

Government

Department of Communities Tasmania

The Framework

There are 23 indicators reported in this dashboard across 5 focus areas:

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Focus Area 2: Efficiency Of Existing Dwellings	 8. Occupancy rate 9. Turnaround time 10. Number of work orders completed 11. Proportion of work orders completed within benchmarks
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I. Number of households already in social housing

	2016 to 2021				
As at 30 June	Public housing	Aboriginal housing*	Community housing	Indigenous community housing	Total
2016	7,038	221	5,736	75	13,070
2017	6,880	220	5,801	74	12,975
2018	6,856	215	5,749	78	12,898
2019	6,931	218	6,392	54	13,595
2020	6,961	218	6,641	89	13,909
2021	6,904	217	6,658	89**	13,868

About the Measure: This indicator shows the number of people who are currently housed in social housing around Tasmania. Social housing includes four distinct programs; public housing, Aboriginal housing, all community housing and indigenous community housing. The data is sourced from the Report on Government Services, which releases data annually (in January each year).

Results and recent trend: The overall decline in the number of social housing households in Tasmania was reported to be 41 between June 2020 and June 2021, however this is despite also showing an increase of 244 new social housing dwellings. This suggests that there may be some under-reporting this year, particularly for community housing. Communities Tasmania is contributing to a national working group to improve community housing data collection methods, which is a nation-wide issue.

*Aboriginal housing is categorised as SOMIH in the ROGS data

** Projected number – Indigenous community housing 2021 data is updated in the mid-year RoGS release

2. Households housed into social housing

Past 12 months		
Month	Applications resulting in people being housed (Monthly)	Applications resulting in people being housed (Rolling 12 month average)*
Mar-21	56	73
Apr-21	78	72
May-21	52	68
Jun-21	79	68
Jul-21	87	68
Aug-21	61	67
Sep-21	67	68
Oct-21	76	71
Nov-21	79	72
Dec-21	95	74
Jan-22	64	74
Feb-22	80	73
Mar-22	85	75

About the Measure: This indicator shows the number of applicants from the Housing Register who were housed into social housing around the state. Applicants were housed into existing stock that has been vacated by tenants and new social housing that has been completed.

Results and recent trend: The results show that over the past 12 months, there have been between 50 and 100 households housed into social housing each month, and an average of 75 per month. This is slightly lower than in previous years as uncertainty from COVID-19 led to lower turnover across the housing market including flow on effects for social housing.

3. Households assisted through Private Rental Assistance

Past 12 months			
Month	Households assisted through Private Rental Assistance (Monthly)	Households assisted through Private Rental Assistance (Rolling 12 month average)*	
Mar-21	153	132	
Apr-21	113	128	
May-21	135	126	
Jun-21	172	129	
Jul-2 I	146	129	
Aug-21	163	134	
Sep-21	3	137	
Oct-21	143	140	
Nov-21	166	143	
Dec-21	142	145	
Jan-22	106	44	
Feb-22	44	143	
Mar-22	155	143	

About the Measure: This indicator shows the number of households who received Private Rental Assistance.

Results and recent trend: The results show that the number of households who were assisted under the Private Rental Assistance program continue to fluctuate month to month, however are trending higher according to the rolling 12-month average.

*Rolling 12 month average is found by averaging the 12 months up to the reference month

4. Households assisted through Private Rental Incentives

Past 12 months		
Month	Households assisted through Private Rental Incentives (Cumulative)	
Mar-21	267	
Apr-21	274	
May-21	275	
Jun-21	301	
Jul-21	304	
Aug-21	305	
Sep-21	314	
Oct-21	333	
Nov-21	370	
Dec-21	378	
Jan-22	382	
Feb-22	398	
Mar-22	403	

About the Measure: This indicator measures the number of eligible households who were assisted through the Private Rental Incentives program. It is counted at the time that a tenancy is signed.

Results and recent trend: The results show that there is a relatively steady number of households assisted through this program each month. Overall, since the commencement of the program in 2018, 403 households have been assisted including 136 in the past year.

5. Households assisted through Rapid Rehousing

Past I2 months		
Month	Households assisted through Rapid Rehousing (Cumulative)	
Mar-21	332	
Apr-21	340	
May-21	344	
Jun-21	354	
Jul-21	354	
Aug-21	358	
Sep-21	358	
Oct-21	358	
Nov-21	376	
Dec-21	379	
Jan-22	379	
Feb-22	379	
Mar-22	385	

About the Measure: This indicator measures the number of eligible households who were assisted through the Rapid Rehousing program.

Results and recent trend: The results show that the number of households assisted through Rapid Rehousing each month differs dependent on the number of vacancies that become available within the Rapid Rehousing portfolio. Since the commencement of the Affordable Housing Strategy, 385 households have been assisted through the program, including 53 in the past year.

6. Households assisted into home ownership

Past 12 months		
Month	Households assisted into home ownership (Cumulative)	
Mar-21	468	
Apr-21	478	
May-21	482	
Jun-21	487	
Jul-2 I	495	
Aug-21	497	
Sep-21	499	
Oct-21	503	
Nov-21	507	
Dec-21	509	
Jan-22	512	
Feb-22	513	
Mar-22	513	

About the Measure: This indicator measures the number of households who have moved into a home they now own through the assistance of Streets Ahead or HomeShare programs.

Results and recent trend: The results show that there have been 45 households assisted into home ownership in the past year and 513 households who have been assisted into home ownership since the commencement of the Affordable Housing Strategy.

7. Total number of households assisted

Past I2 months		
Month	Households assisted through programs (Monthly)	Total number of households assisted (Cumulative YTD)
Mar-21	230	NA
Apr-21	216	216
May-21	196	412
Jun-21	292	704
Jul-21	244	948
Aug-21	231	1,179
Sep-21	209	I,388
Oct-21	242	1,630
Nov-21	304	١,934
Dec-21	250	2,184
Jan-22	177	2,361
Feb-22	241	2,602
Mar-22	251	2,853

About the Measure: This indicator is the total number of households who have been assisted through the previous five programs including households housed into social housing or assisted through Private Rental Assistance, Private Rental Incentives, Rapid Rehousing or into home ownership.

Results and recent trend: The results show that in addition to the almost 14,000 households already in social housing, there were 2,853 households assisted in the past year through the variety of programs that Communities Tasmania manage.

Focus Area 2: Efficiency Of Existing Dwellings

8. Occupancy rate

Past 12 months		
Month	Occupancy rate – as a percentage (Monthly)	Occupancy rate (Rolling 12 month average)*
Mar-21	99.3	99.5
Apr-21	99.2	99.4
May-21	99.2	99.4
Jun-21	99.4	99.4
Jul-21	99.1	99.4
Aug-21	99.2	99.4
Sep-21	99.2	99.3
Oct-21	99.1	99.3
Nov-21	99.1	99.3
Dec-21	99.2	99.3
Jan-22	99.3	99.2
Feb-22	99.1	99.2
Mar-22	99.3	99.2

About the Measure: The occupancy rate shows the proportion of existing social housing dwellings that are occupied. Currently, data is only available for dwellings owned and managed by Communities Tasmania, however work is underway to include data from community housing providers in future reports.

Results and recent trend: The results show that Tasmania's social housing dwellings are being used efficiently with the monthly and rolling 12-month average occupancy rate consistently recorded at over 99 per cent. This shows that Communities Tasmania maximises the use of its existing dwellings by assisting Tasmanians to secure and maintain housing. Of the dwellings not occupied, these are typically being re-tenanted, but could also include the re-development of older properties to increase the number of dwellings on the site.

Focus Area 2: Efficiency Of Existing Dwellings

9. Turnaround time

Past 12 months		
Month	Turnaround time – in days (Monthly)	Turnaround time (Rolling 12 month average)*
Mar-21	19.3	21.3
Apr-21	31.4	21.9
May-21	17.3	21.9
Jun-21	29.2	22.6
Jul-21	31.5	23.2
Aug-21	28.4	23.9
Sep-21	23.6	24.2
Oct-21	32.9	25.3
Nov-21	21.0	25.1
Dec-21	27.3	25.8
Jan-22	39.3	26.3
Feb-22	35.0	27.2
Mar-22	24.1	27.5

About the Measure: Turnaround time measures (in days) the average time it takes from when a house becomes vacant to when it is retenanted. Currently, data is only available for dwellings owned and managed by Communities Tasmania, however work is underway to include data from community housing providers in future reports.

Results and recent trend: The results show despite some monthly variations in turnaround time, on average Communities Tasmania continue to achieve average turnaround times of below 28 days (the national benchmark) and are effectively and efficiently performing maintenance and re-letting vacant properties to Tasmanians in need.

There has been a significant improvement in turnaround time from last month, with more maintenance contractors available to meet demand. Communities Tasmania is committed to improving systems and ensuring the turnaround time meets the national benchmark.

10. Number of work orders completed

Past I2 months		
Month	Number of work orders completed (Monthly)	Number of work orders completed (Rolling 12 month average)*
Feb-21	2,989	2,992
Mar-21	3,288	3,014
Apr-21	3,051	3,011
May-21	3,292	3,017
Jun-21	3,392	3,047
Jul-21**	2,804	2,995
Aug-21**	2,816	2,990
Sep-21**	2,634	2,971
Oct-21**	2,454	2,921
Nov-21**	2,144	2,839
Dec-21**	١,769	2,741
Jan-22**	1,582	2,685
Feb-22**	I,846	2,589

*Rolling 12 month average is found by averaging the 12 months up to the reference month

** Work orders for landscaping jobs in the South of the state were not available, leading to a lower number of work orders in these months.

About the Measure: This indicator shows the number of work orders that were completed in housing owned by Communities Tasmania. This includes data for dwellings owned by Communities Tasmania including dwellings under management by community housing providers. This data has a one month lag behind other indicators.

Results and recent trend: The results show that despite the exclusion of work orders for landscaping in the south (see footnote in table), Communities Tasmania performed over 31,000 work orders in the 12 months to February 2022, at an average of almost 2,600 work orders each month. This shows our commitment to ensure that social housing dwellings are both appropriate and meet the conditions of the *Residential Tenancy Act 1997*. We encourage any tenant with a concern to bring it to the attention of their tenancy manager on 1300 665 663.

II. Proportion of work orders completed within benchmarks

Past I2 months		
Month	Average performance rating (Monthly)	Average performance rating (Rolling 12 month average)*
Feb-21	97.4	96.3
Mar-21	94.0	96.0
Apr-21	96.1	95.9
May-21	95.9	95.9
Jun-21	91.7	95.6
Jul-21**	85.6	94.9
Aug-21**	90.5	94.5
Sep-21**	92.6	94.2
Oct-21**	94.2	94.0
Nov-21**	95.8	93.9
Dec-21**	94.6	93.6
Jan-22**	93.1	93.5
Feb-22**	91.4	92.5

*Rolling 12 month average is found by averaging the 12 months up to the reference month.

** Work orders for landscaping jobs in the South of the state were not available, leading to a lower number of work orders in these months.

About the Measure: This indicator measures the effectiveness of the work orders that were completed. Communities Tasmania audit more than one third of all work orders completed to assess the effectiveness of contractors in delivering outcomes. Audits look at the timeliness, quality, value for money and tenant satisfaction related to each job as well as whether contractual requirements were achieved or additional call outs were required. This provides an overall performance rating out of 100. As with indicator 10, this data has a one month lag behind other indicators.

Results and recent trend: The results show that Communities Tasmania contractors are performing well with 91.4 per cent of work orders completed to benchmarks in the month of February 2022 and an average of 92.5 per cent completed to benchmarks in the past year.

12. Applications on the Housing Register

Past 12 months		
Month	Applications on the Housing Register	
Mar-21	4,006	
Apr-21	4,002	
May-21	4,063	
Jun-21	4,144	
Jul-21	4,240	
Aug-21	4,367	
Sep-21	4,468	
Oct-21	4,506	
Nov-21	4,464	
Dec-21	4,388	
Jan-22	4,355	
Feb-22	4,407	
Mar-22 4,405		

About the Measure: This indicator shows the number of applications for social housing on the Housing Register, including applicants housed in various housing situations. This is not a measure of homelessness.

Results and recent trend: The results show that demand for social housing remains high, with the number of applications on the Housing Register consistent with the previous month.

Over 90 per cent of all applicants on the Housing Register are currently in secure or temporary accommodation. Over half (51 per cent) of all applicants on the Housing Register are entitled to a one-bedroom dwelling, meaning that they are either a lone person household or a couple without children. Communities Tasmania continues to work to increase the number of houses available for social housing in Tasmania.

Focus Area 3: Demand For Housing

13. Average time to house priority applicants

Past I2 months			
Average time to houseMonthpriority applicants (Monthly)		Average time to house priority applicants (Rolling 12 month average)*	
Mar-21	58.1	55.8	
Apr-21	60.2	57.1	
May-21	62.6	58.9	
Jun-21	50.9	58.6	
Jul-21	70.1	59.2	
Aug-21	56.3	58.9	
Sep-21	73.7	59.3	
Oct-21	78.0	61.8	
Nov-21	58.3	61.9	
Dec-21	66.2	62.9	
Jan-22	71.5	64.1	
Feb-22	49.8	62.6	
Mar-22	74.9	64.0	

About the Measure: This indicator shows the average number of weeks it takes to house priority applicants from the Housing Register. It is calculated from the priority applicants who were housed in a given period and the average time that was spent waiting on the Housing Register. It includes those housed into both community and public housing.

Results and recent trend: The results show average time to house priority applicants fluctuates month to month, increasing to 74.9 weeks for March 2022 and a slight increase in the rolling 12 month average.

Communities Tasmania continues to work to increase the number of houses available for social housing in Tasmania.

Focus Area 3: Demand For Housing



14. Proportion of allocations to priority applicants

Past I2 months			
Month	Proportion of allocations made to priority applicants (Monthly)	Proportion of allocations made to priority applicants (Rolling 12 month average)*	
Mar-21	91.1	88.9	
Apr-21	85.9	88.3	
May-21	90.6	88.8	
Jun-21	83.5	88.4	
Jul-21	65.9	85.8	
Aug-21	86.9	85.3	
Sep-21	91.0	85.6	
Oct-21	90.8	85.5	
Nov-21	93.7	85.6	
Dec-21	89.5	85.8	
Jan-22	90.6	86.2	
Feb-22	88.8	86.8	
Mar-22	88.2	86.7	

About the Measure: This indicator shows the percentage of all households who were allocated to social housing from the Housing Register who were priority applicants. This includes data for applicants housed into public and community housing. The national average (and the performance of other jurisdictions) is sourced from the Report on Government Services, which releases data annually (in January each year).

Results and recent trend: The results show that in Tasmania, almost all allocations to social housing are for applicants who have been assessed as priority applicants. The results also show that Tasmania is allocating a far greater proportion of social housing to priority applicants than the national average, which was 81.1 per cent for public housing, 64.9 per cent for Aboriginal housing and 86.1 per cent for community housing in the 2020-21 financial year.

*Rolling 12 month average is found by averaging the 12 months up to the reference month

Focus Area 3: Demand For Housing

15. Applicants as a proportion of social housing dwellings

	2016 to 2021				
Ending 30 June	Population	Total number of social housing dwellings*	Housing Register	2 proportion	Applicants as a proportion of social housing dwellings
2016	519,810	13,621	3,365	0.65%	24.7%
2017	524,969	I 3,408	2,960	0.56%	22.1%
2018	531,777	13,364	3,210	0.60%	24.0%
2019	538,195	13,554	3,351	0.62%	24.7%
2020	540,970	13,812	3,373	0.62%	24.4%
2021	540,839**	14,056	4,144	0.77%	29.5%

About the Measure: This indicator measures the ratio of housing applicants on the housing register as a proportion of the total number of social housing dwellings. This is a way of comparing Tasmania's performance with other jurisdictions when assessing the waiting list. The data is sourced from the Report on Government Services, which releases data annually (in January each year).

Results and recent trend: The results show that applicants as a proportion of social housing dwellings increased by 5.1 per cent from prior year. However, with around 1,200 new long term homes expected to be delivered by 30 June 2023, this proportion should decrease over the next 18 months.

*Social housing dwellings records the number of dwellings not number of tenancies which is reported differently in ROGS Table 18 A.3 ** 2021 population as at September 2021. Prior year population figures are as at 31 December.

16. New long term homes

Past 12 months			
Month	Social housing dwellings (Cumulative)	Supported accommodation (Cumulative)	Long term homes completed (Total)
Mar-21	873	133	I,006
Apr-21	891	133	1,024
May-21	901	133	1,034
Jun-21	972	133	1,105
Jul-21	980	133	1,113
Aug-21	991	133	1,124
Sep-21	1,010	133	1,143
Oct-21	1,044	133	I,I77
Nov-21	I,086	133	1,219
Dec-21	1,101	133	1,234
Jan-22	1,121	133	1,254
Feb-22	1,129	133	I,262
Mar-22	I,207	133	I,340

About the Measure: This indicator reports the number of social housing dwellings and places in long term supported accommodation that have been built. Note, this does not include long term homes that have been converted into long term accommodation but were already pre-existing properties.

Results and recent trend: The results show that the construction of homes is not linear and often occurs in groups in line with the way that builders construct homes. This results in some months with a small number of houses delivered and others with a significant number of houses completed. The results show that since the commencement of the Affordable Housing Strategy, there have been 1,340 new long term homes built including 334 in the past year.

17. Other new supply

Other new supply - past 12 months			
Month	Lots of land (Cumulative)	Homeless accommodation (Cumulative)	
Mar-21	325	69	
Apr-21	325	69	
May-21	325	69	
Jun-21	342	69	
Jul-21	356	69	
Aug-21	356	69	
Sep-21	356	69	
Oct-21	356	69	
Nov-21	356	69	
Dec-21	356	69	
Jan-22	356	69	
Feb-22	356	69	
Mar-22	401	69	

About the Measure: This indicator includes reporting on the number of new lots of land that have been released to market and the number of units of homeless accommodation that have been completed. A lot of land is counted at the time it is released and unit of homeless accommodation is counted at the time it is has been completed and keys handed over. Because of these counting rules, activity occurs in groups.

Results and recent trend: The results show that over the past year, there has been a total of 76 lots of land released and no new units of homeless accommodation. There are works currently underway on further subdivisions at Huntingfield, Rokeby and Burnie more than 100 units of homeless accommodation either contracted or under construction.

18. Other forms of assistance

Other forms of assistance - past 12 months			
Month	Total other forms or assistance (Cumulative)		
Mar-21	181		
Apr-21	181		
May-21	182		
Jun-21	209		
Jul-21	209		
Aug-21	217		
Sep-21	250		
Oct-21	258		
Nov-21	333		
Dec-21	333		
Jan-22	333		
Feb-22	333		
Mar-22	333		

About the Measure: This indicator shows additional works that are not captured in previous pages and includes the number of social housing dwellings, supported accommodation places and units of homeless accommodation that have been accessed by Communities Tasmania. This refers to outcomes that provide access to housing for eligible persons by changing the tenure of existing dwellings or extending the lifecycle of otherwise inappropriate housing. Specifically, this includes significant refurbishments of untenantable existing social housing dwellings and securing the use of existing dwellings for use as either social housing or supported accommodation or homeless accommodation. This information is presented at a point in time.

Results: The results show that there are 326 more long term homes and seven units of homeless accommodation that have been accessed under the Affordable Housing Strategy through to March 2022 in addition to the new supply that has been built.

19. Pipeline of works

Pipeline of works		
Progress milestone	Total number of dwellings/units that have been started	
New social housing	868	
New supported accommodation	198	
New homelessness accommodation	103	
Total	1,169	

About the Measure: This page reports on the pipeline of works that have started. It reports for new social housing, supported accommodation and homeless accommodation projects. Started is when land is secured (if applicable) and progress towards milestones has commenced. It is current as at the end of each month and is subject to change as projects progress or if the number of dwellings on a site changes for unforeseen reasons. It excludes progress milestones for new supply generated from home ownership (under the HomeShare program) and land release.

Results and recent trend: The results shows that there are 1,169 long term homes and units of homeless accommodation in the pipeline. We remain on track to meet all targets set by June 2023.

20. Overall assistance numbers

Overall assistance numbers - under AHS				
Quarter ending	Total assisted (Quarterly)	Total supply (Cumulative)	Total access (Cumulative)	Total assisted (Total)
Jun-19	378	984	621	I,605
Sep-19	142	1,050	697	1,747
Dec-19	148	1,157	738	1,895
Mar-20	144	1,247	792	2,039
Jun-20	263	1,425	877	2,302
Sep-20	120	I,487	935	2,422
Dec-20	144	I,604	962	2,566
Mar-21	82	1,653	995	2,648
Jun-21	233	1,794	١,087	2,881
Sep-21	108	1,839	1,150	2,989
Dec-21	269	١,938	١,320	3,258
Mar-22	186	2,092	1,352	3,444

About the Measure: This indicator shows the overall number of completed assistance under the Affordable Housing Strategy by quarter. It is does not include the support being provided to the almost 14,000 households already in social housing or other programs such as Private Rental Assistance.

Results and recent trend: The results show that as at the end of March 2022, the Affordable Housing Strategy has delivered a total of 2,092 additional new homes, lots of land and new places in supported accommodation and homeless services (supply tables) including 1,108 since July 2019. The number of households assisted and properties secured under the access tables has grown to 1,352 since the commencement of the Strategy including 731 since July 2019.

Focus Area 5: Housing Market Factors

21. Population change in Tasmania

2016 to 2021			
Calendar year (31 Dec)	Estimated resident population	Change from same point in previous year	Annual growth rate
2016	519,810	4,116	0.80%
2017	524,969	5,159	0.99%
2018	531,777	6,808	1.30%
2019	538,195	6,418	1.21%
2020	540,894*	2,775	0.52%
2021**	540,839	189	0.03%

About the Measure: This indicator shows Tasmania's population at the end of December, as released by the Australian Bureau of Statistics. The information is released quarterly and the most recent data (for the September 2021 quarter) was released on 17 March 2022 with the next release scheduled for 28 June 2022. At times the ABS will make minor revisions to past published results. These will be updated as necessary.

Results and recent trend: The results show that the rate of growth in Tasmania's population is trending below that recorded in prior years. There were 189 more people in Tasmania at the end of September 2021 compared to the end of September 2020. With the reopening of borders the annual growth rate is expected to increase again.

* This was revised by the ABS in the most recent data release

** As at 30 September 2021 – this line compares to 30 September 2020

Focus Area 5: Housing Market Factors

22. Building approvals in Tasmania

Past 12 months			
Month	Building approvals (Month)	Building approvals (In the year to)	
Feb-21	410	3,718	
Mar-21	493	3,877	
Apr-21	396	3,983	
May-21	381	4,125	
Jun-21	377	4,250	
Jul-21	321	4,241	
Aug-21	272	4,255	
Sep-21	244	4,185	
Oct-21	194	4,093	
Nov-21	326	4,108	
Dec-21	269	3,944	
Jan-22	194	3,877	
Feb-22	273	3,740	

About the Measure: This indicator shows the number of building approvals that occurred in Tasmania as released by the Australian Bureau of Statistics (ABS) each month. The most recent information (for the month of February 2022) was released on 31 March 2022 with the next release scheduled for 5 May 2022.

Results and recent trend: The results show that the number of dwellings approved in the year to February 2022 was 3,740, which was consistent with the number of approvals in the year to February 2021. This level of sustained investment in new supply shows that the gap between supply and demand could be closing and this may result in downward pressure on housing costs.

Focus Area 5: Housing Market Factors

23.Vacancy rate by region

Past 12 months			
Month	Vacancy rate – Hobart	Vacancy rate – Burnie	Vacancy rate – Launceston
Mar-21	0.6	0.3	0.8
Apr-21	0.5	0.2	0.9
May-21	0.5	0.2	0.9
Jun-21	0.4	0.3	0.8
Jul-21	0.5	0.2	0.8
Aug-21	0.5	0.1	0.7
Sep-21	0.5	0.1	0.7
Oct-21	0.4	0.2	0.7
Nov-21	0.3	0.2	0.8
Dec-21	0.3	0.2	0.9
Jan-22	0.3	0.2	0.8
Feb-22	0.3	0.2	0.8
Mar-22	0.3	0.2	0.8

About the Measure: This indicator shows the vacancy rate in the private rental market in the three major centres in Tasmania. The vacancy rate is the number of vacant properties as a proportion of the overall number of properties in the rental market. The data is compiled by and reproduced with the permission of SQM Research whose data is available at <u>https://sqmresearch.com.au/</u>.

Results and recent trend: The results show that the vacancy rate in all three centres is very low, with the Burnie market most under pressure at 0.2 per cent in March 2022, Hobart the next at 0.3 per cent and Launceston at 0.8 per cent.