



NSW Federation of  
Housing Associations inc

## Federation Bulletin



### In this Bulletin

Federation Survey  
– The Impact on  
Pathways/HOMES  
on the community  
housing sector

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## The Impact of Pathways and HOMES on the Community Housing Sector

### A Report by the NSW Federation of Housing Associations

Earlier this year, the Federation was approached by several of its members to administer a survey on the impact of Housing Pathways (and its associated IT system HOMES) on community housing providers in NSW. A secondary purpose of the survey was to provide providers with benchmark data on key areas such as time taken to enter an application onto the system.

The survey was conducted in May this year, with 21 housing providers responding to the questions in great detail.

We are pleased to present the final report to the sector and thank all respondents for their invaluable involvement.

For a quick reference, the summary of findings is on page 4-6 and the summary of recommendations is on page 6.

The report was tabled at the Housing Pathways Advisory Council on the 18<sup>th</sup> August by the community housing sector's representative, Maree McKenzie.

#### KEY FINDINGS

- Since the introduction of Housing Pathways, the average time taken to process an application has risen from 20 to 35 minutes to 91 to 128 minutes;
- Since the introduction of Housing Pathways, the average number of applicants approaching each provider per week has risen from 7 to 17 to 16 to 26. In other words, the maximum number per week has become the minimum;
- 95% of respondents reported that issues with the HOMES IT system were contributing to the length of time taken to enter data into the system;
- The average cost of Housing Pathways per provider from April 2010 to May 2011 was \$31,000 to \$36,000.
- The majority of providers report that the impact of Pathways on applicants has been positive.

See the attached report for many more important findings.

If you have any questions about the report, please contact Poppy at [poppyd@communityhousing.org.au](mailto:poppyd@communityhousing.org.au)

NSW Federation of Housing Associations Inc  
Suite 301, 64-76 Kippax Street, Surry Hills NSW 2010 Australia | T +61 (0)2 9281  
7144 | F +61 (0)2 9281 7603

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