

10 August 2018

Auditor-General's report to parliament

Managing antisocial behaviour in public housing

The Department of Family and Community Services (FACS) has not adequately supported or resourced its staff to manage antisocial behaviour in public housing according to a report released today by the Deputy Auditor-General for New South Wales, Ian Goodwin.

FACS is effectively managing known incidents of serious and severe illegal behaviours in public housing. However, its management of minor and moderate antisocial behaviour is poor and there is uneven application of FACS' antisocial behaviour policy across the State.

Frontline staff have not been sufficiently trained in the skills necessary to apply FACS' antisocial behaviour policy. The report notes design issues and functional limitations in FACS' information management system (HOMES-ASB), which impedes the ability of staff to record and manage antisocial behaviour. FACS antisocial behaviour data is unreliable and does not reflect the true nature and extent of antisocial behaviour in public housing.

The report recommends:

- improvements to staff training and the data collection systems used to manage and record antisocial behaviour in public housing
- a more coordinated approach to case managing tenants with complex needs including those requiring mental health services and support.

Further information

A full copy of the report is on the Audit Office website.

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