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The Productivity Commission acts as the Secretariat for the Steering Committee.

Secretariat:

Steering Committee for the Review of Government Service Provision
Productivity Commission
Locked Bag 2 Collins Street East
Melbourne VIC 8003

Level 12
530 Collins Street
Melbourne Vic 3000

Tel: (03) 9653 2100 or Free call: 0800 020 083
Fax: (03) 9653 2199
Email: gsp@pc.gov.au
Web: www.pc.gov.au/gsp

Suggestions:

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16 Housing

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '16A' prefix (for example, table 16A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available on the Review website at www.pc.gov.au/gsp.

Governments play a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. Direct assistance includes social housing, home purchase assistance and rent assistance. Housing assistance is provided by governments because many Australian households face problems in acquiring or accessing suitable private accommodation — either through renting from a private landlord or through owner occupation — for reasons of cost, discrimination, availability, location and/or adequacy. The Australian, State and Territory governments share responsibility for housing assistance.

This chapter focuses on the performance of governments in providing social housing, which broadly encompasses public housing, State owned and managed Indigenous housing, community housing, and Indigenous community housing. These services are outlined in box 16.1.

Box 16.1 Forms of social housing

Social housing is rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. The forms of social housing included in this Report are:

- *Public housing* (PH): dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation.
- *State owned and managed Indigenous housing* (SOMIH): dwellings owned and managed by State housing authorities that are allocated only to Indigenous households.
- *Community housing* (CH): rental housing provided for low to moderate income and/or special needs households, managed by community-based organisations that have received a capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government.
- *Indigenous community housing* (ICH): dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. Indigenous community housing models vary across jurisdictions and can also include dwellings funded or registered by government.

Crisis and transitional housing is an additional form of social housing, but it is not separately identified in this Report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above. Development work is underway to enable better reporting on this form of housing assistance.

Social housing is provided under the National Affordable Housing Agreement (NAHA). The NAHA is the overarching agreement between Australian, State and Territory governments for providing assistance to improve housing outcomes for Australian people. Prior to commencement of the NAHA on 1 January 2009, social housing was provided under the Commonwealth State Housing Agreement (CSHA) (box 16.2).

Box 16.2 National Affordable Housing Agreement and Commonwealth State Housing Agreement

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. It is a broad, ongoing agreement that provides a framework to improve housing affordability and homelessness outcomes for Australians. The objective of the NAHA is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation (COAG 2009).

In relation to housing assistance, the parties to the NAHA agreed to the achievement of a range of outcomes including:

- people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion
- people are able to rent housing that meets their needs
- people can purchase affordable housing
- people have access to housing through an efficient and responsive housing market
- Indigenous people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities

The NAHA replaced the CSHA, which concluded on 31 December 2008.

Source: FaCS (2003); COAG (2009).

Links to other government services

Close links exist between social housing and other government programs and support services discussed elsewhere in the Report, such as:

- assistance to people who are homeless or at risk of homelessness, in the Homelessness services chapter (chapter 17)
- Commonwealth Rent Assistance (CRA), in the Housing and Homelessness sector overview G
- various health and community services, including Mental health management (chapter 12), Aged care services (chapter 13) and Services for people with disability (chapter 14).

Improvements in the 2013 Report

Major improvements in the chapter this year are:

- data for public housing, SOMIH and community housing for the indicator 'dwelling condition' are published for the first time based on the 2012 National Social Housing Survey (NSHS)
- updated data for the indicator 'amenity/location'. These are also based on the 2012 NSHS and were last updated for the 2011 Report
- 'data quality information' (DQI) is available for the first time for the indicators 'net recurrent cost per dwelling' and 'rent collection rate' for public housing and SOMIH.

Data sources

This Report presents data for up to 10 years, reflecting housing assistance provided under the NAHA and the CSHA. Data from 2009-10 onward relate to the NAHA, data for 2008-09 relate to both the NAHA and CSHA, and data for 2007-08 and preceding years relate to the CSHA.

Social housing data reported in this chapter were obtained from State and Territory governments, except where otherwise indicated. The Australian Institute of Health and Welfare (AIHW) collects, collates and publishes these data in the *Housing assistance in Australia* publication.

Housing assistance not reported

The focus of this chapter is social housing. A range of government housing assistance is not reported in this chapter, including:

- services and programs for people who are homeless or at risk of homelessness, including CRA, reported in Chapter 17 and in the Housing and homelessness sector overview G)
- crisis and transitional housing (unless it is indirectly reported through the other forms of social housing)
- community housing and other housing programs not provided under the NAHA, such as those provided by the Department of Veterans' Affairs (DVA)
- CRA paid by the DVA, or paid to Abstudy recipients on behalf of the Department of Education, Employment and Workplace Relations (DEEWR)
- private rent assistance funded by State and Territory governments

-
- the National Rental Affordability Scheme (NRAS) and the Housing Affordability Fund (although some NRAS dwellings are included in the community housing data collection because they are owned and managed by the community housing sector)
 - some Indigenous specific housing and infrastructure assistance (such as the Home Ownership Program funded and administered by Indigenous Business Australia (IBA) and the Home Ownership on Indigenous Land Program jointly funded by FaHCSIA and IBA)
 - home purchase assistance, such as first home owner grants.

16.1 Profile of housing assistance

Service overview

The Australian Bureau of Statistics (ABS) Survey of Income and Housing 2009-10 identified 8.4 million households in Australia, where 'household' is classified as 'a person living alone' or as a group of people who usually live in the same private dwelling (ABS 2011). Of these households, 68.8 per cent owned or were purchasing their own home, 23.7 per cent rented in the private sector, and 3.9 per cent rented from public rental accommodation (table 16A.57).

The composition of Australian households is changing. There are an increasing number of smaller households, including a rising number of single person households. The average Australian household size fell from 3.3 people to 2.6 people between 1971 and 2011, while the proportion of single person households increased from 18.1 per cent to 24.3 per cent over this period (ABS 2012).

The average Indigenous household is larger than the average non-Indigenous household. In 2011, the average household with at least one Indigenous Australian was 3.3 people, whereas the average non-Indigenous household was 2.6 people (ABS 2012).

Roles and responsibilities

Australian, State and Territory governments share responsibility for housing assistance provided under the NAHA, as they did under the CSHA. Each level of government has different roles and responsibilities:

-
- The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation. Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34).
 - State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and some jurisdictions provide home finance lending programs. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing-related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation.
 - Local governments are mostly responsible for building approval, urban planning and development processes and may be involved in providing community housing.

Government funding and expenditure

State and Territory government net recurrent expenditure on social housing was \$3.9 billion in 2011-12, decreasing from \$5.1 billion in 2010-11 (2011-12 dollars) (table 16.1). In 2011-12, this expenditure included \$2.6 billion for public housing and \$107.3 million for SOMIH (table 16A.1).

The Australian Government provided \$2.2 billion in 2011-12 to State and Territory governments for housing assistance through the National Affordable Housing Specific Purpose Payment (NAH SPP) and related National Partnership agreements. NAH SPP funding is outcome based and not tied to specific programs, and Australian Government funding is reflected in data for State and Territory government net recurrent expenditure.

The Australian Government also provided \$3.4 billion for CRA (table GA.11). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34).

Table 16.1 State and Territory government net recurrent expenditure on social housing (\$million) (2011-12 dollars)^{a, b}

	<i>NSW</i>	<i>Vic^c</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009-10	1 345.6	1 013.6	648.2	603.3	352.5	112.9	101.5	325.3	4 502.9
2010-11	2 100.5	917.7	776.0	576.9	339.6	114.5	96.7	295.5	5 217.5
2011-12	1 185.5	408.5	811.3	711.0	363.9	106.9	103.7	175.5	3 866.3

^a The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. ^b Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010-11. The end of this additional funding is reflected in the contraction of expenditure between 2010-11 and 2011-12. ^c Comparisons of expenditure between 2011-12 and earlier years should be avoided. Earlier years include grants and subsidies, and short term housing expenditure.

Source: State and Territory governments (unpublished); table 16A.2.

Governments provide funding for the construction of social housing dwellings. The Australian Government provided \$162 million for the social housing initiative component of the Nation Building Economic Stimulus Package, to aid the construction of new social housing dwellings, and repairs and maintenance of existing dwellings in 2011-12 (table GA.1). State and Territory government capital expenditure for social housing was \$2.2 billion in 2011-12, which was partly funded by the Australian Government through the NAH SPP and the Nation Building Economic Stimulus Package (table 16A.1).

Size and scope

Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. Public housing is generally provided to people on low incomes and to those with special needs, and aims to provide a choice of housing location, physical type and management arrangements. Nationally at 30 June 2012, there were 323 423 households occupying 330 906 public housing dwellings (tables 16A.3 and 16A.4). Table 16A.58 presents the proportion of all households residing in public housing in each jurisdiction (3.9 per cent nationally in 2009-10).

The NAHA provides the current framework for Australian, State and Territory governments' housing policy. The NAHA is supported by a national Specific Purpose Payment (SPP) that provides funding to the states and territories for the housing sector. State and Territory government net recurrent expenditure on public housing was \$3.9 billion nationally (table 16A.1).

Public housing rents are generally set at market levels. To provide affordable housing, public housing rents are subsidised (or rebated) for eligible low income tenants so that they pay no more than 30 per cent of their gross income on rent. Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.44.

State owned and managed Indigenous housing

State owned and managed Indigenous housing (SOMIH) dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Indigenous Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. Nationally at 30 June 2012, there were 9 692 households occupying 10 047 SOMIH dwellings (tables 16A.3 and 16A.4).

The SOMIH program is partly funded under the NAHA, but because NAHA funding is not tied to specific programs, the amount attributed to SOMIH cannot separately identified. In 2011-12, State and Territory government net recurrent expenditure on SOMIH was \$107.3 million nationally (table 16A.1).

The SOMIH program does not operate in all jurisdictions. In 2011-12, SOMIH is reported for NSW, Queensland, South Australia and Tasmania.

- In Victoria, the SOMIH program ended on 30 September 2010, when management of tenancies in SOMIH properties was transferred to Aboriginal Housing Victoria. These dwellings are now classified as Indigenous community housing. A small number of SOMIH tenants and properties transferred to public housing. No SOMIH dwellings are reported for Victoria for 2009-10 onwards.
- In WA, from 2010-11 SOMIH dwellings ceased to be funded separately and were combined with public housing. From 2010-11, SOMIH dwellings in WA are reported as public housing.
- The ACT does not have a separately identified or funded Indigenous housing program. Social housing assistance for Indigenous people is provided through public housing and Indigenous community housing.
- In the NT, Indigenous housing was provided through community housing (prior to 2010-11) or public housing (2010-11 onwards). During 2008-09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. These dwellings are not included in either the community housing data collection or the public housing data collection.

In NSW, a separate statutory organisation — the Aboriginal Housing Office (AHO) — is responsible for planning, administering and expanding policies, programs and the asset base for Aboriginal housing.

Community housing

Community housing is delivered by not-for-profit organisations that develop, own and/or manage affordable rental housing for people on low or moderate incomes. Community housing organisations typically receive some form of government assistance, such as direct funding or the provision of land and property, but a number of community housing organisations are entirely self-funded. Increasingly, community housing organisations are seeking funding through alternative, non-government means, such as leveraging and partnership arrangements.

A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in providing affordable housing. Community housing programs may also establish links between housing and services managed at the community level, including services for people with disability, and home and community care. It is also intended to provide a choice of housing location, physical type and management arrangements. Some forms of community housing also allow tenants to participate in the management of their housing. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 16.3).

The role of community housing in the housing sector is expanding, driven primarily by changes in government policy that encourage the sector to play a larger role in the provision of affordable housing (Productivity Commission 2010). Community housing organisations are working in partnership with the Australian, State and Territory governments, and the private sector, to increase the supply of affordable housing, and many of the new dwellings constructed under the NRAS and other Australian Government social housing initiatives are or will be owned or managed by community housing organisations.

Box 16.3 **Models of community housing**

Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government has management responsibility and ownership of the housing stock. Table 16A.64 lists the community housing programs in each jurisdiction.

Some models of community housing are:

- *housing cooperatives*, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative
- *local government housing associations*, providing low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and can directly manage the housing stock
- *regional or local housing associations*, providing property and tenancy management services, and support services to tenants
- *State and Territory government housing entities* are community housing organisations established and controlled by State and Territory governments
- *specialist providers* are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups
- *broad service delivery* are organisations that provide housing and other welfare services, such as aged care and disability services
- *vertically integrated providers of affordable housing* are involved in all stages of providing affordable housing, from construction to property and tenancy management
- *community management and ownership*, where housing is owned and managed by not-for-profit or community housing associations
- *joint ventures and housing partnerships*, where church and welfare entities, local government, private sector and other organisations provide resources in cooperation with State and Territory governments; or where groups of community housing providers form partnerships to maximise growth opportunities, share resources and/or manage risk
- *equity share rental housing*, where housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management).

Source: Australian, State and Territory governments (unpublished).

At 30 June 2012, 61 033 households were assisted with community housing and there were 61 563 community housing tenancy rental units in Australia (tables 16A.3 and 16A.4). Table 16A.59 presents the proportion of all households residing in community housing in each jurisdiction in 2011 (0.7 per cent nationally).

Indigenous community housing

Indigenous community housing (ICH) is housing funded by Australian, State and Territory governments that are generally managed and delivered by ICH organisations (although some ICH dwellings are managed by State and Territory housing authorities). The commencement of the NAHA on 1 January 2009 resulted in changes to the funding and administrative arrangements for ICH.

From 1 January 2009, ICH was funded through the NAHA SPP and the associated National Partnership Agreement on Remote Indigenous Housing (NPA RIH), and delivered by State and Territory governments. State and Territory governments assumed responsibility for administering ICH in urban and regional areas, and arrangements varied across jurisdictions. Some ICH dwellings were transferred to other social housing programs.

Descriptive information on ICH is contained in table 16A.8.

Diversity of State and Territory government social housing

State and Territory governments have similar broad objectives for providing social housing. Individual jurisdictions, however, emphasise different objectives depending on their historical precedents and ways of interacting with community sector providers. Jurisdictions also have different private housing markets. These differences lead to a variety of policy responses and associated forms of assistance. It is important to consider the various levels and types of assistance provided in each State and Territory, the differences in urban, regional and remote area concentration, and the various eligibility criteria for the different assistance types when analysing performance information. Some information on the context for public housing and SOMIH are included at tables 16A.60 and 16A.61.

Urban, regional and remote concentrations

The proportion of social housing located in urban, regional and remote areas, for public housing, SOMIH and community housing, using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas) is

shown in table 16.2. Data for Indigenous community housing may be included in future reports.

Table 16.2 Regional and remote area concentrations of social housing, at 30 June 2012 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
Major cities	83.4	72.4	67.3	66.8	77.3	..	99.9	..	72.7
Inner regional	13.3	22.4	16.5	10.0	6.7	73.3	0.1	..	15.8
Outer regional	3.0	5.2	14.1	10.6	13.9	26.0	..	71.0	9.0
Remote	0.3	–	1.6	8.2	1.8	0.5	..	25.4	1.8
Very remote	–	..	0.5	4.5	0.2	0.2	..	3.6	0.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<i>SOMIH</i>									
Major cities	43.7	..	13.3	..	60.8	35.1
Inner regional	31.5	..	18.6	..	7.8	82.9	24.6
Outer regional	18.3	..	39.6	..	18.2	17.1	25.4
Remote	5.6	..	10.2	..	5.4	–	6.9
Very remote	0.8	..	18.2	..	7.8	–	8.0
Total	100.0	..	100.0	..	100.0	100.0	100.0
<i>Community housing</i>									
Major cities	67.2	71.8	51.0	71.6	84.5	..	99.7	..	64.9
Inner regional	26.3	24.5	22.0	19.3	8.9	72.3	0.3	..	24.0
Outer regional	6.4	3.5	20.5	7.7	5.4	26.5	..	42.6	9.3
Remote	0.1	0.1	2.9	1.1	1.1	1.1	..	55.8	1.1
Very remote	–	..	3.5	0.2	0.1	0.1	..	1.6	0.7
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

^a Further information pertinent to these data is provided in tables 16A.5–16A.7. Data are calculated as the proportion of total dwellings. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero.

Source: AIHW (unpublished); tables 16A.5–16A.7.

Eligibility criteria for access to social housing

Eligibility criteria for access to social housing varies across the forms of social housing and across jurisdictions.

For public housing, in most cases, jurisdictions require that applicants are Australian citizens or permanent residents and do not own or partially own residential property. All jurisdictions require eligible applicants to reside in the respective State or Territory. Most jurisdictions provide security of tenure after an initial probationary period and most jurisdictions have periodic reviews of eligibility. Rebated rents generally result in the majority of households paying no more than 30 per cent of their gross income in rent (the rent to income ratio).

Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent. Information on the eligibility criteria for income and asset limits for each jurisdiction is presented in table 16A.63.

Eligibility criteria for access to SOMIH (table 16A.61) are generally consistent with those for public housing (table 16A.60), once an applicant has been confirmed as Indigenous. Terms of tenure are the same as those for public housing in most jurisdictions.

Eligibility criteria for community housing are generally consistent with those for public housing in each jurisdiction.

Waiting lists

All State and Territory governments prioritise access to social housing by segmenting their waiting lists in some way. Segments are defined differently across jurisdictions, but generally reflect urgent need to avoid homelessness and an inability to access appropriate private market accommodation.

The management of waiting lists varies across jurisdictions. NSW, Queensland, WA, the ACT and the NT have adopted an integrated social housing waiting list and do not segment by public housing, SOMIH and community housing. Progress towards adopting an integrated waiting list varies for the remaining jurisdictions. For this report, data for integrated waiting lists are not yet available and waiting list data are reported separately for public housing, SOMIH and community housing.

16.2 Framework of performance indicators

The performance indicator framework provides information on equity, efficiency and effectiveness, distinguishes the outputs and outcomes and reflects the objectives of social housing (box 16.4).

The performance indicator framework shows which data are comparable in the 2013 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic

distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services, (see chapter 1 for more detail on reforms to federal financial relations).

The NAHA covers the area of housing and homelessness, and housing and homelessness indicators in the National Indigenous Reform Agreement (NIRA) establish specific outcomes for reducing the level of disadvantage experienced by Indigenous Australians. Both agreements include sets of performance indicators, for which the Steering Committee collates performance information for analysis by the COAG Reform Council (CRC). Performance indicators reported in this chapter are aligned with performance indicators in the NAHA. The NAHA was reviewed in 2011 and 2012 resulting in changes that have been reflected in this Report, as relevant.

A review of the NAHA was completed in 2012 and a revised suite of performance indicators agreed by COAG. No changes to reporting on housing services in this Report are required to align with the revised suite of NAHA performance indicators.

Different delivery contexts and locations influence the equity, effectiveness and efficiency of social housing. The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

Box 16.4 Objectives for social housing

Social housing aims to assist people unable to access alternative suitable housing options through the delivery of affordable, appropriate, flexible and diverse social housing. Some forms of social housing aim specifically to contribute to Indigenous community wellbeing by improving housing outcomes for Indigenous people, especially those living in remote communities.

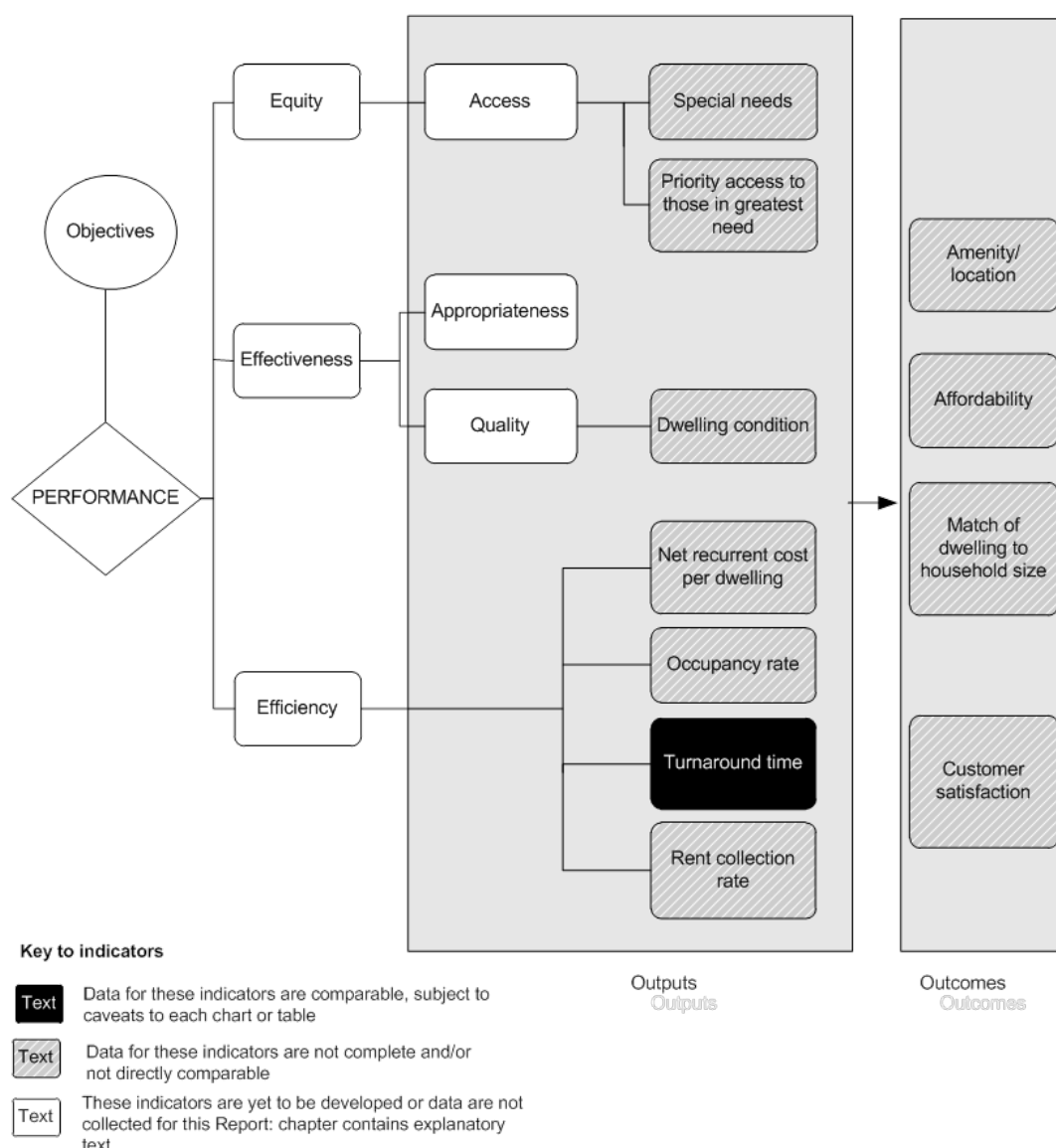
The NAHA and previously the CSHA provide the overarching framework for the delivery of social housing in Australia:

- The objective of the NAHA (2009) is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation.
- The guiding principles of the CSHA (2003) included maintaining a social housing sector and providing appropriate housing assistance, improving housing outcomes for Indigenous people, improving links with other programs and support to people with complex needs, promoting social and economic participation, managing housing programs efficiently and effectively, ensuring cooperative relationships between levels of governments, and promoting a national approach to affordable housing.

Source: FaCS (2003); COAG (2009).

The performance indicator framework for social housing is presented in figure 16.1.

Figure 16.1 Social housing performance indicator framework



16.3 Key performance indicator results

Results for each performance indicator are presented separately for public housing, SOMIH, community housing and Indigenous community housing. Generally, performance indicator results are comparable between public housing and SOMIH. Public housing and SOMIH results are not comparable to community housing and Indigenous community housing because of differences in data quality, timing and coverage.

Data presented in this Report are collected from a variety of sources and the quality and coverage of each collection varies.

-
- Public housing and SOMIH data are sourced from State and Territory government unit record datasets extracted from administrative databases. The data are complete and comparable. As outlined in section 16.1, Victoria (from 2009-10), WA (from 2010-11), the ACT and the NT are not included in the SOMIH data collection.
 - Community housing data are sourced from jurisdictions' administrative data (provided by State and Territory governments), community housing provider surveys and the National Social Housing Survey (NSHS). Queensland and the NT do not survey their community housing providers, and provide administrative data. Data are not directly comparable across jurisdictions or over time, due to varying response rates and changes to the definitions and counting rules used over time for the provider surveys. Table 16A.66 and related data quality information outline the survey response rates and associated information for each jurisdiction.
 - Indigenous community housing data are a combination of administrative data and survey data collected from ICH organisations. Complete data for all jurisdictions are not available, and ICH data should be interpreted with caution. Details of all ICH dwellings were not known and ICH data reflect only those dwellings for which details were known. ICH data are not reported for a number of the social housing performance indicators due to issues with data quality and availability.

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators. DQI in this Report covers the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and note key data gaps and issues identified by the Steering Committee.

All DQI for the 2013 Report can be found at www.pc.gov.au/gsp/reports/rogs/2013.

This Report includes additional descriptive data for social housing in tables 16A.5 (public housing), 16A.6 (SOMIH), 16A.7 (community housing) and 16A.8 (ICH).

Outputs

The following indicators measure the outputs of social housing. Outputs are the services delivered, while outcomes are the impact of those services on the status of an individual or group (see chapter 1, section 1.5).

Special needs

‘Special needs’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.5).

Box 16.5 Special needs

‘Special needs’ is defined as the proportion of new tenancies allocated to households with special needs. The proportion of new tenancies with special needs is reported as a proxy for measuring all households with special needs.

Households with special needs are defined as:

- for public and community housing — those households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members
- for SOMIH — those households that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.

A high or increasing proportion indicates a high degree of access by these special needs households.

Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Data reported:

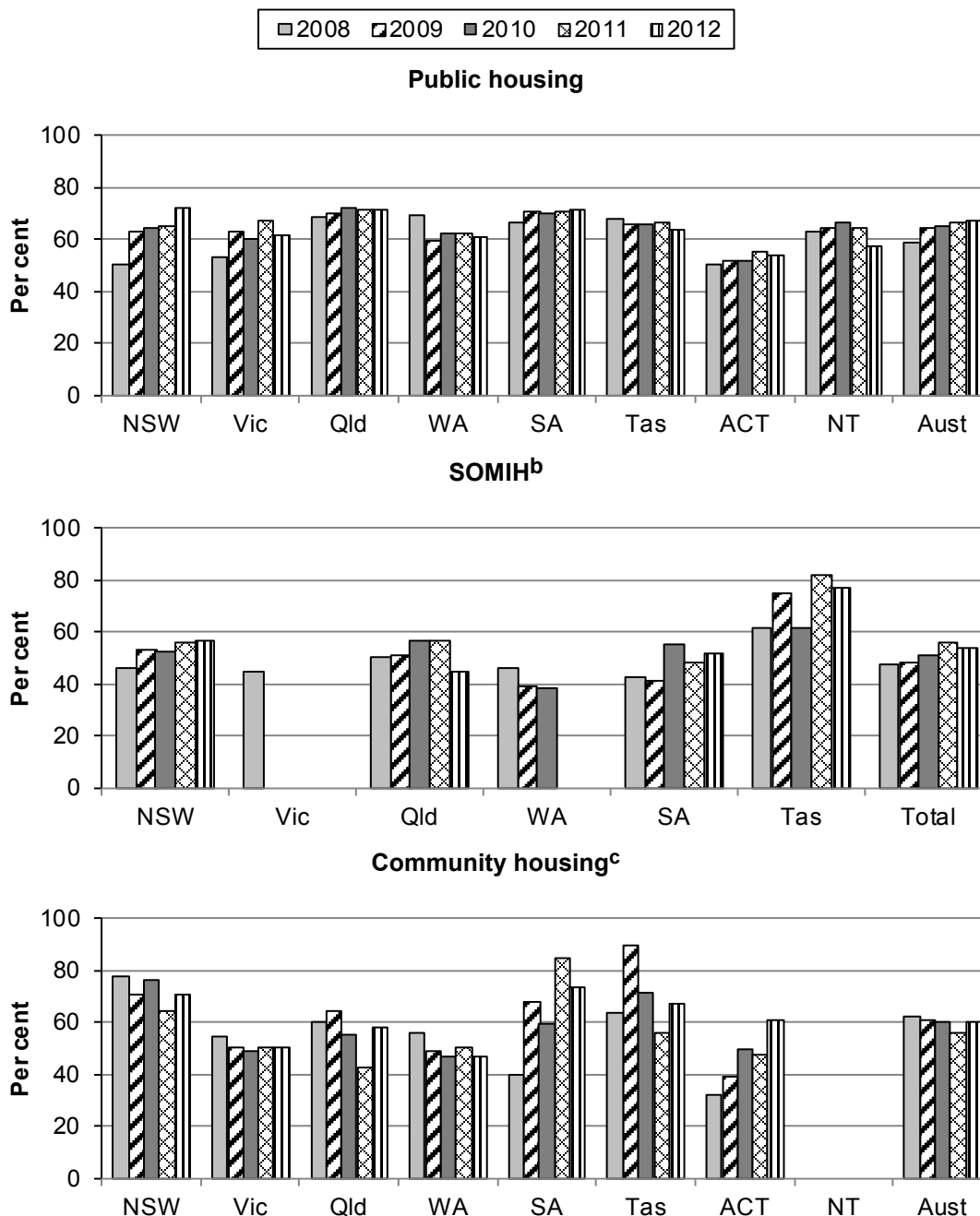
- are not comparable across public housing, SOMIH and community housing
- for public housing and SOMIH are comparable across jurisdictions, but not over time
- for community housing are neither comparable nor complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

The proportions of new housing tenancies that were allocated to households with special needs varies across the forms of social housing, across jurisdictions and over time. Nationally in 2011-12:

- 67.5 per cent of new public housing tenancies were allocated to households with special needs, increasing from 59.0 per cent in 2007-08
- 54.0 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 47.2 per cent in 2007-08
- 60.3 per cent of new community housing tenancies were allocated to households with special needs, decreasing from 62.4 per cent in 2007-08 (figure 16.2).

Figure 16.2 **New tenancies allocated to households with special needs (per cent)^a**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.9–16A.11 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. ^c Data for the NT are not available.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); tables 16A.9–16A.11.

Priority access to those in greatest need

‘Priority access to those in greatest need’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes ensure that those in greatest need have priority access to housing (box 16.6).

Box 16.6 Priority access to those in greatest need

‘Priority access to those in greatest need’ is defined as the proportion of new allocations of housing to households in greatest need.

Greatest need households are defined as households that at the time of allocation are either homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or that has very high rental housing costs.

The following measures are reported:

- the proportion of new allocations that were to households in greatest need
- the proportion of new allocations to households in greatest need (of all new allocations) that were waiting for periods of: less than three months; three months to less than six months; six months to less than one year; one year to less than two years; two years or more. These percentages are not cumulative, because time to allocation for this measure reflects greatest need allocations as a percentage of all new allocations for the time period.

High or increasing values for these measures, particularly for short timeframes, indicate a high degree of access for those households in greatest need.

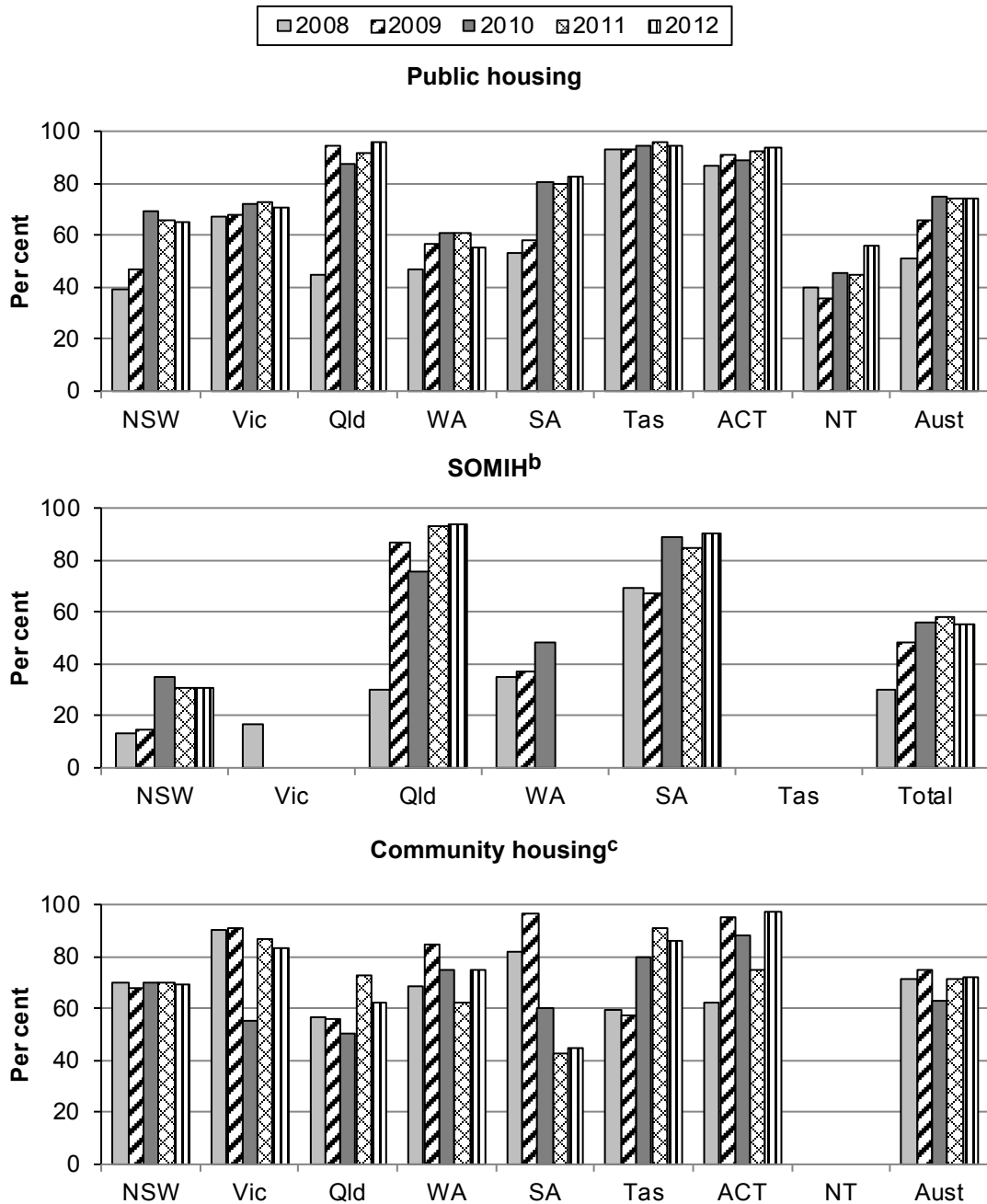
Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Differences in State and Territory housing assessment policies and community housing allocation policies can influence comparability for this indicator. Data reported:

- for public housing and SOMIH are comparable across jurisdictions, but not over time
- for community housing are neither comparable nor complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

The proportions of new allocations to those households in greatest need for public housing, SOMIH and community housing are reported in figure 16.3. Nationally in 2011-12, 74.2 per cent of new public housing allocations, 55.7 per cent of new SOMIH allocations and 72.0 per cent of new community housing allocations were to those households in greatest need (figure 16.3).

Figure 16.3 Proportion of new allocations to those in greatest need^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.12–14 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009–10) or WA (2010–11) as SOMIH was transferred to other housing programs. Data for Tasmania were not available. ^c Data for the NT are not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia (Cat. no. HOU 236); tables 16A.12–16A.14.

Table 16.3 presents information on the proportion of new public housing and SOMIH allocations made to households in greatest need for the year ending 30 June 2012, within particular timeframes. Nationally, of all new households that were allocated public housing within three months at 30 June 2012, 83.1 per cent were households in greatest need. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2012, 70.4 per cent were households in greatest need (table 16.3).

Table 16.3 Proportion of new allocations to those in greatest need, for year ending 30 June 2012^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
Under 3 months	78.1	67.3	96.8	63.0	90.1	94.0	97.6	47.5	83.1
3 < 6 months	77.0	70.2	97.4	75.8	90.6	95.9	94.7	67.6	84.0
6 months to < 1 year	67.5	78.2	96.4	77.9	88.1	97.2	90.5	73.6	82.1
1 < 2 years	66.3	80.5	94.8	72.2	85.5	96.7	83.6	67.0	77.9
2+ years	47.3	63.9	95.3	34.0	59.5	83.7	91.3	42.0	46.2
Overall	65.6	70.8	96.4	55.2	83.1	94.9	94.0	56.5	74.2
<i>SOMIH</i>									
Under 3 months	45.3	..	95.9	..	89.5	na	70.4
3 < 6 months	38.2	..	91.2	..	100.0	na	60.9
6 months to < 1 year	28.1	..	94.7	..	100.0	na	58.1
1 < 2 years	19.3	..	90.9	..	100.0	na	42.3
2+ years	21.4	..	90.0	..	44.4	na	28.8
Overall	31.0	..	93.8	..	90.5	na	55.7

^a Further information on these data is provided in tables 16A.12 and 16A.13. **na** Not available.
.. Not applicable.

Source: AIHW (unpublished); table 16A.12 and 16A.13.

Effectiveness — quality

Dwelling condition

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 16.7).

Box 16.7 Dwelling condition

‘Dwelling condition’ is defined as the proportion of households living in houses of an acceptable standard for public housing, SOMIH and community housing. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

A high proportion for this indicator suggests higher or increasing housing quality.

‘Dwelling condition’ is defined as the proportion of dwellings in need of either major repair or replacement for ICH.

A low proportion for dwelling condition suggests higher or increasing housing quality.

Data for this indicator are reported for Public housing, SOMIH, Community housing and ICH.

Data reported for this indicator are not comparable.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

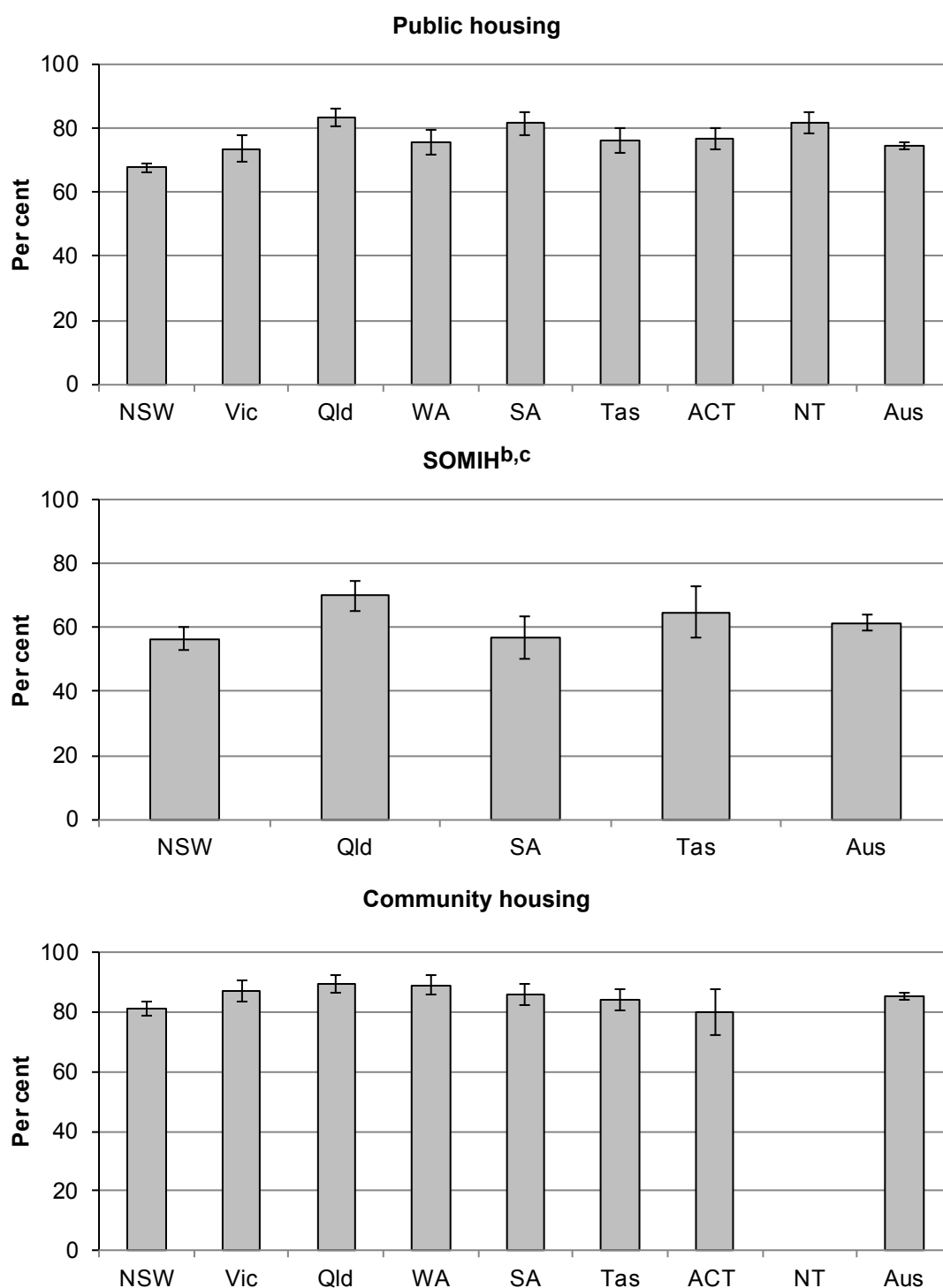
Nationally in 2012, the NSHS found that:

- for public housing, 74.7 per cent of all households and 61.3 per cent of Indigenous households had four working facilities and not more than two major structural problems
- for SOMIH, 61.4 per cent of all households had four working facilities and not more than two major structural problems
- for community housing, 85.2 per cent of all households and 71.5 per cent of Indigenous households had four working facilities and not more than two major structural problems (figure 16.4).

Information for Indigenous households is available in tables 16A.15–17.

95 per cent confidence intervals for these data are in the attachment tables.

Figure 16.4 Proportion of households with at least four working facilities and not more than two major structural problems, 2012^{a, b}

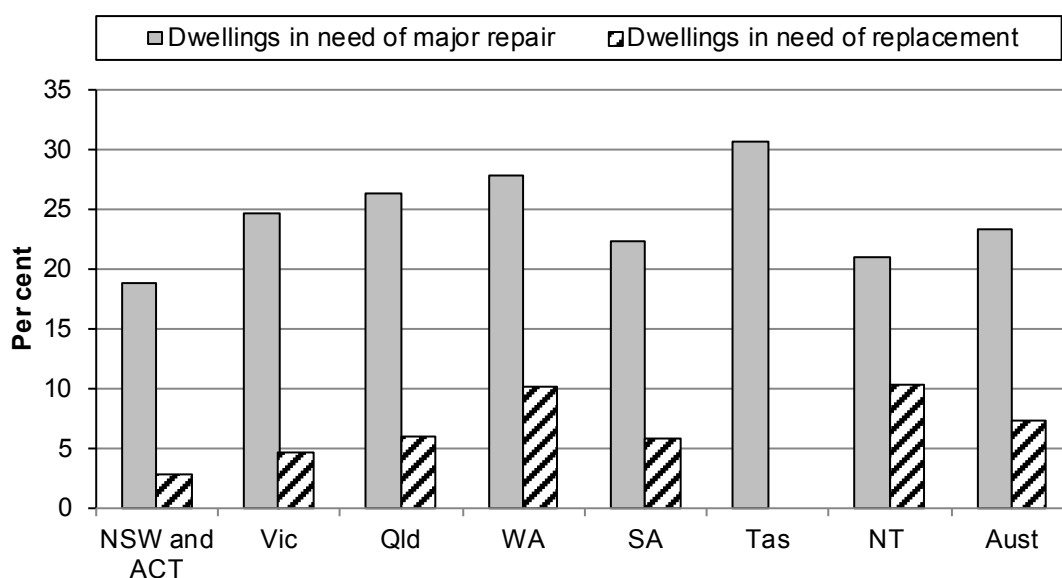


^a Error bars represent the 95 per cent confidence intervals associated with each point estimate. ^b Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.15–17 provide further information. ^c There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH program does not exist in these jurisdictions. ^d Includes a small proportion of non-Indigenous households. ^e Data for the NT are not available.

Source: AIHW (2012) *National Social Housing Survey*; tables 16A.15-17.

Nationally in 2006, 23.4 per cent of Indigenous community housing dwellings were in need of major repair and 7.2 per cent of dwellings were in need of replacement (table 16A.18) (figure 16.5).

Figure 16.5 Proportion of Indigenous community housing dwellings in need of major repair and dwellings in need of replacement, 2006^{a,b}



^a The proportion of dwellings in need of replacement in Tasmania was nil, or rounded to zero. ^b ACT data have been included with NSW due to low numbers.

Source: ABS (2007) *Housing and Infrastructure in Aboriginal and Torres Strait Islander Communities 2006*; table 16A.18.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 16.8).

Box 16.8 Net recurrent cost per dwelling

'Net recurrent cost per dwelling' is defined as the cost of providing assistance per dwelling — total recurrent expenses (including administration and operational costs), divided by the total number of dwellings.

Measures are reported for public housing, SOMIH, community housing and Indigenous community housing. Net recurrent cost per dwelling for public housing is reported, both including and excluding the user cost of capital. Reporting for SOMIH, community housing and Indigenous community housing excludes the user cost of capital.

The total number of dwellings for Indigenous community housing is the number of permanent dwellings.

Holding other factors equal, a low or decreasing net recurrent cost per dwelling suggests an improvement in efficiency.

Cost per dwelling measures do not provide any information on the quality of service provided (for example, the standard of dwellings).

Data comparability and completeness vary for this indicator. Data reported:

- for public housing and SOMIH are comparable
- for community housing and Indigenous community housing are neither comparable nor complete

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

The cost incurred by jurisdictions in providing social housing includes:

- administration costs (the cost of the administration offices of the property manager and tenancy manager)
- operating costs (the costs of maintaining the operation of the dwelling, including repairs and maintenance, rates, the costs of disposals, market rent paid and interest expenses)
- depreciation costs
- the user cost of capital (the cost of the funds tied up in the capital used to provide social housing). For this Report, information on the user cost of capital was only available for public housing.

Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, and could therefore understate the total cost of public housing. In addition, some jurisdictions are unable to separate costs for public housing from those for other housing and homelessness assistance activities. There may also be double counting of some expenditure items

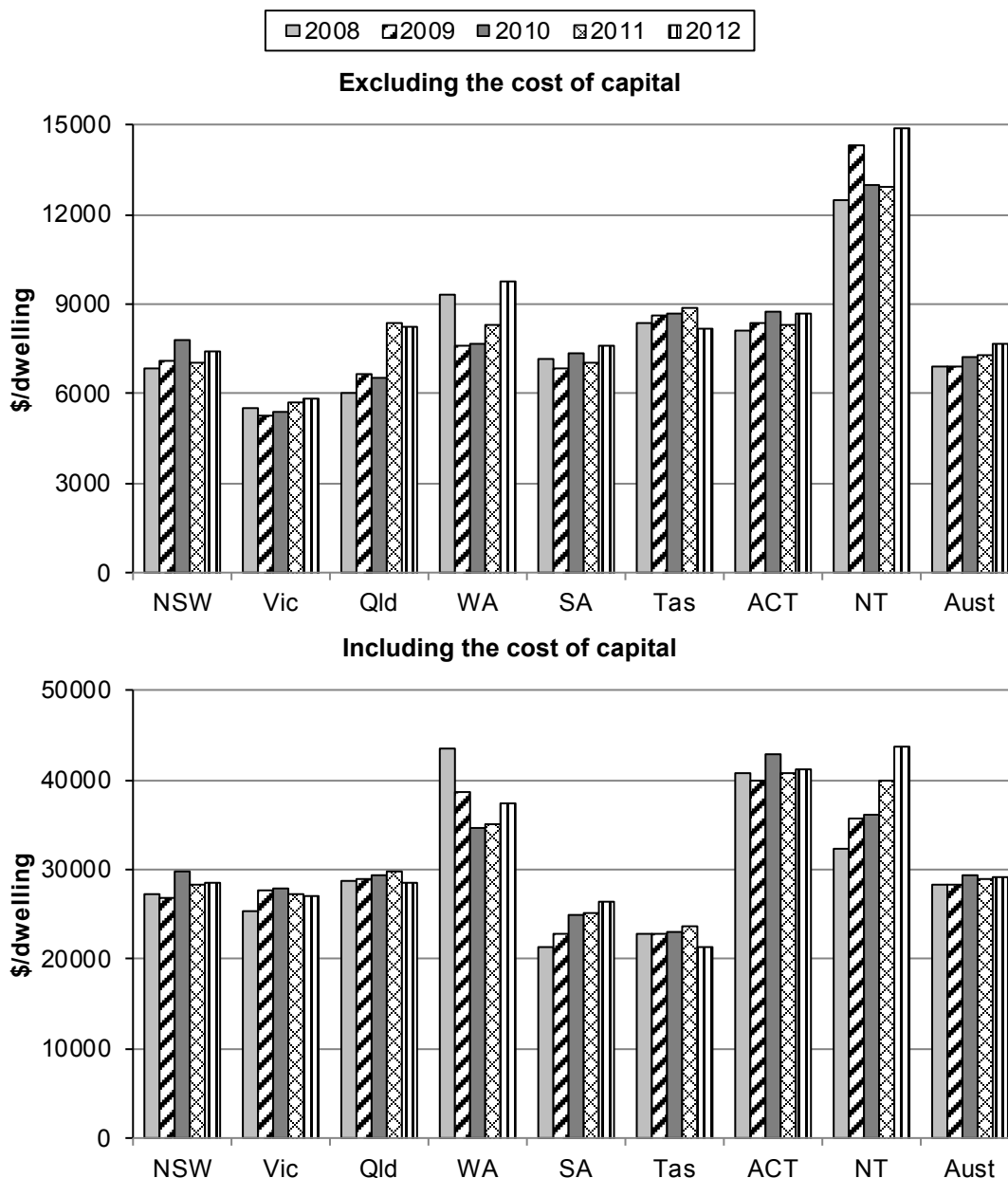
in the cost calculations for some jurisdictions. The user cost of capital, for example, is intended to capture all the costs of funding assets used to produce the services, but reported operating costs (apart from interest payments, which have been adjusted for) may already include some of these costs.

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the user cost of capital. There are different user cost of capital and service delivery models across jurisdictions, and user cost of capital data reported should be interpreted with caution. Information on the treatment of assets by housing agencies for each jurisdiction is presented in table 16A.65.

Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions. (Chapter 2 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally in 2011-12, net recurrent cost per dwelling (excluding the user cost of capital) for public housing was \$7707 and the cost per dwelling including capital costs was \$29 527 (figure 16.6). More detailed information on public housing expenditure is reported in nominal terms in table 16A.19 and in real terms in table 16A.20, including data from 2002-03 to 2011-12.

Figure 16.6 **Net recurrent cost per dwelling — public housing**
(2011-12 dollars)^{a, b}



^a Further information pertinent to these data is provided in table 16A.20. ^b Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.

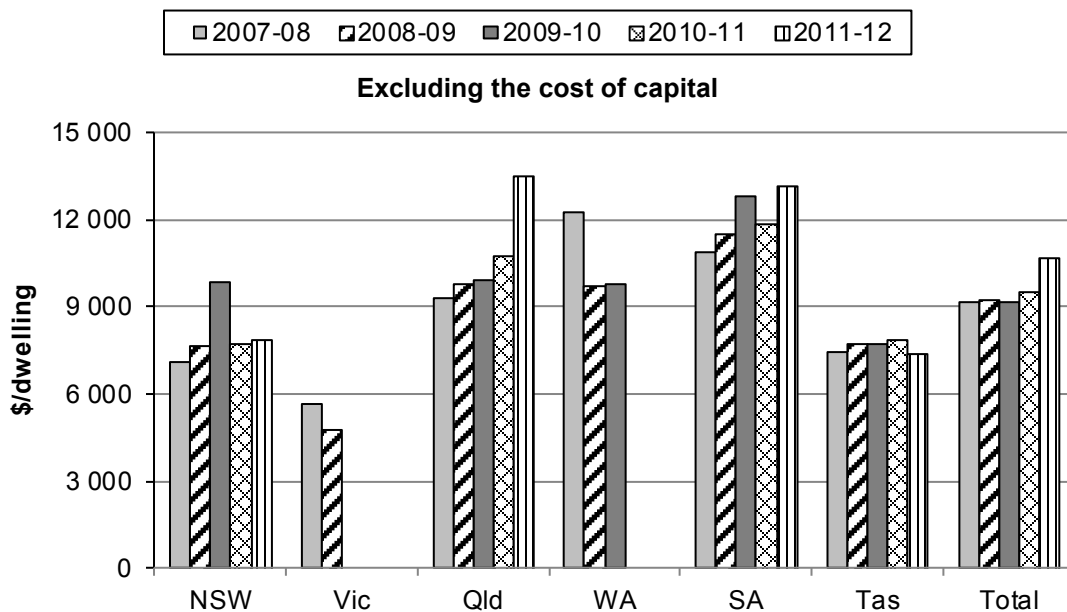
Source: State and Territory governments (unpublished); tables 16A.20 and AA.51.

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$10 682 in 2011-12 (figure 16.7). Table 16A.21 contains data for the years 2002-03 to 2011-12. Capital cost data for SOMIH are not available for this Report.

As with other indicators, it is not appropriate to compare the net recurrent cost per dwelling for public housing with that for SOMIH, because:

- SOMIH dwellings are slightly more concentrated in regional and remote areas, where the cost of providing housing assistance is potentially greater
- the need to construct culturally appropriate housing (possibly requiring different amenities) can affect the cost per dwelling for SOMIH
- different cost structures can apply to the programs. For example, construction of dwellings under SOMIH can involve a skills development element to allow for training of Indigenous apprentices in regional areas
- in jurisdictions where SOMIH is managed separately from public housing, there is greater scope for economies of scale in administration costs with public housing, which is a much larger program.

Figure 16.7 Net recurrent cost per dwelling — SOMIH (2011-12 dollars)^{a, b, c}



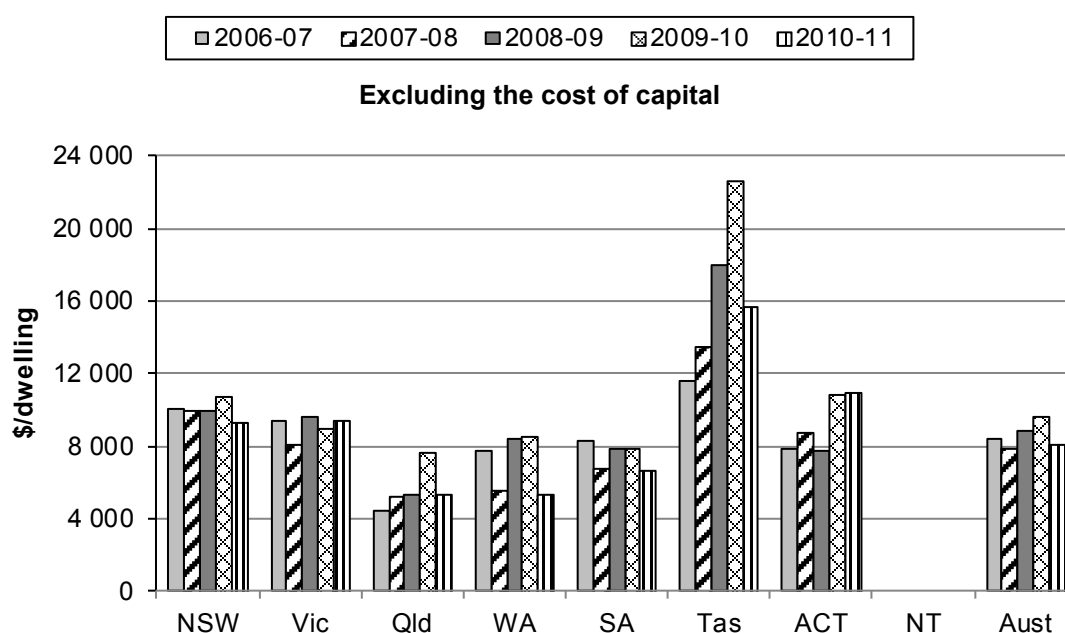
^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.21 provides further information. ^b Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details. ^c There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs.

Source: State and Territory governments (unpublished); tables 16A.21 and AA.51.

Data on net recurrent cost per dwelling for community and Indigenous community housing are reported with a one year lag to allow community housing providers an extra year to collate financial data. Capital cost data for community housing are not available for this Report.

Nationally, the net recurrent cost per tenancy at 30 June 2011 was \$8149 (figure 16.8). Table 16A.22 contains data from 2002-03 to 2010-11.

Figure 16.8 Net recurrent cost per tenancy — community housing (2010-11 dollars)^{a, b, c}



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.22 provides further information. ^b Data are adjusted to 2010-11 dollars using the gross domestic product (GDP) price deflator (2010-11 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details. ^c Data for the NT are not available.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); tables 16A.22 and AA.51.

Nationally in 2010-11, the net recurrent cost per Indigenous community housing dwelling was \$7327 (table 16.4). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2010-11 dollars)^{a, b, c, d}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov ^d	Aust
2006-07	9 350	..	3 854	na	3 829	..	na	na	na	5 862
2007-08	7 417	3 392	7 676	14 827	2 903	..	7 686	na	8 896	8 405
2008-09	6 409	6 318	3 967	6 786	3 507	..	10 801	na	8 031	5 627
2009-10	15 086	9 534	4 750	7 211	4 207	11 465	na	na	..	7 944
2010-11	10 656	4 851	5 538	9 063	na	4 960	na	na	..	7 327

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.23 provides further information. ^b Data are adjusted to 2010-11 dollars using the gross domestic product (GDP) price deflator (2010-11 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details. ^c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). ^d Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 236); AIHW (various years) *Indigenous Community Housing*; table 16A.23.

Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 16.9).

Box 16.9 Occupancy rate

‘Occupancy rate’ is defined as the proportion of dwellings occupied. The term ‘occupied’ refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority (for public housing and SOMIH) or community housing organisation (for community housing and Indigenous community housing).

A high or increasing proportion suggests greater efficiency of housing utilisation.

Occupancy is influenced by both turnover and housing supply and demand.

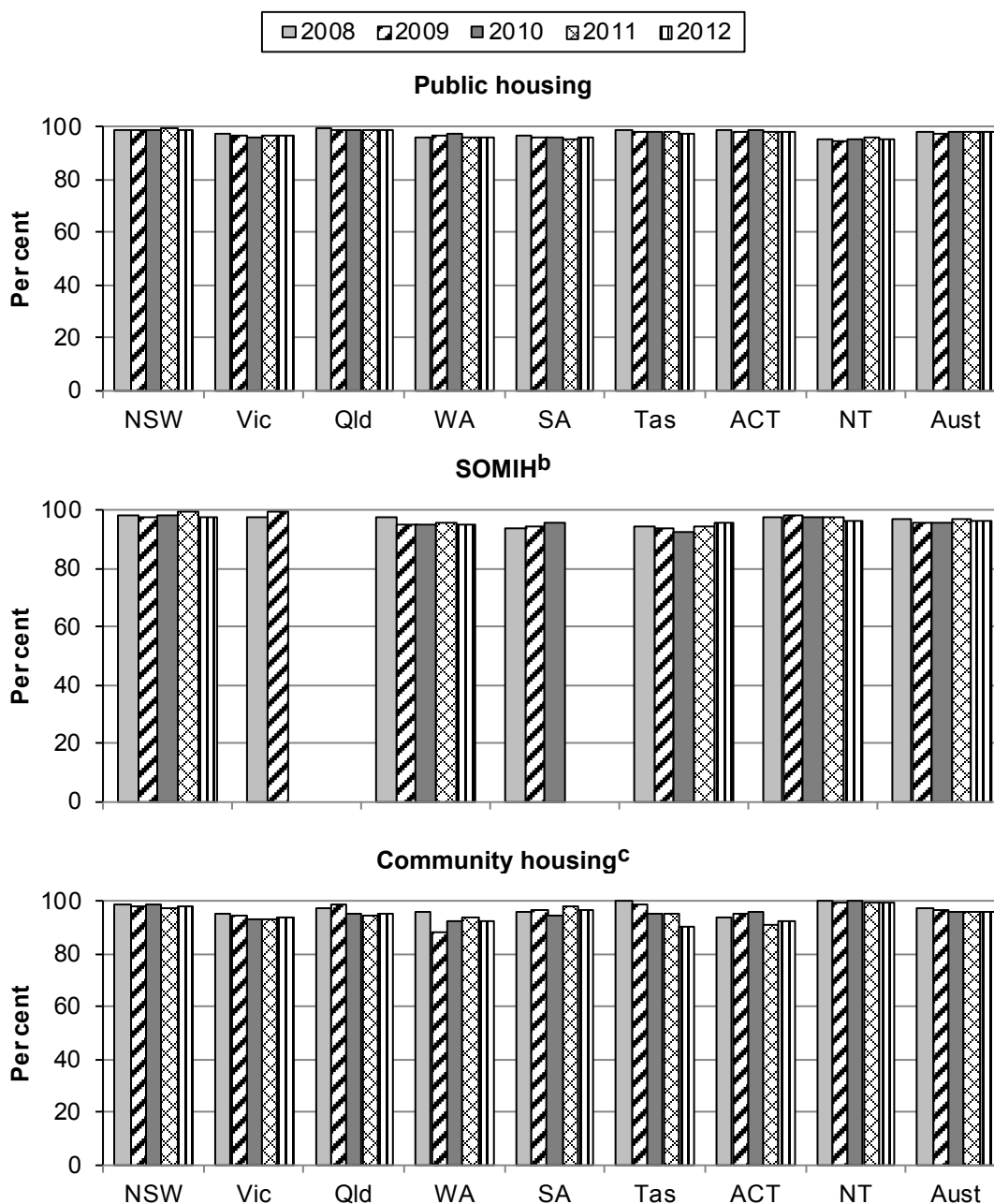
Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported:

- for public housing and SOMIH are comparable
- for community housing and Indigenous community housing are neither comparable nor complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

Nationally at 30 June 2012, the proportion of total rental stock occupied was 97.7 per cent for public housing, 96.5 per cent for SOMIH, and 96.2 per cent for community housing (figure 16.9).

Figure 16.9 Occupancy rates, at 30 June (per cent)^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.24–16A.26 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009-10) or WA (from 2010-11) as SOMIH was transferred to other housing programs. ^c Occupancy rates in the NT are based on the assumption that all dwellings are occupied.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 236; tables 16A.24–16A.26.

Nationally, 91.6 per cent of Indigenous community housing was occupied at 30 June 2011, though this varied across jurisdictions (table 16.5). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.5 Occupancy rates for Indigenous community housing, at 30 June (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov^c</i>	<i>Aust</i>
2007	98.3	..	100.0	91.0	89.0	..	100.0	na	94.9	96.2
2008	96.0	99.1	98.1	na	93.3	..	100.0	100.0	96.6	98.3
2019	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	..	90.8
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	..	91.6

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.27 provides further information. ^b Results for this indicator are based on those dwellings for which occupancy status was known. ^c Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 236); AIHW (various years) *Indigenous Community Housing*; table 16A.27.

Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.10).

Box 16.10 Turnaround time

‘Turnaround time’ is defined as the average time taken for vacant stock, that is available to rent through normal processes, to be occupied.

A low or decreasing turnaround time suggests efficient housing allocation.

Properties that are unavailable, undergoing major redevelopment or for which there was no suitable applicant are excluded from the calculation. Hard-to-let properties are included.

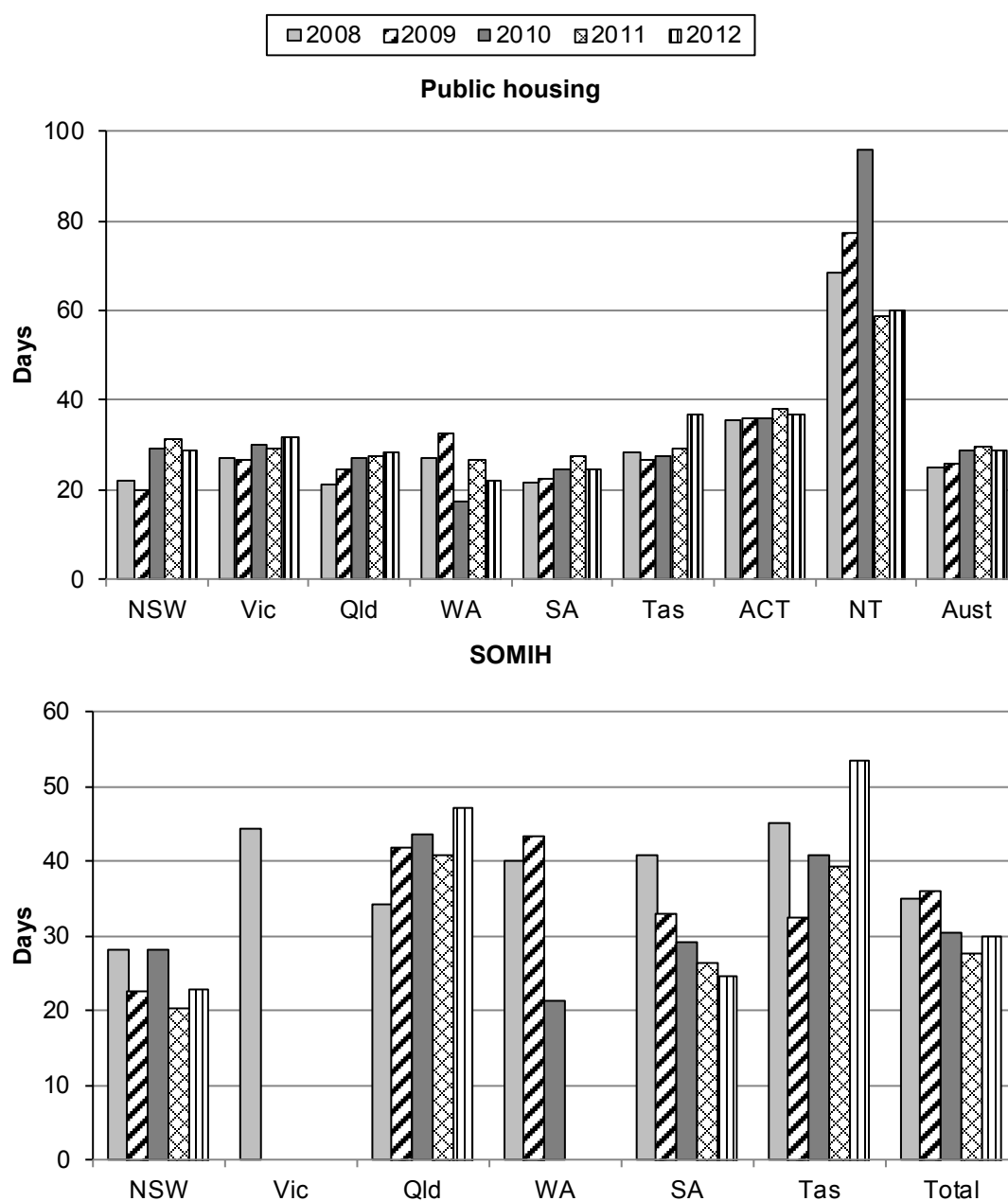
This indicator may be affected by changes in maintenance programs and stock allocation processes, and some jurisdictions may have difficulty excluding stock upgrades. Cultural factors may also influence the national average turnaround time for SOMIH dwellings relative to public housing dwellings. Following the death of a significant person, for example, a dwelling may need to be vacant for a longer period of time (Morel and Ross 1993). A higher proportion of SOMIH dwellings in regional and remote areas may also contribute to delays in completing administrative tasks and maintenance before dwellings can be re-tenanted.

Data for this indicator are reported for public housing and SOMIH.

Data reported for this indicator are comparable and complete.

Nationally, vacant stock remained unallocated for an average of 28.8 days for public housing and 29.9 days for SOMIH in 2011-12 (figure 16.10).

Figure 16.10 Average turnaround time



^a There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); tables 16A.28 and 16A.29.

Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 16.11).

Box 16.11 Rent collection rate

‘Rent collection rate’ is defined as the total rent collected as a percentage of the total rent charged.

A high or increasing percentage suggests higher efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a percentage of the rent charged.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements can affect the comparability of reported results. Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period can be higher than rent charged over that period.

Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing.

Data comparability and completeness vary for this indicator. Data reported:

- for public housing and SOMIH are comparable
- for community housing and Indigenous community housing are not comparable or complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

In 2011-12, the national rent collection rate was 99.3 per cent for public housing and 100.5 per cent for SOMIH. In 2010-11, the national rent collection rate was 97.9 per cent for community housing, and 94.9 per cent for Indigenous community housing (table 16.6). However, complete data for ICH were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.6 **Rent collection rate (per cent)^a**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov^b</i>	<i>Aust</i>
<i>Public housing</i>										
2007-08	100.0	97.2	98.9	101.0	99.6	101.9	99.9	101.7	..	99.5
2008-09	100.2	98.5	99.3	101.3	100.0	99.0	99.9	100.8	..	99.8
2009-10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	..	99.8
2010-11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	..	99.6
2011-12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0		99.3
<i>SOMIH^c</i>										
2007-08	96.8	99.6	99.6	104.3	103.7	99.8	99.0
2008-09	99.8	97.2	97.2	103.6	99.7	99.0	99.7
2009-10	101.5	..	101.5	104.5	100.7	101.7	99.7
2010-11	104.0	..	99.3	..	99.9	99.0	101.7
2011-12	100.0	..	100.6	..	100.7	98.6	100.5
<i>Community housing</i>										
2006-07	99.8	99.5	100.3	100.3	98.4	95.7	98.1	na	..	99.6
2007-08	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na	..	98.7
2008-09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	..	98.1
2009-10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	..	97.7
2010-11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	..	97.9
<i>Indigenous community housing</i>										
2006-07	90.0	..	96.6	96.8	65.5	..	100.0	111.5	92.0	96.2
2007-08	89.8	95.4	90.8	101.1	63.5	..	100.4	114.4	93.2	97.6
2008-09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3
2009-10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	..	88.1
2010-11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	..	94.9

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.30–33 provide further information. ^b Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. ^c There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. **..** Not applicable.

Source: State and Territory Governments (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 236; AIHW (various years) *Indigenous Community Housing*; tables 16A.30–16A.33.

Outcomes

The following indicators measure the outcomes of social housing. Outcomes are the impact of services on the status of an individual or group, while outputs are the services delivered (see chapter 1, section 1.5).

Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.12).

Box 16.12 Amenity/location

‘Amenity/location’ is defined as the percentage of tenants rating amenity/location aspects of their dwelling as important and as meeting their needs.

A high or increasing level of satisfaction with amenity and location suggests that the provision of housing assistance satisfies household needs.

Data for this indicator are reported for public housing, SOMIH and community housing. There are no data available for Indigenous community housing for the 2013 Report.

Data comparability and completeness vary for this indicator. Data reported:

- for public housing and SOMIH are comparable
- for community housing are neither comparable nor complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

Data for this indicator are sourced from the National Social Housing Survey (NSHS), which measures tenants’ level of satisfaction with various aspects of service, and to measure housing outcomes. Public housing, SOMIH and community housing tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. Data from the 2012 survey are reported for public housing, community housing and SOMIH. Data from earlier surveys (2010 [public housing and community housing] and 2007 [public housing, community housing and SOMIH]) were included in earlier reports.

Caution should be used when comparing the public housing, SOMIH and community housing results, due to the different demographic profile of Indigenous tenants and the method of data collection.

Nationally in 2012, the NSHS found that:

- for public housing, 83.4 per cent of tenants rated amenity as important and meeting their needs, and 87.9 per cent rated location as important and meeting their needs (tables 16A.34 and 16A.35)
- for SOMIH, 82.2 per cent of tenants rated amenity as important and meeting their needs and 86.8 per cent of tenants rated location as important and meeting their needs (table 16A.36)
- for community housing, 84.7 per cent of tenants rated amenity as important and meeting their needs, and 87.3 per cent rated location as important and meeting their needs (tables 16A.37 and 16A.38).

The precision of survey estimates depends on the survey sample size and further information, including 95 per cent confidence intervals, is presented tables 16A.36, 16A.55 and 16A.56.

Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.13).

Box 16.13 **Affordability**

‘Affordability’ is defined as tenants’ financial ability to access suitable housing. Two measures of affordability are reported:

- Average weekly rental subsidy per rebated household.
 - This measure is reported for public housing and SOMIH. It is calculated as the total rental rebate amount divided by the total number of rebated households.
 - The amount of a rental rebate is influenced by market rent. High market rents will result in high rental rebates and low market rents will result in low rental rebates. A high or increasing value of the subsidy might imply that governments are spending more to ensure housing affordability.
- Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent.
 - This measure is reported for public housing, SOMIH and community housing. It is calculated as number of low income rental households spending more than 30 per cent of their gross income on rent, divided by the total number of low income rental households.
 - Low income households are defined as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Low income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007).
 - Households in public housing and SOMIH who do not receive rental rebates are included in this measure. A low or decreasing proportion of households spending more than 30 per cent of their income on rent implies greater housing affordability.

Data for this indicator are reported for public housing, SOMIH and community housing. No data were available for reporting on ‘affordability’ for Indigenous community housing. New measures of affordability is a key area for development in future reports.

Data comparability and completeness vary for this indicator. Data reported:

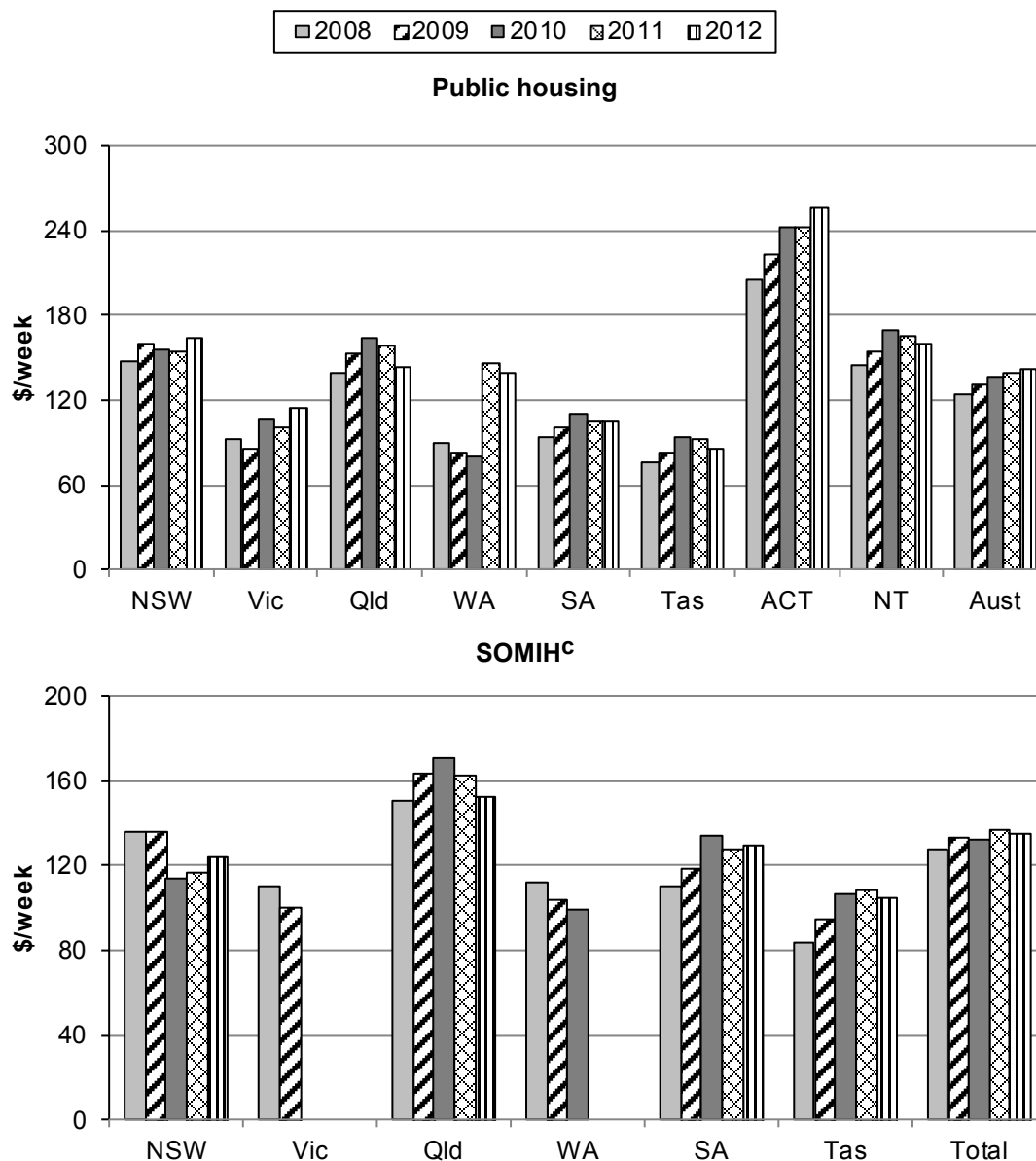
- for public housing and SOMIH are comparable
- for community housing are not comparable or complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

Average weekly rental subsidy

Nationally, the average weekly subsidy per rebated household in public housing was \$143 at 30 June 2012, increasing from \$124 at 30 June 2008 (in real terms). For SOMIH, the average weekly subsidy per rebated household was \$136 at 30 June 2012, increasing from \$128 at 30 June 2008 (in real terms) (figure 16.11). These subsidies varied across jurisdictions.

Figure 16.11 **Average weekly subsidy per rebated household at 30 June (2011-12 dollars)^{a, b}**



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 16A.39 and 16A.40 provide further information. ^b Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details. ^c There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); tables 16A.39, 16A.40 and AA.51.

Proportion of low income households spending more than 30 per cent of their income on rent

Information on the proportion of low income households in social housing are presented in table 16A.41.

At 30 June 2012:

- 97.8 per cent of all households in public housing were low income households, of which 0.4 per cent were spending more than 30 per cent of their gross income on rent
- 94.4 per cent of all households in SOMIH were low income households, of which 0.7 per cent were spending more than 30 per cent of their gross income on rent
- 91.5 per cent of all households in community housing were low income households, of which 3.5 per cent were spending more than 30 per cent of their gross income on rent (table 16A.41 and table 16.7).

Further information on the proportion of income paid in rent by low income households is provided in tables 16A.43–16A.46.

These results should be interpreted with care, as income data for some public housing and SOMIH households are not updated annually and this may result in overestimating the proportion of household income spent on rent. Further, differences in the treatment of CRA in rent assessment can affect the comparability of the results reported for community housing (CRA should be excluded from household income, but data for some households may include CRA in household income). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34).

Table 16.7 Proportion of low income households spending more than 30 per cent of their gross income on rent, at 30 June (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
2010	0.1	3.9	–	1.1	1.7	–	0.9	5.8	1.3
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
<i>SOMIH^b</i>									
2010	0.1	..	0.1	2.0	2.2	–	0.8
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
<i>Community housing</i>									
2009-10	12.9	20.3	na	59.9	6.9	28.0	23.6	na	18.4
2010-11	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.6
2011-12	3.8	–	na	5.0	3.6	26.5	–	na	3.5

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.42 provides further information. ^b There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); table 16A.42.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.14). The objectives of community housing providers in providing housing assistance may be different to those of governments.

Box 16.14 Match of dwelling to household size

‘Match of dwelling to household size’ is defined as the proportion of households that are overcrowded. Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS) since 2010 under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard.

The CNOS specifies that:

- no more than two people shall share a bedroom
- parents or couples may share a bedroom
- children under 5 years, either of the same sex or opposite sex may share a bedroom
- children under 18 years of the same sex may share a bedroom
- a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex
- single adults 18 years and over and any unpaired children require a separate bedroom.

Households living in dwellings where this standard cannot be met are considered to be overcrowded. The CNOS enables a comparison of the number of bedrooms required with the actual number of bedrooms in the dwelling and is sensitive to both household size and household composition.

A low or decreasing proportion of overcrowded households is desirable.

State and Territory governments’ housing authorities bedroom entitlement policies may differ from the CNOS.

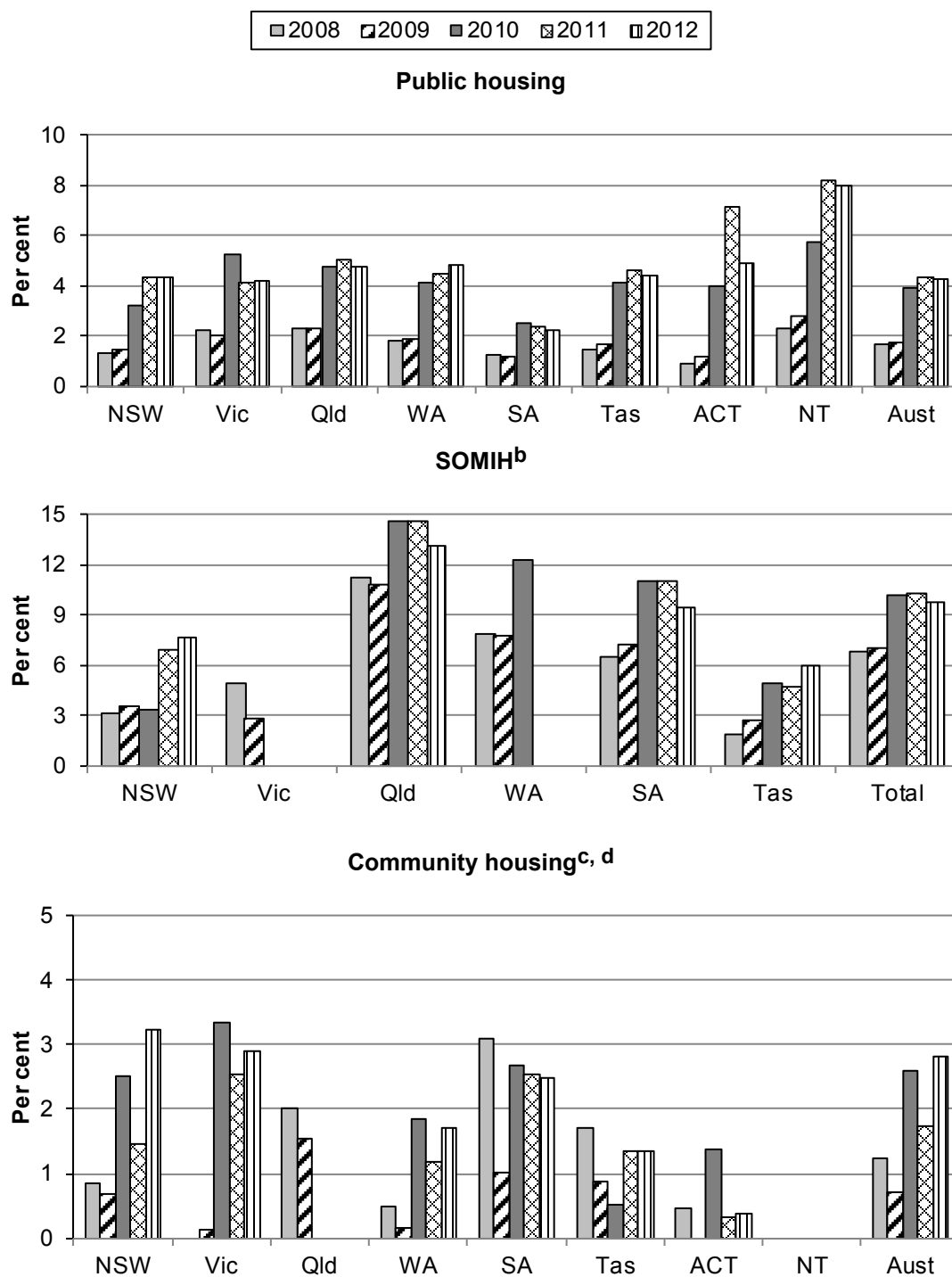
Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. The comparability and completeness of data reported for the indicator vary. Data reported:

- for public housing and SOMIH are comparable
- for community housing and Indigenous community housing are neither comparable nor complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2012, 4.3 cent of households in public housing were overcrowded, 9.8 per cent of SOMIH households were overcrowded and 2.8 per cent of households in community housing were overcrowded (figure 16.12). Information on underutilisation in public housing, SOMIH and community housing dwellings is reported at table 16A.54.

Figure 16.12 Proportion of overcrowded households, at 30 June^a



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 16A.47–16A.49 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009–10) or WA (2010–11) as SOMIH was transferred to other housing programs. ^c Data for Queensland (from 2010) and the NT are not available. ^d Proportions for Victoria in 2008 and the ACT in 2009 were nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); tables 16A.47–16A.49.

Table 16.8 illustrates the proportion of overcrowded households in Indigenous community housing. However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.8 Proportion of overcrowded households in Indigenous community housing, at 30 June (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2007	na	..	27.2	na	24.1	..	na	na	24.5	na
2008	29.1	—	36.6	na	na	..	—	na	10.2	na
2009	25.1	0.8	32.5	na	31.8	..	—	na	13.7	na
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	na
2011	na	5.7	13.9	32.9	52.0	na	na	na	..	na

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.50 provides further information. ^b Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. **—** nil or rounded to zero. **..** not applicable.

Source: AIHW (various years) *Housing Assistance in Australia* (Cat No. HOU 236); table 16A.50.

Other information relating to overcrowding of Indigenous people in social housing, includes:

- Indigenous people living in overcrowded conditions in public housing and SOMIH, by remoteness area (tables 16A.51 and 16A.52)
- the number of bedrooms required for people living in overcrowded conditions in Indigenous community housing (table 16A.53).

Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 16.15).

Box 16.15 Customer satisfaction

‘Customer satisfaction’ is defined as tenants’ satisfaction with the overall service provided.

A high or increasing percentage for customer satisfaction can imply better housing assistance provision.

Data are reported for public housing, SOMIH and community housing. There were no data available for Indigenous community housing for the 2013 Report.

Data comparability and completeness vary for this indicator:

- data reported for public housing and SOMIH are comparable
- data reported for community housing are neither comparable nor complete.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013.

Data for this indicator are sourced from the National Social Housing Survey (NSHS). Data from the 2012 survey are reported for public and community housing and SOMIH. Data from earlier surveys (2010 and 2007) were included in earlier reports.

Nationally in 2012, the NSHS found that:

- for public housing, 65.2 per cent of tenants in public housing were either satisfied (34.2 per cent) or very satisfied (31.0 per cent) with the service provided by the State or Territory housing authority (table 16A.55)
- for SOMIH, 58.5 per cent of SOMIH respondents were either satisfied (36.6 per cent) or very satisfied (21.9 per cent) with the service provided by the State housing authority (table 16A.36)
- for community housing, 73.9 per cent of tenants were either satisfied (35.1 per cent) or very satisfied (38.8 per cent) with the services provided by their community housing organisation (table 16A.56).

95 per cent confidence intervals for these data are in the attachment tables.

The levels of satisfaction varied across jurisdictions.

16.4 Future directions in performance reporting

Further developing indicators and data

The Housing and Homelessness Working Group will continue to improve the quality of community housing, Indigenous community housing and financial data in this Report.

Development work is underway to enable better reporting on crisis and transitional housing.

16.5 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter.

Australian Government comments

“ The NAHA is a framework for governments to work together to improve housing affordability, reduce homelessness and reduce Indigenous housing disadvantage. As part of the Agreement, governments have committed to undertake a number of reforms in the housing sector. The NAHA is supported by three National Partnership Agreements:

- the \$400 million National Partnership Agreement on Social Housing will deliver around 1950 dwellings – by 30 June 2012 over 1800 had been completed
- the \$1.1 billion National Partnership Agreement on Homelessness will deliver new expanded services to reduce homelessness across Australia. A Place to Call Home, a joint initiative under the National Partnership Agreement on Homelessness, will deliver over 600 new homes in conjunction with wrap-around support services. At 30 June 2012, 468 were completed
- the \$5.5 billion National Partnership on Remote Indigenous Housing will help address significant overcrowding, homelessness and poor housing conditions over 10 years. Up to 4200 new houses will be constructed and up to 4800 existing houses will be rebuilt or refurbished. At 30 June 2012, over 1400 new houses had been delivered and 4707 existing dwellings refurbished.

In addition, the \$5.6 billion Social Housing Initiative under the Nation Building — Economic Stimulus Plan will deliver around 19 700 social housing dwellings and has completed repairs and maintenance to around 80 000 existing social housing dwellings. As at 30 June 2012 construction had been completed for nearly 19 000 dwellings.

Commonwealth Rent Assistance (CRA) is a non-taxable income support supplement payable to individuals and families who rent accommodation in the private rental market and community housing. CRA rates are based on a customer's family situation and the amount of rent they pay. At 1 June 2012 1 188 467 individuals and families were receiving CRA. In 2011-12 Australian Government expenditure on CRA was \$3.35 billion.

The National Rental Affordability Scheme (NRAS) is a long-term commitment by the Australian Government to invest in affordable rental housing. The Scheme offers financial incentives to the business sector and community organisations to build and rent dwellings to low and moderate income households at a rate that is at least 20 per cent below prevailing market rates. As at 30 June 2012 more than 8500 dwellings had been built.

The Australian Government has continued to implement several other initiatives to improve housing affordability and help Australians buy their first home. These include the Housing Affordability Fund, First Home Savers Accounts, releasing surplus Commonwealth land and the Building Better Regional Cities initiative. Commonwealth Financial Counselling and Centrelink's Financial Information Service also help people in financial difficulty to make informed choices to address their problems

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New South Wales Government comments

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A strong and sustainable social housing system is a key priority for the NSW Government. The Government's plan for New South Wales, *NSW 2021*, outlines its commitment to deliver well-coordinated services to support those who need it most, including social housing services. Through early intervention and collaboration across different areas of government and with the non-government sector, NSW can design and deliver tailored support services to vulnerable individuals and families.

The NSW Government manages approximately 112 000 public housing properties – the largest number of public housing assets in Australia. As well as public housing, the community housing sector's role in the provision of social housing continues to grow, with almost 26 000 properties now being managed in this sector. The Aboriginal Housing Office owns nearly 4500 properties and Aboriginal housing providers manage more than 4700 properties.

The NSW Government is committed to building a flexible and responsive community housing sector, well integrated into the broader NSW social housing system, and capable of providing an increased supply of affordable housing tailored to tenants' needs. The Registrar of Community Housing registers and regulates community housing providers, and has a focus on ensuring a viable and diverse community housing sector that supports people in need in NSW.

The NSW Government's Build and Grow Aboriginal Community Housing Strategy is designed to better meet the needs of Aboriginal tenants and communities. Key features of the Strategy include addressing the backlog of maintenance in community-owned homes, developing an Aboriginal community housing provider registration system, introducing a new rent policy and providing time-limited capacity subsidies for registered providers.

NSW is also working to ensure that Aboriginal clients are offered culturally appropriate social housing products and services, are supported to sustain their tenancies, and experience less homelessness, overcrowding and housing affordability stress.

As well as delivering a strong and sustainable social housing system, the NSW Government is committed to tackling the underlying causes of rising housing costs by increasing the supply of affordable housing in the private market. Planning reforms are underway to support more private sector investment in new, affordable housing. This includes providing councils with planning tools to encourage housing development for low and moderate income households.

NSW is also working with the Commonwealth through the National Rental Affordability Scheme. The NSW Government has allocated more than \$260 million to support the delivery of over 6 500 new affordable rental homes for lower income families in NSW, of which 1 400 have been constructed to date.

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Victorian Government comments

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During 2011-12, Victoria continued its effort to provide housing and services to families and individuals who require assistance to access and maintain safe and stable housing as well as offer support for homeless people.

Through the Commonwealth Government's Nation Building Economic Stimulus Plan, over 900 new homes were completed in 2011-12 across Victoria, taking the total number of homes built through this program to 4503 in Victoria. The majority of these homes have been allocated to the homeless or those at risk of homelessness, with the rest provided to other Victorians in need of support such as those with a disability and the elderly.

In addition to this, Victoria has progressed on many of its redevelopment projects which aim to redevelop outdated public housing neighbourhoods to offer an integrated mix of public, social and private homes with landscaped parks and gardens in well located areas.

For example, 152 new homes were delivered in 2011-12 as part of the Fitzroy renewal project with three retail spaces and a family and children's hub. Additional benefits were delivered such as local children art projects and youth sport programs as a result of the government's strong partnership with the development team and collaboration with residents.

Two new Work and Learning centres were set up in Carlton and North Geelong which offer people experiencing disadvantage, particularly public housing tenants, access to career guidance, training and links to employment services and employers. In 2011-12, the two centres developed support plans for 225 clients and placed 146 people into employment and training.

The Public Tenant Employment Program has also helped housing tenants from disadvantage areas in Victoria to develop skills and work readiness to break the cycle of disadvantage. Job opportunities to public tenants were provided during the construction phase of three housing affordability projects in Richmond, Prahran and Fitzroy. A place-based work and learning broker was engaged at each of the projects to support tenants, including linking them to training and/or employment opportunities with public housing work contractors and community enterprises.

Victoria is also committed to maintaining and improving public housing. In 2011-12 major upgrades to 1832 homes were completed, extending the life of these ageing properties and making them more comfortable for residents to live in.

Victoria has contributed to reducing its environmental footprint by implementing environmentally sustainable initiatives. The government has assisted housing tenants to reduce their energy and water consumption by retrofitting 250 public housing properties with energy and water efficient facilities.

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A minimum 6 Star Nationwide House Energy Rating Scheme rating was achieved through building renewal projects delivered at Richmond, Prahran and Fitzroy housing estates.

Queensland Government comments

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Queensland continues to be committed to delivering a social housing system that provides safe, affordable and appropriate housing for Queenslanders.

In addition, Queensland is progressing a significant reform agenda at the State and national levels to ensure the best long-term use of assets and to improve client outcomes.

During 2011-12, social housing assistance was provided to more than 70 000 households across Queensland. New households with a very high or high housing need comprised 95 per cent of households provided with government-managed social rental housing. A total of 202 372 households were assisted to access or sustain private market tenure.

Under the *Nation Building Jobs Plan – Social Housing Initiative*, during 2011-12 Queensland expended \$145.5 million and completed 994 dwellings. The final 287 dwellings for delivery under this program will be completed in 2012-13.

Under the *National Rental Affordability Scheme* (life of program to 30 June 2012) 11 284 incentives were approved, 2472 new dwellings became available and 2191 dwellings were tenanted.

The range of State reform initiatives commenced in 2011-12 in Queensland are significant and aim to:

- leverage the extensive asset base worth over \$15 billion to facilitate redevelopment and/or create additional housing better aligned to current needs
- create a stronger role for not-for-profit housing providers, who currently manage 20 per cent of Queensland's social housing stock, to pursue options for alternative service delivery models through land, stock and management transfers of public housing to not-for-profit housing providers.

In particular, the Logan Renewal Initiative aims to renew and realign an ageing public housing portfolio to meet current and future demand for housing assistance in Logan City, and will deliver a new supply of affordable housing both for rent and sale in response to anticipated population growth over the next 20 years. It will also transition management of the existing public housing portfolio in Logan (approximately 5000 tenancies) to one or more registered community housing organisations.

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Western Australian Government comments

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In 2011-12, the Housing Authority launched the SharedStart shared equity home ownership scheme, which provides shared equity loans to low to moderate income households. We assisted more than 190 applicants to buy newly built and off-the-plan properties under this scheme. The purchase of these is made affordable by the Authority taking an equity stake as a 'silent partner' and through the provision of low-deposit Keystart mortgage finance. A further 601 properties have been contracted.

The Government continues to address the affordability issue through its 10-year Affordable Housing Strategy, which was announced last year. The Authority is implementing the Strategy through the building and sale of houses, the provision of mortgage finance, the supply of rental properties, the sale of land and through our partnerships with the community, private sector and other State Government agencies. The Authority has already delivered more than 6 200 housing opportunities under this Strategy.

In March 2012, Cabinet acknowledged the impact of high housing in regional areas by approving a funding allocation over five years to deliver increased affordable housing opportunities for key workers in regional Western Australia. To date, 58 properties have been made available to staff of non-government organisations.

The State Government has increased its investment in NRAS to fund an extra 1000 new affordable rental homes, in conjunction with the Commonwealth Government. More than 500 new NRAS properties in WA were occupied this year.

Major activities for 2011-12 included the shifting away from public housing for life. This aims to transition tenants out of public housing and into other affordable housing options as their circumstances improve and includes the provision of affordable shared equity loan finances as well as support to access private rental opportunities. This not only encourages tenants to enter the wider housing market, but is also as an important part of our strategy to free up public housing for those on the waiting list who are in greater housing need.

The Authority has continued to work closely with the community housing sector to maximise the benefits being delivered to low and moderate income earners through the Asset Transfer Program.

We met our targets under the National Partnership Agreement on Remote Indigenous Housing for the third consecutive year, and improved housing and development opportunities by building workers' hostels for Aboriginal trainees in regional areas.

This year we celebrated 100 years of providing affordable housing for Western Australians. The Housing Authority traces its roots to the Workers' Homes Board, which was established to provide housing for workers on low to moderate incomes.

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South Australian Government comments

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Seventy-five years after becoming Australia's first public housing authority, the role of Housing SA continues to evolve to deliver better housing outcomes for South Australian communities. The creation of a new urban renewal authority, Renewal SA, in March 2012 has consolidated some activities conducted by South Australian agencies responsible for land and housing development including Housing SA's medium and high density housing developments, urban renewal activities and the affordable housing program.

Housing SA remains responsible for housing policy, community housing regulation, remote Indigenous and homelessness services, specialist social housing, tenancy management and maintenance functions. Housing SA also continues its new build programs for public, Aboriginal and community housing construction.

Housing SA continued to maintain 43 705 rental dwellings as at 30 June 2012. During 2011-12, 2592 properties were newly allocated to public and Aboriginal housing tenants with 95 per cent allocated to high needs households. The changing needs of our tenants has led to the employment of social workers to meet the growing demand for case management skills within our workforce.

Our Private Rental Assistance Program saw a 14.3 per cent increase in the total number of households assisted over the past financial year with 19 727 bonds, including cash bonds, guaranteed. The value of bonds guaranteed also increased, up to \$19.6 million, a 23.0 per cent increase from 2010-11.

New investment in Aboriginal housing under the National Partnership Agreement on Remote Indigenous Housing saw the construction of 58 new dwellings (above the target of 54) and 39 houses refurbished. Of these capital works, 38 new builds and 19 refurbishments were undertaken on the Anangu Pitjantjatjara Yankunytjatjara communities (APY Lands). A new information technology system, Chintaro, was rolled out across Housing SA to support the management of tenancies and properties across South Australia's Aboriginal communities.

Through the Nation Building – Economic Stimulus Plan (NBESP), Housing SA has continued to deliver affordable housing opportunities with the practical completion of 1367 new dwellings with a further 103 currently under construction as at 30 June 2012. We have been working towards increasing the growth of the not-for profit sector by transferring ownership of 617 NBESP properties. As at 30 June 2012, the legal transfer of 607 properties had occurred.

All properties funded through the National Partnership Agreement on Social Housing have been completed. Under the National Rental Affordability Scheme, South Australia has 1200 dwellings completed that are either tenanted or available for rent.

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Tasmanian Government comments

“ The landscape of social and affordable housing is changing in Tasmania. Public housing still represents the overwhelming proportion of social housing for the most vulnerable in the community. However in 2011-2012, the Tasmanian Government agreed to major reform of the State's social housing sector via the transfer of management of 4000 public housing properties, and the title ownership of vacant land, to three community housing organisations by June 2014. Tasmania released its first portfolio of 500 tenancies in early 2012 under the Better Housing *Futures* program.

In 2011-12 Housing Tasmania continued its strong performance in housing people in greatest need; managed an occupancy rate of 97.3 per cent; and reduced the waiting list from 2983 to 2670. There was a significant improvement in utilisation. However the ageing portfolio means that maintenance requirements between tenancies are high and this may have contributed to the disappointing increase in the number of days dwellings were vacant, the time to occupy and the number of dwellings unable to be tenanted.

During this period, there has also been a significant focus on implementing the Cost of Living Energy Efficiency Strategy. This has included initiatives such as thermal installations, window treatments, more efficient lighting and space heating, and solar hot water.

In October 2011, Tasmania began the progressive introduction of a new rent setting method whereby all tenants moved from a variable proportion of income to the flat 25 per cent used elsewhere in Australia. This major and complex change required detailed individual tenant communication, but the effect has been to create policy equivalence in rent conditions between public and community housing. It was the forerunner of a number of policy changes which are now being made. These changes afford greater policy equity so there is no disincentive for tenants to choose between social housing providers.

Tasmania's community housing picture validates efforts to foster growth in that sector. There was an improved response rate and better data quality than in previous years and there has been a sizeable increase in households and dwellings, together with a substantial decrease in net recurrent costs. On the National Social Housing Survey, satisfaction increased to 88 per cent for community housing. The sector in Tasmania is performing better than it has since collections started.

Throughout the year, there was a continuing effort to increase supply and by June 2012 the target of 1400 new homes had been built. This achievement was enabled by a range of Australian and Tasmanian Government programs including the Nation Building Economic Stimulus Plan and the National Rental Affordability Scheme. Tasmania expects to deliver a further 1000 homes and release 200 land lots for residential development by June 2016.

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Australian Capital Territory Government comments

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A wide range of policy and operational reforms to the social and broader housing system have been delivered in response to the National Affordable Housing Agreement. Work in establishing a housing continuum and in addressing housing affordability has ensured that the ACT Government has delivered the majority of its commitments under the National Affordable Housing Agreement.

The ACT was the first jurisdiction to complete its commitments under the Nation Building and Jobs Plan. The ACT delivered 421 properties, which was well above the Commonwealth's requirement to construct 297 properties. The final 27 dwellings were completed in 2011-12.

In keeping with the ACT's commitment to a strong and viable community housing sector, a total of 124 dwellings constructed under the stimulus program were transferred to a range of community housing providers, including three providers who are new to the ACT.

The ACT continued the re-alignment of the public housing portfolio to improve the quality of the stock and to better meet the needs of applicants and tenants. In addition, all newly constructed properties were built to a minimum 6 star energy rating.

In 2011-12, Housing ACT continued to integrate its specialist homelessness responses providing better support for vulnerable Canberrans. Notably, the implementation of the Central Access Point (CAP) has streamlined access to housing and homelessness services by ensuring that clients do not have to negotiate with multiple agencies access services. The CAP co-locates Housing ACT's Gateway Services, the central intake service for homelessness services, the Supportive Tenancy Service and CARE financial counselling service. Other evidence of Housing ACT working to assist vulnerable and marginalised people to participate in and enjoy the benefits of the community, include:

- The establishment of the Improved Support/Stronger Communities Initiative a specialist approach to anti-social and disruptive behaviour.
- The provision of support to 147 young tenants through the Youth Housing Program; and
- The ongoing support of the Joint Champions group, providing an opportunity for ACT public housing tenants to contribute to the planning and delivery of social housing services in the ACT.

A new Total Facilities Management contract came into effect on 1 July 2012. The new contract implemented several new initiatives aimed at further improving service delivery. Under the new contract the Total Facilities Manager is also required to achieve employment targets and to provide training to groups, such as public housing tenants, youth, people with a disability and Aboriginal and Torres Straight Islanders.

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Northern Territory Government comments

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In 2011-12 the Northern Territory continued to focus on land release and access to safe, affordable and appropriate housing.

Land release continued across the Palmerston suburbs of Bellamack, Johnston and Zuccoli. In addition, planning continued on the new suburbs of Mitchell in Palmerston and Kilgariff in Alice Springs. A minimum of 15 per cent of all new crown land releases were reserved for social and affordable housing.

In 2011-12, 443 new dwellings for low and middle income earners were constructed including:

- 356 new houses and 805 refurbishments in remote and urban Indigenous living areas as part of the \$1.7 billion ten year National Partnership Agreement on Remote Indigenous Housing
- 87 new social housing dwellings and significant upgrade works to existing facilities. This included the completion of the Bellamack Seniors Village, a jointly funded initiative of the Northern Territory and Commonwealth governments, which provided 40 one and two bedroom dwellings for seniors.

In early 2012, Venture Housing Company was formally established as the Territory's first affordable housing rental company. Venture will provide rental properties for low to moderate income earners in the Territory having difficulties affording market rental prices, with an initial focus on the Darwin region.

In 2011-12, the NT Home Ownership Business Division helped Territorians achieve homeownership by:

- issuing 166 loans through the HomestartNT shared equity scheme
- assisting with the sale of 21 new affordable housing units for low-to middle -income earners, priced between \$320 000 and \$390 000.

Other NT home ownership measures included the continued provision of stamp duty concessions for first home buyers, senior Territorians, veterans and carers looking to purchase or build a new home. There were also 162 grants of \$10 000 each provided to encourage investment in, and construction of, homes and units across the Territory.

In an effort to sustain public housing tenancies, in 2011-12 the Northern Territory introduced Public Housing Safety Officers who are employed by the Department of Housing to work proactively with tenants, neighbours and visitors to resolve and reduce antisocial behaviour at public housing sites.

”

16.6 Definitions of key terms

Social housing

Administration costs

Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:

- employee expenses (for example, superannuation, compensation, accrued leave and training)
- supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses)
- rent
- grants and subsidies (excluding rental subsidies)
- expenditure incurred by other government agencies on behalf of the public housing agency
- contracted public housing management services.

Assessable income

The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. Definition may vary across jurisdictions.

Canadian National Occupancy Standard (CNOS)

A measure of the appropriateness of housing which is sensitive to both household size and composition. The CNOS specifies that:

- no more than two people shall share a bedroom
- parents or couples may share a bedroom
- children under 5 years, either of the same sex or opposite sex may share a bedroom
- children under 18 years of the same sex may share a bedroom
- a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex
- single adults 18 years and over and any unpaired children require a separate bedroom.

Depreciation costs

Depreciation calculated on a straight-line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17).

Disability (as per the ABS Survey of Disability Ageing and Carers)

A person has a disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities.

Dwelling

A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use.

Greatest need

Low income households that at the time of allocation were subject to one or more of the following circumstances:

- homelessness
- their life or safety being at risk in their accommodation
- their health condition being aggravated by their housing
- their housing being inappropriate to their needs
- their rental housing costs being very high.

Household

For the purpose of the public, community, SOMIH and ICH collections, the number of tenancy agreements is the proxy for counting the

	number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.														
Indigenous household	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.														
Low income household	Low income households are generally defined in this Report as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Equivalised gross income is an indicator of disposable household income after taking into account household size and composition.														
Maintenance costs	Costs incurred to maintain the value of the asset or to restore an asset to its original condition. The definition includes day-to-day maintenance reflecting general wear and tear, cyclical maintenance, performed as part of a planned maintenance program and other maintenance, such as repairs as a result of vandalism.														
Market rent	Aggregate market rent that would be collected if the public rental housing properties were available in the private market.														
New household	Households that commence receiving assistance during the relevant reporting period (financial year).														
Occupancy rate	The proportion of dwellings occupied.														
Occupied dwelling	Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.														
Overcrowding	Where one or more bedrooms are required to meet the Canadian National Occupancy Standard.														
Priority access to those in greatest need	Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need.														
Principal tenant	The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments.														
Proxy occupancy standard	A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a household. <table> <tr> <th><i>Household structure</i></th><th><i>Bedrooms required</i></th></tr> <tr> <td>Single adult only</td><td>1</td></tr> <tr> <td>Single adult (group)</td><td>1 (per adult)</td></tr> <tr> <td>Couple with no children</td><td>2</td></tr> <tr> <td>Sole parent or couple with one child</td><td>2</td></tr> <tr> <td>Sole parent or couple with two or three children</td><td>3</td></tr> <tr> <td>Sole parent or couple with four children</td><td>4</td></tr> </table> <p>For sole parent or couple households with four or more children the dwelling size in terms of bedrooms should be the same value as the number of children in the household.</p>	<i>Household structure</i>	<i>Bedrooms required</i>	Single adult only	1	Single adult (group)	1 (per adult)	Couple with no children	2	Sole parent or couple with one child	2	Sole parent or couple with two or three children	3	Sole parent or couple with four children	4
<i>Household structure</i>	<i>Bedrooms required</i>														
Single adult only	1														
Single adult (group)	1 (per adult)														
Couple with no children	2														
Sole parent or couple with one child	2														
Sole parent or couple with two or three children	3														
Sole parent or couple with four children	4														
Rebated household	A household that receives housing assistance and pays less than the market rent value for the dwelling.														
Rent charged	The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received.														
Special needs household	Low income households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. For SOMIH, special needs households are those that have either a														

	household member with disability or a principal tenant aged 24 years or under, or 50 years or over.
Tenancy rental unit	A tenancy (rental) unit is defined as the unit of accommodation on which a tenancy agreement can be made. It is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain.
Tenantable dwelling	A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable.
Total gross household income	The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self-employment, government pensions, benefits and allowances; and other income comprising investments and other regular income. CRA payments are not included as income.
Transfer household	A household, either rebated or market renting, that relocates (transfers) from one dwelling to another within the same social housing program.
Turnaround time	The average time taken in days for vacant dwellings, which are available for letting, to be occupied.
Underutilisation	Where there are two or more bedrooms additional to the number required in the dwelling to satisfy CNOS.
Untenantable dwelling	A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.

16.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by a '16A' prefix (for example, table 16A.1). Attachment tables are available on the Review website (www.pc.gov.au/gsp).

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16.8 References

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16A Housing — attachment

Definitions for the indicators and descriptors in this attachment are in section 16.6 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

Data in this Report are examined by the Housing and Homelessness Working Group, but have not been formally audited by the Secretariat.

Data reported in the attachment tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of RoGS.

This file is available in Adobe PDF format on the Review web page (www.pc.gov.au/gsp).

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TABLE 16A.1

Table 16A.1 **State and Territory Government nominal expenditure on social housing**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2009-10										
Net recurrent expenditure on public housing	\$ million	837.3	327.2	314.2	223.8	286.3	92.5	88.0	61.5	2 230.7
Net recurrent expenditure on SOMIH	\$ million	38.4	..	30.6	19.6	22.5	2.5	113.6
Total net recurrent expenditure on social housing (b)	\$ million	1 248.7	940.6	601.6	559.9	327.1	104.8	94.2	301.9	4 178.7
Capital expenditure	\$ million	1 771.7	599.0	689.2	411.0	311.4	56.7	72.9	218.1	4 130.1
Total State and Territory Government expenditure for social housing	\$ million	3 020.4	1 539.7	1 290.7	970.9	638.5	161.5	167.1	520.0	8 308.8
Net recurrent expenditure on social housing per person in the population	\$	171	167	131	239	197	205	258	1 311	185
2010-11										
Net recurrent expenditure on public housing	\$ million	778.3	367.5	429.1	277.2	288.5	99.3	90.3	64.5	2 394.7
Net recurrent expenditure on SOMIH	\$ million	32.3	..	35.8	..	21.6	2.7	92.4
Total net recurrent expenditure on social housing (b)	\$ million	2 066.9	903.0	763.6	567.7	334.2	112.6	95.2	290.8	5 134.0
Capital expenditure	\$ million	1 321.2	595.6	728.9	511.8	314.0	106.8	89.6	447.9	4 115.9
Total State and Territory Government expenditure for social housing	\$ million	3 388.1	1 498.6	1 492.5	1 079.5	648.2	219.4	184.8	738.7	9 249.9
Net recurrent expenditure on social housing per person in the population	\$	283	161	167	242	202	221	260	1 263	227
2011-12										
Net recurrent expenditure on public housing	\$ million	834.4	381.1	429.5	330.9	311.0	91.8	95.7	75.8	2 550.2
Net recurrent expenditure on SOMIH	\$ million	35.4	na	45.8	..	23.6	2.6	107.3
Total net recurrent expenditure on social housing (c)	\$ million	1 185.5	408.5	811.3	711.0	363.9	106.9	103.7	175.5	3 866.3
Capital expenditure	\$ million	433.4	495.8	293.6	233.5	223.5	99.0	62.2	346.5	2 187.5

TABLE 16A.1

Table 16A.1 **State and Territory Government nominal expenditure on social housing**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total State and Territory Government expenditure for social housing (d)	\$ million	1 618.9	904.2	1 104.9	944.5	587.3	205.9	165.9	522.1	6 053.8
Net recurrent expenditure on social housing per person in the population	\$	162	73	177	303	220	209	284	763	171

- (a) Comparisons of expenditure between 2011-12 and earlier years should be avoided. Earlier years include grants and subsidies, and short term housing expenditure.
- (b) Australian total includes jurisdictions reporting only.
- (c) Includes expenditure on public housing, SOMIH, community housing, transitional housing and grants to community housing under the National Building and Economic Stimulus Plan - Social Housing Initiative package. Expenditure for SHS agencies, other homelessness services and home purchase assistance are excluded.
- (d) Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010-11. The end of this additional funding is reflected in the contraction of expenditure between 2010-11 and 2011-12.
- .. Not applicable.

Source: State and Territory Governments (unpublished); table AA.2.

TABLE 16A.2

Table 16A.2 **State and Territory Government real expenditure on social housing (2011-12 dollars) (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2009-10										
Net recurrent expenditure on public housing	\$ million	902.2	352.6	338.6	241.2	308.5	99.6	94.8	66.3	2 403.8
Net recurrent expenditure on SOMIH	\$ million	41.4	..	32.9	21.1	24.2	2.7	122.4
Total net recurrent expenditure on social housing (c)	\$ million	1 345.6	1 013.6	648.2	603.3	352.5	112.9	101.5	325.3	4 502.9
Capital expenditure	\$ million	1 909.1	608.8	700.4	417.7	316.5	57.7	74.1	221.7	4 197.3
Total State and Territory Government expenditure for social housing	\$ million	3 254.8	1 622.4	1 348.6	1 021.0	669.0	170.5	175.6	547.0	8 700.2
Net recurrent expenditure on social housing per person in the population	\$	190	187	147	270	217	225	289	1 447	206
2010-11										
Net recurrent expenditure on public housing	\$ million	791.0	373.4	436.0	281.7	293.2	100.9	91.8	65.5	2 433.6
Net recurrent expenditure on SOMIH	\$ million	32.9	..	36.4	..	21.9	2.7	93.9
Total net recurrent expenditure on social housing (c)	\$ million	2 100.5	917.7	776.0	576.9	339.6	114.5	96.7	295.5	5 217.5
Capital expenditure	\$ million	1 342.7	605.3	740.8	520.1	319.1	108.5	91.1	455.2	4 182.8
Total State and Territory Government expenditure for social housing	\$ million	3 443.2	1 523.0	1 516.8	1 097.0	658.8	223.0	187.8	750.8	9 400.3
Net recurrent expenditure on social housing per person in the population	\$	290	165	172	251	207	225	269	1 287	234
2011-12										
Net recurrent expenditure on public housing	\$ million	834.4	381.1	429.5	330.9	311.0	91.8	95.7	75.8	2 550.2
Net recurrent expenditure on SOMIH	\$ million	35.4	na	45.8	..	23.6	2.6	107.3
Total net recurrent expenditure on social housing (c)	\$ million	1 185.5	408.5	811.3	711.0	363.9	106.9	103.7	175.5	3 866.3
Capital expenditure	\$ million	433.4	495.8	293.6	233.5	223.5	99.0	62.2	346.5	2 187.5

TABLE 16A.2

Table 16A.2 **State and Territory Government real expenditure on social housing (2011-12 dollars) (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total State and Territory Government expenditure for social housing	\$ million	1 618.9	904.2	1 104.9	944.5	587.3	205.9	165.9	522.1	6 053.8
Net recurrent expenditure on social housing per person in the population	\$	162	73	177	303	220	209	284	763	171

(a) Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.

(b) Australian total includes jurisdictions reporting only.

(c) Includes expenditure on public housing, SOMIH, community housing, transitional housing and grants to community housing under the National Building and Economic Stimulus Plan - Social Housing Initiative package. Expenditure for SHS agencies, other homelessness services and home purchase assistance are excluded.

.. Not applicable.

Source: State and Territory Governments (unpublished); table AA.2 and AA.51.

TABLE 16A.3

Table 16A.3 Descriptive data — number of social housing dwellings, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Public housing										
2003	no.	125 216	64 849	49 579	31 720	47 772	12 004	11 043	5 829	348 012
2004	no.	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2005	no.	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2006	no.	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2007	no.	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2008	no.	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
SOMIH										
2003	no.	3 986	1 223	2 803	2 345	1 872	334	12 563
2004	no.	4 088	1 260	2 811	2 325	1 900	341	12 725
2005	no.	4 148	1 277	2 866	2 315	1 903	351	12 860
2006	no.	4 147	1 291	2 916	2 272	1 915	352	12 893
2007	no.	4 234	1 328	2 997	2 287	1 903	349	13 098
2008	no.	4 169	1 024	3 051	2 308	1 879	347	12 778
2009	no.	4 169	198	3 193	2 275	1 873	348	12 056
2010	no.	4 201	..	3 318	2 187	1 897	349	11 952
2011	no.	4 238	..	3 388	..	1 848	346	9 820
2012	no.	4 478	..	3 394	..	1 830	345	10 047

TABLE 16A.3

Table 16A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Community housing										
2003	no.	5 863	6 713	5 122	3 358	4 019	232	424	95	25 826
2004	no.	6 113	2 524	5 193	3 519	4 216	402	409	97	22 473
2005	no.	11 811	4 786	5 285	3 276	4 076	474	569	115	30 392
2006	no.	12 673	4 451	5 442	1 869	4 348	468	765	87	30 103
2007	no.	14 140	4 593	6 275	3 868	4 405	536	798	92	34 707
2008	no.	15 119	6 698	6 549	4 474	4 538	597	743	93	38 811
2009	no.	15 721	8 366	7 011	5 349	4 531	603	672	131	42 384
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2012	no.	25 311	11 023	11 444	5 168	5 805	1 920	580	312	61 563
Indigenous community housing										
2006	no.	4 989	..	4 136	3 213	983	..	23	6 168	21 505
2007	no.	4 457	..	4 157	2 956	967	..	23	6 337	21 127
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	22 364
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	19 607
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	18 695
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543

- (a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Due to differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations across time and across jurisdictions care should be taken in interpreting these figures. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.
- (b) Public housing and SOMIH data are total dwellings; community housing data are total tenancy rental units for which ASGC remoteness area information are available. This information is drawn from administrative data sources and may differ to those for total tenancy rental units, which are subject to survey response rates; Indigenous community housing data are permanent dwellings.
- (c) During 2008-09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. These dwellings are not captured by the ICH data collection or the public housing data collection.

TABLE 16A.3

Table 16A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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.. Not applicable.

Source: Australian Institute of Health and Welfare (AIHW) (unpublished); AIHW (various years) *CSHA national data report* and *Housing assistance in Australia* Cat. no. HOU 236; AIHW (unpublished).

TABLE 16A.4

Table 16A.4 Descriptive data — number of households in social housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Public housing										
2004	no.	123 105	62 647	48 490	30 016	44 529	11 375	10 823	5 269	336 254
2005	no.	122 570	62 961	48 455	30 123	43 882	11 414	10 642	5 217	335 264
2006	no.	121 529	63 159	49 011	29 819	43 096	11 487	10 712	5 155	333 968
2007	no.	120 187	63 278	49 677	30 142	42 527	11 526	10 627	5 121	333 085
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2009	no.	117 242	62 565	50 579	30 616	40 774	11 364	10 620	4 976	328 736
2010	no.	114 421	62 593	51 041	30 558	40 206	11 266	10 737	4 904	325 726
2011	no.	111 448	62 928	51 262	32 519	39 876	11 132	10 836	4 907	324 908
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
SOMIH										
2006	no.	4 041	1 248	2 822	2 138	1 791	346	12 386
2007	no.	4 135	1 280	2 925	2 151	1 790	341	12 622
2008	no.	4 104	1 002	2 980	2 172	1 778	339	12 375
2009	no.	4 083	198	3 048	2 152	1 758	343	11 582
2010	no.	4 122	..	3 147	2 088	1 753	341	11 451
2011	no.	4 233	..	3 243	..	1 749	339	9 564
2012	no.	4 372	..	3 230	..	1 756	334	9 692
Community housing (c)										
2007	no.	14 660	4 436	5 246	3 718	4 232	541	724	na	33 557
2008	no.	16 325	5 154	5 284	3 449	4 370	387	698	na	35 667
2009	no.	16 639	7 556	5 610	2 650	4 329	406	643	na	37 833
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 414
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	54 911
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 033

TABLE 16A.4

Table 16A.4 **Descriptive data — number of households in social housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(a)	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Due to differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations across time and across jurisdictions care should be taken in interpreting these figures. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013 .									
(b)	Data for Indigenous community housing were not available for this Report. The number of ICH dwellings is used as a proxy for the number of households in this Report (see table 16A.3).									
(c)	Data are the number of households assisted at 30 June.									
	.. Not applicable. na Not available.									

Source: AIHW (unpublished); AIHW (various years) *CSHA* national data report and *Housing assistance in Australia* Cat. no. HOU 236.

TABLE 16A.5

Table 16A.5 **Descriptive data — public housing (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total households paying less than market rent, at 30 June										
2008	no.	106 732	53 029	46 281	26 513	36 026	9 148	9 157	4 251	291 137
2009	no.	105 524	50 186	48 126	26 327	36 351	9 331	9 373	4 211	289 429
2010	no.	102 997	52 485	49 706	26 034	36 096	9 485	9 656	4 201	290 660
2011	no.	100 547	53 701	50 098	30 794	36 060	9 431	9 802	4 295	294 728
2012	no.	101 148	53 370	49 364	30 210	35 092	9 550	9 859	4 276	292 869
Total new households assisted, for year ending 30 June										
2007-08	no.	7 801	4 337	4 258	2 871	2 199	1 028	718	519	23 731
2008-09	no.	6 185	3 752	4 122	2 687	2 083	886	614	424	20 753
2009-10	no.	5 861	3 799	3 886	2 400	2 249	921	557	455	20 128
2010-11	no.	5 653	4 038	3 614	2 971	2 548	921	639	469	20 853
2011-12	no.	6 505	4 013	3 470	2 929	2 383	929	695	441	21 365
Total new Indigenous households assisted, for year ending 30 June										
2007-08	no.	1 075	219	719	815	266	137	44	281	3 556
2008-09	no.	901	188	747	817	296	110	53	234	3 346
2009-10	no.	834	131	792	791	316	123	41	254	3 282
2010-11	no.	870	259	766	1 026	391	98	58	252	3 720
2011-12	no.	985	241	779	1 028	380	127	84	194	3 818
Households relocating from one public housing dwelling to another, for year ending 30 June										
2007-08	no.	3 555	2 047	1 207	1 235	1 219	279	240	156	9 938
2008-09	no.	3 287	2 004	1 033	1 379	1 028	282	219	208	9 440
2009-10	no.	3 988	2 073	1 155	1 272	991	347	217	234	10 277
2010-11	no.	3 125	1 645	1 237	1 352	1 084	234	287	175	9 139
2011-12	no.	2 864	1 112	1 312	1 146	921	246	334	240	8 175
Total rent charged, for year ending 30 June										
2007-08	\$'000	622 259	317 346	263 554	144 456	212 385	55 228	67 441	32 477	1 715 146

TABLE 16A.5

Table 16A.5 **Descriptive data — public housing (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09	\$'000	647 528	325 457	278 548	152 751	219 860	58 944	71 927	29 019	1 784 034
2009-10	\$'000	647 347	333 103	280 129	156 633	222 124	63 238	73 680	28 491	1 804 745
2010-11	\$'000	666 985	360 168	274 114	178 422	230 450	66 884	76 527	29 346	1 882 896
2011-12	\$'000	693 039	388 851	294 916	193 817	248 383	71 329	79 917	30 361	2 000 613
Total Indigenous households, at 30 June										
2008	no.	9 800	1 379	3 742	4 751	1 421	750	260	1 850	23 953
2009	no.	9 800	1 396	4 089	5 254	1 519	762	363	1 932	25 115
2010	no.	9 800	1 442	4 590	5 736	1 592	809	432	1 962	26 363
2011	no.	9 800	1 588	4 962	7 711	1 732	786	545	2 034	29 158
2012	no.	10 600	1 617	5 274	7 516	1 809	767	634	2 045	30 262
Total new greatest need applicants on waiting list, at 30 June										
2008	no.	2 214	5 401	1 295	1 497	1 427	1 730	877	197	14 638
2009	no.	3 221	7 247	11 124	2 769	1 612	2 174	1 278	236	29 661
2010	no.	22 608	8 777	19 637	2 983	2 484	2 348	1 094	286	60 217
2011	no.	21 182	8 814	24 309	3 238	2 002	2 251	1 271	319	63 386
2012	no.	15 182	10 169	20 427	3 177	2 579	1 853	1 344	622	55 353
Total applicants on waiting list (excluding applicants for transfer), at 30 June (d)										
2008	no.	43 157	35 548	32 449	14 978	20 888	2 730	1 100	3 155	154 005
2009	no.	39 502	38 993	20 286	19 401	20 720	3 044	1 590	3 531	147 067
2010	no.	52 348	41 050	27 645	21 687	21 246	3 187	1 384	2 797	171 344
2011	no.	46 246	38 321	30 314	23 397	21 485	2 983	1 563	2 225	166 534
2012	no.	52 986	36 942	24 166	22 883	20 510	2 670	1 811	2 355	164 323
Total applicants for transfer, at 30 June (d)										
2008	no.	6 793	7 919	2 247	1 374	3 916	441	759	198	23 647
2009	no.	7 911	8 738	2 218	1 838	3 986	498	974	226	26 389
2010	no.	8 096	9 666	2 948	2 036	4 056	488	1 095	366	28 751

TABLE 16A.5

Table 16A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011	no.	6 816	7 708	3 324	2 272	4 031	499	1 051	597	26 298
2012	no.	7 041	7 262	3 042	2 110	3 734	350	1 212	597	25 348
Total tenantable dwellings, at 30 June										
2008	no.	119 876	63 274	50 389	30 505	42 151	11 526	10 722	5 146	333 589
2009	no.	118 806	62 975	50 751	30 838	41 365	11 391	10 672	5 026	331 824
2010	no.	115 585	63 108	51 209	30 802	40 945	11 315	10 766	4 946	328 676
2011	no.	111 547	64 420	51 485	32 741	40 698	11 182	10 885	4 932	327 890
2012	no.	112 255	64 391	51 259	32 951	39 985	11 018	10 828	4 917	327 604
Total untenable dwellings, at 30 June										
2008	no.	143	790	287	734	421	89	75	92	2 631
2009	no.	79	1 340	338	341	276	109	117	133	2 733
2010	no.	101	1 585	445	371	335	112	92	122	3 163
2011	no.	—	—	440	730	444	125	178	66	1 983
2012	no.	37	33	520	738	310	184	54	112	1 988
Total number of dwellings undergoing major redevelopment, at 30 June										
2008	no.	27	656	33	275	617	3	—	35	1 646
2009	no.	22	426	42	489	807	85	—	36	1 907
2010	no.	—	371	51	328	730	33	—	31	1 544
2011	no.	—	521	51	369	496	9	—	52	1 498
2012	no.	18	344	14	207	611	1	68	51	1 314
Total dwellings, at 30 June										
2008	no.	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906

TABLE 16A.5

Table 16A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total occupied dwellings, at 30 June										
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2009	no.	117 242	62 565	50 579	30 613	40 774	11 364	10 620	4 922	328 679
2010	no.	114 422	62 593	51 041	30 558	40 206	11 266	10 737	4 850	325 673
2011	no.	111 448	62 928	51 262	32 505	39 876	11 132	10 833	4 853	324 837
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 845	323 369
Total rents charged for week of 30 June										
2008	\$'000	12 004	6 181	5 283	2 855	3 974	1 034	1 365	529	33 225
2009	\$'000	12 443	6 521	5 452	2 978	4 055	1 104	1 425	541	34 519
2010	\$'000	12 713	6 906	5 307	3 045	4 157	1 170	1 455	551	35 304
2011	\$'000	12 774	6 961	5 265	3 562	4 401	1 209	1 533	555	36 260
2012	\$'000	13 547	7 689	5 935	3 793	4 561	1 272	1 601	573	38 972
Total market rent value of all dwellings for which rent was charged for week of 30 June										
2008	\$'000	25 854	10 508	10 902	4 927	6 951	1 639	3 009	1 066	64 856
2009	\$'000	27 969	10 483	12 256	4 994	7 436	1 818	3 358	1 139	69 454
2010	\$'000	27 665	12 057	12 863	4 996	7 867	1 994	3 625	1 213	72 282
2011	\$'000	28 092	12 333	13 078	7 998	8 163	2 071	3 880	1 259	76 873
2012	\$'000	30 196	13 831	13 070	8 006	8 256	2 094	4 126	1 261	80 840
Total dwellings in major cities, at 30 June (e)										
2008	no.	98 327	46 807	34 182	22 279	33 447	..	10 788	..	245 830
2009	no.	97 614	46 845	34 467	22 275	32 805	..	10 779	..	244 785
2010	no.	95 936	46 945	34 778	22 054	32 508	..	10 848	..	243 069
2011	no.	93 158	46 979	34 892	22 617	32 178	..	11 052	..	240 876
2012	no.	93 667	46 899	34 861	22 634	31 634	..	10 939	..	240 634
Total dwellings in inner regional areas, at 30 June (e)										
2008	no.	17 416	14 499	8 247	2 971	2 883	8 517	9	..	54 542

TABLE 16A.5

Table 16A.5 **Descriptive data — public housing (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009	no.	17 149	14 537	8 370	3 029	2 851	8 493	10	..	54 439
2010	no.	15 980	14 758	8 482	3 037	2 805	8 390	10	..	53 462
2011	no.	14 817	14 610	8 527	3 326	2 800	8 293	11	..	52 384
2012	no.	14 924	14 509	8 527	3 376	2 757	8 215	11	..	52 319
Total dwellings in outer regional areas, at 30 June (e)										
2008	no.	3 931	3 396	7 158	3 039	6 020	3 004	..	3 710	30 257
2009	no.	3 768	3 342	7 163	3 097	5 970	2 998	..	3 647	29 985
2010	no.	3 433	3 343	7 301	3 107	5 886	2 978	..	3 577	29 625
2011	no.	3 268	3 335	7 408	3 576	5 828	2 941	..	3 563	29 919
2012	no.	3 356	3 341	7 297	3 590	5 686	2 909	..	3 608	29 787
Total dwellings in remote areas, at 30 June (e)										
2008	no.	334	19	847	2 274	764	66	..	1 345	5 649
2009	no.	325	18	852	2 282	750	63	..	1 354	5 644
2010	no.	302	18	865	2 313	739	61	..	1 333	5 631
2011	no.	272	18	870	2 802	749	56	..	1 305	6 072
2012	no.	300	18	830	2 781	747	55	..	1 288	6 019
Total dwellings in very remote areas, at 30 June (e)										
2008	no.	38	..	275	951	75	31	..	218	1 588
2009	no.	36	..	279	985	72	31	..	194	1 597
2010	no.	35	..	279	990	72	31	..	189	1 596
2011	no.	31	..	280	1 519	83	26	..	182	2 121
2012	no.	34	..	278	1 515	81	24	..	184	2 116

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

TABLE 16A.5

Table 16A.5 **Descriptive data — public housing (a), (b)**

<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(b) Due to rounding the national total may not equal the sum of jurisdictions' data items for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged.									
(c) Total number of Indigenous households: Data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to an undercount in the unit record data.									
(d) From 2011-12, the definition of 'Total applicants on waiting list' has changed to exclude the number of applicants waiting for transfer. Applicants waiting for transfer are reported separately. Data for earlier years have been revised to reflect this change.									
(e) Based on the Australian Standard Geographical Classification remoteness area structure.									
.. Not applicable. – Nil or rounded to zero.									

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.6

Table 16A.6 **Descriptive data — State owned and managed Indigenous housing (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total households paying less than market, at 30 June								
2008	no.	3 379	816	2 417	1 780	1 599	270	10 261
2009	no.	3 304	139	2 627	1 690	1 649	270	9 679
2010	no.	2 667	..	2 858	1 626	1 614	278	9 043
2011	no.	2 663	..	2 957	..	1 598	287	7 505
2012	no.	2 854	..	2 870	..	1 534	292	7 550
Total new households assisted, for year ending 30 June								
2007-08	no.	400	47	314	302	189	42	1 294
2008-09	no.	303	—	331	298	139	36	1 107
2009-10	no.	362	..	314	226	141	26	1 069
2010-11	no.	467	..	330	..	117	34	948
2011-12	no.	418	..	177	..	148	31	774
Households relocating from one State owned and managed Indigenous housing dwelling to another, for year ending 30 June								
2007-08	no.	133	14	103	113	66	11	440
2008-09	no.	121	np	93	108	48	5	375
2009-10	no.	193	..	96	129	62	21	501
2010-11	no.	176	..	131	..	56	14	377
2011-12	no.	136	..	117	..	44	8	305
Total rent charged, for year ending 30 June								
2007-08	\$'000	26 423	6 794	19 312	11 860	9 938	1 725	76 052
2008-09	\$'000	28 058	na	20 604	12 503	10 439	1 670	73 274
2009-10	\$'000	35 581	..	20 730	12 632	10 537	1 981	81 461
2010-11	\$'000	36 492	..	20 951	..	11 025	1 900	70 368
2011-12	\$'000	39 319	..	22 236	..	11 638	2 044	75 237
Total new greatest need applicants on waiting list, at 30 June								
2008	no.	64	212	212	380	97	na	965
2009	no.	125	294	1 685	531	95	na	2 730
2010	no.	494	..	2 834	584	99	na	4 011
2011	no.	453	..	3 902	..	96	na	4 451
2012	no.	403	..	4 800	..	88	na	5 291
Total applicants on waiting list (excluding applicants for transfer), at 30 June (c)								
2008	no.	1 211	750	3 473	1 954	1 621	111	9 120
2009	no.	1 200	956	2 520	2 327	1 644	119	8 766
2010	no.	1 613	..	4 137	2 449	1 622	156	9 977
2011	no.	1 697	..	4 658	..	1 672	107	8 134
2012	no.	2 200	..	5 266	..	1 687	80	9 233
Total applicants for transfer, at 30 June (c)								
2008	no.	474	310	389	251	150	32	1 606
2009	no.	507	337	383	318	186	31	1 762
2010	no.	562	..	524	353	190	29	1 658
2011	no.	544	..	634	..	199	25	1 402
2012	no.	569	..	752	..	187	14	1 522

TABLE 16A.6

Table 16A.6 **Descriptive data — State owned and managed Indigenous housing (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total tenantable dwellings, at 30 June								
2008	no.	4 163	1 007	2 994	2 209	1 858	342	12 573
2009	no.	4 169	198	3 069	2 164	1 828	344	11 772
2010	no.	4 200	—	3 177	2 102	1 875	344	11 698
2011	no.	4 238	..	3 270	..	1 818	345	9 671
2012	no.	4 459	..	3 262	..	1 783	339	9 843
Total untenable dwellings, at 30 June								
2008	no.	6	11	54	60	—	5	136
2009	no.	—	—	119	49	21	2	191
2010	no.	1	—	119	58	8	5	191
2011	no.	—	..	92	..	4	1	97
2012	no.	19	..	131	..	6	5	161
Total number of dwellings undergoing major redevelopment, at 30 June								
2008	no.	—	6	3	39	21	—	69
2009	no.	—	—	5	62	24	2	93
2010	no.	—	..	22	27	14	—	63
2011	no.	—	..	26	..	26	—	52
2012	no.	—	..	1	..	41	1	43
Total dwellings, at 30 June								
2008	no.	4 169	1 024	3 051	2 308	1 879	347	12 778
2009	no.	4 169	198	3 193	2 275	1 873	348	12 056
2010	no.	4 201	..	3 318	2 187	1 897	349	11 952
2011	no.	4 238	..	3 388	..	1 848	346	9 820
2012	no.	4 478	..	3 394	..	1 830	345	10 047
Total occupied dwellings, at 30 June								
2008	no.	4 104	1 002	2 980	2 171	1 778	339	12 374
2009	no.	4 083	198	3 048	2 152	1 758	343	11 582
2010	no.	4 123	..	3 147	2 088	1 753	341	11 452
2011	no.	4 233	..	3 243	..	1 749	339	9 564
2012	no.	4 372	..	3 230	..	1 756	334	9 692
Total rents charged for week of 30 June								
2008	\$'000	477	112	387	234	191	35	1 437
2009	\$'000	505	26	409	244	196	38	1 417
2010	\$'000	665	..	394	246	202	41	1 547
2011	\$'000	710	..	402	..	211	41	1 363
2012	\$'000	766	..	440	..	225	43	1 474
Total market rent value of all dwellings for which rent was charged for week of 30 June								
2008	\$'000	879	191	705	408	346	54	2 584
2009	\$'000	920	39	804	406	376	61	2 607
2010	\$'000	947	..	847	396	402	69	2 661
2011	\$'000	1 017	..	875	..	413	72	2 376
2012	\$'000	1 122	..	878	..	425	73	2 498
Total dwellings in major cities, at 30 June (d)								

TABLE 16A.6

Table 16A.6 **Descriptive data — State owned and managed Indigenous housing (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2008	no.	1 711	302	452	644	1 140	..	4 247
2009	no.	1 721	68	458	635	1 139	..	4 021
2010	no.	1 759	..	459	612	1 132	..	3 962
2011	no.	1 840	..	457	..	1 120	..	3 417
2012	no.	1 958	..	453	..	1 113	..	3 524
Total dwellings in inner regional areas, at 30 June (d)								
2008	no.	1 379	421	592	177	140	289	2 999
2009	no.	1 369	59	610	177	140	290	2 645
2010	no.	1 364	..	623	175	142	291	2 595
2011	no.	1 360	..	633	..	144	287	2 424
2012	no.	1 411	..	631	..	143	286	2 471
Total dwellings in outer regional areas, at 30 June (d)								
2008	no.	844	296	1 215	477	337	58	3 226
2009	no.	844	71	1 258	478	337	58	3 046
2010	no.	838	..	1 319	460	334	58	3 009
2011	no.	801	..	1 353	..	337	59	2 550
2012	no.	819	..	1 345	..	333	59	2 556
Total dwellings in remote areas, at 30 June (d)								
2008	no.	206	5	302	466	101	—	1 080
2009	no.	205	—	338	461	98	—	1 102
2010	no.	208	..	338	454	98	—	1 098
2011	no.	205	..	351	..	96	—	652
2012	no.	249	..	345	..	98	—	692
Total dwellings in very remote areas, at 30 June (d)								
2008	no.	31	..	490	545	161	—	1 227
2009	no.	31	..	529	525	159	—	1 244
2010	no.	31	..	579	485	191	—	1 286
2011	no.	31	..	593	..	152	—	776
2012	no.	38	..	619	..	143	—	800

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2012.

(b) Due to rounding the national total for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged, may not equal the sum of jurisdictions' data items.

(c) From 2011-12, the definition of 'Total applicants on waiting list' has changed to exclude the number of applicants waiting for transfer. Applicants waiting for transfer are reported separately. Data for earlier years have been revised to reflect this change.

(d) Based on the Australian Standard Geographical Classification remoteness area structure.

na Not available. **..** Not applicable. **—** Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.7

Table 16A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total new households assisted, for year ending 30 June										
2007-08	no.	3 437	1 480	1 822	715	879	49	346	na	8 728
2008-09	no.	3 339	2 169	2 200	1 231	562	115	294	na	9 910
2009-10	no.	4 728	3 769	2 162	1 568	276	98	233	na	12 834
2010-11	no.	7 860	2 230	3 605	1 879	643	337	213	na	16 767
2011-12	no.	4 012	3 709	2 575	1 370	1 020	663	179	na	13 528
Total new Indigenous households assisted, for year ending 30 June (c)										
2007-08	no.	236	416	237	56	14	3	13	na	975
2008-09	no.	267	247	284	98	18	np	6	na	920
2009-10	no.	392	362	214	148	14	np	np	na	1 143
2010-11	no.	820	59	284	138	25	25	10	na	1 361
2011-12	no.	536	222	440	100	66	27	8	na	1 399
Total rents charged for year ending 30 June (d)										
2006-07	\$'000	60 707	29 375	26 118	17 189	22 454	2 399	2 079	na	160 322
2007-08	\$'000	67 013	43 094	29 961	11 877	24 510	2 009	4 248	na	182 712
2008-09	\$'000	98 553	51 471	32 145	16 535	26 640	2 529	2 638	na	230 511
2009-10	\$'000	142 273	58 073	30 096	45 380	25 248	2 844	4 011	na	307 925
2010-11	\$'000	189 331	74 069	33 236	27 865	28 409	na	2 717	na	355 626
Total Indigenous households, at 30 June										
2008	no.	935	499	615	151	59	10	29	na	2 298
2009	no.	1 280	486	640	174	66	6	28	na	2 680
2010	no.	1 394	854	542	238	96	5	24	na	3 153
2011	no.	1 928	210	866	339	100	21	34	na	3 498
2012	no.	2 098	379	1 179	424	204	34	27	na	4 345

TABLE 16A.7

Table 16A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total number of new applicants who have greatest need, at 30 June										
2008	no.	8 064	1 408	1 532	1 083	1 190	286	265	na	13 828
2009	no.	10 220	3 662	5 025	1 781	1 167	293	87	na	22 235
2010	no.	na	5 611	14 440	495	755	398	161	na	21 860
2011	no.	na	7 599	16 834	na	559	na	na	na	24 992
2012	no.	na	10 892	21 578	114	691	na	—	na	33 275
Total applicants on waiting list (including applicants for transfer), at 30 June (e), (f)										
2008	no.	15 603	2 890	9 901	3 617	4 307	360	268	na	36 946
2009	no.	20 504	8 675	11 543	3 158	4 651	475	181	na	49 187
2010	no.	na	12 562	19 958	1 899	1 573	535	162	na	36 689
2011	no.	na	13 024	23 978	na	2 850	na	na	na	39 852
2012	no.	na	22 090	24 964	245	4 021	na	—	na	51 320
Total tenable tenancy rental units, at 30 June										
2008	no.	15 311	5 125	6 480	3 074	4 539	387	740	93	35 749
2009	no.	16 037	7 747	6 972	2 852	4 463	407	661	131	39 270
2010	no.	17 744	8 473	7 095	3 756	4 651	610	468	145	42 942
2011	no.	23 812	10 686	10 081	5 201	4 612	652	627	248	55 919
2012	no.	26 114	12 014	11 306	5 134	5 774	1 604	575	312	62 833
Total untenable tenancy rental units, at 30 June										
2008	no.	86	125	70	37	9	—	6	—	333
2009	no.	104	208	54	98	68	3	12	—	547
2010	no.	154	368	102	103	81	8	2	—	818
2011	no.	182	239	119	72	32	9	26	—	679
2012	no.	242	343	138	170	41	26	2	—	962

TABLE 16A.7

Table 16A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total tenancy rental units, at 30 June (g)										
2008	no.	15 397	5 250	6 550	3 111	4 548	387	743	93	36 079
2009	no.	16 141	7 930	7 026	2 987	4 473	410	672	131	39 770
2010	no.	18 466	8 841	7 197	3 859	4 732	618	470	145	44 328
2011	no.	24 890	10 925	10 200	5 274	4 644	664	661	248	57 506
2012	no.	26 356	12 357	11 444	5 306	5 815	1 630	577	312	63 797
Total occupied tenancy rental units, at 30 June										
2008	no.	15 150	5 009	6 356	2 980	4 370	387	698	93	35 043
2009	no.	15 858	7 531	6 976	2 650	4 329	406	643	131	38 524
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	145	42 559
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	248	55 159
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	312	61 345
Total rents charged for week ending 30 June										
2008	\$'000	1 445	657	168	181	461	39	57	6	3 014
2009	\$'000	1 900	1 019	186	294	483	39	56	8	3 986
2010	\$'000	2 408	797	205	383	472	26	35	8	4 333
2011	\$'000	3 383	1 013	646	515	484	50	59	18	6 167
2012	\$'000	3 548	1 082	685	498	570	119	46	27	6 576
Total tenancy rental units by ASGC remoteness - major cities, at 30 June (h)										
2008	no.	10 529	5 100	3 000	2 751	3 889	..	743	..	26 012
2009	no.	10 679	6 207	2 942	3 491	3 850	..	670	..	27 839
2010	no.	12 044	6 868	3 385	4 009	4 123	..	680	..	31 109
2011	no.	16 121	8 372	5 115	5 015	4 007	..	660	..	39 290
2012	no.	17 019	7 919	5 841	3 700	4 903	..	578	..	39 960

TABLE 16A.7

Table 16A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total tenancy rental units by ASGC remoteness - inner regional areas, at 30 June (h)										
2008	no.	3 421	1 365	1 521	543	367	393	7 610
2009	no.	3 674	1 813	1 608	632	409	382	2	..	8 520
2010	no.	4 482	1 986	1 604	716	404	828	2	..	10 022
2011	no.	6 350	2 307	2 364	890	386	1 043	2	..	13 342
2012	no.	6 647	2 698	2 515	999	519	1 389	2	..	14 769
Total tenancy rental units by ASGC remoteness - outer regional areas, at 30 June (h)										
2008	no.	1 142	221	1 383	652	215	185	..	67	3 865
2009	no.	1 336	333	1 798	674	206	212	..	84	4 643
2010	no.	1 446	345	1 538	740	222	372	..	85	4 748
2011	no.	1 586	401	2 032	832	223	407	..	119	5 600
2012	no.	1 611	391	2 347	400	313	508	..	133	5 703
Total tenancy rental units by ASGC remoteness - remote areas, at 30 June (h)										
2008	no.	23	12	265	399	63	19	..	20	801
2009	no.	28	13	224	423	62	9	..	42	801
2010	no.	28	15	272	441	60	19	..	55	890
2011	no.	28	15	291	469	60	16	..	125	1 004
2012	no.	29	15	337	59	66	22	..	174	702
Total tenancy rental units by ASGC remoteness - very remote areas, at 30 June (h)										
2008	no.	4	..	380	129	4	—	..	6	523
2009	no.	4	..	439	129	4	—	..	5	581
2010	no.	5	..	399	135	4	—	..	5	548
2011	no.	4	..	400	128	4	—	..	4	541
2012	no.	5	..	404	10	4	np	..	5	429

TABLE 16A.7

Table 16A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total tenancy rental units by the ASGC remoteness areas, at 30 June (h)										
2008	no.	15 119	6 698	6 549	4 474	4 538	597	743	93	38 811
2009	no.	15 721	8 366	7 011	5 349	4 531	603	672	131	42 384
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
Total community housing providers, at 30 June (i)										
2008	no.	210	182	293	195	104	54	7	24	1 069
2009	no.	187	108	259	190	99	55	7	26	931
2010	no.	154	119	281	189	94	89	5	28	959
2011	no.	135	110	259	182	89	91	6	34	906
2012	no.	130	106	284	29	86	78	5	34	752

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Due to differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations across time and across jurisdictions, care should be taken in interpreting these figures. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.
- (b) Australian totals may not represent national totals because complete data were not available for all jurisdictions.
- (c) Data for Total new Indigenous households assisted, for year ending 30 June should be interpreted with caution. In 2010-11, a number of households previously identified as Indigenous had a status of unknown.
- (d) WA: Total rents charged for the year ending 30 June 2010 may be overstated due to inconsistent reporting and the inclusion of Commonwealth Rent Assistance by some providers.
- (e) In April 2010, NSW implemented an integrated social housing waiting list, combining public and community housing into a single list. Waiting list data are now reported as public housing.
- (f) Queensland and Victoria have provided integrated wait lists for all social housing. Thus, the figures for Queensland and Victorian include people also on public housing waiting lists. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.
- (g) Data for 'Total tenancy rental units' are survey data and are affected by survey response rates. These data may differ to data for 'Total tenancy rental units by the ASGC remoteness areas' which are administrative data.
- (h) Care should be taken in interpreting these figures; totals across regional categories may not equal jurisdictional totals due to data quality issues.

TABLE 16A.7

Table 16A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
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- (i) WA: Due to a change in scope, the 2011-12 data for the total number of community housing providers is not comparable to data for earlier years. From 2011-12, only registered community housing providers that do not exclusively provide crisis accommodation are reported. Prior to 2011-12, unregistered providers that did not exclusively provide crisis accommodation were included.

na Not available. **..** Not applicable. **–** Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.8

Table 16A.8 **Descriptive data — Indigenous community housing (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (g)</i>	<i>WA (h)</i>	<i>SA (i)</i>	<i>Tas (j)</i>	<i>ACT</i>	<i>NT (k)</i>	<i>Aus Gov (l)</i>	<i>Aust (m)</i>
Number of permanent dwellings managed by funded/actively registered ICHOs, at 30 June											
2007	no.	2 946	..	4 157	2 956	947	..	23	6 165	2 230	19 424
2008	no.	2 510	348	4 092	2 200	895	..	23	6 326	1 028	17 422
2009	no.	2 520	1 233	4 096	2 433	995	..	24	2 776	1 096	15 173
2010	no.	2 197	1 792	4 442	2 496	1 000	51	24	2 043	..	14 045
2011	no.	2 445	1 915	4 504	2 414	920	59	24	2 043	..	14 324
Number of permanent dwellings, at 30 June											
2007	no.	4 457	..	4 157	2 956	967	..	23	6 337	2 230	21 127
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	2 781	22 364
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	2 699	19 607
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	..	18 695
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	..	17 543
Number of improvised dwellings, at 30 June											
2007	no.	—	..	na	347	7	..	—	527	10	891
2008	no.	20	—	na	347	—	..	—	548	—	915
2009	no.	6	—	na	106	—	..	—	513	—	625
2010	no.	—	—	na	18	na	—	—	383	..	401
2011	no.	—	—	na	8	na	—	—	383	..	391
Total number of households living in permanent dwellings, at 30 June											
2007	no.	na	..	3 933	2 062	481	..	23	na	461	6 960
2008	no.	na	345	4 014	na	1 077	..	23	6 405	871	na
2009	no.	2 488	1 269	3 963	1 557	1 264	..	24	2 776	820	14 161
2010	no.	1 996	1 521	4 261	2 838	1 080	46	na	2 043	..	13 785
2011	no.	2 583	1 557	4 369	3 167	922	53	na	2 043	..	14 694
Total rent collected by ICHOs for the year ending 30 June											
2006-07	\$'000	10 638	..	11 400	5 937	1 230	..	172	13 102	12 215	54 694

TABLE 16A.8

Table 16A.8 **Descriptive data — Indigenous community housing (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (g)</i>	<i>WA (h)</i>	<i>SA (i)</i>	<i>Tas (j)</i>	<i>ACT</i>	<i>NT (k)</i>	<i>Aus Gov (l)</i>	<i>Aust (m)</i>
2007-08	\$'000	9 986	598	10 841	7 001	710	..	250	13 661	3 911	46 958
2008-09	\$'000	11 933	5 278	11 718	3 467	417	..	131	4 098	4 541	41 585
2009-10	\$'000	10 832	10 422	13 832	4 276	690	213	na	2 782	..	43 047
2010-11	\$'000	12 870	12 389	15 145	4 592	934	182	na	2 229	..	48 342
Total rent charged by ICHOs for the year ending 30 June											
2006-07	\$'000	11 820	..	11 800	6 134	1 878	..	172	11 752	13 274	56 830
2007-08	\$'000	11 119	627	11 941	6 922	15 046	..	249	11 944	4 197	62 043
2008-09	\$'000	13 468	5 611	10 120	5 397	1 462	..	131	3 545	4 478	44 212
2009-10	\$'000	12 375	11 233	16 560	5 350	na	220	na	3 985	..	49 722
2010-11	\$'000	13 610	12 374	16 284	5 178	na	186	na	3 970	..	51 601
Total recurrent expenditure for ICHOs for the year ending 30 June											
2006-07	\$'000	28 759	..	13 600	32 532	3 079	..	130	21 772	15 914	115 786
2007-08	\$'000	38 566	1 049	27 924	28 999	2 701	..	157	na	5 918	105 315
2008-09	\$'000	31 579	11 017	15 176	15 421	3 253	..	242	na	5 948	82 637
2009-10	\$'000	36 260	18 512	18 450	17 096	3 726	551	na	na	..	94 594
2010-11	\$'000	42 390	9 298	24 943	21 588	4 069	437	na	na	..	102 725
Total capital expenditure for ICHOs for the year ending 30 June											
2006-07	\$'000	13 983	..	38 800	93 360	8 308	..	25	25 198	8 403	188 077
2007-08	\$'000	14 363	139	33 958	41 443	5 562	..	—	38 620	525	134 610
2008-09	\$'000	16 941	8 205	41 292	43 107	6 878	..	—	na	3 540	119 963
2009-10	\$'000	30 772	19 011	57 737	55 271	5 909	1 532	na	na	..	170 232
2010-11	\$'000	33 767	6 111	72 547	97 738	4 127	14	na	na	..	214 304
Total net recurrent costs for ICHOs for the year ending 30 June											
2006-07	\$'000	23 386	..	13 600	—	3 079	..	na	na	na	40 065
2007-08	\$'000	29 416	1 049	27 924	28 999	2 501	..	157	na	5 702	95 749
2008-09	\$'000	26 476	7 275	15 176	15 421	3 253	..	242	na	5 146	72 990

TABLE 16A.8

Table 16A.8 **Descriptive data — Indigenous community housing (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (g)</i>	<i>WA (h)</i>	<i>SA (i)</i>	<i>Tas (j)</i>	<i>ACT</i>	<i>NT (k)</i>	<i>Aus Gov (l)</i>	<i>Aust (m)</i>
2009-10	\$'000	31 254	14 160	18 450	17 096	3 726	551	na	na	..	85 237
2010-11	\$'000	26 053	7 995	24 943	21 588	na	293	na	na	..	80 871
Total number of occupied permanent dwellings, at 30 June											
2007	no.	4 383	..	4 157	2 690	861	..	23	na	2 116	14 230
2008	no.	2 299	345	4 014	na	738	..	23	6 405	849	14 673
2009	no.	4 299	1 207	3 963	622	891	..	24	na	733	11 739
2010	no.	2 021	1 508	4 261	1 839	873	46	na	na	..	10 548
2011	no.	2 125	1 557	4 369	1 926	722	53	na	na	..	10 752
Total number of households requiring two or more additional bedrooms, at 30 June											
2007	no.	na	..	1 068	na	116	..	na	na	317	1 501
2008	no.	1 300	—	1 438	na	na	..	—	na	64	na
2009	no.	1 110	9	1 288	na	174	..	—	na	37	na
2010	no.	na	10	993	158	181	na	na	na	..	1 342
2011	no.	na	9	314	265	144	na	na	na	..	na
Total number of households requiring one or more additional bedrooms, at 30 June											
2007	no.	na	..	1 905	na	174	..	310	5 363	314	8 066
2008	no.	1 450	14	1 905	na	na	..	—	na	99	na
2009	no.	2 220	64	2 060	459	260	..	1	na	82	na
2010	no.	na	74	1 733	332	267	na	na	na	..	2 406
2011	no.	na	44	607	525	237	na	na	na	..	na
Total number of additional bedrooms required, at 30 June											
2007	no.	520	..	4 565	na	502	..	na	13 746	110	19 443
2008	no.	3 585	14	4 565	na	na	..	—	12 362	171	20 697
2009	no.	3 578	73	3 770	459	713	..	1	na	122	na
2010	no.	na	84	3 403	614	753	na	na	na	..	4 854
2011	no.	na	53	1 163	999	646	na	na	na	..	na

TABLE 16A.8

Table 16A.8 **Descriptive data — Indigenous community housing (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (g)</i>	<i>WA (h)</i>	<i>SA (i)</i>	<i>Tas (j)</i>	<i>ACT</i>	<i>NT (k)</i>	<i>Aus Gov (l)</i>	<i>Aust (m)</i>
Total number of households for which household groups and dwelling details were known, at 30 June											
2007	no.	na	..	3 933	2 062	481	..	23	na	461	6 960
2008	no.	4 461	296	3 933	na	na	..	23	–	629	9 342
2009	no.	4 423	1 080	3 963	1 531	547	..	22	na	271	11 837
2010	no.	1 581	1 180	3 959	1 171	552	–	na	na	..	8 443
2011	no.	na	773	4 369	1 594	456	na	na	na	..	na
Total number of bedrooms in permanent dwellings, at 30 June											
2007	no.	12 260	..	13 228	na	2 669	..	69	18 426	6 844	53 496
2008	no.	13 523	1 010	13 085	9 780	2 561	..	71	18 707	2 266	61 003
2009	no.	14 006	3 597	13 210	8 526	2 539	..	75	6 422	1 741	50 116
2010	no.	6 947	5 172	14 353	7 398	2 524	134	75	5 312	..	41 915
2011	no.	7 644	4 754	14 630	7 198	2 231	158	75	na	..	36 690
Total number of people living in permanent dwellings, at 30 June											
2007	no.	21 800	..	20 501	na	3 758	..	73	46 308	7 704	100 144
2008	no.	17 686	898	20 501	12 183	2 366	..	78	na	2 803	na
2009	no.	17 684	3 118	20 030	10 061	3 677	..	83	na	2 005	56 658
2010	no.	5 720	3 854	19 230	7 935	3 642	100	na	na	..	40 481
2011	no.	6 647	4 189	7 590	7 524	3 032	73	na	na	..	29 055
Number of currently funded/actively registered ICHOs, at 30 June											
2007	no.	142	..	34	33	50	..	1	70	54	384
2008	no.	122	1	16	14	26	..	1	70	33	283
2009	no.	133	1	16	12	32	..	1	29	36	260
2010	no.	98	19	29	8	33	2	1	30	..	220
2011	no.	97	19	28	8	32	2	1	30	..	217
Number of ICHOs, at 30 June											
2007	no.	249	..	34	33	61	..	1	73	54	505

TABLE 16A.8

Table 16A.8 **Descriptive data — Indigenous community housing (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (g)</i>	<i>WA (h)</i>	<i>SA (i)</i>	<i>Tas (j)</i>	<i>ACT</i>	<i>NT (k)</i>	<i>Aus Gov (l)</i>	<i>Aust (m)</i>
2008	no.	249	1	16	14	41	..	1	72	93	487
2009	no.	202	1	16	12	41	..	1	30	93	396
2010	no.	205	19	84	na	41	3	1	30	..	391
2011	no.	206	19	28	na	41	3	1	30	..	328

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Since 2009–10, only ICHO and dwelling numbers are reported for unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in the reported financial year). Data for 2010–11 are based on organisations that received ICH funding during 2010–11 and are not comparable to data for previous years that were based on funded and unfunded organisations. From 2009–10, the scope of the ICH collection is consistent with the scope of the 2006–07 and earlier collections. In comparison, the 2008–09 and 2007–08 collections included unfunded ICHOs.

(c) Data may not sum to totals due to rounding.

(d) ICH data for 2010–11 include only funded dwellings, whereas data for previous years included funded and unfunded dwellings.

(e) **NSW:** ICH data are based on dwellings that were actively registered with the Aboriginal Housing Office (AHO). Data are not complete because not all actively registered organisations provided data. Permanent dwellings are those owned or managed under head lease arrangement by Aboriginal housing organisations and are registered with the AHO. Some data are not available due to data quality issues.

Rent data are based on unit record data and organisation information.

Capital expenditure, total recurrent costs and net recurrent cost data relate to expenditure by the AHO and exclude expenditure by Aboriginal housing organisations (due to data availability).

(f) **Victoria:** Data for 2009–10 and 2010–11 includes an additional 18 agencies that were previously not included and data for 2009–10 and 2010–11 are not directly comparable to data for previous years (2007–08 and 2008–09 data are based on one agency). These additional agencies were previously administered under the Community Housing and Infrastructure Program (CHIP).

Coverage and completeness of reported data varies. In 2011, completeness coverage was between 40 and 50 per cent for number of households requiring one additional bedroom; number of households requiring two or more additional bedrooms; total number of additional bedrooms required; and total number of households for which household groups and dwelling details are known.

(g) **Queensland:** No household information is available for dwellings owned by the Indigenous Local Councils and ICHOs.

Data is for 11 Department managed Communities and six dwellings in Kowanyama. Quarterly Performance Reports is used for remaining Councils. September and June quarterly data is not available for one Council. Department rent collection figures are only available for one Council for the period February to June. Information is for the 4,189 dwellings in the Indigenous Councils only.

TABLE 16A.8

Table 16A.8 **Descriptive data — Indigenous community housing (a), (b), (c), (d)**

<i>Unit</i>	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (g)</i>	<i>WA (h)</i>	<i>SA (i)</i>	<i>Tas (j)</i>	<i>ACT</i>	<i>NT (k)</i>	<i>Aus Gov (l)</i>	<i>Aust (m)</i>
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No rent is collected from the 315 dwellings owned by ICHOs.

- (h) **WA:** Data for the number of permanent dwellings managed by funded and unfunded ICHOs is an estimated number based on historical survey results. Data on the number of unfunded organisations is not maintained and is therefore not available.

The availability and completeness of data varies. Household data for some occupied properties were not available. Data on total number of households living in permanent dwellings are incomplete. Coverage of data for additional bedrooms and total number of households for which household groups and dwelling details are known was between 65 and 80 per cent in 2011.

- (i) **SA:** Data for the number of permanent dwellings includes only those dwellings identified during the 2008-09 dwelling audits or dwellings recently built or upgraded. Dwelling numbers for some ICHOs were sourced from historical records. The 2008-09 Tenancy Audit provides data for number of permanent dwellings, bedrooms in permanent dwellings, people living in permanent dwellings and number of households for which details are known.

Data for improvised dwellings are not recorded.

Data for rent and recurrent costs are not complete.

Some ICHOs did not provide full year data and data were not available for all ICHOs.

- (j) **Tasmania:** number of permanent dwellings includes six new constructions awaiting handover.

- (k) **NT:** For 2010–11, no data is collected on these outstation dwellings. The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

During 2008-09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. These dwellings are not captured by the ICH data collection or the public housing data collection.

Adjustments were made in 2010–11 to rent collected data due to the age of some dwellings. Target rent is based on approximately \$60-\$100 per fortnight. Methodology used was \$60 per dwelling built prior to 1998 and \$100 for dwellings built after 1998.

- (l) Australian Government contains data from Victoria, Queensland and Tasmania, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey.

- (m) Data for some Australian totals are not reported due to insufficient data for jurisdictions.

na Not available. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (various years) *Indigenous Community Housing*, Canberra.

TABLE 16A.9

Table 16A.9 **Proportion of new tenancies allocated to households with special needs — public housing (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08	50.3	53.2	68.6	69.5	66.4	68.0	50.7	63.0	59.0
2008-09	63.4	63.5	70.3	59.5	70.7	65.9	51.8	64.6	64.8
2009-10	64.3	60.5	72.4	62.1	70.0	65.7	51.5	66.8	65.3
2010-11	65.4	67.5	71.5	62.3	71.1	66.8	55.7	64.8	66.9
2011-12	72.6	62.1	71.9	61.1	71.9	64.0	54.1	57.8	67.5

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and the denominator 'Total new households assisted, for year ending 30 June' reported in table 16A.5.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.10

Table 16A.10 **Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2007-08	46.0	44.7	50.6	46.4	42.9	61.9	47.2
2008-09	53.5	na	51.4	39.6	41.7	75.0	48.3
2009-10	52.2	..	56.7	38.5	55.3	61.5	51.3
2010-11	56.1	..	57.0	..	48.7	82.4	56.4
2011-12	56.7	..	45.2	..	52.0	77.4	54.0

(a) Data may not be over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and denominator 'Total new households assisted, for year ending 30 June' reported in table 16A.6.

na Not available. **..** Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.11

Table 16A.11 Proportion of new tenancies allocated to households with special needs — community housing (per cent) (a), (b)

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2007-08	77.9	54.5	60.4	56.1	40.1	64.0	31.9	na	62.4
2008-09	71.1	50.3	64.4	49.5	67.9	89.7	39.5	na	61.1
2009-10	76.3	48.8	55.5	46.6	59.6	71.4	49.4	na	60.2
2010-11	64.3	50.7	42.5	50.5	84.9	55.9	47.9	na	56.1
2011-12	71.3	50.7	58.0	47.4	73.9	67.7	61.5	na	60.3

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) These data are calculated using the numerator 'Total number of new households with special needs for the year ending 30 June' and denominator 'Total number of new households for whom details of whether or not they have special needs are known for year ending 30 June. Households for which a special needs status could not be determined are excluded from the calculation of this indicator.

(c) In NSW, data are sourced from a multi-response survey question and a new household may fall into more than one 'special needs' category. Data have been adjusted to avoid double counting households that fall into more than one special needs category.

(d) Australian totals may not represent national totals because data are not available for some jurisdictions.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.12

Table 16A.12 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08									
Proportion of greatest need allocations in:									
< 3 months	68.6	75.8	81.6	67.0	76.2	91.8	92.9	21.5	74.6
3 months to < 6 months	55.2	67.2	88.1	84.2	73.6	96.6	89.0	53.3	71.2
6 months to <1 year	41.8	73.0	75.1	64.4	58.3	92.3	90.6	58.9	62.4
1 year to < 2 years	24.2	66.8	33.4	19.1	48.3	94.4	83.9	47.0	40.0
2+ years	5.0	25.5	4.5	0.4	5.9	83.3	52.5	14.3	7.0
Overall total	38.9	67.3	44.5	47.1	53.0	92.8	87.0	39.5	51.2
2008-09									
Proportion of greatest need allocations in:									
< 3 months	75.4	70.6	95.4	61.0	82.6	91.5	96.8	26.1	79.2
3 months to < 6 months	68.9	70.1	95.1	83.7	78.8	98.5	91.9	47.3	79.2
6 months to <1 year	55.8	79.0	94.6	85.5	60.6	95.6	90.3	52.9	74.9
1 year to < 2 years	26.0	68.6	95.1	66.0	45.9	92.3	89.8	46.5	58.4
2+ years	5.9	38.4	94.4	4.3	8.4	85.0	78.3	13.2	32.4
Overall total	47.4	68.1	95.0	56.8	58.5	93.7	91.4	35.6	66.0
2009-10									
Proportion of greatest need allocations in:									
< 3 months	86.2	74.4	92.3	57.6	88.8	93.1	94.6	34.0	83.4
3 months to < 6 months	85.9	71.5	89.9	82.5	87.9	97.0	93.5	77.5	84.9
6 months to <1 year	80.8	74.2	84.9	80.9	83.2	98.4	90.6	61.3	81.5
1 year to < 2 years	63.3	76.3	81.0	79.9	82.0	94.9	86.9	57.7	74.8
2+ years	40.0	56.1	82.6	19.5	42.4	80.6	75.0	27.9	44.7
Overall total	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9
2010-11									
Proportion of greatest need allocations in:									
< 3 months	77.7	79.8	95.4	64.4	87.3	93.5	96.7	31.3	83.1
3 months to < 6 months	80.5	74.4	94.7	84.3	85.0	99.4	91.9	39.1	84.0
6 months to <1 year	78.6	74.7	90.2	75.9	83.3	98.9	93.0	69.1	82.1
1 year to < 2 years	67.4	75.8	89.9	79.1	81.9	99.0	91.7	62.8	77.9
2+ years	40.8	49.2	82.9	35.9	50.6	91.9	88.7	34.3	46.2
Overall total	66.2	73.1	92.1	61.2	80.1	96.2	92.5	45.2	74.7
2011-12									
Proportion of greatest need allocations in:									
< 3 months	78.1	67.3	96.8	63.0	90.1	94.0	97.6	47.5	81.1
3 months to < 6 months	77.0	70.2	97.4	75.8	90.6	95.9	94.7	67.6	83.2
6 months to <1 year	67.5	78.2	96.4	77.9	88.1	97.2	90.5	73.6	81.3
1 year to < 2 years	66.3	80.5	94.8	72.2	85.5	96.7	83.6	67.0	77.7
2+ years	47.3	63.9	95.3	34.0	59.5	83.7	91.3	42.0	51.7
Overall total	65.6	70.8	96.4	55.2	83.1	94.9	94.0	56.5	74.2

Table 16A.12 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

– Nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.13

Table 16A.13 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2007-08							
Proportion of new allocations to those in greatest need in:							
< 3 months	23.6	35.7	50.0	32.5	83.0	na	42.0
3 months to < 6 months	11.7	11.1	50.0	68.4	70.0	na	37.0
6 months to < 1 year	12.7	50.0	53.8	62.7	66.7	na	37.6
1 year to < 2 years	—	12.5	18.8	20.0	70.4	na	22.0
2+ years	—	—	5.4	—	39.5	na	7.7
Overall total	12.9	17.0	29.9	34.9	69.3	na	30.2
2008-09							
Proportion of new allocations to those in greatest need in:							
Under 3 months	32.9	na	85.8	20.0	80.0	na	55.6
3 < 6 months	20.6	na	87.8	67.4	100.0	na	55.9
6 months to < 1 year	11.8	na	80.4	65.9	80.0	na	51.4
1 < 2 years	5.6	na	85.0	56.0	61.1	na	50.7
2+ years	—	na	94.7	8.5	18.5	na	27.9
Overall total	14.9	na	86.7	37.5	67.6	na	48.6
2009-10							
Proportion of new allocations to those in greatest need in:							
Under 3 months	46.2	..	75.3	36.1	93.1	na	62.0
3 < 6 months	57.4	..	84.5	88.9	85.7	na	74.2
6 months to < 1 year	36.7	..	70.7	73.2	100.0	na	59.7
1 < 2 years	14.1	..	73.2	64.7	83.3	na	49.7
2+ years	23.6	..	78.6	13.0	66.7	na	27.4
Overall total	34.8	..	75.8	48.0	88.7	na	55.9
2010-11							
Proportion of new allocations to those in greatest need in:							
Under 3 months	41.0	..	97.3	..	86.4	na	73.6
3 < 6 months	33.8	..	94.4	..	100.0	na	61.4
6 months to < 1 year	36.3	..	91.3	..	83.3	na	60.5
1 < 2 years	24.7	..	86.0	..	100.0	na	48.1
2+ years	18.7	..	90.9	..	53.3	na	27.3
Overall total	31.2	..	93.6	..	84.6	na	58.6

TABLE 16A.13

Table 16A.13 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2011-12							
Proportion of new allocations to those in greatest need in:							
Under 3 months	45.3	..	95.9	..	89.5	na	70.4
3 < 6 months	38.2	..	91.2	..	100.0	na	60.9
6 months to < 1 year	28.1	..	94.7	..	100.0	na	58.1
1 < 2 years	19.3	..	90.9	..	100.0	na	42.3
2+ years	21.4	..	90.0	..	44.4	na	28.8
Overall total	31.0	..	93.8	..	90.5	na	55.7

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

na Not available. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.14

Table 16A.14 **Greatest need allocations as a proportion of all new allocations — community housing (per cent) (a)**

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2007-08	69.7	90.5	56.7	68.3	81.7	59.2	62.4	na	71.2
2008-09	67.9	91.5	56.2	85.1	96.6	57.4	95.6	na	75.0
2009-10	70.0	55.1	50.5	75.1	60.1	79.6	88.0	na	63.1
2010-11	70.2	87.3	73.0	62.3	42.8	91.1	75.1	na	71.6
2011-12	69.7	83.5	62.4	75.4	45.3	86.6	97.8	na	72.0

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Underlying data quality issues affected the identification of Victoria's 2009-10 new allocations to households in greatest need. Comparison of data over time should be interpreted with caution.

(c) Australian totals may not represent national totals because data are not available for some jurisdictions.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.15

Table 16A.15 **Dwelling condition — Public housing (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012										
Proportion of households with at least four working facilities and not more than two major structural problems										
		67.7	73.7	83.5	75.9	81.7	76.2	76.6	81.6	74.7
Conf. Inter. (c)	±	1.3	4.0	3.0	3.8	3.6	3.9	3.3	3.3	0.9
Proportion of Indigenous households with at least four working facilities and not more than two major structural problems										
		49.6	np	77.3	np	np	82.2	np	72.3	61.3
Conf. Inter. (c)	±	5.1	np	13.1	np	np	12.4	np	9.3	3.9

(a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

(b) The results from the 2012 survey may be affected by non-response bias due to low response rates. Results should therefore be interpreted with caution.

(c) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

np Not published.

Source: AIHW (2012) *National Social Housing Survey*.

Table 16A.16 **Dwelling condition — SOMIH (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012										
	Proportion of households with at least four working facilities and not more than two major structural problems									
		56.4	..	69.9	..	56.9	64.9	61.4
	Conf. Inter. (d) \pm	3.6	..	4.6	..	6.6	8.2	2.5

(a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

(b) The results from the 2012 survey may be affected by non-response bias due to low response rates. Results should therefore be interpreted with caution.

(c) Includes a small proportion of non-Indigenous households.

(d) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

.. Not applicable.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.17

Table 16A.17 **Dwelling condition — Community housing (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012										
Proportion of households with at least four working facilities and not more than two major structural problems										
		81.4	87.1	89.4	89.1	86.1	84.4	80.2	na	85.2
Conf. Inter. (c)	\pm	2.3	3.5	3.1	3.2	3.6	3.6	7.7	na	1.3
Proportion of Indigenous households with at least four working facilities and not more than two major structural problems										
		67.4	np	75.8	np	np	np	np	na	71.5
Conf. Inter. (c)	\pm	10.7	np	14.3	np	np	np	np	na	6.8

(a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

(b) The results from the 2012 survey may be affected by non-response bias due to low response rates. Results should therefore be interpreted with caution.

(c) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

na Not available. **np** Not published.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.18

Table 16A.18 **Dwelling condition — Indigenous community housing (per cent)**

	<i>NSW and ACT (a)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>NT</i>	<i>Aust</i>
2006								
Proportion of dwellings in need of major repair								
	18.8	24.7	26.3	27.9	22.4	30.6	21.0	23.4
Proportion of dwellings in need of replacement								
	2.7	4.5	5.9	10.1	5.8	—	10.2	7.2

(a) For the number of permanent dwellings in need of major repair and replacement, the ACT data have been included with NSW due to low numbers.

— Nil or rounded to zero.

Source: ABS (2007) *Housing and Infrastructure in Aboriginal and Torres Strait Islander Communities 2006*, Australia.

TABLE 16A.19

Table 16A.19 **Nominal government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2002-03									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	4 532	3 247	4 168	4 258	4 538	6 392	6 375	9 285	4 419
Depreciation	1 575	1 597	2 245	1 323	823	966	1 126	2 252	1 524
Indicative user cost of capital									
Land	9 399	4 467	3 869	4 140	2 495	1 186	11 485	4 126	5 960
Other assets	5 773	6 127	5 162	4 770	3 495	3 691	6 012	5 262	5 275
Total assets	15 172	10 594	9 030	8 910	5 990	4 877	17 496	9 388	11 234
Interest payments	390	—	247	633	942	989	537	2 304	452
Total capital costs	16 357	12 191	11 028	9 601	5 871	4 854	18 085	9 335	12 307
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	20 851	15 387	15 167	13 804	10 365	11 194	24 389	18 533	16 682
No. of dwellings (at 30 June)	125 216	64 849	49 579	31 720	47 772	12 004	11 043	5 829	348 012
2003-04									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	4 822	3 515	4 394	4 693	4 609	6 021	7 746	10 053	4 695
Depreciation	1 789	1 752	1 240	1 392	1 031	1 254	1 191	2 440	1 538
Indicative user cost of capital									
Land	10 881	5 784	7 287	4 678	3 168	1 460	14 254	4 657	7 493
Other assets	6 336	6 715	5 510	5 154	4 210	4 629	6 495	6 222	5 840
Total assets	17 217	12 499	12 797	9 832	7 378	6 088	20 749	10 879	13 333
Interest payments	388	—	296	758	938	999	516	2 352	467
Total capital costs	18 618	14 251	13 740	10 466	7 471	6 344	21 424	10 967	14 404
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 402	17 716	18 105	15 112	12 031	12 314	29 090	20 959	19 056

TABLE 16A.19

Table 16A.19 **Nominal government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
No. of dwellings (at 30 June)	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2004-05									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	4 743	3 735	4 476	5 119	4 885	6 175	8 153	9 475	4 801
Depreciation	1 871	1 771	1 375	1 481	1 227	2 103	1 078	2 551	1 653
Indicative user cost of capital									
Land	10 541	5 930	7 428	5 501	4 356	2 554	14 850	5 779	7 729
Other assets	6 191	6 902	5 996	5 662	5 018	8 083	6 800	8 395	6 211
Total assets	16 731	12 832	13 424	11 163	9 373	10 637	21 650	14 174	13 941
Interest payments	381	—	360	740	941	983	513	2 132	467
Total capital costs	18 221	14 603	14 439	11 903	9 659	11 757	22 216	14 594	15 128
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	22 925	18 301	18 883	16 983	14 495	17 873	30 281	24 017	19 887
No. of dwellings (at 30 June)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2005-06									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 122	4 233	4 719	5 382	5 283	6 813	7 685	9 304	5 145
Depreciation	1 865	1 809	1 489	1 683	1 274	1 901	1 080	2 777	1 696
Indicative user cost of capital									
Land	10 033	6 013	8 262	6 764	5 308	2 660	15 056	7 326	7 961
Other assets	6 168	6 985	6 356	6 422	5 210	7 767	7 234	7 022	6 350
Total assets	16 201	12 998	14 619	13 186	10 518	10 427	22 290	14 348	14 311
Interest payments	424	—	392	732	931	911	496	2 168	480
Total capital costs	17 642	14 807	15 715	14 137	10 861	11 417	22 875	14 958	15 527

TABLE 16A.19

Table 16A.19 **Nominal government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	22 721	19 000	20 402	19 456	16 088	18 171	30 477	24 174	20 625
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2006-07									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 778	4 541	5 162	7 553	5 990	6 752	6 842	9 502	5 768
Depreciation	1 961	1 852	1 578	1 834	1 343	1 982	1 149	2 534	1 776
Indicative user cost of capital									
Land	10 084	6 011	9 003	12 341	5 742	3 123	16 087	8 142	8 716
Other assets	6 266	7 221	6 783	9 750	5 436	7 473	8 018	7 084	6 848
Total assets	16 350	13 232	15 786	22 091	11 177	10 597	24 105	15 225	15 564
Interest payments	532	—	398	842	916	941	480	2 164	527
Total capital costs	17 779	15 084	16 965	23 083	11 605	11 638	24 775	15 595	16 813
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 497	19 584	22 093	30 568	17 538	18 323	31 616	25 011	22 529
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2007-08									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 010	4 831	5 286	8 173	6 256	7 305	7 086	10 918	6 064
Depreciation	2 052	1 919	1 684	2 333	1 410	2 187	1 341	2 643	1 906
Indicative user cost of capital									
Land	10 064	7 506	11 083	16 490	6 587	3 299	19 684	9 433	9 947
Other assets	6 430	7 980	7 441	11 881	5 347	8 274	8 095	7 796	7 387
Total assets	16 495	15 485	18 524	28 371	11 934	11 573	27 780	17 230	17 333

TABLE 16A.19

Table 16A.19 **Nominal government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Interest payments	543	–	384	828	785	923	460	2 417	512
Total capital costs	18 003	17 404	19 823	29 876	12 559	12 837	28 660	17 456	18 727
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 938	22 190	25 073	37 977	18 755	20 075	35 747	28 301	24 733
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2008-09									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 549	4 848	6 146	7 000	6 342	7 948	7 736	13 201	6 366
Depreciation	2 163	2 053	1 894	2 730	1 621	2 152	1 248	3 114	2 071
Indicative user cost of capital									
Land	9 824	10 351	11 377	15 621	7 372	3 584	19 814	10 601	10 515
Other assets	6 748	8 253	7 658	11 121	6 599	8 407	8 317	8 168	7 698
Total assets	16 573	18 604	19 036	26 741	13 971	11 991	28 131	18 769	18 213
Interest payments	548	–	371	803	862	903	442	2 122	512
Total capital costs	18 188	20 657	20 559	28 669	14 729	13 239	28 936	19 762	19 772
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	24 653	25 458	26 655	35 596	21 013	21 130	36 672	32 881	26 074
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2009-10									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 237	5 029	6 077	7 104	6 815	8 069	8 106	12 058	6 691
Depreciation	2 338	2 133	1 911	2 693	1 707	2 290	1 267	3 689	2 170
Indicative user cost of capital									
Land	10 814	10 238	11 597	13 526	8 363	3 377	22 407	11 299	10 900

TABLE 16A.19

Table 16A.19 **Nominal government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA	Tas	ACT	NT	Aust (e)
Other assets	7 825	8 531	8 081	9 712	7 193	8 550	8 452	8 709	8 160
Total assets	18 639	18 769	19 678	23 238	15 556	11 927	30 859	20 008	19 060
Interest payments	550	—	357	762	863	890	421	2 141	504
Total capital costs	20 427	20 901	21 232	25 168	16 399	13 327	31 704	21 556	20 725
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 572	25 882	27 250	32 182	23 142	21 323	39 810	33 540	27 345
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2010-11									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 977	5 658	8 255	8 191	6 929	8 777	8 167	12 769	7 227
Depreciation	2 552	2 190	2 027	2 744	1 769	2 300	1 235	4 358	2 295
Indicative user cost of capital									
Land	11 007	10 236	11 512	13 558	9 573	4 337	21 959	12 959	11 183
Other assets	8 071	8 766	7 931	10 946	7 505	8 895	9 128	11 519	8 524
Total assets	19 078	19 003	19 443	24 504	17 078	13 232	31 087	24 478	19 707
Interest payments	607	—	344	694	881	876	398	2 140	516
Total capital costs	21 023	21 193	21 126	26 554	17 966	14 656	31 924	26 696	21 486
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 905	26 802	29 328	34 665	24 831	23 349	40 091	39 376	28 642
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2011-12									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 429	5 884	8 294	9 762	7 604	8 194	8 736	14 912	7 707
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327

TABLE 16A.19

Table 16A.19 **Nominal government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038
Total assets	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 545	27 109	28 562	37 390	26 398	21 436	41 234	43 821	29 321
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906

(a) Data are presented in nominal terms. Refer to table 16A.20 for data reported in real terms (2011-12 dollars).

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(c) Total net recurrent costs in 2009-10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010-11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010-11 reflect software and system development. Interest payments for 2010-11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project.

(d) Data for 2010-11 include expenditure reported as SOMIH in the 2012 Report.

(e) Due to rounding, the national total for total net recurrent costs may not equal the sum of jurisdictions' data items.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); table AA.39.

TABLE 16A.20

Table 16A.20 Real government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (2011-12 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
2002-03									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 373	4 567	5 862	5 989	6 382	8 991	8 966	13 059	6 215
Depreciation	2 215	2 246	3 157	1 861	1 158	1 359	1 583	3 167	2 144
Indicative user cost of capital									
Land	13 220	6 283	5 441	5 823	3 509	1 668	16 153	5 802	8 382
Other assets	8 119	8 617	7 260	6 709	4 916	5 192	8 455	7 401	7 419
Total assets	21 338	14 901	12 701	12 532	8 424	6 859	24 608	13 204	15 801
Interest payments	548	—	348	890	1 325	1 391	755	3 241	636
Total capital costs	23 005	17 146	15 510	13 503	8 257	6 827	25 436	13 130	17 309
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 326	21 641	21 331	19 416	14 579	15 745	34 303	26 066	23 462
No. of dwellings (at 30 June)	125 216	64 849	49 579	31 720	47 772	12 004	11 043	5 829	348 012
2003-04									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 587	4 803	6 003	6 412	6 296	8 225	10 582	13 733	6 414
Depreciation	2 444	2 393	1 693	1 902	1 408	1 713	1 627	3 333	2 101
Indicative user cost of capital									
Land	14 865	7 901	9 955	6 390	4 328	1 994	19 472	6 362	10 236
Other assets	8 655	9 174	7 527	7 041	5 752	6 323	8 873	8 501	7 978
Total assets	23 521	17 075	17 482	13 431	10 080	8 317	28 345	14 862	18 215
Interest payments	530	—	404	1 035	1 282	1 364	705	3 213	638
Total capital costs	25 434	19 468	18 771	14 298	10 206	8 666	29 267	14 982	19 678

TABLE 16A.20

Table 16A.20 Real government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (2011-12 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	31 969	24 202	24 734	20 645	16 436	16 823	39 741	28 633	26 033
No. of dwellings (at 30 June)	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2004-05									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 232	4 908	5 881	6 727	6 419	8 115	10 713	12 451	6 308
Depreciation	2 458	2 328	1 806	1 946	1 612	2 763	1 417	3 353	2 173
Indicative user cost of capital									
Land	13 851	7 793	9 761	7 228	5 723	3 357	19 514	7 594	10 157
Other assets	8 135	9 069	7 879	7 441	6 593	10 621	8 936	11 032	8 162
Total assets	21 986	16 862	17 640	14 669	12 317	13 978	28 450	18 626	18 319
Interest payments	501	—	473	973	1 236	1 292	674	2 801	613
Total capital costs	23 943	19 190	18 974	15 642	12 693	15 449	29 193	19 177	19 879
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 125	24 048	24 814	22 317	19 048	23 486	39 792	31 560	26 133
No. of dwellings (at 30 June)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2005-06									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 426	5 311	5 921	6 753	6 629	8 548	9 643	11 674	6 455
Depreciation	2 340	2 269	1 868	2 112	1 598	2 386	1 356	3 485	2 128
Indicative user cost of capital									
Land	12 589	7 545	10 367	8 487	6 660	3 338	18 891	9 192	9 988
Other assets	7 739	8 764	7 975	8 057	6 537	9 745	9 076	8 811	7 967

TABLE 16A.20

Table 16A.20 Real government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (2011-12 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Total assets	20 328	16 309	18 342	16 545	13 197	13 083	27 967	18 003	17 955
Interest payments	533	—	492	919	1 168	1 143	622	2 720	602
Total capital costs	22 135	18 579	19 718	17 737	13 627	14 325	28 701	18 768	19 481
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 509	23 839	25 599	24 412	20 186	22 799	38 240	30 331	25 878
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2006-07									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 912	5 432	6 175	9 035	7 165	8 076	8 184	11 366	6 899
Depreciation	2 346	2 216	1 888	2 194	1 606	2 371	1 375	3 032	2 125
Indicative user cost of capital									
Land	12 062	7 190	10 769	14 762	6 868	3 736	19 243	9 739	10 426
Other assets	7 496	8 637	8 113	11 662	6 502	8 939	9 591	8 473	8 192
Total assets	19 558	15 828	18 882	26 425	13 370	12 675	28 834	18 212	18 617
Interest payments	636	—	477	1 008	1 096	1 125	574	2 589	630
Total capital costs	21 267	18 043	20 293	27 611	13 881	13 921	29 635	18 655	20 112
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 106	23 425	26 427	36 564	20 978	21 918	37 819	29 918	26 949
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2007-08									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 869	5 521	6 041	9 341	7 150	8 349	8 098	12 478	6 931
Depreciation	2 345	2 193	1 924	2 666	1 612	2 499	1 533	3 021	2 179

TABLE 16A.20

Table 16A.20 Real government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (2011-12 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Indicative user cost of capital									
Land	11 502	8 578	12 666	18 846	7 528	3 771	22 496	10 781	11 368
Other assets	7 349	9 120	8 504	13 578	6 111	9 456	9 252	8 910	8 442
Total assets	18 851	17 698	21 170	32 424	13 639	13 227	31 748	19 691	19 810
Interest payments	621	—	439	947	897	1 055	526	2 762	586
Total capital costs	20 575	19 890	22 655	34 144	14 353	14 671	32 755	19 950	21 403
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 358	25 359	28 654	43 402	21 434	22 943	40 853	32 344	28 266
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2008-09									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 127	5 275	6 688	7 616	6 900	8 648	8 418	14 365	6 927
Depreciation	2 354	2 234	2 061	2 971	1 763	2 342	1 358	3 389	2 254
Indicative user cost of capital									
Land	10 690	11 263	12 380	16 998	8 022	3 900	21 560	11 535	11 442
Other assets	7 343	8 981	8 333	12 101	7 180	9 148	9 050	8 888	8 377
Total assets	18 033	20 244	20 713	29 098	15 202	13 047	30 610	20 424	19 819
Interest payments	596	—	404	873	938	983	481	2 309	557
Total capital costs	19 791	22 478	22 371	31 196	16 027	14 406	31 487	21 503	21 515
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	26 825	27 701	29 004	38 734	22 865	22 993	39 904	35 779	28 372
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464

2009-10

TABLE 16A.20

Table 16A.20 Real government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (2011-12 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 799	5 419	6 549	7 656	7 343	8 695	8 735	12 994	7 210
Depreciation	2 519	2 298	2 059	2 902	1 839	2 467	1 365	3 975	2 338
Indicative user cost of capital									
Land	11 653	11 032	12 497	14 575	9 012	3 639	24 145	12 176	11 745
Other assets	8 432	9 193	8 708	10 465	7 751	9 213	9 107	9 385	8 793
Total assets	20 085	20 225	21 205	25 041	16 763	12 852	33 253	21 561	20 539
Interest payments	593	—	384	821	930	959	454	2 308	543
Total capital costs	22 012	22 523	22 880	27 121	17 672	14 361	34 163	23 228	22 333
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 712	27 890	29 364	34 679	24 938	22 977	42 898	36 142	29 466
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2010-11									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 091	5 750	8 389	8 324	7 042	8 920	8 300	12 976	7 344
Depreciation	2 593	2 226	2 060	2 789	1 798	2 337	1 255	4 429	2 332
Indicative user cost of capital									
Land	11 186	10 403	11 699	13 779	9 729	4 407	22 316	13 170	11 365
Other assets	8 203	8 909	8 060	11 124	7 627	9 040	9 276	11 706	8 662
Total assets	19 388	19 312	19 759	24 902	17 355	13 447	31 593	24 876	20 027
Interest payments	617	—	350	705	895	890	404	2 175	524
Total capital costs	21 365	21 538	21 469	26 986	18 258	14 894	32 443	27 130	21 835
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 359	27 237	29 805	35 229	25 234	23 729	40 743	40 017	29 108

TABLE 16A.20

Table 16A.20 Real government expenditure on public housing, 2002-03 to 2011-12 (\$ per dwelling) (2011-12 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2011-12									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 429	5 884	8 294	9 762	7 604	8 194	8 736	14 912	7 707
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038
Total assets	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 545	27 109	28 562	37 390	26 398	21 436	41 234	43 821	29 321
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906

(a) Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(c) Total net recurrent costs in 2009-10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010-11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010-11 reflect software and system development. Interest payments for 2010-11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project.

(d) Due to rounding, the national total for total net recurrent costs may not equal the sum of jurisdictions' data items.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); table AA.51.

TABLE 16A.21

Table 16A.21 Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling) (a), (b)

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Nominal cost per dwelling							
2002-03	5 056	4 682	6 028	5 397	7 917	3 686	5 690
2003-04	5 684	4 737	6 296	6 059	5 469	3 425	5 702
2004-05	5 057	4 794	6 134	6 857	4 116	4 886	5 451
2005-06	5 364	6 208	6 582	7 589	6 931	5 551	6 354
2006-07	5 818	4 078	7 471	7 627	6 674	6 430	6 476
2007-08	6 229	4 929	8 139	10 726	9 513	6 504	8 014
2008-09	7 052	4 436	9 019	8 981	10 620	7 141	8 484
2009-10	9 152	..	9 211	9 058	11 859	7 163	8 484
2010-11	7 630	..	10 581	..	11 670	7 780	9 410
2011-12	7 913	..	13 515	..	13 180	7 390	10 682
Real cost per dwelling (2011-12 dollars) (d)							
2002-03	7 111	6 585	8 478	7 590	11 135	5 184	8 003
2003-04	7 766	6 472	8 602	8 278	7 471	4 679	7 789
2004-05	6 645	6 300	8 061	9 011	5 409	6 421	7 163
2005-06	6 730	7 789	8 259	9 522	8 696	6 965	7 972
2006-07	6 959	4 877	8 937	9 123	7 983	7 691	7 746
2007-08	7 119	5 633	9 302	12 258	10 872	7 434	9 158
2008-09	7 673	4 826	9 814	9 773	11 556	7 770	9 231
2009-10	9 862	..	9 926	9 761	12 779	7 719	9 142
2010-11	7 754	..	10 753	..	11 860	7 907	9 564
2011-12	7 913	..	13 515	..	13 180	7 390	10 682

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) These data exclude the costs of capital.

(c) Total net recurrent costs in 2009-10 includes additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding.

(d) Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.

.. Not applicable.

Source: State governments (unpublished); table AA.39.

TABLE 16A.22

Table 16A.22 Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)

	<i>NSW</i>	<i>Vic (e), (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT</i>	<i>Aust (g)</i>
Nominal cost per tenancy									
2002-03	8 036	3 679	4 187	5 048	4 362	5 173	na	na	5 636
2003-04	9 224	5 167	4 291	7 861	3 751	7 712	na	na	6 529
2004-05	9 400	6 667	5 509	8 013	6 995	11 365	na	na	7 744
2005-06	8 326	6 764	4 459	9 415	7 512	9 547	na	na	7 411
2006-07	8 580	7 963	3 787	6 591	6 999	9 832	6 690	na	7 100
2007-08	8 844	7 250	4 674	4 956	6 008	12 023	7 816	na	7 045
2008-09	9 299	9 008	4 962	7 870	7 294	16 835	7 248	na	8 289
2009-10	10 175	8 445	7 263	8 062	7 459	21 312	10 268	na	9 120
2010-11	9 356	9 417	5 345	5 400	6 629	15 699	10 971	na	8 149
Real cost per tenancy (2010-11 dollars) (h)									
2002-03	11 130	5 096	5 799	6 992	6 042	7 165	na	na	7 806
2003-04	12 398	6 945	5 767	10 566	5 042	10 366	na	na	8 776
2004-05	12 160	8 625	7 127	10 366	9 049	14 702	na	na	10 018
2005-06	10 279	8 351	5 505	11 623	9 274	11 786	na	na	9 149
2006-07	10 106	9 379	4 461	7 763	8 244	11 581	7 880	na	8 363
2007-08	9 948	8 155	5 258	5 575	6 758	13 524	8 792	na	7 925
2008-09	9 956	9 645	5 313	8 426	7 809	18 025	7 760	na	8 875
2009-10	10 790	8 955	7 702	8 549	7 910	22 600	10 889	na	9 671
2010-11	9 356	9 417	5 345	5 400	6 629	15 699	10 971	na	8 149

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.
- (b) The most recent data presented here is for the 2010-11 financial year. This information relates to a different number of community housing organisation and households when compared to the most recent (2011-12) non-financial outputs and indicators.
- (c) Total net recurrent costs are divided into costs borne by (1) providers: community housing organisations responsible for the day-to-day management of community housing dwellings and tenancies; and (2) administrators: state and territory government bodies with the responsibility of administering community housing programs.
- (d) These data exclude the costs of capital.
- (e) In Victoria, changes in methodology over time affect coherence of these data.
- (f) In 2009-10, provider net recurrent costs for Vic, WA, Tas and the ACT have been weighted to reflect the total number of tenancy (rental) units. Victorian data may include some dwellings that were not government funded. WA and Tasmania data exclude three community housing organisations. Tasmanian data in 2009-10 reflect an increase in administrative costs. In the ACT, data may include grants and subsidies paid to community housing organisations for tenancy management. Data reflect a one-off Energy and Water efficiency grant for the purchase of whitegoods.
- (g) Australian totals may not represent national totals because data are not available for some jurisdictions.
- (h) Data are adjusted to 2010-11 dollars using gross domestic product (GDP) price deflator (2010-11 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.
- na** Not available.

TABLE 16A.22

Table 16A.22 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic (e), (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas (f)</i>	<i>ACT (f)</i>	<i>NT</i>	<i>Aust (g)</i>
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Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 236; table AA.39.

TABLE 16A.23

Table 16A.23 **Net recurrent cost per dwelling — Indigenous community housing (2010-11 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust (d)</i>
2006-07	9 350	..	3 854	na	3 829	..	na	na	na	5 862
2007-08	7 417	3 392	7 676	14 827	2 903	..	7 686	na	8 896	8 405
2008-09	6 409	6 318	3 967	6 786	3 507	..	10 801	na	8 031	5 627
2009-10	15 086	9 534	4 750	7 211	4 207	11 465	na	na	..	7 944
2010-11	10 656	4 851	5 538	9 063	na	4 960	na	na	..	7 327

- (a) Data are adjusted to 2010-11 dollars using the gross domestic product (GDP) price deflator (2010-11 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.
- (b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 16A.8 and www.pc.gov.au/gsp/reports/rogs/2013.
- (c) Data from 2007-08 and 2008 are not comparable to data for earlier years due to a change in scope of data collection and respondent variation. Data for 2009-10 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for earlier years that were based on funded and unfunded organisations.
- (d) Australian totals may not represent national totals because data were not available for all jurisdictions.
- na** Not available. **..** Not applicable.

Source: AIHW (various years) *Indigenous Community Housing*, Canberra; AIHW (2011) *Housing Assistance in Australia* Cat No. HOU 236; table AA.39.

TABLE 16A.24

Table 16A.24 Public housing occupancy rates as at 30 June (per cent) (a) (b)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of public housing dwellings occupied, at 30 June									
2003	98.3	96.5	97.9	95.7	94.9	96.8	98.7	93.9	97.1
2004	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4
2005	98.7	97.3	98.6	95.6	96.1	98.0	98.1	94.1	97.7
2006	98.6	97.5	98.9	96.2	96.2	98.4	98.7	95.6	97.8
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0
2009	98.6	96.6	98.9	96.7	96.1	98.1	98.4	94.7	97.7
2010	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7
2011	99.9	96.9	98.6	96.1	95.8	98.4	97.9	96.1	98.0
2012	98.9	96.9	98.6	96.3	96.0	97.3	98.6	95.4	97.7

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) These data are calculated using the numerator 'Total number of occupied public housing dwellings, at 30 June' and denominator 'Total public housing dwellings, at 30 June' reported in table 16A.3.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.25

Table 16A.25 **SOMIH occupancy rates as at 30 June (per cent) (a) (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Proportion of State owned and managed Indigenous housing dwellings occupied							
2003	97.6	96.1	94.2	94.4	91.8	95.8	95.2
2004	98.0	96.7	96.8	94.1	92.2	98.2	96.0
2005	97.4	95.8	96.1	94.2	91.8	97.7	95.5
2006	97.4	96.7	96.8	94.1	93.5	98.3	96.1
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8
2009	97.9	100.0	95.5	94.6	93.9	98.6	96.1
2010	98.1	..	94.8	95.5	92.4	97.7	95.8
2011	99.9	..	95.7	..	94.6	98.0	97.4
2012	97.7	..	95.2	..	96.0	96.8	96.5

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) These data are calculated using the numerator 'Total number of occupied SOMIH dwellings, at 30 June' and denominator 'Total SOMIH dwellings, at 30 June' reported in table 16A.3.

.. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.26

Table 16A.26 **Community housing occupancy rates at 30 June (per cent) (a)**

	<i>NSW</i> (b)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (e)	<i>Aust</i> (f)
2008	98.4	95.4	97.0	95.8	96.1	100.0	93.9	100.0	97.1
2009	98.2	95.0	99.3	88.7	96.8	99.0	95.7	100.0	96.9
2010	98.7	93.5	95.2	92.3	94.3	95.3	95.7	100.0	96.0
2011	97.6	93.6	94.6	93.8	98.1	95.6	91.4	100.0	95.9
2012	98.1	94.4	95.7	92.8	97.0	90.9	92.7	100.0	96.2

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Due to data quality issues the figures for NSW may be overstated.

(c) Includes one occupied tenancy (rental) unit used to provide additional housing support. The number of households at 30 June may be overstated due to underlying data quality issues. This may also result in a higher rate of occupancy.

(d) The number of households at 30 June may be understated whilst the number of tenancy (rental) units may be overstated due to underlying data quality issues. This may also result in a lower rate of occupancy.

(e) It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.

(f) Australian totals may not represent national totals because complete data were not available for some jurisdictions.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.27

Table 16A.27 **Indigenous community housing occupancy rates (per cent) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust (d)</i>
2007	98.3	..	100.0	91.0	89.0	..	100.0	na	94.9	96.2
2008	96.0	99.1	98.1	na	93.3	..	100.0	100.0	96.6	98.3
2009	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	..	90.8
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	..	91.6

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 16A.8 and www.pc.gov.au/gsp/reports/rogs/2013.
- (b) These data are calculated using the numerator 'Total number of occupied ICH dwellings, at 30 June' and denominator 'Total ICH dwellings, for year ending 30 June' reported in table 16A.3.
- (c) Data from 2008 are not comparable to data for previous years due to a change in scope of data collection and respondent variation. Data for 2010 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (d) Calculations only include those dwellings for which occupancy status was known.
- (e) Australian totals may not represent national totals because data were not available for all jurisdictions.

na Not available. **..** Not applicable.

Source: AIHW (2011) *Housing Assistance in Australia* Cat No. HOU 236; AIHW (various years) *Indigenous Community Housing*, Canberra.

TABLE 16A.28

Table 16A.28 **Average turnaround times for vacant stock — public housing (days)**
(a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2007-08	22.2	27.2	21.4	27.1	21.5	28.4	35.6	68.3	25.2
2008-09	20.2	26.7	24.6	32.9	22.7	26.7	36.2	77.3	26.2
2009-10	29.4	30.1	27.1	17.3	24.6	27.4	36.1	95.9	28.8
2010-11	31.3	29.2	27.8	26.9	27.6	29.3	38.2	58.8	30.0
2011-12	28.9	31.9	28.6	22.3	24.6	37.0	37.1	60.1	28.8

(b) Caution should be exercised when comparing with earlier years as a new methodology for reporting vacancies was introduced for 2011-12.

(c) 2011-12 data have been calculated using nine months of data due to a system change making the final quarter of data unavailable. These data should not be compared with earlier years or with other jurisdictions.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.29

Table 16A.29 **Average turnaround times for vacant stock — SOMIH (days) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>Total</i>
2007-08	28.2	44.3	34.2	40.2	40.8	45.2	35.1
2008-09	22.6	na	42.0	43.3	33.2	32.6	36.2
2009-10	28.1	..	43.6	21.3	29.1	40.7	30.5
2010-11	20.4	..	40.9	..	26.4	39.5	27.7
2011-12	23.1	..	47.2	..	24.7	53.5	29.9

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Caution should be exercised when comparing with earlier years as a new methodology for reporting vacancies was introduced for 2011-12.

na Not available. **..** Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.30

Table 16A.30 **Public housing rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2007-08	100.0	97.2	98.9	101.0	99.6	101.9	99.9	101.7	99.5
2008-09	100.2	98.5	99.3	101.3	100.0	99.0	99.9	100.8	99.8
2009-10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	99.8
2010-11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	99.6
2011-12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0	99.3

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.

(c) Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period.

Source: State and Territory governments (unpublished).

TABLE 16A.31

Table 16A.31 **SOMIH rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2007-08	96.8	99.6	99.6	104.3	103.7	99.8	99.0
2008-09	99.8	97.2	97.2	103.6	99.7	99.0	99.7
2009-10	101.5	..	101.5	104.5	100.7	101.7	99.7
2010-11	104.0	..	99.3	..	99.9	99.0	101.7
2011-12	100.0	..	100.6	..	100.7	98.6	100.5

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.

(c) Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period.

.. Not applicable.

Source: State governments (unpublished).

TABLE 16A.32

Table 16A.32 **Community housing rent collection rate (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2006-07	99.8	99.5	100.3	100.3	98.4	95.7	98.1	na	99.6
2007-08	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na	98.7
2008-09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	98.1
2009-10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	97.7
2010-11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	97.9

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) The most recent data presented here is for the 2010-11 financial year. This information relates to a different number of community housing organisation and households when compared to the most recent (2011-12) non-financial outputs and indicators.

(c) Rent collection rate is sourced from jurisdiction administrative systems.

(d) Australian totals may not represent national totals because data are not available for some jurisdictions.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.33

Table 16A.33 **Indigenous community housing rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2006-07	90.0	..	96.6	96.8	65.5	..	100.0	111.5	92.0	96.2
2007-08	89.8	95.4	90.8	101.1	63.5	..	100.4	114.4	93.2	97.6
2008-09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3
2009-10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	..	88.1
2010-11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	..	94.9

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 16A.8 and www.pc.gov.au/gsp/reports/rogs/2013.

(b) Data from 2007-08 are not comparable to data for earlier years due to a change in scope of data collection and respondent variation. Data for 2009-10 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.

(c) Calculations only include those ICHOs for which both rent collected and rent charged were known.

na Not available. **..** Not applicable.

Source: AIHW (various years) *Indigenous Community Housing*, Canberra.

TABLE 16A.34

Table 16A.34 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Size of dwelling		84.2	83.4	91.1	83.5	86.1	84.4	81.1	89.9	85.4
Conf. Inter. (c)	±	1.2	3.9	2.6	4.0	3.5	4.0	3.4	2.9	0.9
Modifications for special needs		71.8	76.6	87.5	83.1	78.1	76.2	80.3	85.2	78.1
Conf. Inter. (c)	±	2.0	5.9	3.8	5.2	5.6	6.2	4.7	4.3	1.4
Ease of access and entry		88.2	90.1	94.1	92.6	92.4	90.4	90.5	92.9	90.7
Conf. Inter. (c)	±	1.0	3.0	2.0	2.6	2.6	3.0	2.5	2.4	0.7
Car parking		80.3	81.2	85.0	83.2	85.9	86.1	81.3	82.0	82.6
Conf. Inter. (c)	±	1.4	4.4	3.4	3.9	3.6	3.7	3.5	3.8	1.0
Yard space and fencing		77.5	75.7	86.5	86.7	83.8	83.3	82.8	87.4	81.1
Conf. Inter. (c)	±	1.4	4.6	3.1	3.6	3.6	3.9	3.3	3.1	1.0
Privacy of home		82.5	83.0	88.8	84.6	84.9	79.8	84.8	86.1	84.2
Conf. Inter. (c)	±	1.2	3.6	2.6	3.5	3.4	3.9	2.9	3.1	0.8
Safety/security of home		76.3	85.0	90.6	79.4	80.6	78.2	79.8	86.7	81.6
Conf. Inter. (c)	±	1.3	3.3	2.4	3.8	3.8	4.0	3.2	2.9	0.9
Average		80.1	82.1	89.1	84.7	84.5	82.6	82.9	87.2	83.4

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/gsp/reports/rogs/2013.

(b) Caution should be used if comparing 2012 results to 2010 due to the substantially lower response rates in 2012. The decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys and results should therefore be interpreted with caution.

(c) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.35

Table 16A.35 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2012 (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Shops and banking		88.8	92.6	95.5	89.3	94.5	91.9	92.1	91.7	91.7
Conf. Inter. (c)	±	1.0	2.5	1.7	3.0	2.2	2.7	2.2	2.5	0.6
Public transport		90.1	92.3	91.3	87.1	90.2	90.5	92.8	93.4	90.7
Conf. Inter. (c)	±	1.0	2.7	2.5	3.5	3.1	3.2	2.3	2.4	0.7
Parks and recreational facilities		89.2	91.2	92.1	94.1	91.3	85.5	91.8	89.7	90.8
Conf. Inter. (c)	±	1.2	3.2	2.8	2.9	3.4	4.4	2.7	3.4	0.8
Emergency services, medical services, hospitals		90.1	92.4	93.6	90.6	93.1	89.6	90.8	90.4	91.6
Conf. Inter. (c)	±	0.9	2.5	2.0	2.8	2.4	3.0	2.3	2.6	0.6
Child care facilities		88.6	86.9	94.4	87.6	93.8	83.3	84.6	93.2	89.6
Conf. Inter. (c)	±	2.3	7.5	4.4	9.9	6.4	8.1	7.2	5.0	1.7
Education/training facilities		86.3	84.9	88.8	87.7	94.4	88.0	88.9	90.0	87.7
Conf. Inter. (c)	±	1.8	5.8	4.6	6.4	4.1	5.4	4.1	4.6	1.3
Employment/place of work		81.8	80.0	86.5	87.2	92.8	78.1	87.9	92.1	84.1
Conf. Inter. (c)	±	2.1	6.6	4.7	6.5	4.9	6.9	4.3	4.2	1.5
Community and support services		84.9	87.1	89.1	86.3	88.4	85.3	86.6	90.3	86.7
Conf. Inter. (c)	±	1.3	3.8	3.2	4.0	3.8	4.2	3.5	3.1	0.9
Family and friends		86.0	88.3	93.0	88.8	92.4	89.9	86.4	92.7	88.9
Conf. Inter. (c)	±	1.1	3.2	2.2	3.1	2.6	3.1	2.9	2.5	0.7
Safety/security of neighbourhood		71.6	77.5	85.3	78.0	77.8	76.5	78.3	77.9	76.9
Conf. Inter. (c)	±	1.4	4.0	3.0	3.9	4.0	4.1	3.3	3.6	1.0
Average		85.8	87.3	91.0	87.6	90.9	85.9	88.0	90.1	87.9

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/gsp/reports/rogs/2013.

(b) Caution should be used if comparing 2012 results to 2010 due to the substantially lower response rates in 2012. The decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys and results should therefore be interpreted with caution.

(c) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.36

Table 16A.36 **Amenity, location and customer satisfaction with SOMIH, 2012 (per cent) (a) (b), (c)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Proportion of tenants rating amenity as important	79.6	85.4	81.6	82.0	82.2
Standard error (amenity)	2.4	2.9	2.9	4.3	1.3
Proportion of tenants rating location as important	86.9	85.2	89.8	85.2	86.8
Standard error (location)	2.0	2.4	2.4	3.8	1.1
<i>Customer Satisfaction (d)</i>					
Sample size	620	354	199	102	1 275
Percentage of tenants who were:					
Very satisfied	16.3	27.7	24.4	18.4	21.9
Conf. Inter. (e) \pm	2.7	4.4	5.6	6.3	2.1
Satisfied	32.3	43.3	34.3	34.4	36.6
Conf. Inter. (e) \pm	3.4	4.9	6.2	7.7	2.5
Dissatisfied	18.8	9.2	10.8	14.5	13.8
Conf. Inter. (e) \pm	2.8	2.8	4.1	5.7	1.8
Satisfied or very satisfied	48.7	71.0	58.7	52.8	58.5
Conf. Inter. (e) \pm	3.6	4.5	6.4	8.1	2.5
Standard error	2.5	3.0	3.1	4.5	1.4

- (a) The sample sizes for customer satisfaction reflect the number of unweighted valid responses and are therefore different to those provided for amenity/location. For more information on errors and data caveats, see www.aihw.gov.au/housing/nshs/public_and_Indigenous_housing.cfm.
- (b) Caution should be used if comparing 2012 results to 2010 due to the substantially lower response rates in 2012. The decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys and results should therefore be interpreted with caution.
- (c) Includes a small proportion of non-Indigenous households.
- (d) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (e) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.37

Table 16A.37 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent) (a), (b), (c), (d)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (e)
Size of dwelling		87.8	84.5	84.6	84.0	90.3	90.5	80.3	na	86.4
Conf. Inter. (f)	±	2.2	4.4	4.3	4.3	3.3	3.5	8.5	na	1.4
Modifications for special needs		77.8	69.7	88.1	80.0	79.1	83.7	76.2	na	79.1
Conf. Inter. (f)	±	4.0	8.3	4.7	6.5	7.1	5.9	11.8	na	2.4
Ease of access and entry		89.0	90.9	92.9	92.4	95.0	88.5	87.0	na	90.9
Conf. Inter. (f)	±	2.1	3.2	2.8	2.9	2.5	3.6	6.9	na	1.1
Car parking		80.2	80.9	76.6	82.7	92.5	89.9	91.8	na	81.4
Conf. Inter. (f)	±	2.9	4.7	5.3	4.2	3.0	3.6	6.3	na	3.3
Yard space and fencing		82.2	83.0	81.5	86.7	88.7	89.2	83.3	na	83.6
Conf. Inter. (f)	±	2.7	4.6	5.2	4.0	3.5	3.6	8.2	na	1.6
Privacy of home		86.6	84.0	82.3	85.7	88.7	87.7	80.4	na	85.4
Conf. Inter. (f)	±	2.2	4.0	4.1	3.7	3.3	3.5	7.4	na	1.3
Safety/security of home		86.2	84.6	87.0	84.5	88.6	90.7	78.7	na	86.0
Conf. Inter. (f)	±	2.2	3.9	3.5	3.8	3.3	3.1	7.6	na	1.3
Average		84.2	82.5	84.7	85.1	89.0	88.6	82.5	na	84.7

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Care should be taken in interpreting small differences in results as the data are affected by various sampling issues.

(c) Caution should be used if comparing 2012 results to 2010 due to the substantially lower response rates in 2012. The decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys and results should therefore be interpreted with caution.

(d) Safety/security of neighbourhood is included in the amenity question of the survey. However data for this aspect are included in the location indicator (table 16A.35).

(e) Australian data do not represent national data because data were not available for all jurisdictions.

(f) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

na Not available.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.38

Table 16A.38 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2012 (per cent) (a), (b), (c)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Shops and banking		89.8	93.3	91.7	89.4	92.5	91.5	97.6	na	91.0
Conf. Inter. (e)	±	1.9	2.7	3.0	3.2	2.8	3.1	3.0	na	1.1
Public transport		85.4	89.2	83.9	89.6	91.3	88.7	91.3	na	87.0
Conf. Inter. (e)	±	2.4	3.5	4.4	3.6	3.3	4.1	6.1	na	1.4
Parks and recreational facilities		88.7	90.2	90.3	91.8	89.7	91.7	89.8	na	89.8
Conf. Inter. (e)	±	2.5	3.9	3.9	3.5	3.9	3.7	7.1	na	1.4
Emergency services, medical services, hospitals		89.7	90.0	91.7	85.5	92.4	95.0	92.3	na	89.8
Conf. Inter. (e)	±	1.9	3.3	3.0	3.7	2.9	2.4	5.4	na	1.2
Child care facilities		88.8	89.9	83.6	89.6	87.5	95.1	88.9	na	88.3
Conf. Inter. (e)	±	4.5	8.0	10.6	9.8	12.7	5.9	13.3	na	3.1
Education/training facilities		84.6	85.1	88.1	84.0	86.6	86.6	93.9	na	85.4
Conf. Inter. (e)	±	3.7	6.3	6.5	8.0	6.5	6.6	7.5	na	2.3
Employment/place of work		83.8	84.5	88.8	83.8	81.4	90.0	90.6	na	84.7
Conf. Inter. (e)	±	4.1	5.9	6.3	7.5	6.9	5.3	7.2	na	2.3
Community and support services		85.3	87.7	90.6	86.8	87.7	96.6	90.9	na	87.3
Conf. Inter. (e)	±	2.7	4.3	3.6	4.1	4.5	2.3	6.4	na	1.5
Family and friends		84.9	88.6	84.7	90.3	86.2	95.2	90.2	na	86.6
Conf. Inter. (e)	±	2.3	3.7	4.0	3.2	3.7	2.4	5.9	na	1.3
Safety/security of neighbourhood		81.7	83.1	83.9	84.2	83.4	84.8	80.2	na	82.8
Conf. Inter. (e)	±	2.5	4.1	4.0	3.8	4.0	3.9	7.7	na	1.4
Average		86.3	88.1	87.7	87.5	87.9	91.5	90.6	na	87.3

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Care should be taken in interpreting small differences in results as the data are affected by various sampling issues.

(c) Caution should be used if comparing 2012 results to 2010 due to the substantially lower response rates in 2012. The decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys and results should therefore be interpreted with caution.

(d) Australian data do not represent national data because data are not available for all jurisdictions.

(e) 95 per cent confidence interval. See section A.5 of the statistical appendix for more information on confidence intervals.

na Not available.

Source: AIHW (2012) *National Social Housing Survey*.

TABLE 16A.39

Table 16A.39 Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (b)
Nominal average weekly subsidy per rebated household									
2008	130	82	121	78	83	66	180	126	109
2009	147	79	141	77	93	76	206	142	121
2010	145	98	152	75	103	87	225	158	127
2011	152	100	156	144	104	91	239	164	138
2012	165	115	145	139	105	86	256	161	143
Real average weekly subsidy per rebated household (2011-12 dollars) (c)									
2008	148	93	139	89	94	76	205	144	124
2009	160	86	154	83	101	83	224	154	131
2010	156	106	164	81	111	94	242	170	137
2011	155	102	158	146	106	93	243	166	140
2012	165	115	145	139	105	86	256	161	143

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Due to rounding the national total of total rents charged and total market rent value of dwellings for which a rent was charged may not equal the sum of jurisdictions' data items.

(c) Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236. table AA.51.

TABLE 16A.40

Table 16A.40 Average weekly subsidy per rebated household, at 30 June — SOMIH (\$ per week) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Nominal average weekly subsidy per rebated household							
2008	119	97	131	98	97	74	112
2009	126	92	151	96	109	87	123
2010	106	..	159	93	124	99	123
2011	115	..	160	..	126	107	135
2012	125	..	153	..	130	105	136
Real average weekly subsidy per rebated household (2011-12 dollars) (b)							
2008	136	110	150	112	110	84	128
2009	137	100	164	104	119	95	134
2010	114	..	171	100	134	107	133
2011	117	..	163	..	128	109	137
2012	125	..	153	..	130	105	136

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (section A.5) for details.

.. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia Cat. no. HOU 236; table AA.51.

TABLE 16A.41

Table 16A.41 **Low income households in social housing, at 30 June (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Public housing										
Number of low income households in public housing										
2011	no.	99 335	53 276	49 635	31 627	34 448	9 491	10 738	4 776	293 326
2012	no.	100 230	52 933	48 208	31 865	34 151	9 258	10 714	4 784	292 143
Low income households as a proportion of all households in public housing										
2011	%	99.1	99.3	97.0	97.4	97.3	92.3	99.2	98.9	98.1
2012	%	99.1	99.3	94.4	97.7	98.0	92.2	99.3	99.2	97.8
SOMIH										
Number of low income households in SOMIH										
2011	no.	2 614	..	3 040	..	1 411	278	7 343
2012	no.	2 818	..	2 895	..	1 415	272	7 400
Low income households as a proportion of all households in SOMIH										
2011	%	98.5	..	93.9	..	94.9	91.7	95.6
2012	%	98.8	..	89.7	..	97.1	91.3	94.4
Community housing										
Number of low income households in community housing										
2010-11	no.	21 426	7 946	na	3 934	3 709	356	549	na	37 920
2011-12 (e)	no.	23 020	8 392	na	4 403	4 375	814	471	na	41 475
Low income households as a proportion of all households in community housing										
2007-08	%	88.5	99.0	93.1	99.9	99.8	96.5	98.9	na	92.9
2008-09	%	87.5	98.8	94.6	99.8	98.9	97.1	98.5	na	92.5
2009-10	%	92.1	93.4	na	97.8	91.3	88.9	99.7	na	92.9
2010-11	%	91.0	93.1	na	96.2	91.4	91.3	99.1	na	92.1
2011-12	%	90.3	90.6	na	97.1	94.5	87.7	99.4	na	91.5

(a) CRA amounts should be excluded from rent charged and household income data. Some community housing organisations may have included CRA as part of rent and income in their survey returns. This may result in an understating of the number of low income households.

(b) Low income households are those in the bottom 40 per cent of equivalised household disposable income.

(c) Australian totals may not represent national totals due to incomplete data for some jurisdictions.

(d) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded from this indicator.

(e) NSW: The relevant survey question relates to total households. To provide an appropriate estimate for this indicator, the proportion of low income households (based on those in receipt of Centrelink benefits as Main Source of Income) has been applied to survey responses. This figure is calculated using tenant's gross assessable income.

na Not available. .. Not applicable

Source: AIHW (2012) *Housing assistance in Australia* Cat. no. HOU 236; AIHW (unpublished).

TABLE 16A.42

Table 16A.42 **Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b)**

	NSW	Vic (c)	Qld	WA (c)	SA (c) (d)	Tas (c)	ACT (c)	NT	Aust (e)
Public housing									
2010	0.1	3.9	–	1.1	1.7	–	0.9	5.8	1.3
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
SOMIH									
2010	0.1	..	0.1	2.0	2.2	–	0.8
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
Community housing (f)									
2009-10	12.9	20.3	na	59.9	6.9	28.0	23.6	na	18.4
2010-11	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.6
2011-12	3.8	–	na	5.0	3.6	26.5	–	na	3.5

(a) CRA amounts should be excluded from rent charged and household income data. Some community housing organisations may have included CRA as part of rent and income in their survey returns. Other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30% of their income in rent.

(b) Low income households are those in the bottom 40 per cent of equivalised household disposable income.

(c) For Vic, WA, SA, Tas and the ACT, households have been excluded from this indicator where rent charged or household assessable income are unknown or equal to or less than zero.

(d) SA: 2011 and 2012 PH and SOMIH data: data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.

(e) Australian totals may not represent national totals because complete data are not available for all jurisdictions.

(f) Data prior to 2012 have been revised from the previous Report.

– Nil or rounded to zero. **na** Not available. **np** Not published. **..** Not applicable.

Source: AIHW (2011) *Housing assistance in Australia* Cat. no. HOU 236; AIHW (unpublished).

TABLE 16A.43

Table 16A.43 Proportion of income remaining after paying rent, as at 30 June — community housing (per cent) (a), (b), (c)

	NSW (d)	Vic (e)	Qld	WA (e)	SA (e)	Tas (e) (f)	ACT (e)	NT	Aust (g)
2008	76.1	71.0	73.1	67.9	73.4	69.7	79.4	na	74.2
2009	74.8	69.1	77.4	67.9	73.2	67.1	72.2	na	72.8
2010	74.8	77.8	77.1	68.2	75.0	74.2	73.2	na	75.0
2011	72.5	77.0	61.0	74.6	77.1	74.2	76.7	na	73.1
2012	74.5	78.5	62.2	78.2	76.3	74.4	77.1	na	74.8

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.
- (b) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30% of their income in rent.
- (c) For 2010-11 and 2011-12 gross income has been used to calculate the proportion of income remaining after paying rent. In previous years, assessable income was used, meaning that coherence over time has been affected by changes in methodology.
- (d) The relevant survey question relates to total households. To provide an appropriate estimate for this indicator, the proportion of low income households (based on those in receipt of Centrelink benefits as Main Source of Income) has been applied to survey responses. This figure is calculated using tenant's gross assessable income.
- (e) For Vic, WA, SA, Tas and the ACT, households have been excluded from this indicator where rent charged or household assessable income are unknown or is equal to or less than zero.
- (f) In Tasmania, relevant details are known for only 38 per cent of households in 2010.
- (g) Australian totals may not represent national totals because data are not available for all jurisdictions.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.44

Table 16A.44 Proportion of household gross income spent on rent — low income households in public housing, at 30 June (per cent) (a), (b)

	NSW (c) (e)	Vic (d)	Qld (d)	WA (d)	SA (d) (f)	Tas (f)	ACT (d)	NT (d)	Aust
Less than or equal to 20 per cent									
2010	10.8	14.7	35.3	34.0	24.5	73.0	10.7	60.3	22.3
2011	12.1	14.4	34.5	32.2	24.5	73.7	9.7	62.3	22.7
2012	5.4	11.0	39.6	30.8	11.3	32.0	10.7	61.4	17.5
More than 20 per cent but not more than 25 per cent									
2010	87.3	78.6	64.6	61.9	72.2	25.6	88.0	31.1	74.7
2011	86.3	85.6	65.3	64.0	74.8	22.9	89.2	33.1	76.1
2012	92.8	88.9	59.6	64.0	88.6	67.9	87.5	34.2	81.0
More than 25 per cent but not more than 30 per cent									
2010	1.8	2.8	0.1	3.1	1.6	1.4	0.4	2.8	1.8
2011	1.3	np	0.1	2.4	1.8	np	0.2	2.8	0.9
2012	1.6	–	0.1	3.9	–	–	1.1	2.5	1.1
Greater than 30 per cent									
2010	0.1	3.9	–	1.1	1.7	–	0.9	5.8	1.3
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	0.0	0.7	1.3	–	0.1	0.7	1.8	0.4

- (a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are included in that category. For example, if rent charged/income $\times 100 = 20.4$, then it is counted in the 'paying 20 per cent or less' category.
- (b) Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.
- (c) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated.
- (d) No household is charged more than 25 per cent of gross income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.
- (e) Total rebated households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of assessable income in rent are based upon assessable income (not gross income).
- (f) 2011 and 2012: Total low income households paying more than 25 per cent but not more than 30 per cent and total low income households paying more than 30 per cent: data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.
- (g) Generally households are charged less than 30 per cent of their assessable income as rent. However, combinations of different income sources and relationships within a household may result in some households paying slightly more.

– Nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.45

Table 16A.45 Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) (a), (b)

	NSW (c), (d), (e)	Qld (f)	WA (f)	SA (e), (f), (g)	Tas	Aust
Less than or equal to 20 per cent						
2010	49.4	62.6	66.4	39.0	63.5	55.8
2011	24.5	61.6	..	39.8	69.4	44.5
2012	16.3	64.7	..	41.6	43.4	41.1
More than 20 per cent but not more than 25 per cent						
2010	49.8	37.2	29.2	57.3	35.4	42.3
2011	74.3	np	..	59.8	np	54.8
2012	82.1	33.9	..	58.4	56.6	57.7
More than 25 per cent but not more than 30 per cent						
2010	0.7	0.1	2.5	1.5	1.1	1.0
2011	0.9	np	..	—	np	0.5
2012	1.1	0.3	..	—	—	0.5
Greater than 30 per cent						
2010	0.1	0.1	2.0	2.2	—	0.8
2011	0.3	0.2	..	—	—	0.2
2012	0.5	1.1	..	—	—	0.7

- (a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are to be included in that category. For example, if rent charged/income x 100 = 20.4, then it is counted in the 'paying 20 per cent or less' category.
- (b) Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.
- (c) Since 2005-06 and with the introduction of the Reshaping Public Housing policy, moderate income renters are charged 25–30 per cent of their income as rent. Some SOMIH tenants are eligible to receive CRA and the CRA component of their income is assessed at 100 per cent for rent.
- (d) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated.
- (e) Total rebated households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of assessable income in rent are based upon assessable income (not gross income.)
- (f) No household is charged more than 25 per cent of gross income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.
- (g) Total low income households paying more than 25 per cent but not more than 30 per cent and total low income households paying more than 30 per cent: data for 2010-11 were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.

na Not available. **np** Not published. — Nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.46

Table 16A.46 Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c), (d)

	NSW (e)	Vic (f)	Qld	WA (f)	SA (f)	Tas	ACT (f)	NT	Aust (g)
Less than or equal to 20 per cent									
2008	25.1	12.6	6.8	8.6	6.0	10.5	35.3	na	17.6
2009	21.9	10.5	16.0	10.6	5.8	10.4	3.8	na	15.8
2010	28.5	35.2	na	16.9	11.0	56.0	14.5	na	26.8
2011	29.0	30.6	na	27.4	13.9	36.6	14.0	na	27.5
2012	21.5	33.5	na	30.6	12.0	29.3	10.2	na	24.0
More than 20 per cent but not more than 25 per cent									
2008	70.7	16.7	65.8	14.8	30.0	19.2	46.2	na	52.8
2009	57.7	13.8	57.2	9.0	31.9	15.3	71.2	na	42.1
2010	51.6	33.1	na	12.2	71.4	7.5	46.1	na	45.7
2011	56.9	45.7	na	28.3	57.8	23.4	81.2	na	51.5
2012	71.1	50.2	na	50.1	54.3	29.6	87.9	na	61.9
More than 25 per cent but not more than 30 per cent									
2008	2.6	14.8	23.6	12.7	59.2	52.4	7.9	na	15.5
2009	10.1	12.4	18.1	9.7	59.3	53.2	6.4	na	17.6
2010	7.1	11.4	na	11.0	10.7	8.5	15.8	na	9.0
2011	3.4	11.5	na	11.6	27.1	4.5	2.7	na	8.4
2012	3.6	16.4	na	14.3	30.2	14.5	1.9	na	10.5
Greater than 30 per cent									
2008	1.6	55.9	3.7	63.9	4.8	17.9	10.7	na	14.1
2009	10.3	63.3	8.8	70.7	3.0	21.1	18.6	na	24.4
2010	12.9	20.3	na	59.9	6.9	28.0	23.6	na	18.4
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.6
2012	3.8	—	na	5.0	3.6	26.5	—	na	3.5

(a) Data are not comparable over time due to a change in methodology from 2009-10 onwards. Data for 2009-10 and onwards are for low income households in community housing paying gross income on rent. Data for 2008-09 and earlier years are rebated households in community housing paying assessable income on rent. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30% of their income in rent.

(c) Gross household income and household member ages data are used to calculate equivalised household income, which determines household low income status. Households for which gross household income and household member ages could not be determined are excluded from this indicator.

(d) Data prior to 2012 have been revised from the previous Report.

(e) NSW: The relevant survey question relates to total households. To provide an appropriate estimate for this indicator, the proportion of low income households (based on those in receipt of Centrelink benefits as Main Source of Income) has been applied to survey responses. This figure is calculated using tenant's gross assessable income.

TABLE 16A.46

- (f) For Vic, WA, SA, Tas and the ACT, households have been excluded from this indicator where rent charged or households assessable income are unknown or equal to or less than zero.
- (g) Australian totals may not represent national totals because data are not available for some jurisdictions.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.47

Table 16A.47 Proportion of overcrowded households at 30 June — public housing (per cent) (a), (b)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008	1.3	2.2	2.3	1.8	1.3	1.5	0.9	2.3	1.7
2009	1.5	2.1	2.3	1.9	1.2	1.7	1.2	2.8	1.7
2010	3.2	5.2	4.8	4.1	2.5	4.1	4.0	5.7	3.9
2011	4.3	4.1	5.0	4.5	2.4	4.7	7.2	8.2	4.3
2012	4.4	4.2	4.8	4.9	2.3	4.4	4.9	8.0	4.3

(a) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more bedrooms are required to meet the standard).

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

Table 16A.48 Proportion of overcrowded households at 30 June — SOMIH (per cent) (a), (b)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2008	3.1	4.9	11.3	7.8	6.5	1.9	6.8
2009	3.6	2.9	10.9	7.8	7.2	2.7	7.1
2010	3.3	..	14.6	12.3	11.0	4.9	10.2
2011	7.0	..	14.7	..	11.1	4.7	10.3
2012	7.6	..	13.2	..	9.5	6.0	9.8

(a) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more bedrooms are required to meet the standard).

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

.. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.49

Table 16A.49 **Proportion of overcrowded households at 30 June — community housing (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2008	0.9	—	2.0	0.5	3.1	1.7	0.5	na	1.2
2009	0.7	0.1	1.6	0.2	1.0	0.9	—	na	0.7
2010	2.5	3.3	na	2.0	2.7	0.5	1.4	na	2.6
2011	1.5	2.6	na	1.2	2.6	1.4	0.3	na	1.8
2012	3.3	2.9	na	1.7	2.5	1.4	0.4	na	2.8

(a) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more bedrooms are required to meet the standard).

(b) Households for which household member details could not be determined are excluded. Where partial household information is known, some assumptions are made in order to include them in this indicator.

(c) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(d) Australian totals may not represent national totals because complete data are not available for all jurisdictions.

— Nil or rounded to zero. **na** Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.50

Table 16A.50 **Proportion of overcrowded households in Indigenous community housing (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust (b)</i>
2007	na	..	27.2	na	24.1	..	na	na	24.5	na
2008	29.1	–	36.6	na	na	..	–	na	10.2	na
2009	25.1	0.8	32.5	na	31.8	..	–	na	13.7	na
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	na
2011	na	5.7	13.9	32.9	52.0	na	na	na	..	na

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 16A.8 and www.pc.gov.au/gsp/reports/rogs/2013.

(b) Australian totals may not represent national totals because data were not available for all jurisdictions.

na Not available. **..** Not applicable. **–** Nil or rounded to zero.

Source: AIHW (2011) *Housing Assistance in Australia* Cat No. HOU 236, Canberra.

TABLE 16A.51

Table 16A.51 **Proportion of Indigenous households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2010-11									
Major cities	8.8	np	12.7	10.4	8.2	..	np	..	10.0
Inner regional	6.5	5.0	9.5	10.4	8.0	np	np	..	8.1
Outer regional	4.9	5.0	14.8	8.6	7.3	11.7	..	13.0	10.5
Remote	np	–	14.9	13.5	9.1	np	..	13.4	13.3
Very remote	np	..	11.6	14.8	np	–	..	np	14.3
2011-12									
Major cities	8.6	7.2	12.2	11.1	6.5	..	7.3	..	9.7
Inner regional	6.8	5.2	10.3	10.9	5.8	9.1	2.6	..	8.1
Outer regional	6.1	4.3	15.0	8.7	5.9	11.3	..	13.6	10.6
Remote	6.3	–	15.0	13.8	11.9	3.2	..	15.1	13.9
Very remote	6.1	..	13.2	16.1	10.7	–	..	14.6	15.5

(a) Calculated as the number of Indigenous households in public rental housing living in overcrowded conditions as a proportion of all Indigenous households in public rental housing. Data reflect only those households for which details were known.

(b) Data are based on the Canadian National Occupancy Standard for overcrowding, where overcrowding is deemed to occur if one or more bedrooms are required to meet the standard.

(c) Based on the Australian Standard Geographical Classification remoteness area structure.

.. Not applicable. – Nil or rounded to zero. **np** Not published.

Source: AIHW (various years) derived from *National Housing Assistance Data Repository*.

Table 16A.52 **Proportion of Indigenous households in SOMIH living in overcrowded conditions, by remoteness (per cent) (a), (b)**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2010-11						
Major cities	6.5	14.2	..	10.5	..	8.8
Inner regional	7.9	9.7	..	9.4	4.5	8.0
Outer regional	6.4	14.9	..	np	np	11.6
Remote	7.8	14.2	..	12.9	–	12.0
Very remote	np	20.5	..	np	–	19.0
2011-12						
Major cities	7.7	14.0	..	9.1	..	9.0
Inner regional	7.6	9.2	..	10.0	5.5	7.9
Outer regional	8.3	13.0	..	10.2	8.4	11.1
Remote	5.8	13.7	..	11.6	–	10.5
Very remote	6.8	17.1	..	9.5	–	15.2

(a) Calculated as the number of Indigenous households in SOMIH living in overcrowded conditions as a proportion of all Indigenous households in SOMIH. Data reflect only those households for which details were known.

(b) Based on the Australian Standard Geographical Classification remoteness area structure.

(c) Data are based on the Canadian National Occupancy Standard for overcrowding, where overcrowding is deemed to occur if one or more bedrooms are required to meet the standard.

.. Not applicable. – Nil or rounded to zero. **np** Not published.

Source: AIHW (various years) derived from *National Housing Assistance Data Repository*.

TABLE 16A.53

Table 16A.53 **Proportion of Indigenous households in Indigenous community housing living in overcrowded conditions, by number of bedrooms needed (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2009-10										
1 bedroom needed	na	5.4	18.7	14.9	15.6	na	na	na
2 bedrooms needed	na	0.8	25.1	13.5	32.8	na	na	na
Total	na	6.3	43.8	28.4	48.4	na	na	na
2010-11										
1 bedroom needed	na	4.5	6.7	16.3	20.4	na	na	na	..	na
2 bedrooms needed	na	1.2	7.2	16.6	31.6	na	na	na	..	na
Total	na	5.7	13.9	32.9	52.0	na	na	na	..	na

(a) Data reflect only those households for which details were known.

na Not available. **..** Not applicable. **—** Nil or rounded to zero.

Source: AIHW (2011) *Housing Assistance in Australia* Cat No. HOU 236, Canberra.

TABLE 16A.54

Table 16A.54 **Underutilisation in social housing at 30 June (per cent) (a), (b) (c) (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Proportion of households in public housing with underutilisation									
2008	11.6	10.0	10.6	9.0	17.7	10.6	14.0	4.7	11.6
2009	11.7	10.5	10.9	8.8	17.7	10.9	14.3	4.6	11.8
2010	17.8	14.8	15.3	12.1	24.8	16.1	19.6	6.9	17.0
2011	15.9	15.2	15.3	12.3	25.1	16.0	17.1	6.6	16.4
2012	15.8	15.5	15.9	12.2	25.6	16.4	15.8	6.6	16.5
Proportion of households in SOMIH with underutilisation									
2008	23.9	14.4	11.0	13.1	24.1	14.7	na	na	17.6
2009	23.5	16.5	11.4	12.5	23.3	15.8	na	na	17.5
2010	42.0	..	17.7	17.5	27.2	20.9	25.9
2011	26.1	..	17.0	..	28.2	20.9	23.2
2012	25.3	..	17.9	..	28.3	23.4	23.3
Proportion of households in community housing with underutilisation									
2008	9.4	13.8	7.1	8.4	26.4	4.1	2.3	na	11.6
2009	7.8	6.7	5.5	4.9	31.4	4.7	0.8	na	9.6
2010	na	9.5	na	10.4	30.5	16.9	0.7	na	7.4
2011	na	8.0	na	8.8	29.2	1.7	3.3	na	5.8
2012	11.5	7.6	na	7.5	24.8	na	1.3	na	11.4

(a) Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) From 2011-12, the definition of underutilisation has changed to that used prior to 2010. Underutilisation exists where there are two or more bedrooms additional to the number required in the dwelling. Data for 2010 and 2011 have been revised to reflect this change.

(c) The match of dwelling size to registered tenant numbers at a point in time is affected by a range of factors including changes in family structure over time, the match of housing portfolio to demand, and tenant support needs. Housing authority allocation policies do not align with the CNOS, and may provide for additional bedrooms including under circumstances such as shared parenting, carer requirements, or expectant mothers.

(d) Households for which household member details could not be determined are excluded. Where partial household information is known, some assumptions are made in order to include them in this indicator.

(e) Australian totals may not represent national totals due to incomplete data for some jurisdictions.

na. Not available. **..** Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 236.

TABLE 16A.55

Table 16A.55 **Customer satisfaction — public housing (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Sample size (d)										
2003	no.	811	1 016	2 918	523	1 400	1 216	566	553	9 003
2005	no.	4 435	919	3 180	1 089	1 677	1 830	911	1 395	15 436
2007	no.	4 482	850	3 655	965	496	1 181	884	454	12 967
2010	no.	4 269	702	1 822	657	627	977	1 094	357	9 411
2012	no.	4 821	500	635	493	492	474	636	510	8 561
Very satisfied										
2003	%	23.8	20.6	31.4	26.7	28.3	26.2	18.2	24.0	25.2
2005	%	20.0	23.0	32.0	31.0	34.0	28.0	21.0	24.0	26.0
2007	%	20.0	23.0	32.0	31.0	34.0	28.0	21.0	24.0	26.0
2010	%	18.8	27.2	39.2	30.1	33.5	25.0	42.0	27.5	27.2
2012	%	22.2	32.7	46.3	25.0	37.9	32.5	25.8	32.0	31.0
Conf. Inter. (e)	±	1.1	4.1	3.9	3.8	4.3	4.1	3.3	3.8	1.0
Satisfied										
2003	%	43.5	42.8	42.5	41.0	45.3	44.1	41.2	43.9	43.2
2005	%	45.0	42.0	46.0	44.0	46.0	46.0	46.0	47.0	45.0
2007	%	44.0	47.0	46.0	47.0	45.0	47.0	46.0	43.0	46.0
2010	%	45.4	47.3	45.2	43.8	48.1	43.0	33.0	46.8	45.9
2012	%	33.9	33.6	34.0	32.4	35.0	32.8	44.2	38.3	34.2
Conf. Inter. (e)	±	1.3	4.1	3.7	4.1	4.2	4.1	3.7	4.0	1.0
Satisfied or very satisfied										
2012	%	56.0	66.3	80.3	57.4	72.9	65.3	70.0	70.3	65.2
Conf. Inter. (e)	±	1.4	4.1	3.1	4.3	3.9	4.2	3.5	3.7	1.0

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading.

(b) Care should be taken in interpreting small differences in results as the data are subject to sampling error. The standard error is the measure of the expected variability of the value for the population being measured. Data are not comparable over time due to differences in survey sample design and the methodology used to collect the data.

(c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.

(d) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.

(e) 95 per cent confidence interval for 2012 data. See section A.5 of the statistical appendix for more information on confidence intervals.

na Not available .. Not applicable.

Source: AIHW 2012 *National Social Housing Survey*.

TABLE 16A.56

Table 16A.56 **Customer satisfaction — community housing (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Sample size (e)										
2003	no.	403	270	346	311	352	116	118	..	1 916
2005	no.	562	438	488	570	571	175	126	na	2 935
2007	no.	562	445	897	307	504	153	73	na	3 013
2010	no.	912	484	1 415	507	446	228	103	na	3 992
2012	no.	1 073	364	379	377	354	270	105	na	2 922
Very satisfied										
2003	%	41.0	38.0	46.0	38.0	35.0	46.0	41.0	..	40.0
2005	%	48.0	46.0	46.0	46.0	40.0	55.0	30.0	na	46.0
2007	%	52.0	38.0	40.0	36.0	34.0	48.0	41.0	na	44.0
2010	%	34.3	39.3	39.7	40.0	47.1	48.3	50.0	na	38.1
2012	%	32.9	37.8	44.7	46.5	44.9	57.2	29.5	na	38.8
Conf. Inter. (f)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
Satisfied										
2003	%	37.0	37.0	36.0	38.0	40.0	29.0	44.0	..	37.0
2005	%	38.0	40.0	39.0	42.0	41.0	39.0	46.0	na	40.0
2007	%	35.0	39.0	39.0	45.0	44.0	38.0	32.0	na	39.0
2010	%	42.4	39.9	41.7	38.7	37.2	42.1	28.0	na	41.0
2012	%	36.7	35.0	35.9	28.9	34.6	30.9	41.9	na	35.1
Conf. Inter. (f)	±	2.8	4.8	4.7	4.5	4.8	4.5	8.6	na	1.7
Satisfied or very satisfied										
2012	%	69.6	72.9	80.6	75.4	79.4	88.0	71.4	na	73.9
Conf. Inter. (f)	±	2.7	4.5	3.9	4.2	4.0	3.1	7.9	na	1.6

(a) Data may not be comparable across jurisdictions or over time and comparisons could be

(b) Care should be taken in interpreting small differences in results as the data are subject to sampling error. The standard error is the measure of the expected variability of the value for the population being measured. Data are not comparable over time due to differences in survey sample design and the methodology used to collect the data.

(c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.

(d) Australian data do not represent national data because data were not available for all jurisdictions. The NT did not participate in the survey because of its small community housing tenant population.

(e) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.

(f) 95 per cent confidence interval for 2012 data. See section A.5 of the statistical appendix for more information on confidence intervals.

.. Not applicable. **na** Not available.

Source: AIHW 2012 *National Social Housing Survey*.

Contextual information

Table 16A.57 **Housing composition by tenure type (per cent)**

	2007-08	2009-10
<i>Proportion of households, by tenure type:</i>		
Home owners/purchasers	68.3	68.8
Renters		
Private rental	23.9	23.7
Public housing (a)	4.5	3.9
Total renters (b)	29.7	28.7
All households (c)	100.0	100.0

(a) Includes all households renting from a State or Territory housing authority.

(b) Includes other landlord type, which accounts for about 4 per cent of all renters in 2007-08 and 2009-10.

(c) Includes other tenure types, which account for about 2 per cent of all households in 2007-08 and 3 per cent of all households in 2009-10.

Source: ABS (2011) *Housing Occupancy and Cost*, 2009-10, Canberra.

TABLE 16A.58

Table 16A.58 **Households residing in public housing (per cent)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (a)</i>	<i>Aust</i>
2007-08	5.0	3.6	2.8	4.3	7.7	6.9	8.5	10.9	4.5
2009-10	3.9	2.5	3.7	6.4	4.7	5.6	7.8	6.4	3.9

(a) Estimate has a relative standard error of 25 per cent to 50 per cent and should be used with caution.

Source: ABS *Survey of Income and Housing*, 2007-08 and 2009-10, Canberra.

TABLE 16A.59

Table 16A.59 Households residing in community housing (per cent) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011	0.7	0.5	0.6	0.6	1.1	0.7	0.5	2.9	0.7

(a) Excludes 'visitors only' and 'other not classifiable' households.

Source: ABS (2012) *2011 Census of Population and Housing*, Canberra.

TABLE 16A.60

Table 16A.60 **Public housing policy context, 2012 (a)**

	<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i> (f)	<i>ACT</i> (g)	<i>NT</i> (h)
Eligibility								
Income limit per week (\$) (i)	525	486	609 (Limit is for single person)	430	842 (single, no children); Limits vary depending on household type	In conjunction with Health Care Card limits	Single: \$628, Two adults: \$785, Three or more adults: \$785 plus \$105 for each person in excess of two.	1 490
Other' asset limits (\$) (i)	Nil	30 000	78 312	38 400	332 000	35 000	40 000	112 900
Minimum age (years)	18 years	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	16	16
Waiting list (j)								
Segment by	Single list of approved clients	Priority (four segments - three priority segments and one 'wait turn' segment)	Need (five segments)	Need (four segments)	Need (four segments)	Need (four segments)	Need (three segments)	Integrated waiting list allocated by application date

TABLE 16A.60

Table 16A.60 **Public housing policy context, 2012 (a)**

	<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i> (f)	<i>ACT</i> (g)	<i>NT</i> (h)
Tenure								
Probation period	Nil	None	None	None	12 months (up to 24 months where required)	3–6 months	None	6 months
Fixed term	2, 5 or 10 years	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	None	3 and 6 months	1, 2, 5 and 10 years	1–3 years	None	2 years
Ongoing	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies.	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	In some cases, particularly older persons. Non-fixed term leases can be dependent on a good tenancy history	Yes	5 years

TABLE 16A.60

Table 16A.60 Public housing policy context, 2012 (a)

	NSW (b)	Vic (c)	Qld	WA (d)	SA (e)	Tas (f)	ACT (g)	NT (h)
Tenancy review	Yes	Periodic review	Based on ongoing need	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	Fixed term leases reviewed at end of each term with each property visited at least annually. Reviews may occur more regularly for clients presenting with complex/multiple needs	Limited review arrangements apply	Ongoing (minimum annually)
Rebated rent setting								
Rent-to-income ratio (%)	25–30	25	25	25	25	25	25	23 (maximum)

(a) At 30 June 2011.

(b) **NSW:** Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

Waiting list: Generally, clients are housed in the following order: emergency temporary accommodation, priority housing, elderly clients (80 years and over, or 55 years and over for Indigenous clients, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.

Tenure: three month fixed term leases are offered to clients in emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases.

Tenancy review criteria: Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; Three month: the need for continuing emergency temporary accommodation; Six-month: repayment or demonstrated commitment to repayment of outstanding debt.

TABLE 16A.60

Table 16A.60 **Public housing policy context, 2012 (a)**

	NSW (b)	Vic (c)	Qld	WA (d)	SA (e)	Tas (f)	ACT (g)	NT (h)
	Rent to Income Ratio: Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18%, from 12 October 2009, increasing by 1% each year to 25% of income is paid in rent at October 2015. From 6 July 2009, the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.							
(c)	Victoria: Public housing tenancies in Victoria are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Rent to income ratios are: 22.7 per cent of general pension income, 25 per cent of other general income and 14 per cent of Centrelink family payments. Limits are for a single person.							
(d)	WA: Income limit for singles in the north west and remote areas is \$610 per week. Income limits for singles with a disability is \$540 (\$760 in the north west and remote areas). Singles over 60 years of age are subject to a cash asset limit of \$80 000, and singles with a disability may be subject to a cash asset limit of \$100 000. Data prior to 2012 have been revised from the previous Report.							
(e)	SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.							
(f)	Tasmania: Housing Tasmania adopted a 25 per cent rental model in October 2011. Clients in the lowest income categories have been grandfathered on the existing sliding rent model. Asset limits are for a single person.							
(g)	ACT: The revised Public Housing Program provides for a review where a tenant's income exceeds \$80 000 for three consecutive years.							
(h)	NT: Limit is for married or defacto couple aged under 55 years, with four children aged under 18 years and who are eligible for a 3 bedroom dwelling. At completion of a satisfactory tenancy, the tenant will be offered a lease at the next tenure. For all successful 5 year leases, a term of 5 years is offered on an ongoing basis.							
(i)	Limits are for a single person. Other limits apply for different household types.							
(j)	Two segment lists generally consist of 'priority' and 'wait turn'.							

Source: State and Territory governments (unpublished).

TABLE 16A.61

Table 16A.61 **SOMIH housing policy context, 2012 (a)**

	<i>NSW</i> (b)	<i>Qld</i>	<i>SA</i> (c)	<i>Tas</i> (d)
Eligibility				
Income limit per week (\$) (e)	500	609 (Limit is for single person)	842 (single, no children); Limits vary depending on household type	In conjunction with Health Care Card limits
Other' asset limits (\$) (e)	None	78 312	332 000	35 000
Minimum age (years)	18	None - need to meet independent income eligibility criteria	None	16
Waiting list				
Details	Single list of approved clients	Combined with public housing	Need (four segments)	Priority, established by panel
Tenure				
Probation period	None	..	12 months (up to 24 months where required)	3–6 months
Fixed term	3 and 6 months 2, 5 and 10 years	..	1, 2, 5 and 10 years	1–3 years
Ongoing	Continuous leases refer to tenants who were housed before 1 July 2005. Housing NSW no longer offers continuous leases.	Subject to review	Ongoing leases only apply to tenants housed before 1 October 2010	Dependants on housing history
Tenancy review	Prior to the end of the tenancy	Based on ongoing need	Probationary and fixed terms leases reviewed prior to end of lease	Fixed term leases reviewed at end of each term
Rebated rent setting				
Rent-to-income ratio (%)	25–30	25	na	25

TABLE 16A.61

Table 16A.61 **SOMIH housing policy context, 2012 (a)**

	NSW (b)	Qld	SA (c)	Tas (d)
(a)	At 30 June.			
(b)	<p>NSW: Eligibility: interest accrued from cash assets is assessed as income less the first \$5000 of each person's savings. Income derived from a property asset that is a viable alternative to social housing is assessed. Applicants under the age of 18 years must meet general eligibility criteria for housing, have an income and be able to meet the tenancy obligations and social housing must be the best way to meet their housing needs.</p> <p>Waiting list: generally, clients are housed in the following order: emergency temporary accommodation, priority housing, elderly clients (80 years and over, or 55 years and over for Indigenous clients, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.</p> <p>Tenure: three month fixed term leases are offered to clients in emergency temporary accommodation. Six month fixed term leases are offered to clients who are considered not satisfactory tenants. Housing NSW does not offer new continuous leases.</p> <p>Criteria for review are: ownership or part ownership of property that could provide a viable housing alternative; household income level; disability, medical condition or permanent injury; the need for continuing emergency temporary accommodation (3 month lease); repayment or demonstrated commitment to repay outstanding debt (6 month lease), demonstrated ability to sustain a successful tenancy (6 month lease).</p> <p>Rent to income ratio: subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of CRA for eligible AHO household.</p>			
(c)	<p>SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.</p>			
(d)	<p>Tasmania: The rent-to-income ratio is indicative only. The majority of households pay amounts within this range, but some pay lesser or higher amounts, depending on household composition and the relationship of household members to the tenant, for example, boarder, parent, independent child.</p>			
(e)	Limits are for a single person.			

Source: State and Territory governments (unpublished).

Table 16A.62 State and Territory programs included in the community housing data collection, 2011-12

<i>Jurisdiction</i>	<i>Program</i>
NSW	<p>Flexible Supported Housing Partnership</p> <p>Community Housing Program</p> <p>Community Housing Leasing Program</p> <p>Local Government and Community Housing Program</p> <p>Crisis Accommodation Program Innovation (where support period has ended and tenant becomes mainstream tenant)</p> <p>Community Housing Acquisition Program</p> <p>Housing Stock Transfers</p> <p>Housing Partnerships Program</p> <p>Older Persons Housing Strategy</p> <p>Special Projects Fund</p> <p>Surplus Government Leasehold Program</p> <p>Housing Accommodation Support Initiative (HASI)</p> <p>My Place initiative for homeless people</p> <p>Housing for people living with HIV/AIDS</p> <p>Port Jackson Housing Company (formerly Bennelong Housing Company)</p> <p>Partnership in Community Housing</p>
Victoria	<p>Long Term Community Housing</p> <p>Common Equity Rental Cooperatives</p> <p>Group Housing</p> <p>Rental Housing Cooperatives</p> <p>Rooming Houses</p>
Queensland	<p>Boarding House Program</p> <p>Community Rent Scheme</p> <p>Long Term Community Housing Program</p> <p>Brisbane Housing Company</p>
WA	<p>Lodging houses</p> <p>Properties owned exclusively by Department of Housing and headleased to non-profit community agencies that provide property management and/or support services to the tenants</p> <p>Properties in which Department of Housing has an equity interest or exclusive ownership, but the title is held by non-profit community agencies or local government and they provide property management and/or support services to the tenants</p> <p>Crisis Accommodation Program</p> <p>Community Housing Program</p> <p>Joint Venture Program</p> <p>Community Disability Housing Program</p>
SA	<p>All properties allocated to a registered community housing organisation and issued with a debenture under the <i>SA Cooperative and Community Housing Act 1991</i></p>

Table 16A.62 State and Territory programs included in the community housing data collection, 2011-12

<i>Jurisdiction</i>	<i>Program</i>
	All leased properties or properties vested in the South Australia Community Housing Authority from the SA Housing Trust that are managed by registered community housing organisations under the <i>SA Co-operative and Community Housing Act 1991</i>
	All Community Housing Authority properties that have yet to be transferred to a community housing organisation
Tasmania	Organisations that received CSHA funding under the Community Housing Program
	Public housing properties leased to organisations providing non-crisis accommodation
	Local Government Community Housing Program
	Grants for Elderly Persons Program
	Medium to long term Community Tenancy Program
ACT	Community Housing Program
	Community Organisations Rental Housing Assistance Program
	Community Housing Expansion Program
	Local Government and Community Housing Program
	Private Rental Leasing
	Public housing stock transfers
NT	Community Housing Program
	Housing headleased by the department through the Industry Housing Program (welfare category).

Source: State and Territory governments (unpublished).

TABLE 16A.63

Table 16A.63 Treatment of assets by housing agencies, 2011-12

Asset type	NSW	Vic (a)	Qld	WA	SA	Tas	ACT	NT	
Revaluation method (b)	Land	Market	Fair value	Fair value	Fair value (in accordance with AASB116)	Market	Net	Market	Market Value
	Buildings	Market	Fair value	Fair value	Fair value (in accordance with AASB116)	Market	Net	Market	Market Value
	Other assets	Historical cost	Fair value	Historical cost	Historical cost	Historical cost	..	Historical cost (c)	Historical cost
Frequency of revaluations	Land, buildings	3 yearly intervals (intervening years by indexation)	5 yearly intervals (interim assessments by indices between intervals)	Annual	Annual	Annual	Annual	Annual	Annual
Useful asset lives	Residential properties	50 yrs	50 yrs	50 yrs	50 yrs	50 yrs	50 yrs	up to 80 yrs	50 yrs
	Vehicles	3 yrs	6 years and 8 months	..	5 yrs	3–5 yrs	..
	Office equip.	3 yrs	4–5 yrs	..	5 years	10 yrs	3 yrs	5–10 yrs	..
	IT equipment	3 yrs	4 yrs	..	5 years	3 yrs	3 yrs	not exceeding 5 yrs	..
Threshold capitalisation levels	All	\$5 000	\$5 000	Buildings: \$10 000 Land: \$1 Plant and equipment: \$5 000	\$5 000	\$5 000	\$10 000	\$2 000	\$10 000

TABLE 16A.63

Table 16A.63 Treatment of assets by housing agencies, 2011-12

<i>Asset type</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Assets capitalised individually or in groups	All	Individually	Individually	Individually	Individually	Individually	Individually	Individually

(a) Victoria revalues properties at 5 yearly intervals by kerbside inspection. In the interim years, asset value movements are assessed based on indices and if found to be material (> 10%), a Managerial Revaluation would be undertaken in that year, and if found to be exceptionally material (greater than or equal to 40%), then an Interim Valuation would be undertaken.

(b) Market value is the current (net) value market selling price or exchange value.

(c) Leased motor vehicles are leased under finance lease arrangements and therefore valued at fair value.

.. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 16A.64

Table 16A.64 **Community housing survey response rates and associated information**

		<i>Unit</i>	<i>2007-08</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>Further information</i>
<i>NSW (a)</i>							NSW Community Housing Data Collection. Items from 2006-07 are adjusted for non response in data collection and therefore not comparable with previous years. The NSW Community Housing Data Collection was extended to include all long term community housing managed by a community housing provider including those directly funded by HNSW and those funded by other sources. Items reported for 2008-09 are adjusted to cover only those funded by Housing NSW based on the extended profile of community housing from the data collection and are not fully comparable to data for previous years.
Providers (less exemptions)	no.		177	192	196	179	
Respondents	no.		125	138	164	142	
Response rate	%		71	72	84	79	
Property coverage	%		90	92	86	97	
<i>Victoria</i>							Victoria's collection is based primarily on survey information provided by community housing agencies. In 2006-07 responses from two providers were not included due to incomplete information. In 2007-08 and 2008-09 the survey included providers managing joint venture arrangements.
Providers (less exemptions)	no.		177	175	182	108	
Respondents (providers)	no.		169	171	145	61	
Response rate	%		96	98	80	56	
Property coverage	%		na	na	80	93	
<i>Queensland</i>							In 2006-07 data are for Long Term Community Housing (LTCH), Community Rent Scheme (CRS), Boarding House Program (BHP) and the Brisbane Housing Company (BHC). The CSHA survey used in previous years was replaced in 2006-07 by administrative data (for BHC, BHP and CRS) and a tenant unit record data collection (for LTCH). Coverage was: LTCH, 56 per cent of providers (152 out of 273), managing 75 per cent of dwellings; CRS, 100 per cent of providers (32) and dwellings; BHP, 80 per cent of providers (12 out of 15) managing 83 per cent of dwellings; BHC, 100 per cent of dwellings.
Providers (less exemptions)	no.		332	197	na	281	
Respondents	no.		252	118	na	171	
Response rate	%		76	60	57	61	
Property coverage	%		91	86	84	83	
							In 2007-08 data are for the LTCH, the CRS the BHC and the Community-Managed Housing — Studio Units (CHSU). Coverage was: LTCH, 54 per cent of providers, managing 67 per cent of dwellings; CRS, 100 per cent of providers and dwellings; CHSU, 100 per cent of providers and dwellings; BHC, 100 per cent of dwellings.
							In 2008-09 data are for the LTCH, the CRS the BHC and the CHSU. Coverage was: LTCH, 55 per cent of providers (131 of 237), managing 63 per cent of rental units; CRS, 100 per cent of providers (24) and rental units (1817); CHSU, 79 per cent of providers (15 of 19) and rental units (896 of 1150); BHC, 100 per cent of providers (1 provider) and rental units (742). Data combine administrative data, a limited unit record collection for each dwelling, and collections of summary data depending on the capacity of each housing program. Figures for tenancies have not been scaled upwards to reflect any non-response to data collections. Figures for property counts and financial data have been scaled upwards to account for non-response.

TABLE 16A.64

Table 16A.64 **Community housing survey response rates and associated information**

	Unit	2007-08	2008-09	2009-10	2010-11	Further information
WA						
Providers (less exemptions)	no.	na	146	195	190	
Respondents	no.	na	101	101	20	
Response rate	%	69	69	52	11	
Property coverage	%	na	87	81	54	
SA						
Providers (less exemptions)	no.	na	na	104	99	Inconsistencies between 2006-07 and later years data are the result of improvements in the 2007-08 data collection process.
Respondents	no.	na	na	98	89	
Response rate	%	83	89	94	90	
Property coverage	%	92	95	97	97	
Tasmania						
Providers (less exemptions)	no.	47	51	54	55	
Respondents	no.	32	36	35	32	
Response rate	%	68	71	65	58	
Property coverage	%	70	95	65	68	
ACT						
Providers (less exemptions)	no.	10	8	7	7	In 2006-07 changes in the community housing sector have resulted in 3 providers merging with another provider, 2 amalgamating and 2 new providers established. Survey data are used to maintain dwelling administrative data on dwellings funded under the former CSHA that are owned by community housing providers.
Respondents	no.	9	8	7	7	
Response rate	%	90	100	100	100	
Property coverage	%	96	100	100	100	
NT						
Administrative data have been used for all years so response rates are not applicable.						
Providers (less exemptions)	no.	na	na	na	na	
Respondents	no.	
Response rate	%	
Property coverage	%	100	100	100	100	

Table 16A.64 **Community housing survey response rates and associated information**

	<i>Unit</i>	<i>2007-08</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>Further information</i>
(a)	Information relating to the 2010-11 data collection can be found in the data quality information at www.pc.gov.au/gsp/reports/rogs/2012 .					
	.. Not applicable. na Not available.					
<i>Source:</i> AIHW (various years) <i>CSHA national data report</i> ; AIHW (2010) <i>Housing assistance in Australia</i> .						

Data quality information — Housing, chapter 16

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for a selection of performance indicators in the Housing chapter. DQI for additional indicators will be progressively introduced in future reports.

Where Report on Government Services indicators align with National Agreement indicators, similar data quality information is included in the Steering Committee's reports on National Agreements to the COAG Reform Council.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

DQI are available for the following data collections and performance indicators:

Data collections	2
Public housing data collection	2
State owned and managed Indigenous housing data collection	5
Community housing data collection	7
Indigenous community housing data collection	11
National Social Housing Survey data collection	15
Performance indicators	19
'Special needs'	19
'Priority access to those in greatest need'	22
'Dwelling condition'	25
'Net recurrent cost per dwelling' — Public housing, SOMIH and ICH	28
'Occupancy'	35
'Turnaround time'	38
'Rent collection rate' — Public housing, SOMIH and ICH	40
'Amenity/location' — Public housing, SOMIH and community housing	495
'Affordability'	55
'Match of dwelling to household size'	59
'Customer satisfaction'	64

Data collections

Public housing data collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all public housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental housing dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all public rental housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2011-12 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of public rental housing programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.</p> <p>Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.</p> <p>Not all jurisdictions collect or update all data items for every tenant so substitutions are made in some cases.</p>
Timeliness	<p>Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2013 are for 2011-12 (the most current data available).</p>
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, disability information may be self-identified and not mandatory to report under program eligibility requirements;

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- Indigenous status is self-identified and not mandatory to report under program eligibility requirements;
 - many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution;
 - estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
 - disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

- NSW: The total number of Indigenous households has been supplied by the jurisdiction rather than calculated using the unit record data. The NSW public housing system undercounts Indigenous tenancies due to under-reporting of Indigenous status for tenants housed prior to 2004, when mandatory reporting was introduced. The reported number of Indigenous tenancies has been estimated using 2011 Census data.

Coherence

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be compared with figures produced prior to 2009-10 due to a change in methodology;
- measurements of underutilisation cannot be compared with figures produced prior to 2011-12 due to a change in methodology.

Specific State/Territory issues are:

- NSW: A change in the client management system in 2010-11 has led to the potential for changes in the descriptors. Care should be exercised when comparing data with data from the 2009-10 and earlier reference periods. The total number of Indigenous households is not comparable to other jurisdictions due to the methodology adopted (based on the 2011 Census of Population and Housing, adjusted for Census undercounting of public rental housing households).
- WA: Households and dwellings that, prior to 2010-11, were reported under the state owned and managed Indigenous housing (SOMIH) program are now reported under public housing. As such, 2011-12 figures are not comparable to data from 2009-10 and earlier reference periods.

Accessibility

Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Some known data quality issues are associated with the public housing administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding

errors.

- Data substitution is used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, gross and assessable income.

State owned and managed Indigenous housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all state owned and managed Indigenous housing (SOMIH) indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all SOMIH indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2011-12 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.</p> <p>Not all jurisdictions have a separately identified or funded SOMIH program. In these cases all jurisdiction managed social housing dwellings are reported in the public rental housing data collection.</p> <p>Classifications used for income and greatest need are not consistent across jurisdictions and are mapped to a common standard.</p> <p>Not all jurisdictions collect or update all data items for every tenant so substitutions are made in some cases.</p>
Timeliness	Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2011-12 (the most current data available).
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, disability data may be self-identified and not mandatory under program eligibility requirements• many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should

	<p>be used with caution;</p> <ul style="list-style-type: none"> estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions; disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.
Coherence	<p>Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs. This particularly relates to scope and coverage of dwellings across states and territories.</p> <p>Coherence over time has been affected by changes in methodology:</p> <ul style="list-style-type: none"> measurements using low income cannot be compared with low income figures produced prior to 2009-10 due to a change in methodology; measurements of overcrowding cannot be compared with figures produced prior to 2009-10 due to a change in methodology measurements of underutilisation cannot be compared with figures produced prior to 2011-12 due to a change in methodology. <p>State and Territory Government housing authorities' bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.</p> <p>Specific State/Territory issues are:</p> <ul style="list-style-type: none"> NSW: a change in the client management system in 2010-11 has led to the potential for changes in the descriptors. Care should be exercised when comparing data with data from the 2009-10 and earlier reference periods. Care should be taken when comparing the number and proportion of low income households to the 2009-10 and earlier reporting periods as there has been a change to reported household incomes: from 2010-11 onwards, Commonwealth Rent Assistance is no longer included in household income. This will lead to an increase in the number of households identified as low income.
Accessibility	<p>Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.</p>
Interpretability	<p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>
<u>Data Gaps/Issues Analysis</u>	
Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> Some known data quality issues are associated with the SOMIH administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors. Data substitution is used in instances where the jurisdiction(s) have not captured all of the data required to produce an output, for example, gross and assessable income.

Community housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all community housing indicators except 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2011–12 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales and Queensland, who have calculated their own figures using their own data collection processes.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of scope and coverage.</p>
Timeliness	<p>Data are collected annually. The reference period for this collection is the 2011–12 financial year and is mostly a 30 June 2012 snapshot, but also captures 2011–12 household activity. Limited financial information from the 2010–11 financial year is also collected.</p>
Accuracy	<p>Data are subject to non-response and are incomplete for some jurisdictions. The information was sourced via a survey of community housing organisations and levels of accuracy are subject to non-response bias. The response rate indicates the level of exposure to potential bias which differs between jurisdictions – as outlined below.</p> <ul style="list-style-type: none">• New South Wales - Of the 130 community housing organisations, 32 responded to the survey accounting for 98 per cent of the total dwelling portfolio. Data for NSW are weighted to account for non-response.• Victoria - Of the 106 community housing organisations, 77 responded to the survey accounting for 98 per cent of the total dwelling portfolio.• Queensland - Of the 284 community housing organisations, 102 provided administrative data accounting for 71 per cent of the total dwelling portfolio.

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- Western Australia - Of the 29 *registered* community housing organisations, 19 responded to the survey accounting for 92 per cent of the total dwelling portfolio of registered community housing organisations that did not deal exclusively with CAP properties.
 - South Australia – All of the 86 community housing organisations responded to the survey accounting for 100 per cent of the total dwelling portfolio.
 - Tasmania - Of the 78 community housing organisations, 43 responded to the survey accounting for 84 per cent of the total dwelling portfolio. Tasmanian data for rents charged, rent collection rate and underutilisation could not be reconciled against the performance indicators, resulting in significant inaccuracies and data errors. These data are not reported. There are significant inconsistencies in the community housing data collection due to interpretation of the survey by community housing organisations and consolidation of the data. At present, there is no common wait list for community housing in Tasmania for 2011-2012. Organisations determine their own wait list and priority. Some organisations house tenants from the public housing wait list. Tasmania is progressing the establishment of a common wait list for all social housing in 2012-2013.
 - The Australian Capital Territory – All of the 5 community housing organisations responded to the survey accounting for 100 per cent of the total dwelling portfolio.

As in previous years, the Northern Territory did not survey its community housing sector for 2011–12.

National outputs and indicators were calculated using only those jurisdictions where complete information is available and valid.

Household and dwelling information from those community housing organisations which received Australian Government funding as one-off grants in the past is generally not available, and may be excluded from reporting.

Applicants may appear on waiting lists of more than one community housing organisation, with the exception of Queensland and South Australia where consolidated waiting lists are in operation. Queensland and Victoria have integrated wait lists for all social housing. Thus, using wait list figures for these jurisdictions to report against the community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.

NSW, WA, NT, and ACT were unable to provide National Rental Affordability Scheme properties due to data quality issues.

Specific State/Territory issues:

- NSW: The proportion of low income households is based on those households in receipt of Centrelink benefits as their main source of income, and has been applied to survey responses. NSW is unable to provide gross income so assessable income has been used to calculate equivalised 'gross' income used in determining low income status.
- NSW: In April 2010, NSW implemented an integrated social housing waiting list, combining public and community housing into a single list. Waiting list data are now reported as public housing. This has resulted in data not being available for all community housing providers at 30 June 2012.
- NSW: Financial activity data for the year ending 30 June 2012 are sourced from quarterly submissions from providers' administrative data.
- Victoria: Due to data quality issues identified with data returns, a number of households previously flagged as Indigenous now have a status of unknown.
- Victoria: Victoria has one waiting list for all social housing. Using this list to

Coherence

report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.

- Queensland: Queensland has one waiting list for all social housing. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.
- Western Australia: The number of households at 30 June 2012 may be an overestimate due to underlying data quality issues. This may affect measures of occupancy. Occupied tenancy (rental) units used to provide additional housing support are not included.
- South Australia: A centralised community housing waitlist was implemented in March 2010 and most organisations use this waitlist. In the 2010–11 community housing survey, a number of organisations also provided separate waitlist figures. These figures have been added to the centralised community housing waitlist figure, which may overstate the waitlist figure.
- ACT: The number of households at 30 June 2012 may be an underestimate, whilst the number of tenancy (rental) units may be an overestimate due to underlying data quality issues. This may affect measures of occupancy.
- NT: It is assumed that all dwellings are tenantable.

Care is required when comparing outputs within a jurisdiction with results from previous reporting periods due to variability in survey response rates of community housing organisations.

National performance indicator results were calculated where complete data were available and valid (i.e. both numerator and denominator were available and valid).

Some Indigenous households may be under-reported as data are based on Indigenous self-identification.

There were changes in the methodology used in 2010-11 onwards for collecting data on community housing waiting lists in all jurisdictions, which has affected the numbers reported for 'Total new applicants with greatest need' and 'Total applicants on waiting list'.

In May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. NSW, Queensland, WA, the ACT, and the NT, each have integrated waiting lists. South Australia has a register that integrates multiple community housing waiting lists into a single housing register and Tasmania uses a manual integrated system. Victoria has an integrated approach involving a referral process but does not yet have a common waiting list.

Specific State/Territory issues are:

- Queensland: The number of Indigenous households and households with a disability and households with a non-English speaking background has increased due to improvements in the data collection methodology.
- Queensland: The number of new Indigenous household allocations has risen due to ongoing refinements in the data collection methodology.
- Queensland: There have been changes in the methodology used in 2010-11 onwards to collect data on allocation of new households which may affect the number of new households. Properties managed under the National Rental Affordability Scheme and the Nation Building and Jobs Program were included in 2010-11 for the first time.
- Queensland: Changes in the methodology used in 2010-11 onwards may have affected the results for total net recurrent costs.

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- South Australia: A centralised community housing waitlist was implemented in March 2010. Category 1 need is used as a proxy for greatest need for the centralised waitlist. Category 1 need includes those who are deemed to be in urgent housing need with long term barriers to accessing or maintaining private housing options.
 - South Australia: Improvements in data quality may have significantly increased the number of newly assisted households; the increased number of newly assisted households that were in greatest need at time of allocation, and the increased number of disability households may be due to improvements in data collection methods.
 - South Australia: Total untenable tenancy (rental) units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included in 2010–11.
 - Western Australia: For the 2011-12 collection only 29 registered community housing providers were surveyed. Unregistered providers and those registered providers who only dealt with CAP properties were excluded. These exclusions did not apply for previous collections. This represents a significant scope change relative to the 2010-11 collection, in which 182 housing providers were surveyed.
 - Tasmania: There has been a significant increase in number of dwellings and households for the 2011-2012 community housing data collection. This is due to improved scope of the collection, response rate and improved data quality.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) <<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>>. Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate and in data collection practices.

Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various – all ICH indicators
Measure (computation)	Various
Data source/s	<p>AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).</p> <p>The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.</p>

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2010–11 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which may have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.</p>
Timeliness	<p>Data are collected annually, for the financial year ending 30 June. The most recent data available are for 2010–11. Specific State/Territory issues are:</p> <p><u>South Australia</u></p> <ul style="list-style-type: none">• All dwelling and household data is based on tenancy and asset audits conducted in 2008 and 2009 with updates performed on some communities. <p><u>Tasmania</u></p> <ul style="list-style-type: none">• Data includes 6 new constructions awaiting handover. <p><u>Australian Capital Territory</u></p> <ul style="list-style-type: none">• Administrative data is used for dwelling data items as the sole ICHO in the ACT did not complete a survey for 2010-11.
Accuracy	<p>There are known issues with the accuracy of data collected:</p> <ul style="list-style-type: none">• Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions.• Jurisdictions may use more than one source of data which may affect data

quality.

- In 2010–11, unit record data was provided by Victoria, South Australia and Tasmania. A mix of unit record and aggregate data was provided by New South Wales, Queensland, Western Australia and the Northern Territory. Administrative data is used for dwelling data items as the sole ICHO in the ACT did not complete a survey for 2010–11.
- In many cases complete data were not available for all dwellings or ICHOs in the jurisdiction. Therefore, data item totals and performance indicator values may not fully reflect the entire funded portion of the jurisdiction.
- Performance indicators, reported as proportions have been adjusted for non-response by excluding unknowns/ non-responders from the denominator. The national performance indicators, reported as proportions, were calculated using data from only those jurisdictions where both numerator and denominator were available and valid.
- Where coverage of data is less than 95%, details are included in the DQS for the relevant performance indicators.

Specific State/Territory issues are:

New South Wales

- The ICH sector collects data from Aboriginal Community Housing Providers (ACHPs) that are actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration is used as a proxy for funding, but it should be noted that active registration does not guarantee funding.
- The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2011. It does not include data on permanent dwellings managed by ACHPs that did not provide data as at June 2011.

Queensland, Western Australia and South Australia

- The 2010–11 ICH data collection includes dwellings in Queensland, Western Australia and South Australia that are owned by Indigenous communities, but have transferred responsibility for tenancy management to the state housing authority.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings. The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. For 2010–11, no data is collected on these outstation dwellings.

Coherence

Data within jurisdictions may not be comparable to previous years due to variation in the response rate to the survey for which jurisdictions can provide data.

There have been a variety of different data quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQS in the relevant edition of this report.

For reasons of data quality and availability, the scope of the ICH collection was restricted in 2009–10 to include only funded organisations (i.e. ICHOs that received funding in the reported financial year).

Since 2009–10, only ICHO and dwelling numbers are reported for unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in the reported financial year).

From 2009–10, the scope of the ICH collection is consistent with the scope of the 2006–07 and earlier collections. In comparison, the 2008–09 and 2007–08 collections included unfunded ICHOs.

Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009, responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.

The COAG Reform Council use a different dwelling count data item in their National Affordable Housing Agreement (NAHA) report to COAG. The dwelling count data item used in the NAHA report includes all dwellings targeted to Indigenous people, (funded and unfunded and permanent and improvised dwellings). The RoGS dwelling counts only include permanent dwellings, however in the RoGS report a separate data item specifying the number of improvised dwellings is provided.

Specific State/Territory issues are:

Victoria

- For the two years prior to 2009–10, Victoria reported against one agency (Aboriginal Housing Victoria) for ICH. From 2009–10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Due to this change Victorian data is not comparable with previous years.

Queensland

- The dwelling numbers for unfunded organisations was provided by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) in 2008 and has not been verified by FaHCSIA as being correct. Permanent dwellings in unfunded organisations are therefore not included.
- The number of unfunded organisations was provided by FaHCSIA in 2008 and has not been verified by FaHCSIA as being correct. The number of unfunded organisations is therefore not included.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

- Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions
- Jurisdictions may use more than one source of data which may affect data quality.
- Data within jurisdictions may not be comparable to previous years due to variation in the response rate to the survey for which jurisdictions can provide data.

National Social Housing Survey data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	<i>Amenity/location</i> (public housing, SOMIH and community housing) <i>Customer satisfaction</i> (public housing, SOMIH and community housing) <i>Dwelling condition</i> (public housing, SOMIH and community housing)
Measure (computation)	Various
Data source/s	AIHW Loneragan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p> <p>The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.</p> <p>The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.</p> <p>One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.</p> <p>The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.</p> <p>For further information see the AIHW website www.aihw.gov.au.</p>
Relevance	<p>The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.</p>
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted</p>

Accuracy

in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%

SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. • Survey weights are applied to the data when calculating outputs and performance indicators.
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Performance indicators

‘Special needs’

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<i>Special needs</i> for public housing, SOMIH and community housing
Measure (computation)	<u>Definition</u> : the proportion of new tenancies allocated to households with special needs. <u>Numerator</u> : the number of newly allocated households with special needs. <u>Denominator</u> : total number of newly allocated households. <u>Computation</u> : calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.
Data source/s	<i>Public housing and SOMIH</i> Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. <i>Community housing</i> Data sets are provided annually to the AIHW by jurisdictions. These data sets are sourced from community housing organisations via survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted.

Data Quality Framework Dimensions

Institutional environment	Data for 2011-12 (public housing, SOMIH and community housing) were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	<i>Public housing and SOMIH</i> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation. <i>Community housing</i> <ul style="list-style-type: none">• Community housing, for the purpose of this collection, includes all tenancy

	<p>(rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Additional jurisdiction-specific inclusions and exclusions also apply.</p> <ul style="list-style-type: none"> • The data collected by the jurisdictions conform well in terms of the reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of scope and coverage. • Not all data items required are available for all households. Only households with complete information have been included in the calculation.
Timeliness	Data are collected annually, for the financial year ending 30 June. Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2012.
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <p>Public housing and SOMIH</p> <p>The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.</p> <p>Not all data items required are available for all households. Only households with complete information have been included in the calculation.</p> <p>Community housing</p> <p>Those newly allocated households where special needs details are unknown have been excluded.</p> <p>Specific state/territory issues are:</p> <ul style="list-style-type: none"> • NSW: Data are sourced from a multi-response survey question and a new household may fall into more than one 'special needs' category. Data has been adjusted to remove duplicates of a single household to ensure that the number of total new households with special needs does not double count a household that falls into more than one 'special needs' category.
Coherence	<p>Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.</p> <p>Public housing and SOMIH</p> <p>Specific state/territory issues are:</p> <ul style="list-style-type: none"> • NT: For the proportion of new tenancies allocated to households with special needs, data are not directly comparable with other jurisdictions' data as some households with disability are not included. <p>Community housing</p> <p>Specific state/territory issues are:</p> <ul style="list-style-type: none"> • Vic: Improvements in the quality and coverage of demographic data may have affected the comparability of the 2011-12 data with that for previous reporting periods. Thus, care should be taken when comparing data with that for previous periods. • Qld: In the 2010-11 collection, the process of collecting data on allocation of new households changed from survey data to administrative data extracted from the Housing register. There have been continued refinements in both the centralised database from which Queensland draws its administrative data and extraction methodology that may impact on the comparability of 2011-12 data with data from the 2010-11 collection and earlier reference periods.
Accessibility	Annual data will be reported in <i>Housing Assistance in Australia</i> , which will be available publicly on the AIHW website. Additional disaggregations of data

are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate.
- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Not all data items required are available for all households. Only households with complete information have been included in these calculations.

‘Priority access to those in greatest need’

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<i>Priority access to those in greatest need</i> for public housing, SOMIH and community housing
Measure (computation)	<u>Definition</u> : The proportion of new allocations to households in greatest need. <u>Numerator</u> : Number of new allocations to households in greatest need. <u>Denominator</u> : Total number of new allocations. <u>Computation</u> : calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. The measure is also disaggregated by the amount of time spent on the waiting list before allocation.
Data source/s	<i>Public housing and SOMIH</i> Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. <i>Community housing</i> Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	<i>Public housing and SOMIH:</i> The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Specific state/territory issues are: Tas: Data on greatest need for SOMIH applicants is not collected by Housing Tasmania. While need assessments for Tasmanian SOMIH applicants consider some greatest need factors, details are not recorded in the

Tasmanian Housing Information System and so cannot be reported for Tasmanian SOMIH applicants.

Community housing

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of the reference period; however, due to jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2013 are as at 30 June, 2012, which are the most recent available.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Specific state/territory issues are:

NSW: since April 2011, market rent paid by applicants in the private rental market is not entered in the client management system and so is not available to determine greatest need due to 'very high rental housing costs'.

Victoria: Underlying data quality issues affected the identification of Victoria's 2009-10 new allocations to households in greatest need. Comparison of current data with data from 2009-10 should be interpreted with caution.

NT: For households in greatest need, data should be interpreted with caution as priority date is not updated when households transfer to the priority category after their initial wait list application.

Community housing

The administrative data and survey data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Coherence

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Specific state/territory issues are:

Public housing and SOMIH

NSW: Care should be taken when comparing data with data from 2009-10 and earlier as a change in the client management system has led to the potential for changes in the descriptors. For the total number of new applicants in the waiting list who have a 'greatest need', data are not comparable to 2010-11, which was the only year that 'very high rental housing costs' was included as a greatest need reason.

Community housing

Vic: Improvements in the quality and coverage of demographic data may have affected the comparability of the 2011-12 data with that for previous reporting periods. Thus, care should be taken when comparing data with that for previous periods.

Qld: In the 2010-11 collection, the process of collecting data on allocation of new households changed from survey data to administrative data extracted from the Housing register. There have been continued refinements in both the centralised database from which Queensland draws its administrative data and extraction methodology that may impact on the comparability of 2011-12 data with data from the 2010-11 collection and earlier reference periods.

Accessibility	Annual data will be reported in <i>Housing Assistance in Australia</i> , which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.
Interpretability	Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none">• Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate.• The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.• Not all data items required are available for all households. Only households with complete information have been included.
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‘Dwelling condition’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	Dwelling condition for public housing, community and SOMIH
Measure (computation)	<p>Definition: The proportion of households that have four working facilities and no more than two major structural problems.</p> <p><u>Numerator</u>: number of tenants who indicated that their household has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.</p> <p><u>Denominator</u>: number of tenants who reported valid answers to both facilities and structural problem questions.</p> <p><u>Computation</u>: Number of tenants who said their household has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100.</p>
Data source/s	<p>National Social Housing Survey</p> <p>Loneragan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.</p>

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p>
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The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website www.aihw.gov.au

Relevance	<p>The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.</p> <p>ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.</p> <p>The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.</p>
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.</p> <p>The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.</p> <p>For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.</p>
Accuracy	<p><u>Missing data</u></p> <p>Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Indigenous status question: 18% of PH tenants, 5% of SOMIH tenants and 17% of CH tenants did not provide a response.</p> <p>A small proportion did not provide an answer to the household facilities question (0.8% for PH; 0.1% for SOMIH; 0.3% for CH) or the structural problems question (0.4% for PH; 0% for SOMIH; 0.1% for CH).</p> <p><u>Response rates and contact rates</u></p> <p>The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).</p> <p>Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.</p> <p>A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.</p>

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%

ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

And both 2010 and 2007 surveys implemented a reminder/follow up of non-respondents by mail/telephone to improve response rates. The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each

jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

Care should be taken when comparing data reported in the 2013 Report on Government Services and the 2013 National Affordable Housing Agreement (NAHA) performance report as the definition used for reporting SOMIH data is slightly different. A small proportion of non-indigenous households are included in the dwelling condition indicator for RoGS but only indigenous households are included in this indicator for NAHA.

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.

In addition, the 2012 NSHS Technical Report, code book and other

supporting documentation will be available on the AIHW website.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.

‘Net recurrent cost per dwelling’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for Public housing
Measure	<u>Numerator</u> : Net recurrent costs
(computation)	<u>Denominator</u> : The total number of public housing dwellings <u>Computation</u> : Net recurrent costs divided by the total number of public housing dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There may be some accuracy issues with the data collected as new information systems are commissioned.

Coherence	<p>Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:</p> <ul style="list-style-type: none"> • Changes to the scope of the collection over time preventing comparisons between years. • Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes • Data have been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
Accessibility	Data are reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.
<u>Data Gaps/Issues Analysis — The Secretariat will complete this section</u>	
Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Net recurrent cost per dwelling’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for State owned and managed Indigenous housing (SOMIH)
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of SOMIH dwellings <u>Computation</u> : Net recurrent costs divided by the total number of SOMIH dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There may be some accuracy issues with the data collected arising from information systems changes.

Coherence	<p>Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:</p> <ul style="list-style-type: none"> • Changes to the scope of the collection over time preventing comparisons between years. • Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes <p>Data have been affected by different issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.</p>
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.
<u>Data Gaps/Issues Analysis</u>	
Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Net recurrent cost per dwelling’ — Indigenous community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per dwelling</i> for ICH
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of permanent dwellings managed by funded Indigenous Community Housing Organisations (ICHOs). <u>Computation</u> : Net recurrent costs divided by the total number of permanent dwellings managed by funded ICHOs.
Data source/s	AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data for 2010–11 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2010–11.
Accuracy	There are known accuracy issues with the data collected. <ul style="list-style-type: none">• Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.• Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.• Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are

provided.

Completeness coverage:

- National: 94.7%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection, active registration is used as a proxy for funding, but it should be noted that active registration does not guarantee funding.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings. The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2010–11, no data is collected on these outstation dwellings.

Coherence

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection in 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2010–11), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time preventing comparisons between years. Largely restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies since assuming administrative responsibility for the former Community

	Housing and Infrastructure Program (CHIP) program, which was previously managed by the Australian Government.
Accessibility	Annual data will be reported in <i>Housing Assistance in Australia</i> , which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.
Interpretability	Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/181162). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data. • This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.
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‘Occupancy rates’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Occupancy rates</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<u>Definition</u> : Proportion of dwellings that are occupied <u>Numerator</u> : Number of dwellings that are occupied <u>Denominator</u> : Total number of dwellings <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.

Data source/s ***Public housing and SOMIH***

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	<p>Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
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Relevance***Public housing and SOMIH:***

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing:

- Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding ICHOs). Additional jurisdiction-specific inclusions and exclusions also apply.
- The data collected by the jurisdictions conform well in terms of the reference period; however, due to the jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Indigenous community housing:

ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.

Timeliness

Data are collected annually, for the financial year ending 30 June.

Public housing, SOMIH and mainstream community housing

Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2012.

Indigenous community housing

The reference period for this indicator for ICH is at 30 June 2011, based on the 2010–11 data collection, with the following exceptions:

South Australia

- All dwelling and household data is based on tenancy and asset audits conducted in 2008 and 2009 with updates performed on some communities.

Accuracy

There are known accuracy issues with the data collected.

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Community housing

The administrative and survey data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Specific State/Territory issues:

- NSW, WA, NT, and ACT were unable to provide National Rental Affordability Scheme properties due to data quality issues.

Northern Territory

- It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.

Indigenous community housing

Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.

Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 90.3%

Specific State/Territory issues:

Tasmania

- Six new properties completed in June 2011 are included in the denominator, but omitted from the numerator because at 30 June they were awaiting handover.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings. The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. For 2010–11, no data is collected on these outstation dwellings.

Coherence

Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Mainstream community housing

Data within jurisdictions may not be comparable to previous years due to variation in the CHOs for which jurisdictions can provide data.

South Australia

- The total occupied tenancy (rental) units includes NRAS and NBESP properties in 2011–12. NRAS and the majority of NBESP properties were not included in the 2010-11 collection.

Indigenous community housing

Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:

- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions

can provide data.

- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/issues [Steering committee to update notes]
The Steering Committee notes the following key data gaps/issues:

- ICH data for this indicator are affected by poor coverage and the un-reported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Turnaround time’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Turnaround time</i> for public housing and SOMIH
Measure (computation)	<u>Definition</u> : The average time taken to rent housing stock through normal processes. <u>Numerator</u> : Total number of days that dwellings were vacant. <u>Denominator</u> : Total number of vacancy episodes <u>Computation</u> : calculated separately for public rental housing and SOMIH and expressed in days.
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2013 are as at 30 June, 2012, which are the most recent available.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. The accuracy of the national indicator has been affected because it has been calculated using only 9 months of Northern Territory data. (Details under specific state/territory issues.) Queensland, South Australia and the Northern Territory are unable to identify every case where dwellings have not been available to let through normal processes for part or all of a vacancy episode once the dwelling has been tenanted. This may lead to an inflated average turnaround time. Specific state/territory issues are: <ul style="list-style-type: none">• NT: the 2011-12 turnaround time indicator has been calculated using only 9 months of data (July to March). A change in NT’s systems meant that

Coherence	<p>the final quarter's data is unavailable.</p> <p>Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).</p> <p>Caution should be exercised when comparing the 2011-12 national indicator with previous years because it has been calculated using only 9 months of Northern Territory data. (Details under specific state/territory issues.)</p> <p>Specific state/territory issues are:</p> <ul style="list-style-type: none"> • Tas: caution should be exercised when comparing the 2011-12 turnaround time indicator with previous years as a new methodology for calculating vacancy lengths has been introduced for 2011-12. • NT: caution should be exercised when comparing the 2011-12 turnaround time indicator with previous years. The indicator has been calculated using only 9 months of data (July to March). A change in NT's systems meant that the final quarter's data is unavailable.
Accessibility	Annual data as reported are available publically on the AIHW website.
Interpretability	Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147).

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.
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‘Rent collection rate’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure	<u>Definition</u> : Total rent collected as a proportion of the rent charged
(computation)	<u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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‘Rent collection rate’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure	<u>Definition</u> : Total rent collected as a proportion of the rent charged
(computation)	<u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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'Rent collection rate' — Indigenous community housing (ICH) and Community housing (CH)

Data quality information for this indicator has been provided by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for ICH
Measure (computation)	<p><u>Definition</u>: Total rent collected as a proportion of the rent charged</p> <p><i>Indigenous community housing</i></p> <p><u>Numerator</u>: Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June</p> <p><u>Denominator</u>: Total rent charged by funded ICHOs for the year ending 30 June</p> <p><u>Computation</u>: Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.</p> <p><i>Mainstream community Housing</i></p> <p><u>Numerator</u>: Total rent collected by funded Community Housing Organisations (CHOs) for the year ending 30 June</p> <p><u>Denominator</u>: Total rent charged by funded CHOs for the year ending 30 June</p> <p><u>Computation</u>: Total rent collected by funded CHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.</p>

Data source/s	<p><i>Indigenous community housing</i></p> <p>Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.</p> <p>The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.</p> <p><i>Mainstream community housing</i></p> <p>Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.</p>
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Data Quality Framework Dimensions

Institutional environment	<p>Data for 2010–11 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
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Relevance***Indigenous community housing***

ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.

Mainstream community housing:

- Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Additional jurisdiction-specific inclusions and exclusions also apply.
- The data collected by the jurisdictions conform well in terms of the reference period; however due to the jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness***Indigenous community housing***

Data are collected annually for the financial year ending 30 June. The most recent Indigenous community housing data available are for 2010–11.

Mainstream community housing

Data are collected annually, for the financial year ending 30 June. The mainstream community housing data reported in RoGS 2013 are as at 30 June, 2012, which are the most recent available.

Accuracy***Indigenous community housing***

There are known issues with the accuracy of data collected:

- Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.
- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which households groups and dwelling details are known.
- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 90.1%
- Northern Territory: 79.3%
- National: 89.4%

Specific State/Territory issues:

Queensland

- Data is for 11 Department managed Communities and 6 dwellings in Kowanyama. Quarterly Performance Reports is used for remaining Councils. September and June quarterly data is not available for 1 Council. Department rent collection figures are only available for 1 Council for the period February to June.

- Information is for the 4,189 dwellings in the Indigenous Councils only. No rent is collected from the 315 dwellings owned by ICHOs.

Western Australia

- Includes 18 improvised dwellings. Calculation excludes dwellings managed by one ICHO and dwellings managed by WA Dept. of Housing under two different State Managed Service Models as the data available was incomplete.

Northern Territory

- Adjustments were made in 2010–11 due to the age of some dwellings. Target rent is based on approximately \$60–\$100 per fortnight. Methodology used was \$60 per dwelling built prior to 1998 and \$100 for dwellings built after 1998.
- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings. The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. For 2010–11, no data is collected on these outstation dwellings.

Tasmania

- Total rents charged and rent collection rate for 2010–2011 is not reported for Tasmania. Data could not be reconciled against the performance indicators, resulting in significant inaccuracies and data errors.

Mainstream community housing

The administrative data and survey data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Coherence

Indigenous community housing

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection in 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2010–11), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time preventing comparisons between years. Largely restricting the scope for 2009–10 to funded ICHOs only returns the collection to the scope of the 2006–07 and earlier collections. For the 2008–09 and 2007–08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.

- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

Victoria

- For the two years prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. For 2009-10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) previously managed by the Commonwealth. For this reason Victorian data is not comparable with previous years.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ [Steering committee to update notes.]

issues The Steering Committee notes the following key data gaps/issues:

- Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included.
- ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Amenity’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Amenity</i> for public housing, community housing and SOMIH
Measure (computation)	<p><u>Definition</u>: The proportion of tenants who said that an amenity was important to their household and met their household needs, summed across all eight amenities.</p> <p><u>Numerator</u>: Number of tenants who said the amenity aspect is important and meets their needs.</p> <p><u>Denominator</u>: Number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs).</p> <p><u>Computation</u>: Number of tenants who said the amenity aspect is important and meets their needs divided by number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
Data source/s	Loneragan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p> <p>The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.</p> <p>The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.</p> <p>One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.</p> <p>The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.</p> <p>For further information see the AIHW website www.aihw.gov.au</p>
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Relevance

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.

ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (1.7% for PH; 0.3% for SOMIH; 0.6% for CH), however the number of missing cases varies for each feature (see table below).

	PH	SOMIH	CH
Importance			
Size of home	9.4%	9.3%	7.2%
Number of bedrooms	10.1%	8.8%	7.9%
Modifications for special needs	15.0%	15.5%	13.5%
Easy access and entry	7.0%	7.4%	5.0%
Car parking	8.0%	7.7%	6.0%
Yard space and fencing	7.7%	5.4%	6.2%
Privacy of the home	7.3%	7.3%	5.8%
Safety and security within the home	6.7%	6.8%	5.7%
Safety and security outside of the home within the neighbourhood	6.5%	6.7%	5.7%
Energy efficiency	7.4%	7.2%	6.2%
Water efficiency	7.2%	8.2%	6.3%
Thermal comfort	7.7%	6.8%	5.8%
Meets needs			
Size of home	11.3%	11.1%	9.4%
Number of bedrooms	14.9%	14.1%	11.3%
Modifications for special needs	16.7%	17.8%	14.2%
Easy access and entry	12.5%	12.0%	10.3%
Car parking	12.3%	11.8%	10.1%
Yard space and fencing	12.4%	11.6%	10.5%

Privacy of the home	12.9%	12.9%	10.6%
Safety and security within the home	12.6%	12.2%	10.4%
Safety and security outside of the home within the neighbourhood	12.1%	11.7%	10.3%
Energy efficiency	12.9%	12.1%	10.3%
Water efficiency	12.1%	11.9%	10.2%
Thermal comfort	11.3%	9.6%	9.4%

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias **without a follow-up of non-respondents.**

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%

SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area

dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example,

	<p>failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population. The survey findings are also based on self-reported data.</p>
Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see <i>National Social Housing Survey 2012: national results bulletin</i> and <i>National Social Housing Survey 2012: detailed findings report</i>. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>
<u>Data Gaps/Issues Analysis</u>	
Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. • Survey weights are applied to the data when calculating outputs and performance indicators.

‘Location’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Location</i> for public housing, community and SOMIH
Measure (computation)	<p><u>Definition</u>: The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects</p> <p><u>Numerator</u>: Number of tenants who said the location aspect is important and meets their needs</p> <p><u>Denominator</u>: Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs)</p> <p><u>Computation</u>: Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
Data source/s	National Social Housing Survey
	Loneragan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.
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The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections

Relevance

managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website www.aihw.gov.au

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.

ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy**Missing data**

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (2.3% for PH; 0.4% for SOMIH; 0.8% for CH), however the number of missing cases varies for each facility/service (see table below).

	PH	SOMIH	CH
Importance			
Shops and banking facilities	4.5%	4.1%	3.9%
Public transport	5.7%	5.1%	5.2%
Parks and recreational facilities	8.2%	7.8%	7.6%
Emergency services, medical services and hospitals	5.5%	5.0%	5.0%
Child care facilities	11.1%	10.3%	9.0%
Education and training facilities	10.3%	9.3%	8.4%
Employment or place of work	10.7%	9.7%	8.9%
Community and support services	7.8%	7.7%	6.9%
Family and friends	6.2%	5.6%	5.8%
Meets needs			
Shops and banking facilities	8.8%	7.9%	8.1%
Public transport	10.3%	8.1%	8.7%
Parks and recreational facilities	12.5%	10.5%	11.1%
Emergency services, medical services and hospitals	11.0%	9.1%	10.0%
Child care facilities	12.4%	11.5%	10.4%
Education and training facilities	12.1%	11.4%	10.6%

Employment or place of work	12.5%	11.1%	10.6%
Community and support services	11.6%	10.8%	10.6%
Family and friends	11.0%	8.8%	9.3%

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

In addition to low response rates, a small proportion of tenants did not provide a response to the questions relating to location: 2.3% for PH; 2.4% for CH; 2.7% for SOMIH.

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none">• Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.• Survey weights are applied to the data when calculating outputs and performance indicators.
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‘Affordability’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	<i>Affordability</i> for public housing, SOMIH and community housing
Measure	<u>Definition</u> : the proportion of rental households in the bottom two income quintiles that spend more than 30 per cent of their income on rent
(computation)	<u>Numerator</u> : number of low income rental households spending more than 30 per cent of their income on rent <u>Denominator</u> : total number of low income rental households <u>Computation</u> : calculated separately for public housing, SOMIH and community housing and expressed as a percentage.

Low income households

- Low income households are defined by the ABS as those households in the bottom 40 per cent of the equivalised disposable household income distribution (that is, the bottom two income quintiles) excluding Commonwealth Rent Assistance (based on the Survey of Income and Housing). The ABS defines equivalised disposable household income as an indicator of disposable household income after adjustment for household size and composition.
- Low income data are sourced from the AIHW’s National Housing Assistance Data Repository and are presented using a modified definition of low income to that used by the ABS. Here, low income households are defined as those in the bottom 40 per cent of equivalised gross household income. Gross household income is the amount of income received by the household before any tax or levies are subtracted.

Computation for numerator

Public housing and SOMIH:

- (a) Household income is the gross household income
- (b) Rental expenses is the amount of rent charged to the household

Community housing:

- (a) Household income is gross household income excluding CRA
- (b) Rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance

Public housing, SOMIH and community housing:

The numerator is the count of households where (b) exceeds 30 per cent of (a).

Computation for denominator: count of all low income households with income and rental details known.

This measure is restricted to households with known income and rental details.

Data source/s ***Public housing and SOMIH***

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed Indigenous housing dwellings, households assisted and households on the

waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment

Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH:

- The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.
- 2010-11 low income cut-offs (that is, the 40th percentile of equivalised gross household incomes for the 2010-11 financial year) were not available so the 2009-10 cut-offs were used in their place. As a result of this it is expected that a number of low income households were not identified and are excluded from the calculation of this indicator.

Community housing:

- Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Additional jurisdiction-specific inclusions and exclusions also apply.
- The data collected by the jurisdictions conform well in terms of the reference period; however, due to the jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.
- For 2010-11 data, the 2010-11 low income cut-offs (that is, the bottom 40th percentile of equivalised gross household incomes for the 2010-11 financial year) were not available so the 2009-10 cut-offs were used in their place. As a result of this it is expected that a number of low income households will not have been identified and so excluded from the calculation of this indicator.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually for the financial year ending 30 June. The data reported in RoGS 2013 are for the 2011-12 financial year, which are the most

recent available.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

- the administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors
- not all data items required are available for all households and only households with complete information have been included in the calculation
- households where either assessable income or rent charged equals zero are excluded
- income information for some households not in receipt of a rental rebate that is not current and may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent. Outputs produced using this data should be used with caution
- disaggregations have led to small cell sizes which are volatile. Very small cells have been suppressed to protect confidentiality.

State/Territory specific issues:

- NSW is not able to provide gross income so assessable income is used to calculate equivalised 'gross' income used in determining low income status. In 2011-12, 35 per cent of SOMIH households (1,532) and 9 per cent of public rental households (10,270) are excluded from affordability calculations due to missing income information.
- Victoria: income information is unknown for households in Victoria that have not applied for, or do not receive, a rental rebate. In 2011-12, 15 per cent of public rental housing households (9,558) are excluded from affordability calculations due to missing income information.
- SA does not provide gross income so assessable income is used to calculate equivalised 'gross' income used in determining low income status. In 2011-12, 17 per cent of SOMIH households (299) and 11 per cent of public rental households (4,431) are excluded from affordability calculations due to missing income information.
- Tas: in 2011-12, 11 per cent of SOMIH households (36) and 8 per cent of public rental households (860) are excluded from affordability calculations due to missing income information.
- ACT: in 2011-12, 9 per cent of public rental housing households (977) are excluded from affordability calculations due to missing income information.

Community housing

The Commonwealth Rent Assistance (CRA) amount should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns. In addition, other charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30% of their income in rent.

State/Territory specific issues:

New South Wales

- The proportion of low income households is based on those households in receipt of Centrelink benefits as their main source of income, and has

been applied to survey responses.

- NSW based low income status on tenant's gross assessable income.

Coherence

Descriptors cannot be compared with previous years due to a change in the definition of low income. Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Public housing and SOMIH

- NSW: care should be taken when comparing data with data from 2009-10 and earlier reporting periods as a change in the client management system has led to the potential for changes in the descriptors. Care should be taken when comparing SOMIH data to the 2009-10 and earlier reporting periods as there was a change to reported household incomes: from 2010-11 onwards, CRA is no longer included in household income. These factors will lead to an increase in the number of households identified as low income and hence included in the affordability calculations.

Community housing

- NSW: For the 2011-12 collection NSW based low income status on tenant's gross assessable income. For the 2010-11 collection, NSW was unable to provide gross income so assessable income has been used to calculate equivalised 'gross' income used in determining low income status. This will affect the comparability of data with that for earlier reference periods.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Descriptors cannot be compared with previous years due to a change in the definition of low income.
- Care should be taken when comparing equivalised gross income data with low income households defined using equivalised disposable income data (e.g., the primary measure which sources ABS data).
- **Public housing and SOMIH:** the administrative data sets from which this indicator is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in spending more than 30 per cent of income on rent. Outputs produced using these data should be used with caution.
- **Community housing:** a higher proportion of low income households may appear to be in rental stress as Commonwealth Rent Assistance (CRA) may not have been fully excluded from the survey data. (Note: rental stress is defined to occur when households spend more than 30 per cent of income on rent).

‘Match of dwelling to household size’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	<i>Match of dwelling to household size</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<p><i>Overcrowding</i></p> <p><u>Definition</u>: the proportion of households where dwelling size is not appropriate due to overcrowding.</p> <p><u>Numerator</u>: number of overcrowded households, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS).</p> <p><u>Denominator</u>: the number of households with bedroom requirements and dwelling details known.</p> <p><u>Computation</u>: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.</p> <p><i>Underutilisation</i></p> <p><u>Definition</u>: the proportion of households where dwelling size is not appropriate due to underutilisation.</p> <p><u>Numerator</u>: number of households underutilising a social housing dwelling, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS).</p> <p><u>Denominator</u>: the number of households with bedroom requirements and dwelling details known.</p> <p><u>Computation</u>: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.</p>

Data source/s *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	<p>Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work paper.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>Public housing and SOMIH</p> <ul style="list-style-type: none"> • The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. • Not all data items required are available for all households. Only households with complete information have been included in the calculation. • State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations. <p>Mainstream community housing</p> <p>Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of the reference period however due to the jurisdiction-specific inclusions and exclusions; the data does not conform well in terms of scope and coverage.</p> <p>Not all data items required are available for all households. Only households with complete information have been included in the calculation.</p> <p>Indigenous community housing:</p> <p>ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.</p>
Timeliness	<p>Public rental housing, SOMIH and mainstream community housing</p> <p>Data are collected annually. The reference period for this indicator is 30 June 2012 for public rental housing, SOMIH and mainstream community housing.</p> <p>Indigenous community housing</p> <p>Data are collected annually, for the financial year ending 30 June. The most recent data available are for 2010–11.</p> <p>Specific State/Territory issues are:</p> <p><u>South Australia</u></p> <p>All dwelling and household data is based on tenancy and asset audits conducted in 2008 and 2009 with updates performed on some communities.</p>
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <p>Public housing and SOMIH</p> <ul style="list-style-type: none"> • The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

- Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.

Public rental housing exclusions

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	111,087	62,779	51,074	32,625	39,264	10,902	10,793	4,899
Excludes:								
Households bdr or required bdr details unknown	1,285	4,769	0	0	1	0	1,129	91
Exclusions (%)	1.2	7.6	0.0	0.0	0.0	0.0	10.5	1.9

SOMIH exclusions

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	4,372	..	3,230	..	1,756	334
Excludes:								
Households bdr or required bdr details unknown	81	..	0	..	0	0
Exclusions (%)	1.9	..	0.0	..	0.0	0.0

- Disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

State/Territory specific issues:

- Victoria: bedroom requirements are unknown for many households in Victoria that have not applied for, or do not receive, a rental rebate. 4,769 households (7.6 per cent) are excluded from overcrowding calculations due to missing information.
- Australian Capital Territory: bedroom requirements are unknown for many households in the ACT. 1,129 households (10.5%) are excluded from overcrowding calculations due to missing information.

Mainstream community housing

Those households for which household member details (age, sex or relationship status) could not be determined have been excluded. Assumptions have been made where only partial household information is known in order to include them in this indicator, including:

- all single or couple-only households each require one bedroom only
- any unmatched single person in a household each requires their own bedroom
- each person in a household that is classified as a 'group of unrelated adults' requires their own bedroom.

Indigenous community housing

- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the

	<p>denominator only includes Indigenous households for which household groups and dwelling details are known. Due to poor coverage, a national value is not provided.</p> <ul style="list-style-type: none"> • Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided. <p><u>Completeness coverage:</u></p> <ul style="list-style-type: none"> • Victoria: 46.9% • Queensland: 63.7% • Western Australia: 66.0% • South Australia: 49.8% <p>Specific State/Territory issues:</p> <p><u>Queensland</u></p> <ul style="list-style-type: none"> • Household information provided is for 11 Department managed Communities and 6 dwellings in Kowanyama.
Coherence	<p>Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).</p> <p><i>Public housing, SOMIH and mainstream community housing</i></p> <p>From 2009-10, the CNOS has been used to calculate bedroom requirements. Before this the Proxy Occupancy Standard was used, meaning that coherence over time has been affected by changes in methodology.</p> <p>The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.</p> <p>The use of the CNOS and change to the definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.</p> <p>Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.</p> <p><i>Indigenous community housing</i></p> <p>From 2009-10, the definition of overcrowding has been changed to households requiring 'one bedroom or more' from 'two bedrooms or more in 2008-09 and prior. This change has resulted in an increase to the estimation of overcrowding, and affects coherence over time.</p> <p>Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.</p> <p>Specific State/Territory issues:</p> <p><u>Queensland</u></p> <p>In prior years, household data for communities managed by the Indigenous Local Government Councils was sourced from the PCAT Survey which was conducted in 2006 by the former Department of Housing. Overcrowding figures for 2010-11 have been calculated for the Indigenous communities that have their tenancies managed by the State (1,912 dwellings).</p>
Accessibility	<p>Annual data will be reported in <i>Housing Assistance in Australia</i>, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.</p>
Interpretability	<p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147)</p>

(<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ [Steering committee to confirm notes]
issues

The Steering Committee notes the following key data gaps/issues:

Public housing, SOMIH and community housing

Indigenous community housing:

- Overcrowding proportions across jurisdictions are not comparable due to data being collected from a number of different sources and calculated using different methods based on data availability.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.
- The Australian total is not reported due to insufficient data for jurisdictions.

‘Customer satisfaction’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Dwelling condition</i> for public housing, community and SOMIH
Measure (computation)	<p>Definition: The proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.</p> <p>Numerator: Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided.</p> <p>Denominator: Number of tenants who gave a valid answer to the satisfaction question.</p> <p>Computation: Number of tenants who said they were satisfied (very satisfied and satisfied) with overall housing assistance service provided divided by number of tenants who gave a valid answer to the satisfaction question multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH and expressed as a proportion.</p>
Data source/s	<p>National Social Housing Survey</p> <p>Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.</p>

Data Quality Framework Dimensions

Institutional environment	The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.
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The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

	For further information see the AIHW website www.aihw.gov.au
Relevance	<p>The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.</p> <p>ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.</p>
Timeliness	<p>The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.</p> <p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.</p> <p>The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.</p> <p>For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.</p>
Accuracy	<p><u>Missing data</u></p> <p>Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A small proportion of tenants did not provide a response to the overall satisfaction question (3.2% for PH; 3.5% for SOMIH; 3.4% for CH).</p> <p><u>Response rates and contact rates</u></p> <p>The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).</p> <p>Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.</p> <p>A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.</p>

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%

TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the

	<p>population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.</p>
	<p><u>Sampling error</u></p> <p>The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.</p> <p><u>Non-sampling error</u></p> <p>In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.</p> <p>The survey findings are also based on self-reported data.</p>
Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p> <p>Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see <i>National Social Housing Survey 2012: national results bulletin</i> and <i>National Social Housing Survey 2012: detailed findings report</i>. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>
<u>Data Gaps/Issues Analysis</u>	
Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Caution should be used when comparing data across or between

jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.

- Survey weights are applied to the data when calculating outputs and performance indicators.