Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE FAMILIES, HOUSING, COMMUNITY SERVICES AND

INDIGENOUS AFFAIRS PORTFOLIO

2010-11 Additional Estimates Hearings

Outcome Number: 2 Question No: 54

Topic: Social Housing

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Senator Payne asked:

Can you update the committee as to where the jurisdictions are up to in working towards integrated waiting lists and whether it is expected that the July 2011 target date will be met?

Answer:

On 22 May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. Queensland, New South Wales, and the Australian Capital Territory each have fully integrated waiting lists.

South Australia

In April 2010, Housing South Australia implemented the Community Housing Customer Register (CHCR), the register integrates multiple community housing waiting lists into a single housing register. The register has a function to match customers to the existing public housing waiting list to identify customers in common. The fully integrated waiting list will not be delivered by the target date as South Australia need to undertake significant upgrades to their ICT system to further enhance the register.

Tasmania

Housing Tasmania uses a manual integrated system. A new Tasmanian Housing Register is planned to be developed in a number of stages, with Stage One development to be completed by September 2011 and Stage Two before the end of 2011. The Register will provide the information systems architecture for:

- a single housing application platform (Stage One);
- a common housing wait list (Stage One);
- a common assessment framework (Stage Two); and
- a shared allocations tool (Stage Two).

Northern Territory

The Northern Territory expect to have an integrated waiting list in place by July 2011. To develop the model, significant consultation has been undertaken with its own regional housing offices and the Non-Government Organisation sector.

Western Australia

Western Australia has a common waiting list in place for new applicants. The state is currently working through the issues associated with merging existing waiting lists of the larger community housing providers.

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Victoria

Victoria has an integrated approach in place but does not yet have a common waiting list for social housing applicants. In 2010, Victoria began a process to consult on the development of a broader approach, a Common Housing Register, for all public and community housing including National Rental Affordability Scheme allocations.

Victoria's current system involves a referral process to community housing growth providers where public housing applicants are referred for allocation to a proportion of community housing vacancies.