
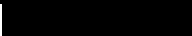


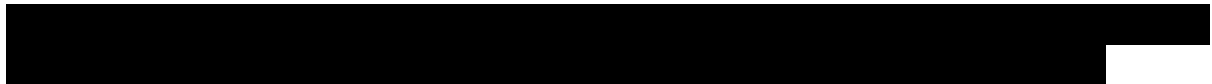
Ref: 15/28



Dear 

I refer to your application, received by Housing and Community Services on 25 November 2015, seeking access under the *ACT Freedom of Information Act 1989* (FOI Act) to the following:



  
*How many people got house since  til today. How long did they wait."*



You agreed for part 2 (encompassing the application data) to be processed separately. I note that the second part of your request has been expanded and includes:

- 1. How many people have got a house/apartment from Housing ACT since my application til now?*
- 2. How long did they have to wait?*
- 3. What was the priority breakdown for these people?"*

The information under part 2 of your request has been collected by Housing and Community Services (HACS). As the officer authorised under section 22 of the FOI Act to make a decision in respect of your request I will now address each point separately as per the advice received from HACS.

1. How many people have got a house/apartment from Housing ACT since   til now?

The total number of properties allocated from across the Social Housing Register categories (Standard Housing, Priority Housing, and High Needs Housing) between 27 June 2011 and 25 November 2015 was 2756.

## 2. How long did they have to wait?

The information requested is not readily available from the HACS data base. Whilst the information could be extracted this would require considerable time and resources and could incur a cost if processed for each of the 2756 allocations of properties.

However, to assist you with wait time information, current Social Housing Register wait times are regularly published on the Community Services Directorate (CSD) internet site. The internet address for viewing this information is:

[http://www.communityservices.act.gov.au/hcs/services/social\\_housing/waiting\\_lists](http://www.communityservices.act.gov.au/hcs/services/social_housing/waiting_lists)

There are three main needs categories on the Social Housing Register. These are:

- Standard Housing;
- Priority Housing; and
- High Needs Housing

It is important to note when an application is submitted for housing assistance it is assessed on the information and documentation provided by the client at that time. Following assessment of the client's information the application is categorised accordingly and placed into one of the above waiting categories.

At anytime during the life of an application, the applicant's circumstances can change for various reasons. If circumstance change the applicant provides evidence of the change and the application is re-assessed. This may result in the application being placed into a different category where the wait time may change depending on the urgency placed by the circumstance.

An applicant's status on the waiting list can also change when they complete an eligibility questionnaire. Eligibility questionnaires are sent to all applicants annually. The questionnaire is sent to assist in establishing current housing requirements for waiting list categories.

Other influences that may affect wait times are when an applicant has specific requirements, for example: a medical condition requiring modifications to a property; or the location of a property to place an applicant closer to support networks, medical services and/or family. These requirements can affect how long an applicant will wait to be housed appropriately and this may fall outside of the estimated times quoted on the wait times website.

## 3. What was the priority breakdown for these people?

The breakdown of 2756 applications housed from the Housing Register between 27 June 2011 and 25 November 2015 was:

- Priority Housing: 1956
- High Needs Housing: 703
- Standard Housing: 97

I hope this information has been of assistance to you.

### **Review rights**

My decision is reviewable under the FOI Act. This means that if you are dissatisfied with the decision you have a right to seek a review under section 59 of the FOI Act. This right of review extends to a review of the adequacy of the search for documents undertaken by the Directorate. If you wish to seek a review you should write to:

Executive Director  
Service Strategy and Community Building  
Community Services Directorate  
GPO Box 158  
CANBERRA ACT 2601

You have 28 days from the day you receive this notification to seek a review of the decision or such other period as the Executive Director permits.

Under Section 54 of the Freedom of Information Act 1989, you also have a right to complain to the Ombudsman if you are concerned about the processing of your request or related administrative matters. The Ombudsman may conduct an independent investigation into your complaint. There is no fee for this, and the contact details are as follows:

ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

### **Online FOI Policy**

I have assessed your request for information under the ACT Government's Online Freedom of Information Publication Policy (the policy) and have determined that this letter will be published. Please note that your personal information is **not** published online. A copy of the policy is available online at:

[http://www.cmd.act.gov.au/open\\_government/report/freedom\\_of\\_information\\_online](http://www.cmd.act.gov.au/open_government/report/freedom_of_information_online)

If you have any queries in relation to this matter, please contact Mr Julian Dennis, FOI Officer, Community Services Directorate, on 6205 3296, or via [CSD.FOI@act.gov.au](mailto:CSD.FOI@act.gov.au).

Yours sincerely



Tracy Chester  
Senior Manager  
Organisational Governance

| February 2016