priority) applicants represent a 'residual' outcome from the process. Where – as in NSW and most other jurisdictions – there is a single unified register for all social housing, it is understood that this process will be similar for both public housing and community housing vacancies.

Officially published statistics indicate that social housing tenancies are overwhelmingly allocated to 'greatest need' applicants – to an even greater extent for community housing than for public housing. However, since the term 'greatest needs applicant' appears to be inconsistently applied, there is limited scope for meaningful inter-jurisdictional comparison in this respect.

Nevertheless, in NSW, a state which defines priority status relatively narrowly, the late 2010s saw such applicants absorbing a markedly rising proportion of tenancy allocations. This is strong evidence of a social housing system under intensifying stress. For non-priority social housing applicants it spells a deterioration in allocation prospects, resulting in extended waiting times and a growing likelihood of fruitless waiting list exit.

The 30,000 public and community housing lettings to new tenants recorded across Australia in 2020-21 represent a nominal decline of 42% compared with the [52,000 logged in 1991](#). Proportionate to population, the decline is 61% - that is, 30.0 lettings per 10,000 population in 1991 versus 11.7 in 2020-21.

Conclusions and data gaps

This report attempts to illuminate the processes involved in seeking a social housing tenancy in Australia. In drawing on officially published policy statements and statistics, it presents these largely from the managerial perspective of state and territory governments responsible for relevant systems. We may debate the ways that these are run and some of the policy choices involved, but it must be recognised that state and territory governments – and particularly the staff directly responsible – face unenviable challenges in rationing a static or shrinking resource at a time of continuing growth in need.

From a policy analysis and advocacy perspective, however, there are major frustrations around the inadequate breadth and quality of much official data on the management of access to social housing, and its often obscure presentation. These data imperfections – some of which are outlined in Chapter 9 – greatly hamper efforts to identify social housing needs and supply trends over time at the jurisdictional and national levels, as well as inter-jurisdictional comparisons.

1. Research purpose, background, and scope

1.1 Purpose

This document presents an overview of the policies and quantitative data associated with the management of access to social housing in Australia. That is, the rules and procedures that govern the allocation of social housing properties, and the handling of tenancy applications by people in housing need. It has been assembled as part of a larger research project funded through the ARC Linkage program with the support of industry partners (as listed in Section [1.2](#)).

As further explained in Section [1.2](#), the study's primary aim is to generate new insights on the situation of Australians seeking social housing, the stress involved in waiting for this scarce resource, and the coping strategies employed by social housing applicants in negotiating housing while awaiting a tenancy offer.

In analysing the administrative framework governing access to social housing from a more managerial perspective, this document draws on national statistics published by the Australian Institute of Health and Welfare (AIHW) and the Productivity Commission's annual Report on Government Services (ROGS). It also analyses figures published by the three states that are the particular focus of the study – New South Wales (NSW), Queensland, and Tasmania. While the working paper is primarily intended to inform other components of the research, it may also be of interest to social housing researchers, advocates, and other stakeholders.

1.2 The Waithood research

The project is primarily motivated by a desire to better understand the consequences of Australia's intensifying shortage of social housing for people seeking to access this form of accommodation. This involves an application to the relevant state or territory government to register for a social housing tenancy. While an applicant's priority for a tenancy offer is influenced by many factors in addition to the duration of their registration, such registers continue to be colloquially termed waiting lists. In this research, waiting list applicants are therefore termed 'waitees'.

Alongside this consumer-focused perspective, the project aims to investigate the ways that state and territory governments and their partners manage access to social housing, in an endeavour to balance efficiency and equity in rationing an increasingly scarce resource. While the project focuses mainly on NSW, Queensland, and Tasmania, some specific policy and statistical comparisons included in this report span all Australian states and territory jurisdictions. The project is taking place over three years (2021-2023) and has three aims, as captured by the three conceptually distinct though practically overlapping stages of work outlined below.

The first stage investigated the administrative practices used by different jurisdictions to manage access to social housing, and the roles of the various stakeholder agencies in operating these systems. This has included a review of relevant policies and procedures, from eligibility requirements to application and assessment processes, waiting list

management, and allocation of available stock to waitees (incorporated into this Working Paper). This stage of the project also included interviews with stakeholders in Tasmania, NSW, and Queensland; people with first-hand knowledge of waiting-list procedures, and/or experience working with individuals seeking to access social housing in these states.

The second stage has involved analysis of administrative data to gain new insights on changes in the demand for and supply of social housing over time, as well as on the profile of the waitee cohort. This includes analysis of key demographic and other characteristics such as household composition, support needs, housing and homelessness status, disability status, and Indigenous status (incorporated into this Working Paper).

In the third, and main, stage of the project waitees in NSW, Queensland, and Tasmania are being interviewed to investigate their living circumstances, their experience of waiting for a tenancy, and their coping behaviours as they navigate the private housing market and manage the uncertainty associated with waiting for secure and affordable housing.

The Waithood project involves a partnership between three of Australia's leading universities:

- The University of Technology Sydney
- The University of NSW
- The University of Queensland.

As an Australian Research Council [Linkage Project](#), the research is being conducted in partnership with:

- Anglicare Tasmania
- Community Housing Limited (CHL)
- Homelessness NSW
- Housing Plus
- Micah
- Shelter NSW
- QShelter
- St George Community Housing
- Wentworth Community Housing (now Link Wentworth).

For additional information on the project, please visit the [Waiting for Social Housing](#) website.

Additional information about the social housing application process in each jurisdiction can be accessed via the following links:

Australian Capital Territory: [Community Services - Housing](#)

NSW: [DCJ Housing Policies](#)

Northern Territory: [Public Housing](#)

Queensland: [Public and Community Housing](#)

South Australia: [Public and Community Housing](#)

Tasmania: [Housing Connect](#)

Victoria: [Housing Victoria](#)

Western Australia: [Public Housing](#)

1.3 Working paper scope and structure

This paper includes policy extracts, summaries, and commentary related to the experience of applying for, waiting for, and accessing social housing, complemented by relevant statistical data.

It must be emphasized that most of the data on which our analyses are based is drawn from administrative systems. By comparison with, for example, survey data, material of this kind is inherently imperfect for analytical purposes. Changing administrative procedures and recording practices are all too familiar as potentially distorting factors in the world of social housing and housing assistance data. Even those data drawn from national (cross-jurisdictional) systems, such as the Productivity Commission's Report on Government Services, are renowned for their multiplicity of table footnotes cautioning against comparative analyses.

Sections [2](#) and [3](#) provide the context for the core analysis contained in Chapters [4](#) to [9](#). Chapter [2](#) contains an overview of waiting list numbers and comparison variables since 2006, an explanation of housing need, and an overview of rental stress and homelessness data for all states and territories. This provides a reference point for the more detailed analysis of waiting list and social housing stock figures that come later.

Chapter [3](#) commences with a brief overview of the diverse forms of housing assistance in Australia, which range from temporary accommodation for people who are homeless, to capital gains tax discounts on investment properties. It then focuses on the different types of assistance available from social housing providers, with an emphasis on products and services that alleviate housing need prior to, or instead of, accessing social rental housing.

Chapter [4](#) covers eligibility for social housing and includes jurisdictional comparisons of qualification criteria spanning citizenship and residency status, property ownership, asset limits, and income limits, as well as jurisdiction-specific rules for NSW and Queensland. Of particular interest in this chapter is the comparison of maximum income limits with the national minimum wage. In broad terms this shows that earning the minimum wage generally excludes single person households and some other small households from accessing social housing.

Chapter [5](#) provides an overview of the various access channels or pathways into social housing (including online, telephone, paper form, and in person methods), as well as the

choices open to applicants in relation to their preferred form of social housing, and its location.

Chapter 6 covers the management of social housing waiting lists, including the number of household registrations, the flow of high priority registrations, waitee households' demographic characteristics, factors influencing waiting times, requirements to notify housing authorities of changes in circumstances, and the periodic review of applicant eligibility.

Chapter 7 reviews the allocation of social housing, including property size entitlements, the matching of applicants to vacant properties, and the processes associated with making and accepting offers of social housing. However, the bulk of this chapter is concerned with priority housing criteria, assessment processes, and their implications for waiting times. This reveals, amongst other things, that NSW has substantially tighter priority housing criteria than Queensland and Tasmania, and is therefore able to house its high priority applicants much more quickly.

Chapter 8 briefly describes the review mechanisms for social housing decisions, while Chapter 9 concludes the report with an overview of key data challenges and imperfections.

2. Waiting lists and housing need

2.1 Chapter overview

Housing need is a normative concept, meaning that individuals and households may be assessed as in such need if their accommodation circumstances fall short of socially defined standards – e.g. in relation to property condition, suitability, affordability and tenure security.

Partly reflecting their conceptual simplicity and ready availability, waiting list numbers are frequently cited in the media as a shorthand indicator of unmet housing need. However, as used for this purpose, such statistics also have drawbacks, such as their susceptibility to changes in eligibility criteria, and the potentially dissuasive impact of poor social housing stock quality and stigmatisation, as well as lengthy waiting times. Registered waitee numbers at any given time are only a measure of ‘expressed demand’ for low-cost housing involving qualifying households. Thus, while commencing with analysis of waiting list numbers and trends, this chapter then goes on to review several other measures of housing need used in Australia. These include two indicators that are periodically published by the ABS, rental stress and homelessness, as well as other less familiar housing needs assessment models and concepts that indicate the changing scale of housing deprivation or the size of the shortfall in social housing in Australia.

More detailed analysis of waiting list statistics is undertaken in Chapter 6.

2.1 Waiting list trends as compared with other needs indicators

There is strong evidence that twenty first century Australia has experienced rising levels of unmet need for affordable rental housing². This reflects the diminishing availability of low rent private tenancies, as well as the negligible net growth in social housing over the past 25 years. Focusing here on the latter, [Table 1](#) shows that the number of households experiencing housing stress increased by 85% between 2006 and 2020, while social housing stock grew by only 9% during the period³. Meanwhile, homelessness increased by 30% between 2006 and 2016, compared to an increase in social housing stock of 7% for that period. For people seeking to access social housing, this could be expected to result in more rigorous rules governing eligibility, and/or extended waiting times for qualifying applicants – that is, stricter rationing of an increasingly pressured resource.

² 'Rental Affordability Snapshot' for the years 2018 to 2022 at:

<https://www.anglicare.asn.au/publications/rental-affordability-snapshot-2022/>

³ Also, as calibrated by the Productivity Commission's Report on Government Services, that 'social housing' includes discount to market rent stock developed in the early 2010s under the National Rental Affordability Scheme (NRAS), homes which cease to be mandated for letting at below market prices after 10 years.

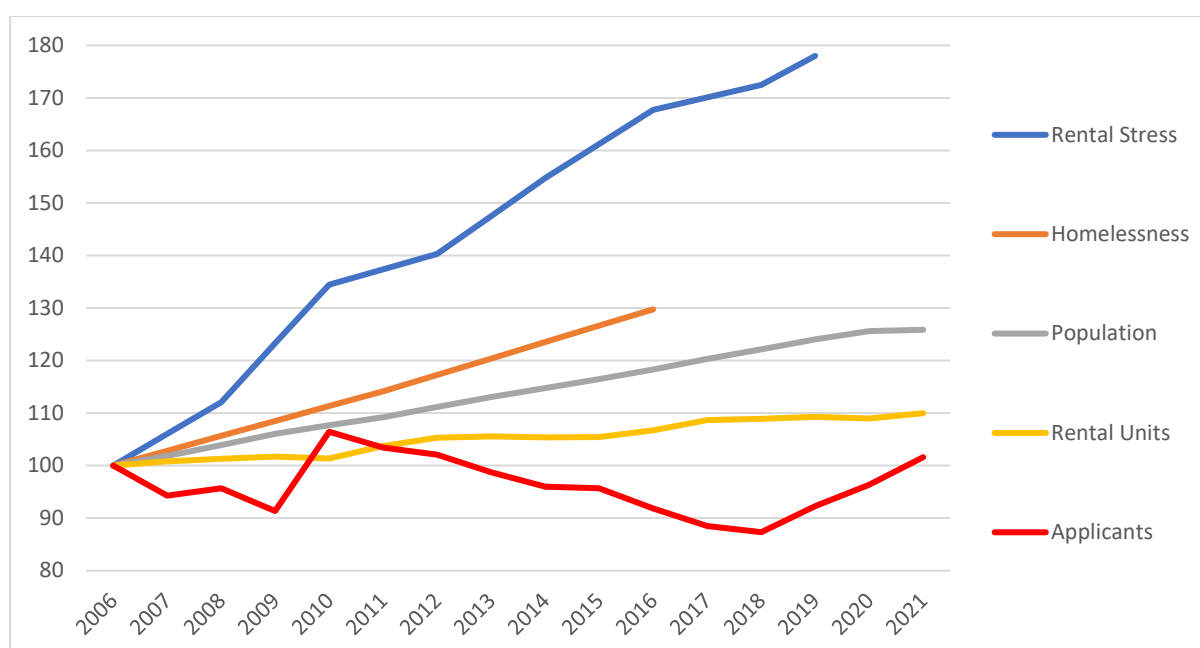
Table 1 – Relative changes in homelessness, rental stress and social housing stock

Jurisdiction	Homelessness 2006-2016 (%)	Households experiencing rental stress 2006-2020 (%)	Social housing stock 2006-2020 (%)
NSW	+70	+47	+8
Victoria	+42	+101	+12
Queensland	+15	+124	+14
Western Australia	+9	+169	+15
South Australia	+11	+99	-11
Tasmania	+42	+67	+14
Australian Capital Territory	+68	+137	+3
Australia	+30	+85	+9

Sources: [Report on Government Services - Housing and Homelessness, 2021](#); [Estimating Homelessness](#).

[Figure 1](#) reveals a seemingly counter-intuitive decline in the total number of public housing applicants across Australia from 2006 to 2020 (see Appendix 1.2 for detail on individual jurisdictions). However, these figures also sit in stark contrast to the number of ‘new greatest need applicants’ added to waiting lists each year, which has increased by 400% across Australia between 2008 and 2020 (see [Table 18](#) and [Figure 12](#)).

Figure 1 – Change in waiting list registrations (applicants) and comparison variables, indexed to 2006 (2006=100), Australia



Sources: see [Table A11](#) located in appendices. Note that in referencing ‘public housing’ applications here we are treating this as the best proxy for total social housing applications – i.e. those seeking either public housing or community housing. Nowadays most state/territory governments in fact maintain a single housing register which forms a potential applicant pathway to both public housing and community housing – see Chapter 3.

Waiting lists are increasingly composed of people who are not only income-eligible for social housing, but who have been assessed as in urgent or acute need of such assistance (see Chapter [6.2](#)). Meanwhile, it would appear that many eligible households may be giving up on social housing by choosing not to register or by deciding not to maintain their

applications. Some of these ‘discouraged applicants’ or potential applicants are instead being aided by state/territory governments through other more limited forms of housing assistance (see Chapter [3.3](#)).

[Figure 2](#) compares the number of new ‘greatest need’ applicants added to public housing waiting lists in a 12-month period, the total number of public housing applicants, and the number of households in rental stress, per 100,000 households. The first observation prompted by this comparison is that the incidence of waiting list registrations varies substantially across jurisdictions. While this amounts to 2,611 applications per 100,000 households in South Australia (and 4,007 in Northern Territory – which, given its large Indigenous population, might be treated as a special case⁴), the comparable figure for Queensland is only 687.

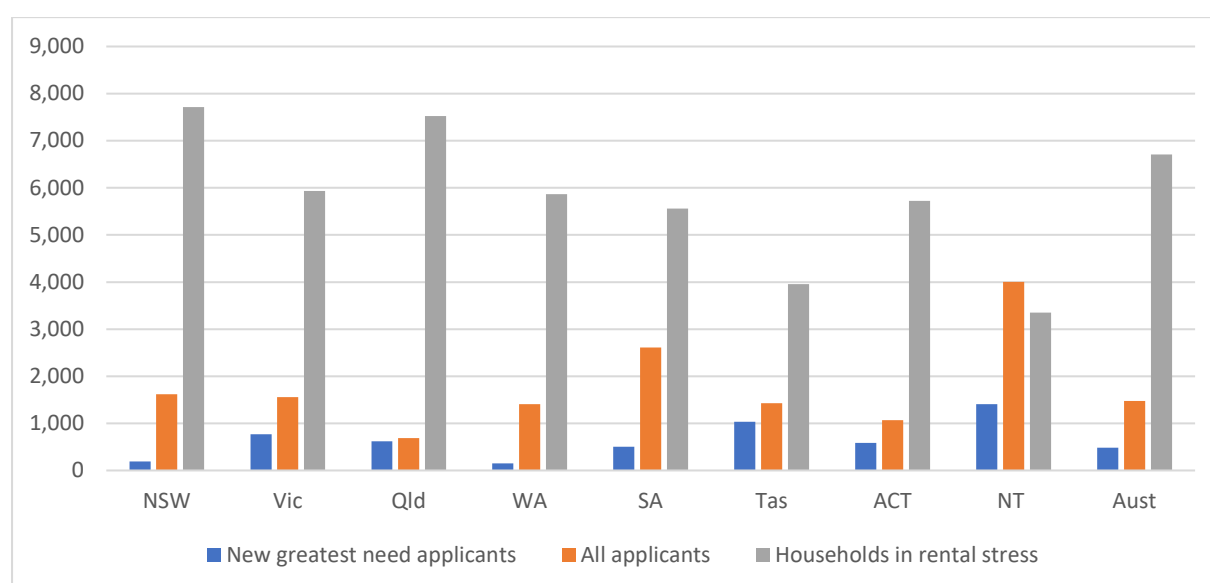
The Queensland figure here is particularly striking, considering its high rate of rental stress. In other words, the incidence of waiting list registrations in relation to (a proxy for) households experiencing housing need is much lower for Queensland than the Australia-wide norm. The opposite applies in South Australia and, albeit to a lesser extent, Tasmania as well as the Northern Territory. In other words, these latter jurisdictions have comparatively large waiting lists relative to populations experiencing rental stress.

The explanation for the contrasts highlighted above could possibly lie in inter-state differences in the perceived attractiveness of social housing, or in variations in the perceived ease of securing a tenancy. Both of these could affect the likelihood of making an application. Alternatively, the explanation could lie in differences in eligibility rules – e.g. tighter restrictions on qualification for registration in Queensland than in South Australia. Administrative practices could also play a part – that is, more rigorous management of records could be more effectively minimising ‘inactive’ applications in Queensland than in other states (this referencing the situation where people no longer seeking social housing may still be recorded as such).

The data set out in [Figure 2](#) also suggest that NSW and Western Australia have the most targeted priority housing schemes, relative to both their total applicant base, and to levels of rental stress. That is, the very small numbers of social housing applicants classed as ‘greatest need’ cases in these states suggest that the criteria used to assign priority status may be more tightly defined than in other jurisdictions. In contrast, with almost all of its registered waiting list applicants being assigned as ‘greatest need’ cases, the [Figure 2](#) comparison suggests that Queensland may have the widest criteria for assignment of such status.

⁴ On the grounds that, as in relation to numerous other socio-economic indicators, rates of housing disadvantage are very markedly higher among Indigenous Australians who account for an unusually large share of overall population in the Northern Territory.

Figure 2 – Applicants and households in rental stress per 100,000 households (2018)



Source: [Table A3](#) – located in appendices (click to jump)

Waiting list statistics are analysed in more detail in Chapter 6. The various approaches to assignment of priority status are explained in Chapter 7.

2.2 Simple statistical measures of housing need

2.2.1 Rental stress

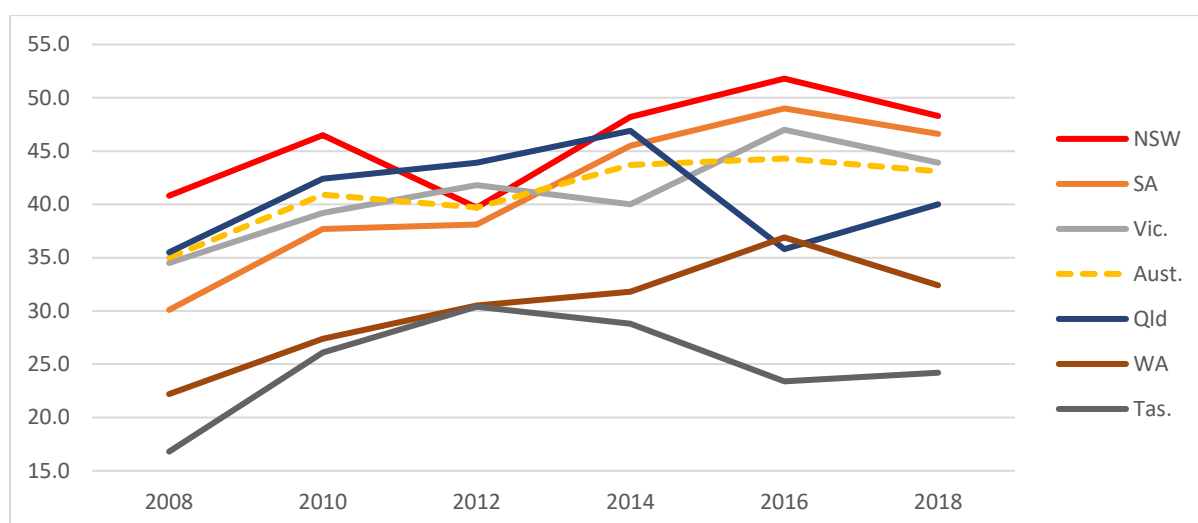
In Australia, rental stress is normally defined as the situation affecting low-income tenants (the lowest two quintiles of the income distribution) paying more than 30% of gross income on rent. As can be seen in [Table 2](#) and [Figure 3](#), rental stress has been on a generally upward trajectory in most jurisdictions since 2006.

Table 2 – Number of low-income households in rental stress 2008-2018

Year	NSW	Vic.	Qld	WA	SA	Tas.	ACT	NT	Aust.
2008	176,048	89,345	81,434	29,553	24,424	6,198	5,179	3,563	415,744
2010	196,532	102,218	112,879	42,136	28,058	9,314	4,609	3,043	498,790
2012	179,074	122,855	122,218	43,373	32,896	11,941	5,033	3,061	520,451
2014	200,356	118,374	148,219	51,293	36,106	10,448	5,876	3,296	573,967
2016	227,436	151,840	111,164	62,577	50,834	9,109	6,513	2,950	622,182
2018	231,765	145,770	142,630	58,352	39,556	8,899	9,414	2,678	639,737

Source: [ABS 41300, Table 21, Housing Occupancy and Costs](#) (surveys in fact relate to samples collected over two year periods – e.g. ‘2018’ relates to ‘2017-18’).

Figure 3 – Percentage of lower income households in rental stress 2008-2018



Source: [ABS 41300, Table 21, Housing Occupancy and Costs](#)

2.2.2 Homelessness

Since 2001, the ABS Census of Population and Housing has formed the primary data source used to chart the changing nature and scale of homelessness in Australia. Rather than being based on self-perceptions of enumerated people (e.g. a direct question such as ‘are you currently homeless’), the census statistics on this topic are built up from the ways that ‘housed’ census respondents describe their living situation and also from direct enumeration of people lacking accommodation of any kind (i.e. rough sleepers – or, in ABS terminology, ‘Persons living in improvised dwellings, tents, or sleeping out’).

The ABS conceptualizes homelessness as a broader phenomenon incorporating six ‘operational groups’. Utilising [this perspective](#), a person is ‘homeless’ if, without accommodation alternatives, their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for social relations.

The six operational groups themselves – as enumerated in the census – are:

- Persons living in improvised dwellings, tents, or sleeping out.
- Persons in supported accommodation for the homeless.
- Persons staying temporarily with other households.
- Persons living in boarding houses.
- Persons in other temporary lodgings.
- Persons living in ‘severely’ crowded dwellings.

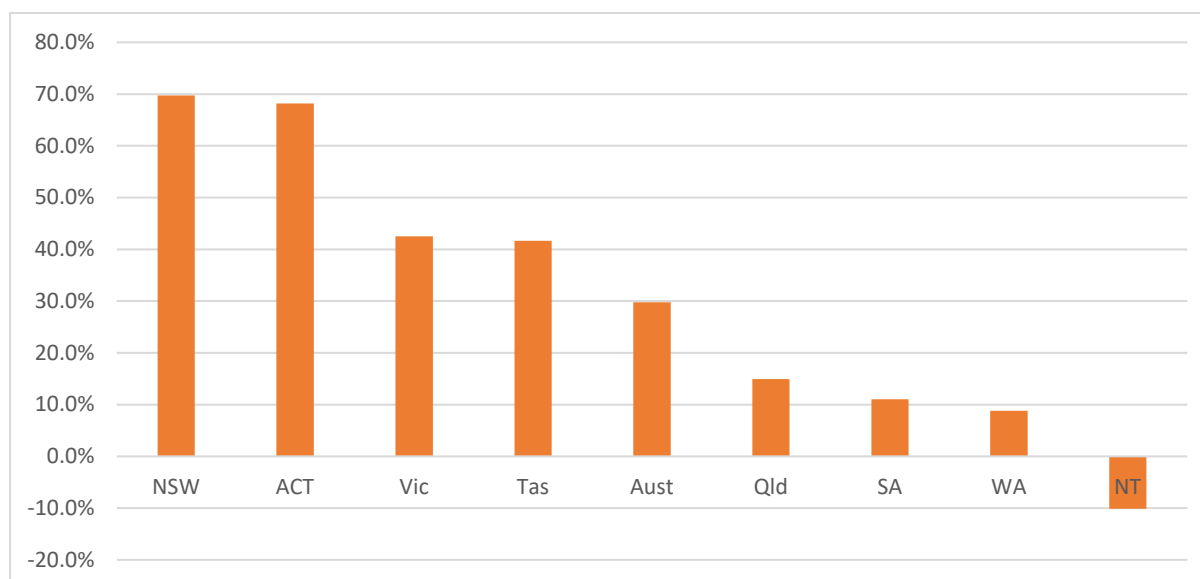
Measured as such, homelessness increased in all states and territories between 2006 and 2016, with the exception of the Northern Territory (see [Table 3](#) and [Figure 4](#) below).

Table 3 – Number of homeless people – point-in-time snapshot totals, 2006-2016

	Year(s)	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
People (number)	2006	22,219	17,410	18,856	8,277	5,607	1,145	949	15,265	89,728
	2011	27,479	22,306	19,039	9,191	5,816	1,537	1,738	15,330	102,439
	2016	37,715	24,817	21,671	9,005	6,224	1,622	1,596	13,717	116,427
Change 2006-2016 (%)		70	43	15	9	11	42	68	-10	30

Source: [ABS Report 20490DO001, 2016, Table 1.1](#)

Figure 4 – Percentage in homelessness, 2006-2016

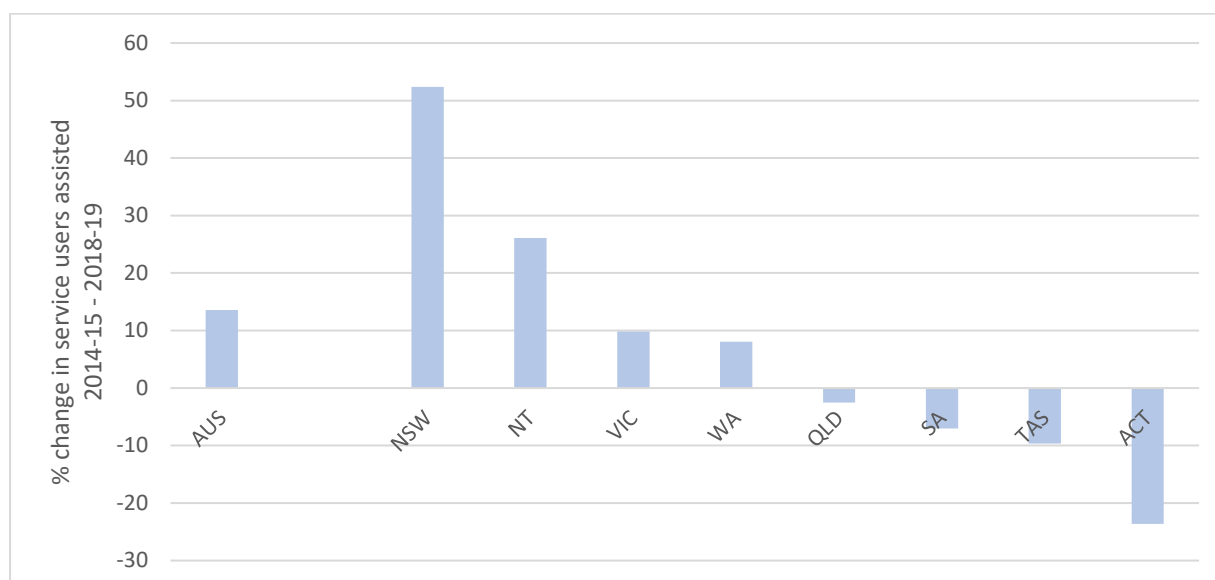


Source: [Table 3](#)

An alternative homelessness metric comes from the Australian Institute of Health and Welfare (AIHW) statistical series derived from caseload data recorded by Specialist Homelessness Services (SHS) agencies. This enumerates service user/service provider interactions where someone seeks and receives some form of 'homelessness service'. Statistics drawn from resulting records can be regarded as a measure of 'homelessness expressed demand'. A disadvantage of such data is their derivation from administrative records rather than from any kind of custom-designed survey. Moreover, strictly speaking, these data record the provision of, rather than the need for, services. Consequently, they are subject to service provision capacity. However, an advantage of SHS statistics over the census is that such data are continually refreshed and frequently published, making it possible to monitor changes year to year, quarter to quarter and even month to month.

As shown in [Figure 5](#), on the AIHW measure, homelessness rose across Australia in the four years to 2018-19, although it fell slightly in three states and substantially in the ACT over this period.

Figure 5 – Overall homelessness Australia-wide, 2014-15 to 2018-19



Source: [AIHW Historical Tables Specialist Homelessness Services](#)

2.3 Other measures of housing need

[As discussed more fully elsewhere](#), numerous other approaches to the assessment of low-income housing stress or (social) housing need have been operationalised in Australia. Some of these are summarised below.

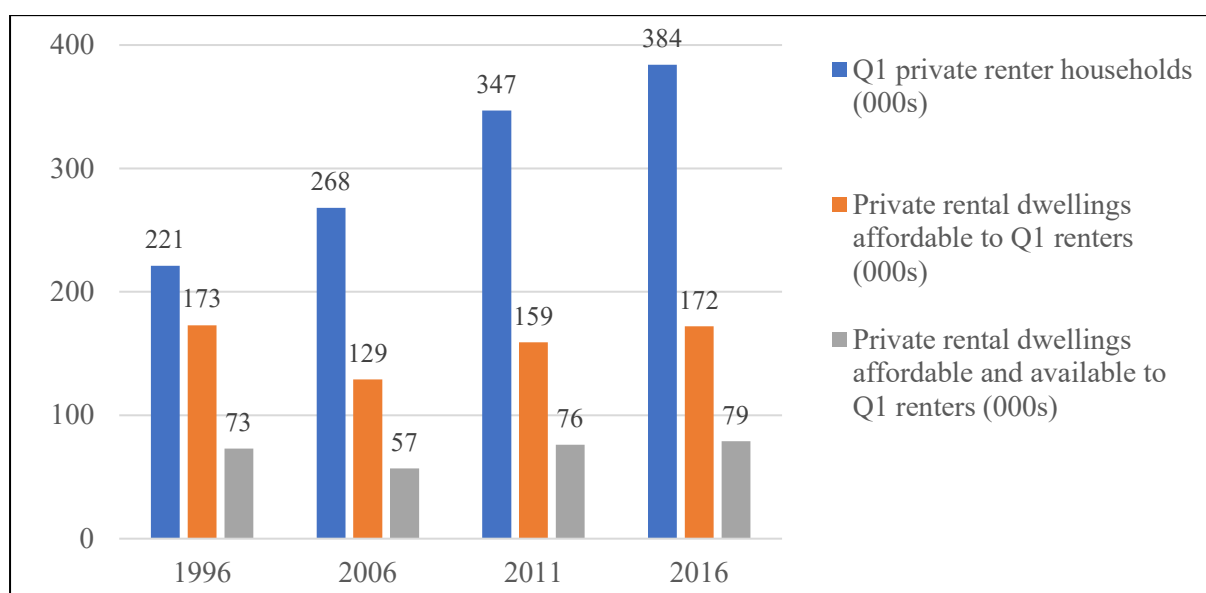
2.3.1 Adequacy of private rental provision for lower income households

A 'housing needs' metric often cited in Australia relates to the *shortfall in the number of private rental homes available and affordable to low-income renters*. This census-based statistic, sometimes termed 'private rental housing stress' applies a methodology originally developed by the US Housing and Urban Development Department – HUD – in the 1990s⁵.

As shown in Figure 6, in 2016, it was estimated that Income Quintile 1 private renter households totalled 384,000, but the number of private rental dwellings affordable to that cohort numbered only 172,000. Thus, the national deficit in such provision was 212,000 – up from only 48,000 in 1996. Also factoring in dwelling availability, the 2016 deficit was even larger – 305,000. This reflects the fact that many low-income renters are effectively 'crowded out' of low-priced dwellings by higher income tenants.

⁵ Somewhat related to this analysis is the ['Rental Affordability Snapshot'](#) published annually by Anglicare – another approach to quantifying the shortfall in available private rental housing affordable to low income earners.

Figure 6 – Indicators of supply shortage: private rental dwellings for low-income renters



Source: [Hulse et al. \(2019 Figure A4\)](#) - calculations based on ABS census data. Note: Q1=quintile 1

2.3.2 Measuring the relative adequacy of social housing provision

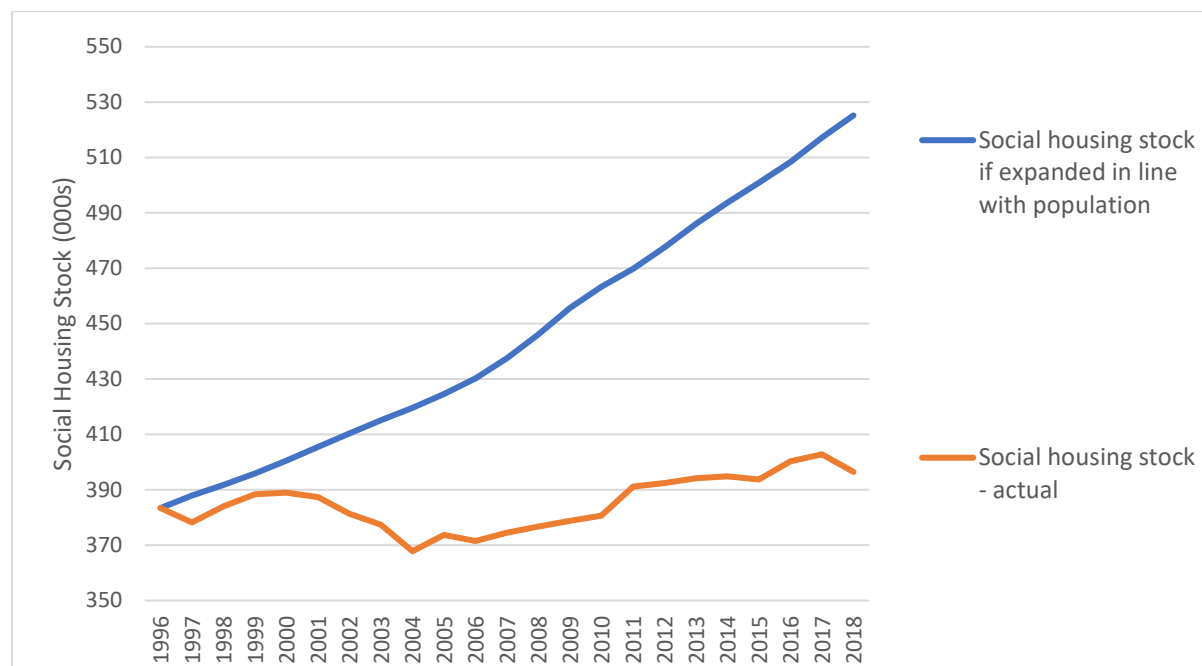
Efforts to estimate the adequacy of Australia's existing stock of social housing have used census data to enumerate households potentially eligible to be offered a tenancy in public or community housing. Applying the Victorian Government's 2013 eligibility criteria, and working with 2011 census data [it was found that](#) expanding Australia's social housing stock to accommodate income-eligible private renters paying more than 50% of income in rent, would require an expansion in social housing provision from 5% to 6.8% of all dwellings. Broadening the group in need of such assistance to include income eligible tenants paying more than 30% of income in rent would require a social rental sector equating to 8.4% of all dwellings. Expressed another way, actual social housing provision in 2011 would have needed to be expanded by between 38% and 68% to accommodate enumerated unmet need.

2.3.3 Maintaining the share

Another approach to calibrating the shortfall in social housing provision has been to designate 1996 as a 'year zero' – i.e. the point at which Australia ceased to have a routine national public housing construction program. Proportionate to population, the nation's stock of social housing has subsequently dwindled, creating a deficit - to the extent that 1996 provision could be considered adequate. By 2016 that shortfall – the number of social rental properties that would exist if the stock had been expanded pro rata to population, minus the actual number provided – [had reached 135,000](#) ([Figure 7](#)).

Similarly, [it was estimated](#) that maintaining the 2016 representation of social housing as a percentage of the total housing stock, and factoring in rates of population growth in the late 2010s, would call for a net annual addition to national social housing provision of 15,000 units.

Figure 7 – Australia’s social housing stock: comparing actual provision with provision expanded in line with post-1996 population growth



Source: Authors' calculations, based on [Report on Government Services - Housing and Homelessness, multiple years](#); [ABS Cat 3101.0](#).

2.3.4 A Bottom-up assessment of housing need

Finally, once again largely based on census data, [researchers have quantified](#) both Australia’s housing need ‘backlog’ and the ‘newly emerging’ need from population growth over a 20 year period into the future. It calculates backlog need as comprising two elements. Firstly, it considers those who are homeless now. The 2016 census counted 116,000 homeless people across the country. Recognising that some would choose not to live alone, it was estimated that the homeless population implies a need for about 47,000 extra dwellings.

Also including low-income private renters paying unaffordable rents the estimated 2016 backlog of people un-housed or unsuitably housed implied a shortfall of 433,000 social housing dwellings. Factoring in expected population growth, newly emerging need over a 20-year period was estimated as liable to expand the shortfall to 727,000 dwellings by 2036.

2.4 Chapter summary and conclusions

While Australia has no officially recommended method for (social) housing needs assessment, there are a variety of indicators that can be used for this purpose. Some are conceptually simple metrics such as tenants in rental stress or ‘homeless’ according to ABS definitions operationalised in the five-yearly census. A range of other measures have been developed by researchers. All suggest that Australia is subject to a shortage of social housing that has been increasing over time, at a far greater rate than social housing waiting list numbers suggest.

3. Housing assistance

Housing assistance is a term that became current in the 1990s to describe the diverse actions that (mainly) state/territory governments may take to help people with accommodation problems. Although encompassing the allocation of social housing tenancies, housing assistance comes in a variety of forms. These are gauged to provide help that is appropriate to the needs of people experiencing housing problems of different order and types; that is, calibrated to assist effectively, but at least cost. While we are primarily concerned with social housing in this Working Paper, it is helpful to briefly contextualise social housing assistance within the landscape of housing assistance more broadly.

3.1 Diverse forms of housing assistance in Australia

As characterised above, and as recognised by the AIHW, housing assistance falls under three headings: social housing services, financial assistance (private housing) and specialist homelessness services. As shown in [Table 4](#), social housing tenancy allocations officially totalled some 32,000 in 2019-20. In 2020-21 it fell to 29,874 (Report on Government Services 2022). Since the equivalent figure in 1991 was 52,000, the 30-year reduction was 42% in nominal terms. Proportionate to population, this represents a drop of no less than 61% over the period (down from 30.1 social housing lettings per million people in 1991 to 11.7 in 2020-21).

In practice, however, the vast majority of those receiving housing assistance in the contemporary period are being provided with forms of aid under the second and third of these headings – see [Table 4](#) and Figure 8. This especially involves various forms of help to obtain or retain tenancies in the private rental sector – whether this is classed as ‘private rental assistance’ (provided by state/territory government) or ‘specialist homelessness services’ (provided by NGOs with government funding).

In many cases the service provided will be the most readily available form of assistance available to those who qualify for, and may aspire to, a social rental tenancy. Especially for those who are social housing eligible but do not qualify for priority (or ‘greatest need’) status, help of this kind is most probably what will be offered and accepted – perhaps as an alternative to pursuing efforts to secure a social tenancy, or otherwise as an interim solution. These forms of assistance are described in greater detail in Chapter [3.3](#). An indication of the relative scale of provision for the different forms of housing assistance made available to low-income households is presented in [Table 4](#). As summarised in the following diagram, the annual quantum of households assisted through ‘lesser forms of housing assistance’ is much larger than the number provided with the much more substantial and enduring assistance conferred through allocation of a social housing tenancy.

Table 4 – Housing assistance products/services newly provided in 2019-20

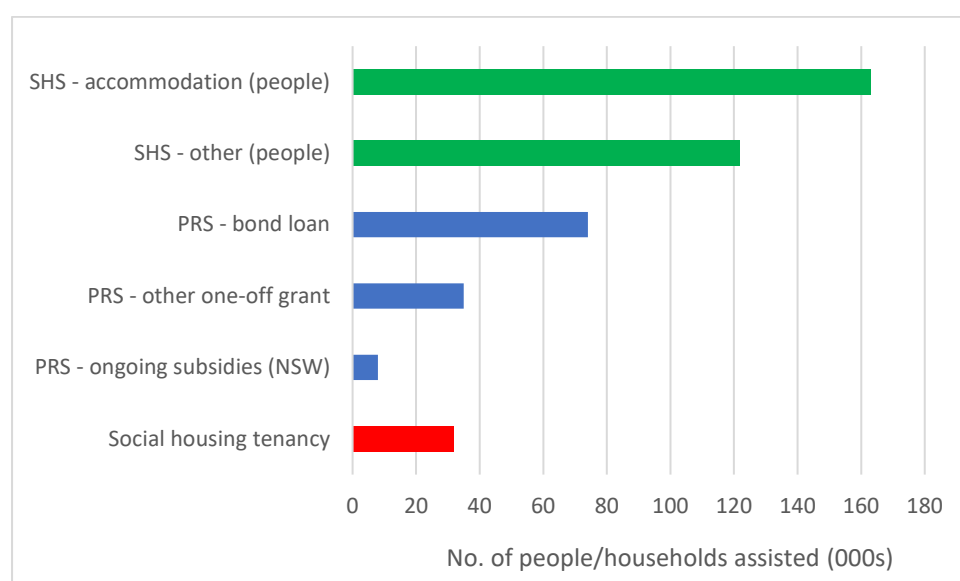
Form of assistance	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total
Social housing tenancy allocation									
Public housing	5,269	2,355	4,264	2,638	1,941	530	511	399	17,907
Community housing	4,825	1,958	2,094	1,331	1,728	817	195	n.a.	12,948
Indigenous housing	291		227		95	19		430	1,062
Sub-total - all social housing	10,385	4,313	6,585	3,969	3,764	1,366	706	829	31,917
Private rental assistance (any type)	21,468	9,256	32,754	9,755	15,946	2,213	731	450	92,573
Bond loans	14,103	9,256	23,233	9,665	14,687	1,949	593	450	73,936
One-off rental grants	9,005	n.a.	9,521		14,759	1,765			35,050
Ongoing rental subsidies	7,600	n.a.							7,600
Specialist homelessness services									
Accommodation services	37,315	56,319	27,759	17,272	10,766	4,964	2,612	5,853	162,860
Only non-accom services	30,292	54,067	14,645	7,529	8,451	1,414	1,154	4,340	121,892
Total	67,607	110,386	42,404	24,801	19,217	6,378	3,766	10,193	284,752

Sources: [Housing Assistance in Australia 2021 - Households - Table 8](#); [Housing Assistance in Australia 2021 - Households - Table PRA.1](#); [Housing Assistance in Australia 2021 – Specialist homelessness services – Frame 3](#)

Notes:

- For community housing allocations in NSW 2,200 lettings have been deducted from AIHW's published figures to allow for the misleading inclusion of tenancies issued by a community housing organisation receiving a transfer of former public housing tenants.
- Private rental assistance figures relate to households assisted – some provided with two or more products (therefore figures for individual products cannot be summed).
- Not all of those assisted via specialist homelessness services will be newly assisted (some will have been existing clients).
- Table does not include temporary accommodation provided by state/territory governments (as distinct from specialist homelessness service agencies).

Figure 8 – Housing assistance services/products newly provided, Australia, 2019-20



Source: See Table 4. Note: 'SHS – accommodation' = accommodation assistance provided by Specialist Homelessness Service agency; 'SHS – other' = other assistance provided by SHS agency.

While most of the services specified in [Table 4](#) are provided by state/territory governments or NGOs, their cost is supported by Commonwealth Government funding provided under the National Housing and Homelessness Agreement. State/territory governments received [\\$1.6 billion in NHHA payments](#) in 2020-21.

The bulk of the Commonwealth's explicit expenditure on housing and homelessness services is, however, disbursed to low-income tenants renting from private landlord or community housing providers through Rent Assistance (RA). In 2020-21 this absorbed [\\$5.5 billion out of \\$8.4 billion](#) – total Commonwealth Government housing support and homelessness expenditure in that year.

Beyond this, the Australian Federal Government provides housing-related financial support to individuals across the income and housing spectrum, in the form of tax concessions. This includes:

- Capital Gains Tax discounts on the sale of investment properties.
- Capital Gains Tax exemptions on the sale of owner-occupied homes.
- Negative gearing of investment properties, which involves tax deductibility of rental property losses against gross income for private landlords.

Also allowing for owner occupier exemption from land tax, exclusion from the pension assets test, and stamp duty exemptions for first home buyers, the value of these tax expenditures [totals close to \\$100 billion](#).

3.2 Seeking housing assistance from social housing providers

Historically, people seeking a public housing tenancy approached the relevant housing authority in their state or territory and completed a housing application form. At least in some jurisdictions, the relatively small pre-2010 cohort of community housing tenancies

would have been accessed through separate procedures – i.e. via registration on some form of register maintained by an individual provider. More recently, as reflected in NSW, Queensland and Tasmania (see below), most jurisdictions have established common housing registers where access to a social rental tenancy is managed through a single system – i.e. where community housing organisations are expected to allocate most or all of their lettings to applicants drawn from the common list, and prioritised according to prescribed criteria also applicable to public housing tenancy allocations.

Thus, in all three states, state government staff interviewed in our research described housing assistance processes as having been re-designed in recent years so that people seeking help are, where necessary, offered some form of help drawn from a menu of ‘product and service’ options. Being registered for a social housing tenancy is only one possible outcome of such a process. In most cases other lesser forms of assistance will likely be offered. A brief overview of housing assistance processes in the three jurisdictions included in the Waitthood Project follows.

3.2.1 Housing Pathways (NSW)

[Housing Pathways](#) was launched in NSW in 2010. This is termed by the state government as a ‘no wrong door’ approach to seeking housing assistance; meaning that applicants get access to the same information and the same service whether they seek assistance via public housing, or via a participating community housing organisation. Housing Pathways comprises:

- Coordinated information about housing assistance.
- A single application process for all products and services.
- Common eligibility criteria for housing assistance.
- A standard assessment process.
- A single waiting list for social housing, known as the NSW Housing Register (incorporating public, Aboriginal, and community housing, as well as priority housing and general/wait turn priority categories).

3.2.2 Housing Assistance (Queensland)

Applications for housing assistance continue to be made for [specific products and services](#) in Queensland. Applications for social housing are made via a traditional, hardcopy application form submitted to any Housing Service Centre, while Bond Loans and Rental Grants can be applied for online, and RentConnect (assistance to find and apply for private rental accommodation) can be sought by making an appointment at one of 18 specific Housing Service Centres with dedicated RentConnect staff.

3.2.3 Housing Connect (Tasmania)

In a somewhat similar move to NSW, Tasmania launched [Housing Connect](#) in 2013. It is variously described as a ‘front door’ and a ‘one-stop shop’ for all forms of housing support, including:

- Applying for social housing and other housing assistance.
- Support and advice with your private rental, including bond and rent arrears.
- Finding a bed for the night.

- Support and advice on how to stay in your home.
- Seeking assistance following family violence.
- Information and advice on your housing options.

However, what clearly distinguishes Housing Connect is that front door services have been contracted out to two lead non-government providers who do not provide tenancy management services (Anglicare in the north of the state, and Colony 47 in the south).

3.3 Housing assistance products and services to assist in accessing or retaining private tenancies

While this paper is primarily concerned with the management of access to social housing, it is acknowledged by state government housing staff that growing pressure on such provision has spurred the development of more limited forms of housing assistance – i.e. other forms of help that can be offered to social housing-eligible people in need. This is officially presented as a prudent strategy for making the best possible use of available resources by providing minimum required help at the lowest possible cost. In other words, forms of help that are justifiable on their own terms. These kinds of services are sometimes termed as ‘diversionary products’ – i.e. forms of help explicitly intended to divert people from any aspiration to register for (or rely upon) a social housing tenancy.

Important to emphasise here is that the term ‘diversionary product’ is not the creation of over-critical researchers; rather, it is in official use. Thus, in explaining their professional responsibilities in managing housing assistance services, a state government interviewee in this research described their role as:

‘[Handling] everything from enquiring about an application for housing assistance, right up until the point where someone is allocated social housing from the [name of state] housing register, and then obviously the diversionary products that sit in the [name of housing assistance management system] space’.

Without in any way denying the logic of seeking to identify the least cost means of assisting a service user in resolving their housing problems, we believe that this use of language is significant. Arguably, it recognises that social housing scarcity is such that people with housing problems who are actively seeking to register their claim for a public or community housing tenancy need to be, wherever legitimate, diverted from that path through an offer of lesser forms of accommodation help.

The value of being able to offer immediate help of these kinds is explained partly in terms of the scenario faced by ‘customer facing’ staff:

It’s very difficult having [a waiting list applicant] coming in to you constantly asking when they’re going to be housed, and [having to] send them off with a ‘nothing statement’ of ‘how long’s a piece of string’ – I hope nobody’s actually saying that, but it depends on the vacancies we actually have [interview with state government official].

Private rental assistance services are intended to meet or alleviate service user needs in the short to medium term. Recipients may or may not also seek access to (or be eligible for) social housing. For those who do wish to initiate or maintain a tenancy application, receiving a supplementary product is liable to compound their 'non-priority' status in terms of their waiting list position, as their need is liable to be considered at least partially met.

In using the term diversionary products, officials are acknowledging that part of the purpose of devising forms of private rental housing assistance is to deflect people from social housing entirely, or away from obtaining a high priority, thus reserving priority housing for those most in need. Such forms of help are therefore, at least in part, tools for rationing social housing.

[Table 5](#) and [Figure 9](#) compare the caseloads assisted with private rental assistance products and services, and (NSW Government-provided) temporary accommodation, with the number of priority and general social housing allocations in NSW. Of particular note, and consistent with [Table 4](#), is that the number of households provided with private rental assistance annually is more than twice the number allocated a social housing tenancy. Moreover, the main purpose of providing temporary accommodation is to enable the recipient to fulfil their housing need via a private rental property.

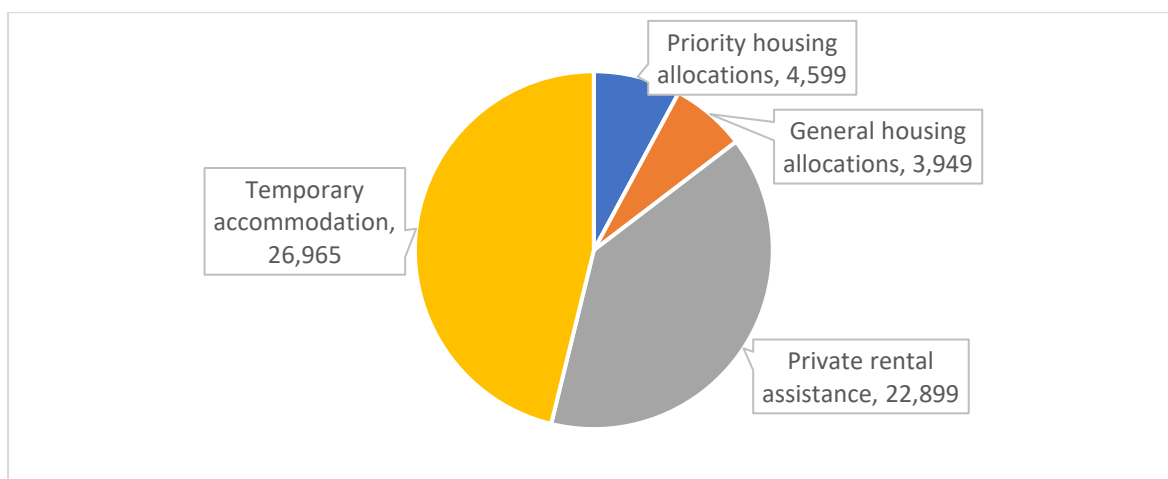
Problematically, the statistics published by AIHW in its Housing Assistance in Australia series ([Table 4](#)) do not include temporary accommodation placements by state/territory governments (as opposed to placements by specialist homelessness service agencies). Therefore, especially when we factor in that the temporary accommodation figures in [Table 5](#) relate to households rather than people, the scale of such assistance being provided every year in a state like NSW is very large.

Table 5 – Forms of housing assistance provided in NSW

Form of Assistance	2014-15		2019-20	
	Number	%	Number	%
Priority housing allocations	3,958	9	4,599	8
General housing allocations	5,764	12	3,949	7
Private rental assistance	18,880	41	22,899	39
Temporary accommodation	17,740	38	26,965	46
Total	46,342	100	58,412	100

Sources: [DCJ Quarterly Statistical Report](#); DCJ Annual Statistical Report 2020, [Table A2B1C1D0N66-67](#) and [Table A2B2C0D0N90](#) Note: Assistance provided by specialist homelessness services excluded from table.

Figure 9 – Households provided with housing assistance services in NSW, 2019-20



Source: [Table 5](#)

3.3.1 Overview of Private Rental Assistance products and services, NSW

Table 6 – Diversionary housing assistance products and services, NSW

Product	Brief description	Eligibility criteria
Private Rental Assistance – Financial		
Rentstart	Rentstart products provide recipients with financial assistance to establish or maintain a tenancy in the private rental market. Individual products are described below.	- The type and level of assistance depends upon the client's individual circumstances. - In general clients must meet the eligibility criteria for social housing and a cash assets limit. - Specific criteria vary for each product. - Assistance is only provided for housing that is within the applicant's financial means. - The rent paid for a property should generally not exceed 50% of the household's total gross weekly income (excluding Commonwealth Rent Assistance).
Rentstart Advance Rent	A grant is provided to people experiencing severe financial barriers in accessing private rental accommodation. Generally, one week of Advance Rent will be provided. Two weeks of Advance Rent may be provided if a member of the household is 'at risk' (additional criteria apply).	The applicant must: - Receive a Rentstart Bond Loan, including acceptance of the Terms and Conditions, and - Demonstrate significant reasons for establishing a new tenancy or 'at risk' factors in their current tenancy, and - Have no more than \$3,000 in cash assets, and - Have severely limited access to financial or other resources, such as essential furnishings to sustain the tenancy, or - Have additional costs such as medical or disability related costs, including carer costs and children that may be living with the household in the future.
Rentstart Bond Loan	An interest-free loan for 25-100% of the bond for a tenancy under the Residential Tenancies Act 2010. Repeat assistance may be provided within a 12-month period, provided that the household has repaid the previous loan in full, or is up to date with their repayments. Some exceptions apply.	The applicant must: - Be eligible for social housing, and - Intend to remain in that particular location, with the tenancy being sustainable for up to 12 months (that is, they are not on vacation or a tourist), and - Be able to sustain a tenancy in the private rental market, and - Have no more than \$3,000 in cash assets, and - The rent paid for the property must not exceed 50% of the household's total gross weekly income, and - The loan amount cannot be less than 25% (or 1 week) of the total bond amount.

Product	Brief description	Eligibility criteria
Rentstart Tenancy Assist	A grant that assists a household to maintain a private tenancy, through the payment of rent and/or water arrears. The amount paid cannot exceed the equivalent of four weeks rent. Rentstart Tenancy Assist can only be provided once in a 12-month period.	The applicant must: • Be eligible for a Rentstart Bond Loan, and • Have no more than \$1,000 in cash assets, and • Provide one or more pieces of evidence of the arrears, and • Have a household income sufficient to meet future rent and water rates, and • Have an agreement with the agent or landlord to continue the tenancy for up to 12 months.
Private Rental Subsidy	A medium-term product to support eligible households while waiting for social housing. A subsidy is paid to reduce the cost of private rental accommodation to an amount similar to what the household would pay in social housing.	The applicant must: • Be eligible for social housing, • Be approved for priority status on the NSW Housing Register, • Have a recognised disability or medical condition, and • Be able to demonstrate they are also 'at risk of harm' in their current housing which is not suitable for them to live in while they are waiting for social housing.

Product	Brief description	Eligibility criteria
Rent Choice	A private rental subsidy provided for periods of up to three years, to support eligible households to access safe and affordable housing in the private rental market. The subsidy is usually reduced over time, as the household moves toward independence. There are four different Rent Choice products, tailored to specific cohorts, as outlined under Eligibility Criteria. Households receiving support through Rent Choice are not eligible for social housing.	To be eligible for <i>Rent Choice Start Safely</i>, applicants must: • Be eligible for social housing* (for more information, go to the Eligibility for Social Housing Policy), • Be escaping domestic or family violence, • Be homeless or at risk of homelessness, • Express commitment to sustaining a tenancy while receiving Rent Choice and to sustaining their independence after Rent Choice ends, • Commit to engaging with the review process and working toward meeting support plan goals, and • Be willing to receive and continue with support services where relevant. To be eligible for <i>Rent Choice Youth</i>, applicants must be: • Aged between 16 and 24 years of age, • Eligible for social housing, • Able to live independently with appropriate support in place, • Homeless or at risk of homelessness, • Engaged with a support service that has been approved by the Partnership Facilitation Group, and • Willing to engage in training; education; or employment during the period of the subsidy. To be eligible for <i>Rent Choice Veterans</i>, applicants are not required to be eligible for social housing however they must: • Be resident in NSW, • Be a citizen or have permanent residency in Australia, • Be at least 18 years of age, • Be homeless or at risk of homelessness, • Be within the moderate household income limit, • Not own any assets/property that can be used to resolve their housing need, • Have low to medium support needs, and • Be a former member of the permanent ADF – naval, military or air force. To be eligible for <i>Rent Choice Transition</i> applicants must meet all of the following: • Be resident in NSW, • Be a citizen or have permanent residency in Australia, • Be over 18 years of age, • Be a current social housing tenant, • Be within the moderate household income limit (Appendix 1: Moderate Income Table), • Be in stable employment or engaged with an Opportunity Pathways provider, • Demonstrate ability to sustain and afford a tenancy at the end of the subsidy period, • Have a satisfactory tenancy history; and • Be willing to find a private rental within 3 months of approval for the program.

Product	Brief description	Eligibility criteria
Tenancy Guarantee/ Bond Extra	An additional bond of up to \$1,500 (including GST) that can assist renters with a limited or poor tenancy history secure a private tenancy, by providing added security to the landlord.	Bond Extras is available to applicants who: • Are an Australian citizen or permanent resident (for more information, go to Eligibility for social housing – residency), • Meet income eligibility criteria for Rent Choice (for more information, go to Rent Choice policy Income eligibility limits), • Have already looked for private rental accommodation without success or are assessed as likely to experience difficulty in obtaining such accommodation, • Have been assessed as able to afford private rental accommodation, • Do not have a current Bond Extra, • Have agreed to the conditions for receiving a Bond Extra, and • Acknowledge their former social housing tenancy debt, if applicable, and enter into a repayment arrangement that will allow them to afford and sustain a private rental tenancy. For more information see the Social Housing Eligibility and Allocations Policy Supplement.
Private Rental Assistance – Non-Financial		
Private Rental Brokerage Service	Assists people with complex needs such as physical or mental illness, drug or alcohol problems, or a physical or intellectual disability, to find, secure and sustain private rental accommodation. The Private Rental Brokerage Service can assist clients to: • Find private rental housing. • Overcome the barriers that prevent them from securing private rental housing. • Access a range of private rental products and services. • Sustain their tenancy. • Actively participate in decisions and live independently.	To be eligible for the PRBS, applicants must: • Be an Australian citizen or permanent resident (for more information, go to Eligibility for social housing – residency), and • Meet the income eligibility criteria for social housing (for more information, go to Income eligibility limits), and • Be homeless or at risk of homelessness and have complex needs (for more information, go to Definition and assessment of complex needs), and • Have a support service and case plan in place (for more information, go to Support services and Case plans), and • Have the capacity to afford and sustain a private rental tenancy. In order to afford a private rental tenancy, the client must be in receipt of a regular weekly income. For more information, go to Capacity to afford and sustain a private rental tenancy. • Acknowledge their former social housing tenancy debt if applicable, and enter into a repayment arrangement that will allow them to afford and sustain a private rental tenancy. For more information see the Social Housing Eligibility and Allocations Policy Supplement.
Temporary Accommodation		

Product	Brief description	Eligibility criteria
Temporary Accommodation	Short term accommodation in low-cost motels or caravan parks for people who are homeless. It is intended to give recipients an opportunity to secure alternative accommodation, whether in private rental accommodation or crisis accommodation. Temporary Accommodation is a supplement to Specialist Homelessness Services (SHS). The time period of assistance: • Is tailored to individual circumstances. • Will not usually exceed a few days. • Is limited to a total of 28 days in a 12-month period, other than in exceptional circumstances.	Applicants must: • Be a citizen or permanent resident of Australia, • If from interstate, demonstrate that they are looking to reside permanently in NSW, and • Be 16 years of age or over (unless accompanied by a parent or guardian), and • Meet the Social Housing income eligibility limit, and • Have no more than \$1,000 in cash assets, and • Be facing imminent homelessness, and • Be unable to find alternative accommodation, and demonstrate situations in which their personal safety or mental health, or that of another member of their household, may be at risk, such as: - domestic violence - sexual, physical or emotional abuse - child abuse or neglect - threatening behaviour by one or more household members against another occupant - torture and trauma, and • Be facing a short wait for a more permanent housing solution such as some circumstances where a housing provider has approved a person for priority housing.

Source: [NSW Private Rental Assistance Policies](#)

3.3.2 Overview of recipients of private rental assistance, NSW

As discussed above, forms of private rental assistance (PRA) are often offered by state/territory governments to people seeking help with housing. Some applicants will be aspiring to register for social housing. While the offer of PRA might effectively divert them from such registration, the outcome might instead involve receipt of such help as a short-term fix, alongside registering for social housing as a possible longer-term option.

As shown in [Table 4](#), PRA usually takes the form of a one-off payment that enables a service user to access a tenancy – e.g. via a bond loan. Data for NSW allows us to analyse changes in the PRA caseload and in services provided during the 2010s (see [Table 7](#)). While the number of PRA recipients remained almost static over the period, there were notable changes in the mix of services provided and in the recipient profile, as shown in [Table 7](#). Of particular note are substantial increases in Aboriginal households, female headed households, single parent households, and persons under 18 years of age, which may be contrasted with substantial decreases in single and couple households, male headed households, and persons over 55 years of age.

These changes reflect a substantial increase in provision of Rent Choice – Start Safely (up 578%), which targets women and children escaping domestic violence, and decreases in the other support categories. Of particular note is the expansion of Start Safely under the policy Future Directions for Social Housing in NSW, from 2015-16 onwards, with the explicit aim of supporting this cohort to achieve independence in the private market over time. To achieve this, program changes included:

- Increasing the maximum length of the subsidy period from 24 to 36 months.
- Deepening the subsidy so that it could be used in higher cost locations.
- Broadening eligibility criteria to support moderate income earners who were under serious threat of domestic and family violence or at risk of homelessness.
- Introduction of tapering from subsidised to full market rent over the period of assistance.

Extensive demographic and product data is available in Appendix 2.2.

One additional ‘housing assistance product’ recently made available in NSW but not shown in the tables here was the [‘Rent Choice COVID-19’](#) scheme. As its name implies, this was created as part of the NSW Government’s pandemic response in 2020, although latterly discontinued. It provided a subsidy calculated as the difference between a reasonable market rent and 25% of the client’s current gross assessable household income, plus 100% of their Commonwealth Rent Assistance entitlement, if applicable. However, it was restricted to Australian citizens and permanent residents. Therefore, it was unavailable to international students and others, such as migrant workers, refugees and asylum seekers who were particularly exposed to the economic impacts of the pandemic because of their ineligibility for Commonwealth programs, as well as social housing.

Table 7 – Recent change in profile of Private Rental Assistance recipients, NSW

Demographic variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality (any household member)	Aboriginality	2,332	9	5,823	22	3,491	150
	Total	25,517	100	26,484	100	967	4
Age (household head)	<18	93	0	125	0	32	34
	18-24	4,190	16	4,630	17	440	11
	25-54	18,079	71	18,903	71	824	5
	55+	3,155	12	2,826	11	-329	-10
	Total	25,517	100	26,484	100	967	4
CALD (household head)	CALD	4,793	19	4,562	17	-231	-5
	Total	25,517	100	26,484	100	967	4
Gender	Female	16,765	66	19,350	73	2,585	15
	Male	8,740	34	7,098	27	-1,642	-19
	Total	25,517	100	26,484	100	967	4
Household structure	Single only	9,856	39	8,763	33	-1,093	-11
	Single parent with dependent children	9,089	36	12,165	46	3,076	34
	Couple only	1,819	7	1,208	5	-611	-34
	Other family with dependent children	3,538	14	3,189	12	-349	-10
	Other households	1,181	5	1,159	4	-22	-2
	Total	25,517	100	26,484	100	967	4
Products	Bond loan, advance rent, rent arrears	19,204	75	16,470	62	-2,734	-14
	Private rental brokerage service, Tenancy facilitation, Tenancy guarantee	3,225	13	2,381	9	-844	-26
	Private rental subsidy (exc. Start Safely)	2,381	9	1,295	5	-1,086	-46
	Rent Choice - Assist	NA		386	1		
	Rent Choice - Start Safely	707	3	4,792	18	4,085	578
	Rent Choice - Transition	NA		15	0		
	Rent Choice - Veterans	NA		22	0		
	Rent Choice - Youth	NA		1,123	4		
	Total	25,517	100	26,484	100	967	4

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

3.3.3 Overview of housing assistance products and services, Queensland

Table 8 – Supplementary products and services, Queensland

Product	Brief description	Eligibility criteria
Private Rental Assistance – Financial		
Bond Loan (and Bond Loan Plus)	Bond Loan is an interest-free and fee-free loan of up to 4 weeks rent, to support people to secure private rental accommodation. Bond Loan Plus also includes an amount of up to 2 weeks rent, to allow for the payment of advance rent when seeking to secure accommodation.	To be eligible for a Bond Loan, you must meet all these conditions: • You don't currently live in the property that you need bond for. • You're an Australian citizen or permanent resident, or have a temporary protection or bridging visa. • You don't own or part-own: - a residential property - a caravan, mobile home or live-aboard boat permanently connected to household utilities. • You have less than \$2,500 in cash or savings among all the Bond Loan applicants (not including dependents). • You don't have outstanding debts with us. • You're choosing a property where the rent isn't more than 60% of the total gross weekly income of all applicants. • You meet the current income limits.

Product	Brief description	Eligibility criteria
Rental Grant	A one-off grant of 2 weeks rent for people in housing crisis to help secure private rental accommodation.	To be eligible for a Rental Grant, you must both: • meet all the conditions for a Bond Loan • not have received a Rental Grant before. Additionally, you must meet at least one of these conditions: • You're leaving either a department-approved centre (e.g. emergency housing, women's shelter) or housing arranged by an approved centre where you spent more than 28 continuous days and you're applying for assistance within 3 months of leaving. • You've been discharged from a correctional facility after serving at least 28 days and you're applying for assistance within 3 months of your release. • You've been discharged from a hospital or health facility, including mental health facility, within the last 3 months where you were a resident for at least 28 days. • You've exited support from a child protection service within the last 3 months where you were a resident for at least 28 days or are still in care. • You are currently experiencing domestic and family violence. • You're leaving housing provided by a community-based rent scheme in Queensland to move into private rental housing and applying for assistance within 14 days of leaving. • You're homeless or at risk of becoming homeless. Weekly (before tax) income eligibility is calculated using: • First adult: \$1,031.46 • Each additional adult \$515.73 • Each dependant \$309.44
Rental Security Subsidy	A subsidy provided to a renter's landlord to help sustain their tenancy. The level of subsidy depends upon the recipient's income and circumstances, and may be received for a maximum of 6 months.	Information for applicants is available from local Housing Service Centres, but is not provided on the Queensland Government's website.

Product	Brief description	Eligibility criteria
Helping Hand Headlease	A headleasing program for people who are able to afford and sustain a private tenancy, but are having difficulty securing a tenancy agreement, for reasons such as a limited rental history. The housing authority leases the property, and provided the lease is successful, it is later transferred to the household.	Information for applicants is available from local Housing Service Centres, but is not provided on the Queensland Government's website.
Private Rental Assistance – Non-Financial		
Rent Connect Advisory Service	RentConnect staff can provide assistance with identifying and securing a new tenancy. This may include: - Finding a home to rent. - Understanding the rental application process. - Filling out rental application forms. - Contacting local real estate agents.	To receive assistance the recipient must: - Meet income eligibility requirements (not provided on the Queensland Government website), - Be facing non-financial barriers to renting in the private market, and - Be able to successfully manage a private rental tenancy.
Rent Connect Tenancy Assistance	RentConnect staff can also assist people experiencing difficulties with their tenancy to: - Identify tenancy issues - Develop tenancy plans - Improve their ability to maintain their tenancy in the future.	To receive assistance, tenants need to be either: - Experiencing a short-term financial setback and needs assistance to overcome this hurdle, or - Need help to find more affordable housing. Additionally, they must: - Meet income eligibility requirements (not provided on the Queensland Government website), and - Live in the premises where tenancy assistance is required.

Source: [Qld Rent Assistance](#)

3.3.4 Overview of housing assistance recipients, Queensland

There are two key limitations regarding Private Rental Assistance data in Queensland. First, data is only available for RentConnect; and second, it appears that the means of recording and presenting RentConnect data have changed over time. Between 2016-17 and 2018-19 the unit record data contains an identifier that frequently appears multiple times, indicating that the one household has received more than one product. However, this identifier is absent from 2019-20 onwards, and the number of records drops significantly, probably indicating that the receipt of multiple products by the one household is captured within a single record. To avoid confusion, therefore, only data from 2019-20 onwards is used. This has the disadvantage of giving prominence to a period when the service may well have been disrupted by the pandemic.

The provision of RentConnect assistance decreased by 26%, or 3,270 occasions of service, between 2019-20 and 2020-21. As can be seen in [Table 9](#), the product type with the largest reduction in absolute terms was the Advisory Service, and the level of service with the largest reduction was Level 2. There was also a large reduction in missing data pertaining to household type between the two reporting periods, resulting in potentially misleading data regarding housing type.

It is difficult to know what, if any, significance should be attached to the apparent changes in the incidence of particular services, or service user profiles as indicated in [Table 9](#). In any event, a longer term comparison would probably offer more potential to inspire observations on changing patterns of service provision, but – as noted above – imperfect pre-2019-20 data unfortunately makes this impossible.

Table 9 – Overview of RentConnect recipients, Queensland

Variable	Categories	2019-20		2020-21		Change	
		#	%	#	%	#	%
Product Type	Advisory Service	10,146	82	7,819	85	-2,327	-23
	Tenancy Assist	1,890	15	1,230	13	-660	-35
	Tenancy Secured	403	3	120	1	-283	-70
	Total	12,439	100	9,169	100	-3,270	-26
Level of Service	Level 1	131	1	270	3	139	106
	Level 2	8,398	68	5,841	64	-2,557	-30
	Level 3	3,903	31	3,055	33	-848	-22
	Level 4	3	0			-3	-100
	Total	12,439	100	9,169	100	-3,270	-26
Household Type	Couple with Children	216	2	630	7	414	192
	Couple Only	137	1	407	4	270	197
	Extended Family	1	0	172	2	171	17,100
	Group Household			196	2	196	
	n.a.	7,903	68	2,374	26	-5,529	-70
	Other	166	1	197	2	31	19
	Single Person	3,238	26	2547	28	-691	-21

Variable	Categories	2019-20		2020-21		Change	
		#	%	#	%	#	%
	Single With Child	778	6	2,646	29	18,68	240
	Total	12,439	100	9,169	100	-3,270	-26

Source: [RentConnect, Qld Government Open Data Portal](#)

3.3.5 Overview of housing assistance products and services, Tasmania

Table 10 – Supplementary products and services, Tasmania

Product	Brief description	Eligibility criteria
Private Rental Assistance – Financial		
Support with: - Rent payments. - Bond payments. - Moving expenses.	Not provided on the Tasmanian Department of Communities website.	Applicants will be asked to provide information demonstrating that they: - live in Tasmania, not another state or territory. - are an Australian Citizen or Permanent Resident. - are 16 years or older. - are a low-income earner who is eligible to keep a Low Income Health Care Card. - do not have assets that could be used to meet your housing needs. Financial assistance can only be provided once every 12 months.
Private Rental Assistance – Non-Financial		
“Housing Connect can help you find housing. They can also help you keep your housing.”	Not provided on the Tasmanian Department of Communities website.	Not provided on the Tasmanian Department of Communities website.

Source: [Seeking Housing Assistance in Tasmania](#)

3.3.6 Overview of housing assistance recipients, Tasmania

The number of households provided with Private Rental Assistance in Tasmania declined by 21%, or 589 households, between 2017-18 and 2019-20 (see [Table 11](#)). This reduction was relatively evenly distributed across all forms of assistance ([Table 12](#)). The demographic group experiencing the largest decline was 18-24 year old males, while women 55 years and over were the only group to experience a gain, albeit a negligible one of 0.5% ([Table 13](#)).

Communities Tasmania advise that the number of people enquiring about Private Rental Assistance remained relatively stable across the period, but that the proportion able to secure a tenancy decreased. This is likely due to a combination of declining affordability, combined with a lack of vacancies in the private rental market. The difference between younger males and older women is likely due to different levels of statutory income, with young more likely to be receiving Job Seeker and Youth Allowance, and older women more likely to be receiving Aged or Disability Pensions, the latter providing a higher level of income.

Table 11 – Number of households provided with Private Rental Assistance

Households	2017-18	2018-19	2019-20	2-year change	
				#	%
Number of Households Assisted	2,801	2,305	2,212	-589	-21

Source: Supplied by Communities Tasmania

Table 12 – Instances of Private Rental Assistance

Form of assistance	2017-18	2018-19	2019-20	2-year change	
				#	%
Bond loan	2,488	1,974	1,948	-540	-22
One-off rental grant	2,344	1,831	1,764	-580	-25
Ongoing rental subsidy	-	-	-	-	-
Relocation expenses	31	33	22	-9	-29
Other	134	95	96	-38	-28
Total Instances	4,997	3,933	3,830	-1,167	-23

Source: Communities Tasmania

Table 13 – Profile of Private Rental Assistance recipients

Demographics (instances)	2017-18		2018-19		2019-20		2 year change			
	Male	Female	Male	Female	Male	Female	Male		Female	
							#	%	#	%
18-24	325	747	194	493	159	518	-166	-51	-229	-31
25-54	909	2,276	683	1,889	644	1,785	-265	-29	-491	-22
55+	313	427	270	404	295	429	-18	-6	2	0
Total instances	1,547	3,450	1,147	2,786	1,098	2,732	-449	-29	-718	-21
Aboriginality	153	398	103	345	131	386	-22	-14	-12	-3

Source: Supplied by Communities Tasmania

3.4 Chapter summary and conclusions

Allocation of a social housing tenancy is just one form of ‘housing assistance’ made available by state and territory governments and funded NGOs to low-income Australians with accommodation problems – or subject to housing precarity. The number of social housing tenancies issued to new tenants in 2020-21 was 29,874, a 42% reduction in the equivalent figure for 1991 – or, proportionate to population, a drop of 61%.

The vast majority of social housing eligible people seeking, and provided with, housing assistance each year receive help with private rental housing or are placed in temporary accommodation (TA). In 2019-20, for example, some 93,000 households were helped to access or retain a private tenancy by state/territory governments, while many more were assisted as such by specialist homelessness services (SHS) agencies. This can be an interim step on a pathway that may lead to a public or community housing tenancy in the future. Otherwise, it may effectively divert the household away from social housing.

Where it successfully enables a service user to secure their position in the private rental market, such assistance will in all probability – and quite logically – exclude the possibility of the household being designated a priority waiting list applicant. Consequently, the likelihood that they may be offered a social housing tenancy in the short or medium term will be diminished – perhaps severely.

Both in relation to the number of social housing tenancy allocations and in absolute terms, very large numbers of low-income Australians are assisted each year via TA placements. Unfortunately, the national statistics published by the AIHW fail to encompass all such activity. However, triangulation of these with state-specific statistics published by the NSW Government show that in 2019-20, in addition to the 37,000 people provided with accommodation services by SHS agencies in this state, TA placements by government itself totalled some 27,000 households.

4. Eligibility for social housing

4.1 National comparison – income and asset limits

All states and territories restrict eligibility to register for social housing to those whose income and assets fall below prescribed maxima. This means people seeking access to social housing may register for this purpose only if their financial circumstances are compliant – and also providing that they fulfil citizenship and any other eligibility rules. However, income and asset limits vary considerably across Australia, and also within state/territory jurisdictions according to household type. [Table 14](#) presents a detailed description of income and asset limits for each jurisdiction, while [Table 15](#) and Figure 10 compare income limits for equivalent households, with reference to the income that derived from full time employment at the 2021 Australian minimum wage.

In seven of the eight jurisdictions income limits apply regardless of an applicant's priority (or non-priority) status. In Victoria, however, income limits are up to twice as high for the Register of Interest for social housing compared to requirements for Priority Access. In other words, very low income is a factor influencing whether an otherwise technically eligible applicant is designated a priority applicant.

In general, 2021 social housing registration income limits were above the Australian minimum (full time) wage of \$772.60 per week, or \$40,175 per annum. However, there were also numerous exceptions – i.e. where a household receiving income equating to the minimum wage would be disqualified from registration. These included limits applicable to single person households in NSW, Victoria (Priority Access), Queensland, Western Australia, Tasmania, and the Australian Capital Territory, as well as two person households in Queensland, and two and three person households in Western Australia.

Victoria clearly has the highest income limits (for the Register of Interest), with a limit of \$2,186 per week (\$113,672 per annum) for a single or two parent family with two children. Notably, this is considerably higher than the national median household income - [\\$95,888 in 2020](#). In contrast, a four-person household in a metropolitan area of Western Australia has a limit of \$835 per week (\$43,420 per annum).

Table 14 – Income and asset limits as at 1 July 2021 (national comparison)

	Gross weekly income limits	Asset ownership limits
NSW	- Single adult \$655 - Each additional adult \$245 - First child \$320 - Each additional child \$105 Source: Eligibility for Social Housing - Income	Not own any assets that could reasonably be expected to resolve their housing need.
Vic	Register of Interest - Single person \$1,059 - Couple \$1,621 - Family (1 or 2 parents) with up to 2 children \$2,186 - Additional dependents \$ 355 Priority Access - Single person \$593 - Couple \$1,025 - Family (1 or 2 parents) with up to 2 children \$1,062 - Additional dependents \$37 Source: Social Housing Eligibility	\$13,699 (Priority Access). \$34,656 (Register of Interest). \$115,522 (Disability major modifications needed, for both Priority Access and Register of Interest).
Qld	- Single person \$609 - Two people \$755 - Three people \$ 877 - Four people \$999 - Five people or more \$1,121 Source: Check Your Eligibility	\$116,375 (single household). \$148,625 (two or more person household).
WA	Metro and country 1 person \$450 2 people \$600 3 people \$715 4 people \$835 <i>Note: different rates apply to the North West/ remote areas, and to people with a disability.</i> Source: Eligibility Criteria	\$38,400 (singles) \$63,800 (couples) \$80,000 (seniors 60 years plus)
SA	- Single person \$1,032.85 - with 1 child \$1,350.65 - with 2 children \$1,509.55 - with 3 children \$1,668.45 - with 4+ children \$1,906.80 - Couple \$1,350.65 - With 1 child \$1,509.55 - With 2 children \$1,668.45 - With 3 children \$1,906.80 - With 4+ children \$2,145.15 Source: Income and Asset Limits	Households headed by a single person \$482,500 Households headed by a couple \$616,000

Gross weekly income limits		Asset ownership limits
Tas	Applicant must be a low income earner eligible for a Commonwealth Health Care Card • Single no children \$636 • Single with one child \$1,094 • Couple, no children \$1,094 • Couple with one child \$1,128 • For each additional child add \$34 Source: Provided to the research team by Housing Tasmania	\$35,000
ACT	• Single person \$768 • Two persons \$960 • Larger households \$960 plus \$128 for each person above two. Source: Eligibility for Social Housing	\$40,000
NT	• 1 person \$830 • 2 people \$1,079 • 3 people \$1,255 • 4 people \$1,441 • 5 people \$1,619 • 6 people \$1,801 Source: Income and Asset Limits	1 person \$71,426 2 people \$101,911 3+ people \$161,410

Table 15 – Weekly income limits by household type (\$, July 2021)

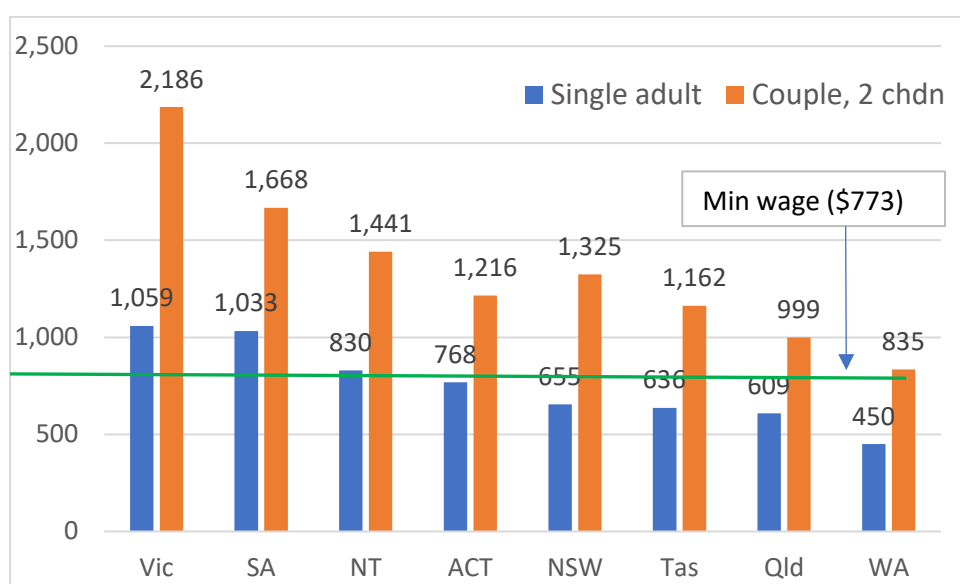
Jurisdiction	Single	Couple	Couple + 1 Child	Couple + 2 Children
Vic a (Register of Interest)	1,059	1,621	2,186	2,186
SA	1,033	1,351	1,510	1,668
NT	830	1,079	1,255	1,441
ACT	768	960	1,088	1,216
NSW	655	900	1,220	1,325
Tas	636	1,094	1,128	1,162
Qld	609	755	877	999
Vic b (Priority Access)	593	1,025	1,062	1,062
WA	450	600	715	835

Sources: [Table 14](#)

Notes:

- To enable comparison across jurisdictions, the following household compositions were used to calculate household incomes based on the content of Table 14: 2 people = couple; 3 people = couple + 1 child; 4 people = couple + two children.
- The minimum wage as at 1 July 2021 was \$772.60 ([Annual Wage Reviews](#)).

Figure 10 – Gross weekly income eligibility thresholds by household size, July 2021



Source: [Table 15](#) Note: Victoria figures relate to registration eligibility criteria, not priority status eligibility criteria.

4.2 Social housing registration eligibility – comparison of three states

[Table 16](#) provides a comparison of general eligibility criteria in NSW, Queensland, and Tasmania. These are described immediately below, followed by a description of additional/specific criteria in NSW and Queensland.

4.2.1 Citizenship and residency status

All three states have similar requirements regarding citizenship and residency status. Applicants must live in the state in which they are seeking social housing, and they must be citizens or permanent residents of Australia, or hold one of a number of specified visas (or, in Queensland, qualify for permanent residency through an agreement between Australia and another country).

While these rules generally attract relatively little attention or controversy, questions about their appropriateness were brought to the fore by the impacts of the COVID-19 pandemic in 2020 and 2021. This arose because of the way that Australia's internationally large population of non-permanent residents (e.g. international students, migrant workers, asylum seekers, New Zealand citizens) was denied access to Commonwealth Government financial help under the JobKeeper program as well as via the social security system. One of the consequences was the much greater visibility (and probably representation) of non-permanent residents (especially New Zealand citizens) among the street homeless population. Being also excluded from consideration for social housing just added to the hardship experienced by those concerned.

4.2.2 Property ownership

While the underlying rationale appears similar, there are notable differences in property ownership criteria across the three jurisdictions. The clearest guidance can be found in

Tasmania, where applicants cannot own land or a home. In Queensland applicants are not permitted to own or part-own property in Australia or overseas, though it is noted that there are some exceptions. In contrast, NSW takes a more functionalist (and thus subjective or discretionary) approach, with the requirement that applicants may not own any asset or property which could reasonably be expected to resolve their housing need.

4.2.3 Liquid asset limits

Queensland and Tasmania both specify clear liquid asset limits, though they vary substantially. In Tasmania the limit is \$35,000 regardless of household size, while in Queensland the limit is \$116,375 for a single person, and \$148,625 for a household comprising two or more people. In NSW the criterion is the same as for property ownership, with applicants not permitted to own any assets or property which could reasonably be expected to resolve their housing need.

4.2.4 Income limits

Queensland has clear and simple income limits based on the number of people in the applicant household. NSW has more nuanced limits, with different allowances made for adults and children depending upon their relationship to others in the household. Tasmania's limits are linked to eligibility criteria for a Commonwealth Health Care Card.

Table 16 – Comparison of general social housing registration eligibility criteria, NSW, Queensland and Tasmania

Criteria	NSW	Queensland	Tasmania
Citizenship and residency status	- Live in NSW, and - Be a citizen or permanent resident of Australia, or - Hold a specified visa.	- Live in Queensland, and - Be a citizen or permanent resident of Australia, or - Qualify for permanent residency through an agreement between Australia and another country, or - Hold a specified visa.	- Live in Tasmania, and - Be a citizen or permanent resident of Australia, or - Hold a specified visa.
Property ownership	Not own any assets or property which could reasonably be expected to resolve their housing need.	Not own or part-own property within Australia or overseas (some exceptions apply).	Not own land or a home.
Liquid assets	Not own any asset or property which could reasonably be expected to resolve their housing need.	- Single person limit: \$116,375 2+ people limit: \$148,625	Household: \$35,000
Income limits	- Single adult - \$650 - Each additional adult - Add \$245 - First child - Add \$320 - Each additional child - Add \$105 - Disability allowance (per person) - Add \$105 - Exceptional disability allowance (per person) - Add \$245.	1 person - \$609 2 people - \$755 3 people - \$877 4 people - \$999 5+ people - \$1,121	- Single no children - \$636 - Single with one child - \$1,094 - Couple, no children - \$1,094 - Couple with one child - \$1,128 - For each additional child add \$34
Sources	Eligibility for Social Housing Policy	Check Your Eligibility	Applying for Social Housing Fact Sheet

4.2.5 Additional eligibility criteria – NSW

In addition to the standard criteria described above, the NSW Government requires that applicants have the capacity to sustain their tenancy, and demonstrate a commitment to repaying any debts they may have from previous social housing tenancies. They may also be subject to further criteria if a previous social housing tenancy was categorised as ‘less than satisfactory’ or ‘unsatisfactory’. Arguably, this approach runs counter to the principles of Housing First which discourage a ‘housing readiness’ requirements for homeless people (e.g. tenancy offer conditional on prospective tenant pledge to accept addiction treatment, or demonstrated commitment to do so).

To assess an applicant’s overall ability to sustain a tenancy, under the NSW Government rules, consideration is given to their ability to:

- Pay their rent.

- Look after their property.
- Not cause or allow antisocial behaviour.
- Live independently without support or with appropriate support in place.
- Live in the property on an ongoing basis.

Where the client has support needs, they are required to demonstrate that:

- They have access to appropriate support services.
- They are willing to engage with the support services.

Social housing providers will make appropriate referrals to other agencies in situations where the applicant has not accessed available support services. If the provider has concerns about a service user's ability to live independently, they will request permission from the applicant to obtain:

- A living skills assessment from an external support agency, or
- An independent living skills report from their support worker.

When a tenant leaves social housing, NSW social landlords are expected to assign them to one of the following categories:

- Eligible for a statement of satisfactory tenancy.
- Satisfactory former social housing tenant.
- Less than satisfactory former social housing tenant or occupant.
- Unsatisfactory former social housing tenant.
- Ineligible former social housing tenant.

If an applicant's previous tenancy is categorised as less than satisfactory or unsatisfactory, specific conditions must be met before their application can be made "live" on the NSW Housing Register. Those classified as 'ineligible former social housing tenants' may not register.

While applicants are required to repay debts owed to any social housing provider, they can still be considered for assistance with current debts, provided they demonstrate a commitment to repaying them by making regular payments.

4.2.6 Additional eligibility criteria – Queensland

Queensland social housing applicants must be able to demonstrate that they have an independent income equivalent to or exceeding basic Centrelink entitlements, and that there are complex wellbeing factors preventing them from securing housing in the private market. They must also repay any previous social housing debts. More generally, at least one person on the application must earn an independent income of at least \$226.81 per week.

With regard to complex wellbeing factors, applicants must demonstrate a need to move and an inability to access and sustain stable housing that meets their needs due to complex wellbeing factors. Approved 'need to move' reasons include:

- Being homeless or at risk of homelessness
- Unsuitable location of current housing
- Physical amenity of current housing does not meet household needs
- Rent in current housing unaffordable.

Complex wellbeing factors include:

- Being long term unemployed or experiencing periods of unemployment, being unable to work with high living expenses, or being employed and earning within the applicable income eligibility limits, and
- Having a long-term serious medical issue/disability, and/or
- Having been homeless two or more times in the previous three years, and/or
- Having had a tenancy that ended due to being evicted two or more times in the last three years, and/or
- Having had unsuccessful private rental applications, and/or
- Living in a locality where appropriate housing is unavailable in the private rental market.

Queensland social housing applicants must also repay any debts owed for rent, maintenance, or a bond loan before they receive a housing offer. However, this does not prevent them from applying for social housing, or from being listed on the housing register, in the intervening period. On the face of it, therefore, the ‘housing readiness’ expectation embodied by NSW rules (see above) is less in evidence in Queensland.

4.3 Chapter summary and conclusions

Restricted eligibility to register for social housing is central to the rationing of this scarce resource. While Australian citizenship or permanent residence is a universal requirement, beyond that, the most important criterion is household income. Allowable income maxima vary substantially across the eight jurisdictions. Each state/territory government also specifies different limits according to the applicant’s household size and type. In five jurisdictions – ACT, NSW, Queensland, Western Australia and Tasmania – the 2021 income limit for a single person was below the current minimum wage (assuming full-time employment).

Allowable incomes are much higher in Victoria and South Australia than in Queensland, Western Australia and Tasmania. In Victoria, a family household may register for social housing even if receiving an income above the national median (\$96,000 in 2020). Uniquely, however, Victoria maintains much lower limits to qualify for priority (or ‘greatest need’) waiting list status. NSW reserves the right to debar applicants on the grounds of having committed a registerable offence, or where it is judged that they could pose an anti-social behaviour risk to neighbours.

5. Social housing application processes

As noted in Chapter 2, application processes in both NSW and Tasmania are nowadays designed around the concept of housing assistance, of which social housing is just one form, rather than around accessing a social housing tenancy as such. This chapter focuses on the application process when social housing is identified as an appropriate means of meeting the applicant's needs.

5.1 Commencing an application

In NSW the primary means of applying for housing assistance is [online](#), with [paper forms](#) being phased out at the time of our research. Applications may also be made via telephone or by visiting a social housing provider, in which case the applicant's details and housing needs may be entered into the system by staff. If social housing is judged potentially appropriate in addressing the applicant's needs, information relevant to this form of assistance will be collected (such as their locational preference). The phasing out of paper forms notwithstanding, it is significant to note that the paper application form comprises 31 questions, and needs to be read together with an 11 page "Evidence Requirements Information Sheet". Furthermore, a minimum of four documents are required to be submitted as part of the process (i.e. to substantiate declared factors relevant to an applicant's eligibility, or that could enhance an eligible applicant's allocation priority). This gives some insight into the potentially onerous process involved in applying for social housing.

In Tasmania housing assistance applicants must contact Housing Connect by telephone, or otherwise visit one of the seven Housing Connect offices. Staff will work with the applicant to determine the most appropriate means of addressing their accommodation needs, which may include social housing.

In Queensland the primary means of applying for social housing is via a [paper form](#). Applicants can complete this themselves or with the assistance of a social housing provider or advocate.

5.2 Choice of social housing provider

In NSW all applicants are asked whether they are prepared to live in public and/or community housing, while Aboriginal applicants also have the option of Aboriginal Housing. Applicants in Queensland are automatically listed on the housing register for both public and community housing, while in Tasmania applicants are able to select Aboriginal housing, community housing and/or public housing and suburbs of their choice.

5.3 Locational preferences

There are 245 [allocation zones](#) in NSW. In metropolitan areas these are groups of suburbs (in the order of 20-30), while in non-metropolitan areas they may be single towns, or small groups thereof. Applicants must state a single locational preference, and will be only eligible for vacancies arising within that allocation zone. Priority housing applicants seeking housing in a high-demand allocation zone must provide support letters to [justify their need](#) to live in

the preferred location, based on a disability or medical condition. Letters or reports from health professionals and support services should include:

- the length of time the client has been utilising the service or receiving treatment from a specific doctor, support agency, health service or hospital, and
- how often the client utilises these services, and
- how long the client will need to continue to access these services, and
- the possible impact on the client if they were required to access similar services in an alternative area.

Support letters from family or friends should include:

- contact details, and
- a description of the type of care or support provided, and
- the length of time the care or support has been provided, and
- the frequency of care or support, and
- the length of time the family member or friend has been continuously living in the area.

In urban Queensland social housing applicants must generally identify six acceptable locations (usually suburbs), and may be offered housing in any one of these areas. Regional Queensland applicants and those with a demonstrable need to live in a particular area, may select fewer locational preferences.

In Tasmania locational preferences are also suburb based. There is no limit to the number of suburbs that can be selected, though applicants are given the opportunity to identify a first preference from amongst their selection.

5.4 Chapter summary

An important aspect of the social housing application process concerns locational choice. As a rule, applicants are invited to state locational preferences that will affect the vacancies for which they will be considered. However, at least as represented by the NSW system, this may be substantially constrained by the 'coarse geography' of the allocation zone framework – in this instance grouping together 20-30 metropolitan suburbs which could result in an applicant receiving a tenancy offer fairly distant from a specifically preferred location.

6. Management of social housing applications

This chapter builds on the initial analysis of social housing waiting list statistics in Chapter 2. It begins by analysing waiting list registration trends over time, including ‘greatest need’ (or high priority) applicants. We then focus on applicant cohort profiles and waiting time statistics for NSW, Queensland, and Tasmania.

The remainder of the chapter compares administrative procedures for managing social housing applicants in the three case study states.

6.1 Social housing applicant caseloads

Social housing demand greatly exceeds supply in most parts of settled Australia, resulting in lengthy waiting lists. [Table 17](#) and [Figure 11](#) analyse the number of public housing waitees by jurisdiction for the past 14 years. It is assumed that – at least for recent years – the number of households listed as registered for public housing can be treated as an inclusive ‘all social housing’ total. This is based on the understanding that, as discussed in Chapter 3, most or all jurisdictions now operate common housing registers. Albeit that applicants may be able to specify a preference for Indigenous housing or community housing, it is assumed that the ‘public housing’ waiting list figures published in the Report on Government Services (ROGS) in practice incorporate community housing registrations in each jurisdiction. The above thinking is influenced by footnotes to the relevant ROGS tables that warn against double counting⁶.

As noted in Chapter 2, the national waiting list total has remained remarkably static over the past decade and a half. However, numbers for some jurisdictions, notably Queensland, Western Australia, and the Northern Territory, have been more volatile. Rapid reductions in waiting list numbers in certain jurisdictions in certain years suggest that some of the trends reflected in [Figure 7](#) are influenced by administrative factors – cases in point would be NSW in 2007, 2009, 2011 and 2018, and Queensland in 2009 and 2013.

⁶ It is, however, possible that at least in certain jurisdictions ROGS-published statistics on community housing and Indigenous housing waiting list registrations are in fact additional to the public housing figures for that jurisdiction.

Table 17 – Number of public housing applicants, excluding transfers, 2006-2021

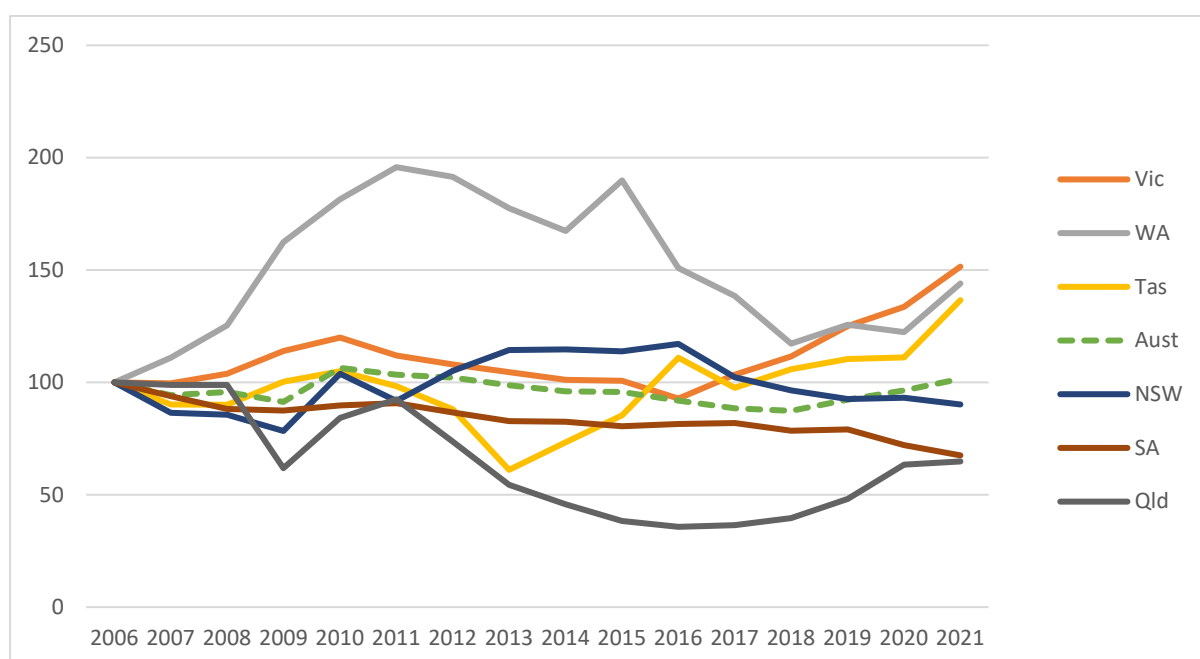
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006	50,533	34,146	32,766	11,968	23,638	3,026	2,415	2,038	160,962
2007	43,709	33,977	32,413	13,282	22,178	2,730	1,255	2,200	151,823
2008	43,157	35,548	32,449	14,978	20,888	2,730	1,100	3,155	154,005
2009	39,502	38,993	20,286	19,401	20,720	3,044	1,590	3,531	147,067
2010	52,348	41,050	27,645	21,687	21,246	3,187	1,384	2,797	171,344
2011	46,246	38,321	30,314	23,397	21,485	2,983	1,563	2,225	166,534
2012	52,986	36,942	24,166	22,883	20,510	2,670	1,811	2,355	164,323
2013	57,648	35,778	17,841	21,218	19,602	1,853	2,231	2,800	158,971
2014	57,791	34,625	15,013	20,003	19,515	2,227	2,300	3,092	154,566
2015	57,345	34,464	12,565	22,696	19,062	2,587	2,320	2,950	153,989
2016	59,031	31,764	11,720	18,029	19,305	3,365	1,917	2,753	147,884
2017	51,571	35,381	11,982	16,551	19,407	2,960	1,770	2,868	142,490
2018	48,612	38,185	13,016	14,016	18,577	3,210	1,759	3,203	140,578
2019	46,701	42,832	15,817	15,021	18,727	3,351	2,227	3,844	148,520
2020	46,982	45,719	20,820	14,619	17,051	3,373	2,462	4,115	155,141
2021	45,429	51,859	21,274	17,207	15,988	4,144	2,880	4,727	163,508

Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Notes:

- Figures are limited to public housing on the assumption that these are generally inclusive of applications for Indigenous housing and community housing.
- Figures for 2006 and 2007 are estimated, as transfers were included in applicant numbers at this time (the average number of annual transfer applications between 2008 and 2020 has been deducted from the total number of applications in 2006 and 2007).

Figure 11 – Number of social housing applicants, excluding transfers, indexed to 2006 (2006=100)



Source: [Table 17](#)

6.2 Greatest need applicants

According to the AIHW, the term 'greatest need' relates to any applicant where household members were subject to one or more of the following:

- Experiencing homelessness
- Life or safety at risk in their accommodation
- Health condition aggravated by current housing
- Housing inappropriate to household needs
- Experiencing very high rental housing costs.

For these purposes, homelessness is defined as:

- Living in accommodation provided by a Specialist Homelessness Services agency or some other form of emergency accommodation
- Rooflessness
- Occupying accommodation unlawfully
- Staying temporarily with friends or relatives.

In practice, according to the AIHW's [Housing Assistance in Australia 2021](#) report, the vast majority of greatest need applicants are classed as such due to being judged homeless or at risk of homelessness (presumably at the point of application). It might be expected that a household's designation as a 'greatest need' applicant would have some read-across to their level of assessed allocation priority. However, as acknowledged below (and further discussed in Chapter 7) this may be only sometimes the case.

The figures for new greatest need applicants, set out in [Table 18](#) and [Figure 12](#), suggest that these have been much more volatile than total waiting list numbers. However, the scale and pattern of volatility seems to suggest that much of this may result from inconsistent administrative and/or recording practices by particular states. For example, the nationally aggregated total of new greatest needs applicants grew by 79% in the period 2016-21. While this may be meaningful as an indicator of underlying demand trends, it was substantially due to very large increases recorded by Tasmania, Queensland and – especially – Victoria. In the latter, for example, the annual number grew from under 9,000 to over 28,000 – more than a threefold increase. In South Australia and NSW, meanwhile, applications recorded as new greatest need cases in 2020-21 remained below corresponding numbers for 2015-16.

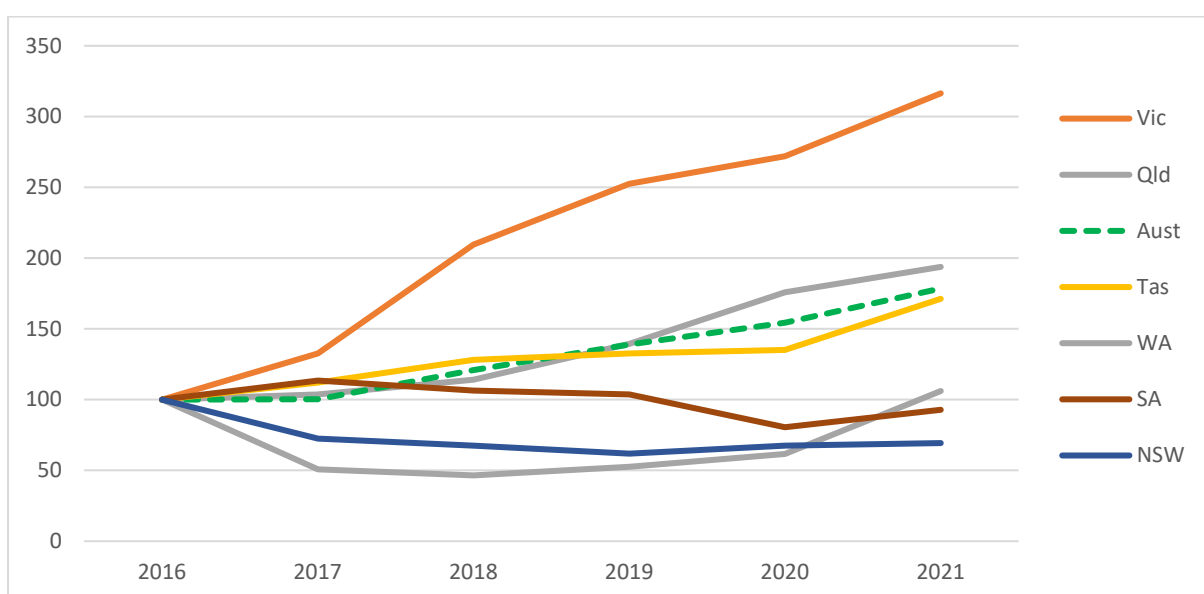
Table 18 – New greatest need applicants for public housing, 2008-2021

YEAR	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2008	2,214	5,401	1,295	1,497	1,427	1,730	877	197	14,638
2009	3,221	7,247	11,124	2,769	1,612	2,174	1,278	236	29,661
2010	22,608	8,777	19,637	2,983	2,484	2,348	1,094	286	60,217
2011	21,182	8,814	24,309	3,238	2,002	2,251	1,271	319	63,386
2012	15,182	10,169	20,427	3,177	2,579	1,853	1,344	622	55,353
2013	13,717	10,354	15,457	3,007	2,306	1,430	1,565	757	48,593

2014	10,726	9,852	12,993	2,884	2,925	1,581	1,607	656	43,224
2015	8,990	9,776	10,850	3,380	3,203	1,153	1,526	687	39,565
2016	8,542	8,995	10,288	3,144	3,379	1,817	1,087	645	37,897
2017	6,194	11,926	10,670	1,596	3,835	2,035	882	892	38,030
2018	5,760	18,859	11,732	1,462	3,597	2,328	965	1,125	45,828
2019	5,285	22,722	14,334	1,650	3,503	2,412	1,384	1,354	52,644
2020	5,770	24,471	18,089	1,940	2,721	2,454	1,576	1,490	58,511
2021	5,922	28,461	19,939	3,336	3,136	3,112	1,920	1,830	67,656
13-year % change	167	427	1440	123	120	80	119	829	362
3-year % change	3	51	70	128	-13	34	99	63	48

Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Figure 12 – New greatest need applicants approved per year, indexed to 2016 (2016=100)



Source: [Table 18](#)

Building on the analysis outlined in Chapter 2, [Table 19](#) compares waiting list numbers proportionate to the overall population of each state and territory. Setting aside Northern Territory, it is notable that the size of the lists maintained by Victoria and South Australia – the jurisdictions with the least restrictive income thresholds – are proportionately larger than other jurisdictions. Perhaps more striking is the variation across the states and territories in relation to the representation of new priority ('greatest need') applicants. The data suggest that NSW, Western Australia and South Australia operate much more restrictive rules governing the assignment of priority status.

At the national scale, new greatest need applicants recorded in 2020-21 accounted for 41% of total waiting list applications at 30 June 2021, up from 33% three years earlier. At jurisdiction level, however, there was huge variation. In NSW, South Australia and Western Australia, new greatest need applicants in 2020-21 were logged as equating to only 13%, 19% and 20% of year-end applications respectively. In Queensland, by contrast, the figure was 94%. Again, this strongly suggests inconsistent approaches to data recording between jurisdictions. As regards the NSW, South Australia and Western Australia figures here, one

hypothesis would be that the cited numbers of 'new greatest need applicants' reflects state designations of 'priority status' within applicant ranking regimes (see Chapter 7) – probably involving much more tightly defined designations. Given the high likelihood of inconsistency across state/territory governments here, inter-jurisdictional comparisons on the incidence of new greatest need applications must be treated with caution.

As regards those states reporting a very high incidence of new greatest need applicants (e.g. Queensland, Tasmania, Victoria in 2020-21), the figures may also seem to imply high levels of turbulence in waiting list registrations. Take the case of Queensland, for example. Here, as it would appear, over 90% those registered for social housing at year end 2020-21 (19,939 of 21,274) were recorded as having registered as a 'greatest need applicant' during the year.

Looking at this another way, Queensland 'new greatest need' applications were logged as 14,000, 18,000 and 20,000 over the most recent three years in the above table, 42,000 in all. For the sake of argument let us also assume that 100% of those joining the register were classed as 'greatest need' cases. ROGS data show that in the three years to 2020-21 total new social housing lettings in Queensland totalled 19,000. If 42,000 new applicants were added to the register over this period, yet only 19,000 exited from the list into social housing, the 'excess of new applications' over allocations would be 23,000 (42,000 minus 19,000). Yet the total number of year-end listed applications increased by 'only' 12,000 (from 16,000 to 28,000)⁷. On the face of it, this crude arithmetic suggests that 11,000 applicants may have exited the list without being accommodated in social housing during this period (23,000 minus 12,000).

It must be acknowledged that the above is a crude and incomplete accounting of all the relevant applications and lettings flows concerned. Nevertheless, the figures seem to suggest that substantial numbers of applicants will have been exiting the waiting list each year without being accommodated in social housing – whether due to actively withdrawing their application, or being removed through managerial action. This issue is further explored in Section 6.7.

Table 19 – Public housing waiting list applicants, 2021

2021	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total applicants	45,429	51,859	21,274	17,207	15,988	4,144	2,880	4,727	163,508
New greatest need applicants (2020-21)	5,922	28,461	19,939	3,336	3,136	3,112	1,920	1,830	67,656
New greatest need app %	13%	55%	94%	19%	20%	75%	67%	39%	41%

⁷ Note that this references Queensland Government social housing waiting list statistics published by the Government itself (see [Table A125](#)) which differ from the Queensland ROGS waiting list figures cited in [Table 17](#) – possibly suggesting that the latter are exclusive of entries where the applicant indicated a preference for community housing or Indigenous housing.

Total apps/1,000 hhlds	14	20	11	17	22	18	16	57	16
New greatest need apps/1,000 hhlds	2	11	10	3	4	13	11	22	7

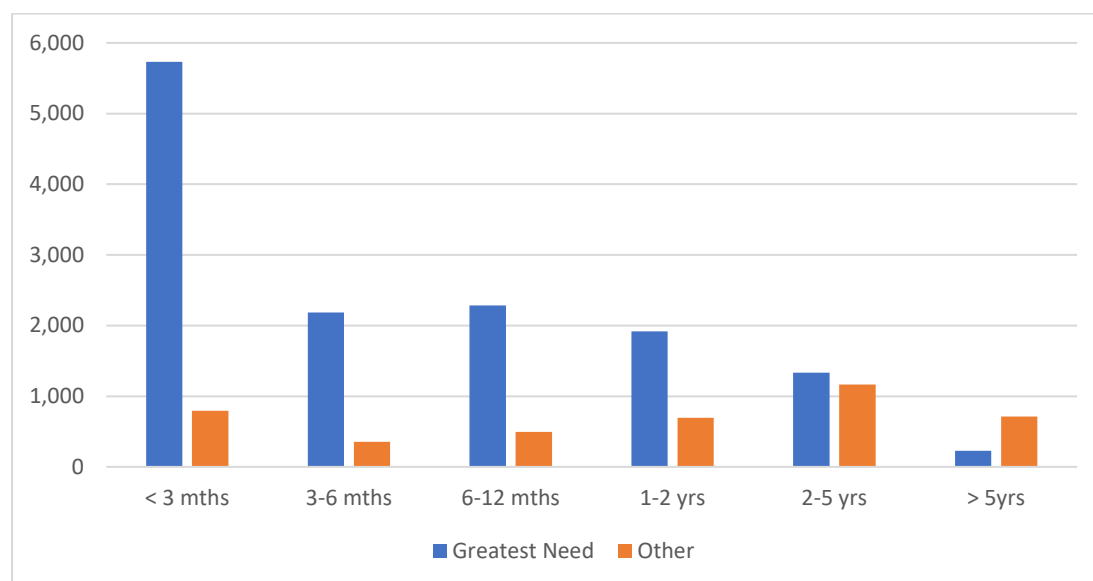
Sources: [Report on Government Services - Housing and Homelessness, 2022](#) ; [ABS Report 3236.0 Household and Family Projections 2016-2041](#) Note: as explained elsewhere, this report uses 'public housing waiting list applications' as a proxy for all social housing applications

6.3 Waiting times - national

Broad brush data on public housing tenancy waiting times are published at the national level by AIHW. As shown in [Figure 13](#) and [Figure 14](#) 'greatest need' applicants (75% of new social housing tenants in 2020-21) tend to be accommodated in under a year. However, since this analysis relates to households allocated tenancies during a given financial year, it provides no information about wait times experienced by the cohort of applicants registered for social housing at any one time. Among greatest need applicants housed during 2019-20, 42% (5,730 households) had been waiting for less than three months, and 75% (10,202) had been waiting less than 12 months. Of non-greatest need applicants housed during 2019-20, only 19% (796 households) were accommodated within three months, and 61% (2,580) had waited more than 12 months. This, however, masks substantial variation between jurisdictions, as becomes evident below.

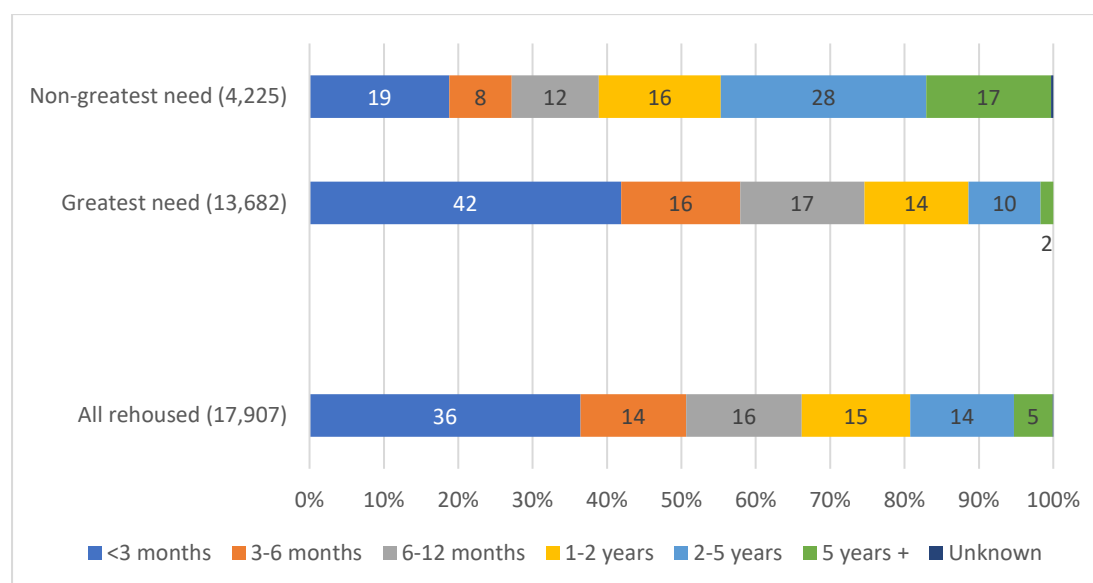
As shown in Table 20 at least at the national scale there appears to have been little recent evidence of change in the waiting time profile of applicants granted public housing tenancies. It is likely that the total number of new social housing lettings has been declining during this period but because of the AIHW practice of including tenancies subject to public housing transfers to community housing along with genuine new tenancies granted, national 'lettings' statistics for the late 2010s are distorted.

Figure 13 – Waiting times for newly housed public housing tenants, 2019-20 – no. of lettings



Source: [Table A16](#)

Figure 14 – Waiting times for newly housed public housing tenants, 2019-20 - % of cohort



Source: AIHW Housing Assistance in Australia 2021 – [‘Households Table 17’](#)

Table 20 – New tenants allocated public housing tenancies, 2016-17 - 2020-2021: Waiting time breakdown

Waiting time	Greatest need applicants				Other applicants				All applicants			
	2016-17	2017-18	2018-19	2019-20	2016-17	2017-18	2018-19	2019-20	2016-17	2017-18	2018-19	2019-20
Less than 3 months	45	43	41	42	16	14	19	19	38	36	36	36
3 months to less than 6 months	16	15	15	16	8	8	7	8	14	13	13	14
6 months to less than 1 year	16	16	16	17	11	11	12	12	15	15	15	16
1 year to less than 2 years	12	13	14	14	15	16	14	16	13	14	14	15
>2 years	10	13	14	11	50	50	48	44	21	22	22	19
Total public housing lettings	100	100	100	100	100	100	100	100	100	100	100	100

Source: AIHW Housing Assistance in Australia, associated data tables - various editions. Note: there is no distinction here between the '2-5 years' and '>5 years' cohorts because no such distinction is incorporated within the published AIHW statistics for the early years included in this table.

6.4 Waiting list caseloads in NSW, Queensland and Tasmania

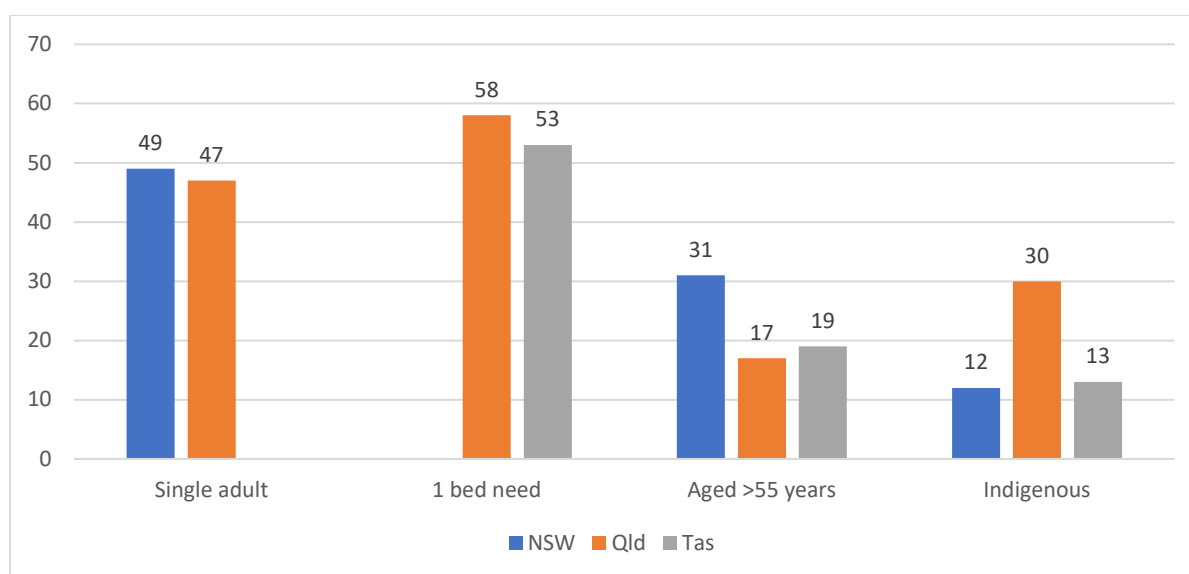
6.4.1 Selected characteristics

Applicant demographic data, and the time periods for which it is available, vary substantially across our three case study jurisdictions. Figure 15 provides a limited demographic comparison, based on the more detailed data that follows. This reveals that the number of single adult applicants is similar in NSW and Queensland, at 49% and 47% respectively, while there are slightly more households waiting for one-bedroom properties in Queensland (58%), compared to Tasmania (53%).

The number of applicants over 55 years of age is similar in Queensland (17%) and Tasmania (19%), but substantially higher in NSW (31%). This is likely due to a greater disparity between pension and rent levels in NSW.

Finally, 30% of Queensland applicants are Indigenous, compared to only 12% in NSW, and 13% in Tasmania. However, it is important to note that these figures are for public housing only, and may exclude those who have applied for State Owned and Managed Indigenous Housing but not public housing. More detailed cohort profile data for each individual jurisdiction is provided below.

Figure 15 – Demographic groups as percentage of registered applicants, 2020



Sources: [Table 21](#), [Table 22](#), [Table 23](#)

6.4.2 NSW

The total number of waitees in NSW declined by 7% between 2011-12 and 2019-20, despite increases in rental stress and homelessness (see Section [2.2](#)) and the failure of social housing stock numbers to keep pace with population growth (see Section [2.3.2](#)). As noted earlier, this may be attributable to applicants giving up on waiting, or being discouraged from applying, due to the prospect of long waits and/or the stigma associated with an inadequately maintained social housing portfolio (Section [2.1](#)). It could also reflect more rigorous waiting list management – e.g. more pro-active procedures to delete registrations

where the applicant is no longer eligible or has failed to re-confirm their interest, or implementation of more stringent qualification rules. More optimistically, it could reflect the fact that state/territory government efforts to sustainably resolve applicants' housing problems via PRA have become more effective.

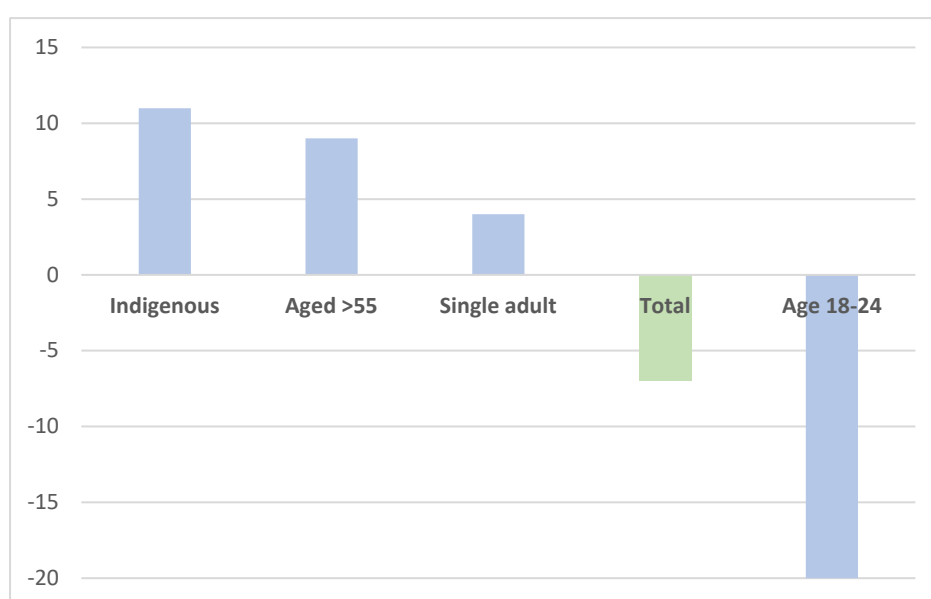
Increased representation of Aboriginal applicants on the NSW social housing register (see [Table 21](#)) might perhaps reflect increased targeting; Aboriginal outputs and outcomes figure prominently in the data the NSW Government's Department of Communities and Justice (DCJ) is required to [report annually](#). Other groups to experience increases include applicants aged 55 years and over (possibly reflecting a focus on preventing homelessness amongst older women – latterly a fast-growing cohort within the homeless population), lone person households (which may be attributable increased affordability challenges for such households), and 'other' households.

Table 21 – Profiling registered social housing applicant households, NSW

Demographic variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality (any household member)	Aboriginality	5,468	10	6,092	12	624	11
	Total	55,479	100	51,395	100	-4,084	-7
Age (household head)	<18	264	0	147	0	-117	-44
	18-24	6,554	12	5,271	10	-1,283	-20
	25-54	34,172	62	30,150	59	-4,022	-12
	55+	14,487	26	15,827	31	1,340	9
	Total	55,479	100	51,395	100	-4,084	-7
CALD (household head)	CALD	19,165	35	16,152	31	-3,013	-16
	Total	55,479	100	51,395	100	-4,084	-7
Gender (household head)	Female	32,051	58	30,366	59	-1,685	-5
	Male	23,403	42	21,008	41	-2,395	-10
	Total	55,479	100	51,395	100	-4,084	-7
Household structure	Single only	24,371	44	25,275	49	904	4
	Single parent with dependent children	14,580	26	12,498	24	-2,082	-14
	Couple only	4,567	8	3,887	8	-680	-15
	Other family with dependent children	8,082	15	5,683	11	-2,399	-30
	Other households	3,879	7	4,052	8	173	4
	Total	55,479	100	51,395	100	-4,084	-7
Priority category	Priority	4,931	9	5,308	10	377	8
	General	50,548	91	46,087	90	-4,461	-9
	Total	55,479	100	51,395	100	-4,084	-7

Source: [DCJ Annual Statistical Report 2020, Table A2B1C2D0N68](#)

Figure 16 – Registered social housing applicants, NSW - change over time, 2011-12 - 2019-20



Source: Table 21

6.4.3 Queensland

The number of waitees increased substantially in Queensland between 2017 and 2020, from 15,657 to 25,814 (up 65%). While the distribution of this increase across different groups is displayed in [Table 22](#), certain changes are particularly noteworthy. The number of waitees in the very high priority category increased by 9,202 (up 169%), which accounted for most of the overall increase in waitee numbers. All couple households, with or without children, decreased significantly, while single person and all single parent households all markedly increased.

Table 22 – Profiling social housing applicants, Queensland

Variable	Categories	2017		2020		Change	
		#	%	#	%	#	%
Priority	Very high	5,461	35	14,663	57	9,202	169
	High	4,966	32	6,114	24	1,148	23
	Moderate	4,366	28	4,437	17	71	2
	Lower	706	5	600	2	-106	-15
	TBD (disused 2020)	158	1				
	Total	15,657	100	25,814	100	10,157	65
Bedrooms	1	9,215	59	14,940	58	5,725	62
	2	2,840	18	5,224	20	2,384	84
	3	2,541	16	4,126	16	1,585	62
	4	907	6	1,306	5	399	44
	5	148	1	200	1	52	35
	6	6	0	14	0	8	133
	7 (added in 2020)			4	0		
	Total	15,657	100	25,814	100	10,157	65
Family Type	Single person	6,778	43	12,010	47	5,232	77
	Single parent, 1 child	1,671	11	2,668	10	997	60
	Single parent, 2 children	1,299	8	2,095	8	796	61
	Single parent, >2 children	1,302	8	2,026	8	724	56
	Single person Over 55	2,560	16	4,010	16	1,450	57
	Couple only	340	2	294	1	-46	-14
	Couple, 1 child	270	2	219	1	-51	-19
	Couple, 2 children	237	2	182	1	-55	-23
	Couple, >2 children	395	3	277	1	-118	-30
	Couple only over 55	496	3	226	1	-270	-54
	Other	309	2	1,807	7	1,498	485
	Total	15,657	100	25,814	100	10,157	65
ATSI	Unknown	1,726	11	2,070	8	344	20
	No	10,386	66	16,088	62	5,702	55
	Yes	3,545	23	7,656	30	4,111	116
	Total	15,657	100	25,814	100	10,157	65

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

6.4.4 Tasmania

[Table 23](#) provides a demographic overview of waitees as at 30 June 2021, while Table 24 provides limited time series data for 2020-2021. The latter shows a 23% increase in the number of applicants over a 12-month period, with the largest increase being for priority applicants aged 55 years and over (47%), followed by priority applicants in the 25-54 year age group. General housing applicants aged under 25 years were the only group to experience a decrease in numbers (4%).

Table 23 – Social housing waitee priority status, 30 June 2021, Tasmania

Applicant and application characteristics		CALD	Aboriginal	Torres Strait Islander	Both Aboriginal and Torres Strait Islander	Age				Gender		Total Applicants
						<18	18-24	25-54	55+	Male	Fem.	
Primary application type/status	Category (General)	80	104	-	5	25	198	560	245	381	647	1,028
	Category (Priority)	187	424	11	15	91	648	1828	536	1,332	1,771	3,103
	No consent or blank	-	<5	-	-	-	9	18	7	16	18	34
	Transfer applications	-	35	<5	<5	<5	28	204	110	75	268	343
	Applications currently suspended	-	70	-	<5	<5	27	259	39	149	178	327
	Total applicants	267	635	13	25	119	910	2,869	937	1,953	2,882	4,835

Source: Supplied by Communities Tasmania

Table 24 – Applicant age, priority, and bedroom category 2020 and 2021, Tasmania

	1 Bedroom				2 Bedroom				3+ Bedroom				Total			
	2020	2021	Change		2020	2021	Change		2020	2021	Change		2020	2021	Change	
			#	%			#	%			#	%			#	%
Priority – Aged under 25	394	491	97	25%	161	204	43	27%	35	44	9	26%	590	739	149	25%
Priority – Aged 25 to 54	692	833	141	20%	370	458	88	24%	390	543	153	39%	1,452	1834	382	26%
Priority – Aged 55 and over	178	261	83	47%	182	208	26	14%	55	72	17	31%	415	541	126	30%
General – Aged under 25	138	133	-5	-4%	72	78	6	8%	13	13	0	0%	223	224	1	0%
General – Aged 25 to 54	214	230	16	7%	130	157	27	21%	145	173	28	19%	489	560	71	15%
General – Aged 55 and over	163	196	33	20%	28	39	11	39%	13	11	-2	-15%	204	246	42	21%
Total	1,779	2,144	365	21%	943	1,144	201	21%	651	856	205	31%	3,373	4,144	771	23%

Source: Supplied by Communities Tasmania

6.5 Waiting times – specific jurisdictions

There is no single source of waiting time available at jurisdictional level. Data is therefore provided for Australia as a whole, followed by jurisdiction-specific data. NSW data was obtained via correspondence with DCJ Housing, Queensland data was obtained via an [Open Data Portal](#), and Tasmanian data was obtained via a formal request to the Department of Communities.

6.5.1 Waiting times – NSW

Median waiting times for NSW applicants housed during 2019-20 are presented in [Table 25](#). Unfortunately, figures for Central Sydney areas where waiting times are longest (see [Table A67](#)), are absent. Even so, the available statistics may be interpreted as demonstrating the effectiveness of the prioritisation process, in the sense that those accorded priority status are housed between 7 and 14 times faster than those who are not. Additionally, Appendix 2.4 sets out NSW Government advice to applicants on expected waiting times for non-priority applicants in all allocation zones across NSW, together with the number of general and priority approved applicants registered for a tenancy in each area as at 30 June 2020.

Table 25 – Median wait times, specific locations, 2019-20

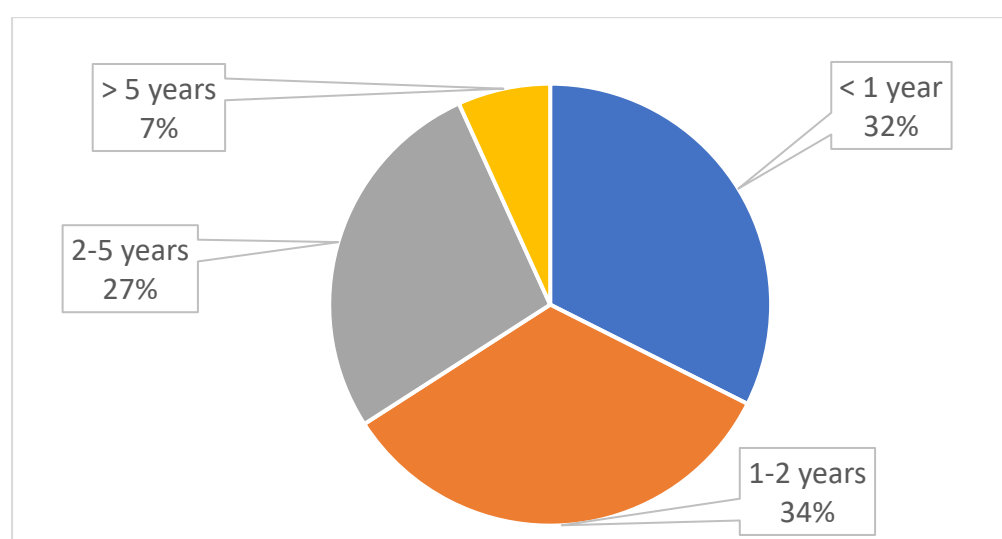
Priority category	Western Sydney	South West Sydney	NSW (includes Sydney)
Priority approved (months)	3.6	2.9	2.5
General approved (months)	24.8	39.4	27.1
General relative to priority waiting time	7:1	14:1	11:1

Source: DCJ Housing Correspondence

6.5.2 Waiting times – Queensland

Median waiting times for recently housed tenants are not available for Queensland. [Figure 17](#) instead analyses latest statistics on waiting time duration of registered applicants at a point in time. However, it should be noted there has been a sharp increase in the number of registrations in recent years (an increase of over 10,000 households, or 65%, between 2017 and 2020 – see [Table A125](#)). Moreover, across the registered applicant cohort as at 30 June 2021, average waiting time was 28.3 months, compared with only 15.5 months for the equivalent cohort at financial year end 2016-17. That is, an increase of 83% over only four years (for source details see the Appendix table cited above).

Figure 17 – Queensland waiting list registrations as at 30 June 2020 – waiting time duration



Source: Table A125

6.5.3 Waiting times – Tasmania

Mean and median waiting times are provided both for registered applicants as at 30 June 2021, and for those housed during 2020-21 (Table 26). Somewhat counter-intuitively, both the mean and median are longer for priority than for general applicants in three out of four cases. This could indicate a generally better match between the needs of those on the general waiting list and the characteristics of the stock available for letting. It presents a stark contrast to NSW, where priority applicants are housed 7 to 14 times faster.

Table 26 – Tasmania: Mean and median waiting times, by priority status, 2020-21

Category	On waiting list as at 30 June 2021 (days)		Applicants housed during 2020-21 (days)	
	Mean	Median	Mean	Median
Priority	385	258	419	299
General	429	230	216	133

Source: Communities Tasmania

The three tables below provide additional details regarding applicants housed during 2020-21. Table 27 reveals that lettings to general need applicants comprise only 10% of total allocations. Table 28 shows that waiting times are approximately four to six times faster for applicants aged 55 and over, suggesting that this cohort receives substantial priority, despite age being not explicitly listed in the prioritisation criteria (see Table 33). Finally, Table 29 demonstrates that there is substantial variation in waiting times depending on the bedroom entitlement.

Table 27 – Tasmania: Waiting times by priority status, 2020-21

Priority Status	No. applicants	Mean wait time (weeks)	Median wait time (weeks)
Priority (exiting SHS)	302	58	46
Priority	401	61	39
General	80	31	19
Other	55	26	16
Total	838	55	37

Source: Communities Tasmania

Notes:

- SHS refers to Specialist Homelessness Services
- Other includes community housing and Private Rental Incentive program applicants without a public housing application.

Table 28 – Tasmania: Waiting time by age, 2020-21

Age	Number of Applications	Average wait time (weeks)	Median wait time (weeks)
Aged under 25	139	50	36
Aged 25 to 54	485	58	40
Aged 55 and over	214	9	9
Total	838	55	37

Source: Communities Tasmania

Table 29 – Tasmania: Applicants housed in 2020-21 - waiting time by property size entitlement

Bedroom entitlement	No. of applicants	Mean wait time (weeks)	Median wait time (weeks)
1 Bed	337	51	34
2 Bed	358	56	37
3 Bed	101	61	52
4 Bed	35	58	47
5 Bed	7	80	50
Total	838	55	37

Source: Communities Tasmania

6.5.4 Factors influencing waiting times for individual households

Managing housing registers (or waiting lists) is a significant administrative task for state/territory governments and other contributing agencies. All case study jurisdictions offer similar guidance to prospective tenants on the factors likely to influence waiting times (see [Table 30](#)). In summary, these depend on the following variables, as they relate to the specific location(s) preferred by the household:

- The number of applicants ([Table 17](#), [Figure 11](#)).
- Stock numbers ([Table A12](#), [Figure A11](#)).

- Vacancy rates (inferred from new tenancies/allocations, see [Table A13](#), [Figure A12](#))
- The household's needs and priority relative to other households.

The final point above, regarding the assessment of needs and the prioritisation of applicant households, is addressed in Section 6.7. The primary focus here is on explaining the administrative mechanisms involved in managing Housing Registers (or waiting lists), and the households of which they are comprised.

6.5.5 Change of circumstances notification requirements

All jurisdictions require that applicants report relevant changes in their circumstances to housing register officials. This includes changes on contact details, household composition, household member accommodation needs, and household income (see specific requirements in [Table 30](#)).

Making changes to contact details is likely to be straightforward, and applicants have an incentive to provide updates, to ensure that they can be reached in the event that housing becomes available. However, other updates can be more complicated. For example, if a household member has the opportunity to gain increased paid work, but this will result in the household exceeding the relevant income limit, they may either decline the work or avoid declaring the additional income. Similar incentives and disincentives can arise in relation to, for example, the formation of cohabitation relationships, and rehabilitation from injury or illness.

6.6 Eligibility review

In addition to the requirement that housing authorities are notified of changes in circumstances, there are also systematic processes for reviewing (re-confirming or terminating) applicant eligibility. In NSW, for example, applicants are sent a postcard every 12 months seeking confirmation that the applicant still requires social housing. In Queensland applicants are sent a letter to confirm their contact details and, importantly, their eligibility.

6.6.1 Closing an application

If an applicant becomes ineligible for social housing (for example, due to increased household income), they are removed from the housing register, but may still qualify for other forms of housing assistance.

At least in NSW and Queensland, failure to respond to a periodic eligibility review results in removal from the housing register. If the applicant re-applies, their waiting period usually re-starts; that is, their original date of application is not carried over, unless they are able to provide an appropriate reason for failing to respond to attempts to contact them. For example, being in hospital or incarcerated may be considered a legitimate reason for an applicant failing to reconfirm their wish to be registered. Such an applicant could potentially have their registration restored, with waiting time credit intact.

Table 30 – Management of social housing waiting lists

	NSW	Queensland	Tasmania
Waiting times	The time that a client will wait on the NSW Housing Register depends on: • The number of vacancies. • The supply of social housing in the area, including the number of housing providers. • The number of people waiting for the same type of housing in the same area who have been waiting longer. • Willingness to accept offers of both public and community housing. • The number of people who have demonstrated a high need to be housed. • The number of applicants leaving the NSW Housing Register.	Offers of housing are affected by: • The number of properties in the area the applicant wishes to live in. • The number of properties that become available. • The applicant's circumstances and needs being a good match to the available property. • The number of people who have the same housing need in the same area as the applicant but were approved before the applicant and are a good match to the available property.	The aim is for priority applicants to be housed first, whose needs may relate to such things as: • Health and mobility. • Affordability. • Homelessness. • Family violence. Waiting times can vary based on: • The type of homes that are available. • Where the applicant wishes to live. • Whether the applicant has unpaid debts or other problems in their history as a tenant.
Change of circumstances	Applicants are required to advise a social housing provider of any changes in their household circumstances within 28 days of the change occurring. This includes: • Contact details. • Household membership. • Income.	Applicants on the housing register are required to provide updated information when their circumstances change, including: • Circumstances. • Contact details. • Health and related needs. • Household membership. • Income. • Locational preference.	Applicants are required to let Housing Connect know if their circumstances change. If they do not do so they may not be offered housing.

	NSW	Queensland	Tasmania
Eligibility review	DCJ Housing sends all applicants a Housing Eligibility Postcard every 12 months to: • Confirm contact details. • Ask if they wish to remain on the housing register.	Applicants on the housing register are sent letters to: • Check that they are still eligible for social housing. • Update their information.	
Closing an application	If a client does not respond to the review: • Their application is closed. • They are removed from the housing register. • They are required to re-apply if they wish to re-join the housing register, and they lose their previous application date/waiting time. An application or offer may be reinstated if: • It was closed in error. • Household income exceeded relevant limits at a point in time, but not for 12 months or more. • The applicant did not respond to contact, but: - They were in hospital, respite care, a disability support facility, rehabilitation facility, or another institution. - They were homeless and were unable to access their mail during the 28 day period. - They were unable to access their mail during the 28 day period due to escaping domestic or family violence or a family break up. - The applicant was away for 28 days or more due to family bereavement or family care. - The applicant was in custody at the time contact was attempted.	If an applicant's circumstances change and they are no longer eligible for social housing: • They will be removed from the housing register. • They may be assisted with other products and services.	
Sources	Managing the NSW Housing Register	Changes to Your Housing Needs Housing Register	Applying for Social Housing Fact Sheet

6.7 Housing register dynamics

Jurisdiction-level 'point in time' waiting list applicant numbers are published annually in the Productivity Commission's Report on Government Services, as are statistics on the annual number of applicants provided with social housing tenancies. However, there are no published figures on the number of applicants joining the housing register each year, and the number leaving it for reasons other than securing social housing. As a result, the dynamics of waiting list changes remain opaque. Based on supplementary data provided by the New South Wales Government's Department of Communities and Justice (DCJ) and Communities Tasmania, it has been possible to partially fill the identified gaps for these two jurisdictions.

6.7.1 Housing register dynamics in NSW

[Table 31](#) displays high level data that help to unpack NSW housing register dynamics in 2019-20 and 2020-21. In 2019-20, 4,767 applicants exited the housing register without being housed ([Figure 18](#)), while in 2020-21 this rose to 6,446 applicants ([Figure 19](#)). Unfortunately, there is no published breakdown of the factors involved. However, these are likely to include some combination of:

- Applicants meeting their own housing need in the private market (with or without the aid of PRA)
- Applicants inadvertently having their registration deleted due to non-receipt of periodic official request to re-confirm interest (e.g. due to official use of outdated contact details)
- Applicants actively choosing to withdraw their registration – deciding not to re-confirm interest when prompted a periodic official request to do so (e.g. in recognition of lengthy waiting times as advised by state/territory government information)
- Applicants becoming ineligible for social housing (e.g. due to increased household income exceeding relevant registration qualification limit).

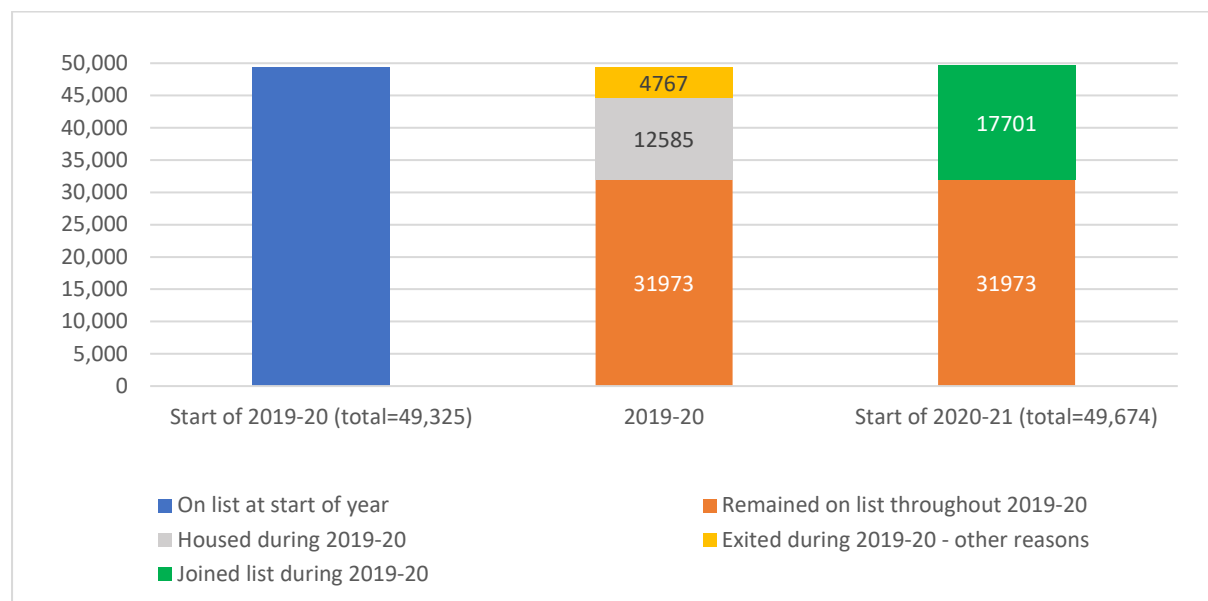
Notably, the number and percentage of applicants exiting the NSW housing register without receiving social housing increased from 4,767 applicants (10%) 2019-20 to 6,446 applicants (13%) in 2020-21. In fact, during 2020-21 the number of applicants exiting the list without being housed was more than half the number of applicants granted a social housing tenancy.

Table 31 – NSW housing register dynamics, 2019-20 and 2020-21

	2019-20	2020-21	Source
Start of year applicant total	49,325	49,674	ROGS
End of year applicant total	49,674	48,239	ROGS
Applicants added to list during year	17,701	17,127	DCJ
Applicants housed during year	12,585	12,116	ROGS
Applicants emaining on list during year	31,973	31,112	Calculation
<i>Applicants exiting without being housed</i>	<i>4,767</i>	<i>6,446</i>	<i>Calculation</i>
<i>Applicants exiting without being housed (%)</i>	<i>9.66%</i>	<i>12.98</i>	<i>Calculation</i>

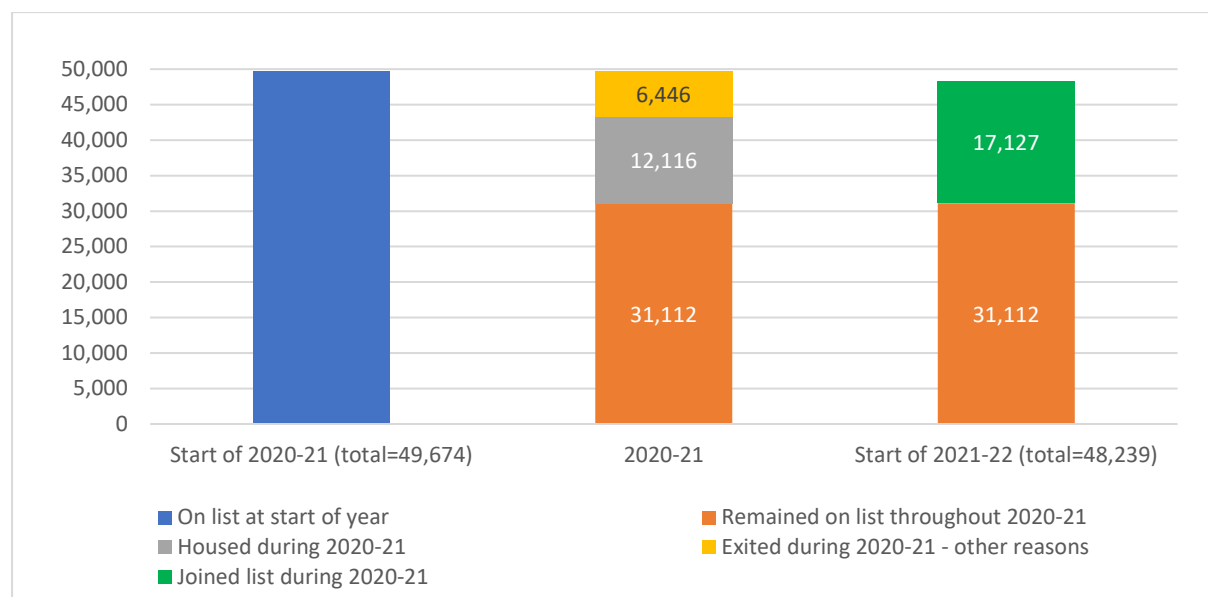
[Figure 18](#) and [Figure 19](#) attempt to illustrate the dynamics implied by [Table 31](#). Thus, in 2019-20 at the start of the year there were 49,325 registered applicants. During the year 12,585 households were housed from the list (awarded a public or community housing tenancy), while 4,767 exited the register for other reasons. By the end of the year registered households totalled 49,674, of whom 17,701 had joined the list during year. Another way of presenting this is to say that the number exiting without being housed was around a quarter of the number joining. In 2020-21, the number exiting as such equated to more than a third of the number joining.

Figure 18 – NSW waiting list turnover 2019-20



Source: [Table 31](#)

Figure 19 – NSW waiting list turnover 2020-21



Source: [Table 31](#)

6.7.2 Housing register dynamics, Tasmania

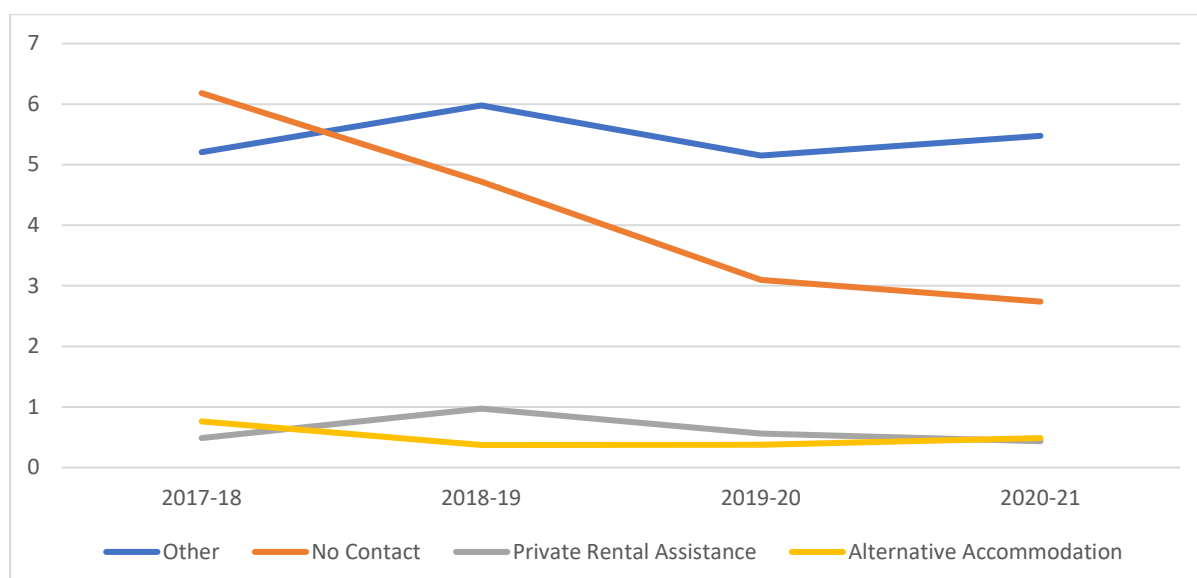
Both numbers of waiting list exits (other than due to entering social housing), and high-level reasons for these exits, have been provided by Communities Tasmania ([Table 32](#)). For example, in 2020-21 this was true for 337 households – or 9% of total registrations as the start of the year. As can be seen visually in [Figure 20](#), the numbers of applicants exiting due to finding alternate accommodation, or because they received private rental assistance, have remained below 1% for the past four years. Relatively small numbers are removed from the list each year on grounds of ‘no contact’; presumably referring to cases where an applicant fails to confirm their wish to remain registered when requested to do so. Moreover, this declined over recent years.

Table 32 – Households exiting Tasmania’s housing register other than via allocation of social housing - reason for exit/ application withdrawal

Reason	2017-18		2018-19		2019-20		2020-21	
	No.	%	No.	%	No.	%	No.	%
Alternative accommodation	25	1	13	0	14	0	18	0
No contact	203	6	165	5	116	3	101	3
Private Rental Assistance	16	0	34	1	21	1	16	0
Other	171	5	209	6	193	5	202	5
Total	415	13	421	12	344	9	337	9
Total applicants at start of year	3,284		3,496		3,747		3,687	

Sources: Applicants at start of year – [2022 ROGS](#); reason for exit – Communities Tasmania; percentages are calculated by dividing the number of exits by the total number of applicants at the start of the year

Figure 20 – Households exiting Tasmania’s housing register other than via allocation of social housing – reason for housing register exit (%)



Source: [Table 32](#)

6.8 Chapter summary and conclusions

The total 'point in time' number of social housing applicants in Australia remained virtually static between 2006 and 2021 at just over 160,000. This however masks substantial variations within some jurisdictions, such as a doubling in applicants in the Northern Territory. Annual 'new greatest need applications' have risen markedly in most jurisdictions, even during the past three years, let alone over a longer timescale. Nationally, new greatest need applications – potentially a meaningful measure of 'expressed housing need' – increased by 48% in the period 2018-2021.

Available data on waitee characteristics and the changing profile of the waitee cohort is highly inconsistent from state to state. However, it appears that despite virtually static overall numbers, NSW has seen growing need involving Aboriginal households (up 11% in the period 2012-2020), applicants aged 55 years and over (up 9%), and single person households (up 4%). In Queensland, by contrast, the period 2017-20 saw a 65% increase in the total numbers, most of whom were in the 'very high' priority category. Timeseries data was not available for Tasmania.

Waiting times vary substantially between jurisdictions, particularly with regard to distinctions between priority and general applicant cohorts. Especially in states where priority status criteria are more tightly drawn (e.g. NSW, Western Australia), securing such status is likely to mean that accessing social housing is relatively rapid. For example, available statistics suggest that NSW priority applicants are housed 7 to 14 times faster than general applicants, with median wait times of 2.5 to 3.6 months for the former.

More generally, across Australia only 19% of applicants granted new public housing tenancies in 2019-20 had been previously registered on the relevant state/territory waiting list for more than two years. Even among non-priority ('greatest need') applicants the proportion was only 43%. However, while sub-national statistics remain unpublished, long wait proportions are probably substantially higher in most capital cities and other areas with more pressured housing markets. Moreover, as demonstrated by NSW statistics cited in this chapter, large numbers of applicants leave the register every year without being housed. In 2020-21 this was true for some 6,400 applicants – more than half the number allocated a social rental tenancy in that year. This cohort of people 'dropping off the list' will include some who have already waited in vain for a considerable period.

7. Applicant prioritisation and social housing allocation

The allocation of social housing involves a property-led matching process. This is triggered when a social housing property becomes available for letting – either when it enters the letting stock as a newly-built dwelling, or (more usually) when an existing property becomes available to re-let after former tenant departure.

When a property becomes available, registered applicants are matched to the vacancy based on their locational preferences and property size/type needs, then ranked according to their assessed priority and waiting time. Unless there are compelling reasons for doing otherwise, the top-ranked candidate will then be offered the tenancy. Before unpacking this part of the process in more detail, the following sections explain the rules on designation of priority status and the size of property for which an applicant qualifies.

Especially in certain states, such as NSW, priority status criteria are deliberately tightly drawn to advantage only those with the most complex needs. Particularly in these settings, securing such status is likely to substantially enhance an applicant's allocation prospects. Hence, the importance of this part of the applicant assessment process.

7.1 Priority housing criteria and categories

[Table 33](#) provides an overview of waiting list segmentation and applicant prioritisation criteria for all jurisdictions. This illustrates that different state/territory governments use different terminology, apply different measures of housing need with different needs thresholds, and house different groups in different orders.

The way this works in NSW is that each applicant carries a priority marker that provides the basis for applicant ranking when a property becomes available (see Section [7.4.1](#)). The highest priority is accorded to applicants approved for Emergency Temporary Accommodation, followed by those approved for priority status, elderly applicants (aged 80 years and over, or 55 years and over if Aboriginal or Torres Strait Islander), applicants approved for a priority transfer, and then applicants approved for wait turn housing (i.e. 'general list' or 'non-priority' applicants) and wait turn transfers.

Queensland's waiting list has four distinct needs segments: very high need, high need, moderate need, and lower need. Tasmania has three distinct levels of need: highest priority, standard priority, and general.

While it might be expected that a household's designation as a 'greatest need' applicant would have some read-across to their level of assessed allocation priority, this may be only true in some jurisdictions. Notwithstanding their published rules on this issue (see Section 7.2), state/territory government approaches to assessing applicant allocation priority remain somewhat opaque. Moreover, the binary distinction offered in AIHW and ROGS statistics between (a) total waiting list applicants and (b) new greatest need applicants clearly fails to properly represent the complexity and diversity of approaches to assignment of needs-based priority used in each jurisdiction. In this report we have tended to use the 'greatest need' designation as drawn from the ROGS as if this is synonymous with 'priority' status, but it is acknowledged that this is probably appropriate in only some jurisdictions.

Table 33 – National comparison of priority housing criteria, 2021

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
NSW	Single list of approved clients.	Priority housing aims to meet the urgent housing needs of applicants who require long-term housing assistance. To be eligible for priority housing, applicants must meet all three of the following criteria: 1. Eligible for social housing. 2. In urgent need of housing. 3. Unable to resolve that need themselves in the private rental market. An applicant may demonstrate that they have an urgent housing need if they are experiencing one or more of the following: • Unstable housing circumstances. • At risk factors. • Existing accommodation is inappropriate for their basic housing requirements. Eligibility for Social Housing Policy	The NSW Housing Register is a single list of approved clients waiting for social housing. The NSW Housing Register lists clients in order according to their required housing location, their approval category and approval date. Generally, social housing providers will house clients in the following order: • Clients approved for Emergency Temporary Accommodation. • Clients approved for priority status on the NSW Housing Register and clients approved for transfers or relocations on the grounds of under-occupancy. • Elderly clients (clients who are aged 80 and over, or 55 and over if Aboriginal or Torres Strait Islander). • Clients approved for a transfer on a priority basis, or clients being relocated for management purposes. • Clients approved for wait turn housing and wait turn transfer. Managing the NSW Housing Register Policy
Vic	Six priority segments and a register of interest.	Priority Access: In broad terms this might be for people: • Who are homeless and receiving support. • Are escaping or have escaped family violence. • With a disability or significant support needs. • Who need to move for health reasons • Needing emergency housing – e.g. due to floods or bushfire. Social Housing Eligibility	The categories of the Register, in decreasing order of priority, are as follows: • Emergency Management Housing. • Priority Transfers. • Homeless with Support. • Supported Housing. • Special Housing Needs. • Special Housing Needs aged 55 years and over. • Register of Interest. Social Housing Eligibility

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
Qld	Need (four segments).	If you are eligible for social housing, your application is placed on the housing register—a record of approved applicants waiting for social housing. We add you to the housing register according to: • The date of your approved application. • Your housing need. • Your preferred locations. • The type of housing (e.g. apartment, house) and number of bedrooms you're eligible for. Housing Register	Very high need: People who have multiple complex factors that are significantly impacting on their capacity to independently access and sustain stable housing. This includes people who are homeless or have inappropriate current housing. High need: People whose current housing isn't suitable and who have some complex factors that affect their ability to access or maintain a tenancy in a private rental property. Moderate need: People whose current housing isn't suitable and who have a low number of barriers accessing or keeping a tenancy in a private rental property. Lower need: People who have issues with their current housing but are able to access suitable housing in the private rental market. Housing Register

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
WA	Need (four segments)	If you have a priority housing need, you may be eligible for priority housing assistance ahead of your turn on the waiting list. You will need to speak to a Housing Authority officer regarding your situation and provide proof of your claims, such as medical and support letters. Examples of situations that may contribute to an urgent housing need include: • Family and domestic violence. • To reunite a child with family. • Homelessness. • A severe and ongoing medical condition caused or aggravated by your current housing situation. The approval process takes into account several factors. This includes the: • Circumstances surrounding the priority housing need. • Availability of any other viable option (such as private rental accommodation). • Previous history of the applicant including any debt to the Housing Authority. Priority Housing Assistance	

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
SA	Need (four segments).	Registrations for public, Aboriginal and community housing are prioritised and placed in a category based on the registrant's need for housing and the urgency of their situation. Housing SA considers all the below when assessing a registrant's need for housing: • Their accommodation history • The housing options available to them • Their individual need • The circumstances of anyone else included on their registration of interest. Housing Registration and Allocation Policy	Category 1: Is for registrants with urgent housing needs and long-term barriers to accessing or maintaining private housing options. Category 2: Is for registrants who aren't in urgent housing need but have long-term barriers to accessing or maintaining private housing options. Category 3: Is for registrants who don't have urgent housing needs or long-term barriers to other housing options. Category 4: Current Housing SA tenants who register for a transfer are registered for Category 4 if they haven't been approved for Category 1 or 2 in line with the Transfer policy. Housing Registration and Allocation Policy

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
Tas	Three levels: - Priority (Exiting) - Priority - General	Applicants will be prioritised on the Housing Register by their level of assessed need by Housing Connect. Prioritisation for social housing in Tasmania considers the applicant's circumstances, to determine their level of need and ensure that those in greatest need receive housing offers first. Eligible applicants are assessed on the basis of four key circumstances: 1. Affordability: How much rent an applicant and their household pay as a percentage of their household income. 2. Homelessness: Where an applicant is living and their security of tenure. For example, whether they are sleeping rough, couch surfing, live in short-term accommodation, live somewhere that is not safe and healthy, or exiting short term, emergency or institutional accommodation. 3. Safety: The capacity of the applicant and their family to live safe from harm and violence and includes family and sexual violence. 4. Health and mobility: The impact of an applicant's physical and mental health on their capacity to achieve and/or sustain a private tenancy and requiring social housing often with a modified living environment. Social Housing Policy	Social housing applicants are prioritised on the Housing Register as either: • Highest Priority – people in the highest need, including those leaving homelessness services, prison or hospital, or who are leaving care and protection. • Standard Priority – other high needs based on health, homelessness, safety and affordability. • General – in need based on health, homelessness and affordability. The Housing Register ensures that applicants in greatest need are being housed first and are being matched with appropriate properties. When determining a suitable allocation, a social housing provider will consider, in order of importance: • Priority of need. • Wait time. • Any special modifications or design-standards required by a household member. • The area preference (suburb selections). • The number of bedrooms. • Any other circumstances impacting the appropriateness of the potential tenancy, such as safety, health and mobility, social and family support networks and social cohesion. Allocations into vacant social housing properties are made to Priority Applicants (who are assessed as Highest Priority and Standard Priority), and only to other applicants from the Housing Register if no offers by Priority Applicants have been accepted. Social Housing Policy

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
ACT	Need (three segments)	The Priority Housing category is restricted to applicants (including transfer applicants) who can demonstrate a range of complex needs with evidence of significant risk factors that would be substantially alleviated through the early allocation of public housing or community housing. In the first instance an officer from Housing ACT will assess your application. If the information you provide indicates that you may be eligible for Priority Housing, your application will be referred to the Multi-disciplinary Panel (the Panel) for a decision on entry to Priority Housing. At the time of assessment, you must provide documentation to show why your housing need is urgent. Supporting letters from refuge workers, doctors, teachers, police, social or welfare workers should clearly state their reasons for support. A Letter of Support for Priority Housing is available in the Application Kit and from Gateway Services. There is no guarantee that your application will be referred to the Panel. This will be decided by Housing ACT, based on the information you provide. Priority Housing Fact Sheet	There are three needs categories: • Priority Housing • High Needs Housing • Standard Housing When you submit an Application for Social Housing Assistance, your eligibility will be assessed, based on the information you supply. Priority Housing

State or Territory	Waiting list segmentation	Priority housing criteria	Priority categories
NT	Two segments: - Priority - General Allocated by application date within each segment	Eligible priority housing applicants who can demonstrate urgent need for public housing will be placed closer to the top of the wait list. An urgent need for public housing usually falls under one of the following categories: • Risk of homelessness • Serious medical or social problems • Domestic or family violence Applicants must prove their need for priority public housing. This will require supporting documentation to enable the Department to make an appropriate assessment and determination. Priority Housing Policy	Applicants who have their application approved will be placed on the waiting list as a priority. The Department will make every effort to allocate housing to priority applicants as soon as possible. Eligible priority housing applicants will be provided with an offer of housing when a suitable dwelling, in any location that meets their needs, becomes available. Priority Housing Policy

7.2 Assignment of priority status

As discussed earlier, the term ‘waiting list’ somewhat misleadingly implies a simple queuing system. It is true that the duration of an applicant’s registration for social housing has some continuing significance in affecting their prospects of a tenancy offer. In particular, this is the case for applicants judged ‘eligible’ but deemed as having no relevant additional housing need conferring additional priority. Similarly, applicants classed as having similar ‘additional needs’ will be ranked according to waiting time.

As shown in Table 33, however, all states and territories operate detailed rules governing the assessment of an eligible applicant’s housing need, and an individual’s housing prospects will be greatly affected by their associated ranking. These frameworks usually encompass both the urgency and the severity of that need. For example, someone already homeless or facing an imminent eviction has an urgent need. Someone of an advanced age, or having a serious disability or long-term illness that seriously inhibits their employability (and, therefore, their ability to afford the market rent for a suitable private rental home) is likely to have a severe need for non-market accommodation.

To substantiate urgent or (particularly) severe housing need, an applicant is likely to be required to provide documentary evidence – e.g. in relation to their medical condition. Especially for applicants such as those with learning difficulties or living a ‘chaotic lifestyle’ the challenge posed by documentary evidence requirements may be formidable.

Relatedly, stakeholder interviews conducted as part of the current research highlighted a belief that having an advocate or support person significantly enhanced the likelihood of an applicant being accorded priority status. This was thought to result from one or more of the following:

- Support to navigate the housing system, based on knowledge of the various forms of assistance available and what is required to access them;
- Assistance in collecting evidentiary documents; direct provision of documents (based on a clinical relationship, for example);
- Prompting the client to update their application information as their circumstances change, and supporting applicants to explain the full extent of their problematic (and therefore priority enhancing) circumstances, which they may be otherwise disinclined to do (for example, where it involves trauma or other deeply personal information).

Even as acknowledged by some current and former housing authority staff, having an advocate can improve an applicant’s chances of being prioritised. However, with the exception of Tasmania, where all applicants receive support from a Housing Connect worker, access to an advocate appeared to be relatively ad hoc. This means, all things being equal, that applicants with similar kinds/levels of need may have different chances of being allocated a social housing property.

7.3 Designation of property size and type entitlements

7.3.1 Property size

Assignment of an applicant household's bedroom entitlement can substantially affect waiting times in some locations. For example, 'broadacre estates' in locations such as western and south-western Sydney usually have large numbers of three- and four-bedroom freestanding dwellings, but relatively few one- and two-bedroom apartments, resulting in longer waiting times for small households. Conversely, inner-city locations typically have a disproportionately high number of apartments with one or two bedrooms, resulting in longer waiting times for large households.

NSW, Queensland, and Tasmania all have similar property size assignment rules, according to household size and characteristics. However, NSW and Queensland rules go into far more detail regarding the sharing of bedrooms by children, based on age and gender, as well as entitlements relating to access visits (where parenting/care is shared across households). Bedroom category entitlements, and the rules used to determine entitlements in specific circumstances, are set out in [Table 34](#).

Table 34 – Property size entitlements

	NSW	Queensland	Tasmania
Studio	Single people		
1 bedroom	- Single people - Couples	- A single person - A couple	- Single - Couple
2 bedrooms	- Couples - Single people or couples with one other household member - Single people or couples with two other household members	2 single people sharing - Single or a couple with 1–2 children	2 single people - Couple with one child
3 bedrooms	- Single people or couples with one other household member - Single people or couples with two other household members - Single people or couples with three other household members - Single people or couples with four other household members	3 single people sharing - Single or a couple with 2–4 children	Couple with 2-3 children
4 bedrooms	- Single people or couples with three other household members - Single people or couples with four other household members - Single people or couples with five or more other household members	4 single people sharing - Single or a couple with 3–6 children	Couple with 4-5 children
5 bedrooms	Single people or couples with five or more other household members	5 single people sharing - Single or a couple with 4–8 children	
6 bedrooms		6 single people sharing - Single or a couple with 5–10 children	
7 bedrooms		7 single people sharing - Single or a couple with 6–12 children	

	NSW	Queensland	Tasmania
How bedrooms are assessed	Criteria for accommodating children in public housing • Child is over 18 years of age: The person is considered to be an adult when calculating the minimum bedroom entitlement. • Shared bedrooms: - same sex children up to 18 years of age are expected to share a bedroom - male and female children are expected to share a bedroom until one of the children reaches 10 years of age. • Children can't share a bedroom: - DCJ Housing will allocate an additional bedroom where the client has demonstrated a need for same sex children, or children under 10 years of age, to have separate bedrooms. - Examples of situations where an extra bedroom could be appropriate include where there is a large age gap between the children or behavioural factors. • The child/children are considered to be part of the household if the client has shared custody of children for 3 days per week or more. Normal bedroom entitlements apply. • Access visits from children: - The children are not considered to be part of the household if they visit for less than 3 days per week. - The children are not considered to be part of the household if they are receiving out-of-home care. An extra bedroom will be considered when evidence of proposed restoration of children is provided. - The client must demonstrate a need for an extra bedroom to accommodate access visits. • Future needs of children who may need separate bedrooms in 2 or 3 years time: DCJ Housing will take this into account when matching the client to a property if it can. DCJ Housing will make this decision on a case by case basis according to the size and type of housing that is available in the area.	• Usually no more than 2 children of the same gender will share a bedroom. If the bedroom is big enough, 3 children of the same gender can share. • If there is an age gap of 7 years or more between children of the same gender, each child will get their own bedroom. • If someone in the property is 3 months or more pregnant (confirmed with a doctor's certificate), enough bedrooms will be provided to allow for a baby of either gender. • Couples are given 1 bedroom only. • Single people over the age of 18 will receive a separate bedroom. • If someone in the property has regular custody of children, these children will be included when determining your bedroom entitlements. You will need to show us evidence of the custody arrangements.	• One bedroom per adult or couple • The type of home you need, and the number of bedrooms, will depend on the number of people who live with you. Housing Connect will look at the age and gender of your children when working out how many bedrooms you need. Girls and boys may need their own room as they get older.
Sources	Eligibility and Allocations Policy Supplement	Types of Houses Provided	How Many Bedrooms Fact Sheet

7.3.2 Evidence required to demonstrate dwelling requirements (NSW)

NSW is the only jurisdiction that publishes detailed information on evidentiary requirements in relation to specific dwelling characteristics, as outlined in [Table 35](#). As discussed in [Section 7.1](#), regarding assignment of applicant priority status, applicants seeking to demonstrate the need for a specific type of dwelling may also benefit from the support of an advocate in assembling evidentiary documents.

Table 35 – Evidence required to demonstrate dwelling requirements, NSW

Situation	Description/ Further Rules if Applicable
Need for a ground floor property, or property with level access	Property with no internal or external steps
Modified property. For example, a property with wheelchair access.	For major modifications, an Occupational Therapist report stating the type of modifications or property specifications required.
Specific property features are unsuitable.	For example, the number of stairs in the property, need for fencing, no carpet for health reasons etc.
Yards. For example, to house a client's guide dog, to accommodate physical therapy equipment, to address the health needs of a household member	Stronger substantiation will be required in allocation areas where there are few properties with yards
Location within allocation area – need for a property located within a specific part of an allocation area (public housing only).	For example, for access to cultural supports, a specific medical practitioner or a special school.
Shared custody – need for a larger property to accommodate children (public housing only).	Documentation to demonstrate the need for a larger property to accommodate children
Extra bedroom due to medical condition or disability (public housing only).	For example, extra space for storage of medical equipment, room for family member or carer to stay when providing short term support, separate room for a partner if a disability (or routines associated with a disability) require the couple to sleep separately.
Extra bedroom due to family reasons (public housing only). For example, to: • accommodate regular access visits from children • accommodate weekend access visits from children • accommodate regular visits from grandchildren for care or custody reasons • have a child returned from out-of-home care into safe and stable accommodation • enable regular care of aged parents • meet extended family responsibilities.	• Evidence that access visits occur at least fortnightly or during school holidays. • In the case of care related visits from grandchildren, reasonable substantiation of the reason for the visits. • Evidence that an additional bedroom is required to meet the needs of a child to return from out-of-home care, or to help prevent children from entering out-of-home care.
	Evidence that care is required regularly (i.e. of several weeks duration, several times a year) and supports the need for an extra bedroom.
	Evidence of the need to meet extended family responsibilities. Housing providers will consider these requests on a case by case basis according to the specific circumstances of the situation.

Situation	Description/ Further Rules if Applicable
A studio unit is unsuitable (public housing only), due to: • medical condition or disability • requires a carer Family Complement including households with more than one person, pregnancy, shared custody, access visits or child restoration.	• Evidence that demonstrates that this type of property will adversely affect the client's health (e.g. due to claustrophobia). • Only single person households will be offered a studio unit. A client with family reasons or carer requirements needs to provide documentation to demonstrate their need for additional bedrooms as outlined above.
A high-rise unit is unsuitable (public housing only), due to: • medical condition or disability • a child or young person at risk	Evidence that demonstrates that this type of property will adversely affect the client's health (e.g. due to claustrophobia), or that the client has special housing requirements due to risk to a child or young person.

Source: [Entitlements](#)

7.4 Property-applicant matching and tenancy offers

7.4.1 Matching applicants to properties

In NSW, the matching of applicants to properties is a highly structured and automated process. When a property becomes available for letting, a computer program automatically formulates an applicant shortlist, based on an algorithm accounting for applicants' assessed needs, locational preferences and priority status. Crucially, all priority applicants whose locational and property type/size needs match the vacancy are ranked above general list (or non-priority) applicants. This generates an allocations shortlist, from which the highest ranked applicant must be offered the tenancy, unless there are compelling reasons for doing otherwise. Any such 'by-passing' decision must be documented for possible audit. Normally, a second-ranked applicant on an allocations shortlist is offered the tenancy only when it has been refused by the top-ranked candidate.

Given the ranking model outlined above, this process means that a general list applicant will be offered a tenancy only if there are no suitable matches to clients approved for Emergency Temporary Accommodation, or other priority applicants (e.g. prioritised on the grounds of old age or due to the need for a 'management transfer' due to, for example, dwelling demolition). Under this type of system allocation outcomes are very largely the result of automated decisions and involve very little staff discretion.

A similar process operates in Queensland. Here, too, available-to-let property features are matched with the housing register, generating a list of suitable applicants, ranked by the needs category of applicants (very high need, high need, etc) and, within those categories, by date of application. In some instances, however, this process is overruled and housing staff will make a discretionary decision to prioritise a particular applicant or set of applicants. This can occur, for instance, when an applicant falls within a 'government priority group' (stakeholder interview, November 2020). An example of such a group would be homeless people placed in emergency accommodation during the COVID-19 crisis and thereafter transitioned to other forms of housing, including social housing.

7.4.2 Making tenancy offers

NSW and Queensland operate similar procedures, as summarised below, and elaborated in [Table 36](#):

- Conduct pre-offer checks with the applicant, including confirmation of eligibility.
- Allow for deferral of the offer if the client is not ready to move due to unplanned circumstances (Queensland only).
- Make an offer of housing with regard to a specific property.
- Allow the applicant to inspect the property.
- If the offer is accepted, make an appointment to sign the tenancy agreement.
- If the offer is rejected, determine whether the offer is to be counted as an official offer (the offer may be rescinded if legitimate reasons and appropriate evidence are provided).
- If the client does not respond to the offer, the offer is considered to have been rejected without cause.

One potentially significant difference between NSW and Queensland is that NSW has a ‘two offer policy’. This means that applicants can reject their first offer without having to justify their decision, and another offer will be forthcoming. While this provides the applicant with a level of control, there is of course no guarantee that a subsequent offer will be more attractive to the applicant.

In contrast, according to the formal rules, Queensland applicants have been expected to accept the first offer meeting their needs/requirements. Thus, rejection of a ‘reasonable offer’ would result in the applicant’s removal from the Housing Register. However, stakeholder interviewees noted that staff may exercise significant discretion in dealing with rejected offers; that is, determining whether the offer can be justifiably discounted as ‘unsuitable’. Applicants removed from the housing register may still be eligible for other forms of housing assistance.

Table 36 – Procedures for making social housing tenancy offers

	NSW	Queensland	Tasmania
Pre-Offer Checks	Contact is made to confirm: • The client's eligibility. • The type and length of lease they will be offered if they are eligible.	Contact is made to review the Applicant's: • Circumstances. • Eligibility for social housing. • Need and wellbeing match with the available property.	
Making offers	If the applicant is a former public housing tenant who is required to pay a bond, they will be advised of the amount at the time of the offer.	The Applicant will be asked if they are ready to move. If they are, they can inspect the property, and this will be considered an offer of housing.	The applicant will be contacted when a home becomes available that may meet their needs.
Deferring an offer		If the applicant is not ready to move in the short-term, due to unplanned circumstances, they can ask that their application is put on hold.	
Property inspections	The applicant is expected to view the property and accept or reject the offer within a reasonable timeframe.	The applicant is provided with keys to enable an inspection of the property. They must return the keys by 4pm on the same day.	
Accepting an offer	The applicant advises that they are accepting the offer, and an appointment is made to sign a tenancy agreement.	The applicant advises that they are accepting the offer, and an appointment is made to sign a tenancy agreement.	
Rejecting an offer	Rejections fall into three categories: • Failure to respond to attempted contact by the housing provider. • Rejection of an unreasonable offer (the client provides adequate evidence to demonstrate that the offer does not match their needs. • Rejection of a reasonable offer (the offer is deemed to meet the needs of the client).	Applicants are expected to accept reasonable offers that meet their needs based on the information provided in their application. If they do not wish to accept an offer, they need to discuss their reasons with the relevant Housing Service Centre. If their needs have changed: • They may be assisted with other housing services that better meet their needs, or • Their application will be updated to ensure that future offers match their current housing needs.	
Number of valid offers	Clients receive a maximum of two valid offers. If a second valid offer is rejected they are removed from the housing register.	One: Applicants are expected to accept reasonable offers that meet their needs based on the information provided in their application (see 'rejecting an offer' immediately above).	

	NSW	Queensland	Tasmania
No response from the client	A client who does not respond to attempted contact is deemed to have received a valid offer.	If a client does not respond to an offer after every effort has been made to contact them: • The offer is cancelled. • Their application is cancelled. • They are sent a letter explaining why this has happened.	
Sources	Matching and Offering a Property to a Client	Your Housing Offer	Applying for Social Housing Fact Sheet Communities Tasmania - Offering You a Home Fact Sheet

7.5 Allocation outcomes

As shown in Table 37, just under 30,000 social housing dwellings were let to new tenants in Australia in 2020-21. This represents a 42% decline on the 52,000 lettings [recorded in 1991](#). Proportionate to population the 2020-21 figure represents a drop of 61% - that is, 11.7 lettings per 10,000 population as compared with 30.0 in the base year. For reference, the decline has been somewhat smaller than this in NSW where the equivalent nominal lettings reduction has been 16%, while the population-adjusted decline has been 39%.

While public housing forms some 75% of mainstream social housing (i.e. excluding Indigenous housing) it accounted for only 53% of lettings in 2020-21. To a small extent this might reflect that a disproportionate number of newly built (or newly head-leased) properties are community housing rather than public housing dwellings. Other contributory factors could include a lower rate of tenancy turnover in public housing.

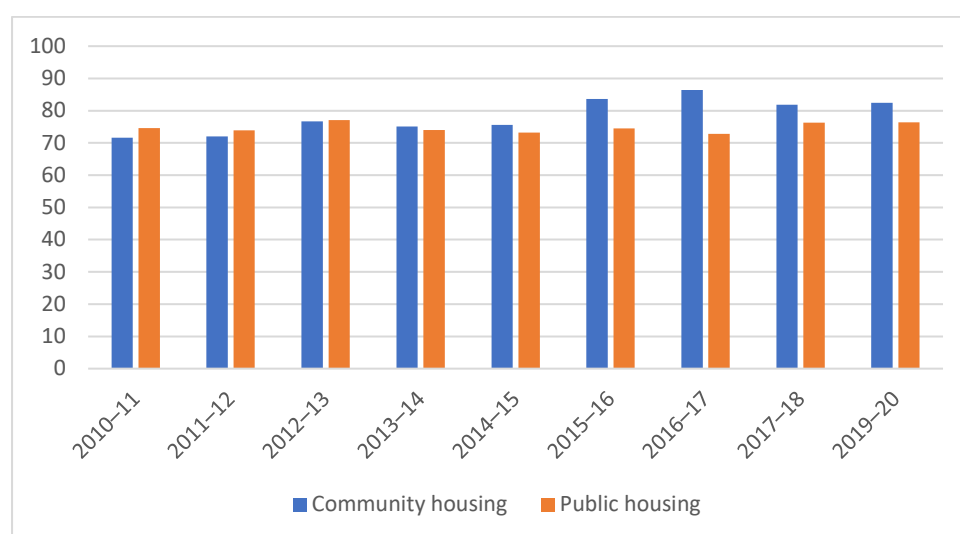
Table 37 – Social housing allocations, 2020-21

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total lettings to new tenants									
Public housing	5,242	1,912	3,614	1,809	1,626	401	230	331	15,165
Community housing	6,613	1,916	1,738	1,211	1,367	671	200		13,716
Indigenous housing	261		144		54	15		519	993
Total	12,116	3,828	5,496	3,020	3,047	1,087	430	850	29,874
% of lettings to greatest need applicants									
Public housing	68	92	98	67	89	97	98	48	81
Community housing	82	84	97	81	96	89	88	na	86

Source: Report on Government Services 2022, Tables 18A.5 – 18A.7, 18A.15, 18A.17. Note: Indigenous housing includes only State Owned and Managed Indigenous Housing (SOMIH) and not Indigenous community housing.

As shown in Table 37 and Figure 21, most social housing allocations – some 79% in 2019-20 – involve ‘greatest need applicants’. Notably, across Australia, the incidence of greatest need allocations is slightly higher in community housing than in public housing. As emphasised above, this metric has significant limitations and is badly in need of review (see Chapter 9). Nevertheless, our analysis here provides no indication that, as sometimes suggested, community housing providers are liable to ‘cherry pick’ new tenants to their managerial advantage. As an example of the state/territory government mandated procedures that ensure this, Tasmania requires large community housing providers to preference priority applicants for tenancy offers, and to consider non-priority applicants only when no matched priority applicant chooses to accept an offer. Providers are also bound by performance targets to allocate 95% of tenancies to priority applicants.

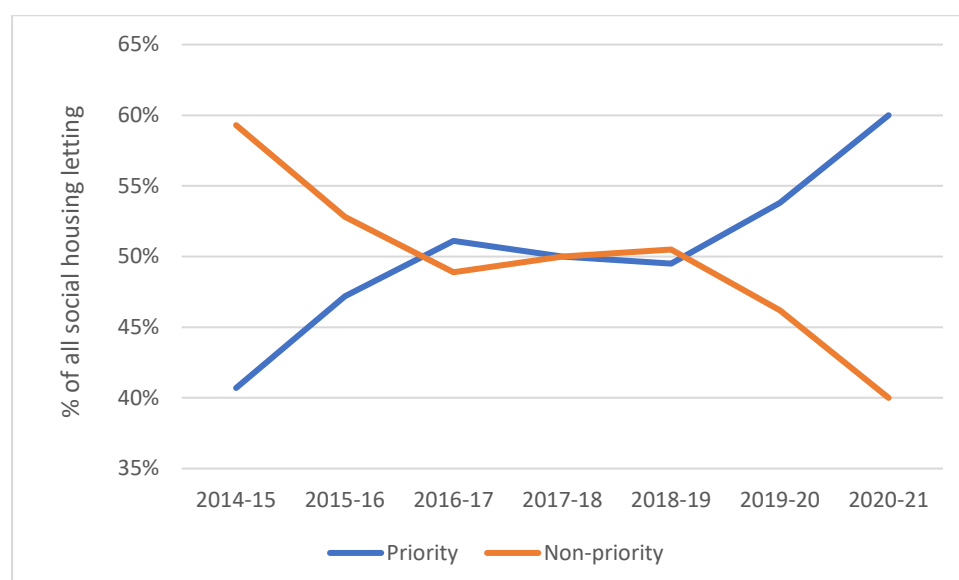
Figure 21 – Proportion of social housing lettings to greatest need applicants, 2010-20 (%)



Source: AIHW Housing Assistance in Australia 2021, Households Table 13

Finally, drawing on NSW Government-published statistics, Figure 22 illustrates the recently rising share of social housing lettings allocated to priority applicants. Thus, in 2020-21, this amounted to 60% of all lettings, up from only 41% in 2014-15. It should be borne in mind that, according to Table 19, only 13% of those joining the NSW waiting list in 2020-21 were classed as new greatest need applicants (understood as equating to ‘priority applicants’ according to the State’s applicant ranking criteria). Consistent with earlier evidence on their typically much shorter waiting times, this is a measure of the extent to which higher needs applicants are advantaged under the NSW allocations policy regime. Moreover, the growing dominance of priority applicant allocations during the late 2010s evidences a social housing system under intensifying stress. For non-priority applicants this spells a deterioration in allocation prospects, resulting in extended waiting times and a growing likelihood of fruitless waiting list exit.

Figure 22 – Social housing allocations in NSW, distribution between priority and non-priority applicants, 2014-15 – 2020-21



Source: [Table A74](#)

7.6 Chapter summary and conclusions

Allocation of social housing is a property-led process where a property becoming available for letting triggers the formulation of an applicant shortlist factoring in waitee preferences, household characteristics, and needs-based priority.

Approaches used in assigning an applicant's needs-based priority are diverse across the eight state/territory jurisdictions. A state like NSW which operates a relatively restrictive approach is effectively enhancing the allocation prospects of priority status applicants more than would be true under a regime where priority is more broadly defined (and therefore applicable to a larger proportion of applicants). All other things being equal a NSW-style approach will result in a larger waiting time advantage for priority applicants over others.

Documentation requirements associated with evidencing a claim for priority status can pose a major challenge for applicant households. This seems highly likely to place a premium on an applicant's ability to secure assistance from a family member or other advocate.

Officially published statistics indicate that the vast majority of social housing tenancies are allocated to 'greatest need' applicants – to an even greater extent for community housing than for public housing. However, since the term 'greatest needs applicant' is both broad and probably inconsistently applied, there is limited scope for meaningful inter-jurisdictional comparison in this respect. Nevertheless, in NSW, a state which defines priority status relatively narrowly, the late 2010s saw such applicants absorbing a markedly rising proportion of tenancy allocations. This is strong evidence of a social housing system under intensifying stress. For non-priority social housing applicants it spells a deterioration in allocation prospects, resulting in extended waiting times and a growing likelihood of fruitless waiting list exit.

8. Review of social housing decisions on applications and tenancy allocations

Both NSW and Queensland have established mechanisms allowing applicants to seek a review of unwelcome decisions in relation to social housing applications and tenancy allocations. In both jurisdictions the first step is to pursue a review within the housing authority, though not by the staff member who made the decision being reviewed. If an applicant in NSW is dissatisfied with the outcome of this initial review they can lodge a 'second tier appeal' with an independent body known as the Housing Appeals Committee. They can also lodge a complaint with the NSW Ombudsman. There is no equivalent to the second tier appeal process in Queensland, but applicants can make a complaint to the Queensland Ombudsman.

Table 38 – Appealing social housing decisions

	NSW	Queensland
Decisions that can be reviewed	• Applications for social housing. • Applications for Private Rental Assistance. • Removal from the social housing register. • Offers and rejections of social housing. • Former social housing tenant debts. • Former tenant classifications.	• Eligibility for social housing. • The type of social housing offered. • The location of social housing offered.
Types of reviews	• First Tier Review: - An officer from DCJ Housing not involved in the decision will check: procedural fairness; interpretation of policy; proper consideration of circumstances and relevant information. • Second Tier Appeal: - Review by an independent body (the Housing Appeals Committee). • A complaint may also be made to the NSW Ombudsman.	• An Application for Review may be lodged with the Housing Appeals and Review Unit (HARU): - A staff member from the area that made the original decision, but not involved in the decision, will review the decision. • A complaint may also be made to the Queensland Ombudsman.
Timeframe for seeking a review	• Generally, a review must be sought within three months of the original decision.	• Usually within 28 days of the decision being made.
Timeframe for undertaking a review	• First Tier: - Usually within 20 working days. • Second Tier: - Usually between 6 and 8 weeks.	• Usually within 28 days of receiving an application.
Sources	Fact Sheet Client Service Delivery Appeals Policy	Request a Review of a Decision

9. Conclusions – key data imperfections

This report has sought to illuminate the processes involved in seeking a social housing tenancy in Australia. In drawing on officially published policy statements and statistics, it has presented these largely from the managerial perspective of state and territory governments responsible for relevant systems. We may debate the ways that these are run and some of the policy choices involved. But it must be recognised that state and territory governments – and particularly the staff directly responsible – face unenviable challenges in rationing a static or shrinking resource at a time of continued growth in need.

From a policy analysis and advocacy perspective, however, there are major frustrations at the inadequate quality and obscure presentation of much official data on the management of access to social housing. This badly compromises efforts to gauge the scale of associated challenges and trends over time at both national and jurisdictional levels, as well as inter-jurisdictional comparisons.

Problems of this kind are not entirely ignored by Australian governments; infrastructures to address them do exist. Under Schedule C of the current National Housing and Homelessness Agreement (NHHA) there is an established Housing and Homelessness Data Working Group (HHDWG) tasked with addressing such issues. This group brings together government officials, as well as representatives of the AIHW and others. Schedule E of [the National Housing and Homelessness Agreement](#) is a national data improvement plan.

Despite such structures, however, the past decade has seen an evident lack of common commitment or effective national leadership when it comes to regularising statistical definitions and recording practices on housing assistance need and service provision (including demand for and supply of social housing). It is hard to resist the conclusion that this has partly resulted from the Commonwealth Government's disinterest in these aspects of Australia's housing system⁸.

Despite their flaws, AIHW's annual Housing Assistance in Australia report and the Productivity Commission's Report on Government Services (ROGS) provide informative statistical indicators on social housing demand and supply. At the same time, especially when it comes to the ROGS, the battery of footnoted qualifications on inter-jurisdictional comparability beneath many tables is testament to inconsistencies galore.

Some specific priorities for statistical data improvement highlighted through the current project include the following:

- i) There is a lack of clarity on mutual exclusivity of ROGS statistics for waiting list applications in relation to social housing type – considering the importance that some attach to snapshot waiting list totals as a conceptually simple measure of expressed housing need, this is highly problematic

⁸ As exemplified by the Federal Housing Minister's 2020 [declaration of reluctance to 'usurp the states and territories'](#) in this policy realm

- ii) It would be desirable for AIHW to record the provision of defined forms of housing assistance (including help to access private tenancies as well as social housing allocations) in relation to the number of households annually assisted as such (rather than, as in the case of some forms of help, only in relation to the number of assistance interactions).
- iii) While potentially a critically important indicator of expressed 'high needs' housing demand, the 'greatest need' applicants metric is highly problematic. Part of the issue is that the term appears to be diversely interpreted by different state and territory governments (see Chapter 6). More fundamentally, the AIHW's definition is arguably of such breadth that it is liable to encompass the vast majority of eligible applicants accepted for registration. Ideally, a much more specific 'priority status' indicator would be developed to replace this metric. This would separately identify applicants deemed as subject to complex needs that attract preferential status in state/territory applicant ranking frameworks – e.g. eligible, no additional priority/eligible, additional priority/eligible, maximum additional priority.
- iv) In understanding the characteristics of qualifying applicants expressing a need for social housing, profile data on waiting list applicants (e.g. household type, property size needed) would be useful to analysts and policymakers – firstly, in relation to the household cohort applying during any year; and, secondly, on the cohort registered at any one time. This should be published at jurisdiction level as well as for Australia as a whole.
- v) National 'duration of wait for social housing' statistics published by AIHW could be usefully complemented by the publication of equivalent jurisdiction-specific statistics – ideally differentiated according to geography (e.g. capital city versus regional), by household type, property size need, Aboriginal versus non-Aboriginal status, age.
- vi) A much fuller understanding of social housing demand and supply dynamics could be informed by publication of statistics on the total annual number of new waiting list applications and the annual number of applications discontinued other than via a tenancy offer, with the latter ideally broken down into its main constituent parts (e.g. applicant household declines to renew registration, application suspended or cancelled by state/territory government).
- vii) There is huge scope for more accessible and informative presentation of social housing provision, management, need and supply statistics. One recommended source of inspiration here would be the long-running and highly respected [UK Housing Review](#) series, an annually updated housing statistics digest widely used by housing analysts and policymakers in England, Wales, Scotland and Northern Ireland.

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A1. Comparative Data – All Jurisdictions

A1.1 Income eligibility

A1.1.1 Income Eligibility Thresholds, All Jurisdictions, 2006-2021

Table A1 - Weekly Income Eligibility Thresholds for Lone Person Households, 2006-2020

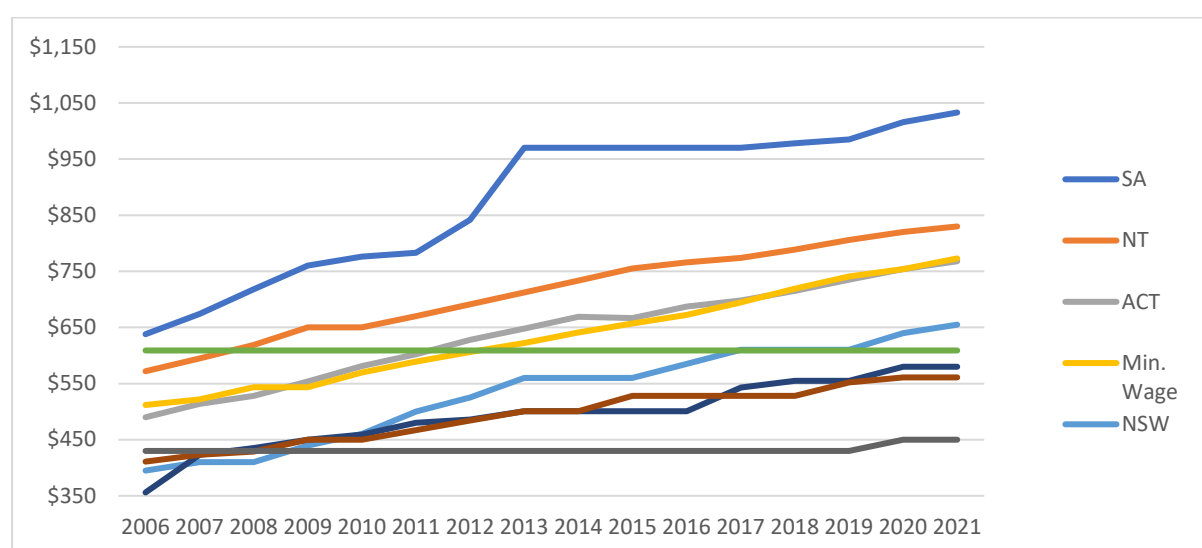
Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Min. Wage
2006	\$395	\$356	\$609	\$430	\$638	\$411	\$490	\$572	\$512
2007	\$410	\$423	\$609	\$430	\$674	\$423	\$514	\$595	\$522
2008	\$410	\$435	\$609	\$430	\$718	\$429	\$528	\$619	\$544
2009	\$440	\$450	\$609	\$430	\$760	\$450	\$554	\$650	\$544
2010	\$460	\$459	\$609	\$430	\$776	\$450	\$581	\$650	\$570
2011	\$500	\$480	\$609	\$430	\$783	\$467*	\$602	\$670	\$589
2012	\$525	\$486	\$609	\$430	\$842	\$484*	\$628	\$691*	\$606
2013	\$560	\$501	\$609	\$430	\$970	\$501	\$648	\$713*	\$622
2014	\$560	\$501	\$609	\$430	\$970	\$501	\$669	\$734*	\$641
2015	\$560	\$501	\$609	\$430	\$970	\$528	\$667	\$755	\$657
2016	\$585	\$501	\$609	\$430	\$970	\$528	\$687	\$766	\$673
2017	\$610	\$543	\$609	\$430	\$970	\$528	\$698	\$774	\$695
2018	\$610	\$555	\$609	\$430	\$978	\$528	\$715	\$789	\$719
2019	\$610	\$555	\$609	\$430	\$985	\$552	\$735	\$806	\$741
2020	\$640	\$580	\$609	\$450	\$1,016	\$561	\$754	\$820	\$754
2021	\$655	\$580	\$609	\$450	\$1,033	\$561	\$768	\$830	\$773

Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Notes:

- Data marked with an asterisk* has been averaged/smoothed, due to gaps in availability.
- Thresholds are based on gross (pre-tax) weekly income.

Figure A1 - Weekly Income Eligibility Thresholds Lone Person Households



Source: [Table A1](#)

A1.2 Applicants

A1.2.1 Number of applicants, by jurisdiction, with comparison variables, 2006-2021

Table A2 - Change in Applicants, 2006-2020, with Comparison Variables (NSW)

	Median rent (a)	Homelessness (b)	Income limit (c)	Rental stress (d)	Population (e)	Rental units (f)	Applicants (g)
2006	\$260	22,219	\$395	164,905	6,742,690	140,109	50,533
2007	\$280	23,271	\$410	170,476	6,834,156	140,246	43,709
2008	\$310	24,323	\$410	176,048	6,943,461	139,334	43,157
2009	\$330	25,375	\$440	186,290	7,053,755	138,797	39,502
2010	\$350	26,427	\$460	196,532	7,144,292	138,353	52,348
2011	\$380	27,479	\$500	187,803	7,218,529	141,875	46,246
2012	\$390	29,526	\$525	179,074	7,304,244	143,144	52,986
2013	\$400	31,573	\$560	189,715	7,404,032	141,794	57,648
2014	\$415	33,621	\$560	200,356	7,508,353	141,862	57,791
2015	\$430	35,668	\$560	213,896	7,616,168	143,069	57,345
2016	\$450	37,715	\$585	227,436	7,732,858	147,053	59,031
2017	\$470		\$610	229,601	7,867,936	149,227	51,571
2018	\$480		\$610	231,765	7,980,168	151,289	48,612
2019	\$475		\$610		8,087,379	151,771	46,701
2020	\$460		\$640		8,167,024	151,008	46,982
2021	\$475		\$655		8,189,266	154,492	45,429

Sources and Notes:

(a) [DCJ Rent and Sales Reports](#).

(b) [ABS Report 20490DO001_2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households).

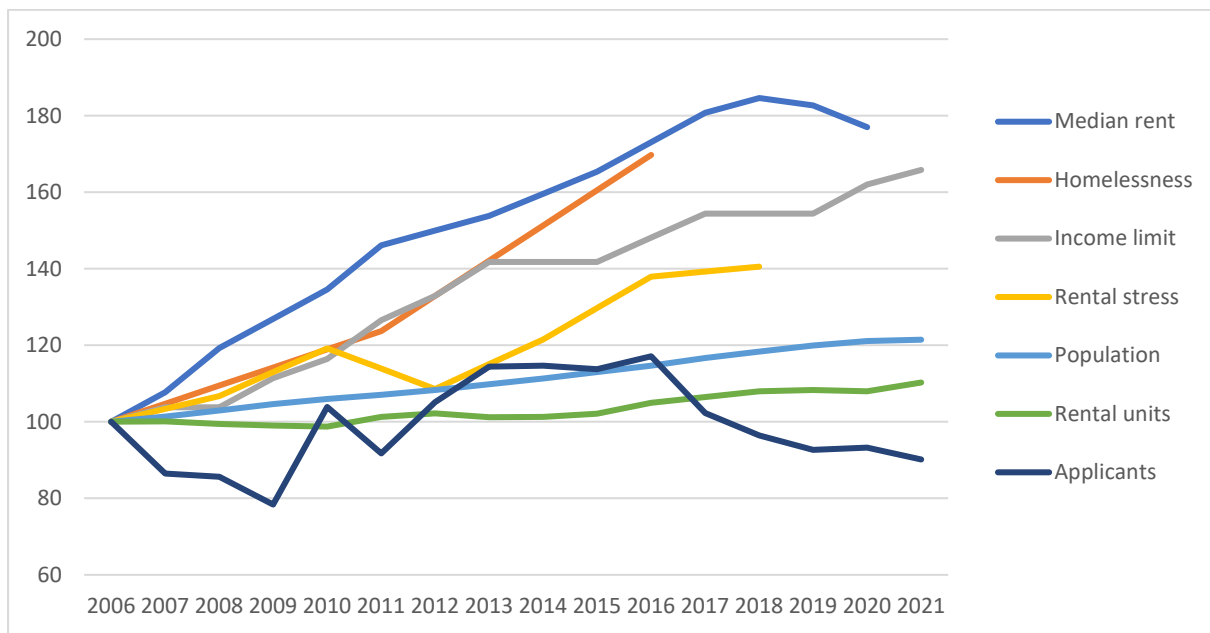
(d) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(e) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (social housing rental units, excluding SOMIH, due to data inconsistencies).

(g) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

Figure A2 - Change in Applicants, Indexed to 2006, with Comparison Variables (NSW)



Source: [Table A2](#)

Table A3 - Applicants and Households in Rental Stress per 100,000 People (2018)

Households		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Number	New greatest need applicants	5,760	18,859	11,732	1,462	3,597	2,328	965	1,125	45,828
	All applicants	48 612	38 185	13 016	14 016	18 577	3 210	1 759	3 203	140 578
	Households in rental stress	231,765	145,770	142,630	58,352	39,556	8,899	9,414	2,678	639,737
	Population	7,980,168	6,462,019	5,009,424	2,594,181	1,736,527	528,298	420,379	247,058	24,982,688
Per 100,000 people	New greatest need applicants	72	292	234	56	207	441	230	455	183
	All applicants	609	591	260	540	1070	608	418	1296	563
	Households in rental stress	2904	2256	2847	2249	2278	1684	2239	1084	2561
Per 100,000 households	New greatest need applicants	192	768	619	147	506	1,035	586	1,407	481
	All applicants	1,618	1,554	687	1,409	2,611	1,427	1,069	4,007	1,475
	Households in rental stress	7,716	5,933	7,525	5,866	5,559	3,956	5,720	3,350	6,710

Sources: [ABS 3236.0 - Household and Family Projections](#); [ABS 3101.0, Table 4 - Estimated Resident Population](#); [ABS 41300, Table 21, Housing Occupancy and Costs](#); [Report on Government Services - Housing and Homelessness, 2020](#)

Table A4 - Change in Applicants, 2006-2021, with Comparison Variables (Vic)

	Rental stress (a)	Homelessness (b)	Income limit (c)	Applicants (d)	Population (e)	Rental units (f)
2006	78,060	17,410	\$356	34,146	5,061,266	70,518
2007	83,703	18,389	\$423	33,977	5,153,522	70,770
2008	89,345	19,368	\$435	35,548	5,256,375	72,442
2009	95,782	20,348	\$450	38,993	5,371,934	73,305
2010	102,218	21,327	\$459	41,050	5,461,101	73,905
2011	112,537	22,306	\$480	38,321	5,537,817	75,866
2012	122,855	22,808	\$486	36,942	5,651,091	77,125
2013	120,615	23,310	\$501	35,778	5,772,669	78,573
2014	118,374	23,813	\$501	34,625	5,894,917	78,739
2015	135,107	24,315	\$501	34,464	6,022,322	78,347
2016	151,840	24,817	\$501	31,764	6,173,172	78,477
2017	148,805		\$543	35,381	6,321,606	78,448
2018	145,770		\$555	38,185	6,462,019	78,781
2019			\$555	42,832	6,596,880	79,509
2020			\$580	45,719	6,693,858	78,929
2021			\$580	51,859	6,649,159	78,917

Sources and Notes:

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) [ABS Report 20490DO001 2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

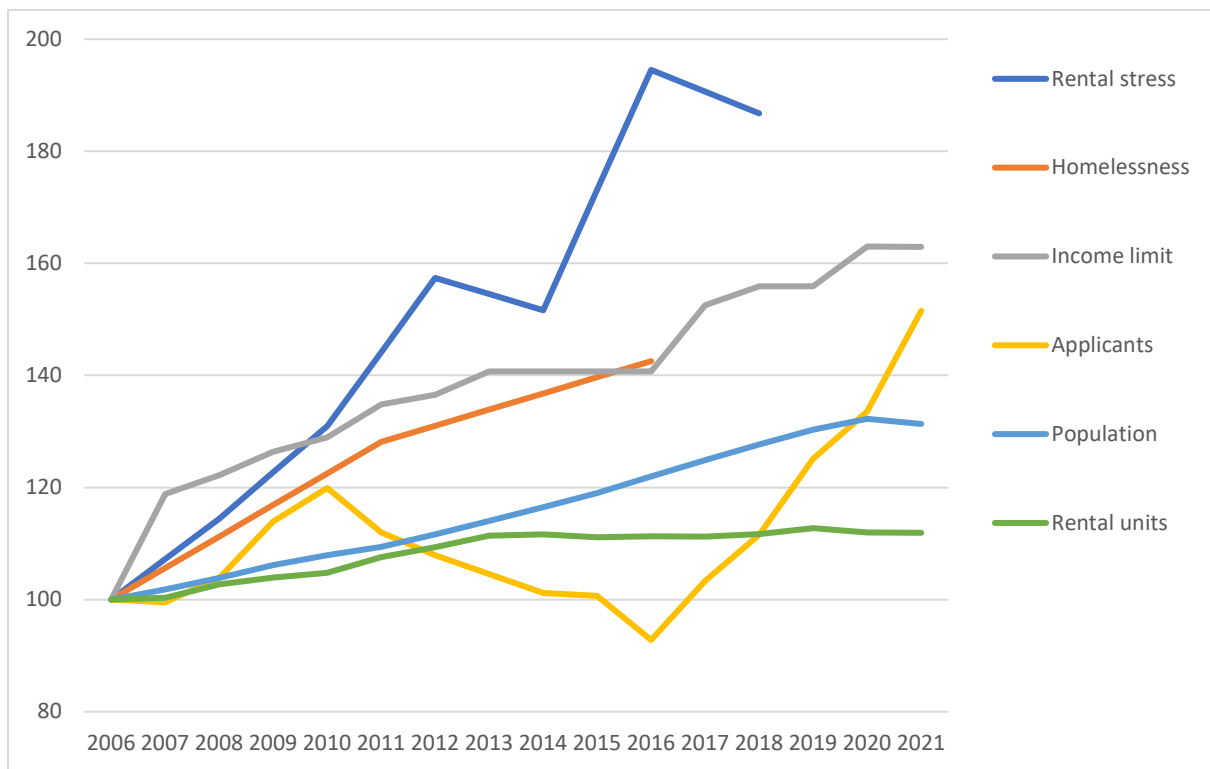
(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households).

(d) [Report on Government Services - Housing and Homelessness, various years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

(e) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (social housing rental units, excluding SOMIH, due to data inconsistencies).

Figure A3 - Change in Applicants, Indexed to 2006, with Comparison Variables (Vic)



Source: Table A4

Table A5 - Change in Applicants, 2006-2021, with Comparison Variables (Qld)

	Rental stress (a)	Population (b)	Rental units (c)	Homelessness (d)	Income limit (e)	Applicants (f)
2006	69,195	4,007,992	57,928	18,856	\$609	32,766
2007	75,314	4,111,018	59,409	18,893	\$609	32,413
2008	81,434	4,219,505	60,309	18,929	\$609	32,449
2009	97,157	4,328,771	61,335	18,966	\$609	20,286
2010	112,879	4,404,744	62,220	19,002	\$609	27,645
2011	117,549	4,476,778	65,564	19,039	\$609	30,314
2012	122,218	4,568,687	66,631	19,565	\$609	24,166
2013	135,219	4,652,824	66,753	20,092	\$609	17,841
2014	148,219	4,719,653	66,418	20,618	\$609	15,013
2015	129,692	4,777,692	66,183	21,145	\$609	12,565
2016	111,164	4,845,152	66,211	21,671	\$609	11,720
2017	126,897	4,927,629	66,099		\$609	11,982
2018	142,630	5,009,424	65,821		\$609	13,016
2019		5,093,884	66,029		\$609	15,817
2020		5,175,245	66,186		\$609	20,820
2021		5,221,170	66,850		\$609	21,274

Sources and Notes:

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

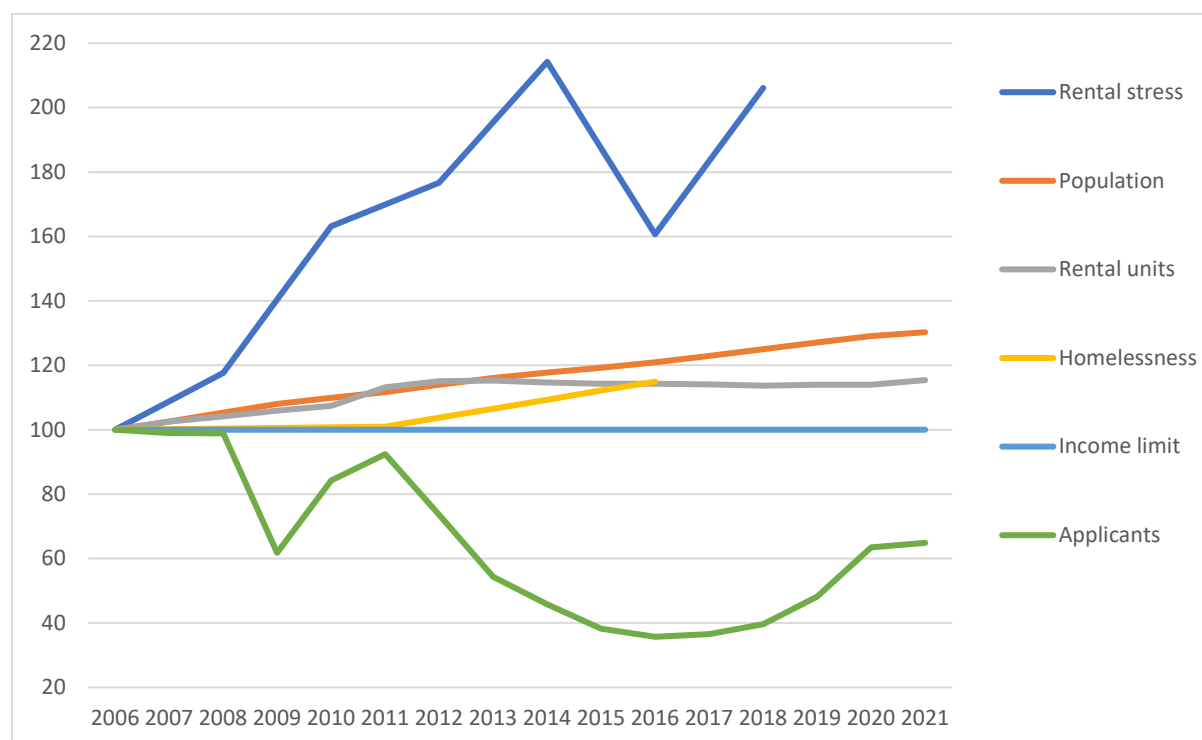
(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (social housing rental units, excluding SOMIH, due to data inconsistencies).

(d) [ABS Report 20490DO001 2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

(e) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households).

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

Figure A4 - Change in Applicants, Indexed to 2006, with Comparison Variables (Qld)



Source: [Table A5](#)

Table A6 - Change in Applicants, 2006-2021, with Comparison Variables (WA)

	Rental stress (a)	Population (b)	Rental units (c)	Homelessness (d)	Income limit (e)	Applicants (f)
2006	23,793	2,050,581	35,147	8,277	\$430	11,968
2007	26,673	2,106,139	37,445	8,460	\$430	13,282
2008	29,553	2,171,700	38,296	8,643	\$430	14,978
2009	35,845	2,240,250	39,292	8,825	\$430	19,401
2010	42,136	2,290,845	37,547	9,008	\$430	21,687
2011	42,755	2,353,409	39,114	9,191	\$430	23,397
2012	43,373	2,425,507	39,202	9,154	\$430	22,883
2013	47,333	2,486,944	40,140	9,117	\$430	21,218
2014	51,293	2,517,608	40,434	9,079	\$430	20,003
2015	56,935	2,540,672	40,137	9,042	\$430	22,696
2016	62,577	2,555,978	40,942	9,005	\$430	18,029
2017	60,465	2,574,193	41,683		\$430	16,551
2018	58,352	2,594,181	41,355		\$430	14,016
2019		2,623,259	40,873		\$430	15,021
2020		2,664,212	40,414		\$450	14,619
2021		2,681,633	39,916		\$450	17,207

Sources and Notes:

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

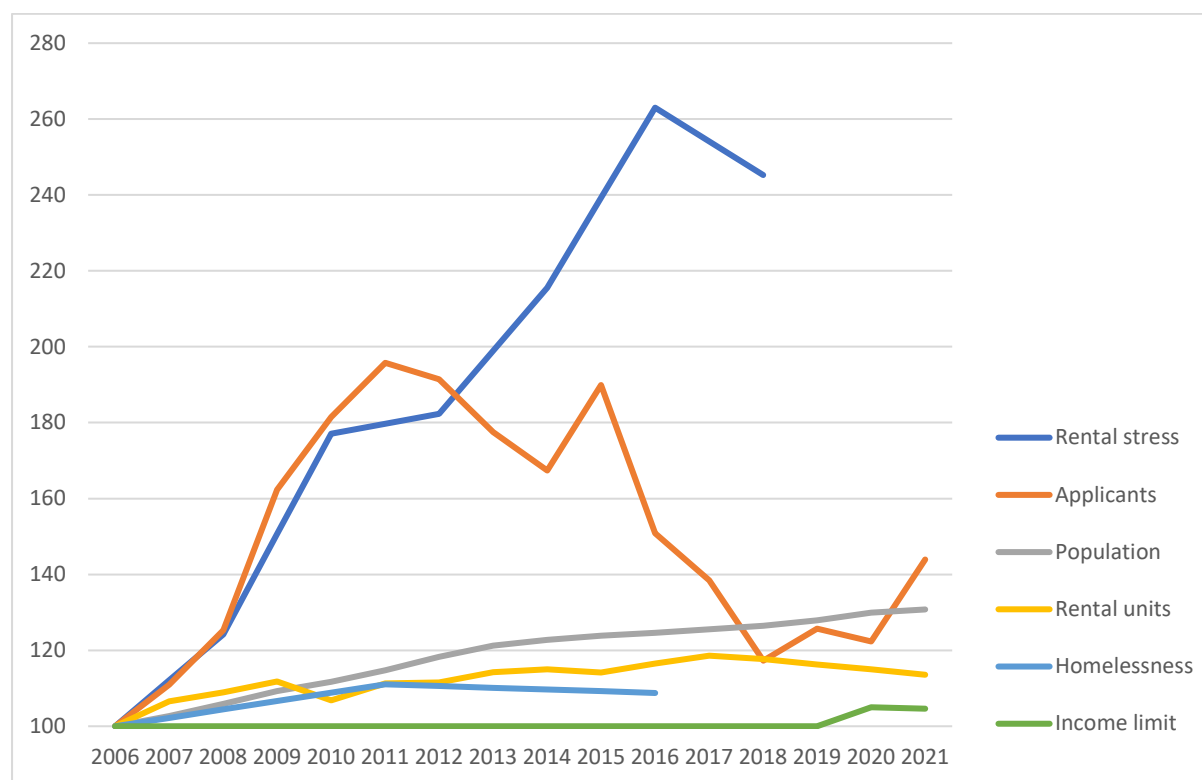
(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (social housing rental units, excluding SOMIH, due to data inconsistencies).

(d) [ABS Report 20490DO001 2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

(e) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households).

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

Figure A5 - Change in Applicants, Indexed to 2006, with Comparison Variables (WA)



Source: [Table A6](#)

Table A7 - Change in Applicants, 2006-2021, with Comparison Variables (SA)

	Rental stress (a)	Income limit (b)	Applicants (c)	Population (d)	Homelessness (e)	Rental units (f)
2006	21,398	\$638	23,638	1,552,529	5,607	51,080
2007	22,911	\$674	22,178	1,570,619	5,649	50,126
2008	24,424	\$718	20,888	1,588,665	5,691	49,606
2009	26,241	\$760	20,720	1,608,902	5,732	48,852
2010	28,058	\$776	21,246	1,627,322	5,774	48,639
2011	30,477	\$783	21,485	1,639,614	5,816	48,130
2012	32,896	\$842	20,510	1,656,725	5,898	48,551
2013	34,501	\$970	19,602	1,671,488	5,979	47,696
2014	36,106	\$970	19,515	1,686,945	6,061	47,211
2015	43,470	\$970	19,062	1,700,668	6,142	47,186
2016	50,834	\$970	19,305	1,712,843	6,224	47,093
2017	45,195	\$970	19,407	1,723,923		46,499
2018	39,556	\$978	18,577	1,736,527		45,696
2019		\$985	18,727	1,752,681		45,508
2020		\$1,016	17,051	1,770,277		45,686
2021		\$1,033	15,988	1,773,243		45,690

Sources and Notes:

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households; 2011 and 2012 figures are estimated due a gap in the available data).

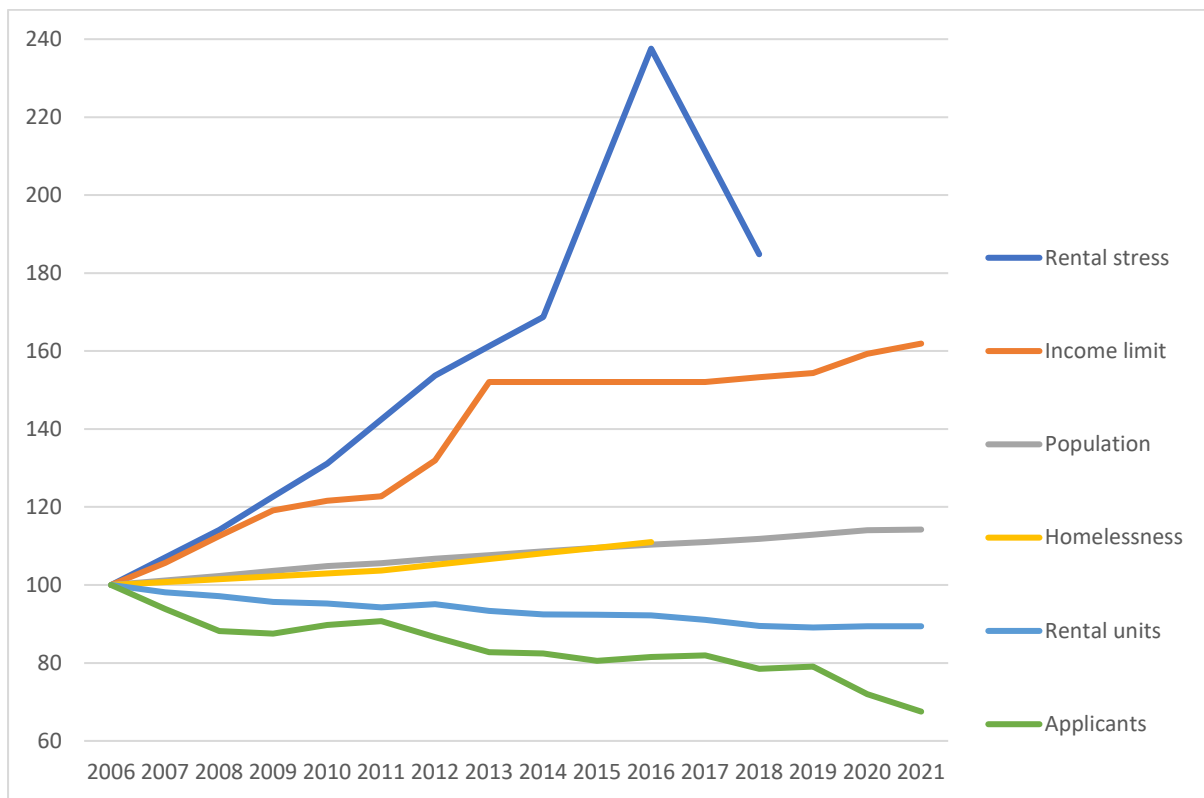
(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

(d) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(e) [ABS Report 20490DO001_2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (social housing rental units, excluding SOMIH, due to data inconsistencies).

Figure A6 - Change in Applicants, Indexed to 2006, with Comparison Variables (SA)



Source: [Table A7](#)

Table A8 - Change in Applicants, 2006-2021, with Comparison Variables (Tas)

	Rental stress (a)	Homelessness (b)	Income limit (c)	Rental units (d)	Population (e)	Applicants (f)
2006	5,658	1,145	\$411	12,496	489,302	3,026
2007	5,928	1,223	\$423	12,558	493,262	2,730
2008	6,198	1,302	\$429	12,562	498,568	2,730
2009	7,756	1,380	\$450	12,536	504,353	3,044
2010	9,314	1,459	\$450	12,427	508,847	3,187
2011	10,628	1,537	\$467	12,326	511,483	2,983
2012	11,941	1,554	\$484	13,178	511,724	2,670
2013	11,195	1,571	\$501	13,909	512,231	1,853
2014	10,448	1,588	\$501	13,483	513,621	2,227
2015	9,779	1,605	\$528	13,658	515,117	2,587
2016	9,109	1,622	\$528	13,465	517,514	3,365
2017	9,004		\$528	13,403	522,410	2,960
2018	8,899		\$528	13,207	528,298	3,210
2019			\$552	13,953	534,575	3,351
2020			\$561	14,187	540,536	3,373
2021			\$561	14,271	541,479	4,144

Sources and Notes:

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) [ABS Report 20490DO001 2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

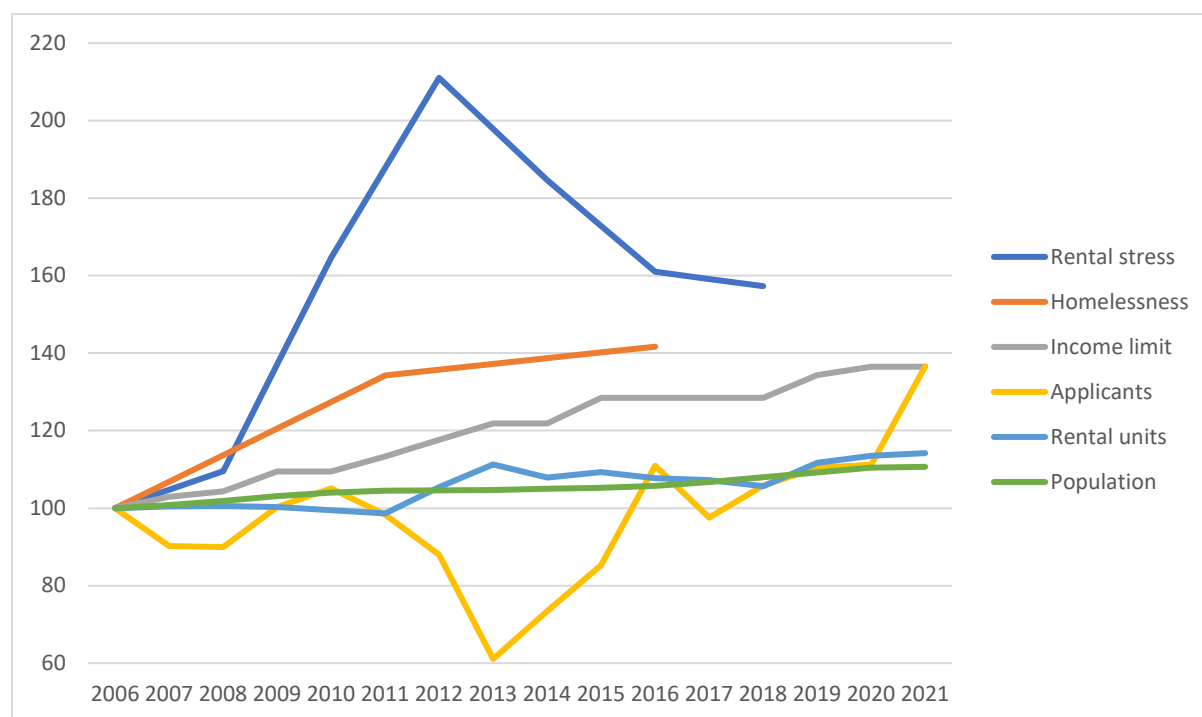
(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households).

(d) Source: [Report on Government Services - Housing and Homelessness, multiple years](#)
(social housing rental units, excluding SOMIH, due to data inconsistencies).

(e) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

Figure A7 - Change in Applicants, Indexed to 2006, with Comparison Variables (Tas)



Source: [Table A8](#)

Table A9 - Change in Applicants, 2006-2021, with Comparison Variables (ACT)

	Rental stress (a)	Homelessness (b)	Income limit (c)	Population (d)	Rental units (e)	Applicants (f)
2006	4,332	949	\$490	335,170	11,617	2,415
2007	4,756	1,107	\$514	342,644	11,578	1,255
2008	5,179	1,265	\$528	348,368	11,540	1,100
2009	4,894	1,422	\$554	354,785	11,461	1,590
2010	4,609	1,580	\$581	361,766	11,328	1,384
2011	4,821	1,738	\$602	367,985	11,724	1,563
2012	5,033	1,710	\$628	376,539	11,527	1,811
2013	5,455	1,681	\$648	383,257	11,546	2,231
2014	5,876	1,653	\$669	388,799	11,458	2,300
2015	6,195	1,624	\$667	395,813	11,496	2,320
2016	6,513	1,596	\$687	403,104	11,632	1,917
2017	7,964		\$698	412,025	11,960	1,770
2018	9,414		\$715	420,379	12,076	1,759
2019			\$735	426,285	11,862	2,227
2020			\$754	431,213	11,921	2,462
2021			\$768	432,266	11,829	2,880

Sources and Notes:

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) [ABS Report 20490DO001 2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

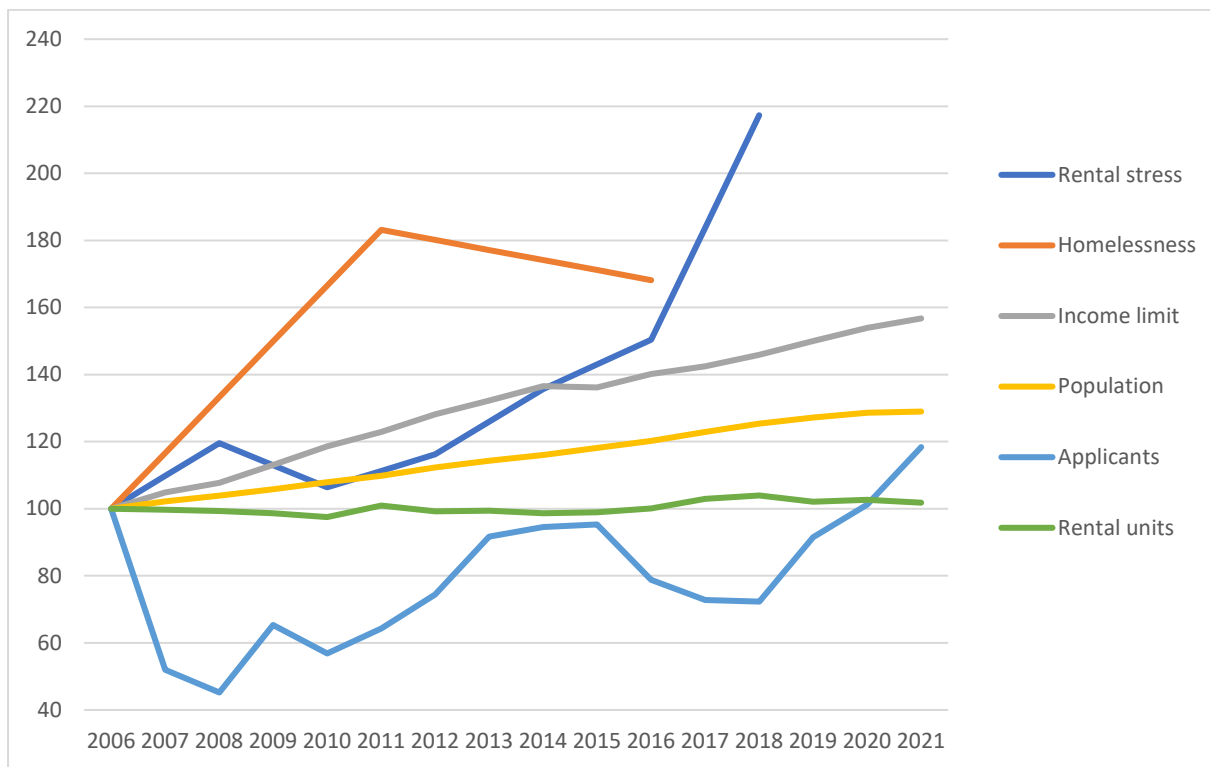
(c) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households).

(d) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(e) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (social housing rental units, excluding SOMIH, due to data inconsistencies).

(f) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

Figure A8 - Change in Applicants, Indexed to 2006, with Comparison Variables (ACT)



Source: [Table A9](#)

Table A10 - Change in Applicants, 2006-2021, with Comparison Variables (NT)

	Applicants (a)	Income limit (b)	Population (c)	Homelessness (d)	Rental stress (e)
2006	2,038	\$572	209,057	15,265	3,740
2007	2,200	\$595	213,748	15,278	3,652
2008	3,155	\$619	219,874	15,291	3,563
2009	3,531	\$650	226,027	15,304	3,303
2010	2,797	\$650	229,778	15,317	3,043
2011	2,225	\$670	231,292	15,330	3,052
2012	2,355	\$691	235,915	15,007	3,061
2013	2,800	\$713	241,722	14,685	3,179
2014	3,092	\$734	242,894	14,362	3,296
2015	2,950	\$755	244,692	14,040	3,123
2016	2,753	\$766	245,678	13,717	2,950
2017	2,868	\$774	247,517		2,814
2018	3,203	\$789	247,058		2,678
2019	3,844	\$806	246,143		
2020	4,115	\$820	246,235		
2021	4,727	\$830	246,338		

Sources and Notes:

(a) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

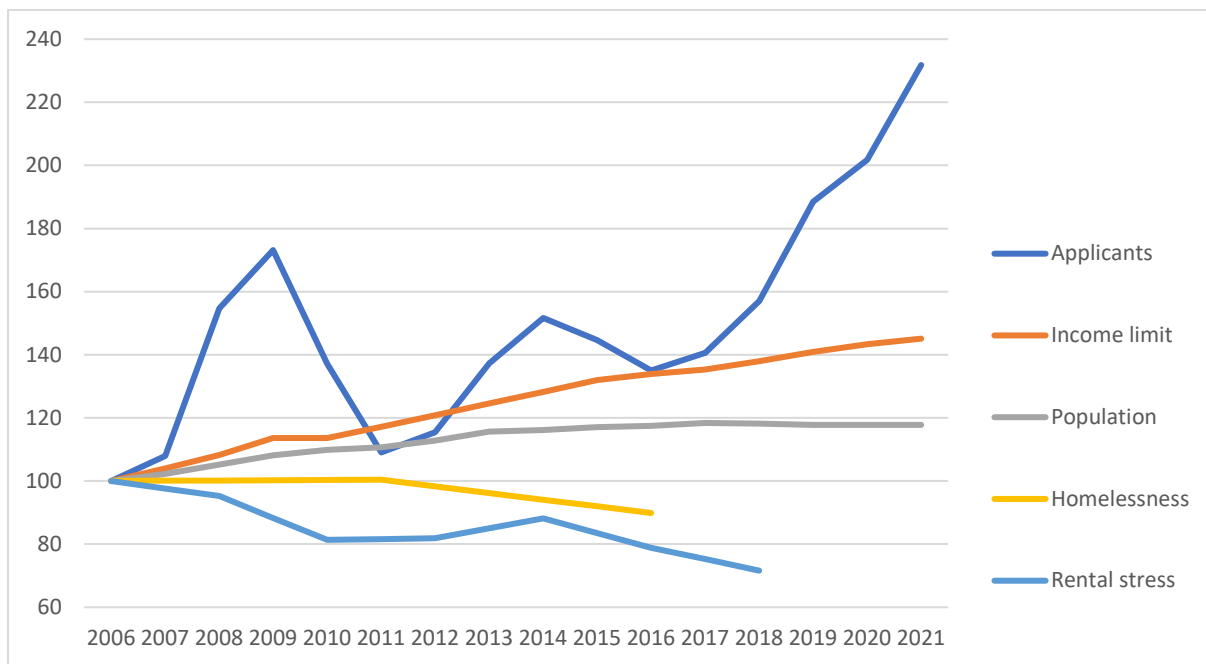
(b) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (income limit is for lone person households; data for 2012, 2013, and 2014 is estimated due to a gap in the available data).

(c) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(d) [ABS Report 20490DO001 2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

(e) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

Figure A9 - Change in Applicants, Indexed to 2006, with Comparison Variables (NT)



Source: [Table A10](#)

Table A11 - Change in Applicants, 2006-2021, with Comparison Variables (Aust)

Year	Rental Stress (a)	Homelessness (b)	Population (c)	Rental Units (d)	Applicants (e)
2006	370,945	89,728	20,450,966	384,374	160,962
2007	393,345	92,270	20,827,622	387,576	151,823
2008	415,744	94,812	21,249,199	389,455	154,005
2009	457,267	97,355	21,691,653	390,904	147,067
2010	498,790	99,897	22,031,750	389,663	171,344
2011	509,621	102,439	22,340,024	398,697	166,534
2012	520,451	105,237	22,733,465	404,750	164,323
2013	547,209	108,034	23,128,129	405,809	158,971
2014	573,967	110,832	23,475,686	404,952	154,566
2015	598,075	113,629	23,815,995	405,282	153,989
2016	622,182	116,427	24,190,907	410,216	147,884
2017	630,960		24,601,860	417,736	142,490
2018	639,737		24,982,688	418,736	140,578
2019			25,365,745	420,058	148,520
2020			25,693,267	418,937	155,141
2021			25,739,256	422,753	163,508

Sources and Notes:

* Social housing, excluding SOMIH due to data inaccuracies

^ Public housing, 2006 and 2007 estimated as applicant figures included transfers prior to 2008

(a) [ABS 41300, Table 21, Housing Occupancy and Costs](#) (data available for 2008, 2010, 2012, 2014, 2016, and 2018, other years are averaged to enable comparison with other variables for graphing purposes).

(b) [ABS Report 20490DO001_2016, Table 1.1](#) (data available for 2006, 2011, and 2016, other years are averaged to enable comparison with other variables for graphing purposes).

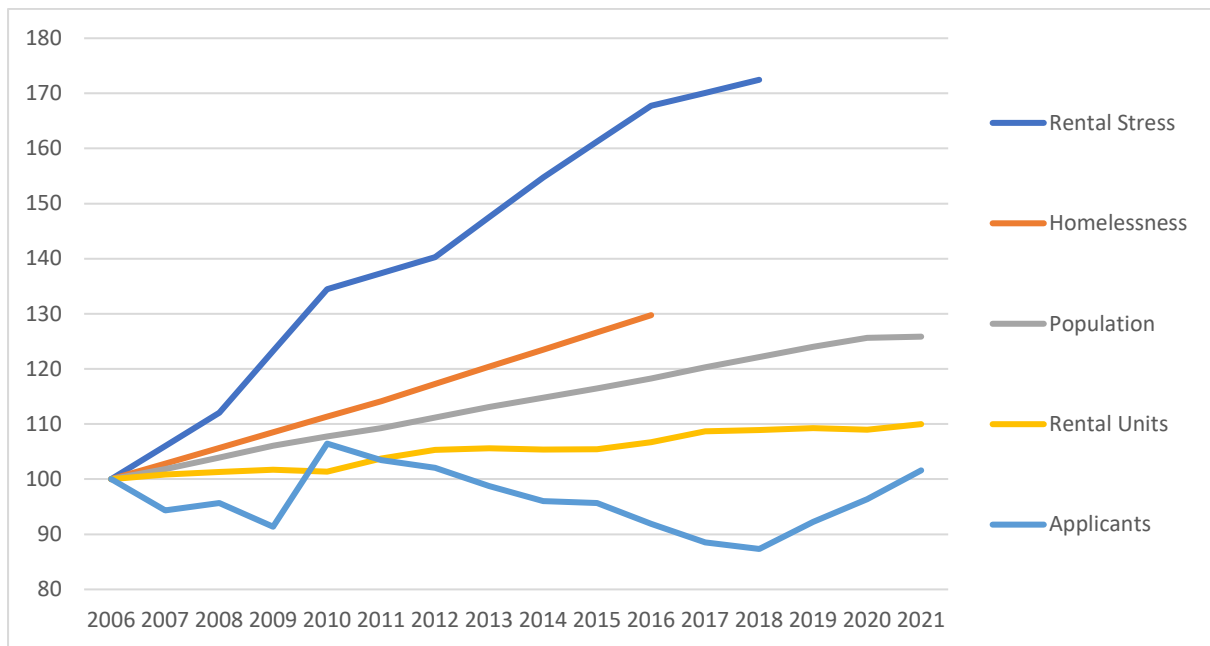
(c) [ABS 3101.0, Table 4 - Estimated Resident Population](#)

(d) Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

(social housing rental units, excluding SOMIH, due to data inconsistencies).

(e) Source: [Report on Government Services - Housing and Homelessness, multiple years](#) (excludes transfers; applicants are limited to public housing, as there is double counting of different forms of social housing in some jurisdictions).

Figure A10 - Change in Applicant Numbers, Indexed to 2006, with Comparison Variables (Aust)



Source: [Table A11](#)

A1.3 Rental Units

A1.3.1 Social rental dwellings

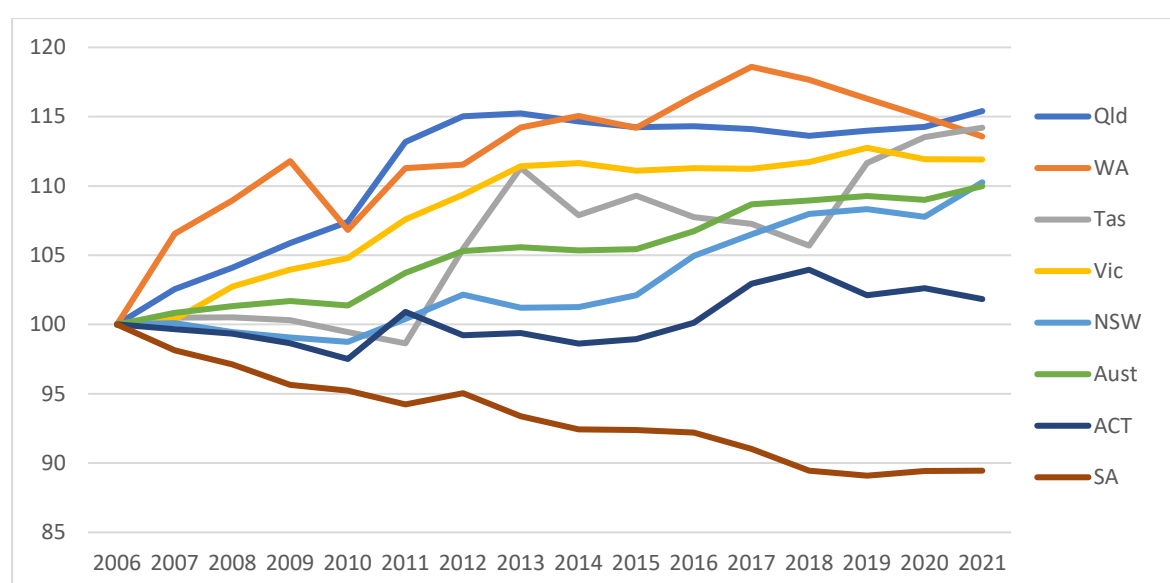
Table A12 - Social Housing Rental Dwellings, 2006-2021

Year	NSW	Vic	Qld	WA	SA	Tas	ACT
2006	140,109	70,518	57,928	35,147	51,080	12,496	11,617
2007	140,246	70,770	59,409	37,445	50,126	12,558	11,578
2008	139,334	72,442	60,309	38,296	49,606	12,562	11,540
2009	138,797	73,305	61,335	39,292	48,852	12,536	11,461
2010	138,353	73,905	62,220	37,547	48,639	12,427	11,328
2011	141,875	75,866	65,564	39,114	48,130	12,326	11,724
2012	143,144	77,125	66,631	39,202	48,551	13,178	11,527
2013	141,794	78,573	66,753	40,140	47,696	13,909	11,546
2014	141,862	78,739	66,418	40,434	47,211	13,483	11,458
2015	143,069	78,347	66,183	40,137	47,186	13,658	11,496
2016	147,053	78,477	66,211	40,942	47,093	13,465	11,632
2017	149,227	78,448	66,099	41,683	46,499	13,403	11,960
2018	151,289	78,781	65,821	41,355	45,696	13,207	12,076
2019	151,771	79,509	66,029	40,873	45,508	13,953	11,862
2020	151,008	78,929	66,186	40,414	45,686	14,187	11,921
2021	154,492	78,917	66,850	39,916	45,690	14,271	11,829

Source: Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Note: Excludes Indigenous Community Housing, the Northern Territory, and Australia, due to data inconsistencies.

Figure A11 - Social Housing Rental Units, Indexed to 2006



Source:

A1.4 Allocations

A1.4.1 Number of new households, all jurisdictions

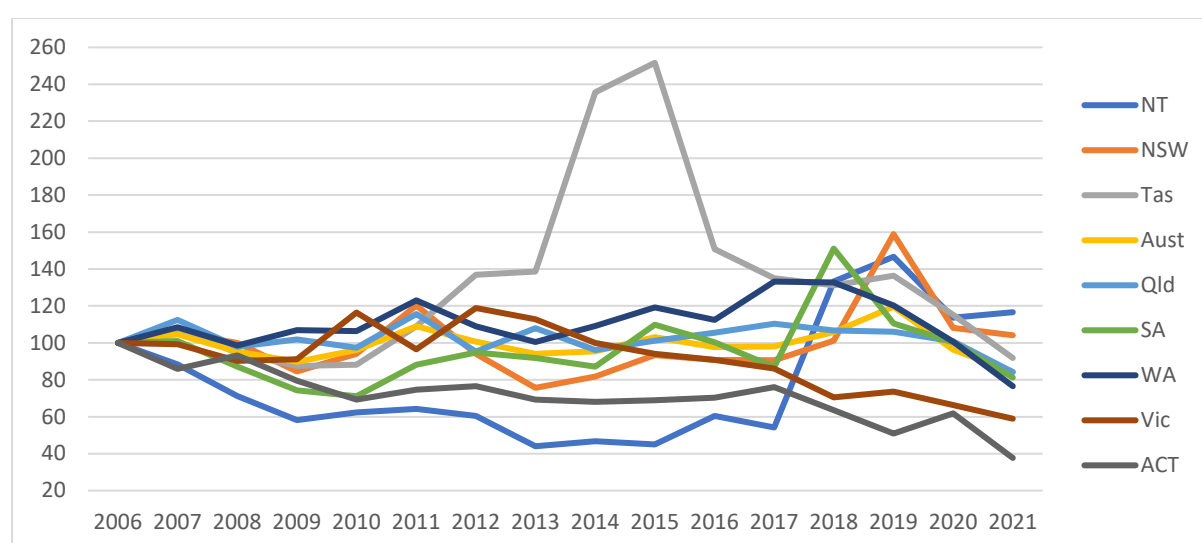
Table A13 - Allocations to new tenants, 2006-2021

YEAR	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006	11,634	6,496	6,529	3,945	3,750	1,185	1,141	729	35,409
2007	12,282	6,443	7,338	4,276	3,789	1,281	980	644	37,033
2008	11,638	5,864	6,394	3,888	3,267	1,119	1,064	519	33,753
2009	9,827	5,921	6,653	4,216	2,784	1,037	908	424	31,770
2010	10,951	7,568	6,362	4,194	2,666	1,045	790	455	34,031
2011	13,980	6,268	7,549	4,850	3,308	1,292	852	469	38,568
2012	10,935	7,722	6,222	4,299	3,551	1,623	874	441	35,667
2013	8,801	7,321	7,046	3,961	3,446	1,643	790	321	33,329
2014	9,521	6,494	6,281	4,308	3,265	2,793	776	341	33,779
2015	10,855	6,105	6,609	4,700	4,116	2,982	787	328	36,482
2016	10,561	5,894	6,893	4,439	3,759	1,787	803	440	34,576
2017	10,537	5,598	7,206	5,254	3,261	1,600	867	395	34,718
2018	11,763	4,575	6,969	5,236	5,664	1,555	726	971	37,459
2019	18,482	4,779	6,922	4,745	4,144	1,616	581	1,069	42,338
2020	12,585	4,313	6,585	3,969	3,764	1,366	706	829	34,117
2021	12,116	3,828	5,496	3,020	3,047	1,087	430	850	29,874

Source: Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Note: Includes tenanted stock transfers, as the tenant is new to the community housing provider. This can lead to substantial anomalies when large quantities of housing are transferred within a one-year period.

Figure A12 - New Households, All Jurisdictions and Provider Types, Indexed to 2006



Source: Table A13

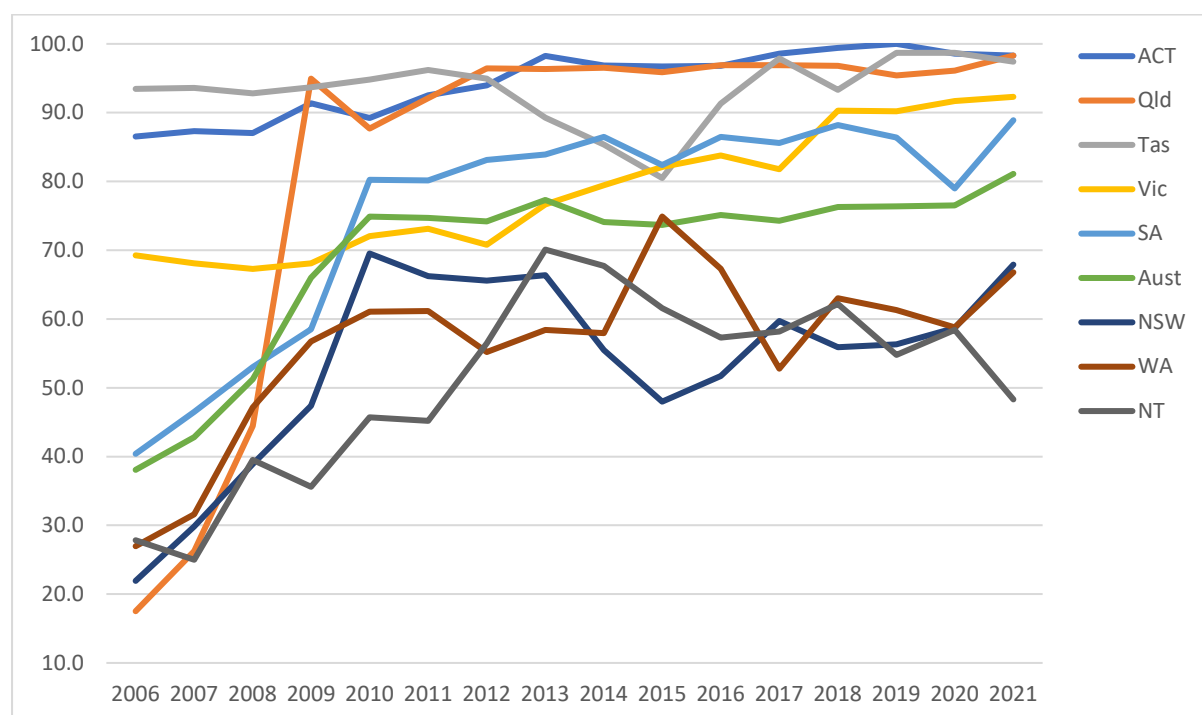
A1.4.2 Greatest need allocations

Table A14 - Greatest Need Allocations as a Proportion of All Allocations, 2006-2021

Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006	21.9	69.3	17.5	27.0	40.4	93.5	86.5	27.8	38.1
2007	29.8	68.1	26.3	31.6	46.5	93.6	87.3	25.0	42.8
2008	38.9	67.3	44.5	47.1	53.0	92.8	87.0	39.5	51.2
2009	47.4	68.1	95.0	56.8	58.5	93.7	91.4	35.6	66.0
2010	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9
2011	66.2	73.1	92.1	61.2	80.1	96.2	92.5	45.2	74.7
2012	65.6	70.8	96.4	55.2	83.1	94.9	94.0	56.5	74.2
2013	66.4	76.7	96.4	58.4	83.9	89.3	98.2	70.1	77.3
2014	55.5	79.4	96.5	58.0	86.5	85.3	96.9	67.7	74.1
2015	48.0	82.1	95.9	74.9	82.4	80.5	96.7	61.6	73.7
2016	51.7	83.8	96.9	67.3	86.5	91.3	96.8	57.3	75.1
2017	59.7	81.8	96.9	52.8	85.6	97.9	98.6	58.2	74.3
2018	55.9	90.3	96.8	63.0	88.2	93.3	99.4	62.2	76.3
2019	56.3	90.2	95.4	61.3	86.4	98.7	100.0	54.8	76.4
2020	58.7	91.7	96.1	58.8	79.0	98.7	98.6	58.4	76.5
2021	67.9	92.3	98.3	66.8	88.9	97.4	98.3	48.3	81.1

Source: Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Figure A13 - Greatest Need Allocations as a Proportion of All Allocations, 2006-2021



Source: Table A14

A1.4.3 Proportion of greatest need allocations relative to other allocations

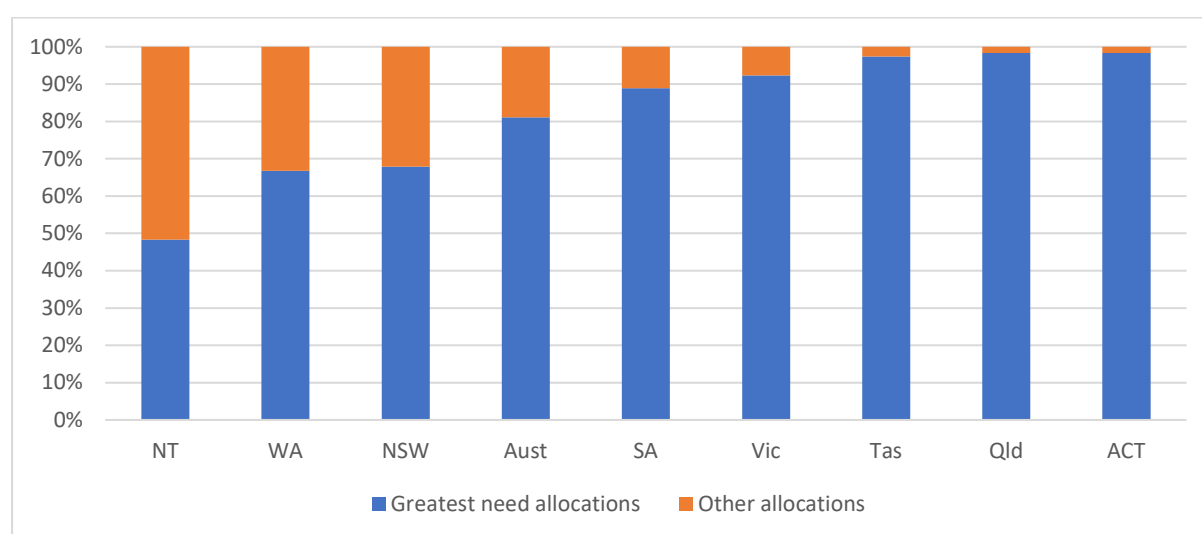
Table A15 - Proportion of Greatest Need and Other Allocations (2021)

Jurisdiction	NT	WA	NSW	Aust	SA	Vic	Tas	Qld	ACT
Greatest need allocations	160	1208	3559	12299	1446	1765	391	3553	226
Other allocations	171	601	1683	2866	180	147	10	61	4
New households assisted	331	1809	5242	15165	1626	1912	401	3614	230
Greatest need allocations	48.3%	66.8%	67.9%	81.1%	88.9%	92.3%	97.4%	98.3%	98.3%
Other allocations	51.7%	33.2%	32.1%	18.9%	11.1%	7.7%	2.6%	1.7%	1.7%

Source: [Report on Government Services - Housing and Homelessness, 2020](#)

Notes: Figures are for public housing only.

Figure A14 - Proportion of Greatest Need and Other Allocations



Source: Table A15

A1.4.4 Waiting times for newly allocated households by greatest need status 2019-20 (Aus)

Table A16 - Waiting Times for Newly Allocated Households by Greatest Need Status

Wait time	Newly allocated greatest need households		Newly allocated other households		Total newly allocated households	
	#	%	#	%	#	%
< 3 mths	5,730	42	796	19	6,526	36
3-6 mths	2,187	16	353	8	2,540	14
6-12 mths	2,285	17	496	12	2,781	16
1-2 yrs	1,919	14	694	16	2,613	15
2-5 yrs	1,333	10	1,164	28	2,497	14
> 5yrs	228	2	711	17	939	5
Unknown	0	0	11	0	11	0
Total	13,682	100	4,225	100	17,907	100

Source: [Housing Assistance in Australia 2021 \(AIHW\)](#)

Note: Public housing only

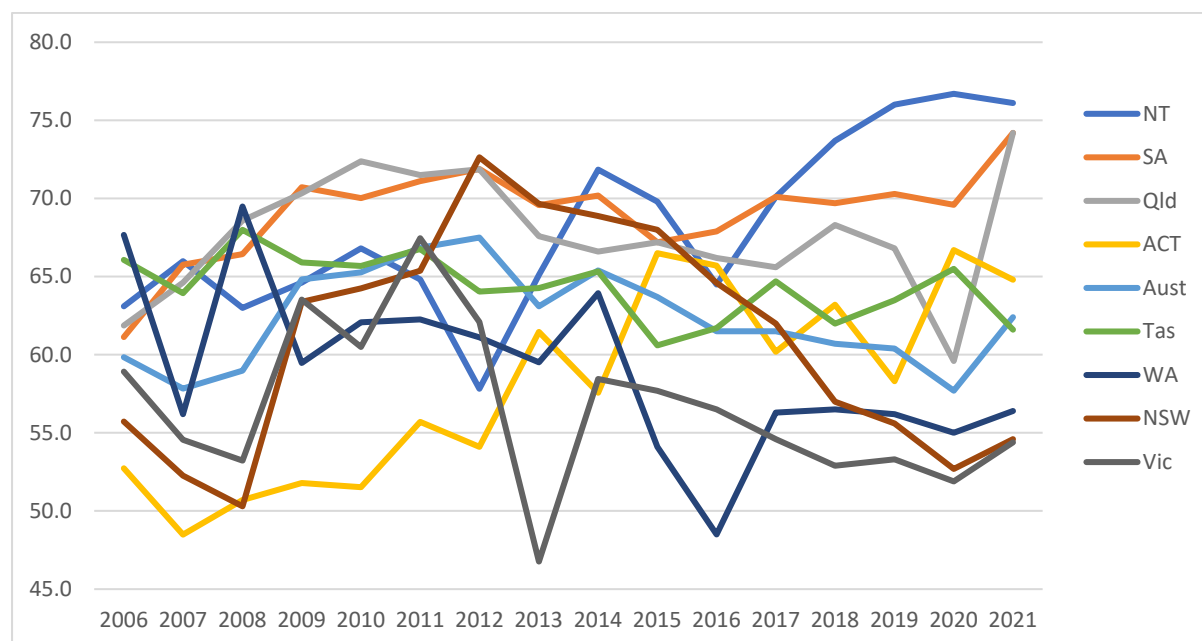
A1.4.5 Proportion of new tenancies allocated to households with special needs

Table A17 - Percentage of New Tenancies Allocated to Households with Special Needs, 2006-2021

Year	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2006	55.7	58.9	61.9	67.7	61.1	66.1	52.7	63.1	59.8
2007	52.3	54.5	64.6	56.2	65.8	63.9	48.5	66.0	57.8
2008	50.3	53.2	68.6	69.5	66.4	68.0	50.7	63.0	59.0
2009	63.4	63.5	70.3	59.5	70.7	65.9	51.8	64.6	64.8
2010	64.3	60.5	72.4	62.1	70.0	65.7	51.5	66.8	65.3
2011	65.4	67.5	71.5	62.3	71.1	66.8	55.7	64.8	66.9
2012	72.6	62.1	71.9	61.1	71.9	64.0	54.1	57.8	67.5
2013	69.7	46.8	67.6	59.5	69.6	64.3	61.5	65.1	63.1
2014	68.9	58.4	66.6	63.9	70.2	65.3	57.6	71.8	65.4
2015	68.0	57.7	67.2	54.1	67.2	60.6	66.5	69.8	63.7
2016	64.6	56.5	66.2	48.5	67.9	61.7	65.7	64.5	61.5
2017	62.0	54.6	65.6	56.3	70.1	64.7	60.2	70.1	61.5
2018	57.0	52.9	68.3	56.5	69.7	62.0	63.2	73.7	60.7
2019	55.6	53.3	66.8	56.2	70.3	63.5	58.3	76.0	60.4
2020	52.7	51.9	59.6	55.0	69.6	65.5	66.7	76.7	57.7
2021	54.6	54.4	74.2	56.4	74.2	61.6	64.8	76.1	62.4

Source: [Report on Government Services - Housing and Homelessness, multiple years](#)

Figure A15 - Percentage of New Tenancies Allocated to Households with Special Needs, 2006-2021



Source: Table A17

A2. Quantitative Data Supplement – NSW

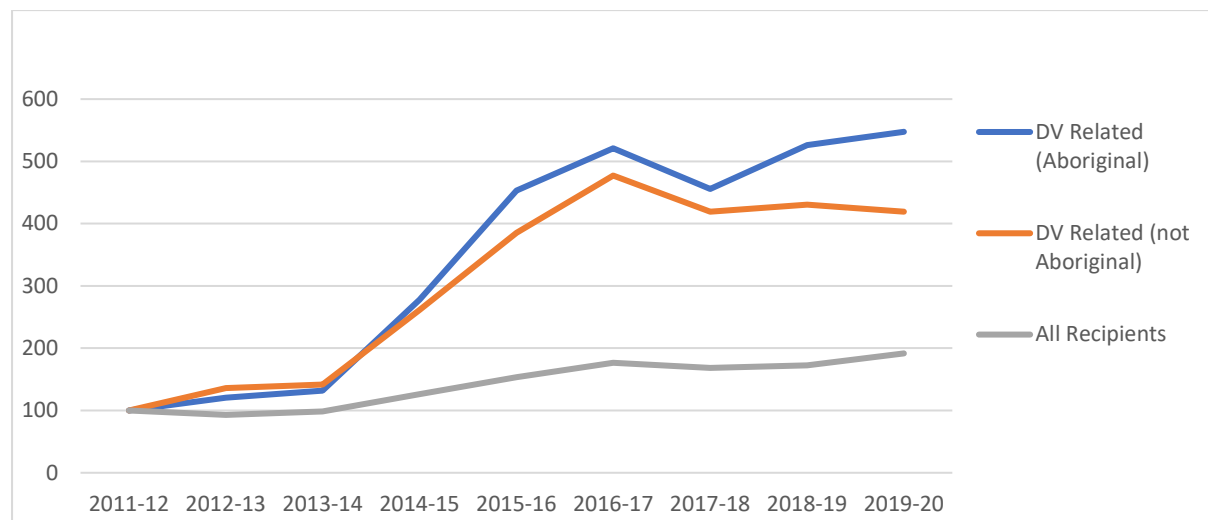
A2.1 Temporary Accommodation

Table A18 - Households Assisted with Temporary Accommodation, 2012-2020

Year	All	Domestic & Family Violence				
		Aboriginal Households		Non-Aboriginal Households		Total
		#	%	#	%	
2011-12	14,069	160	18.8%	690	81.2%	850
2012-13	13,073	193	17.1%	938	82.9%	1,131
2013-14	13,870	211	17.8%	977	82.2%	1,188
2014-15	17,740	445	19.8%	1,803	80.2%	2,248
2015-16	21,561	725	21.4%	2,660	78.6%	3,385
2016-17	24,865	834	20.2%	3,293	79.8%	4,127
2017-18	23,654	729	20.1%	2,893	79.9%	3,622
2018-19	24,278	842	22.1%	2,969	77.9%	3,811
2019-20	26,965	876	23.2%	2,893	76.8%	3,769
% Change in 8 years	91.7%	447.5%		319.3%	-5.4%	343.4%
Average annual change	1,612	90		275		365

Source: [DCJ Annual Statistical Report 2020, Table A2B2C0D0N90](#)

Figure A16 - Households Assisted with Temporary Accommodation, 2012-2020



Source: Table A18

A2.2 Private Rental Assistance

A2.2.1 Summary – All Products

Table A19 - Household Characteristics, Private Rental Assistance

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality (any household member)	Aboriginality	2,332	9.1%	5,823	22.0%	3,491	149.7%
	Total	25,517	100.0%	26,484	100.0%	967	3.8%
Age (household head)	<18	93	0.4%	125	0.5%	32	34.4%
	18-24	4,190	16.4%	4,630	17.5%	440	10.5%
	25-54	18,079	70.9%	18,903	71.4%	824	4.6%
	55+	3,155	12.4%	2,826	10.7%	-329	-10.4%
	Total	25,517	100.0%	26,484	100.0%	967	3.8%
CALD (household head)	CALD	4,793	18.8%	4,562	17.2%	-231	-4.8%
	Total	25,517	100.0%	26,484	100.0%	967	3.8%
Gender	Female	16,765	65.7%	19,350	73.1%	2,585	15.4%
	Male	8,740	34.3%	7,098	26.8%	-1,642	-18.8%
	Total	25,517	100.0%	26,484	99.9%	967	3.8%
Household structure	Single only	9,856	38.6%	8,763	33.1%	-1,093	-11.1%
	Single parent with dependent children	9,089	35.6%	12,165	45.9%	3,076	33.8%
	Couple only	1,819	7.1%	1,208	4.6%	-611	-33.6%
	Other family with dependent children	3,538	13.9%	3,189	12.0%	-349	-9.9%
	Other households	1,181	4.6%	1,159	4.4%	-22	-1.9%
	Total	25,517	99.9%	26,484	100.0%	967	3.8%
Products	Bond loan, advance rent, rent arrears	19,204	75.3%	16,470	62.2%	-2,734	-14.2%
	Private rental brokerage service, Tenancy facilitation, Tenancy guarantee	3,225	12.6%	2,381	9.0%	-844	-26.2%
	Private rental subsidy (exc. Start Safely)	2,381	9.3%	1,295	4.9%	-1,086	-45.6%
	Rent Choice - Assist	NA		386	1.5%		
	Rent Choice - Start Safely	707	2.8%	4,792	18.1%	4,085	577.8%
	Rent Choice - Transition	NA		15	0.1%		
	Rent Choice - Veterans	NA		22	0.1%		
	Rent Choice - Youth	NA		1,123	4.2%		
	Total	25,517	100.0%	26,484	100.0%	967	3.8%

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.2 Detailed Demography – All Products

Table A20 - Age of Household Head, Private Rental Assistance

Year	Products accessed	<18		18-24		25-54		55+	
		#	%	#	%	#	%	#	%
2011-12	25517	93	0.4%	4,190	16.4%	18,079	70.9%	3,155	12.4%
2012-13	19683	70	0.4%	3,358	17.1%	14,069	71.5%	2,161	11.0%
2013-14	21393	79	0.4%	3,753	17.5%	15,201	71.1%	2,359	11.0%
2014-15	21032	73	0.3%	3,598	17.1%	14,994	71.3%	2,367	11.3%
2015-16	20335	95	0.5%	3,409	16.8%	14,458	71.1%	2,224	10.9%
2016-17	21235	93	0.4%	3,141	14.8%	15,407	72.6%	2,594	12.2%
2017-18	21180	122	0.6%	3,241	15.3%	15,268	72.1%	2,549	12.0%
2018-19	24380	118	0.5%	4,101	16.8%	17,434	71.5%	2,727	11.2%
2019-20	26484	125	0.5%	4,630	17.5%	18,903	71.4%	2,826	10.7%
% Change in 8 years	3.8%	34.4%		10.5%		4.6%		-10.4%	
Average annual change	121	4		55		103		-41	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A21 - Aboriginal and CALD Identification, Private Rental Assistance

Year	Products accessed	Aboriginal		CALD	
		#	%	#	%
2011-12	25,517	2,332	9.1%	4,793	18.8%
2012-13	19,683	2,256	11.5%	3,562	18.1%
2013-14	21,393	2,519	11.8%	3,749	17.5%
2014-15	21,032	3,792	18.0%	3,662	17.4%
2015-16	20,335	3,728	18.3%	3,391	16.7%
2016-17	21,235	3,845	18.1%	4,623	21.8%
2017-18	21,180	4,235	20.0%	4,047	19.1%
2018-19	24,380	5,228	21.4%	4,311	17.7%
2019-20	26,484	5,823	22.0%	4,562	17.2%
% Change in 8 years	3.8%	149.7%		-4.8%	
Average annual change	121	436		-29	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A22 - Gender of Household Head, Private Rental Assistance

Year	Products accessed	Female		Male	
		#	%	#	%
2011-12	25,517	16,765	65.7%	8,740	34.3%
2012-13	19,683	13,300	67.6%	6,379	32.4%
2013-14	21,393	14,518	67.9%	6,873	32.1%
2014-15	21,032	14,354	68.2%	6,672	31.7%
2015-16	20,335	13,969	68.7%	6,202	30.5%
2016-17	21,235	14,208	66.9%	7,007	33.0%
2017-18	21,180	15,064	71.1%	6,096	28.8%
2018-19	24,380	17,878	73.3%	6,476	26.6%
2019-20	26,484	19,350	73.1%	7,098	26.8%
% Change in 8 years	3.8%	15.4%		-18.8%	
Average annual change	121	323		-205	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A23 - Household Type, Private Rental Assistance

Year	Products accessed	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2011-12	25,517	9,856	38.6%	9,089	35.6%	1,819	7.1%	3,538	13.9%	1,181	4.6%
2012-13	19,683	6,829	34.7%	7,935	40.3%	1,088	5.5%	2,950	15.0%	866	4.4%
2013-14	21,393	7,161	33.5%	8,927	41.7%	1,142	5.3%	3,176	14.8%	975	4.6%
2014-15	21,032	6,781	32.2%	9,015	42.9%	1,129	5.4%	3,092	14.7%	1,015	4.8%
2015-16	20,335	6,536	32.1%	8,768	43.1%	1,101	5.4%	2,852	14.0%	1,078	5.3%
2016-17	21,235	6,685	31.5%	8,973	42.3%	1,034	4.9%	3,448	16.2%	1,095	5.2%
2017-18	21,180	7,151	33.8%	9,401	44.4%	1,069	5.0%	2,523	11.9%	1,036	4.9%
2018-19	24,380	8,090	33.2%	11,075	45.4%	1,208	5.0%	2,886	11.8%	1,121	4.6%
2019-20	26,484	8,763	33.1%	12,165	45.9%	1,208	4.6%	3,189	12.0%	1,159	4.4%
% Change in 8 years	3.8%	-11.1%		33.8%		-33.6%		-9.9%		-1.9%	
Average annual change	121	-137		385		-76		-44		-3	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A24 - Product Received, Private Rental Assistance

Year	Products accessed	Bond loan, advance rent, rent arrears		Private rental brokerage service, Tenancy facilitation, Tenancy guarantee		Private rental subsidy (exc. Start Safely)		Rent Choice - Assist		Rent Choice - Start Safely		Rent Choice - Transition		Rent Choice - Veterans		Rent Choice - Youth	
		#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
2011-12	25,517	19,204	75.3%	3,225	12.6%	2,381	9.3%			707	2.8%						
2012-13	19,683	13,291	67.5%	3,614	18.4%	1,695	8.6%			1,083	5.5%						
2013-14	21,393	14,157	66.2%	4,332	20.2%	1,264	5.9%			1,640	7.7%						
2014-15	21,032	13,704	65.2%	4,394	20.9%	1,119	5.3%			1,815	8.6%						
2015-16	20,335	13,889	68.3%	3,257	16.0%	1,215	6.0%			1,974	9.7%						
2016-17	21,235	14,218	67.0%	2,981	14.0%	1,520	7.2%			2,516	11.8%						
2017-18	21,180	13,587	64.2%	2,587	12.2%	1,389	6.6%			3,244	15.3%			5	0.0%	365	1.7%
2018-19	24,380	15,283	62.7%	2,917	12.0%	1,312	5.4%	138	0.6%	4,007	16.4%	9	0.0%	16	0.1%	698	2.9%
2019-20	26,484	16,470	62.2%	2,381	9.0%	1,295	4.9%	386	1.5%	4,792	18.1%	15	0.1%	22	0.1%	1,123	4.2%
% Change in 8 years	3.8%	-14.2%		-26.2%		-45.6%				577.8%							
Average annual change	121	-342		-106		-136				511							

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.3 Bond Loan, Advance Rent, Rent Arrears – Summary

Table A25 - Household Characteristics, Bond Loan, Advance Rent, and Rent Arrears

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality	Aboriginality (any household member)	1,757	9.1%	3,889	23.6%	2,132	121.3%
	Total	19,204	100.0%	16,470	100.0%	-2,734	-14.2%
Age	<18	70	0.4%	56	0.3%	-14	-20.0%
	18-24	3,433	17.9%	2,779	16.9%	-654	-19.1%
	25-54	13,551	70.6%	11,780	71.5%	-1,771	-13.1%
	55+	2,150	11.2%	1,855	11.3%	-295	-13.7%
	Total	19,204	100.0%	16,470	100.0%	-2,734	-14.2%
CALD	CALD (household head)	3,197	16.6%	2,701	16.4%	-496	-15.5%
	Total	19,204	100.0%	16,470	100.0%	-2,734	-14.2%
Gender	Female (household head)	12,497	65.1%	11,360	69.0%	-1,137	-9.1%
	Male (household head)	6,696	34.9%	5,080	30.8%	-1,616	-24.1%
	Total	19,204	99.9%	16,470	99.8%	-2,734	-14.2%
Household structure	Single only	7,110	37.0%	4,991	30.3%	-2,119	-29.8%
	Single parent with dependent children	6,750	35.1%	6,863	41.7%	113	1.7%
	Couple only	1,467	7.6%	922	5.6%	-545	-37.2%
	Other family with dependent children	2,859	14.9%	2,701	16.4%	-158	-5.5%
	Other households	1,002	5.2%	993	6.0%	-9	-0.9%
	Total	19,204	99.9%	16,470	100.0%	-2,734	-14.2%

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.4 Bond Loan, Advance Rent, Rent Arrears – Detailed Demography

Table A26 - Age of Household Head, Bond Loan, Advance Rent, and Rent Arrears

Year	Total	<18		18-24		25-54		55+	
		#	%	#	%	#	%	#	%
2011-12	19,204	70	0.4%	3,433	17.9%	13,551	70.6%	2,150	11.2%
2012-13	13,291	43	0.3%	2,511	18.9%	9,451	71.1%	1,261	9.5%
2013-14	14,157	37	0.3%	2,736	19.3%	9,965	70.4%	1,418	10.0%
2014-15	13,704	44	0.3%	2,516	18.4%	9,687	70.7%	1,457	10.6%
2015-16	13,889	60	0.4%	2,501	18.0%	9,758	70.3%	1,455	10.5%
2016-17	14,218	50	0.4%	2,187	15.4%	10,229	71.9%	1,752	12.3%
2017-18	13,587	61	0.4%	2,109	15.5%	9,741	71.7%	1,676	12.3%
2018-19	15,283	52	0.3%	2,599	17.0%	10,834	70.9%	1,798	11.8%
2019-20	16,470	56	0.3%	2,779	16.9%	11,780	71.5%	1,855	11.3%
% Change in 8 years	-14.2%	-20.0%		-19.1%		-13.1%		-13.7%	
Average annual change	-342	-2		-82		-221		-37	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A27 - Aboriginal and CALD Identification, Bond Loan, Advance Rent, and Rent Arrears

Year	Products accessed	Aboriginal		CALD	
		#	%	#	%
2011-12	19,204	1,757	9.1%	3,197	16.6%
2012-13	13,291	1,533	11.5%	1,984	14.9%
2013-14	14,157	1,661	11.7%	2,037	14.4%
2014-15	13,704	2,579	18.8%	1,926	14.1%
2015-16	13,889	2,685	19.3%	1,893	13.6%
2016-17	14,218	2,593	18.2%	3,062	21.5%
2017-18	13,587	2,901	21.4%	2,287	16.8%
2018-19	15,283	3,417	22.4%	2,511	16.4%
2019-20	16,470	3,889	23.6%	2,701	16.4%
% Change in 8 years	-14.2%	121.3%		-15.5%	
Average annual change	-342	267		-62	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A28 - Gender of Household Head, Bond Loan, Advance Rent, and Rent Arrears

Year	Products accessed	Female		Male	
		#	%	#	%
2011-12	19,204	12,497	65.1%	6,696	34.9%
2012-13	13,291	8,857	66.6%	4,430	33.3%
2013-14	14,157	9,441	66.7%	4,714	33.3%
2014-15	13,704	9,120	66.5%	4,580	33.4%
2015-16	13,889	9,268	66.7%	4,491	32.3%
2016-17	14,218	8,914	62.7%	5,285	37.2%
2017-18	13,587	9,078	66.8%	4,489	33.0%
2018-19	15,283	10,635	69.6%	4,625	30.3%
2019-20	16,470	11,360	69.0%	5,080	30.8%
% Change in 8 years	-14.2%	-9.1%		-24.1%	
Average annual change	-342	-142		-202	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A29 - Household Type, Bond Loan, Advance Rent, and Rent Arrears

Year	Products accessed	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2011-12	19,204	7,110	37.0%	6,750	35.1%	1,467	7.6%	2,859	14.9%	1,002	5.2%
2012-13	13,291	4,152	31.2%	5,378	40.5%	758	5.7%	2,274	17.1%	726	5.5%
2013-14	14,157	4,157	29.4%	5,854	41.4%	795	5.6%	2,532	17.9%	816	5.8%
2014-15	13,704	3,878	28.3%	5,840	42.6%	742	5.4%	2,423	17.7%	821	6.0%
2015-16	13,889	4,147	29.9%	5,757	41.5%	770	5.5%	2,324	16.7%	891	6.4%
2016-17	14,218	4,064	28.6%	5,528	38.9%	736	5.2%	2,970	20.9%	920	6.5%
2017-18	13,587	4,501	33.1%	5,369	39.5%	779	5.7%	2,070	15.2%	868	6.4%
2018-19	15,283	4,889	32.0%	6,186	40.5%	916	6.0%	2,352	15.4%	940	6.2%
2019-20	16,470	4,991	30.3%	6,863	41.7%	922	5.6%	2,701	16.4%	993	6.0%
% Change in 8 years	-14.2%	-29.8%		1.7%		-37.2%		-5.5%		-0.9%	
Average annual change	-342	-265		14		-68		-20		-1	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.5 Brokerage, Tenancy Facilitation, Tenancy Guarantee – Summary

Table A30 - Household Characteristics, Tenancy Brokerage, Facilitation, and Guarantee

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality	Aboriginality (any household member)	453	14.0%	711	29.9%	258	57.0%
	Total	3,225	100.0%	2,381	100.0%	-844	-26.2%
Age	<18	23	0.7%	19	0.8%	-4	-17.4%
	18-24	643	19.9%	415	17.4%	-228	-35.5%
	25-54	2,271	70.4%	1,712	71.9%	-559	-24.6%
	55+	288	8.9%	235	9.9%	-53	-18.4%
	Total	3,225	100.0%	2,381	100.0%	-844	-26.2%
CALD	CALD (household head)	649	20.1%	254	10.7%	-395	-60.9%
	Total	3,225	100.0%	2,381	100.0%	-844	-26.2%
Gender	Female (household head)	2,286	70.9%	1,552	65.2%	-734	-32.1%
	Male (household head)	939	29.1%	828	34.8%	-111	-11.8%
	Total	3,225	100.0%	2,381	100.0%	-844	-26.2%
Household structure	Single only	1,282	39.8%	1,216	51.1%	-66	-5.1%
	Single parent with dependent children	1,282	39.8%	786	33.0%	-496	-38.7%
	Couple only	186	5.8%	139	5.8%	-47	-25.3%
	Other family with dependent children	384	11.9%	180	7.6%	-204	-53.1%
	Other households	89	2.8%	60	2.5%	-29	-32.6%
	Total	3,225	99.9%	2,381	100.0%	-844	-26.2%

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.6 Brokerage, Tenancy Facilitation, Tenancy Guarantee – Detailed Demography

Table A31 - Age of Household Head, Tenancy Brokerage, Facilitation, and Guarantee

Year	Products accessed	<18		18-24		25-54		55+	
		#	%	#	%	#	%	#	%
2011-12	3,225	23	0.7%	643	19.9%	2,271	70.4%	288	8.9%
2012-13	3,614	25	0.7%	714	19.8%	2,519	69.7%	356	9.9%
2013-14	4,332	38	0.9%	814	18.8%	2,994	69.1%	486	11.2%
2014-15	4,394	22	0.5%	846	19.3%	3,056	69.5%	470	10.7%
2015-16	3,257	14	0.4%	606	18.6%	2,317	71.1%	320	9.8%
2016-17	2,981	23	0.8%	502	16.8%	2,184	73.3%	272	9.1%
2017-18	2,587	28	1.1%	492	19.0%	1,820	70.4%	247	9.5%
2018-19	2,917	20	0.7%	483	16.6%	2,144	73.5%	270	9.3%
2019-20	2,381	19	0.8%	415	17.4%	1,712	71.9%	235	9.9%
% Change in 8 years	-26.2%	-17.4%		-35.5%		-24.6%		-18.4%	
Average annual change	-105.5	-0.5		-28.5		-69.9		-6.6	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A32 - Cultural Identification, Tenancy Brokerage, Facilitation, and Guarantee

Year	Products accessed	Aboriginal		CALD	
		#	%	#	%
2011-12	3,225	453	14.0%	649	20.1%
2012-13	3,614	602	16.7%	730	20.2%
2013-14	4,332	708	16.3%	856	19.8%
2014-15	4,394	953	21.7%	908	20.7%
2015-16	3,257	737	22.6%	590	18.1%
2016-17	2,981	808	27.1%	436	14.6%
2017-18	2,587	704	27.2%	440	17.0%
2018-19	2,917	882	30.2%	345	11.8%
2019-20	2,381	711	29.9%	254	10.7%
% Change in 8 years	-26.2%	57.0%		-60.9%	
Average annual change	-105.5	32.3		-49.4	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A33 - Gender of Household Head, Tenancy Brokerage, Facilitation, and Guarantee

Year	Products accessed	Female		Male	
		#	%	#	%
2011-12	3,225	2,286	70.9%	939	29.1%
2012-13	3,614	2,491	68.9%	1,123	31.1%
2013-14	4,332	2,827	65.3%	1,505	34.7%
2014-15	4,394	2,908	66.2%	1,484	33.8%
2015-16	3,257	2,167	66.5%	1,090	33.5%
2016-17	2,981	2,010	67.4%	970	32.5%
2017-18	2,587	1,791	69.2%	796	30.8%
2018-19	2,917	2,006	68.8%	909	31.2%
2019-20	2,381	1,552	65.2%	828	34.8%
% Change in 8 years	-26.2%	-32.1%		-11.8%	
Average annual change	-105.5	-91.8		-13.9	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A34 - Household Type, Tenancy Brokerage, Facilitation, and Guarantee

Year	Products accessed	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2011-12	3,225	1,282	39.8%	1,282	39.8%	186	5.8%	384	11.9%	89	2.8%
2012-13	3,614	1,471	40.7%	1,395	38.6%	214	5.9%	445	12.3%	86	2.4%
2013-14	4,332	1,906	44.0%	1,584	36.6%	251	5.8%	467	10.8%	121	2.8%
2014-15	4,394	1,849	42.1%	1,604	36.5%	291	6.6%	522	11.9%	128	2.9%
2015-16	3,257	1,305	40.1%	1,268	38.9%	219	6.7%	366	11.2%	99	3.0%
2016-17	2,981	1,262	42.3%	1,173	39.3%	170	5.7%	292	9.8%	84	2.8%
2017-18	2,587	1,114	43.1%	992	38.3%	168	6.5%	242	9.4%	71	2.7%
2018-19	2,917	1,313	45.0%	1,076	36.9%	159	5.5%	286	9.8%	83	2.8%
2019-20	2,381	1,216	51.1%	786	33.0%	139	5.8%	180	7.6%	60	2.5%
% Change in 8 years	-26.2%	-5.1%		-38.7%		-25.3%		-53.1%		-32.6%	
Average annual change	-105.5	-8.3		-62.0		-5.9		-25.5		-3.6	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.7 Private Rental Subsidy – Summary

Table A35 - Household Characteristics, Private Rental Subsidy

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality	Aboriginality (any household member)	78	3.3%	70	5.4%	-8	-10.3%
	Total	2,381	100.0%	1,295	100.0%	-1,086	-45.6%
Age	<18						
	18-24	45	1.9%	25	1.9%	-20	-44.4%
	25-54	1,626	68.3%	747	57.7%	-879	-54.1%
	55+	710	29.8%	523	40.4%	-187	-26.3%
	Total	2,381	100.0%	1,295	100.0%	-1,086	-45.6%
CALD	CALD (household head)	731	30.7%	446	34.4%	-285	-39.0%
	Total	2,381	100.0%	1,295	100.0%	-1,086	-45.6%
Gender	Female (household head)	1,277	53.6%	689	53.2%	-588	-46.0%
	Male (household head)	1,103	46.3%	606	46.8%	-497	-45.1%
	Total	2,381	100.0%	1,295	100.0%	-1,086	-45.6%
Household structure	Single only	1,279	53.7%	649	50.1%	-630	-49.3%
	Single parent with dependent children	561	23.6%	308	23.8%	-253	-45.1%
	Couple only	163	6.8%	109	8.4%	-54	-33.1%
	Other family with dependent children	273	11.5%	170	13.1%	-103	-37.7%
	Other households	89	3.7%	59	4.6%	-30	-33.7%
	Total	2,381	99.3%	1,295	100.0%	-1,086	-45.6%

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.8 Private Rental Subsidy – Detailed Demography

Table A36 - Age of Household Head, Private Rental Subsidy

Year	Products accessed	<18		18-24		25-54		55+	
		#	%	#	%	#	%	#	%
2011-12	2,381		0.0%	45	1.9%	1,626	68.3%	710	29.8%
2012-13	1,695		0.0%	36	2.1%	1,131	66.7%	527	31.1%
2013-14	1,264		0.0%	48	3.8%	789	62.4%	423	33.5%
2014-15	1,119	6	0.5%	46	4.1%	663	59.2%	404	36.1%
2015-16	1,215	19	1.6%	97	8.0%	677	55.7%	400	32.9%
2016-17	1,520	19	1.3%	203	13.4%	799	52.6%	499	32.8%
2017-18	1,389		0.0%	26	1.9%	833	60.0%	530	38.2%
2018-19	1,312		0.0%	20	1.5%	776	59.1%	516	39.3%
2019-20	1,295			25	1.9%	747	57.7%	523	40.4%
% Change in 8 years	-45.6%			-44.4%		-54.1%		-26.3%	
Average annual change	-136			-3		-110		-23	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A37 - Cultural Identification, Private Rental Subsidy

Year	Products accessed	Aboriginal		CALD	
		#	%	#	%
2011-12	2,381	78	3.3%	731	30.7%
2012-13	1,695	52	3.1%	520	30.7%
2013-14	1,264	36	2.8%	387	30.6%
2014-15	1,119	39	3.5%	365	32.6%
2015-16	1,215	70	5.8%	404	33.3%
2016-17	1,520	109	7.2%	488	32.1%
2017-18	1,389	69	5.0%	499	35.9%
2018-19	1,312	61	4.6%	473	36.1%
2019-20	1,295	70	5.4%	446	34.4%
% Change in 8 years	-45.6%	-10.3%		-39.0%	
Average annual change	-136	-1		-36	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A38 - Gender of Household Head, Private Rental Subsidy

Year	Products accessed	Female		Male	
		#	%	#	%
2011-12	2,381	1,277	53.6%	1,103	46.3%
2012-13	1,695	871	51.4%	824	48.6%
2013-14	1,264	623	49.3%	641	50.7%
2014-15	1,119	527	47.1%	592	52.9%
2015-16	1,215	594	48.9%	599	49.3%
2016-17	1,520	806	53.0%	714	47.0%
2017-18	1,389	740	53.3%	649	46.7%
2018-19	1,312	701	53.4%	611	46.6%
2019-20	1,295	689	53.2%	606	46.8%
% Change in 8 years	-45.6%	-46.0%		-45.1%	
Average annual change	-136	-74		-62	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A39 - Household Type, Private Rental Subsidy

Year	Products accessed	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2011-12	2,381	1,279	53.7%	561	23.6%	163	6.8%	273	11.5%	89	3.7%
2012-13	1,695	928	54.7%	394	23.2%	111	6.5%	201	11.9%	53	3.1%
2013-14	1,264	711	56.3%	270	21.4%	92	7.3%	152	12.0%	33	2.6%
2014-15	1,119	626	55.9%	216	19.3%	96	8.6%	132	11.8%	49	4.4%
2015-16	1,215	653	53.7%	243	20.0%	111	9.1%	143	11.8%	65	5.3%
2016-17	1,520	857	56.4%	315	20.7%	127	8.4%	155	10.2%	66	4.3%
2017-18	1,389	713	51.3%	334	24.0%	114	8.2%	162	11.7%	66	4.8%
2018-19	1,312	662	50.5%	313	23.9%	111	8.5%	165	12.6%	61	4.6%
2019-20	1,295	649	50.1%	308	23.8%	109	8.4%	170	13.1%	59	4.6%
% Change in 8 years	-45.6%	-49.3%		-45.1%		-33.1%		-37.7%		-33.7%	
Average annual change	-136	-79		-32		-7		-13		-4	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.9 Start Safely – Summary

Table A40 - Household Characteristics, Start Safely

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality	Aboriginality (any household member)	44	6.2%	809	16.9%	765	1738.6%
	Total	707		4,792		4,085	577.8%
Age	<18	0		0		0	
	18-24	69	9.8%	401	8.4%	332	481.2%
	25-54	631	89.3%	4,233	88.3%	3,602	570.8%
	55+	7	1.0%	155	3.2%	148	2114.3%
	Total	707	100.0%	4,792	99.9%	4,085	577.8%
CALD	CALD (household head)	216	30.6%	1,037	21.6%	821	380.1%
	Total	707	100.0%	4,792	100.0%	4,085	577.8%
Gender	Female (household head)	705	99.7%	4,708	98.2%	4,003	567.8%
	Male (household head)	0	0.0%	83	1.7%	83	
	Total	707	99.7%	4,792	100.0%	4,085	577.8%
Household structure	Single only	185	26.2%	788	16.4%	603	325.9%
	Single parent with dependent children	496	70.2%	3,919	81.8%	3,423	690.1%
	Couple only	0		0		0	
	Other family with dependent children	22	3.1%	56	1.2%	34	154.5%
	Other households	0	0.0%	25	0.5%	25	
	Total	707	99.4%	4,792	99.9%	4,085	577.8%

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A41 - Age of Household Head, Start Safely

Year	Products accessed	18-24		25-54		55+	
		#	%	#	%	#	%
2011-12	707	69	9.8%	631	89.3%	7	1.0%
2012-13	1,083	97	9.0%	968	89.4%	17	1.6%
2013-14	1,640	155	9.5%	1,453	88.6%	32	2.0%
2014-15	1,815	190	10.5%	1,588	87.5%	36	2.0%
2015-16	1,974	205	10.4%	1,706	86.4%	49	2.5%
2016-17	2,516	249	9.9%	2,195	87.2%	71	2.8%
2017-18	3,244	303	9.3%	2,842	87.6%	95	2.9%
2018-19	4,007	372	9.3%	3,513	87.7%	121	3.0%
2019-20	4,792	401	8.4%	4,233	88.3%	155	3.2%
% Change in 8 years	577.8%	481.2%		570.8%		2114.3%	
Average annual change	511	42		450		19	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A42 - Cultural Identification, Start Safely

Year	Products accessed	Aboriginal		CALD	
		#	%	#	%
2011-12	707	44	6.2%	216	30.6%
2012-13	1,083	69	6.4%	328	30.3%
2013-14	1,640	114	7.0%	469	28.6%
2014-15	1,815	221	12.2%	463	25.5%
2015-16	1,974	236	12.0%	504	25.5%
2016-17	2,516	335	13.3%	637	25.3%
2017-18	3,244	467	14.4%	800	24.7%
2018-19	4,007	639	15.9%	914	22.8%
2019-20	4,792	809	16.9%	1,037	21.6%
% Change in 8 years	577.8%	1738.6%		380.1%	
Average annual change	511	96		103	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A43 - Gender of Household Head, Start Safely

Year	Products accessed	Female		Male	
		#	%	#	%
2011-12	707	705	99.7%	0	0.0%
2012-13	1,083	1,081	99.8%	0	0.0%
2013-14	1,640	1,627	99.2%	13	0.8%
2014-15	1,815	1,799	99.1%	16	0.9%
2015-16	1,974	1,940	98.3%	22	1.1%
2016-17	2,516	2,478	98.5%	38	1.5%
2017-18	3,244	3,191	98.4%	53	1.6%
2018-19	4,007	3,944	98.4%	62	1.5%
2019-20	4,792	4,708	98.2%	83	1.7%
% Change in 8 years	577.8%	567.8%			
Average annual change	511	500			

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

Table A44 - Household Type, Start Safely

Year	Products accessed	Single only		Single parent with dep. Children		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%
2011-12	707	185	26.2%	496	70.2%	22	3.1%	0	0.0%
2012-13	1,083	278	25.7%	768	70.9%	30	2.8%	0	0.0%
2013-14	1,640	387	23.6%	1,219	74.3%	25	1.5%	5	0.3%
2014-15	1,815	428	23.6%	1,355	74.7%	15	0.8%	17	0.9%
2015-16	1,974	431	21.8%	1,500	76.0%	19	1.0%	23	1.2%
2016-17	2,516	502	20.0%	1,957	77.8%	31	1.2%	25	1.0%
2017-18	3,244	544	16.8%	2,631	81.1%	41	1.3%	26	0.8%
2018-19	4,007	603	15.0%	3,328	83.1%	45	1.1%	28	0.7%
2019-20	4,792	788	16.4%	3,919	81.8%		1.2%	25	0.5%
% Change in 8 years	577.8%	325.9%		690.1%		154.5%			
Average annual change	511	75		428		4			

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.11 Aboriginal Private Rental Recipients – Summary

Table A45 - Overview of Aboriginal Private Rental Assistance Recipients

Product	Group	2011-12		2019-20		Change	
		#	%	#	%	#	%
All Products	Aboriginality	2,332	9.1%	5,823	22.0%	3,491	149.7%
	Total	25,517	100%	26,484	100%	967	3.8%
Bond Loan, Advance Rent, Rent Arrears	Aboriginality	1,757	9.1%	3,889	23.6%	2,132	121.3%
	Total	19,204	100%	16,470	100%	-2,734	-14.2%
Tenancy Brokerage, Tenancy Facilitation, Tenancy Guarantee	Aboriginality	453	14.0%	711	29.9%	258	57.0%
	Total	3,225	100%	2,381	100%	-844	-26.2%
Rental Subsidy (ex. Start Safely)	Aboriginality	78	3.3%	70	5.4%	-8	-10.3%
	Total	2,381	100%	1,295	100%	-1,086	-45.6%
Start Safely	Aboriginality	44	6.2%	809	16.9%	765	1738.6%
	Total	707	100%	4,792	100%	4,085	577.8%

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.2.12 Aboriginal Private Rental Recipients – Detailed Demography

Table A46 - Number and Proportion of Aboriginal Private Rental Recipients

Year	All Products			One Off Payments			Advocacy			Subsidy			Start Safely		
	Total	Aboriginal	Ab. %	Total	Aboriginal	Ab. %	Total	Aboriginal	Ab. %	Total	Aboriginal	Ab. %	Total	Aboriginal	Ab. %
2011-12	25,517	2,332	9.1%	19,204	1,757	9.1%	3,225	453	14.0%	2,381	78	3.3%	707	44	6.2%
2012-13	19,683	2,256	11.5%	13,291	1,533	11.5%	3,614	602	16.7%	1,695	52	3.1%	1,083	69	6.4%
2013-14	21,393	2,519	11.8%	14,157	1,661	11.7%	4,332	708	16.3%	1,264	36	2.8%	1,640	114	7.0%
2014-15	21,032	3,792	18.0%	13,704	2,579	18.8%	4,394	953	21.7%	1,119	39	3.5%	1,815	221	12.2%
2015-16	20,335	3,728	18.3%	13,889	2,685	19.3%	3,257	737	22.6%	1,215	70	5.8%	1,974	236	12.0%
2016-17	21,235	3,845	18.1%	14,218	2,593	18.2%	2,981	808	27.1%	1,520	109	7.2%	2,516	335	13.3%
2017-18	21,180	4,235	20.0%	13,587	2,901	21.4%	2,587	704	27.2%	1,389	69	5.0%	3,244	467	14.4%
2018-19	24,380	5,228	21.4%	15,283	3,417	22.4%	2,917	882	30.2%	1,312	61	4.6%	4,007	639	15.9%
2019-20	26,484	5,823	22.0%	16,470	3,889	23.6%	2,381	711	29.9%	1,295	70	5.4%	4,792	809	16.9%
% Change in 8 years	3.8%	149.7%		-14.2%	121.3%		-26.2%	57.0%		-45.6%	-10.3%		577.8%	1738.6%	
Average annual change	121	436		-342	267		-106	32		-136	-1		511	96	

Source: [DCJ Annual Statistical Report 2020, Table A2B1C1D0N66-67](#)

A2.3 Applicant Characteristics

A2.3.1 All Applicants – Detailed Demography

Table A47 - Age of Household Head, Social Housing Applicants

Year	Applicant households	<18 years		18-24 years		25-54 years		55+ years	
		#	%	#	%	#	%	#	%
2012	55,479	264	0.5%	6,554	11.8%	34,172	61.6%	14,487	26.1%
2013	57,451	214	0.4%	6,679	11.6%	35,118	61.1%	15,437	26.9%
2014	59,534	203	0.3%	7,006	11.8%	36,464	61.2%	15,860	26.6%
2015	59,035	204	0.3%	6,807	11.5%	36,120	61.2%	15,904	26.9%
2016	59,907	162	0.3%	6,855	11.4%	36,757	61.4%	16,131	26.9%
2017	55,949	131	0.2%	6,099	10.9%	33,813	60.4%	15,905	28.4%
2018	52,932	197	0.4%	5,339	10.1%	31,370	59.3%	16,026	30.3%
2019	51,014	148	0.3%	4,990	9.8%	30,123	59.0%	15,753	30.9%
2020	51,395	147	0.3%	5,271	10.3%	30,150	58.7%	15,827	30.8%
% Change in 8 years	-7.4%	-44.3%		-19.6%		-11.8%		9.2%	
Average annual change	-511	-15		-160		-503		168	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A48 - Cultural Identification, Social Housing Applicants

Year	Applicant households	Aboriginal		CALD	
		#	%	#	%
2012	55,479	5,468	9.9%	19,165	34.5%
2013	57,451	5,883	10.2%	20,332	35.4%
2014	59,534	6,356	10.7%	20,719	34.8%
2015	59,035	6,666	11.3%	20,179	34.2%
2016	59,907	7,363	12.3%	19,817	33.1%
2017	55,949	6,949	12.4%	18,474	33.0%
2018	52,932	6,896	13.0%	17,680	33.4%
2019	51,014	6,983	13.7%	16,771	32.9%
2020	51,395	6,092	11.9%	16,152	31.4%
% Change in 8 years	-7.4%	11.4%		-15.7%	
Average annual change	-511	78		-377	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A49 - Gender of Household Head, Social Housing Applicants

Year	Applicant households	Female		Male	
		#	%	#	%
2012	55,479	32,051	57.8%	23,403	42.2%
2013	57,451	32,667	56.9%	24,763	43.1%
2014	59,534	33,761	56.7%	25,760	43.3%
2015	59,035	33,274	56.4%	25,752	43.6%
2016	59,907	33,518	56.0%	26,381	44.0%
2017	55,949	31,607	56.5%	24,330	43.5%
2018	52,932	30,805	58.2%	22,119	41.8%
2019	51,014	30,125	59.1%	20,873	40.9%
2020	51,395	30,366	59.1%	21,008	40.9%
% Change in 8 years	-7.4%	-5.3%		-10.2%	
Average annual change	-511	-211		-299	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A50 - Priority Category, Social Housing Applicants

Year	Applicant households	Priority		General	
		#	%	#	%
2012	55,479	4,931	8.9%	50,548	91.1%
2013	57,451	4,511	7.9%	52,940	92.1%
2014	59,534	3,941	6.6%	55,593	93.4%
2015	59,035	3,688	6.2%	55,347	93.8%
2016	59,907	4,516	7.5%	55,391	92.5%
2017	55,949	4,496	8.0%	51,453	92.0%
2018	52,932	4,595	8.7%	48,337	91.3%
2019	51,014	4,484	8.8%	46,530	91.2%
2020	51,395	5,308	10.3%	46,087	89.7%
% Change in 8 years	-7.4%	7.6%		-8.8%	
Average annual change	-511	47		-558	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A51 - Household Type, Social Housing Applicants

Year	Applicant households	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2012	55,479	24,371	43.9%	14,580	26.3%	4,567	8.2%	8,082	14.6%	3,879	7.0%
2013	57,451	25,801	44.9%	14,551	25.3%	4,788	8.3%	8,127	14.1%	4,184	7.3%
2014	59,534	27,607	46.4%	14,689	24.7%	4,831	8.1%	8,066	13.5%	4,341	7.3%
2015	59,035	27,957	47.4%	13,991	23.7%	4,840	8.2%	7,754	13.1%	4,493	7.6%
2016	59,907	29,133	48.6%	13,920	23.2%	4,725	7.9%	7,539	12.6%	4,590	7.7%
2017	55,949	27,608	49.3%	12,752	22.8%	4,479	8.0%	6,914	12.4%	4,196	7.5%
2018	52,932	25,443	48.1%	12,785	24.2%	4,253	8.0%	6,296	11.9%	4,155	7.8%
2019	51,014	24,662	48.3%	11,968	23.5%	3,988	7.8%	6,254	12.3%	4,142	8.1%
2020	51,395	25,275	49.2%	12,498	24.3%	3,887	7.6%	5,683	11.1%	4,052	7.9%
% Change in 8 years	-7.4%	3.7%		-14.3%		-14.9%		-29.7%		4.5%	
Average annual change	-511	113		-260		-85		-300		22	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.3.2 Priority Applicants – Summary

Table A52 - Household Characteristics, Priority Housing Applicants

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality	Aboriginality (any household member)	453	9.2%	631	11.9%	178	39.3%
	Total	4,931	100.0%	5,308	100.0%	377	7.6%
Age	<18	29	0.6%	12	0.2%	-17	-58.6%
	18-24	287	5.8%	278	5.2%	-9	-3.1%
	25-54	3,342	67.8%	3,216	60.6%	-126	-3.8%
	55+	1,273	25.8%	1,802	33.9%	529	41.6%
	Total	4,931	100.0%	5,308	100.0%	377	7.6%
CALD	CALD (household head)	1,396	28.3%	1,460	27.5%	64	4.6%
	Total	4,931	100.0%	5,308	100.0%	377	7.6%
Gender	Female (household head)	2,574	52.2%	2,789	52.5%	215	8.4%
	Male (household head)	2,355	47.8%	2,517	47.4%	162	6.9%
	Total	4,931	100.0%	5,308	100.0%	377	7.6%
Household structure	Single only	2,645	53.6%	3,128	58.9%	483	18.3%
	Single parent with dependent children	932	18.9%	783	14.8%	-149	-16.0%
	Couple only	357	7.2%	419	7.9%	62	17.4%
	Other family with dependent children	586	11.9%	543	10.2%	-43	-7.3%
	Other households	411	8.3%	435	8.2%	24	5.8%
	Total	4,931	100.0%	5,308	100.0%	377	7.6%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.3.3 Priority Applicants – Detailed Demography

Table A53 - Age of Household Head, Priority Housing Applicants

Year	Households	<18 years		18-24 years		25-54 years		55+ years	
		#	%	#	%	#	%	#	%
2012	4,931	29	0.6%	287	5.8%	3,342	67.8%	1,273	25.8%
2013	4,511	22	0.5%	276	6.1%	2,952	65.4%	1,261	28.0%
2014	3,941	15	0.4%	266	6.7%	2,531	64.2%	1,129	28.6%
2015	3,688	18	0.5%	260	7.0%	2,314	62.7%	1,096	29.7%
2016	4,516	10	0.2%	335	7.4%	2,851	63.1%	1,319	29.2%
2017	4,496	8	0.2%	266	5.9%	2,838	63.1%	1,383	30.8%
2018	4,595	23	0.5%	255	5.5%	2,882	62.7%	1,435	31.2%
2019	4,484	6	0.1%	243	5.4%	2,710	60.4%	1,525	34.0%
2020	5,308	112	2.1%	278	5.2%	3,216	60.6%	1,802	33.9%
% Change in 8 years	7.6%	286.2%		-3.1%		-3.8%		41.6%	
Average annual change	47	10		-1		-16		66	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A54 - Cultural Identification, Priority Housing Applicants

Year	Households	Aboriginality		CALD	
		#	%	#	%
2012	4,931	453	9.2%	1,396	28.3%
2013	4,511	475	10.5%	1,282	28.4%
2014	3,941	429	10.9%	1,126	28.6%
2015	3,688	405	11.0%	1,016	27.5%
2016	4,516	612	13.6%	1,196	26.5%
2017	4,496	590	13.1%	1,276	28.4%
2018	4,595	610	13.3%	1,359	29.6%
2019	4,484	595	13.3%	1,335	29.8%
2020	5,308	631	11.9%	1,460	27.5%
% Change in 8 years	7.6%	39.3%		4.6%	
Average annual change	47	22		8	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A55 - Gender of Household Head, Priority Housing Applicants

Year	Households	Female		Male	
		#	%	#	%
2012	4,931	2,574	52.2%	2,355	47.8%
2013	4,511	2,266	50.2%	2,244	49.7%
2014	3,941	2,011	51.0%	1,930	49.0%
2015	3,688	1,878	50.9%	1,810	49.1%
2016	4,516	2,321	51.4%	2,195	48.6%
2017	4,496	2,361	52.5%	2,135	47.5%
2018	4,595	2,494	54.3%	2,101	45.7%
2019	4,484	2,434	54.3%	2,049	45.7%
2020	5,308	2,789	52.5%	2,517	47.4%
% Change in 8 years	7.6%	8.4%		6.9%	
Average annual change	47	27		20	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A56 - Household Type, Priority Housing Applicants

Year	Households	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2012	4,931	2,645	53.6%	932	18.9%	357	7.2%	586	11.9%	411	8.3%
2013	4,511	2,546	56.4%	695	15.4%	360	8.0%	526	11.7%	384	8.5%
2014	3,941	2,290	58.1%	570	14.5%	312	7.9%	435	11.0%	334	8.5%
2015	3,688	2,153	58.4%	510	13.8%	298	8.1%	394	10.7%	333	9.0%
2016	4,516	2,649	58.7%	653	14.5%	346	7.7%	481	10.7%	387	8.6%
2017	4,496	2,642	58.8%	661	14.7%	367	8.2%	455	10.1%	371	8.3%
2018	4,595	2,592	56.4%	729	15.9%	332	7.2%	508	11.1%	434	9.4%
2019	4,484	2,570	57.3%	633	14.1%	364	8.1%	520	11.6%	397	8.9%
2020	5,308	3,128	58.9%	783	14.8%	419	7.9%	543	10.2%	435	8.2%
% Change in 8 years	7.6%	18.3%		-16.0%		17.4%		-7.3%		5.8%	
Average annual change	47	60		-19		8		-5		3	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.3.4 General Applicants – Summary

Table A57 - Household Characteristics, General Housing Applicants

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Aboriginality	Aboriginality (any household member)	5,015	9.9%	5,461	11.8%	446	8.9%
	Total	50,548	100.0%	46,087	100.0%	-4,461	-8.8%
Age	<18	235	0.5%	135	0.3%	-100	-42.6%
	18-24	6,267	12.4%	4,993	10.8%	-1,274	-20.3%
	25-54	30,830	61.0%	26,934	58.4%	-3,896	-12.6%
	55+	13,214	26.1%	14,025	30.4%	811	6.1%
	Total	50,548	100.0%	46,087	100.0%	-4,461	-8.8%
CALD	CALD (household head)	17,769	35.2%	14,692	31.9%	-3,077	-17.3%
	Total	50,548	100.0%	46,087	100.0%	-4,461	-8.8%
Gender	Female (household head)	29,477	58.3%	27,577	59.8%	-1,900	-6.4%
	Male (household head)	21,048	41.6%	18,491	40.1%	-2,557	-12.1%
	Total	50,548	100.0%	46,087	100.0%	-4,461	-8.8%
Household structure	Single only	21,726	43.0%	22,147	48.1%	421	1.9%
	Single parent with dependent children	13,648	27.0%	11,715	25.4%	-1,933	-14.2%
	Couple only	4,210	8.3%	3,468	7.5%	-742	-17.6%
	Other family with dependent children	7,496	14.8%	5,140	11.2%	-2,356	-31.4%
	Other households	3,468	6.9%	3,617	7.8%	149	4.3%
	Total	50,548	100.0%	46,087	100.0%	-4,461	-8.8%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.3.5 General Applicants – Detailed Demography

Table A58 - Age of Household Head, General Housing Applicants

Year	Households	<18 years		18-24 years		25-54 years		55+ years	
		#	%	#	%	#	%	#	%
2012	50,548	235	0.5%	6,267	12.4%	30,830	61.0%	13,214	26.1%
2013	52,940	192	0.4%	6,403	12.1%	32,166	60.8%	14,176	26.8%
2014	55,593	188	0.3%	6,740	12.1%	33,933	61.0%	14,731	26.5%
2015	55,347	186	0.3%	6,547	11.8%	33,806	61.1%	14,808	26.8%
2016	55,391	152	0.3%	6,520	11.8%	33,906	61.2%	14,812	26.7%
2017	51,453	123	0.2%	5,833	11.3%	30,975	60.2%	14,522	28.2%
2018	48,337	174	0.4%	5,084	10.5%	28,488	58.9%	14,591	30.2%
2019	46,530	142	0.3%	4,747	10.2%	27,413	58.9%	14,228	30.6%
2020	46,087	135	0.3%	4,993	10.8%	26,934	58.4%	14,025	30.4%
% Change in 8 years	-8.8%	-42.6%		-20.3%		-12.6%		6.1%	
Average annual change	-558	-13		-159		-487		101	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A59 - Cultural Identification, General Housing Applicants

Year	Households	Aboriginality		CALD	
		#	%	#	%
2012	50,548	5,015	9.9%	17,769	35.2%
2013	52,940	5,408	10.2%	19,050	36.0%
2014	55,593	5,927	10.7%	19,593	35.2%
2015	55,347	6,261	11.3%	19,163	34.6%
2016	55,391	6,751	12.2%	18,621	33.6%
2017	51,453	6,359	12.4%	17,198	33.4%
2018	48,337	6,286	13.0%	16,321	33.8%
2019	46,530	6,388	13.7%	15,436	33.2%
2020	46,087	5,461	11.8%	14,692	31.9%
% Change in 8 years	-8.8%	8.9%		-17.3%	
Average annual change	-558	56		-385	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A60 - Gender of Household Head, General Housing Applicants

Year	Households	Female		Male	
		#	%	#	%
2012	50,548	29,477	58.3%	21,048	41.6%
2013	52,940	30,401	57.4%	22,519	42.5%
2014	55,593	31,750	57.1%	23,830	42.9%
2015	55,347	31,396	56.7%	23,942	43.3%
2016	55,391	31,197	56.3%	24,186	43.7%
2017	51,453	29,246	56.8%	22,195	43.1%
2018	48,337	28,311	58.6%	20,018	41.4%
2019	46,530	27,691	59.5%	18,824	40.5%
2020	46,087	27,577	59.8%	18,491	40.1%
% Change in 8 years	-8.8%	-6.4%		-12.1%	
Average annual change	-558	-238		-320	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A61 - Household Type, General Housing Applicants

Year	Households	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2012	50,548	21,726	43.0%	13,648	27.0%	4,210	8.3%	7,496	14.8%	3,468	6.9%
2013	52,940	23,255	43.9%	13,856	26.2%	4,428	8.4%	7,601	14.4%	3,800	7.2%
2014	55,593	25,317	45.5%	14,119	25.4%	4,519	8.1%	7,631	13.7%	4,007	7.2%
2015	55,347	25,804	46.6%	13,481	24.4%	4,542	8.2%	7,360	13.3%	4,160	7.5%
2016	55,391	26,484	47.8%	13,267	24.0%	4,379	7.9%	7,058	12.7%	4,203	7.6%
2017	51,453	24,966	48.5%	12,091	23.5%	4,112	8.0%	6,459	12.6%	3,825	7.4%
2018	48,337	22,851	47.3%	12,056	24.9%	3,921	8.1%	5,788	12.0%	3,721	7.7%
2019	46,530	22,092	47.5%	11,335	24.4%	3,624	7.8%	5,734	12.3%	3,745	8.0%
2020	46,087	22,147	48.1%	11,715	25.4%	3,468	7.5%	5,140	11.2%	3,617	7.8%
% Change in 8 years	-8.8%	1.9%		-14.2%		-17.6%		-31.4%		4.3%	
Average annual change	-558	53		-242		-93		-295		19	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.3.6 Aboriginal Applicants – Summary

Table A62 - Household Characteristics, Aboriginal Applicants

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Age	<18	65	1.2%	52	0.9%	-13	-20.0%
	18-24	1,600	29.3%	1,588	26.1%	-12	-0.8%
	25-54	3,454	63.2%	3,970	65.2%	516	14.9%
	55+	349	6.4%	482	7.9%	133	38.1%
	Total	5,468	100.0%	6,092	100.0%	624	11.4%
Gender	Female (household head)	3,637	66.5%	3,919	64.3%	282	7.8%
	Male (household head)	1,831	33.5%	2,172	35.7%	341	18.6%
	Total	5,468	100.0%	6,092	100.0%	624	11.4%
Household structure	Single only	1,985	36.3%	3,157	51.8%	1,172	59.0%
	Single parent with dependent children	2,306	42.2%	2,106	34.6%	-200	-8.7%
	Couple only	198	3.6%	198	3.3%	0	0.0%
	Other family with dependent children	746	13.6%	412	6.8%	-334	-44.8%
	Other households	233	4.3%	219	3.6%	-14	-6.0%
	Total	5,468	100.0%	6,092	100.0%	624	11.4%
Priority category	Priority	453	8.3%	631	10.4%	178	39.3%
	General	5,015	91.7%	5,461	89.6%	446	8.9%
	Total	5,468	100.0%	6,092	100.0%	624	11.4%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.3.7 Aboriginal Applicants – Detailed Demography

Table A63 - Age of Household Head, Aboriginal Applicants

Year	Total	<18 years		18-24 years		25-54 years		55+ years	
		#	%	#	%	#	%	#	%
2012	5,468	65	1.2%	1,600	29.3%	3,454	63.2%	349	6.4%
2013	5,883	60	1.0%	1,761	29.9%	3,646	62.0%	415	7.1%
2014	6,356	50	0.8%	1,842	29.0%	4,069	64.0%	395	6.2%
2015	6,666	58	0.9%	1,829	27.4%	4,356	65.3%	423	6.3%
2016	7,363	51	0.7%	1,980	26.9%	4,821	65.5%	511	6.9%
2017	6,949	42	0.6%	1,846	26.6%	4,577	65.9%	484	7.0%
2018	6,896	64	0.9%	1,770	25.7%	4,511	65.4%	551	8.0%
2019	6,983	53	0.8%	1,738	24.9%	4,628	66.3%	564	8.1%
2020	6,092	52	0.9%	1,588	26.1%	3,970	65.2%	482	7.9%
% Change in 7 years	11.4%	-20.0%		-0.8%		14.9%		38.1%	
Average annual change	78	-2		-2		65		17	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A64 - Gender of Household Head, Aboriginal Applicants

Year	Total	Female		Male	
		#	%	#	%
2012	5,468	3,637	66.5%	1,831	33.5%
2013	5,883	3,830	65.1%	2,050	34.8%
2014	6,356	4,084	64.3%	2,268	35.7%
2015	6,666	4,227	63.4%	2,437	36.6%
2016	7,363	4,655	63.2%	2,707	36.8%
2017	6,949	4,489	64.6%	2,459	35.4%
2018	6,896	4,621	67.0%	2,275	33.0%
2019	6,983	4,770	68.3%	2,213	31.7%
2020	6,092	3,919	64.3%	2,172	35.7%
% Change in 8 years	11.4%	7.8%		18.6%	
Average annual change	78	35		43	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A65 - Priority Category, Aboriginal Applicants

Year	Total	Priority		General	
		#	%	#	%
2012	5,468	453	8.3%	5,015	91.7%
2013	5,883	475	8.1%	5,408	91.9%
2014	6,356	429	6.7%	5,927	93.3%
2015	6,666	405	6.1%	6,261	93.9%
2016	7,363	612	8.3%	6,751	91.7%
2017	6,949	590	8.5%	6,359	91.5%
2018	6,896	610	8.8%	6,286	91.2%
2019	6,983	595	8.5%	6,388	91.5%
2020	6,092	631	10.4%	5,461	89.6%
% Change in 8 years	11.4%	39.3%		8.9%	
Average annual change	78	22		56	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

Table A66 - Household Type, Aboriginal Applicants

Year	Total	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2012	5,468	1,985	36.3%	2,306	42.2%	198	3.6%	746	13.6%	233	4.3%
2013	5,883	2,177	37.0%	2,363	40.2%	242	4.1%	833	14.2%	268	4.6%
2014	6,356	2,521	39.7%	2,491	39.2%	282	4.4%	789	12.4%	273	4.3%
2015	6,666	2,749	41.2%	2,530	38.0%	312	4.7%	759	11.4%	316	4.7%
2016	7,363	3,180	43.2%	2,670	36.3%	356	4.8%	796	10.8%	361	4.9%
2017	6,949	2,986	43.0%	2,567	36.9%	347	5.0%	756	10.9%	293	4.2%
2018	6,896	2,886	41.9%	2,805	40.7%	295	4.3%	623	9.0%	287	4.2%
2019	6,983	2,880	41.2%	2,774	39.7%	285	4.1%	738	10.6%	306	4.4%
2020	6,092	3,157	51.8%	2,106	34.6%	198	3.3%	412	6.8%	219	3.6%
% Change in 8 years	11.4%	59.0%		-8.7%		0.0%		-44.8%		-6.0%	
Average annual change	78	147		-25		0		-42		-2	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C2D0N68](#)

A2.4 Waiting Time Categories (general waiting list), and Number of Waitees

Table A67 - General Waiting Time Categories and Number of Waitees, Central Sydney

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
CS01	Inner City	5-10 yrs	5-10 yrs	10+ yrs	5-10 yrs	792	335
CS02	Eastern Suburbs	5-10 yrs	5-10 yrs	10+ yrs	10+ yrs	1,065	189
CS03	Leichhardt/ Marrickville	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	1,020	365
CS04	Northern Suburbs	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	1,393	377
CS05	Northern Beaches	5-10 yrs	5-10 yrs	5-10 yrs	10+ yrs	570	174
CS06	Canterbury	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	684	108
CS07	Inner West	10+ yrs	10+ yrs	10+ yrs	10+ yrs	1,203	257
CS08	Sutherland	10+ yrs	5-10 yrs	10+ yrs	10+ yrs	587	158
CS09	St George	10+ yrs	10+ yrs	10+ yrs	10+ yrs	1,422	334
CS10	Riverwood	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	255	21

Source: [DCJ Website - Expected Waiting Times](#)

Table A68 - General Waiting Time Categories and Number of Waitees, Greater Western Sydney

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
GW01	Parramatta/Baulkham Hills	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	1,833	94
GW02	Auburn Granville	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	741	62
GW03	Blacktown	5-10 yrs	5-10 yrs	5-10 yrs	10+ yrs	1,180	80
GW04	Mt Druitt	5-10 yrs	5-10 yrs	2-5 yrs	5-10 yrs	564	44
GW05	Penrith	5-10 yrs	5-10 yrs	10+ yrs	5-10 yrs	1,499	179
GW06	Blue Mountains	10+ yrs	5-10 yrs	5-10 yrs	5-10 yrs	338	90
GW07	Richmond/Windsor	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	321	54
GW08	Holroyd	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	450	53
GW09	Bankstown	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	2,211	115
GW10	Fairfield	10+ yrs	10+ yrs	10+ yrs	10+ yrs	3,478	198
GW11	Liverpool	10+ yrs	10+ yrs	10+ yrs	10+ yrs	2,199	220
GW12	Campbelltown	5-10 yrs	5-10 yrs	5-10 yrs	10+ yrs	1,375	131
GW13	Camden	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	258	22
GW14	Wollondilly	5-10 yrs	5-10 yrs	2-5 yrs	5-10 yrs	81	6
GW15	Wingecarribee	5-10 yrs	2-5 yrs	5-10 yrs	0-2 yrs	169	20

Source: [DCJ Website - Expected Waiting Times](#)

Table A69 - General Waiting Time Categories and Number of Waitees, Northern NSW

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
NN01	Lake Macquarie	5-10 yrs	10+ yrs	5-10 yrs	5-10 yrs	544	31
NN02	Lake Macquarie/East	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	351	20
NN03	Maitland	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	732	32
NN04	Merriwa		10+ yrs	10+ yrs		<5	<5
NN05	Murrurundi		10+ yrs	2-5 yrs		<5	<5
NN06	Muswellbrook	2-5 yrs	2-5 yrs	2-5 yrs	5-10 yrs	130	6
NN07	Newcastle	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	1,179	98
NN08	Port Stephens	10+ yrs	10+ yrs	10+ yrs	2-5 yrs	151	14
NN09	Raymond Terrace	10+ yrs	2-5 yrs	5-10 yrs	5-10 yrs	136	9
NN10	Tea Gardens			5-10 yrs		12	<5
NN11	Scone	2-5 yrs	2-5 yrs	0-2 yrs	2-5 yrs	29	<5
NN12	Singleton	2-5 yrs	2-5 yrs	5-10 yrs	5-10 yrs	94	9
NN13	Aberdeen		2-5 yrs	2-5 yrs	0-2 yrs	7	<5
NN14	Denman	0-2 yrs	2-5 yrs	2-5 yrs	2-5 yrs	<5	<5
NN15	Karuah			5-10 yrs	10+ yrs	<5	<5
NN16	Dungog	5-10 yrs	5-10 yrs	10+ yrs	0-2 yrs	16	<5
NN17	Cessnock	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	264	16
NN18	Kurri Kurri	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	102	<5
NN19	Gosford	10+ yrs	5-10 yrs	10+ yrs	10+ yrs	1,226	86
NN20	Wyong	10+ yrs	10+ yrs	10+ yrs	10+ yrs	1,593	99
NN21	Taree	5-10 yrs	5-10 yrs	2-5 yrs	2-5 yrs	248	14
NN22	Port Macquarie	5-10 yrs	5-10 yrs	10+ yrs	5-10 yrs	711	93
NN23	Kempsey	5-10 yrs	5-10 yrs	2-5 yrs	10+ yrs	196	41
NN24	Macksville	5-10 yrs	2-5 yrs	2-5 yrs	5-10 yrs	35	<5
NN25	Bellingen	0-2 yrs	5-10 yrs	2-5 yrs	5-10 yrs	43	6
NN26	Dorrigo	0-2 yrs	0-2 yrs	0-2 yrs	0-2 yrs	<5	<5
NN27	Coffs Harbour	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	794	38
NN28	Grafton	5-10 yrs	2-5 yrs	5-10 yrs	5-10 yrs	283	11
NN29	Lower Clarence	5-10 yrs	5-10 yrs	2-5 yrs	2-5 yrs	107	7
NN30	Evans Head	10+ yrs	10+ yrs	5-10 yrs	2-5 yrs	30	<5
NN31	Ballina	5-10 yrs	10+ yrs	10+ yrs	5-10 yrs	351	40
NN32	Lismore	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	474	46
NN33	Casino	5-10 yrs	5-10 yrs	5-10 yrs	2-5 yrs	137	8
NN34	Kyogle		5-10 yrs	2-5 yrs	2-5 yrs	39	<5
NN35	Bonalbo					<5	<5
NN36	Byron Bay	10+ yrs	5-10 yrs	10+ yrs	5-10 yrs	127	19
NN37	Tweed Heads	10+ yrs	10+ yrs	10+ yrs	10+ yrs	849	94
NN38	Laurieton	5-10 yrs	10+ yrs	2-5 yrs	2-5 yrs	35	<5
NN39	Wauchope	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	77	10

Northern NSW (continued)

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
NN40	Woolgoolga	10+ yrs	10+ yrs	5-10 yrs	5-10 yrs	47	<5
NN41	Crescent Head	5-10 yrs	5-10 yrs	10+ yrs		18	<5
NN42	Murwillumbah	5-10 yrs	5-10 yrs	5-10 yrs	2-5 yrs	112	14
NN43	Armidale	2-5 yrs	5-10 yrs	2-5 yrs	0-2 yrs	233	13
NN44	Barraba		5-10 yrs	5-10 yrs	5-10 yrs	<5	<5
NN45	Bingara					<5	<5
NN46	Glen Innes	5-10 yrs	0-2 yrs	2-5 yrs	2-5 yrs	84	9
NN47	Gunnedah	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	76	10
NN48	Guyra		2-5 yrs	2-5 yrs	0-2 yrs	10	<5
NN49	Inverell	5-10 yrs	5-10 yrs	2-5 yrs	2-5 yrs	118	<5
NN50	Manilla					<5	<5
NN51	Moree	0-2 yrs	2-5 yrs	0-2 yrs	2-5 yrs	85	<5
NN52	Mungindi			0-2 yrs	0-2 yrs	7	<5
NN53	Narrabri	2-5 yrs	0-2 yrs	2-5 yrs	0-2 yrs	66	<5
NN54	Werris Creek		2-5 yrs	2-5 yrs	10+ yrs	<5	<5
NN55	Quirindi		0-2 yrs	2-5 yrs	2-5 yrs	12	<5
NN56	Emmaville					<5	<5
NN57	Tamworth	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	483	15
NN58	Tenterfield	2-5 yrs	5-10 yrs	0-2 yrs	0-2 yrs	21	<5
NN59	Uralla		5-10 yrs	0-2 yrs	2-5 yrs	5	<5
NN60	Walcha	2-5 yrs	0-2 yrs	0-2 yrs	0-2 yrs	8	<5
NN61	Ashford					<5	<5
NN62	Boggabri					<5	<5
NN63	Boggabilla		2-5 yrs	0-2 yrs	0-2 yrs	10	<5
NN64	Curlewis					<5	<5
NN65	Gwabegar				2-5 yrs	<5	<5
NN66	Pallamallawa					<5	<5
NN67	Tingha			5-10 yrs	10+ yrs	<5	<5
NN68	Warialda					<5	<5
NN69	Delungra					<5	<5
NN70	Wee Waa		2-5 yrs	2-5 yrs	0-2 yrs	16	<5
NN71	Wingham	10+ yrs	10+ yrs	0-2 yrs	10+ yrs	15	<5
NN72	Nambucca	5-10 yrs	5-10 yrs	5-10 yrs	10+ yrs	103	<11
NN73	Urunga	0-2 yrs	10+ yrs	2-5 yrs	10+ yrs	41	<5
NN74	Alstonville	5-10 yrs	10+ yrs	5-10 yrs	2-5 yrs	37	<5
NN75	Brunswick Heads	10+ yrs	10+ yrs	5-10 yrs	5-10 yrs	60	14
NN76	Mullumbimby	10+ yrs	10+ yrs	10+ yrs	2-5 yrs	48	14
NN77	Gloucester		5-10 yrs	5-10 yrs	5-10 yrs	25	5
NN78	Foster/Tuncurry	5-10 yrs	10+ yrs	10+ yrs	10+ yrs	264	18

Source: [DCJ Website - Expected Waiting Times](#)

Table A70 - General Waiting Time Categories and Number of Waitees Southern and Western NSW

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
S001	Bega Valley	5-10 yrs	5-10 yrs	2-5 yrs	2-5 yrs	87	16
S002	Bombala	2-5 yrs				6	<5
S003	Cooma	5-10 yrs	5-10 yrs	10+ yrs	2-5 yrs	67	<5
S004	Crookwell	5-10 yrs	2-5 yrs	2-5 yrs		6	<5
S005	Goulburn	2-5 yrs	5-10 yrs	2-5 yrs	2-5 yrs	208	10
S006	Gunning					<5	<5
S007	Kiama	10+ yrs	10+ yrs	5-10 yrs	2-5 yrs	58	5
S008	Mulwaree					<5	<5
S009	Queanbeyan	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	281	34
S010	Shellharbour	5-10 yrs	10+ yrs	5-10 yrs	5-10 yrs	610	51
S011	Nowra	10+ yrs	5-10 yrs	5-10 yrs	5-10 yrs	658	64
S012	Ulladulla	10+ yrs	10+ yrs	5-10 yrs	5-10 yrs	155	32
S013	Snowy River			2-5 yrs	10+ yrs	<5	<5
S014	Tallanganda	5-10 yrs	0-2 yrs	2-5 yrs	10+ yrs	<5	<5
S015	Wollongong City	5-10 yrs	5-10 yrs	10+ yrs	5-10 yrs	1,232	56
S016	South Wollongong	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	396	30
S017	Yass	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	42	<5
S018	Batemans Bay	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	261	16
S019	Bermagui	5-10 yrs		10+ yrs	5-10 yrs	18	<5
S020	Berry		5-10 yrs	2-5 yrs		17	<5
S021	Delegate					<5	<5
S022	Eden	10+ yrs	2-5 yrs	2-5 yrs	5-10 yrs	54	6
S023	Helensburgh		5-10 yrs	2-5 yrs	5-10 yrs	25	<5
S024	Huskisson	10+ yrs	10+ yrs			21	<5
S025	Jindabyne			0-2 yrs	10+ yrs	<5	<5
S026	Merimbula	5-10 yrs	5-10 yrs	10+ yrs	2-5 yrs	45	7
S027	Moruya	5-10 yrs	5-10 yrs	10+ yrs	2-5 yrs	64	14
S028	Narooma	5-10 yrs	2-5 yrs	2-5 yrs	2-5 yrs	45	9
S029	Shoalhaven Heads	10+ yrs	10+ yrs	5-10 yrs	2-5 yrs	14	<5
S030	Bungendore					<5	<5
S031	Sussex Inlet		5-10 yrs			17	<5
S032	Bathurst	5-10 yrs	2-5 yrs	2-5 yrs	5-10 yrs	221	16
S033	Blayney	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	5	<5
S034	Bourke	2-5 yrs	2-5 yrs	0-2 yrs	2-5 yrs	16	<5
S035	Brewarrina	0-2 yrs	5-10 yrs	0-2 yrs	0-2 yrs	9	<5
S036	Canowindra/Cabonne		0-2 yrs	0-2 yrs	5-10 yrs	<5	<5
S037	Cobar	0-2 yrs	0-2 yrs	0-2 yrs	0-2 yrs	6	<5
S038	Coolah	0-2 yrs		10+ yrs		<5	<5
S039	Coonabarabran		10+ yrs	0-2 yrs	0-2 yrs	28	<5

Southern and Western NSW (continued)

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
S040	Coonamble		0-2 yrs	0-2 yrs	2-5 yrs	18	<5
S041	Cowra	5-10 yrs	2-5 yrs	2-5 yrs	2-5 yrs	29	<5
S042	Dubbo	2-5 yrs	2-5 yrs	5-10 yrs	5-10 yrs	399	20
S043	Forbes	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	30	<5
S044	Gilgandra		2-5 yrs	2-5 yrs	0-2 yrs	21	<5
S045	Condobolin	2-5 yrs	0-2 yrs	2-5 yrs	5-10 yrs	14	<5
S046	Lithgow	5-10 yrs	5-10 yrs	5-10 yrs	5-10 yrs	164	22
S047	Mudgee	5-10 yrs	2-5 yrs	0-2 yrs	5-10 yrs	67	11
S048	Narromine	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	22	<5
S049	Oberon		2-5 yrs	5-10 yrs	2-5 yrs	12	<5
S050	Orange	2-5 yrs	2-5 yrs	2-5 yrs	5-10 yrs	254	49
S051	Parkes	2-5 yrs	5-10 yrs	2-5 yrs	2-5 yrs	71	11
S052	Rylstone		5-10 yrs	0-2 yrs		8	<5
S053	Walgett	2-5 yrs	2-5 yrs	2-5 yrs	0-2 yrs	26	<5
S054	Warren		2-5 yrs	0-2 yrs	2-5 yrs	7	<5
S055	Grenfell		0-2 yrs	0-2 yrs	10+ yrs	6	<5
S056	Wellington	2-5 yrs	2-5 yrs	2-5 yrs	0-2 yrs	34	<5
S057	Hill End					<5	<5
S058	Nyngan	2-5 yrs	0-2 yrs	0-2 yrs	0-2 yrs	<5	<5
S059	Baradine		5-10 yrs	5-10 yrs	10+ yrs	<5	<5
S060	Binnaway				10+ yrs	<5	<5
S061	Carcoar					<5	<5
S062	Collarenebri			0-2 yrs	0-2 yrs	6	<5
S063	Cumnock					<5	<5
S064	Dunedoo	2-5 yrs		10+ yrs		<5	<5
S065	Eugowra			10+ yrs		<5	<5
S066	Geurie					<5	<5
S067	Goodooga					<5	<5
S068	Gooloogong		10+ yrs			<5	<5
S069	Gulargambone			0-2 yrs	5-10 yrs	<5	<5
S070	Gulgong	5-10 yrs	5-10 yrs	0-2 yrs	5-10 yrs	9	<5
S071	Lightning Ridge					15	<5
S072	Lyndhurst					<5	<5
S073	Mandurama					<5	<5
S074	Manildra					<5	<5
S075	Mendooran					<5	<5
S076	Millthorpe		2-5 yrs	5-10 yrs		<5	<5
S077	Molong	0-2 yrs	5-10 yrs	5-10 yrs	0-2 yrs	6	<5
S078	Nymagee					<5	<5

Southern and Western NSW (continued)

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
S079	Peak Hill	2-5 yrs	5-10 yrs	10+ yrs	10+ yrs	<5	<5
S080	Portland		2-5 yrs	2-5 yrs		5	<5
S081	Quandialla					<5	<5
S082	Stuart Town	0-2 yrs	0-2 yrs	10+ yrs		<5	<5
S083	Tottenham	0-2 yrs				<5	<5
S084	Trangie	2-5 yrs	2-5 yrs	0-2 yrs	0-2 yrs	<5	<5
S085	Trundle		10+ yrs	10+ yrs		<5	<5
S086	Tullamore					<5	<5
S087	Ulan					<5	<5
S088	Wallerawang		5-10 yrs	0-2 yrs	2-5 yrs	6	<5
S089	Woodstock					<5	<5
S090	Yeoval					<5	<5
S091	Albury	2-5 yrs	2-5 yrs	0-2 yrs	2-5 yrs	321	15
S092	Balranald	2-5 yrs	5-10 yrs	0-2 yrs	0-2 yrs	<5	<5
S093	Berrigan		10+ yrs		5-10 yrs	<5	<5
S094	West Wyalong	0-2 yrs	2-5 yrs	2-5 yrs	2-5 yrs	14	<5
S095	Broken Hill	0-2 yrs	5-10 yrs	2-5 yrs	2-5 yrs	71	<5
S096	Hillston/Carrathool			2-5 yrs	10+ yrs	<5	<5
S097	Ivanhoe					<5	<5
S098	Coolamon					<5	<5
S099	Cootamundra	2-5 yrs	2-5 yrs	0-2 yrs	0-2 yrs	28	<5
S100	Corowa	2-5 yrs	2-5 yrs	0-2 yrs	0-2 yrs	17	<5
S101	Culcairn			10+ yrs	10+ yrs	<5	<5
S102	Deniliquin	2-5 yrs	2-5 yrs	0-2 yrs	0-2 yrs	27	<5
S103	Griffith	5-10 yrs	2-5 yrs	2-5 yrs	5-10 yrs	191	6
S104	Gundagai	2-5 yrs	2-5 yrs	2-5 yrs	5-10 yrs	9	<5
S105	Hay		2-5 yrs	0-2 yrs	0-2 yrs	10	<5
S106	Holbrook			5-10 yrs		<5	<5
S107	Jerilderie			2-5 yrs		<5	<5
S108	Junee	0-2 yrs	2-5 yrs	2-5 yrs	2-5 yrs	6	<5
S109	Leeton	2-5 yrs	2-5 yrs	0-2 yrs	2-5 yrs	27	<5
S110	Lake Cargelligo		0-2 yrs	0-2 yrs	0-2 yrs	<5	<5
S111	Lockhart		10+ yrs	0-2 yrs	10+ yrs	<5	<5
S112	Mathoura/Murray					<5	<5
S113	Coleambally			10+ yrs	10+ yrs	<5	<5
S114	Narrandera	2-5 yrs	0-2 yrs	0-2 yrs	0-2 yrs	19	<5
S115	Temora	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	7	<5
S116	Tibooburra					<5	<5
S117	Tumbarumba		5-10 yrs	0-2 yrs		7	<5

Southern and Western NSW (continued)

Zone	Name	Bedrooms				Waitees	
		0-1Br	2 Br	3 Br	4+ Br	General	Priority
S118	Tumut	2-5 yrs	2-5 yrs	0-2 yrs	0-2 yrs	38	9
S119	Urana					<5	<5
S120	Wagga Wagga	2-5 yrs	2-5 yrs	2-5 yrs	2-5 yrs	389	20
S121	Barham/Wakool					<5	<5
S122	Dareton/ Wentworth			2-5 yrs	2-5 yrs	26	5
S123	Adelong	2-5 yrs	2-5 yrs	2-5 yrs	10+ yrs	<5	<5
S124	Batlow		2-5 yrs	0-2 yrs	2-5 yrs	<5	<5
S125	Coomealla					<5	<5
S126	Darlington Point			0-2 yrs		<5	<5
S127	Euston					<5	<5
S128	Finley			0-2 yrs	0-2 yrs	8	<5
S129	Ganmain					<5	<5
S130	Henty					<5	<5
S131	Menindee					<5	<5
S132	Moama		0-2 yrs	0-2 yrs		10	<5
S133	Moulamein					<5	<5
S134	Mulwala					<5	<5
S135	The Rock			10+ yrs		<5	<5
S136	Tarcutta		2-5 yrs	2-5 yrs		<5	<5
S137	Tocumwal	0-2 yrs		2-5 yrs		<5	<5
S138	Ungarie					<5	<5
S139	Wilcannia					<5	<5
S140	Yenda			2-5 yrs		<5	<5
S141	Young	5-10 yrs	5-10 yrs	5-10 yrs	2-5 yrs	53	10
S142	Harden/ Murrumburrah		0-2 yrs	10+ yrs		<5	<5
S143	Boorowa	2-5 yrs	0-2 yrs	2-5 yrs		13	<5

Source: [DCJ Website - Expected Waiting Times](#)

A2.5 Allocations

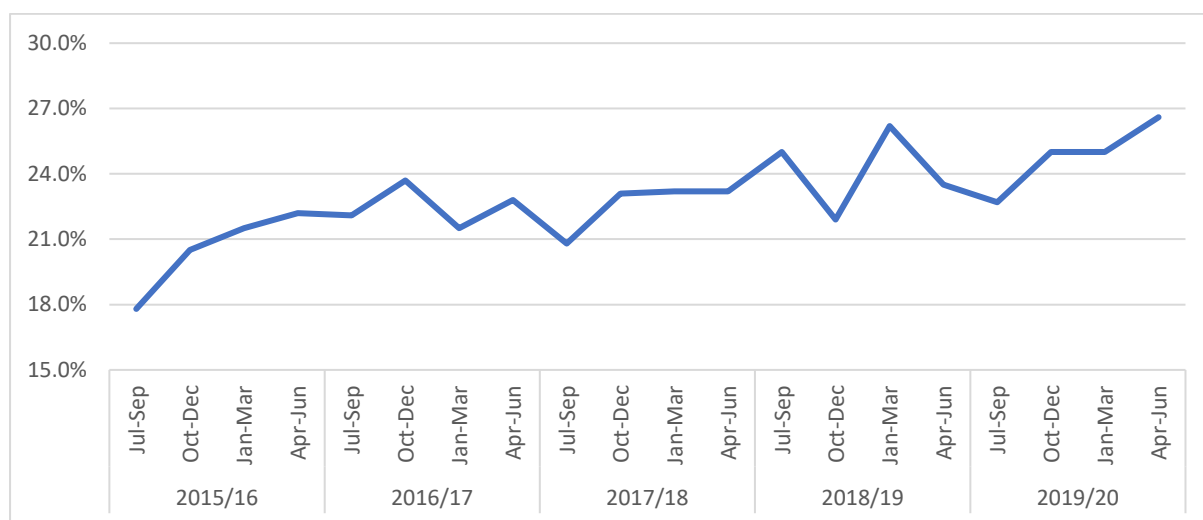
A2.5.1 Allocation of Public and Aboriginal Housing to Those in Greatest Need

Table A71 - Allocation to Households in Greatest Need – Aboriginal Households (2015-2020)

Year	Quarter	Aboriginal Households	
		Yes	No, or unknown
2015/16	July – September	17.8%	82.2%
	October – December	20.5%	79.5%
	January – March	21.5%	78.5%
	April – June	22.2%	77.8%
2016/17	July – September	22.1%	77.9%
	October – December	23.7%	76.3%
	January – March	21.5%	78.5%
	April – June	22.8%	77.2%
2017/18	July – September	20.8%	79.2%
	October – December	23.1%	76.9%
	January – March	23.2%	76.8%
	April – June	23.2%	76.8%
2018/19	July – September	25.0%	75.0%
	October – December	21.9%	78.1%
	January – March	26.2%	73.8%
	April – June	23.5%	76.5%
2019/20	July – September	22.7%	77.3%
	October – December	25.0%	75.0%
	January – March	25.0%	75.0%
	April – June	26.6%	73.4%

Source: [DCJ Quarterly Statistical Report](#)

Figure A17 - Allocation to Households in Greatest Need – Aboriginal Households (2015-2020)



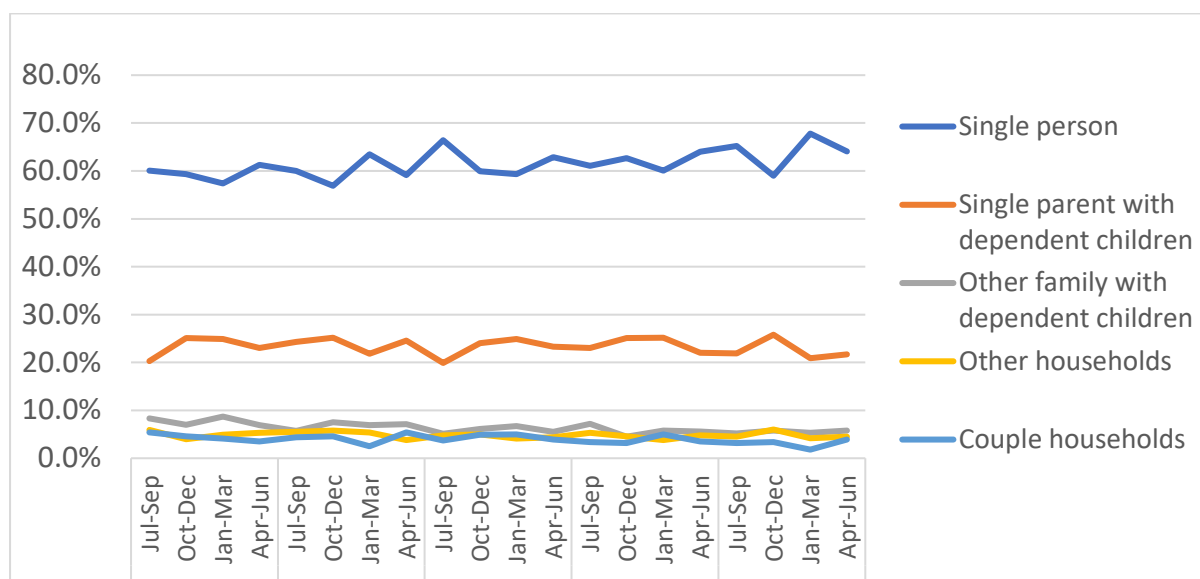
Source: Table A71

Table A72 - Allocation to Households in Greatest Need – Family Type

Year	Quarter	Single person	Single parent with dependent children	Couple households	Other family with dependent children	Other households
2015/16	Jul-Sep	60.1%	20.3%	5.4%	8.3%	5.9%
	Oct-Dec	59.3%	25.1%	4.6%	7.0%	4.0%
	Jan-Mar	57.4%	24.9%	4.1%	8.7%	4.9%
	Apr-Jun	61.3%	23.0%	3.5%	6.9%	5.3%
2016/17	Jul-Sep	60.0%	24.3%	4.4%	5.7%	5.5%
	Oct-Dec	56.9%	25.2%	4.6%	7.5%	5.8%
	Jan-Mar	63.5%	21.8%	2.5%	6.9%	5.4%
	Apr-Jun	59.1%	24.6%	5.4%	7.1%	3.8%
2017/18	Jul-Sep	66.4%	19.9%	3.7%	5.1%	4.8%
	Oct-Dec	59.9%	24.0%	4.9%	6.1%	5.0%
	Jan-Mar	59.3%	24.9%	5.0%	6.7%	4.1%
	Apr-Jun	62.9%	23.3%	3.9%	5.5%	4.4%
2018/19	Jul-Sep	61.1%	23.0%	3.4%	7.2%	5.3%
	Oct-Dec	62.7%	25.1%	3.2%	4.5%	4.6%
	Jan-Mar	60.1%	25.2%	5.0%	5.8%	3.8%
	Apr-Jun	64.0%	22.0%	3.5%	5.6%	4.8%
2019/20	Jul-Sep	65.2%	21.9%	3.2%	5.2%	4.5%
	Oct-Dec	59.0%	25.8%	3.4%	5.8%	6.0%
	Jan-Mar	67.8%	20.9%	1.8%	5.3%	4.2%
	Apr-Jun	64.1%	21.7%	3.9%	5.8%	4.5%

Source: [DCJ Quarterly Statistical Report](#)

Figure A18 - Allocation to Households in Greatest Need - Family Type



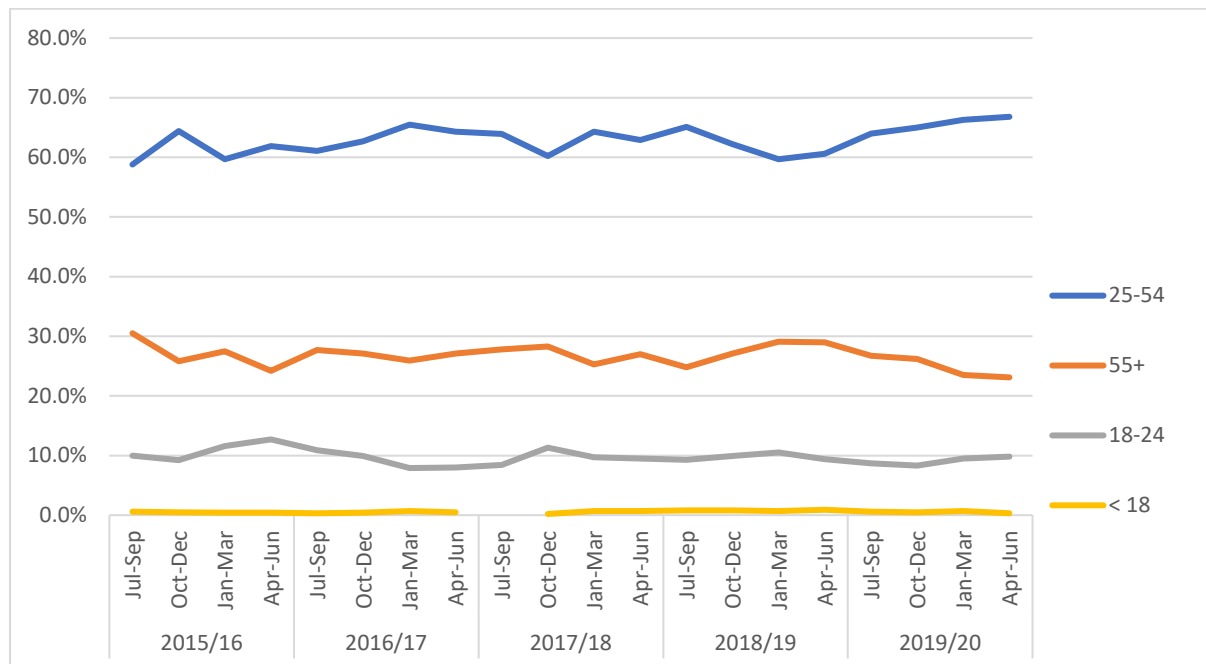
Source: Table A72

Table A73 - Allocation to Households in Greatest Need - Age Category

Year	Quarter	< 18	18-24	25-54	55+
2015/16	Jul-Sep	0.6%	10.0%	58.8%	30.5%
	Oct-Dec	0.5%	9.2%	64.4%	25.8%
	Jan-Mar	0.4%	11.6%	59.7%	27.5%
	Apr-Jun	0.4%	12.7%	61.9%	24.2%
2016/17	Jul-Sep	0.3%	10.9%	61.1%	27.7%
	Oct-Dec	0.4%	9.9%	62.7%	27.1%
	Jan-Mar	0.7%	7.9%	65.5%	25.9%
	Apr-Jun	0.5%	8.0%	64.3%	27.1%
2017/18	Jul-Sep		8.4%	63.9%	27.8%
	Oct-Dec	0.2%	11.3%	60.2%	28.3%
	Jan-Mar	0.7%	9.7%	64.3%	25.3%
	Apr-Jun	0.7%	9.5%	62.9%	27.0%
2018/19	Jul-Sep	0.8%	9.3%	65.1%	24.8%
	Oct-Dec	0.8%	9.9%	62.2%	27.1%
	Jan-Mar	0.7%	10.5%	59.7%	29.1%
	Apr-Jun	0.9%	9.4%	60.6%	29.0%
2019/20	Jul-Sep	0.6%	8.7%	64.0%	26.7%
	Oct-Dec	0.5%	8.3%	65.0%	26.2%
	Jan-Mar	0.7%	9.5%	66.3%	23.5%
	Apr-Jun	0.3%	9.8%	66.8%	23.1%

Source: [DCJ Quarterly Statistical Report](#)

Figure A19 - Allocation to Households in Greatest Need - Age Category



Source: Table A73

A2.5.2 Allocations – Comparison of Priority and General Applicants (2014-2020)

Table A74 - Priority of Newly Housed Applicants

Year	Priority		General		Total
	No.	%	No.	%	
2014-15	3,958	40.7%	5,764	59.3%	9,722
2015-16	4,286	47.2%	4,796	52.8%	9,082
2016-17	4,407	51.1%	4,219	48.9%	8,626
2017-18	4,450	50.0%	4,452	50.0%	8,902
2018-19	4,568	49.5%	4,657	50.5%	9,225
2019-20	4,599	53.8%	3,949	46.2%	8,548
2020-21	5,640	40.0%	3,758	40.0	9,398

Source: [DCJ Quarterly Statistical Report](#)

A2.6 Applicants Housed – Previously Homeless or At Risk of Homelessness

A2.6.1 Previously Homeless or At Risk of Homelessness – Demographic Summary

Table A75 - Previously Homeless or At Risk of Homelessness – Demographic Summary

Demographic Variables	Categories	2011-12		2019-20		Change	
		#	%	#	%	#	%
Age	<18	18	0.4%	22	0.5%	4	22.2%
	18-24	551	11.7%	448	9.7%	-103	-18.7%
	25-54	3,044	64.5%	2,926	63.2%	-118	-3.9%
	55+	1,103	23.4%	1,233	26.6%	130	11.8%
	Total	4,719	99.9%	4,629	100.0%	-90	-1.9%
Gender	Female household head	2,525	53.5%	2,338	50.5%	-187	-7.4%
	Male household head	2,190	46.4%	2,194	47.4%	4	0.2%
	Total	4,719	99.9%	4,629	97.9%	-90	-1.9%
Household structure	Single only	2,564	54.3%	2,873	62.1%	309	12.1%
	Single parent with dependent children	1,262	26.7%	1,027	22.2%	-235	-18.6%
	Couple only	244	5.2%	175	3.8%	-69	-28.3%
	Other family with dependent children	390	8.3%	312	6.7%	-78	-20.0%
	Other households	247	5.2%	242	5.2%	-5	-2.0%
	Total	4,719	99.7%	4,629	100.0%	-90	-1.9%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D1N71](#)

A2.6.2 Previously Homeless or At Risk of Homelessness – Detailed Demography

Table A76 - Previously Homeless or At Risk of Homelessness - Household Type

Year	Total	Single only		Single parent with dep. Children		Couple only		Other family with dep. Children		Other households	
		#	%	#	%	#	%	#	%	#	%
2011-12	4,719	2,564	54.3%	1,262	26.7%	244	5.2%	390	8.3%	247	5.2%
2012-13	4,652	2,648	56.9%	1,121	24.1%	222	4.8%	400	8.6%	252	5.4%
2013-14	5,215	2,916	55.9%	1,202	23.0%	219	4.2%	489	9.4%	383	7.3%
2014-15	3,921	2,310	58.9%	892	22.7%	179	4.6%	300	7.7%	240	6.1%
2015-16	4,064	2,085	51.3%	895	22.0%	209	5.1%	523	12.9%	352	8.7%
2016-17	4,291	2,523	58.8%	976	22.7%	189	4.4%	357	8.3%	246	5.7%
2017-18	4,244	2,609	61.5%	945	22.3%	176	4.1%	289	6.8%	225	5.3%
2018-19	4,118	2,532	61.5%	948	23.0%	148	3.6%	263	6.4%	227	5.5%
2019-20	4,629	2,873	62.1%	1,027	22.2%	175	3.8%	312	6.7%	242	5.2%
% Change in 8 years	-1.9%	12.1%		-18.6%		-28.3%		-20.0%		-2.0%	
Average annual change	-11	39		-29		-9		-10		-1	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D1N71](#)

Table A77 - Previously Homeless or At Risk of Homelessness - Age Categories

Year	Total	<18		18-24		25-54		55+	
		#	%	#	%	#	%	#	%
2011-12	4,719	18	0.4%	551	11.7%	3,044	64.5%	1,103	23.4%
2012-13	4,652	27	0.6%	483	10.4%	2,999	64.5%	1,140	24.5%
2013-14	5,215	40	0.8%	514	9.9%	3,330	63.9%	1,329	25.5%
2014-15	3,921	25	0.6%	424	10.8%	2,433	62.1%	1,030	26.3%
2015-16	4,064	22	0.5%	443	10.9%	2,508	61.7%	1,091	26.8%
2016-17	4,291	18	0.4%	426	9.9%	2,710	63.2%	1,137	26.5%
2017-18	4,244	17	0.4%	422	9.9%	2,633	62.0%	1,172	27.6%
2018-19	4,118	15	0.4%	409	9.9%	2,515	61.1%	1,179	28.6%
2019-20	4,629	22	0.5%	448	9.7%	2,926	63.2%	1,233	26.6%
% Change in 8 years	-1.9%	22.2%		-18.7%		-3.9%		11.8%	
Average annual change	-11	1		-13		-15		16	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D1N71](#)

Table A78 - Previously Homeless or At Risk of Homelessness - Gender of Household Head

Year	Total	Female		Male	
		#	%	#	%
2011-12	4,719	2,525	53.5%	2,190	46.4%
2012-13	4,652	2,512	54.0%	2,136	45.9%
2013-14	5,215	2,867	55.0%	2,345	45.0%
2014-15	3,921	2,121	54.1%	1,790	45.7%
2015-16	4,064	2,223	54.7%	1,839	45.3%
2016-17	4,291	2,337	54.5%	1,954	45.5%
2017-18	4,244	2,316	54.6%	1,927	45.4%
2018-19	4,118	2,254	54.7%	1,863	45.2%
2019-20	4,629	2,338	50.5%	2,194	47.4%
% Change in 8 years	-1.9%	-7.4%		0.2%	
Average annual change	-11	-23		1	

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D1N71](#)

A2.6.3 Previously Homeless or At Risk of Homelessness – As a Percentage of Total Housed

Table A79 - Previously Homeless or At Risk of Homelessness - Percentage of Total Housed

Year	Previously homeless or at risk of homelessness	Newly housed			Previously homeless or at risk of homelessness as % of	
		Priority	General	Total	Priority	Total
2014-15	3,921	3,958	5,764	9,722	99.1%	40.3%
2015-16	4,064	4,286	4,796	9,082	94.8%	44.7%
2016-17	4,291	4,407	4,219	8,626	97.4%	49.7%
2017-18	4,244	4,450	4,452	8,902	95.4%	47.7%
2018-19	4,118	4,568	4,657	9,225	90.1%	44.6%
2019-20	4,629	4,599	3,949	8,548	100.7%	54.2%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D1N71](#)

Table A80 - Newly Housed Aboriginal Applicants Who Were Previously Homeless or At Risk of Homelessness

Year	Aboriginal Households Previously Homeless or at Risk of Homelessness
2011-12	16.8%
2012-13	17.4%
2013-14	20.1%
2014-15	19.3%
2015-16	20.4%
2016-17	22.5%
2017-18	22.4%
2018-19	23.4%
2019-20	26.0%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D1N71](#)

A2.6.4 Previously Homeless or At Risk of Homelessness – Still Housed after 12 Months

Table A81 - Previously Homeless or At Risk of Homelessness and Still Housed after 12 Months

Year	Percentage of all households
2011-12	86.0%
2012-13	87.6%
2013-14	87.1%
2014-15	86.1%
2015-16	84.7%
2016-17	88.3%
2017-18	92.0%
2018-19	92.3%
2019-20	91.2%

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D2N79](#)

*Table A82 - Previously Homeless or At Risk of Homelessness and Still Housed after 12 Months
- Aboriginal*

Year	Proportion of Aboriginal households
2011-12	
2012-13	
2013-14	
2014-15	
2015-16	
2016-17	8 in 10
2017-18	9 in 10
2018-19	9 in 10
2019-20	8 in 10

Source: [DCJ Annual Statistical Report 2020, TableA2B1C3D2N79](#)

A2.7 Additional

A2.7.1 Dwelling – by provider type

Table A83 - Dwelling Type by Provider Type

Year	AHO	CHPs	ICH	PH	Total
2017	4,626	29,388	5,066	112,550	151,630
2018	4,603	30,757	4,971	111,341	151,672
2019	4,591	41,629	4,985	100,623	151,828
2020	NA	NA	NA	NA	NA

Source: [DCJ Annual Statistical Report 2020, Table A2B1C3D2N75-76](#)

A3. Quantitative Data Supplement – Queensland

A3.1 Rent Connect

Table A84 - RentConnect Product Type (2020-2021)

Product Type	2020		2021	
	#	%	#	%
Advisory Service	10146	81.6%	7819	85.3%
Tenancy Assist	1890	15.2%	1230	13.4%
Tenancy Secured	403	3.2%	120	1.3%
Total	12439	100.0%	9169	100.0%

Source: [Queensland Government Open Data Portal, RentConnect](#)

Table A85 - RentConnect Level of Service (2020-2021)

Level Of Service	2020		2021	
	#	%	#	%
Level 1	131	1.1%	270	2.9%
Level 2	8398	67.5%	5841	63.7%
Level 3	3903	31.4%	3055	33.3%
Level 4	3	0.0%		
Total	12439	100.0%	9169	100.0%

Source: [Queensland Government Open Data Portal, RentConnect](#)

Table A86 - RentConnect Household Type (2020-2021)

Household Type	2020		2021	
	#	%	#	%
Couple with Children	216	1.7%	630	6.9%
Couple Only	137	1.1%	407	4.4%
Extended Family	1	0.0%	172	1.9%
Group Household			196	2.1%
n.a.	7903	63.5%	2374	25.9%
Other	166	1.3%	197	2.1%
Single Person	3238	26.0%	2547	27.8%
Single With Child	778	6.3%	2646	28.9%
Total	12439	100.0%	9169	100.0%

Source: [Queensland Government Open Data Portal, RentConnect](#)

A3.2 Applicant Characteristics

A3.2.1 Application Type

Table A87 - Application Type (2020)

Application Type	Frequency	Percent
Unknown	272	1.1
ATSIH	46	0.2
ATSIH, Affordable	3	0
ATSIH, Transitional, Affordable	5	0
Public/CH	1218	4.7
Public/CH, Affordable	5035	19.5
Public/CH, ATSIH	124	0.5
Public/CH, ATSIH, Affordable	733	2.8
Public/CH, ATSIH, Transitional	72	0.3
Public/CH, ATSIH, Transitional, Affordable	2945	11.4
Public/CH, RIC	11	0
Public/CH, RIC, Affordable	9	0
Public/CH, RIC, ATSIH	27	0.1
Public/CH, RIC, ATSIH, Affordable	9	0
Public/CH, RIC, ATSIH, Transitional	2	0
Public/CH, RIC, ATSIH, Transitional, Affordable	144	0.6
Public/CH, RIC, Transitional	1	0
Public/CH, RIC, Transitional, Affordable	47	0.2
Public/CH, Transitional	392	1.5
Public/CH, Transitional, Affordable	14107	54.6
RIC	415	1.6
RIC, Affordable	11	0
RIC, ATSIH	179	0.7
RIC, ATSIH, Transitional, Affordable	3	0
RIC, Transitional, Affordable	4	0
Total	25814	100

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Notes:

- Affordable and Transitional Housing have been excluded when not combined with one of the other three categories (as applicants are not waiting for social housing as such).
- Key
 - Affordable = Affordable Housing
 - ATSIH = Aboriginal and Torres Strait Islander Housing
 - Public/CH = Public Rental Housing/Community Housing
 - RIC = Remote Indigenous Community
 - Transitional = Transitional Housing

Table A88 - Application Type by Priority of Application

Application Type	Priority of Application								Total	
	Very High		High		Moderate		Lower			
Not Known	266	1.8%	2	0.0%	4	0.1%	0	0.0%	272	1.1%
ATSIH	2	0.0%	20	0.3%	22	0.5%	2	0.3%	46	0.2%
ATSIH, Affordable	2	0.0%	1	0.0%	0	0.0%	0	0.0%	3	0.0%
ATSIH, Transitional, Affordable	5	0.0%	0	0.0%	0	0.0%	0	0.0%	5	0.0%
Public/CH	644	4.4%	322	5.3%	217	4.9%	35	5.8%	1218	4.7%
Public/CH, Affordable	2176	14.8%	1606	26.3%	1081	24.4%	172	28.7%	5035	19.5%
Public/CH, ATSIH	123	0.8%	1	0.0%	0	0.0%	0	0.0%	124	0.5%
Public/CH, ATSIH, Affordable	732	5.0%	1	0.0%	0	0.0%	0	0.0%	733	2.8%
Public/CH, ATSIH, Transitional	71	0.5%	0	0.0%	1	0.0%	0	0.0%	72	0.3%
Public/CH, ATSIH, Transitional, Affordable	2934	20.0%	9	0.1%	1	0.0%	1	0.2%	2945	11.4%
Public/CH, RIC	11	0.1%	0	0.0%	0	0.0%	0	0.0%	11	0.0%
Public/CH, RIC, Affordable	9	0.1%	0	0.0%	0	0.0%	0	0.0%	9	0.0%
Public/CH, RIC, ATSIH	25	0.2%	2	0.0%	0	0.0%	0	0.0%	27	0.1%
Public/CH, RIC, ATSIH, Affordable	9	0.1%	0	0.0%	0	0.0%	0	0.0%	9	0.0%
Public/CH, RIC, ATSIH, Transitional	2	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%
Public/CH, RIC, ATSIH, Transitional, Affordable	137	0.9%	5	0.1%	2	0.0%	0	0.0%	144	0.6%
Public/CH, RIC, Transitional	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Public/CH, RIC, Transitional, Affordable	47	0.3%	0	0.0%	0	0.0%	0	0.0%	47	0.2%
Public/CH, Transitional	234	1.6%	93	1.5%	63	1.4%	2	0.3%	392	1.5%
Public/CH, Transitional, Affordable	6998	47.7%	3757	61.4%	2965	66.8%	387	64.5%	14107	54.6%
RIC	49	0.3%	286	4.7%	79	1.8%	1	0.2%	415	1.6%
RIC, Affordable	0	0.0%	9	0.1%	2	0.0%	0	0.0%	11	0.0%
RIC, ATSIH	179	1.2%	0	0.0%	0	0.0%	0	0.0%	179	0.7%
RIC, ATSIH, Transitional, Affordable	3	0.0%	0	0.0%	0	0.0%	0	0.0%	3	0.0%
RIC, Transitional, Affordable	4	0.0%	0	0.0%	0	0.0%	0	0.0%	4	0.0%
Total	14663	100.0%	6114	100.0%	4437	100.0%	600	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Notes:

- Affordable and Transitional Housing have been excluded when not combined with one of the other three categories (as applicants in these categories are not waiting for social housing as such).
- Key
 - Affordable = Affordable Housing
 - ATSIH = Aboriginal and Torres Strait Islander Housing
 - Public/CH = Public Rental Housing/Community Housing
 - RIC = Remote Indigenous Community
 - Transitional = Transitional Housing

A3.2.2 Bedrooms Required

Table A89 - Bedrooms Required (2017 & 2020)

Bedrooms	2017		2020		Change	
1	9215	58.9%	14940	57.9%	5725	62.1%
2	2840	18.1%	5224	20.2%	2384	83.9%
3	2541	16.2%	4126	16.0%	1585	62.4%
4	907	5.8%	1306	5.1%	399	44.0%
5	148	0.9%	200	0.8%	52	35.1%
6	6	0.0%	14	0.1%	8	133.3%
7 (added in 2020)	0	0.0%	4	0.0%	4	
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A90 - Bedrooms Required by Priority of Application (2020)

Bedrooms	Priority of Application								Total	
	Very High		High		Moderate		Lower			
1	8822	60.2%	3610	59.0%	2310	52.1%	198	33.0%	14940	57.9%
2	2573	17.5%	1449	23.7%	1043	23.5%	159	26.5%	5224	20.2%
3	2365	16.1%	757	12.4%	827	18.6%	177	29.5%	4126	16.0%
4	793	5.4%	235	3.8%	227	5.1%	51	8.5%	1306	5.1%
5	99	0.7%	58	0.9%	29	0.7%	14	2.3%	200	0.8%
6	9	0.1%	3	0.0%	1	0.0%	1	0.2%	14	0.1%
7	2	0.0%	2	0.0%	0	0.0%	0	0.0%	4	0.0%
Total	14663	100.0%	6114	100.0%	4437	100.0%	600	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.3 Disability Application Flag

Table A91 - Disability Application Flag (2017 & 2020)

Disability Application Flag	2017		2020		Change	
Unknown	1726	11.0%	2070	8.0%	344	19.9%
No	7083	45.2%	22832	88.4%	15749	222.3%
Yes	6848	43.7%	912	3.5%	-5936	-86.7%
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A92 - Disability Application Flag by Application Status

Application Status	Disability Application Flag						Total	
	n.a.		No		Yes			
Approved	1800	87.0%	17900	78.4%	787	86.3%	20487	79.4%
Deferred	131	6.3%	3028	13.3%	54	5.9%	3213	12.4%
Further Information Required	139	6.7%	1904	8.3%	71	7.8%	2114	8.2%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A93 - Disability Application Flag by Application Type

Application Type	Disability Application Flag						Total	
	n.a.		No		Yes			
	8	0.4%	252	1.1%	12	1.3%	272	1.1%
ATSIH	0	0.0%	44	0.2%	2	0.2%	46	0.2%
ATSIH, Affordable	0	0.0%	2	0.0%	1	0.1%	3	0.0%
ATSIH, Transitional, Affordable	0	0.0%	5	0.0%	0	0.0%	5	0.0%
Public/CH	234	11.3%	930	4.1%	54	5.9%	1218	4.7%
Public/CH, Affordable	653	31.5%	4233	18.5%	149	16.3%	5035	19.5%
Public/CH, ATSIH	8	0.4%	109	0.5%	7	0.8%	124	0.5%
Public/CH, ATSIH, Affordable	30	1.4%	676	3.0%	27	3.0%	733	2.8%
Public/CH, ATSIH, Transitional	1	0.0%	69	0.3%	2	0.2%	72	0.3%
Public/CH, ATSIH, Transitional, Affordable	87	4.2%	2751	12.0%	107	11.7%	2945	11.4%
Public/CH, RIC	1	0.0%	10	0.0%	0	0.0%	11	0.0%
Public/CH, RIC, Affordable	0	0.0%	9	0.0%	0	0.0%	9	0.0%
Public/CH, RIC, ATSIH	3	0.1%	23	0.1%	1	0.1%	27	0.1%
Public/CH, RIC, ATSIH, Affordable	0	0.0%	8	0.0%	1	0.1%	9	0.0%
Public/CH, RIC, ATSIH, Transitional	0	0.0%	2	0.0%	0	0.0%	2	0.0%
Public/CH, RIC, ATSIH, Transitional, Affordable	3	0.1%	134	0.6%	7	0.8%	144	0.6%
Public/CH, RIC, Transitional	0	0.0%	1	0.0%	0	0.0%	1	0.0%
Public/CH, RIC, Transitional, Affordable	1	0.0%	44	0.2%	2	0.2%	47	0.2%
Public/CH, Transitional	58	2.8%	318	1.4%	16	1.8%	392	1.5%
Public/CH, Transitional, Affordable	916	44.3%	12694	55.6%	497	54.5%	14107	54.6%
RIC	45	2.2%	352	1.5%	18	2.0%	415	1.6%
RIC, Affordable	1	0.0%	8	0.0%	2	0.2%	11	0.0%
RIC, ATSIH	20	1.0%	152	0.7%	7	0.8%	179	0.7%
RIC, ATSIH, Transitional, Affordable	1	0.0%	2	0.0%	0	0.0%	3	0.0%
RIC, Transitional, Affordable	0	0.0%	4	0.0%	0	0.0%	4	0.0%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Notes:

- Affordable and Transitional Housing have been excluded when not combined with one of the other three categories (as applicants in these categories are not waiting for social housing as such).
- Key
 - Affordable = Affordable Housing
 - ATSIH = Aboriginal and Torres Strait Islander Housing
 - Public/CH = Public Rental Housing/Community Housing
 - RIC = Remote Indigenous Community
 - Transitional = Transitional Housing

Table A94 - Disability Application Flag by Bedrooms Required

Bedrooms Required	Disability Application Flag						Total	
	n.a.		No		Yes			
1	1159	56.0%	13211	57.9%	570	62.5%	14940	57.9%
2	450	21.7%	4566	20.0%	208	22.8%	5224	20.2%
3	310	15.0%	3714	16.3%	102	11.2%	4126	16.0%
4	124	6.0%	1155	5.1%	27	3.0%	1306	5.1%
5	23	1.1%	173	0.8%	4	0.4%	200	0.8%
6	4	0.2%	9	0.0%	1	0.1%	14	0.1%
7	0	0.0%	4	0.0%	0	0.0%	4	0.0%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A95 - Disability Application Flag by Family Type

Family Type	Disability Application Flag						Total	
	n.a.		No		Yes			
01. Single Person	699	33.8%	10826	47.4%	485	53.2%	12010	46.5%
02. Single Parent, 1 Child	180	8.7%	2426	10.6%	62	6.8%	2668	10.3%
03. Single Parent, 2 Children	159	7.7%	1904	8.3%	32	3.5%	2095	8.1%
04. Single Parent, >2 Children	168	8.1%	1835	8.0%	23	2.5%	2026	7.8%
05. Couple Only	14	0.7%	270	1.2%	10	1.1%	294	1.1%
06. Couple, 1 Child	12	0.6%	199	0.9%	8	0.9%	219	0.8%
07. Couple, 2 Children	9	0.4%	161	0.7%	12	1.3%	182	0.7%
08. Couple, >2 Children	34	1.6%	236	1.0%	7	0.8%	277	1.1%
09. Single Person Over 55	541	26.1%	3293	14.4%	176	19.3%	4010	15.5%
10. Couple Only Over 55	33	1.6%	178	0.8%	15	1.6%	226	0.9%
11. Other	221	10.7%	1504	6.6%	82	9.0%	1807	7.0%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A96 - Disability Application Flag by Homelessness Flag

Homelessness Flag	Disability Application Flag						Total	
	n.a.		No		Yes			
0	0	0.0%	9983	43.7%	443	48.6%	10426	40.4%
1	0	0.0%	12849	56.3%	469	51.4%	13318	51.6%
n.a.	2070	100.0%	0	0.0%	0	0.0%	2070	8.0%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A97 - Disability Application Flag by Indigenous Flag

Indigenous Flag	Disability Application Flag						Total	
	n.a.		No		Yes			
n.a.	2070	100.0%	0	0.0%	0	0.0%	2070	8.0%
No	0	0.0%	15479	67.8%	609	66.8%	16088	62.3%
Yes	0	0.0%	7353	32.2%	303	33.2%	7656	29.7%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A98 - Disability Application Flag by Number of People

Number of People	Disability Application Flag						Total	
	n.a.		No		Yes			
1	1237	59.8%	14055	61.6%	652	71.5%	15944	61.8%
2	372	18.0%	3698	16.2%	140	15.4%	4210	16.3%
3	199	9.6%	2392	10.5%	57	6.3%	2648	10.3%
4	119	5.7%	1390	6.1%	32	3.5%	1541	6.0%
5	72	3.5%	708	3.1%	17	1.9%	797	3.1%
6	33	1.6%	344	1.5%	7	0.8%	384	1.5%
7	24	1.2%	149	0.7%	5	0.5%	178	0.7%
8	6	0.3%	53	0.2%	1	0.1%	60	0.2%
9	5	0.2%	27	0.1%	1	0.1%	33	0.1%
10	2	0.1%	15	0.1%	0	0.0%	17	0.1%
11	1	0.0%	1	0.0%	0	0.0%	2	0.0%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A99 - Disability Application Flag by Priority

Priority	Disability Application Flag						Total	
	n.a.		No		Yes			
Very High	679	32.8%	13272	58.1%	712	78.1%	14663	56.8%
High	709	34.3%	5262	23.0%	143	15.7%	6114	23.7%
Moderate	582	28.1%	3800	16.6%	55	6.0%	4437	17.2%
Lower	100	4.8%	498	2.2%	2	0.2%	600	2.3%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A100 - Disability Application Flag by Years on Register

Years on Register	Disability Application Flag						Total	
	n.a.		No		Yes			
0	182	8.8%	7807	34.2%	379	41.6%	8368	32.4%
1	206	10.0%	8184	35.8%	257	28.2%	8647	33.5%
2	205	9.9%	3966	17.4%	153	16.8%	4324	16.8%
3	223	10.8%	1561	6.8%	73	8.0%	1857	7.2%
4	225	10.9%	620	2.7%	22	2.4%	867	3.4%
5	168	8.1%	239	1.0%	6	0.7%	413	1.6%
6	152	7.3%	151	0.7%	10	1.1%	313	1.2%
7	138	6.7%	100	0.4%	7	0.8%	245	0.9%
8	131	6.3%	54	0.2%	1	0.1%	186	0.7%
9	73	3.5%	40	0.2%	2	0.2%	115	0.4%
10	68	3.3%	28	0.1%	0	0.0%	96	0.4%
11	60	2.9%	29	0.1%	1	0.1%	90	0.3%
12	53	2.6%	12	0.1%	0	0.0%	65	0.3%
13	39	1.9%	6	0.0%	0	0.0%	45	0.2%
14	39	1.9%	11	0.0%	1	0.1%	51	0.2%
15	34	1.6%	6	0.0%	0	0.0%	40	0.2%
16	20	1.0%	9	0.0%	0	0.0%	29	0.1%
17	20	1.0%	5	0.0%	0	0.0%	25	0.1%
18	16	0.8%	2	0.0%	0	0.0%	18	0.1%
19	6	0.3%	0	0.0%	0	0.0%	6	0.0%
20	6	0.3%	0	0.0%	0	0.0%	6	0.0%
21	1	0.0%	2	0.0%	0	0.0%	3	0.0%
22	2	0.1%	0	0.0%	0	0.0%	2	0.0%
23	3	0.1%	0	0.0%	0	0.0%	3	0.0%
Total	2070	100.0%	22832	100.0%	912	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.4 Family Type

Table A101 - Family Type (2017 & 2020)

Family Type	2017		2020		Change	
Single Person	6778	43.3%	12010	46.5%	5232	77.2%
Single Parent, 1 Child	1671	10.7%	2668	10.3%	997	59.7%
Single Parent, 2 Children	1299	8.3%	2095	8.1%	796	61.3%
Single Parent, >2 Children	1302	8.3%	2026	7.8%	724	55.6%
Couple Only	340	2.2%	294	1.1%	-46	-13.5%
Couple, 1 Child	270	1.7%	219	0.8%	-51	-18.9%
Couple, 2 Children	237	1.5%	182	0.7%	-55	-23.2%
Couple, >2 Children	395	2.5%	277	1.1%	-118	-29.9%
Single Person Over 55	2560	16.4%	4010	15.5%	1450	56.6%
Couple Only Over 55	496	3.2%	226	0.9%	-270	-54.4%
Other	309	2.0%	1807	7.0%	1498	484.8%
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A102 - Family Type by Priority of Application

Family Type	Priority of Application								Total	
	Very High		High		Moderate		Lower			
01. Single Person	8403	57.3%	2359	38.6%	1158	26.1%	90	15.0%	12010	46.5%
02. Single Parent, 1 Child	1324	9.0%	627	10.3%	614	13.8%	103	17.2%	2668	10.3%
03. Single Parent, 2 Children	1134	7.7%	380	6.2%	479	10.8%	102	17.0%	2095	8.1%
04. Single Parent, >2 Children	1239	8.4%	341	5.6%	367	8.3%	79	13.2%	2026	7.8%
05. Couple Only	205	1.4%	49	0.8%	35	0.8%	5	0.8%	294	1.1%
06. Couple, 1 Child	104	0.7%	57	0.9%	51	1.1%	7	1.2%	219	0.8%
07. Couple, 2 Children	93	0.6%	40	0.7%	47	1.1%	2	0.3%	182	0.7%
08. Couple, >2 Children	134	0.9%	76	1.2%	54	1.2%	13	2.2%	277	1.1%
09. Single Person Over 55	1311	8.9%	1442	23.6%	1176	26.5%	81	13.5%	4010	15.5%
10. Couple Only Over 55	87	0.6%	78	1.3%	51	1.1%	10	1.7%	226	0.9%
11. Other	629	4.3%	665	10.9%	405	9.1%	108	18.0%	1807	7.0%
Total	14663	100.0%	6114	100.0%	4437	100.0%	600	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.5 Homelessness Flag

Table A103 - Homelessness Flag (2017 & 2020)

Homelessness Flag	2017		2020		Change	
No or unknown	7197	46.0%	12496	48.4%	5299	73.6%
Yes	8460	54.0%	13318	51.6%	4858	57.4%
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A104 - Homelessness Flag by Application Status

Application Status	Homelessness Flag						Total	
	No		Yes		Data unavailable			
Approved	7999	76.7%	10688	80.3%	1800	87.0%	20487	79.4%
Deferred	1299	12.5%	1783	13.4%	131	6.3%	3213	12.4%
Further Information Required	1128	10.8%	847	6.4%	139	6.7%	2114	8.2%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A105 - Homelessness Flag by Application Type

Application Type	Homelessness Flag						Total	
	No		Yes		Data unavailable			
	228	2.2%	36	0.3%	8	0.4%	272	1.1%
ATSIH	21	0.2%	25	0.2%	0	0.0%	46	0.2%
ATSIH, Affordable	2	0.0%	1	0.0%	0	0.0%	3	0.0%
ATSIH, Transitional, Affordable	4	0.0%	1	0.0%	0	0.0%	5	0.0%
Public/CH	555	5.3%	429	3.2%	234	11.3%	1218	4.7%
Public/CH, Affordable	1957	18.8%	2425	18.2%	653	31.5%	5035	19.5%
Public/CH, ATSIH	54	0.5%	62	0.5%	8	0.4%	124	0.5%
Public/CH, ATSIH, Affordable	217	2.1%	486	3.6%	30	1.4%	733	2.8%
Public/CH, ATSIH, Transitional	28	0.3%	43	0.3%	1	0.0%	72	0.3%
Public/CH, ATSIH, Transitional, Affordable	869	8.3%	1989	14.9%	87	4.2%	2945	11.4%
Public/CH, RIC	9	0.1%	1	0.0%	1	0.0%	11	0.0%
Public/CH, RIC, Affordable	6	0.1%	3	0.0%	0	0.0%	9	0.0%
Public/CH, RIC, ATSIH	13	0.1%	11	0.1%	3	0.1%	27	0.1%
Public/CH, RIC, ATSIH, Affordable	7	0.1%	2	0.0%	0	0.0%	9	0.0%
Public/CH, RIC, ATSIH, Transitional	1	0.0%	1	0.0%	0	0.0%	2	0.0%
Public/CH, RIC, ATSIH, Transitional, Affordable	99	0.9%	42	0.3%	3	0.1%	144	0.6%
Public/CH, RIC, Transitional	0	0.0%	1	0.0%	0	0.0%	1	0.0%
Public/CH, RIC, Transitional, Affordable	27	0.3%	19	0.1%	1	0.0%	47	0.2%
Public/CH, Transitional	161	1.5%	173	1.3%	58	2.8%	392	1.5%
Public/CH, Transitional, Affordable	5919	56.8%	7272	54.6%	916	44.3%	14107	54.6%
RIC	197	1.9%	173	1.3%	45	2.2%	415	1.6%
RIC, Affordable	2	0.0%	8	0.1%	1	0.0%	11	0.0%
RIC, ATSIH	47	0.5%	112	0.8%	20	1.0%	179	0.7%
RIC, ATSIH, Transitional, Affordable	1	0.0%	1	0.0%	1	0.0%	3	0.0%
RIC, Transitional, Affordable	2	0.0%	2	0.0%	0	0.0%	4	0.0%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Notes:

- Affordable and Transitional Housing have been excluded when not combined with one of the other three categories (as applicants in these categories are not waiting for social housing as such).
- Key
 - Affordable = Affordable Housing
 - ATSIH = Aboriginal and Torres Strait Islander Housing
 - Public/CH = Public Rental Housing/Community Housing
 - RIC = Remote Indigenous Community
 - Transitional = Transitional Housing

Table A106 - Homelessness Flag by Bedrooms Required

Bedrooms Required	Homelessness Flag						Total	
	No		Yes		Data unavailable			
1	6013	57.7%	7768	58.3%	1159	56.0%	14940	57.9%
2	2215	21.2%	2559	19.2%	450	21.7%	5224	20.2%
3	1606	15.4%	2210	16.6%	310	15.0%	4126	16.0%
4	490	4.7%	692	5.2%	124	6.0%	1306	5.1%
5	95	0.9%	82	0.6%	23	1.1%	200	0.8%
6	5	0.0%	5	0.0%	4	0.2%	14	0.1%
7	2	0.0%	2	0.0%	0	0.0%	4	0.0%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A107 - Homelessness Flag by Disability Flag

Disability Flag	Homelessness Flag						Total	
	No		Yes		Data unavailable			
n.a.	0	0.0%	0	0.0%	2070	100.0%	2070	8.0%
No	9983	95.8%	12849	96.5%	0	0.0%	22832	88.4%
Yes	443	4.2%	469	3.5%	0	0.0%	912	3.5%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A108 - Homelessness Flag by Family Type

Family Type	Homelessness Flag						Total	
	No		Yes		Data unavailable			
01. Single Person	4228	40.6%	7083	53.2%	699	33.8%	12010	46.5%
02. Single Parent, 1 Child	1079	10.3%	1409	10.6%	180	8.7%	2668	10.3%
03. Single Parent, 2 Children	770	7.4%	1166	8.8%	159	7.7%	2095	8.1%
04. Single Parent, >2 Children	680	6.5%	1178	8.8%	168	8.1%	2026	7.8%
05. Couple Only	128	1.2%	152	1.1%	14	0.7%	294	1.1%
06. Couple, 1 Child	118	1.1%	89	0.7%	12	0.6%	219	0.8%
07. Couple, 2 Children	100	1.0%	73	0.5%	9	0.4%	182	0.7%
08. Couple, >2 Children	144	1.4%	99	0.7%	34	1.6%	277	1.1%
09. Single Person Over 55	2162	20.7%	1307	9.8%	541	26.1%	4010	15.5%
10. Couple Only Over 55	141	1.4%	52	0.4%	33	1.6%	226	0.9%
11. Other	876	8.4%	710	5.3%	221	10.7%	1807	7.0%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A109 - Homelessness Flag by Household Size

People on Application	Homelessness Flag						Total	
	No		Yes		Data unavailable			
1	6355	61.0%	8352	62.7%	1237	59.8%	15944	61.8%
2	1855	17.8%	1983	14.9%	372	18.0%	4210	16.3%
3	1041	10.0%	1408	10.6%	199	9.6%	2648	10.3%
4	577	5.5%	845	6.3%	119	5.7%	1541	6.0%
5	312	3.0%	413	3.1%	72	3.5%	797	3.1%
6	153	1.5%	198	1.5%	33	1.6%	384	1.5%
7	72	0.7%	82	0.6%	24	1.2%	178	0.7%
8	36	0.3%	18	0.1%	6	0.3%	60	0.2%
9	17	0.2%	11	0.1%	5	0.2%	33	0.1%
10	7	0.1%	8	0.1%	2	0.1%	17	0.1%
11	1	0.0%	0	0.0%	1	0.0%	2	0.0%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A110 - Homelessness Flag by Indigenous Flag

Indigenous Flag	Homelessness Flag						Total	
	No		Yes		Data unavailable			
n.a.	0	0.0%	0	0.0%	2070	100.0%	2070	8.0%
No	7470	71.6%	8618	64.7%	0	0.0%	16088	62.3%
Yes	2956	28.4%	4700	35.3%	0	0.0%	7656	29.7%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A111 - Homelessness Flag by Priority

Priority	Homelessness Flag						Total	
	No		Yes		Data unavailable			
High	2576	24.7%	2829	21.2%	709	34.3%	6114	23.7%
Lower	369	3.5%	131	1.0%	100	4.8%	600	2.3%
Moderate	2453	23.5%	1402	10.5%	582	28.1%	4437	17.2%
Very High	5028	48.2%	8956	67.2%	679	32.8%	14663	56.8%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A112 - Homelessness Flag by Years on Register

Years on Register	Homelessness Flag						Total	
	No		Yes		Data unavailable			
0	4064	39.0%	4122	31.0%	182	8.8%	8368	32.4%
1	3036	29.1%	5405	40.6%	206	10.0%	8647	33.5%
2	1755	16.8%	2364	17.8%	205	9.9%	4324	16.8%
3	792	7.6%	842	6.3%	223	10.8%	1857	7.2%
4	317	3.0%	325	2.4%	225	10.9%	867	3.4%
5	134	1.3%	111	0.8%	168	8.1%	413	1.6%
6	99	0.9%	62	0.5%	152	7.3%	313	1.2%
7	66	0.6%	41	0.3%	138	6.7%	245	0.9%
8	38	0.4%	17	0.1%	131	6.3%	186	0.7%
9	33	0.3%	9	0.1%	73	3.5%	115	0.4%
10	20	0.2%	8	0.1%	68	3.3%	96	0.4%
11	26	0.2%	4	0.0%	60	2.9%	90	0.3%
12	10	0.1%	2	0.0%	53	2.6%	65	0.3%
13	5	0.0%	1	0.0%	39	1.9%	45	0.2%
14	11	0.1%	1	0.0%	39	1.9%	51	0.2%
15	5	0.0%	1	0.0%	34	1.6%	40	0.2%
16	8	0.1%	1	0.0%	20	1.0%	29	0.1%
17	3	0.0%	2	0.0%	20	1.0%	25	0.1%
18	2	0.0%	0	0.0%	16	0.8%	18	0.1%
19	0	0.0%	0	0.0%	6	0.3%	6	0.0%
20	0	0.0%	0	0.0%	6	0.3%	6	0.0%
21	2	0.0%	0	0.0%	1	0.0%	3	0.0%
22	0	0.0%	0	0.0%	2	0.1%	2	0.0%
23	0	0.0%	0	0.0%	3	0.1%	3	0.0%
Total	10426	100.0%	13318	100.0%	2070	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.6 Indigenous Flag

Table A113 - Indigenous Flag (2017 & 2020)

ATSI Household	2017		2020		Change	
Unknown	1726	11.0%	2070	8.0%	344	19.9%
No	10386	66.3%	16088	62.3%	5702	54.9%
Yes	3545	22.6%	7656	29.7%	4111	116.0%
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A114 - Indigenous Flag by Application Status

Application Status	Indigenous Flag						Total	
	n.a.		No		Yes			
Approved	1800	87.0%	12781	79.4%	5906	77.1%	20487	79.4%
Deferred	131	6.3%	1921	11.9%	1161	15.2%	3213	12.4%
Further Information Required	139	6.7%	1386	8.6%	589	7.7%	2114	8.2%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A115 - Indigenous Flag by Application Type

Application Type	Indigenous Flag						Total	
	n.a.		No		Yes			
	8	0.4%	196	1.2%	68	0.9%	272	1.1%
ATSIH	0	0.0%	0	0.0%	46	0.6%	46	0.2%
ATSIH, Affordable	0	0.0%	0	0.0%	3	0.0%	3	0.0%
ATSIH, Transitional, Affordable	0	0.0%	0	0.0%	5	0.1%	5	0.0%
Public/CH	234	11.3%	834	5.2%	150	2.0%	1218	4.7%
Public/CH, Affordable	653	31.5%	3608	22.4%	774	10.1%	5035	19.5%
Public/CH, ATSIH	8	0.4%	0	0.0%	116	1.5%	124	0.5%
Public/CH, ATSIH, Affordable	30	1.4%	0	0.0%	703	9.2%	733	2.8%
Public/CH, ATSIH, Transitional	1	0.0%	0	0.0%	71	0.9%	72	0.3%
Public/CH, ATSIH, Transitional, Affordable	87	4.2%	0	0.0%	2858	37.3%	2945	11.4%
Public/CH, RIC	1	0.0%	7	0.0%	3	0.0%	11	0.0%
Public/CH, RIC, Affordable	0	0.0%	5	0.0%	4	0.1%	9	0.0%
Public/CH, RIC, ATSIH	3	0.1%	0	0.0%	24	0.3%	27	0.1%
Public/CH, RIC, ATSIH, Affordable	0	0.0%	0	0.0%	9	0.1%	9	0.0%
Public/CH, RIC, ATSIH, Transitional	0	0.0%	0	0.0%	2	0.0%	2	0.0%
Public/CH, RIC, ATSIH, Transitional, Affordable	3	0.1%	0	0.0%	141	1.8%	144	0.6%
Public/CH, RIC, Transitional	0	0.0%	1	0.0%	0	0.0%	1	0.0%
Public/CH, RIC, Transitional, Affordable	1	0.0%	36	0.2%	10	0.1%	47	0.2%
Public/CH, Transitional	58	2.8%	292	1.8%	42	0.5%	392	1.5%
Public/CH, Transitional, Affordable	916	44.3%	11108	69.0%	2083	27.2%	14107	54.6%
RIC	45	2.2%	1	0.0%	369	4.8%	415	1.6%
RIC, Affordable	1	0.0%	0	0.0%	10	0.1%	11	0.0%
RIC, ATSIH	20	1.0%	0	0.0%	159	2.1%	179	0.7%
RIC, ATSIH, Transitional, Affordable	1	0.0%	0	0.0%	2	0.0%	3	0.0%
RIC, Transitional, Affordable	0	0.0%	0	0.0%	4	0.1%	4	0.0%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Notes:

- Affordable and Transitional Housing have been excluded when not combined with one of the other three categories (as applicants in these categories are not waiting for social housing as such).
- Key
 - Affordable = Affordable Housing
 - ATSIH = Aboriginal and Torres Strait Islander Housing
 - Public/CH = Public Rental Housing/Community Housing
 - RIC = Remote Indigenous Community
 - Transitional = Transitional Housing

Table A116 - Indigenous Flag by Bedrooms Required

Bedrooms Required	Indigenous Flag						Total	
	n.a.		No		Yes			
1	1159	56.0%	10408	64.7%	3373	44.1%	14940	57.9%
2	450	21.7%	2830	17.6%	1944	25.4%	5224	20.2%
3	310	15.0%	2137	13.3%	1679	21.9%	4126	16.0%
4	124	6.0%	619	3.8%	563	7.4%	1306	5.1%
5	23	1.1%	87	0.5%	90	1.2%	200	0.8%
6	4	0.2%	6	0.0%	4	0.1%	14	0.1%
7	0	0.0%	1	0.0%	3	0.0%	4	0.0%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A117 - Indigenous Flag by Disability Flag

Disability Flag	Indigenous Flag						Total	
	n.a.		No		Yes			
n.a.	2070	100.0%	0	0.0%	0	0.0%	2070	8.0%
No	0	0.0%	15479	96.2%	7353	96.0%	22832	88.4%
Yes	0	0.0%	609	3.8%	303	4.0%	912	3.5%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A118 - Indigenous Flag by Family Type

Family Type	Indigenous Flag						Total	
	n.a.		No		Yes			
01. Single Person	699	33.8%	7933	49.3%	3378	44.1%	12010	46.5%
02. Single Parent, 1 Child	180	8.7%	1484	9.2%	1004	13.1%	2668	10.3%
03. Single Parent, 2 Children	159	7.7%	1168	7.3%	768	10.0%	2095	8.1%
04. Single Parent, >2 Children	168	8.1%	959	6.0%	899	11.7%	2026	7.8%
05. Couple Only	14	0.7%	116	0.7%	164	2.1%	294	1.1%
06. Couple, 1 Child	12	0.6%	92	0.6%	115	1.5%	219	0.8%
07. Couple, 2 Children	9	0.4%	78	0.5%	95	1.2%	182	0.7%
08. Couple, >2 Children	34	1.6%	119	0.7%	124	1.6%	277	1.1%
09. Single Person Over 55	541	26.1%	3041	18.9%	428	5.6%	4010	15.5%
10. Couple Only Over 55	33	1.6%	155	1.0%	38	0.5%	226	0.9%
11. Other	221	10.7%	943	5.9%	643	8.4%	1807	7.0%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A119 - Indigenous Flag by Homelessness Flag

Homelessness Flag	Indigenous Flag						Total	
	n.a.		No		Yes			
0	0	0.0%	7470	46.4%	2956	38.6%	10426	40.4%
1	0	0.0%	8618	53.6%	4700	61.4%	13318	51.6%
n.a.	2070	100.0%	0	0.0%	0	0.0%	2070	8.0%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A120 - Indigenous Flag by Household Size

Number of People	Indigenous Flag						Total	
	n.a.		No		Yes			
1	1237	59.8%	10937	68.0%	3770	49.2%	15944	61.8%
2	372	18.0%	2343	14.6%	1495	19.5%	4210	16.3%
3	199	9.6%	1402	8.7%	1047	13.7%	2648	10.3%
4	119	5.7%	758	4.7%	664	8.7%	1541	6.0%
5	72	3.5%	350	2.2%	375	4.9%	797	3.1%
6	33	1.6%	175	1.1%	176	2.3%	384	1.5%
7	24	1.2%	76	0.5%	78	1.0%	178	0.7%
8	6	0.3%	23	0.1%	31	0.4%	60	0.2%
9	5	0.2%	14	0.1%	14	0.2%	33	0.1%
10	2	0.1%	9	0.1%	6	0.1%	17	0.1%
11	1	0.0%	1	0.0%	0	0.0%	2	0.0%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Table A121 - Indigenous Flag by Wait Time

Years on Register	Indigenous Flag						Total	
	n.a.		No		Yes			
0	182	8.8%	5201	32.3%	2985	39.0%	8368	32.4%
1	206	10.0%	5888	36.6%	2553	33.3%	8647	33.5%
2	205	9.9%	2840	17.7%	1279	16.7%	4324	16.8%
3	223	10.8%	1167	7.3%	467	6.1%	1857	7.2%
4	225	10.9%	447	2.8%	195	2.5%	867	3.4%
5	168	8.1%	159	1.0%	86	1.1%	413	1.6%
6	152	7.3%	125	0.8%	36	0.5%	313	1.2%
7	138	6.7%	82	0.5%	25	0.3%	245	0.9%
8	131	6.3%	39	0.2%	16	0.2%	186	0.7%
9	73	3.5%	34	0.2%	8	0.1%	115	0.4%
10	68	3.3%	25	0.2%	3	0.0%	96	0.4%
11	60	2.9%	29	0.2%	1	0.0%	90	0.3%
12	53	2.6%	11	0.1%	1	0.0%	65	0.3%
13	39	1.9%	6	0.0%	0	0.0%	45	0.2%
14	39	1.9%	12	0.1%	0	0.0%	51	0.2%
15	34	1.6%	6	0.0%	0	0.0%	40	0.2%
16	20	1.0%	9	0.1%	0	0.0%	29	0.1%
17	20	1.0%	5	0.0%	0	0.0%	25	0.1%
18	16	0.8%	2	0.0%	0	0.0%	18	0.1%
19	6	0.3%	0	0.0%	0	0.0%	6	0.0%
20	6	0.3%	0	0.0%	0	0.0%	6	0.0%
21	1	0.0%	1	0.0%	1	0.0%	3	0.0%
22	2	0.1%	0	0.0%	0	0.0%	2	0.0%
23	3	0.1%	0	0.0%	0	0.0%	3	0.0%
Total	2070	100.0%	16088	100.0%	7656	100.0%	25814	100.0%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.7 Language Preference

Table A122 - Language Preference (2020)

Language	Frequency	Percent
English	24076	93.3
Unknown	577	2.2
Other	301	1.2
Arabic	129	0.5
Yumplatok (Torres Strait Creole)	121	0.5
Aboriginal English, so described	99	0.4
Farsi	67	0.3
Vietnamese	53	0.2
Chinese, nec	52	0.2
Spanish	29	0.1
Korean	23	0.1
Bosnian	22	0.1
Amharic	19	0.1
Burmese	14	0.1
Serbian	14	0.1
Somali	14	0.1
Afrikaans	11	0
Russian	11	0
Filipino	10	0
Thai	10	0
Croatian	9	0
Hindi	8	0
Japanese	8	0
Turkish	8	0
Romanian	7	0
Sign Languages, nec	7	0
French	6	0
Polish	6	0
Swahili	6	0
Tongan	6	0
Not Stated	5	0
Portuguese	5	0
Greek	4	0
Italian	4	0
Serbo-Croatian/Yugoslavian, so described	4	0
Tigrinya	4	0
Bulgarian	3	0
Fijian	3	0
German	3	0

Language	Frequency	Percent
Hungarian	3	0
Khmer	3	0
Kurdish	3	0
Mandarin	3	0
Persian (excluding Dari)	3	0
Urdu	3	0
Dinka	2	0
Dutch	2	0
Indonesian	2	0
Kirundi (Rundi)	2	0
Lao	2	0
Oromo	2	0
Tagalog	2	0
Tamil	2	0
Acholi	1	0
Anuak	1	0
Assyrian Neo-Aramaic	1	0
Auslan	1	0
Bengali	1	0
Cantonese	1	0
Czech	1	0
Dari	1	0
Karen	1	0
Krahn	1	0
Latvian	1	0
Macedonian	1	0
Malayalam	1	0
Maori (New Zealand)	1	0
Oceanian Pidgins and Creoles, nec	1	0
Punjabi	1	0
Samoan	1	0
Sinhalese	1	0
Slovene	1	0
Tok Pisin (Neomelanesian)	1	0
Ukrainian	1	0
Wik Mungkan	1	0
Total	25814	100

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.8 Number of People in Household

Table A123 - Number of People in Household (2017 & 2020)

No. People	2017		2020		Change	
1	9338	59.6%	15944	61.8%	6606	70.7%
2	2644	16.9%	4210	16.3%	1566	59.2%
3	1646	10.5%	2648	10.3%	1002	60.9%
4	980	6.3%	1541	6.0%	561	57.2%
5	543	3.5%	797	3.1%	254	46.8%
6	275	1.8%	384	1.5%	109	39.6%
7	126	0.8%	178	0.7%	52	41.3%
8	61	0.4%	60	0.2%	-1	-1.6%
9	26	0.2%	33	0.1%	7	26.9%
10	16	0.1%	17	0.1%	1	6.3%
11	1	0.0%	2	0.0%	1	100.0%
12 (eliminated in 2020)	1	0.0%				
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

A3.2.9 Status of Application

Table A124 - Status of Application (2017 & 2020)

Status	2017[^]		2020		Change	
Approved	12508	79.9%	20487	79.4%	7979	63.8%
Deferred	2094	13.4%	3213	12.4%	1119	53.4%
Further Information Required	1055	6.7%	2114	8.2%	1059	100.4%
Total	15657	100.0%	25814	100.0%	10157	64.9%

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

[^]Numerous categories combined to match 2020 categories

A3.2.10 Waiting Time

Table A125 - Years on Register (2017 & 2021)

Years on list	2017		2021	
	No	% of total	No	% of total
0	9,819	63%	7,243	26%
1	3,095	20%	6,877	25%
2	980	6%	6,794	24%
3	560	4%	3,455	12%
4	405	3%	1,483	5%
5	255	2%	673	2%
6	142	1%	340	1%
7	112	1%	222	1%
8	103	1%	191	1%
9	40	0%	156	1%
>10	146	1%	499	2%
Total	15,657	100%	27,933	100%
Average months	15.5		28.3	

Source: [Queensland Government Open Data Portal, Social Housing Register](#)

Note: Waiting list totals here are not consistent with ROGS figures for public housing registrations (as tabulated in the main body of this report), perhaps suggesting that in the Queensland case this ROGS series is exclusive of applications for other forms of social housing.

A3.3 Allocations

Table A126 - Allocations by Program and Application Type

Application Type	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
Unknown	2	1.3%	11	1.2%	152	3.9%	165	3.3%	13	3.8%	9	1.0%	22	1.8%	187	3.0%
Affordable	0	0.0%	0	0.0%	1	0.0%	1	0.0%	1	0.3%	0	0.0%	1	0.1%	2	0.0%
ATSIH	3	1.9%	1	0.1%	3	0.1%	7	0.1%	0	0.0%	2	0.2%	2	0.2%	9	0.1%
ATSIH, Affordable	0	0.0%	0	0.0%	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Public/CH	0	0.0%	275	30.8%	901	22.9%	1176	23.6%	89	26.3%	228	26.4%	317	26.4%	1493	24.1%
Public/CH, Affordable	3	1.9%	125	14.0%	379	9.6%	507	10.2%	45	13.3%	74	8.6%	119	9.9%	626	10.1%
Public/CH, ATSIH	13	8.4%	16	1.8%	358	9.1%	387	7.8%	2	0.6%	9	1.0%	11	0.9%	398	6.4%
Public/CH, ATSIH, Affordable	19	12.3%	38	4.3%	111	2.8%	168	3.4%	5	1.5%	29	3.4%	34	2.8%	202	3.3%
Public/CH, ATSIH, Transitional	3	1.9%	2	0.2%	16	0.4%	21	0.4%	0	0.0%	8	0.9%	8	0.7%	29	0.5%
Public/CH, ATSIH, Transitional, Affordable	82	52.9%	116	13.0%	471	11.9%	669	13.4%	44	13.0%	136	15.7%	180	15.0%	849	13.7%
Public/CH, RIC	0	0.0%	0	0.0%	2	0.1%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%
Public/CH, RIC, Affordable	0	0.0%	0	0.0%	5	0.1%	5	0.1%	0	0.0%	1	0.1%	1	0.1%	6	0.1%
Public/CH, RIC, ATSIH	1	0.6%	0	0.0%	4	0.1%	5	0.1%	0	0.0%	0	0.0%	0	0.0%	5	0.1%
Public/CH, RIC, ATSIH, Affordable	0	0.0%	0	0.0%	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Public/CH, RIC, ATSIH, Transitional	1	0.6%	0	0.0%	3	0.1%	4	0.1%	0	0.0%	0	0.0%	0	0.0%	4	0.1%

Application Type	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
Public/CH, RIC, ATSIH, Transitional, Affordable	5	3.2%	5	0.6%	34	0.9%	44	0.9%	4	1.2%	11	1.3%	15	1.2%	59	1.0%
Public/CH, RIC, Transitional, Affordable	0	0.0%	2	0.2%	18	0.5%	20	0.4%	2	0.6%	2	0.2%	4	0.3%	24	0.4%
Public/CH, Transitional	0	0.0%	5	0.6%	58	1.5%	63	1.3%	2	0.6%	16	1.8%	18	1.5%	81	1.3%
Public/CH, Transitional, Affordable	21	13.5%	296	33.1%	1413	35.8%	1730	34.7%	129	38.2%	338	39.1%	467	38.8%	2197	35.5%
RIC	2	1.3%	0	0.0%	1	0.0%	3	0.1%	0	0.0%	0	0.0%	0	0.0%	3	0.0%
RIC, ATSIH	0	0.0%	0	0.0%	2	0.1%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%
RIC, ATSIH, Transitional, Affordable	0	0.0%	0	0.0%	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Transitional	0	0.0%	0	0.0%	1	0.0%	1	0.0%	0	0.0%	0	0.0%	0	0.0%	1	0.0%
Transitional, Affordable	0	0.0%	1	0.1%	7	0.2%	8	0.2%	2	0.6%	2	0.2%	4	0.3%	12	0.2%
Total	155	100.0%	893	100.0%	3943	100.0%	4991	100.0%	338	100.0%	865	100.0%	1203	100.0%	6194	100.0%

Source: Queensland Open Data Portal, Allocations to [Community Housing](#) and [Public Housing](#)

Notes:

- Affordable and Transitional Housing have been excluded when not combined with one of the other three categories (as applicants in these categories are not waiting for social housing as such).
- Key
 - Affordable = Affordable Housing
 - ATSIH = Aboriginal and Torres Strait Islander Housing
 - Public/CH = Public Rental Housing/Community Housing
 - RIC = Remote Indigenous Community
 - Transitional = Transitional Housing

Table A127 - Allocations by Program and Disability Flag

Disability Flag	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
Unknown	30	19.4%	199	22.3%	612	15.5%	841	16.9%	28	8.3%	207	23.9%	235	19.5%	1076	17.4%
No	95	61.3%	579	64.8%	2128	54.0%	2802	56.1%	255	75.4%	585	67.6%	840	69.8%	3642	58.8%
Yes	30	19.4%	115	12.9%	1203	30.5%	1348	27.0%	55	16.3%	73	8.4%	128	10.6%	1476	23.8%
Total	155	100.0%	893	100.0%	3943	100.0%	4991	100.0%	338	100.0%	865	100.0%	1203	100.0%	6194	100.0%

Source: Queensland Open Data Portal, Allocations to [Community Housing](#) and [Public Housing](#)

Table A128 - Allocations by Program and Homelessness Flag

Homelessness Flag	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
Unknown	30	19.4%	199	22.3%	612	15.5%	841	16.9%	28	8.3%	207	23.9%	235	19.5%	1076	17.4%
No	53	34.2%	208	23.3%	1072	27.2%	1333	26.7%	104	30.8%	186	21.5%	290	24.1%	1623	26.2%
Yes	72	46.5%	486	54.4%	2259	57.3%	2817	56.4%	206	60.9%	472	54.6%	678	56.4%	3495	56.4%
Total	155	100.0%	893	100.0%	3943	100.0%	4991	100.0%	338	100.0%	865	100.0%	1203	100.0%	6194	100.0%

Source: Queensland Open Data Portal, Allocations to [Community Housing](#) and [Public Housing](#)

Table A129 - Allocations by Program and Indigenous Flag

Indigenous Flag	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
Unknown	30	19.4%	199	22.3%	612	15.5%	841	16.9%	28	8.3%	207	23.9%	235	19.5%	1076	17.4%
No	7	4.5%	443	49.6%	2244	56.9%	2694	54.0%	217	64.2%	367	42.4%	584	48.5%	3278	52.9%
Yes	118	76.1%	251	28.1%	1087	27.6%	1456	29.2%	93	27.5%	291	33.6%	384	31.9%	1840	29.7%
Total	155	100.0%	893	100.0%	3943	100.0%	4991	100.0%	338	100.0%	865	100.0%	1203	100.0%	6194	100.0%

Source: Queensland Open Data Portal, Allocations to [Community Housing](#) and [Public Housing](#)

Table A130 - Allocations by Program and Number of Bedrooms

No. Bedrooms	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
1	7	4.5%	504	56.5%	1503	38.1%	2014	40.4%	329	97.3%	150	17.3%	479	39.8%	2493	40.3%
2	37	23.9%	275	30.8%	1149	29.1%	1461	29.3%	9	2.7%	349	40.3%	358	29.8%	1819	29.4%
3	83	53.5%	80	9.0%	1058	26.8%	1221	24.5%	0	0.0%	301	34.8%	301	25.0%	1522	24.6%
4	26	16.8%	30	3.4%	210	5.3%	266	5.3%	0	0.0%	61	7.1%	61	5.1%	327	5.3%
5	2	1.3%	3	0.3%	17	0.4%	22	0.4%	0	0.0%	4	0.5%	4	0.3%	26	0.4%
6	0	0.0%	0	0.0%	2	0.1%	2	0.0%	0	0.0%	0	0.0%	0	0.0%	2	0.0%
7	0	0.0%	0	0.0%	4	0.1%	4	0.1%	0	0.0%	0	0.0%	0	0.0%	4	0.1%
Total	155	100.0%	892	100.0%	3943	100.0%	4990	100.0%	338	100.0%	865	100.0%	1203	100.0%	6193	100.0%

Source: Queensland Open Data Portal, Allocations to [Community Housing](#) and [Public Housing](#)

Table A131 - Allocations by Program and Priority

Priority	Program														Total	
	Long Term								Transitional							
	ATSI		Community Housing		Public Housing		Total Long Term		Studio Units		Community Rent Scheme		Total Transitional			
Very high	146	94.2%	735	82.3%	3429	87.0%	4310	86.4%	290	85.8%	758	87.6%	1048	87.1%	5358	86.5%
High	4	2.6%	120	13.4%	422	10.7%	546	10.9%	44	13.0%	86	9.9%	130	10.8%	676	10.9%
Moderate	5	3.2%	35	3.9%	89	2.3%	129	2.6%	4	1.2%	19	2.2%	23	1.9%	152	2.5%
Lower	0	0.0%	3	0.3%	3	0.1%	6	0.1%	0	0.0%	2	0.2%	2	0.2%	8	0.1%
Total	155	100.0%	893	100.0%	3943	100.0%	4991	100.0%	338	100.0%	865	100.0%	1203	100.0%	6194	100.0%

Source: Queensland Open Data Portal, Allocations to [Community Housing](#) and [Public Housing](#)

A4. Quantitative Data Supplement - Tasmania

A4.1 Private Rental Assistance

Table A132 - Instances of Private Rental Assistance by Form (2018-2020)

Form of Rental Assistance	2017-18	2018-19	2019-20	2 year change	
Bond loan	2488	1974	1948	-540	-21.7%
One-off rental grant	2344	1831	1764	-580	-24.7%
Relocation expenses	31	33	22	-9	-29.0%
Other	134	95	96	-38	-28.4%
Total Instances	4997	3933	3830	-1167	-23.4%

Source: Supplied by Communities Tasmania

Table A133 - Instances of Private Rental Assistance by Demographic Characteristics of Main Applicant

Age	2017-18		2018-19		2019-20		2 year change			
	Male	Female	Male	Female	Male	Female	Male		Female	
18-24	325	747	194	493	159	518	-166	-51.1%	-229	-30.7%
25-54	909	2276	683	1889	644	1785	-265	-29.2%	-491	-21.6%
55+	313	427	270	404	295	429	-18	-5.8%	2	0.5%
Total Instances	1547	3450	1147	2786	1098	2732	-449	-29.0%	-718	-20.8%
Aboriginality	153	398	103	345	131	386	-22	-14.4%	-12	-3.0%

Source: Supplied by Communities Tasmania

Table A134 - Number of Households Assisted with Private Rental Assistance (2018-2020)

Households	2017-18	2018-19	2019-20	2 year change	
Number of Households Assisted	2801	2 305	2212	-589	-21.0%

Source: Supplied by Communities Tasmania

Private Rental Assistance Notes:

- 2020-21 data unavailable (pending clearance)
- Data Source – Housing Assistance in Australia (AIHW)
- Line items <5 (e.g. other sex, aged under 18 etc.) have been excluded from results for privacy reasons.

A4.2 Brokerage Assistance

Table A135 - Characteristics of Brokerage Assistance Clients (2020-21)

Demographic and other characteristics		Total recipients	Payment Type			
			Establishing/ maintaining a tenancy	Accessing external specialist services	Short term emergency accommodation	Other purposes
Total recipients		1689	411	121	775	899
Total transactions		4340	548	203	1731	1858
Aboriginality (yes)		251	53	12	136	137
Total transactions (Aboriginality)		622	75	16	273	258
CALD (yes)		182	39	56	43	122
Total transactions (CALD)		602	58	122	124	298
Age	<18	29	9	-	<5	19
	18-24	248	60	16	97	122
	25-54	1214	279	94	604	661
	55+	198	63	11	71	97
Gender	Male	717	157	52	303	425
	Female	970	253	69	472	473
	Other	<5	<5	-	-	<5
Household type	Lone person	820	185	45	389	486
	Group	77	20	<5	31	39
	One parent with child/ren	378	102	31	216	143
	Couple with child/ren	119	31	17	51	59
	Couple without child/ren	79	23	5	38	36
	Other	75	14	5	26	49
	Unknown	141	36	14	24	87
Safety issues	Child exposed to abuse or neglect	13	5	-	6	<5
	Domestic and family violence	295	65	15	177	143
	Non-family violence	52	12	6	26	27
	Sexual abuse	7	<5	-	<5	<5
	Other risk of violence	39	<5	<5	26	19
	Client recognised as perpetrator of DV	15	<5	-	11	9
	Unknown	138	34	14	22	87
Region	South	750	133	82	411	364
	North	609	108	37	232	415
	North West	383	171	<5	146	144

Source: Supplied by Communities Tasmania

Notes re Brokerage Assistance:

- Data is based on the number of clients unless stated otherwise (i.e. transactions).
- Note that clients can have multiple payment types, therefore the aggregate of client payment types will exceed the total number of clients overall (total essential column).
- Note that some clients received brokerage assistance in more than one region; as such, the aggregate region data exceeds the total number of recipients (1 689).

A4.3 Applicant Demography

Table A136 - Demographic Characteristics of Applicants as at 30 June 2021

Applicant and application characteristics		CALD	Aboriginal	Torres Strait Islander	Both Aboriginal and TSI	Age				Gender		Total
						<18	18-24	25-54	55+	Male	Fem.	
Primary application type/status	Category (General)	80	104	-	5	25	198	560	245	381	647	1028
	Category (Priority)	187	424	11	15	91	648	1828	536	1332	1771	3103
	No consent* or blank	-	<5	-	-	-	9	18	7	16	18	34
	Transfer applications	-	35	<5	<5	<5	28	204	110	75	268	343
	Applications currently suspended	-	70	-	<5	<5	27	259	39	149	178	327
	Total applicants	267	635	13	25	119	910	2869	937	1953	2882	4835
Bedroom entitlement	1 bedroom	112	308	7	14	98	542	1241	521	1393	1009	2402
	2 bedrooms	69	171	<5	5	18	291	722	310	366	975	1341
	3 bedrooms	50	113	<5	5	<5	69	611	95	146	632	778
	4 bedrooms	21	35	-	<5	-	7	232	6	38	207	245
	5+ bedrooms	15	8	-	-	-	<5	63	5	10	59	69
	Total applicants	267	635	13	25	119	910	2869	937	1953	2882	4835
Living situation/homelessness status	In secure, stable Housing	65	86	<5	<5	7	68	469	265	220	589	809
	Accommodation falls below minimum community standards, i.e. caravan park	11	25	-	<5	<5	26	133	48	104	104	208
	Has no tenure, or tenure is short and can't be extended	90	127	<5	6	23	216	698	354	435	856	1291
	Frequently moving from one temporary shelter to another	39	204	<5	9	42	351	557	75	452	573	1025
	In specialist Homelessness Services emergency crisis or transitional accommodation	37	61	<5	<5	39	112	333	25	216	293	509
	Transferred	-	36	<5	<5	<5	29	206	111	75	272	347
	Transitioning from care, custody or institution	10	40	<5	-	<5	41	181	12	196	40	236
	Without conventional accommodation, i.e. sleeping rough	15	56	<5	<5	<5	67	292	47	255	155	410

Applicant and application characteristics		CALD	Aboriginal	Torres Strait Islander	Both Aboriginal and TSI	Age				Gender		Total
						<18	18-24	25-54	55+	Male	Fem.	
	Total applicants	267	635	13	25	119	910	2869	937	1953	2882	4835
Income category	Youth or study related income	22	90	<5	<5	93	369	12	<5	178	298	476
	Carer payments	12	28	<5	<5	-	11	133	58	48	154	202
	Age Pension	11	15	-	<5	-	<5	5	290	119	177	296
	Disability Pension	45	172	<5	6	<5	125	924	397	749	701	1450
	Parenting Payment	52	92	<5	<5	6	145	397	8	61	495	556
	Looking for work Payments	87	168	6	5	<5	160	918	114	700	494	1194
	Wages and Salaries	15	10	-	-	-	32	72	27	38	93	131
	Other income source	23	60	<5	<5	14	67	408	41	60	470	530
	Total applicants	267	635	13	25	119	910	2869	937	1953	2882	4835
Cohort	Youth at risk	<5	<5	-	-	5	7	16	<5	16	15	31
	Prisoners	8	31	<5	-	<5	26	128	<5	145	14	159
	Family violence	46	101	<5	<5	11	122	435	39	69	538	607
	Health issues	61	141	7	<5	11	135	745	334	439	786	1225
	Disability:											
	NDIS Participant	11	11	<5	-	<5	17	67	<5	23	66	89
	NDIS Participant AND Receiving a Disability Pension	7	25	<5	<5	<5	66	141	33	105	136	241
	Receiving a Disability Pension	45	176	<5	7	<5	71	893	421	688	701	1389
Waiting time (years)	<1 year	135	406	5	16	104	660	1715	508	1195	1792	2987
	1-2 years	66	129	5	6	14	168	632	188	418	584	1002
	2-5 years	55	89	<5	<5	<5	79	444	182	285	421	706
	>5 years	11	11	-	-	-	<5	78	59	55	85	140
	Total applicants	267	635	13	25	119	910	2869	937	1953	2882	4835

Source: Supplied by Communities Tasmania

Notes re Applicants

- This Housing Register captures some data that is not included in the above tables. Primarily, this excludes applications for private rentals (331), Aboriginal Housing only (1) and Community Housing only (32) which are not counted in social housing waiting list.
- Data on the incomes of applicants counts the primary income type as disclosed by the main applicant. This has been grouped into eight separate categories for ease of analysis.
- CALD data only available for active Housing Register applicants (includes primary application types and excludes transfer applicants and applicants suspended due to debt).
- 'Other sex' line item removed because aggregate statistic was under five (5)
- The data provided about cohorts are not mutually exclusive with other groupings.

A4.4 Waiting Times

Table A137 - Waiting Times for Applicants on the Waiting List as at 30 June 2021

Category	Mean (Days)	Median (Days)
Priority	385	258
General	429	230

Source: Supplied by Communities Tasmania

Table A138 - Waiting Time for Applicants Housed 1 July 2020 to 30 June 2021

Category Type	Mean (Days)	Median (Days)
Priority	419	299
General	216	133

Source: Supplied by Communities Tasmania

Notes re Waiting Time

- Other category (no consent, blank) currently unavailable

A4.5 Social Housing Allocations

Table A139 - Applicant and Application Characteristics

Applicant and Application Characteristics		Aboriginal	Age				Gender		Total applicants housed
			<18	18-24	25-54	55+	Male	Female	
Primary application type	Category (General)	12	<5	13	49	17	25	55	80
	Category (Priority)	107	9	110	398	186	263	440	703
	Other	<5	-	6	38	11	16	39	55
	Total applicants housed	123	10	129	485	214	304	534	838
Bedroom entitlement	1 bedroom	40	8	44	159	126	194	143	337
	2 bedrooms	60	<5	74	201	81	90	268	358
	3 bedrooms	19	-	9	85	7	17	84	101
	4 bedrooms	<5	-	<5	33	-	<5	32	35
	5+ bedrooms	-	-	-	7	-	-	7	7
	Total applicants housed	123	10	129	485	214	304	534	838
Living situation/ homelessness status	In secure, stable Housing	19	-	7	66	68	52	89	141
	Accommodation falls below minimum community standards, i.e. caravan park	7	-	<5	15	9	15	13	28
	Has no tenure, or tenure is short and can't be extended	19	<5	15	87	60	49	114	163
	Frequently moving from one temporary shelter to another	29	<5	21	78	27	51	79	130
	In specialist Homelessness Services emergency crisis or transitional accommodation	39	<5	74	187	29	85	209	294
	Transitioning from care, custody or institution	<5	<5	<5	16	<5	15	9	24
	Without conventional accommodation, i.e. sleeping rough	8	-	5	36	17	37	21	58
	Total applicants housed	123	10	129	485	214	304	534	838
Cohort	Youth at risk	<5	<5	<5	<5	-	<5	<5	7

Applicant and Application Characteristics		Aboriginal	Age				Gender		Total applicants housed
			<18	18-24	25-54	55+	Male	Female	
	Prisoners	-	-	-	<5	-	<5	-	<5
	Family violence	20	-	25	98	11	5	129	134
	Health issues	37	<5	15	115	90	78	143	221
	Disability	41	-	13	165	101	136	143	279
Housing Provider	Aboriginal Housing	12	-	<5	10	-	<5	11	14
	Community Housing	56	<5	51	256	138	166	280	446
	Public Housing	54	7	73	218	76	132	242	374
	Not stated	<5	<5	<5	<5	-	<5	<5	<5
	Total applicants housed	123	10	129	485	214	304	534	838
Waiting time (years)	<1 year	75	9	84	278	142	181	332	513
	1-2 years	30	<5	31	127	46	75	130	205
	2-5 years	18	-	13	74	26	45	68	113
	>5 years	-	-	<5	6	-	<5	<5	7
	Total applicants housed	123	10	129	485	214	304	534	838

Source: Supplied by Communities Tasmania

Notes re Allocations:

- CALD and 'Other sex' line item removed because aggregate statistic was under five (5).
- The data provided about cohorts are not mutually exclusive with other groupings.