



Appendix three – About the audit

Audit objective

This audit assessed the efficiency and effectiveness of antisocial behaviour management in public housing environments.

Audit criteria

We addressed the audit objective with the following criteria

1. Is the management of antisocial behaviour leading to improved safety and security in public housing environments?
 - a) FACS is applying antisocial behaviour processes and procedures to improve safety and security in public housing environments.
 - b) FACS antisocial behaviour management processes are clearly defined and communicate to tenants.
 - c) FACS tenants and others are confident to use antisocial behaviour processes and report feeling safer and more secure as a result.
 - d) Vulnerable tenants and those with complex needs in housing provided by FACS are supported in antisocial behaviour management processes.
2. Do NSW public housing providers and partner agencies have the capability and capacity to manage antisocial behaviour?
 - a) Public housing providers have relevant information, resources and guidance to manage antisocial behaviour.
 - b) FACS is collaborating with government and non-government agencies in antisocial behaviour management.
 - c) Partner agencies have the skills and resources to support vulnerable tenants and those with complex needs in antisocial behaviour processes and timeframes.
 - d) Tribunal processes are leading to resolutions of antisocial behaviour through hearings and orders that are actioned.
3. Are there effective mechanisms for monitoring, evaluating and improving antisocial behaviour management?
 - a) FACS is effectively monitoring and evaluating the antisocial behaviour management policy using the principles of the NSW Human Services Outcomes Framework.
 - b) FACS shares information with social housing network stakeholders about antisocial behaviour management to influence improvement.
 - c) Monitoring and evaluation is leading to necessary adjustments and improvements in antisocial behaviour Management in public housing.

Audit scope and focus

In assessing the criteria, we carried out:

1. interviews, focus groups and surveys with FACS frontline housing personnel
2. interviews with FACS departmental staff
3. interviews with stakeholders including: the NSW Civil and Administrative Tribunal, Aboriginal Housing Office staff, peak housing bodies and housing policy organisations and support service providers
4. quantitative data analysis of FACS information management system data, Tribunal data and other relevant datasets
5. comparisons with other jurisdictions with comparable antisocial behaviour management measures
6. detailed case studies into selected communities

7. review of documents, reports and information relevant to antisocial behaviour management including: policy documents, contracts, service agreements, partner agencies governance arrangements and agreements, agency reporting on relevant strategy deliverables, research relevant to the policy model.

Audit exclusions

The audit did not assess:

- antisocial behaviour management policy measures relating to:
 - public housing rental bonds for all new tenants
 - an automatic rent deduction scheme for new social housing tenants receiving welfare payments
- antisocial behaviour management provided by Community Housing Providers.

Audit approach

Our procedures included:

1. interviews with staff at 27 FACS offices across NSW
2. interviews with staff at two Aboriginal Housing Offices
3. interviews with staff at eight support service providers across NSW
4. consultation with NSW Civil and Administrative Tribunal, NSW Registrar of Community Housing, Shelter NSW, NSW Federation of Housing Associations, and the University of NSW
5. data collected from a survey of FACS Housing staff at 27 frontline offices in NSW
6. review and analysis of documents
7. review and analysis of FACS supplied data.

The audit approach was complemented by quality assurance processes within the Audit Office to ensure compliance with professional standards.

Audit methodology

Our performance audit methodology is designed to satisfy Australian Audit Standards ASAE 3500 on performance auditing. The Standard requires the audit team to comply with relevant ethical requirements and plan and perform the audit to obtain reasonable assurance and draw a conclusion on the audit objective. Our processes have also been designed to comply with the auditing requirements specified in the *Public Finance and Audit Act 1983*.

Acknowledgements

We gratefully acknowledge the co-operation and assistance provided by the FACS officers, frontline FACS housing tenancy officers, support service workers and others who participated in interviews and discussions held during the audit. In particular, we wish to thank our liaison officer and others who provided material relevant to the audit.

We would also like to thank other stakeholders that spoke with us and provided material during the audit.

Audit cost

Including staff costs, travel and overheads, the estimated cost of the audit is \$392,317.