
16 Housing

Governments play a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. The Australian, State and Territory governments share responsibility for housing assistance. Direct assistance includes public and community housing, home purchase and home ownership assistance, Indigenous housing, State and Territory private rental assistance (such as State and Territory provided bond loans, guarantees and assistance with rent payments and advance rent payments, relocation expenses and other one-off grants) and Commonwealth Rent Assistance (CRA).

This chapter focuses on the performance of governments in providing public, State owned and managed Indigenous housing (SOMIH) and community housing under the Commonwealth State Housing Agreement (CSHA) (box 16.1), Indigenous community housing and CRA. Close links exist between the housing services covered in this chapter and other government programs and support services discussed elsewhere in the Report, such as:

- the Supported Accommodation Assistance Program (SAAP), which provides accommodation and other services for homeless people or those at imminent risk of becoming homeless (chapter 15)
- services delivered by the Australian, State and Territory governments and community organisations to promote independent living, including services for people with a disability (chapter 14), mental health services (chapter 12) and aged care services, such as the Home and Community Care program (chapter 13).

A profile of housing and housing assistance is presented in section 16.1. This provides the context for assessing the performance indicators presented later in the chapter. All jurisdictions have agreed to develop and report comparable indicators, and a framework of performance indicators is outlined in section 16.2. The data are discussed in section 16.3, and future directions for performance reporting are discussed in section 16.4. Jurisdictions' comments are reported in section 16.5 and definitions are listed in section 16.6. Section 16.7 lists the attachment tables for this chapter and section 16.8 lists references used in the chapter.

Box 16.1 **Commonwealth State Housing Agreement**

The CSHA is an agreement made between the Australian, State and Territory governments under the *Housing Assistance Act 1996* (Cwlth) to provide strategic direction and funding certainty for the provision of housing assistance. The aim of this agreement is to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need.

The 2003 CSHA came into effect on 1 July 2003 and will run until 30 June 2008, and includes bilateral agreements between the Australian Government and each State and Territory government and an overarching multilateral agreement. There are generally separate bilateral agreements for mainstream and Indigenous housing in each jurisdiction. Bilateral agreements are intended to provide greater flexibility for states and territories to respond to their particular housing needs.

A national ten year strategy to improve Indigenous housing, *Building a Better Future*, was agreed in 2001 by Australian, State and Territory ministers. State Indigenous Bilateral Agreements are the primary vehicle for implementing the national *Building a Better Future* strategy. The desired strategy outcomes are better housing and housing services, more housing, improved partnerships, greater effectiveness and efficiency, and improved performance linked to accountability and coordination of services.

Funding arrangements

The majority of funding under the 2003 CSHA is provided by the Australian Government, taking the form of general assistance funding (public housing, home purchase assistance and private rental assistance) and specified funding for identified programs: the Aboriginal Rental Housing Program (ARHP), the Crisis Accommodation Program (CAP) and the Community Housing Program. The majority of CSHA funding is distributed to State and Territory governments on a modified per person basis, with the State and Territory governments contributing additional funding from their own resources to 'match' (in part) Australian Government funding allocations.

Roles and responsibilities

Under the CSHA, the Australian Government has responsibility for:

- ensuring the outcomes pursued through the agreement are consistent with broader national objectives, particularly in relation to support for individuals and communities
- advising State and Territory governments of Australian Government objectives to be achieved under the agreement
- reporting to the Commonwealth Parliament on performance against agreed outcomes and targets of housing assistance provided under the agreement.

State and Territory governments have responsibility for:

- developing housing assistance strategies that are consistent with Australian, State and Territory government objectives and that best meet the circumstances of the State or Territory
- developing, implementing and managing services and programs to deliver agreed outcomes
- reporting on a basis that enables performance assessment by the Australian, State or Territory governments, based on agreed performance indicators.

Source: CSHA (2003).

Public housing, SOMIH, community housing and Indigenous community housing information has been obtained from the State and Territory governments, except where otherwise indicated. The Australian Institute of Health and Welfare (AIHW) collects and collates these data and produces annual data collection manuals and reports. The data reports are available from the AIHW web site at www.aihw.gov.au. CRA data were obtained from the Department of Families, Community Services and Indigenous Affairs (FaCSIA). Data on satisfaction, amenity and location were obtained from national social housing surveys of public housing, community housing and SOMIH tenants.

Housing assistance not covered

This chapter does not cover a number of government funded and provided housing services, including:

- the CAP, including the Victorian Transitional Housing Management Program under the CSHA, which provides capital funding for accommodation for homeless people
- non-CSHA programs, including 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, Science and Training (DEST)
- some Indigenous housing and infrastructure assistance
- non-Indigenous community housing not funded under the CSHA
- home purchase assistance, including the First Home Owners Grant, a Commonwealth initiative administered by State and Territory governments
- private rent assistance funded by States and Territories.

16.1 Profile of housing and housing assistance

Service overview

The Australian Bureau of Statistics (ABS) 2006 Census of Population and Housing (ABS 2007) identified just under 7.1 million households in Australia, where 'household' is classified as 'a person living alone' or as 'a group of related or unrelated people who usually reside and eat together'. Of these households, 68.1 per cent owned or were purchasing their own home, 19.0 per cent rented in the private sector, 3.6 per cent were in public rental accommodation, 0.7 per cent lived

in community housing,¹ 2.6 per cent resided in other tenure types and 6.0 per cent did not state their tenure type (table 16A.72). For a number of reasons, including non-response and misunderstanding, Census data are likely to underestimate the number of tenants in public housing.²

The composition of Australian households is changing. There is 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 2.8 people between 1971 and 2006, while the proportion of single person households increased from 18.1 per cent to 24.4 per cent over this period (ABS 2007).

The average Indigenous household is larger than the average non-Indigenous household. In 2006, the average non-Indigenous Australian household size was 2.6 people, whereas the average household with at least one Indigenous person was 3.4 people (ABS 2007).

Why government provides housing assistance

Australia's private housing stock houses the majority of the population. Most Australian households can access accommodation either through owner occupation or by renting from a private landlord. Many households, however, face problems in acquiring or accessing suitable private accommodation, for reasons of cost, discrimination, availability, location and/or adequacy. The price of rental dwellings can be prohibitive for people on lower incomes. Further, stock may not be available in the private rental market for households with special accommodation needs. Housing assistance from the Australian, State and Territory governments can help these households.

Roles and responsibilities

Each level of government has different roles and responsibilities in housing and housing assistance:

- The Australian Government provides CRA and shares responsibility with State and Territory governments for housing assistance provided under the CSHA (box 16.1). It also provides funding for the Community Housing and

¹ This estimate is based on data received from jurisdictions regarding the number of community housing dwellings in each jurisdiction, combined with data from the ABS 2006 Census on the total number of dwellings in each jurisdiction.

² Public housing tenants appear to be undercounted in the 2006 Census (and in previous censuses).

Infrastructure Program (CHIP). The Australian Government also influences the housing market through other direct and indirect means, including taxation and home purchase assistance.

- State and Territory governments provide housing assistance, such as homeless assistance, public housing, community housing, SOMIH, private rental assistance and home purchase assistance. Some jurisdictions also contribute to the delivery of housing assistance through mechanisms such as home lending programs and joint ventures with the private sector. State and Territory governments are also responsible for land taxes, stamp duties and residential tenancy legislation.
- In the States, local governments implement planning regulations and are sometimes involved in providing community housing.

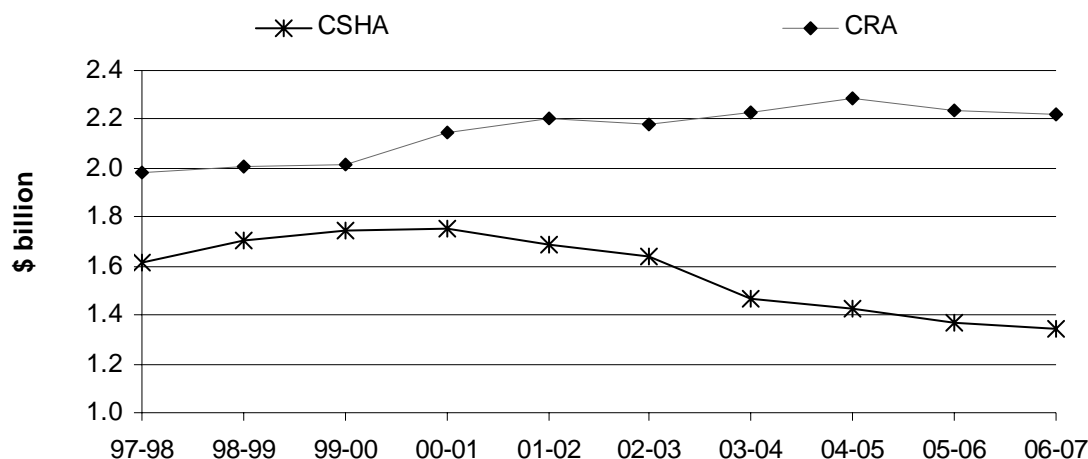
Funding

The Australian, State and Territory governments provided \$1.3 billion for housing programs under the CSHA in 2006-07 (figure 16.1). Of this, the Australian Government provided \$970.6 million or 72.2 per cent, and State and Territory governments were collectively required to provide minimum matching funds of \$374.6 million or 27.8 per cent (FaCSIA 2007). In addition, most jurisdictions provided additional funding above the minimum matching requirements. Public and community housing accounted for the majority of CSHA funding in 2006-07. Real expenditure on CSHA assistance declined by 16.7 per cent between 1997-98 and 2006-07 (figure 16.1).

Some of the funding for Indigenous community housing comes through the ARHP under the CSHA and through the CHIP. Indigenous community housing is also funded by the Australian, State and Territory governments.

The Australian Government also provided \$2.2 billion for CRA in 2006-07 (figure 16.1). Real expenditure on CRA increased by 12.0 per cent over the ten year time period (table 16A.79).

Figure 16.1 Real government expenditure on CSHA assistance and CRA (2006-07 dollars)^a



^a Data may not be comparable over time and comparisons could be misleading. Reasons for this are provided in table 16A.79.

Source: CSHA (1999); FaCS (various years); FaCSIA (2007); FaCSIA (unpublished); table 16A.79.

Public housing is the largest form of assistance provided under the CSHA. Given the capital intensive nature of provision of social housing, additional assistance to annual funding is provided through the use of \$68 billion of housing stock owned by housing authorities in 2005-06 (calculated from 2005-06 State and Territory CSHA national financial statements).

Table 16.1 is a summary table that presents government expenditure including and excluding capital costs, on a per capita and per dwelling basis. It also includes CRA expenditure per capita and per income unit to present the overall level of government housing assistance covered in this chapter. More detailed analysis of the cost components for public housing is presented in table 16.15. Nationally, net recurrent cost per capita on public housing was approximately \$98 in 2006-07. Cost including capital costs per capita on public housing was \$373 (table 16.1). Nationally, net recurrent cost per dwelling on public housing was approximately \$5956 in 2006-07. Average cost including capital cost per dwelling on public housing was \$22 717 (table 16.1).

It is important to note the differences in housing assistance operations across jurisdictions when discussing expenditure per capita on public housing. It is also important to note that the per capita data could have been influenced by historic arrangements (such as previous years' investment) that might have influenced the overall size of the public housing sector relative to the size of the population. Reporting direct cost per public housing dwelling addresses some of these issues.

Table 16.1 Government housing assistance, 2006-07 (dollars)^a

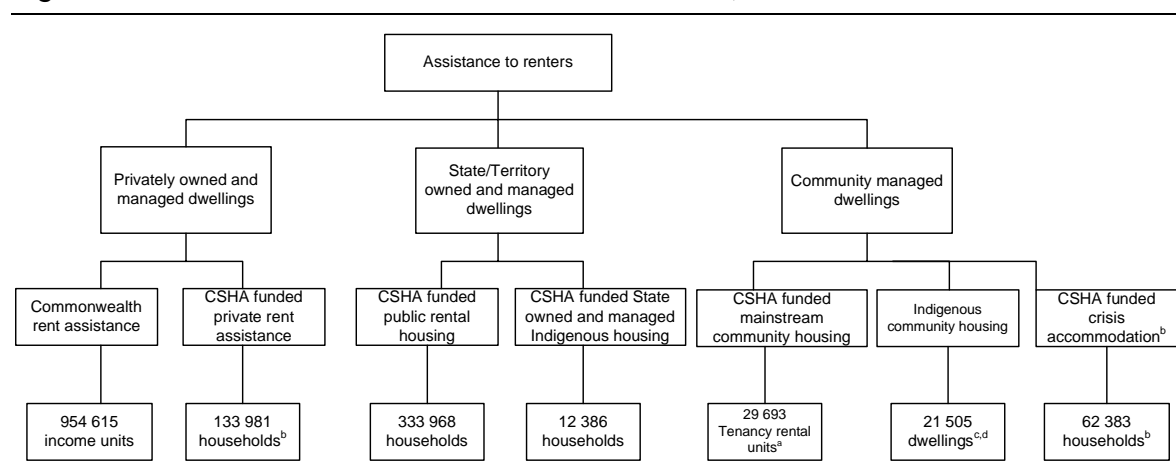
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Government expenditure on public housing									
<i>Per capita^b</i>									
Net recurrent cost	103	57	63	115	167	161	221	241	98
Cost including capital cost	420	248	271	465	490	437	1 020	635	373
<i>Per dwelling</i>									
Net recurrent cost	5 778	4 541	5 162	7 553	5 990	6 752	6 842	9 502	5 956
Cost including capital cost	23 497	19 584	22 093	30 568	17 538	18 323	31 616	25 011	22 717
CRA expenditure									
<i>Per capita^b</i>									
<i>Per income unit</i>	112	94	134	90	99	116	50	58	107
	2 341	2 303	2 378	2 303	2 257	2 304	2 154	2 302	2 328

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.86. ^b Data are expressed as per capita of Australian population.

Source: FaCSIA (unpublished); State and Territory governments (unpublished); table 16A.86.

Figure 16.2 illustrates the range of government assistance to renters.

Figure 16.2 Assistance across the rental sector, 2007^a



^a Additional dwellings are funded under programs other than CSHA. Data about these dwellings are not available. ^b For year ending 30 June 2006. ^c At 30 June 2006. ^d Includes permanent dwellings managed by funded/actively registered or unfunded Indigenous community housing organisations. 19 512 of these dwellings were managed by organisations administered by the State governments and 1993 were managed by organisations administered by the Australian Government.

Source: Adopted from AIHW (2007e).

CSHA funding data for 2005-06 and 2006-07 financial years are presented in table 16.2.

Table 16.2 **CSHA funding, 2005-06 and 2006-07 (\$ million)^a**

Funding arrangements	2005-06	2006-07
Base funding grants	743.9	752.5
Aboriginal Rental Housing Program	93.3	94.4
Crisis Accommodation Program	40.7	41.2
Community Housing Program	65.6	66.4
State matching grants — minimum funding required	364.1	368.4
Total	1 307.6	1 323.0

^a Includes Public Housing, Home Purchase Assistance and Private Rental Assistance Programs.

Source: FaCSIA (2007); FaCSIA (unpublished).

Size and scope

Housing assistance is provided in various forms, and models for delivering assistance can vary within and across jurisdictions. The main forms of assistance are outlined in box 16.2. This chapter focuses on five forms of assistance: public housing, SOMIH, community housing, Indigenous community housing and CRA.

Box 16.2 **Forms of housing assistance**

There are several significant forms of housing assistance.

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation. The CSHA is the main source of funding for public housing along with internally generated rental revenues and the proceeds of asset sales.
- *Community housing*: rental housing provided for low to moderate income or special needs households, managed by community-based organisations that are at least partly subsidised by government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government.
- *Indigenous housing*: State owned housing targeted at Indigenous households (referred to as 'SOMIH' in this report) and houses owned or leased and managed by Indigenous community housing organisations and community councils in major cities, regional and remote areas.
- *Crisis accommodation*: accommodation services to help people who are homeless or in crisis. Services are generally provided by non-government organisations and many are linked to support services funded through SAAP. Sources of government funding include CAP through the CSHA, which provides funding for accommodation, and SAAP funding for live-in staff, counselling and other support services.

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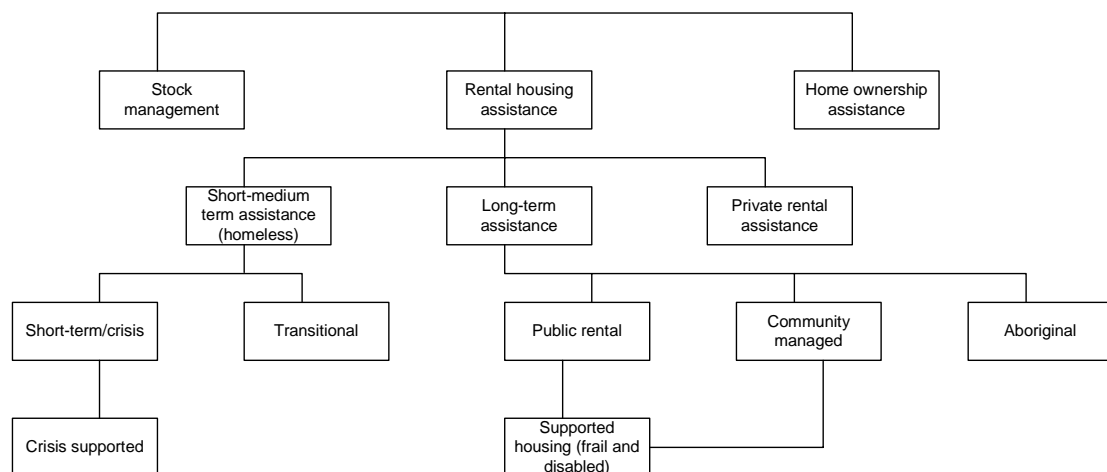
Box 16.2 (Continued)

- *Home purchase assistance*: assistance provided by State and Territory governments to low income households to help with home purchases or mortgage repayments; for example, the grant provided under the First Home Owner's Scheme, a Commonwealth initiative administered by State and Territory governments.
- *Private rental assistance*: assistance funded by State and Territory governments to low income households experiencing difficulty in securing or maintaining private rental accommodation. This assistance may include ongoing or one-off payments to help households meet rent payments, one-off payments for relocation costs, guarantees or loans to cover the cost of bonds and housing assistance advice and information services. Assistance may be provided by community-based organisations funded by government.
- The chapter also reports on CRA, which is a non-taxable income support supplement paid by the Australian Government to income support recipients or people who receive more than the base rate of the Family Tax Benefit Part A and who rent in the private rental market.

Source: CSHA (2003); FaCS (2003).

A snapshot presenting different forms of CSHA housing assistance for vulnerable people is presented through the example for Victoria (figure 16.3).

Figure 16.3 Forms of CSHA housing assistance for low income Victorians



Source: VDHS (2001, p. 4).

Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. The CSHA is the main source of funding for public housing. A total of 333 139 public housing dwellings were occupied at 30 June 2007 (table 16A.1). Public housing is available to people on low incomes and those with special needs. In 2006-07, 29.1 per cent of public housing tenants were people with a disability (AIHW 2007e).

Public housing rents are generally set at market levels, and rebates are granted to low income tenants (so they generally pay no more than 25 per cent of their assessable income in rent), to provide affordable housing. Public housing allocations are constrained by the amount of housing stock available and are income tested. The proportion of total households residing in public housing in 2006 (4.3 per cent nationally) is presented for all jurisdictions in table 16A.75. Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.80. Details of multiple family composition, non-rebated and other public households excluded from data in this chapter are presented in table 16A.87.

Community housing

Community housing is generally managed by not-for-profit organisations or local governments, which perform asset and tenancy management functions. A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in planning and managing appropriate and affordable transitional and long term rental accommodation. Community housing 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.

Community housing programs aim to achieve links between housing and services that are best managed at the community level, including services for people with a disability, and home and community care. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 16.3).

Box 16.3 **Models of community housing**

Community housing models vary across jurisdictions in terms of their scale, organisational structure and financing arrangements, and the extent to which the community or government has management responsibility and ownership of the housing stock. Table 16A.76 lists the relevant community housing programs in each jurisdiction.

Some community housing models are:

- *regional or local housing associations*, whereby the associations provide property and tenancy management services, and community groups provide support services to tenants
- *joint ventures and housing partnerships*, whereby a range of church, welfare, local government agencies and other organisations provide resources in cooperation with State and Territory governments
- *housing cooperatives*, which are responsible for tenant management and maintenance, while government, a central finance company or an individual cooperative owns the housing stock
- *community management and ownership*, whereby not-for-profit or community housing associations both own and manage housing
- *local government housing associations*, which provide low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and may directly manage the housing stock
- *equity share rental housing*, whereby 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: State and Territory governments (unpublished).

Funding for community housing is typically either fully or partly provided by governments to not-for-profit organisations or local governments. Australian Government funding for community housing amounted to 7.0 per cent (\$67.5 million) of total CSHA funding provided by the Australian Government in 2006-07 (FaCSIA unpublished). There were 34 672 CSHA community housing dwellings in Australia at 30 June 2007 (table 16A.25).³ Table 16A.77 presents the proportion of all households residing in community housing in each jurisdiction in 2006 (0.7 per cent nationally).

³ Data are based on a combination of survey and administrative data. Results, therefore, are affected by survey non-response. Details of community housing survey response rates and associated information are presented in table 16A.89.

Indigenous housing

There are a number of different government programs that provide housing assistance to Indigenous people — both Indigenous-specific programs and mainstream programs. The two main Indigenous-specific forms of social housing are:

- SOMIH — managed by State governments with funding provided by the CSHA
- Indigenous community housing (ICH) — managed by Indigenous community housing organisations (ICHOs) with funding provided by the State, Territory and Australian governments.

In addition to these Indigenous-specific programs, Indigenous people are also eligible for assistance through mainstream housing programs such as public housing, community housing and CRA.

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 2006c). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. There were 13 098 dwellings identified in the 2006-07 SOMIH collection (table 16A.14).

The ACT and the NT are not included in the SOMIH data collection. The ACT does not receive funding for, or administer, any Territory owned and managed Indigenous housing programs; in the NT, ARHP funding is directed to Indigenous community housing.

In NSW, a separate statutory organisation — the Aboriginal Housing Office — is responsible for planning, administering and expanding policies, programs and the asset base for Aboriginal housing in that State. Funding for the office comes from the CSHA and the State Government (in addition to its CSHA commitments).

Some other jurisdictions are increasingly pooling funding but currently report SOMIH data separately. Queensland administers a separate Aboriginal and Torres Strait Islander Housing Program, which includes ARHP funds, untied CSHA funds and State funds, and does not report separately against the ARHP component of the program funds (which forms more than one third of total funding).

Indigenous community housing

ICH is delivered by Indigenous community housing organisations who perform asset and tenancy management functions. The funding and administrative arrangements for ICH, vary across jurisdictions. In some jurisdictions, only the states are involved in the administration of ICH; in some only the Australian Government is involved; and in others both the State or Territory and the Australian governments are involved.

The Australian Government, through FaCSIA, formerly through Aboriginal and Torres Strait Islander Services (ATSIS), is directly responsible for the funding and administration of ICH in three jurisdictions — Queensland, Victoria and Tasmania. In Victoria and Tasmania there is only Australian Government administered ICH housing, while in Queensland, some ICH housing is administered by the Australian Government and some by the State government. In the five remaining jurisdictions — NSW, WA, SA, the ACT and NT — funding from the relevant State or Territory and the Australian governments is pooled and the State or Territory government has sole responsibility for the administration of ICH.

There has been considerable progress in the development of national Indigenous community housing data to report against the National Reporting Framework (NRF) for Indigenous housing (AIHW 2007b). For the first time, this Report includes a performance indicator framework and data for Indigenous community housing.

CRA

CRA is a non-taxable supplementary payment provided by the Australian Government to help with the cost of private rental housing. It is available to recipients of income support payments, including those who receive more than the base rate of the Family Tax Benefit Part A and who pay private rent above minimum thresholds. Private rent includes rent paid under both formal tenancy agreements and informal arrangements, such as board and lodging paid to a family member. It also includes mooring and site fees (for boats and caravans) and payments for retirement village services.

CRA is paid at 75 cents for every dollar above the threshold until a maximum rate is reached. The maximum rates and thresholds vary according to a customer's family situation and number of children (table 16.3). For single people without dependent children, the maximum rate may also vary according to whether accommodation is shared with others. Rent thresholds and maximum rates are indexed twice per year (March and September) to reflect changes in the consumer price index.

Because CRA is a national payment, FaCSIA seeks to ensure that CRA recipients who have the same income unit characteristics and who pay the same amount of rent receive the same amount of assistance wherever they live. There were 943 718 income units (where an income unit is defined as either a single person or a couple with or without dependents)⁴ entitled to receive CRA at 8 June 2007 (table 16A.48). The proportion of CRA recipients by income unit type is presented in table 16A.49. Data on the number and proportion of Indigenous income units receiving CRA by income unit type are presented in tables 16A.50 and 16A.51, respectively.

The maximum rate of assistance was received by 67.2 per cent of CRA recipients at 8 June 2007 (table 16A.63). There was little variation in the average level of assistance across locations at 8 June 2007 (table 16A.62), even though rents varied considerably by location. At 8 June 2007, the average payment across Australia was \$87.34 per fortnight (approximately \$2277 per year) (table 16A.62).

Table 16.3 Eligibility and payment scales for CRA, 20 March to 19 September 2007 (\$ per fortnight)^a

<i>Income unit type</i>	<i>Minimum rent to be eligible for CRA</i>	<i>Minimum rent to be eligible for maximum CRA</i>	<i>Maximum CRA</i>
Single, no dependent children	92.60	231.27	104.00
Single, no children, sharer	92.60	185.04	69.33
Couple, no dependent children	150.60	281.53	98.20
Single, one or two dependent children	121.80	284.76	122.22
Single, three or more dependent children	121.80	306.04	138.18
Partnered, one or two dependent children	180.18	343.14	122.22
Partnered, three or more dependent children	180.18	364.42	138.18
Partnered, illness separated, no dependent children	92.60	231.27	104.00
Partnered, temporarily separated, no dependent children	92.60	223.53	98.20

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.47.

Source: FaCSIA (unpublished); table 16A.47.

⁴ Dependents are defined as young persons for whom the person or partner receives the Family Tax Benefit. The benefit is not payable for children receiving Youth Allowance or any other income security payment. Children aged over 16 years for whom the Family Tax Benefit is not payable are regarded as separate income units.

Diversity of State and Territory housing assistance operations

State and Territory governments have similar broad objectives for providing housing assistance. 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 be aware of all the housing assistance operations in each State and Territory when analysing performance information.

Appendix A contains information on each State and Territory that may help in interpreting the performance indicators presented in this chapter.

Public housing and State owned and managed Indigenous housing

Eligibility criteria for access to public housing, such as income and asset definitions and limits, vary across jurisdictions. In most cases, jurisdictions require that applicants be Australian citizens or permanent residents and not own or part-own residential property. All jurisdictions require eligible applicants to be resident in the respective State or Territory. All State and Territory governments prioritise access to public housing by segmenting their waiting lists in some way. Segments are defined differently across jurisdictions, but generally reflect urgent need/homelessness and an inability to access appropriate private market accommodation. Most jurisdictions provide security of tenure after an initial probationary period. Most jurisdictions also have periodic reviews of eligibility. Rebated rents result in the majority of households paying no more than 25 per cent of their assessable income in rent (the rent-to-income ratio). Definitions of assessable income vary across jurisdictions (table 16.4).

Table 16.4 Public housing policy context, 2007^a

	NSW ^b	Vic ^c	Qld	WA ^d	SA ^e	Tas ^f	ACT	NT ^g
Eligibility								
Income limit per week (\$) ^h	410	423	609	430	674	423	514	595
'Other' asset limits (\$) ^h	None	30 000	None	36 400 cash	278 500	35 000	40 000 liquid assets	41 800
Minimum age	18	16	None	18	None	16	16	16
Waiting listⁱ								
Segmented by:	Wait turn and priority (two segments)	Priority (four segments)	Priority (two segments)	Priority (three segments)	Need (four segments)	Need (four segments)	Need (three segments)	Wait turn and priority (two segments)
Tenure								
Probationary period	None	None	None	None	6 months	3–6 months	None	3–6 months
Fixed term	3, 6, 12 or 18 months	5 years for tenancies commencing before November 1997	None	3 months	None	1–3 years	None	2 year then 5 year
Ongoing	Yes	Lifetime after age 65 for tenancies commencing after November 1997	Subject to review	Ongoing	Ongoing after probation	In some cases, particularly older persons	Lifetime tenure	Leases extended
Tenancy review	Prior to the end of the tenancy	To commence in 2008	Review at 4 or 10 years	Annual	None	Fixed term leases reviewed at end of each term	None	Prior to each lease extension

(Continued on next page)

Table 16.4 (Continued)

	NSW ^b	Vic ^c	Q/d	WAd	SA ^e	Tas ^f	ACT	N ^g
Rebated rent setting								
Rent-to-income ratio	25-30	25	25	23 or 25	25	23-25	25	18 or 23

a At 30 June. **b** Interest accrued from cash assets is assessed as income less the first \$5000 of each person's savings. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Tenants housed prior to 1 July 2005 were generally provided with a continuous lease. New tenants housed since 1 July 2005 are generally provided with a fixed term lease. New tenancies from 1 July 2005 to 22 October 2006 were signed as 18 month interim tenancies. Tenants on an 18 month fixed term lease are reviewed prior to the end of lease, and if eligible, are offered a 2, 5 or 10 year lease. If ineligible, they are offered a 12 month fixed term lease. From 23 October 2006 the Department began to offer 2, 5 or 10 year leases to new tenants and ceased to offer the 18 month interim leases. From 5 December 2005 new thresholds and rules determine whether a tenant is eligible for a rent subsidy and the percentage of income they will pay as rent. Their household's gross assessable income, household size and age of household members are used when assessing the household's eligibility for a rent subsidy. For rebated rents, varied concessional rates are applicable to certain age groups and some pensioners. For households whose tenancy commenced on or after 5 December 2005, the Family Tax Benefit Part A and Part B received are assessed at 15 per cent. Where the tenancy commenced prior to 5 December 2005 the Family Tax Benefit Part A and Part B received was assessed at 12 per cent from 5 December 2005, with an increase of 1 per cent every 6 months until the assessment rate reaches 15 per cent. **c** Public housing tenancies in Victoria are ongoing tenancies (not fixed term) that are subject to review after 5 years. For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. **d** Income limit for those in north west remote areas is \$550 per week. Those aged over 60 years are subject to a cash asset limit of \$80 000. A rent-to-income ratio of 23 per cent can apply for groups such as seniors, people with disabilities and people living in remote locations. **e** The same definition as the Centrelink asset test threshold for a single person who does not own their own home is used. Most households pay a rent-to-income ratio of 25 per cent of assessable income in rent, except aged residents in cottage flat and bedsitter flat accommodation (for whom the ratio is 19 per cent and 17 per cent respectively) and households receiving less than the single Newstart Allowance (for whom the ratio is 19.5 per cent). **f** 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. **g** There is discretion to accept applications for people under 16 years. The rent-to-income ratio is 18 per cent for aged pension recipients. **h** Limits are for a single person. **i** Two segment lists generally consist of 'priority' and 'wait turn'.

Source: State and Territory governments (unpublished).

The proportion of public housing located in regional and remote areas using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas) is shown in table 16.5.

Table 16.5 Public housing — regional and remote area concentrations, 2006-07 (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>
Major cities	81.0	72.1	61.6	70.7	77.4	–	99.9	–	71.6
Inner regional	15.0	22.5	19.5	9.7	7.0	73.0	0.1	–	16.8
Outer regional	3.6	5.4	16.5	9.4	13.7	26.2	–	69.0	9.4
Remote	0.3	–	1.8	7.0	1.8	0.6	–	27.2	1.7
Very remote	0.1	–	0.6	3.3	0.2	0.3	–	3.8	0.5

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.1. – Nil or rounded to zero.

Source: AIHW (2007a); table 16A.1.

Eligibility criteria for access to SOMIH are generally consistent with those for public housing once an applicant has been confirmed as Indigenous. The management of waiting lists varies across jurisdictions — for example, a number of jurisdictions use the same list for both public housing and SOMIH. Terms of tenure are the same as those for public housing for a number of jurisdictions (table 16.6).

Table 16.6 SOMIH housing policy context, 2007^a

	NSW ^b	Vic ^c	Q/d	WA ^d	SA ^e	Tas ^f
Eligibility						
Income limit per week (\$) ^g	410	423	609	430	674	423
'Other' asset limits (\$) ^g	None	30 000	None	36 400 in cash	278 500	35 000
Minimum age	18	16	None	18	None	16
Waiting list						
Details	Combined with public housing	Combined with public housing	Combined with public housing	Combined with public housing	Need (Four segment)	Priority, similar to public housing
Tenure						
Probationary period	None	None	None	None	6 months	3–6 months
Fixed term	3, 6, 12 or 18 months 2, 5 and 10 years	5 years for tenancies commencing before November 1997	None	3 months	None	1–3 years
Ongoing	Yes	Lifetime after age 65 for tenancies commencing after November 1997	Subject to review	Ongoing	Ongoing after probation	Dependant on housing history
Tenancy review	Prior to the end of the tenancy	To commence in 2008	Review at 4 or 10 years	Annual	None	Fixed term leases reviewed at end of each term
Rebated rent setting						
Rent-to-income ratio	25–30	25	25	23 or 25	25	23–25

(Continued on next page)

Table 16.6 (Continued)

a At 30 June. **b** Interest accrued from cash assets is assessed as income less the first \$5000 of each person's savings. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Tenants housed prior to 1 July 2005 were generally provided with a continuous lease. New tenants housed since 1 July 2005 are generally provided with a fixed term lease. New tenancies from 1 July 2005 to 22 October 2006 were signed to 18 month interim tenancies. Tenants on an 18 month fixed term lease are reviewed prior to the end of lease, and if eligible, are offered a 2, 5 or 10 year lease. If ineligible, they are offered a 12 month fixed term lease. From 23 October 2006 the Department began to offer 2, 5 or 10 year leases to new tenants and ceased to offer the 18 month interim leases. From 5 December 2005 new thresholds and rules determine whether a tenant is eligible for a rent subsidy and the percentage of income they will pay as rent. Their household's gross assessable income, household size and age of household members are used when assessing the household's eligibility for a rent subsidy. For rebated rents, varied concessional rates are applicable to certain age groups and some pensioners. For households whose tenancy commenced on or after 5 December 2005, the Family Tax Benefits Part A and Part B received are assessed at 15 per cent. Where the tenancy commenced prior to 5 December 2005 the Family Tax Benefits Part A and Part B received was assessed at 12 per cent from 5 December 2005, with an increase of 1 per cent every six months until the assessment rate reaches 15 per cent. CRA is assessed at 100 per cent. **c** Tenancies in Victoria are ongoing tenancies (not fixed term) that are subject to review after 5 years. For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Indigenous households generally access long term accommodation through the General Rental program or housing managed by the Aboriginal Housing Board of Victoria. **d** The income limit for those in north west remote areas is \$550 per week. Those aged over 60 years are subject to a cash asset limit of \$80 000. **e** The same definition as the Centrelink asset test threshold for a single person who does not own their own home is used. Most households pay a rent-to-income ratio of 25 per cent of assessable income in rent. However, households receiving less than the single Newstart Allowance pay rent-to-income ratio of 19.5 per cent. **f** 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. **g** Limits are for a single person.

Source: State and Territory governments (unpublished).

The proportions of SOMIH located by ASGC remoteness areas are shown in table 16.7.

Table 16.7 SOMIH — regional and remote area concentrations, 2006-07 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Major cities	40.5	37.8	13.9	28.4	60.9	–	33.9
Inner regional	32.2	37.3	15.3	7.9	7.8	82.3	22.4
Outer regional	20.7	24.5	44.3	21.3	17.7	17.7	26.1
Remote	5.1	0.4	10.0	20.4	5.9	–	8.4
Very remote	1.5	–	16.6	22.0	7.7	–	9.3

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.14. – Nil or rounded to zero.

Source: AIHW (2007c); table 16A.14.

Community housing

Eligibility criteria for community housing are generally consistent with those for public housing in each jurisdiction. Most jurisdictions do not require community housing organisations to segment waiting lists.

For the data that are available, the proportions of community housing located in regional and remote areas using (using ASGC remoteness areas) are shown in table 16.8.

Table 16.8 Community housing — regional and remote area concentrations, 2006-07 (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>
Major cities	70.1	72.5	44.2	66.6	84.8	–	100.0	–	66.6
Inner regional	24.0	23.5	23.0	12.4	9.3	51.2	–	–	20.4
Outer regional	5.4	3.7	23.3	13.0	4.5	46.7	–	69.6	9.8
Remote	0.4	0.3	3.7	6.5	1.3	2.1	–	23.9	1.9
Very remote	–	–	5.9	1.5	0.1	–	–	6.5	1.3

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.25. – Nil or rounded to zero.

Source: AIHW (2008); table 16A.25.

Private rental markets

Tight private rental markets (vacancy rates below 3.0 per cent) were evident in all states in June 2007. Capital city vacancy rates in the private rental market for all

jurisdictions are reported in table 16A.73. Capital city median rents varied across jurisdictions. Median rents for three bedroom houses and two bedroom flats or units are reported in table 16A.74.

16.2 Framework of performance indicators

Prior to the 2007 Report, separate performance indicator frameworks for public, SOMIH and community housing were presented. Increasing convergence between the frameworks over time has meant that, since the 2007 Report, public and SOMIH have adopted a common performance indicator framework, while the CSHA funded community housing data are presented in a separate framework because of data comparability issues. The Indigenous community housing framework has been included in the Report for the first time this year. This framework is also separate because of data comparability issues. A separate performance indicator framework is adopted for reporting on CRA.

The performance indicator frameworks are consistent with the general performance indicator framework agreed by the Steering Committee (see chapter 1). They also draw on the framework developed for the 1999 CSHA and reflect the national objectives of that agreement (and of the new CSHA that took effect in 2003 (box 16.4). The new CSHA places greater emphasis on Australian, State and Territory governments improving housing outcomes for Indigenous people, and governments have committed to improving access to mainstream housing options for Indigenous people living in urban and regional areas. This is the fourth year that data are reported under the current agreement. Work is being undertaken on the performance indicators to improve the quality and scope of national performance information.

Box 16.4 **Objectives for public and community housing under the 2003 CSHA**

The principles guiding the 2003 CSHA are to:

1. maintain a core Social Housing sector to assist people unable to access alternative suitable housing options
2. develop and deliver affordable, appropriate, flexible and diverse housing assistance responses that provide people with choice and are tailored to their needs, local conditions and opportunities

(Continued on next page)

Box 16.4 (Continued)

3. provide assistance in a manner that is non-discriminatory and has regard to consumer rights and responsibilities, including consumer participation
4. commit to improving housing outcomes for Indigenous people in urban, regional and remote areas, through specific initiatives that strengthen the Indigenous housing sector and the responsiveness and appropriateness of the full range of mainstream housing options
5. ensure housing assistance links effectively with other programs and provides better support for people with complex needs, and has a role in preventing homelessness
6. promote innovative approaches to leverage additional resources into Social Housing, through community, private sector and other partnerships
7. ensure that housing assistance supports access to employment and promotes social and economic participation
8. establish greater consistency between housing assistance provision and outcomes, and other social and economic objectives of government, such as welfare reform, urban regeneration, and community capacity-building
9. undertake efficient and cost-effective management which provides best value to governments
10. adopt a cooperative partnership approach between levels of government towards creating a sustainable and more certain future for housing assistance
11. promote a national, strategic, integrated and long term vision for affordable housing in Australia through a comprehensive approach by all levels of government.

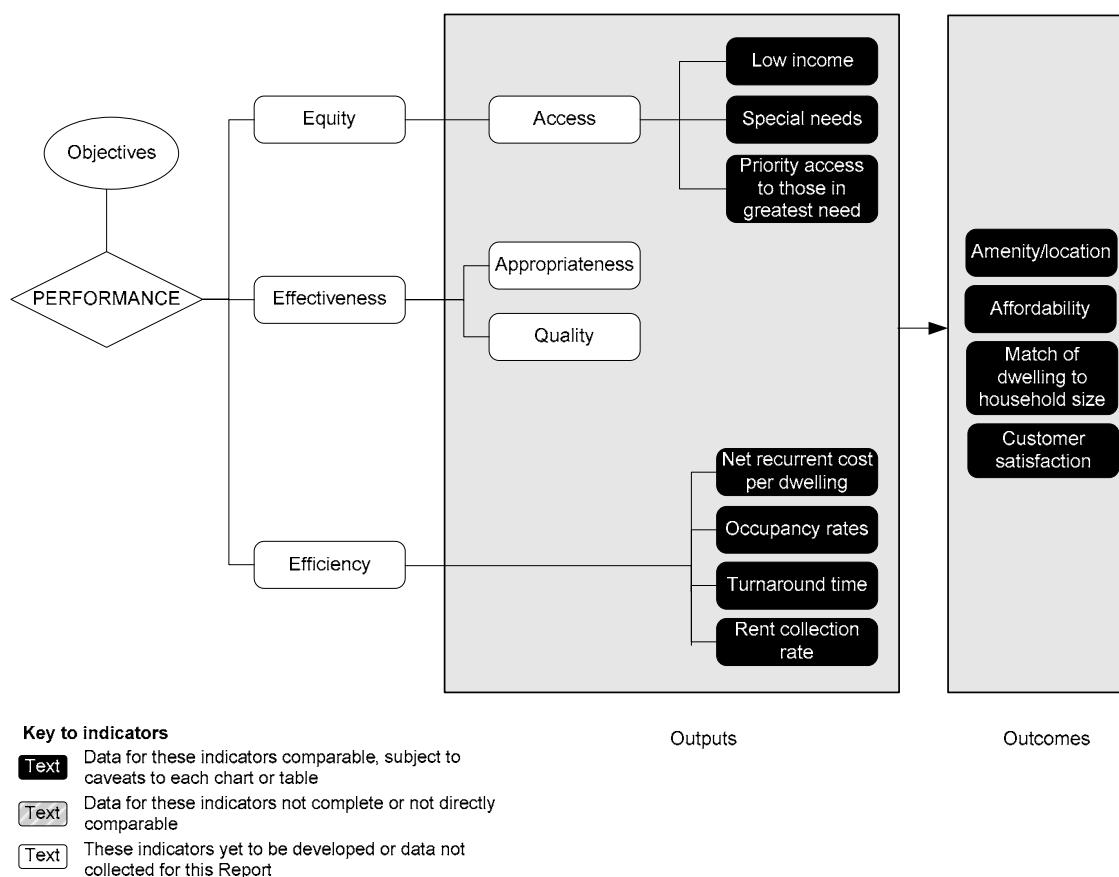
Source: CSHA (2003, p. 4).

The performance indicator frameworks show which data are comparable in the 2008 Report (figures 16.4, 16.5, 16.6 and 16.7). 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 frameworks reflect the adoption by governments of accrual accounting and depict the Review's focus on outcomes, consistent with demand by governments for outcome oriented performance information. The frameworks also accentuate the importance of equity. More detail on the general report framework, along with the differences between outputs and outcomes, can be found in chapter 1.

Comparable data are presented for the full range of indicators in the performance measurement framework for public housing and SOMIH (figure 16.4).

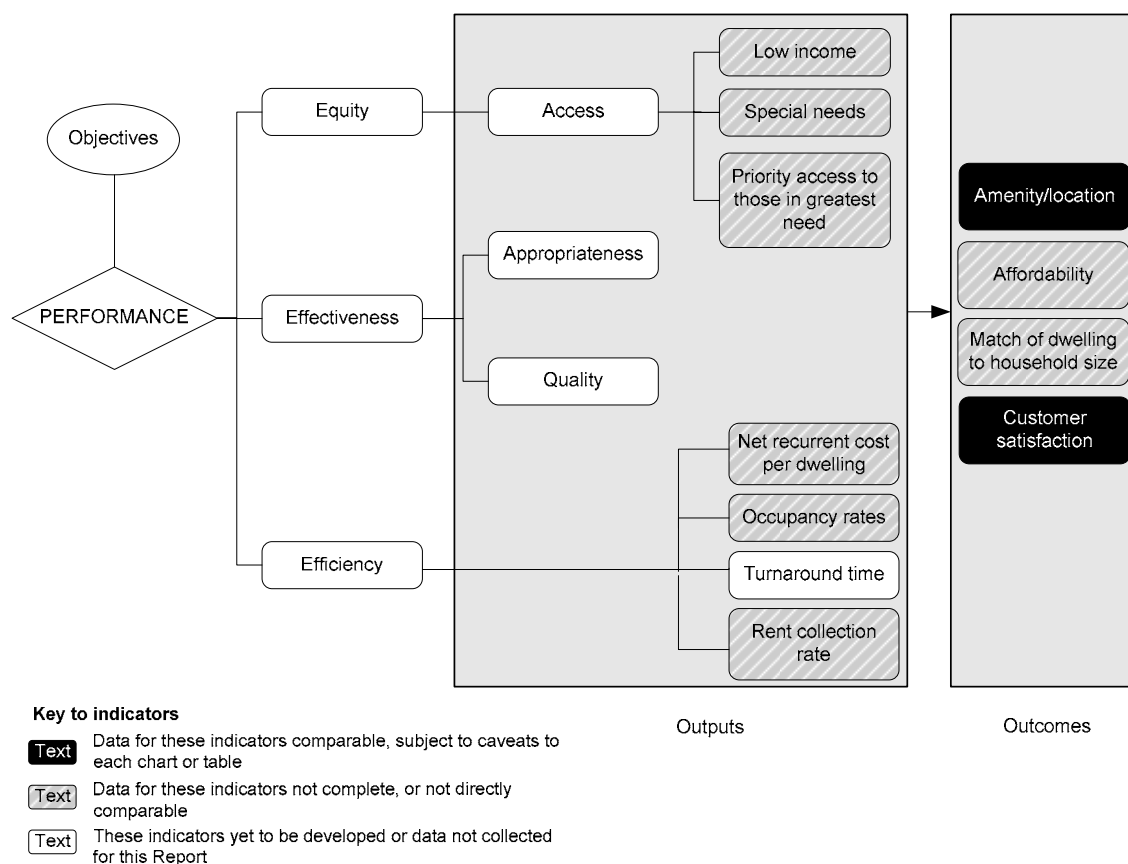
Figure 16.4 Performance indicators for public housing and SOMIH



While public, SOMIH and community and Indigenous community housing use a common framework, the delivery method for public housing and SOMIH differs from that for community and Indigenous community housing. State and Territory governments deliver public housing and SOMIH, while community organisations and sometimes local government deliver community and Indigenous community housing.

The performance indicator framework for CSHA funded community housing is presented in figure 16.5. The turnaround time performance indicator has been removed from the CSHA community housing data collection by the National Housing Data Agreement Management Group following their review of the national performance reporting framework, and so no data were available for this Report.

Figure 16.5 Performance indicators for CSHA funded community housing



Indigenous housing aims to achieve the outcomes listed in box 16.5 as part of the Building a Better Future: Indigenous Housing to 2010. The aims also relate to Indigenous community housing.

Box 16.5 Indigenous housing

The guiding principles and objectives for achieving better Indigenous housing are:

1. provide better housing that meets agreed standards, is appropriate to the needs of Aboriginal and Torres Strait Islander people, and contributes to their health and well being
2. provide better housing services that are well managed and sustainable
3. ensure housing growth in the number of houses to address both the backlog of Indigenous housing need and emerging needs of a growing Indigenous population
4. ensure improved partnerships in a way that Indigenous people are fully involved in the planning, decision making and delivery of services by governments

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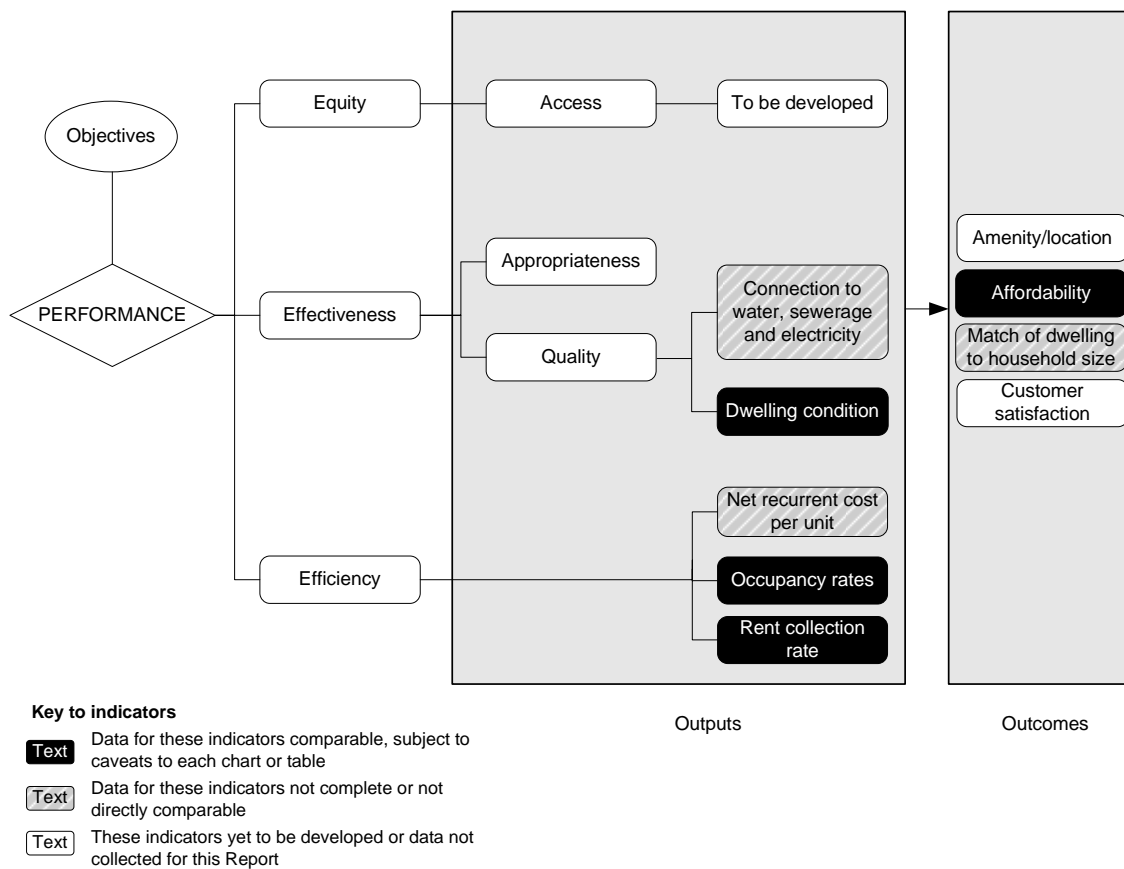
Box 16.5 (Continued)

5. ensure greater effectiveness and efficiency in a way that that assistance is properly directed to meeting objectives, and that resources are being used to best advantage
6. commit to improved performance linked to accountability for the program performance reporting based on national data collection systems and good information management
7. promote the a 'whole of government' coordination of services approach that ensures greater coordination of housing and housing-related services linked to improved health and well being outcomes.

Source: FaCSIA (2001).

The performance indicator framework for Indigenous community housing is shown in figure 16.6.

Figure 16.6 Performance indicators for Indigenous community housing



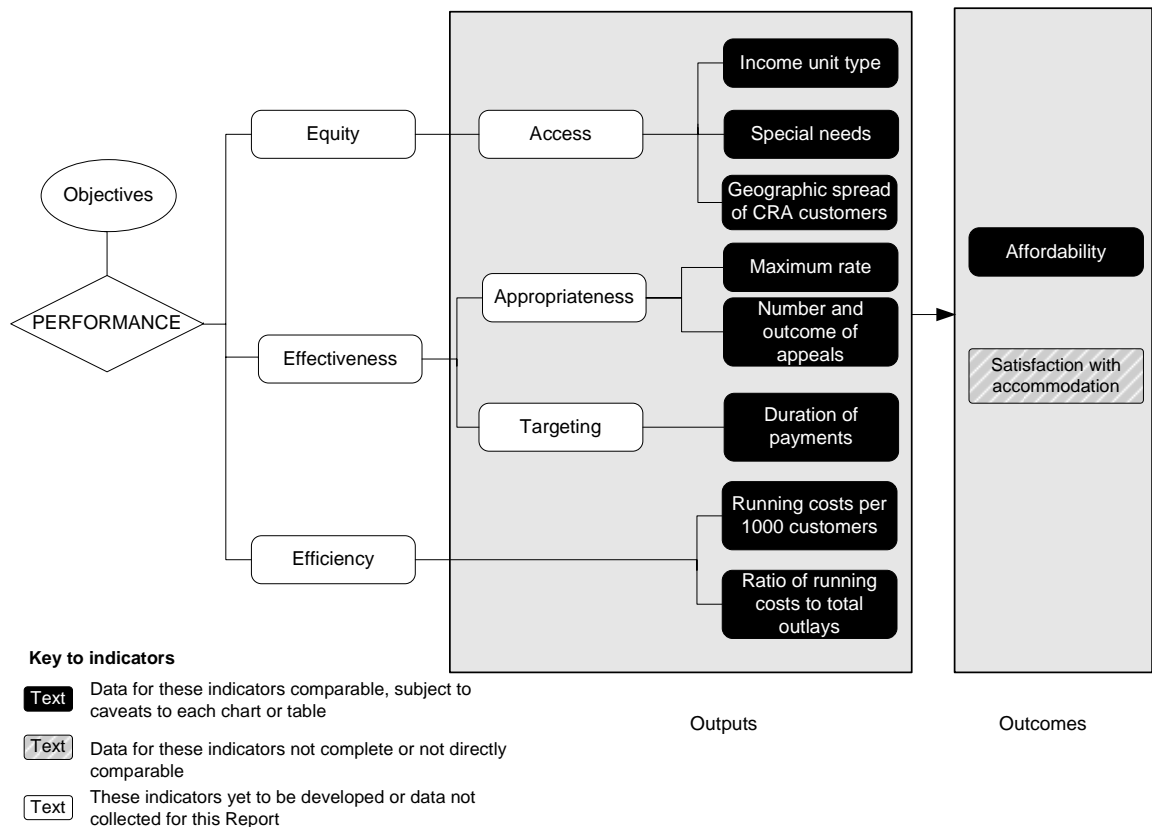
The performance indicators for CRA differ from those for public, SOMIH, CSHA funded and Indigenous community housing because CRA has different objectives

and delivery methods. The CRA performance indicator framework in figure 16.7 is based on the CRA objective outlined in box 16.6.

Box 16.6 Objective of CRA

The objective of CRA is to provide income support recipients and low income families in the private rental market with additional financial assistance, in recognition of the housing costs that they face (Newman 1998). This assistance should be delivered in an equitable and efficient manner. CRA is also governed by other objectives relating to the primary income support payment.

Figure 16.7 Performance indicators for CRA



16.3 Key performance indicator results

Performance indicator results are comparable between public housing and SOMIH, but are not comparable to CSHA funded community housing and Indigenous community housing because data quality and coverage can differ. More information on definitions is provided in a box for each indicator.

Public housing and SOMIH

The performance indicator framework for public housing and SOMIH is presented in figure 16.4.

Different delivery contexts, locations and types of tenant may affect the performance of public housing and SOMIH reported in this chapter. For example, SOMIH housing dwellings are slightly more likely than mainstream public or community housing dwellings to be located in regional or remote areas (tables 16.5, 16.7 and 16.8). Care therefore needs to be taken in comparing performance indicator results, and the qualifications presented with the data need to be considered.

Some contextual information on public housing can be found in table 16A.1. Some descriptive data on SOMIH are included in table 16A.14. As outlined in section 16.1, the ACT and the NT are not included in the SOMIH data collection.

Outputs

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

Equity — low income

The first equity indicator reported for public housing and SOMIH is ‘low income’ (box 16.7).

Box 16.7 Equity — low income

'Low income' is an indicator of the CSHA guiding principle to assist people unable to access alternative suitable housing options. The 'low income' performance indicator measures the number of new low income households as a proportion of all new households. Two measures of low income performance indicator are reported:

- the proportion of new households with low income A — households where all members receive an income equivalent to or below 100 per cent of the government income support benefits at the pensioner rate (pension rates have been selected for calculating this indicator because they are higher than allowance rates)
- the proportion of new households with low income B — households with an income above 100 per cent of the government income support benefits at the pensioner rate, but below the effective cut-off for receiving any government support benefits.

High values for these measures indicate a high degree of access for low income households.

The proportion of new tenancies allocated to low income A households for public housing in 2006-07 is presented in table 16.9. The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.2).

Table 16.9 Public housing — low income A households as a proportion of all new households (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>New low income A households as proportion of all new households</i>									
2002-03	92.9	90.4	90.3	86.8	89.6	90.6	88.9	87.4	90.4
2003-04	94.7	92.4	90.5	87.9	87.5	89.1	87.7	87.6	91.2
2004-05	94.0	92.5	88.1	85.8	87.1	80.8	89.4	85.6	90.0
2005-06	94.5	93.3	87.3	88.2	87.6	89.8	87.1	85.3	90.9
2006-07	93.6	92.5	72.9	83.6	89.5	88.9	90.2	85.2	87.7

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.2.

Source: AIHW (2003c, 2004c, 2005c, 2006d, 2007a); table 16A.2.

The proportion of new tenancies allocated to low income A households for SOMIH in 2006-07 is presented in table 16.10. The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.15).

Table 16.10 SOMIH — low income A households, as a proportion of all new households (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<i>New low income A households as proportion of all new households</i>							
2002-03	91.5	87.8	89.7	89.1	86.5	87.2	89.2
2003-04	94.4	90.5	83.3	93.5	89.2	89.5	90.6
2004-05	94.2	87.7	76.1	92.9	86.0	86.0	88.0
2005-06	95.9	88.2	89.2	88.6	86.5	93.3	90.4
2006-07	95.5	89.9	76.5	87.9	88.7	100.0	87.7

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.15.

Source: AIHW (2003a, 2004a, 2005a, 2006a, 2007c); table 16A.15.

The ratio of low income households to all new households was similar for public housing and SOMIH. There were some variations across jurisdictions.

Equity — special needs

The second equity indicator reported for public housing and SOMIH is ‘special needs’ (box 16.8).

Box 16.8 Equity — special needs

‘Special needs’ is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures the proportion of new tenancies allocated to special needs households. The proportion of new tenancies with special needs are reported as a proxy for measuring all households with special needs. Special needs households are defined as those households that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. Special needs households for SOMIH are defined as those households that have either a household member with a disability or a principal tenant aged 24 years or under, or 50 years or over. A high proportion indicates a high degree of access by these special needs households. Data for public housing and SOMIH are not comparable.

New public housing tenancies allocated to households with special needs are presented in table 16.11.

Table 16.11 Public housing — new tenancies allocated to households with special needs (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>
2002-03	52.4	43.7	38.9	44.7	59.0	49.9	35.3	62.8	48.1
2003-04	53.6	45.9	58.2	49.9	58.9	65.7	33.0	73.0	53.5
2004-05	55.7	47.1	62.7	64.8	63.2	67.6	48.4	100.0	58.2
2005-06	55.7	58.9	61.9	67.7	61.1	66.1	52.7	63.1	59.8
2006-07	52.3	54.5	64.6	56.2	65.8	63.9	48.5	66.0	57.8

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.3.

Source: AIHW (2003c, 2004c, 2005c, 2006d, 2007a); table 16A.3.

The proportion of new tenancies allocated to special needs households for SOMIH is presented in table 16.12.

Table 16.12 SOMIH — new tenancies allocated to households with special needs (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2002-03	35.8	49.7	41.0	37.4	37.8	50.6	39.5
2003-04	44.6	44.2	46.3	40.8	39.5	60.3	43.6
2004-05	51.5	45.4	45.2	49.2	42.1	66.7	48.1
2005-06	48.8	42.8	46.8	53.2	45.3	62.3	48.8
2006-07	47.6	52.9	47.0	44.6	45.6	65.6	47.4

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.16.

Source: AIHW (2003a, 2004a, 2005a, 2006a, 2007c); table 16A.16.

The proportion of new tenancies allocated to households with special needs decreased in 2006-07 at the national level for both public housing and SOMIH, but there were variations among the jurisdictions.

Equity — priority access to those in greatest need

The final equity indicator reported for public housing and SOMIH is ‘priority access to those in greatest need’ (box 16.9). Differences in State and Territory housing assessment policies can influence comparability for this indicator.

Box 16.9 Priority access to those in greatest need

'Priority access to those in greatest need' is an output indicator of the CSHA guiding principle 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 are such that those in greatest need have first access to housing. It measures the proportion of new allocations to those in greatest need. Greatest need households are defined as households that at the time of allocation were either homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs.

Reported measures reflect the percentages of new allocations to greatest need households overall, and for greatest need households waiting for periods of less than three months, three months to less than six months, 6 months to less than one year, one year to less than two years, and two years or more. As time to allocation reflects greatest need allocations as a percentage of all new allocations for the time period, these percentages are not cumulative.

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

The proportion of new allocations to those in greatest need in 2006-07 for public housing is presented in table 16.13.

Table 16.13 **Public housing — proportion of new allocations to those in greatest need, 2006-07 (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>
Total for year ending 30 June	29.8	68.1	26.3	31.6	46.5	93.6	87.3	25.0	42.8
Proportion of new allocations to those in greatest need, by time to allocation									
<3 months	59.8	76.0	74.7	51.1	67.0	95.2	94.6	18.4	68.5
3-<6 months	46.9	68.8	77.7	70.6	64.9	95.7	91.9	40.0	64.6
6 months-<1 year	30.4	71.3	55.0	46.5	64.6	93.5	86.1	43.9	53.5
1-<2 years	16.0	67.0	18.5	6.1	41.2	85.6	78.6	23.8	31.0
2+ years	2.7	31.1	3.8	—	3.0	80.4	61.2	3.6	5.6

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.4. — Nil or rounded to zero.

Source: AIHW (2007a); table 16A.4.

The proportion of new allocations to those in greatest need for 2006-07 for SOMIH is presented in table 16.14.

Table 16.14 **SOMIH — proportion of new allocations to those in greatest need, 2006-07 (per cent)^a**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total for year ending 30 June	10.5	19.3	20.2	28.2	74.4	na	25.8
Proportion of greatest need allocations to new allocations, by time to allocation							
<3 months	17.5	34.4	32.1	32.2	78.8	na	33.3
3–<6 months	15.5	50.0	56.3	50.0	88.2	na	40.2
6 months–<1 year	10.2	14.3	37.3	41.3	89.7	na	36.4
1–<2 years	3.1	11.1	14.3	15.9	66.7	na	19.2
2+ years	–	2.1	4.1	–	59.6	na	8.8

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.17. **na** Not available. – Nil or rounded to zero.

Source: AIHW (2007c); table 16A.17.

Efficiency — net recurrent cost per dwelling

The efficiency indicator reported for public housing and SOMIH is ‘net recurrent cost per dwelling’ (box 16.10).

Box 16.10 Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It measures the average cost of providing assistance per dwelling.

‘Net recurrent cost per dwelling’ is defined as the total recurrent expenses, including administration and operational costs, less rents received from tenants, divided by the total number of dwellings. The ‘cost of providing assistance (including capital) per dwelling’ is also reported. Holding other factors equal, a lower net recurrent cost per dwelling suggests an improvement in efficiency.

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

Due to a high level of capital expenditure in housing, costs per dwelling are predominantly driven by the user cost of capital (box 16.11). Caution must therefore be used when interpreting the indicator because the user cost of capital and service delivery models differ across the jurisdictions.

The costs incurred by jurisdictions in providing public housing and SOMIH include:

- 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 public housing and SOMIH). Box 16.11 provides a discussion of the user cost of capital.

In 2001, the Steering Committee completed a research project to assess the impact of asset measurement factors (such as depreciation and asset valuation methods) on the comparability of cost data in the Report. The results of this study are summarised in chapter 2. Box 16.12 summarises the results relating to housing.

Treatment of assets by housing agencies for each jurisdiction is presented in table 16A.78.

Box 16.11 The user cost of capital

The 'user cost of capital' for government services is the cost of having funds tied up in the capital used to deliver services (for example, houses and land in public housing). It makes explicit the opportunity cost of using the funds to deliver services rather than investing them elsewhere or using them to retire debt. It is calculated by applying a jurisdictional cost of capital rate to the value of government assets (see chapter 2 for details of the determination of a cost of capital rate). The costs of capital for land and other assets are shown separately, to allow users to consider any differences in land values across jurisdictions when assessing the results. Land values make up a large part of the user cost of capital and are largely beyond the control of jurisdictions.

When comparing costs of government services, it is important to account for the user cost of capital because it is often:

- a significant component of the cost of services
- treated inconsistently (that is, included in the costs of services delivered by many non-government service providers, but effectively costed at zero for most budget sector agencies).

The Steering Committee accepts that asset valuation data are imperfect. It also considers that non-recognition of the cost of capital used by departments to deliver services can result in a significant underestimation of costs for those services for which government capital is a major input. While the measurement of capital costs in this Report is not perfect, using an imputed costing is preferable to not costing government capital at all. The rate used for the user cost of capital is based on a weighted average of rates nominated by jurisdictions (currently 8 per cent).

Box 16.12 Asset measurement in the costing of government services

Differences in the techniques for measuring non-current physical assets (such as valuation methods) may reduce the comparability of capital cost estimates across jurisdictions. In response to concerns regarding data comparability, the Steering Committee initiated the study, *Asset Measurement in the Costing of Government Services* (SCRCSSP 2001). The aim of the study was to examine the extent to which differences in asset measurement techniques applied by participating agencies affect the comparability of reported unit costs.

The relative capital intensity associated with the provision of public housing increases the potential for differences in asset measurement techniques to have a material impact on total unit costs. However, the results of this study suggest, however, that the adoption under the CSHA of a uniform accounting framework has largely avoided this impact. The results are discussed in more detail in chapter 2.

Source: SCRCSSP (2001).

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, so could understate the total costs of public housing. In addition, some jurisdictions have difficulty separating costs for public housing from those for other housing 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.

Payroll tax is excluded from total recurrent cost for public housing. This was done for the first time in the 2004 Report, making the cost data not comparable with the data published in past reports. (Chapter 2 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally, net recurrent costs per dwelling (excluding the cost of capital) were \$5956 in 2006-07 (table 16.15). Direct cost per dwelling including capital costs were \$22 717 in 2006-07 (table 16A.5).

Table 16.15 Public housing — cost of providing assistance per dwelling (2006-07 dollars)^{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>
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling									
2002-03	5 344	3 829	4 915	5 021	5 351	7 538	7 517	10 949	5 195
2003-04	5 504	4 013	5 016	5 358	5 261	6 873	8 843	11 476	5 360
2004-05	5 206	4 100	4 913	5 619	5 362	6 779	8 949	10 401	5 270
2005-06	5 369	4 437	4 946	5 641	5 538	7 141	8 056	9 753	5 393
2006-07	5 778	4 541	5 162	7 553	5 990	6 752	6 842	9 502	5 956
Cost of providing assistance (including the cost of capital) per dwelling									
2002-03	24 588	18 145	17 885	16 279	12 223	13 201	28 761	21 855	19 656
2003-04	26 714	20 224	20 668	17 252	13 734	14 057	33 208	23 926	21 754
2004-05	25 165	20 088	20 728	18 642	15 912	19 619	33 240	26 363	21 830
2005-06	23 817	19 916	21 386	20 394	16 864	19 047	31 947	25 340	21 619
2006-07	23 497	19 584	22 093	30 568	17 538	18 323	31 616	25 011	22 717

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.5. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2006-07 = 100) table AA.26.

Source: AIHW (2007a); State and Territory governments (unpublished); table 16A.5.

The net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH is presented in table 16.16. 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 of providing assistance per dwelling for public housing with the net recurrent cost of providing assistance per dwelling for SOMIH, because there is greater scope for economies of scale in administration costs with public housing, which is a much larger program overall.

SOMIH dwellings are also 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) may also affect the cost per dwelling. Finally, different cost structures may apply to the programs. Construction of dwellings under SOMIH, for example, may involve a skills development element to allow for training of apprentices in regional areas.

Table 16.16 **SOMIH — net recurrent cost of providing assistance per dwelling (2006-07 dollars)^{a, b}**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling							
2002-03	5 962	5 522	7 108	6 364	9 336	4 346	6 710
2003-04	6 489	5 408	7 188	6 917	6 243	3 910	6 509
2004-05	5 551	5 263	6 734	7 527	4 518	5 363	5 984
2005-06	5 623	6 507	6 900	7 955	7 265	5 819	6 660
2006-07	5 818	4 078	7 471	7 627	6 674	6 430	6 476

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.18. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2006-07 = 100) table AA.26.

Source: AIHW (2003a, 2004a, 2005a, 2006a, 2007c); table 16A.18.

Efficiency — occupancy rate

The second efficiency indicator reported for public housing and SOMIH is the 'occupancy rate' (box 16.13).

Box 16.13 Occupancy rate

The 'occupancy rate' is an indicator of the CSHA guiding principle to measure the efficiency of housing utilisation. It represents the proportion of rental housing stock occupied by households. The term 'occupied' refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority.

A high value for this indicator suggests higher efficiency of housing utilisation. Occupancy is influenced by both turnover and housing supply and demand.

The national average proportion of public rental stock occupied at 30 June 2007 was 98.0 per cent. There were only slight variations across jurisdictions or over time (table 16.17).

Table 16.17 **Public housing — occupancy rates (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>
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

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.6.

Source: AIHW (2003c, 2004c, 2005c, 2006d, 2007a); table 16A.6.

The proportion of total SOMIH stock occupied at 30 June 2007 is presented in table 16.18. The national average proportion of SOMIH stock occupied at 30 June 2007 was 96.4 per cent.

Table 16.18 SOMIH — occupancy rates (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.19.

Source: AIHW (2003a, 2004a, 2005a, 2006a, 2007c); table 16A.19.

Efficiency — turnaround time

The third efficiency indicator reported for public housing and SOMIH is ‘turnaround time’ (box 16.14).

Box 16.14 Turnaround time

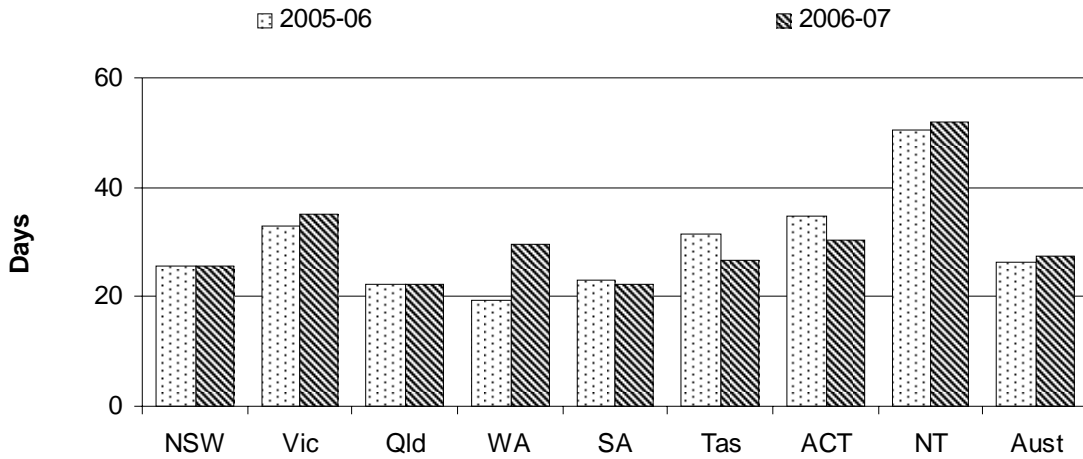
‘Turnaround time’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It measures the average time taken for occupancy of available dwelling stock to rent through normal processes. A low turnaround time suggests efficient housing allocation.

‘Normal’ vacancies exclude properties that are offline or are undergoing major redevelopment and where there is no suitable applicant but include hard-to-let properties as this relates to tenancy management.

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.

The average number of days for vacant stock to remain unallocated in 2006-07 is presented in figure 16.8 for public housing and figure 16.9 for SOMIH.

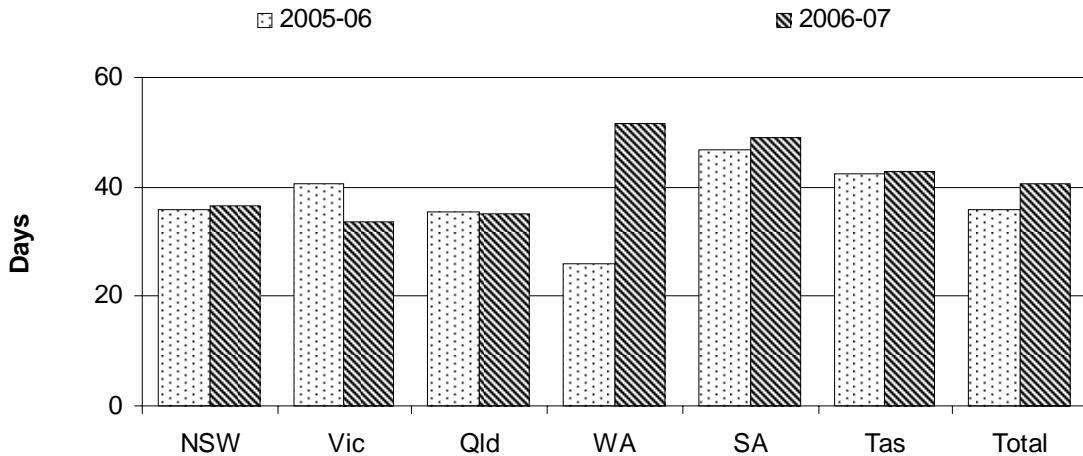
Figure 16.8 **Public housing — average turnaround time^a**



^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.7.

Source: AIHW (2007a); table 16A.7.

Figure 16.9 **SOMIH — average turnaround time^a**



^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.20.

Source: AIHW (2007c); table 16A.20.

Efficiency — rent collection rate

The final efficiency indicator reported for public housing and SOMIH is ‘rent collection rate’ (box 16.15).

Box 16.15 Rent collection rate

'Rent collection rate' is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It is the total rent actually collected as a percentage of the total rent charged. A high percentage suggests 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 may affect the comparability of this indicator's reported results. Further, 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.

'Rent collection rate' in 2006-07 is presented in table 16.19 for public housing and table 16.20 for SOMIH.

Table 16.19 Public housing — 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>Aust</i>
2002-03	100.5	99.8	99.3	101.0	98.3	99.7	99.9	97.5	99.8
2003-04	99.7	99.3	99.8	101.9	100.0	102.2	99.3	99.9	99.9
2004-05	101.2	101.1	100.6	103.2	100.5	99.7	100.0	102.8	101.1
2005-06	100.1	100.1	100.2	101.7	100.8	103.8	99.8	100.7	100.4
2006-07	97.8	97.0	99.4	102.1	100.3	101.5	100.1	100.9	98.8

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.8.

Source: AIHW (2003c, 2004c, 2005c, 2006d, 2007a); table 16A.8.

Table 16.20 SOMIH — 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>Total</i>
2002-03	102.3	98.1	97.2	101.9	107.9	98.8	101.4
2003-04	104.1	99.8	101.3	103.1	97.0	102.2	101.8
2004-05	97.7	100.6	100.4	103.9	93.8	99.6	99.2
2005-06	100.5	99.0	99.7	104.3	94.7	103.8	100.0
2006-07	101.8	92.8	97.3	105.3	103.0	102.1	100.6

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.21.

Source: AIHW (2003a, 2004a, 2005a, 2006a, 2007c); table 16A.21.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of success in meeting tenants’ needs (box 16.16).

Box 16.16 Amenity/location

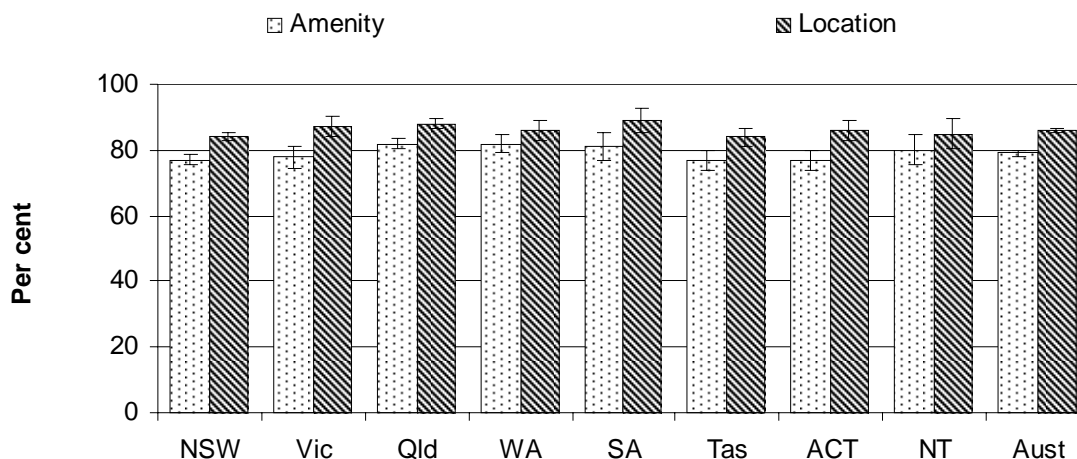
‘Amenity/location’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households. The amenity/location indicator is a survey-based measure of the percentage of tenants rating amenity/location aspects of their dwelling as important and as meeting their needs.

A higher level of satisfaction with amenity and location suggests the provision of housing assistance satisfies household needs.

The data for public housing are taken from the *2007 National Social Housing Survey* for public rental 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. The error bars in the figures show the range of potential values that might be expected, based on the sample size. Further information on the sample size is provided in tables 16A.9 and 16A.10.

The proportion of public housing tenants rating their current home as meeting their needs is reported in figure 16.10.

Figure 16.10 Public housing — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^a



^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.9 and 16A.10.

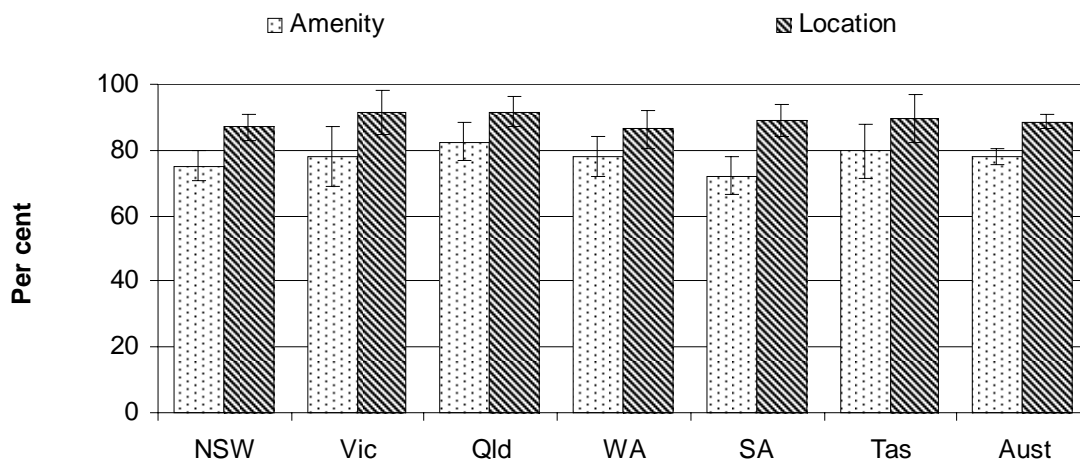
Source: AIHW (2007a); tables 16A.9 and 16A.10.

Nationally, 70.0 per cent of Indigenous and 79.0 per cent of non-Indigenous public housing tenants rated amenity aspects as important and meeting their needs. Similarly, at the national level, 80.0 per cent of Indigenous and 86.0 per cent of non-Indigenous public housing tenants rated location aspects as important and meeting their needs (AIHW 2007a).

During 2006-07, all states participated in the *National Social Housing Survey* of SOMIH. As for the National Social Housing Survey undertaken biennially for public and community housing, the survey seeks to determine tenants' level of satisfaction with various aspects of service and measure housing outcomes.

SOMIH 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. Nationally, 78.1 per cent of tenants for whom amenity was important felt that their needs were met, and of those tenants for whom location was important, 88.7 per cent felt that their needs were met (figure 16.11). Caution should be used when comparing the SOMIH survey results with the public housing survey results, due to the different demographic profile of Indigenous tenants and the different survey methodologies used. A mail-out survey is used for the public housing survey and interviews for the SOMIH survey. These differences may affect the comparability of the results.

Figure 16.11 **SOMIH — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.22.

Source: AIHW (2007c); table 16A.22.

Customer satisfaction

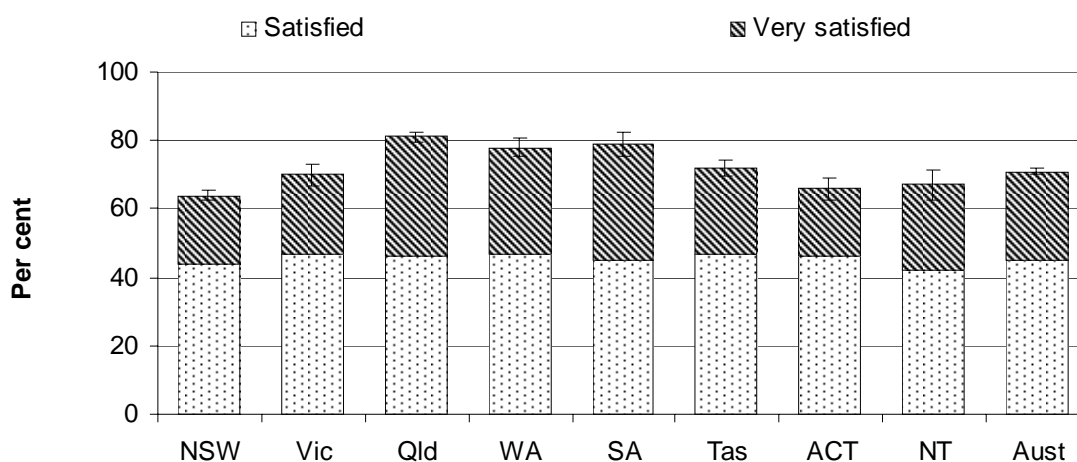
‘Customer satisfaction’ is an indicator of tenants’ satisfaction with the overall service provided (box 16.17).

Box 16.17 Customer satisfaction

‘Customer satisfaction’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate for different households. Customer satisfaction is a survey-based measure of satisfaction with the overall service provided by the State or Territory housing authority. A higher percentage for customer satisfaction may imply better housing assistance provision.

Data for public housing are sourced from the *2007 National Social Housing Survey* for public rental housing. Nationally in 2007, 71.0 per cent of tenants were either satisfied or very satisfied with the service provided (figure 16.12).

Figure 16.12 Public housing — customer satisfaction, 2007^a



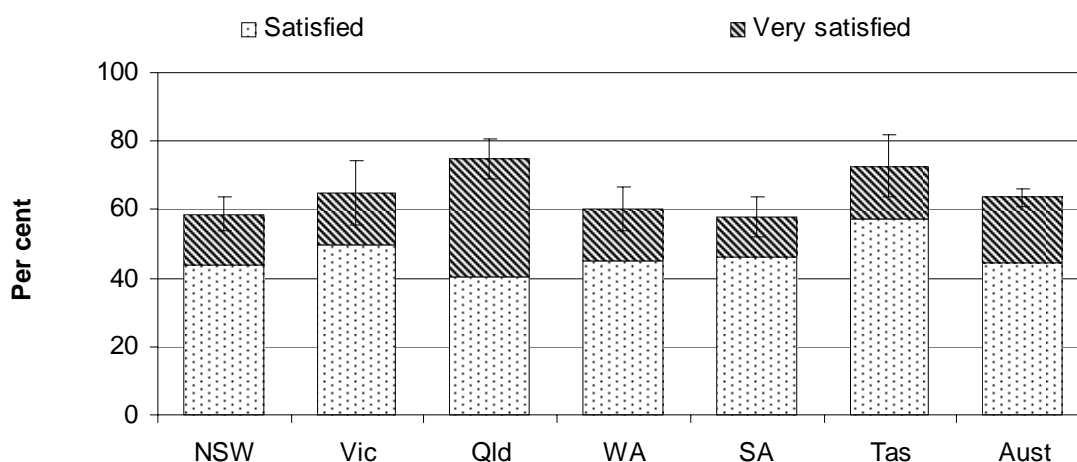
^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.11.

Source: AIHW (2007a); table 16A.11.

Nationally, 57 per cent of Indigenous and 72 per cent of non-Indigenous public housing tenants were either satisfied or very satisfied with the overall service provided by their State housing authority in 2007 (AIHW 2007a).

Results for SOMIH are taken from the 2007 National Social Housing Survey for SOMIH. Nationally, 64 per cent of respondents were either satisfied or very satisfied with the overall service provided by their State housing authority (figure 16.13).

Figure 16.13 SOMIH — customer satisfaction, 2007^a



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.22.

Source: AIHW (2007c); table 16A.22.

Affordability

'Affordability' is an indicator of tenants' ability to access suitable housing (box 16.18).

Box 16.18 Affordability

'Affordability' is an indicator of the level of housing affordability for CSHA housing tenants. Two measures are reported:

- average weekly rental subsidy per household, derived by dividing the total rental rebate amount by the total number of households
- the proportion of rebated households spending less than 30 per cent of their income in rent.

Higher values of these measures imply greater housing affordability.

The average weekly subsidy per household and the proportion of households spending less than 30 per cent of their income in rent for public housing at 30 June 2007 are presented in table 16.21. Information on the amount of income paid in rent by households as a proportion of income can be found in table 16A.80.

Table 16.21 **Public housing — average weekly subsidy per household and proportion of households spending 30 per cent or less of their income in rent^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>
Average weekly subsidy per household (\$)									
2007	108.5	68.0	96.1	49.6	64.0	46.0	131.1	95.9	86.3
Proportion of rebated households spending 30 per cent or less of their income in rent									
2007	100.0	99.9	100.0	99.5	99.9	100.0	99.3	98.9	99.8

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.12.

Source: AIHW (2003c, 2004c, 2005c, 2006d, 2007a); table 16A.12.

The average weekly subsidy per household and the proportion of rebated households spending less than 30 per cent of their income in rent for SOMIH at 30 June 2007 are presented in table 16.22. Information on the amount of income paid in rent by SOMIH tenants as a proportion of income can be found in table 16A.81.

Table 16.22 SOMIH — average weekly subsidy per household and proportion of households spending 30 per cent or less of their income in rent^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Average weekly subsidy per household (\$)							
2007	85.5	81.2	88.5	61.7	78.2	54.4	79.8
Proportion of rebated households spending 30 per cent or less of their income in rent							
2007	100.0	100.0	99.9	99.6	99.1	100.0	99.1

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.23.

Source: AIHW (2003a, 2004a, 2005a, 2006a, 2007c); table 16A.23.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of housing appropriateness (box 16.19).

Box 16.19 Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size. It measures the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

The proxy occupancy standard was revised in 2005-06 to remove the four bedroom cap. Data prior to 2005-06 should not be compared with data from later years.

Proxy occupancy standard for appropriate sized dwelling, by household structure

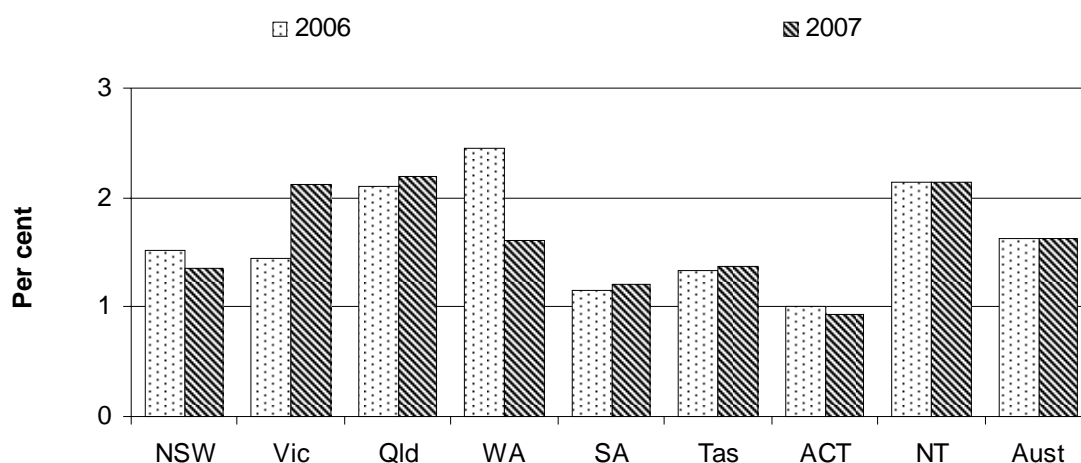
<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006b).

A low proportion indicates a low proportion of overcrowded households.

Multi-income unit households are now included for all jurisdictions except Tasmania and the NT. The proportion of households with overcrowding for public housing is illustrated in figure 16.14. Information on moderate overcrowding and underutilisation for public housing can be found in table 16A.83.

Figure 16.14 **Public housing — proportion of households with overcrowding^{a, b}**

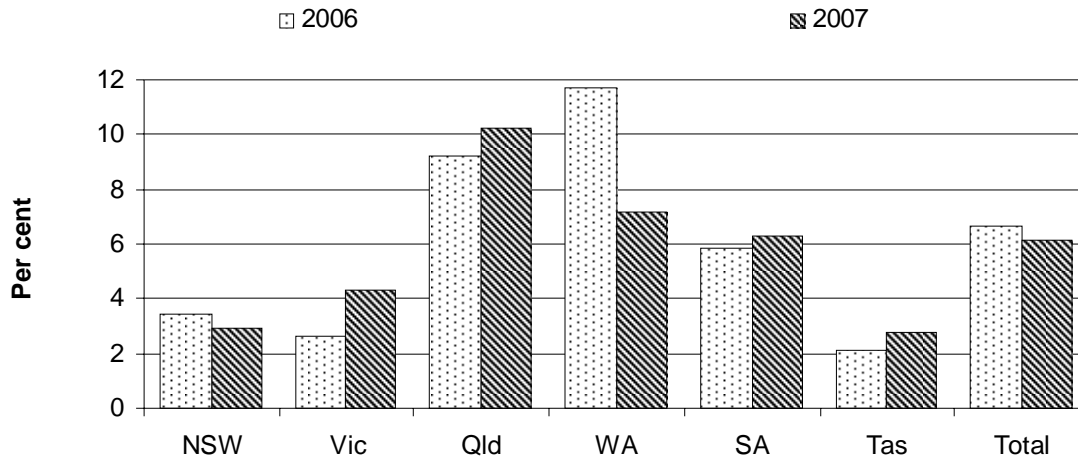


^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.13. ^b The proxy occupancy standard was revised to remove the four bedroom cap for the 2006 data. Data from previous years can not be compared.

Source: AIHW (2007a); table 16A.13.

The proportion of households with overcrowding for SOMIH is illustrated in figure 16.15. Information on moderate overcrowding and underutilisation for SOMIH can be found in table 16A.84.

Figure 16.15 SOMIH — proportion of households with overcrowding^{a, b}



^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.24. ^b The proxy occupancy standard was revised to remove the four bedroom cap for the 2006 data. Data from previous years can not be compared.

Source: AIHW (2007c); table 16A.24.

CSHA funded community housing

The performance indicator framework for CSHA funded community housing is presented in figure 16.5.

This section includes data on 10 performance indicators in the framework (figure 16.5).

CSHA funded community housing data have three sources:

- Jurisdictions' administrative data, provided by the State or Territory government body with responsibility for administering the community housing program in the jurisdiction. The NT provided only administrative data, as they currently do not survey their providers.
- Community housing provider survey data, collected from the community organisations (providers) that manage the service delivery.
- Survey data collected via the National Social Housing Survey.

For the CSHA funded community housing provider survey data, response rates, along with changes to the definitions and counting rules used over time, can influence the comparability of the data. Comparisons over time therefore need to be made with care. Table 16A.89 outlines the survey response rates and associated information for each jurisdiction for each year from 2001-02 to 2006-07. Performance indicator results are not comparable between public, community housing, SOMIH and Indigenous community housing sections.

Some descriptive data on community housing are contained in table 16A.25. Table 16A.76 lists State and Territory programs included in the CSHA funded community housing data collection.

Outputs

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

Equity — low income

The first equity indicator reported for CSHA funded community housing is 'low income' (box 16.20).

Box 16.20 Low income

'Low income' is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. This indicator assesses the low income need status of all households receiving assistance. It measures the number of low income households as a proportion of all households (new and existing). A high proportion indicates a high degree of access by low income households.

The low income indicator is measured differently for CSHA funded community housing than for public housing. The CSHA funded community housing indicator is based on the low income B cut-offs used in the public rental housing data collection. Data are reported on all households, rather than just new households.

At 30 June 2007, across those jurisdictions able to provide data, the number of low income households as a proportion of all households is presented in table 16.23.

Table 16.23 **Community housing — the number of low income households as a proportion of all households^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>
2003	96.6	100.0	95.7	37.4	89.8	53.3	92.4	na	88.2
2004	96.6	99.5	93.3	95.7	94.0	72.2	95.6	na	95.6
2005	88.9	98.5	98.2	87.5	91.6	93.5	97.5	na	91.8
2006	89.8	93.8	81.9	97.8	97.3	95.1	97.7	na	90.3
2007	89.2	98.2	95.3	99.6	99.7	91.5	97.9	na	93.6

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.26. **na** Not available.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.26.

Equity — special needs

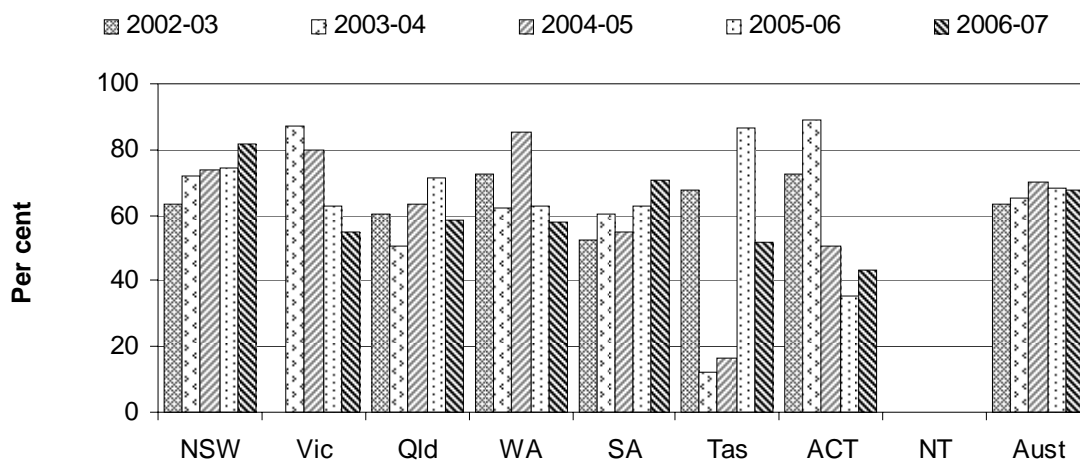
The second equity indicator reported for CSHA funded community housing is 'special needs' (box 16.21).

Box 16.21 Special needs

'Special needs' is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures the proportion of new tenancies allocated to special needs households. The proportion of new tenancies with special needs are reported as a proxy for measuring all households with special needs. Special needs households are defined as those households that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. A high proportion indicates a high degree of access by these special needs households.

The proportion of new tenancies allocated to special needs households in 2006-07 is presented in figure 16.16.

Figure 16.16 **Community housing — new tenancies allocated to households with special needs^{a, b}**



^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.27. ^b Data for Victoria for 2002-03 and the NT are not available.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.27.

Equity — priority access to those in greatest need

The final equity indicator reported for CSHA funded community housing is 'priority access to those in greatest need' (box 16.22).

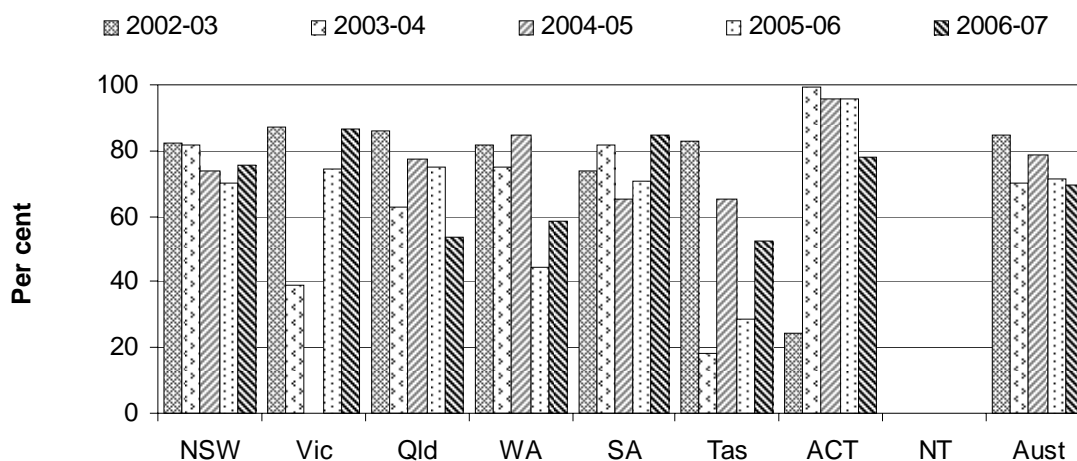
Box 16.22 Priority access to those in greatest need

'Priority access to those in greatest need' is an indicator of the CSHA guiding principle 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 are such that those in greatest need have first access to housing. It measures the proportion of new allocations to those in greatest need.

Greatest need households are defined as low income households that at the time of allocation are homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs. High values for this indicator represent a high degree of access by those in greatest need.

The proportion of new allocations to those in greatest need is presented in figure 16.17. Differences in community housing allocation policies can influence comparability for this indicator across jurisdictions.

Figure 16.17 **Community housing — proportion of new allocations to those in greatest need^{a, b}**



^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.28. ^b Data for Victoria for 2004-05 and the NT are not available.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.28.

Efficiency — net recurrent cost per dwelling

The first efficiency indicator for CSHA funded community housing is 'net recurrent cost per dwelling' (box 16.23).

Box 16.23 Net recurrent cost per dwelling

'Net recurrent cost per dwelling' is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It measures the average cost of providing assistance per dwelling. 'Net recurrent cost per dwelling' can be defined as the total administration costs and the costs of maintaining operation of dwellings. It does not include any cost of capital.

Holding other factors equal, a lower net recurrent cost per unit suggests an improvement in efficiency. The cost per dwelling indicators do not provide any information on the quality of service provided (for example, the standard of dwellings).

Capital cost data for CSHA community housing are not included in the 2008 Report as no data on value of assets are available.

The 'net recurrent cost per dwelling' at 30 June 2006 is presented in table 16.24. For community housing, data on direct cost per unit are reported with a one year lag to allow community housing providers an extra year to collate financial data.

Table 16.24 Community housing — net recurrent cost per dwelling (2006-07 dollars)^{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>
Net recurrent cost of providing assistance (excluding the cost capital) per dwelling									
2001-02	3 209	na	3 798	4 534	4 262	8 533	na	na	3 786
2002-03	9 174	4 200	4 779	5 762	4 979	5 906	na	na	6 433
2003-04	10 125	5 672	4 710	8 629	4 118	8 466	na	na	7 167
2004-05	9 854	6 988	5 774	8 399	7 332	11 913	na	na	8 118
2005-06	8 326	6 764	4 459	9 415	7 512	9 547	na	na	7 411

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.29. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2006-07 = 100) table AA.26. **na** Not available.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.29.

Efficiency — occupancy rate

A second efficiency indicator reported for CSHA funded community housing is the 'occupancy rate' (box 16.24).

Box 16.24 Occupancy rate

The 'occupancy rate' is an indicator of the CSHA guiding principle to measure the efficiency of housing utilisation. It is the proportion of dwellings occupied. The term 'occupied dwelling' refers to dwellings occupied by tenants who have a tenancy agreement with the relevant CSHA funded community housing organisation. A higher occupancy rate suggests higher efficiency of housing utilisation. Occupancy is influenced by both turnover and housing supply.

The proportion of community housing dwellings occupied at 30 June 2007 is presented in table 16.25. The NT occupancy rates are based on the assumption that all dwellings are occupied.

Table 16.25 Community housing — occupancy rates (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>
2003	97.8	96.3	96.1	100.4	95.6	98.3	97.4	100.0	97.0
2004	98.6	98.1	95.0	99.8	95.4	99.8	95.8	100.0	97.5
2005	98.2	94.5	95.7	98.0	95.1	98.9	89.8	100.0	96.5
2006	98.4	93.7	97.2	94.1	96.5	99.8	89.8	100.0	96.6
2007	97.2	96.6	96.6	96.1	96.8	98.5	90.4	100.0	96.7

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.30.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.30.

Efficiency — turnaround time

The third efficiency indicator for CSHA funded community housing is 'turnaround time' (box 16.25). Current data for turnaround time are not available for community housing due data quality issues. Data for this indicator were last reported in the 2006 Report.

Box 16.25 Turnaround time

'Turnaround time' is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management of the time taken to reallocate normally vacant properties after they have been vacated, acquired or newly constructed. The indicator measures the average time taken in days for normal vacant dwellings to be occupied. The length of time taken to rent untenanted dwellings affects allocations of housing, waiting times, the length of waiting lists and rent foregone. A low turnaround time suggests efficient housing allocation. All jurisdictions aim to minimise turnaround times.

'Normal' vacancies exclude properties that are offline or are undergoing major redevelopment and where there is no suitable applicant but include hard-to-let properties as this relates to tenancy management.

Efficiency — rent collection rate

The fourth efficiency indicator reported for community housing is 'rent collection rate' (box 16.26).

Box 16.26 Rent collection rate

'Rent collection rate' is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It is the total rent actually collected as a proportion of the rent charged. A high proportion suggests efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a proportion of the rent charged.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements may affect the comparability of this indicator's reported results. 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.

For CSHA funded community housing, data on the rent collection rate are reported with a one year lag to allow CSHA funded community housing providers an extra year to collate financial data (table 16.26). As with public housing, payment arrangements for rent in some jurisdictions mean the rent collected over a 12 month period may be higher than rent charged over that period.

Table 16.26 Community housing — 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>Aust</i>
2001-02	98.5	na	92.6	97.5	97.9	98.7	98.9	na	97.1
2002-03	98.8	98.6	83.8	100.5	97.3	98.9	99.7	na	95.7
2003-04	99.4	96.1	98.6	98.0	97.8	101.2	92.6	na	98.3
2004-05	99.5	96.3	98.3	102.6	97.8	100.4	100.3	na	99.0
2005-06	98.8	99.6	99.6	100.5	98.0	98.5	97.3	na	99.1

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.31. **na** Not available.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.31.

Outcomes

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

Amenity/location

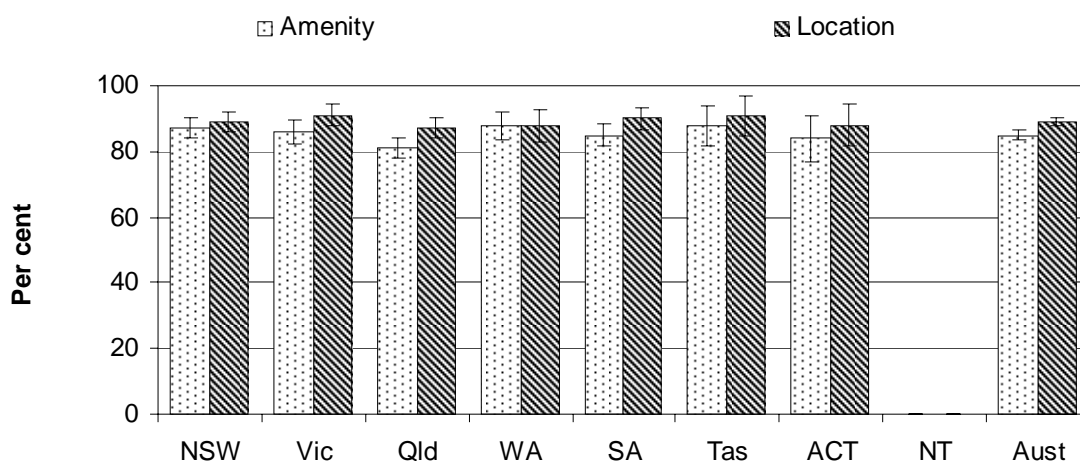
‘Amenity/location’ is an outcome indicator of success in meeting tenants’ needs (box 16.27).

Box 16.27 Amenity/location

‘Amenity/location’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households. The amenity/location indicator is a survey-based measure of the percentage of tenants rating amenity/location aspects of their dwelling as important and as meeting their needs. A higher level of satisfaction with amenity and location suggests the provision of housing assistance satisfies household needs.

The data for this indicator are from the *2007 Community Housing National Social Housing Survey*. CSHA funded 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. The proportions of tenants satisfied with the amenity and location of their dwelling in March/April 2007 are presented in figure 16.18. As with public housing, the precision of survey estimates depends on the survey sample size (see the discussion of amenity/location for public housing). More information on the sample size is provided in tables 16A.32 and 16A.33.

Figure 16.18 **Community housing — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^{a, b}**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.32 and 16A.33. ^b Data for the NT are not available.

Source: AIHW (2008); tables 16A.32 and 16A.33.

Affordability

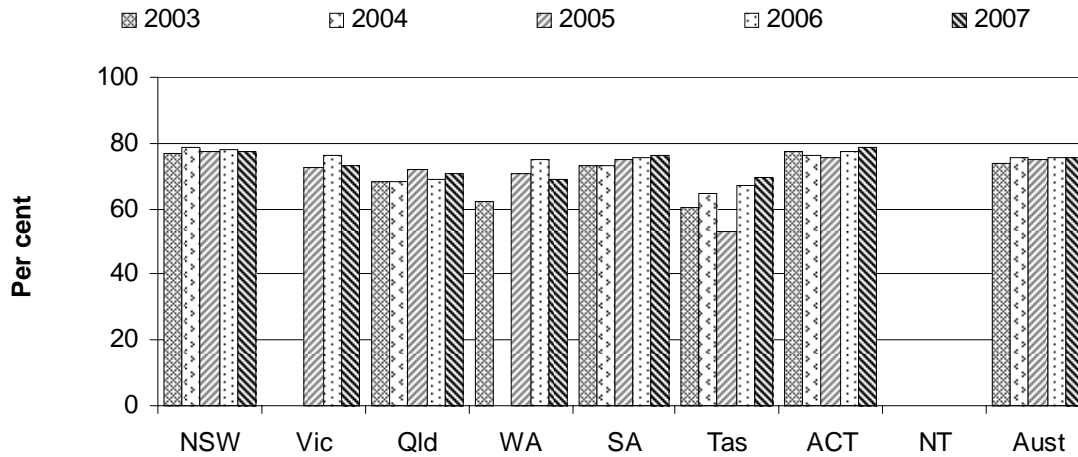
‘Affordability’ is an indicator of tenants’ ability to access suitable housing (box 16.28).

Box 16.28 Affordability

‘Affordability’ is an indicator of the CSHA guiding principle to provide affordable housing to assist people who are unable to access suitable housing. It measures the proportion of household income left after paying rent. A high proportion indicates that housing is affordable. This affordability measure differs from that reported for public housing and SOMIH.

The proportion of household income left after paying rent is presented in figure 16.19. Differences in the definition of assessable income, including the treatment of CRA in rent assessment, may affect the comparability of this indicator’s reported result. More information on affordability for community housing can be found in table 16A.82.

Figure 16.19 Community housing — proportion of income left after paying rent^{a, b, c}



^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.34. ^b Data for the NT and Victoria for 2003 and 2004 are not available. ^c Data for WA for 2004 are not published.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.34.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of appropriateness of community housing (box 16.29).

Box 16.29 Match of dwelling to household size

'Match of dwelling to household size' is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size. It measures the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

The proxy occupancy standard was revised in 2005-06 to remove the four bedroom cap. Data prior to 2005-06 should not be compared with data from later years.

Proxy occupancy standard for appropriate sized dwelling, by household structure

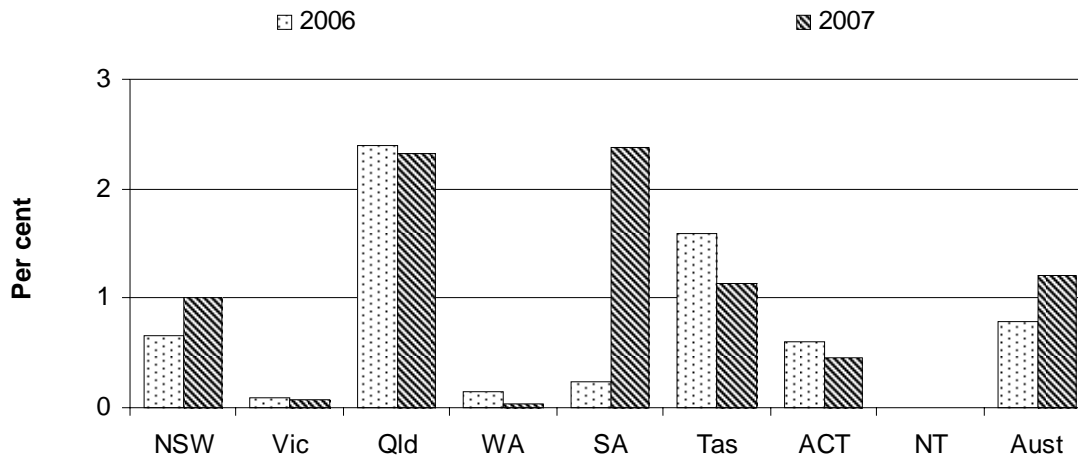
<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006b).

A low proportion indicates a low proportion of overcrowded households.

The proportion of community households with overcrowding is illustrated in figure 16.20. Information on moderate overcrowding and underutilisation for CSHA funded community housing can be found in table 16A.85.

Figure 16.20 **Community housing — proportion of households with overcrowding^{a, b}**



^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.35. ^b Data for the NT are not available.

Source: AIHW (2003b, 2004b, 2005b, 2007d, 2008); table 16A.35.

Customer satisfaction

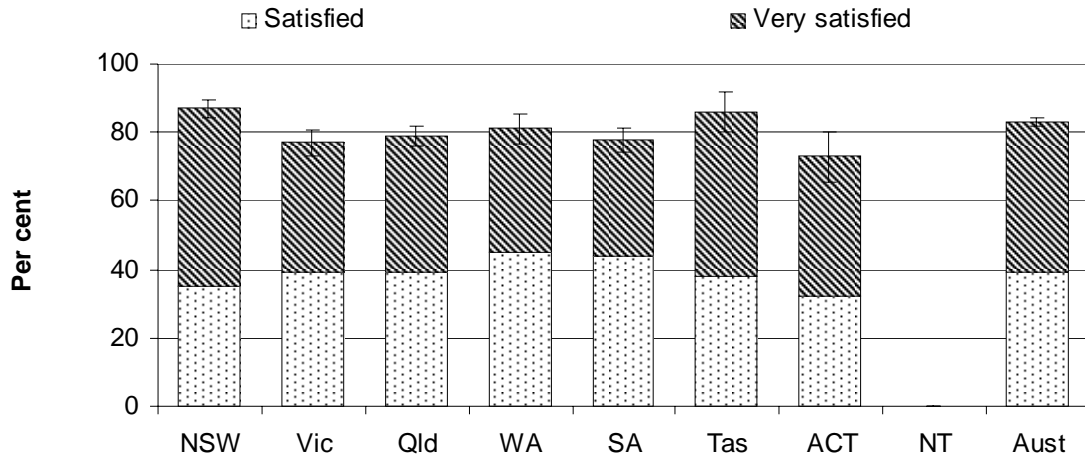
‘Customer satisfaction’ is an indicator of tenants’ satisfaction with CSHA funded community housing (box 16.30).

Box 16.30 Customer satisfaction

‘Customer satisfaction’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to different households. Customer satisfaction is a survey measure of satisfaction with the overall service provided by the State or Territory housing authority. A higher proportion of satisfied customers may imply better housing assistance provision.

Data for this indicator are from the 2007 Community Housing National Social Housing Survey. Nationally, in March/April 2007, 83.0 per cent of tenants were satisfied or very satisfied with the services provided by their community housing organisation (figure 16.21).

Figure 16.21 Community housing — customer satisfaction, 2007^{a, b}



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.36. ^b Data for the NT are not available.

Source: AIHW (2008); table 16A.36.

Indigenous community housing

This section includes data on a number of performance indicators in the ICH framework (figure 16.6). The ICH data have been developed over the past few years but this is the first time a separate performance indicator framework for ICH has been included in the Report. The framework was based on the one used for public housing, but with some indicators developed specifically for ICH.

This section of the chapter focuses on the ICH performance indicator framework. The definition of Indigenous community housing is presented in box 16.31.

Box 16.31 Indigenous community housing

Indigenous community housing refers to housing funded by State or Federal governments that is managed and delivered by Indigenous community housing organisations. These organisations are responsible for asset and tenancy management functions.

Funding for Indigenous community housing comes through Australian Government programs such as the ARHP, CHIP and the National Aboriginal Health Strategy. State governments also provide funding for Indigenous community housing. In most jurisdictions (NSW, SA, WA, NT and the ACT), State and Federal funding is pooled and administered by the State governments. In Victoria and Tasmania only the Australian Government is involved in the administration of Indigenous community housing. In Queensland, some Indigenous community housing is administered by the State government and some by the Australian Government.

In May 2001, housing ministers endorsed a 10-year statement of new directions for Indigenous housing, *Building a Better Future: Indigenous housing to 2010* (BBF). BBF recognised that Indigenous housing was a major national issue requiring priority action and sought to improve housing and environmental health outcomes for Indigenous Australians. The focus of BBF was on: identifying and addressing outstanding need; improving the viability of Indigenous community housing organisations; establishing safe, healthy and sustainable housing for Indigenous Australians, especially in rural and remote communities; and establishing a national framework for the development and delivery of improved housing outcomes for Indigenous Australians by State, Territory and community housing providers.

The National Reporting Framework (NRF) for Indigenous Housing was developed to provide a framework for reporting across all Indigenous housing programs and on the implementation and outcomes of BBF. The NRF comprises a set of 38 performance indicators for national reporting and the AIHW collects annual data for reporting on these indicators. The latest report on the NRF is *Indigenous housing indicators 2005-06*.

Source: AIHW (2007b).

Outputs

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

Equity — access

There are currently no equity — access indicators in the framework. Equity indicators may be included as the data are further developed.

Effectiveness — quality — connection to water, sewerage and electricity

The first effectiveness indicator of the quality of Indigenous community housing is ‘connection to water, sewerage and electricity’ (box 16.32).

Box 16.32 Connection to water, sewerage and electricity

‘Connection to water, sewerage and electricity’ is an output indicator of the Indigenous community housing guiding principle to provide quality housing. It measures the proportion of Indigenous community housing dwellings not connected to essential services. The indicator is defined as the number of permanent Indigenous community housing dwellings not connected to an organised water, sewerage and electricity system as a percentage of the total number of permanent dwellings. A lower percentage suggests higher housing quality.

The percentage of Indigenous community houses not connected to water, sewerage and electricity at 30 June 2006 is presented in table 16.27.

Table 16.27 Indigenous community housing — proportion not connected to water, sewerage and electricity, at 30 June 2006^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>
Water	–	..	–	–	–	..	–	4.7	0.1	1.7
Sewerage	–	..	–	–	–	..	–	6.4	0.5	2.4
Electricity	–	..	–	–	–	..	–	5.4	0.1	2.0

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in tables 16A.38, 16A.39 and 16A.40. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2007b); tables 16A.38, 16A.39 and 16A.40.

Effectiveness — quality — dwelling condition

The second effectiveness indicator of the quality of Indigenous community housing is ‘dwelling condition’ (box 16.33).

Box 16.33 Dwelling condition

‘Dwelling condition’ is an output indicator of the Indigenous community housing guiding principle to provide quality housing. It shows the proportion of Indigenous community housing dwellings in poor condition and in need of major repair or replacement.

This indicator is defined as the number of permanent Indigenous community housing dwellings in need of either major repair or replacement as a percentage of the total number of permanent dwellings.

A lower proportion suggests higher housing quality.

The ‘dwelling condition’ indicator for Indigenous community housing in 2006 is presented in table 16.28.

Table 16.28 **Indigenous community housing — dwelling condition, 2006^a**

	<i>NSW (include ACT)^b</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>
Dwellings in need of major repair	18.8	24.7	26.3	27.9	22.4	30.6	..	21.0	..	23.4
Dwellings in need of replacement	2.7	4.5	5.9	10.1	5.8	–	..	10.2	..	7.2

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.41. ^b Data for the ACT data had been included with NSW due to low numbers. .. Not applicable. – Nil or rounded to zero.

Source: ABS (2007); table 16A.41.

Efficiency — net recurrent cost per unit

The first efficiency indicator reported for Indigenous community housing is ‘net recurrent cost per unit’ (box 16.34).

Box 16.34 Net recurrent cost per unit

‘Net recurrent cost per unit’ is an output indicator of the Indigenous community housing guiding principle to provide efficient and cost-effective management of housing. It measures the cost of providing assistance per dwelling. This indicator is total recurrent costs for Indigenous community housing divided by the total number of permanent dwellings. It includes the recurrent cost of delivering Indigenous community housing, but excludes capital cost.

A lower proportion suggests higher housing efficiency. The cost per dwelling indicators do not provide any information on the quality of service provided (for example, the standard of dwellings).

Data on net recurrent costs will be collected for 2006-07 onwards. For 2005-06, data are reported on direct cost per unit. The direct cost per unit for 2005-06 is presented in table 16.29.

Table 16.29 Indigenous community housing — direct cost per unit, 2005-06^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>
2005-06	6 964.0	..	na	na	6 428.0	..	22 391.0	567.0	6 879.0	na

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.42. **na** Not available. **..** Not applicable.

Source: AIHW (2007b); table 16A.42.

Efficiency — occupancy rate

A second efficiency indicator for Indigenous community housing is the ‘occupancy rate’ (box 16.35).

Box 16.35 Occupancy rate

The ‘occupancy rate’ is an indicator of the Indigenous community housing guiding principle to provide efficient housing utilisation. It is the proportion of dwellings occupied. The term ‘occupied dwelling’ refers to dwellings occupied by tenants who have a tenancy agreement with the relevant Indigenous community housing organisation. A higher occupancy rate suggests higher efficiency of housing utilisation. Occupancy is influenced by both turnover and housing supply.

The proportion of Indigenous community housing occupied at 30 June 2006 is presented in table 16.30.

Table 16.30 Indigenous community housing — occupancy rates, at 30 June 2006 (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>
2006	96.6	..	95.7	77.9	88.3	..	95.7	87.0	94.1	89.6

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.43. **..** Not applicable.

Source: AIHW (2007b); table 16A.43.

Efficiency — rent collection rate

The third efficiency indicator for Indigenous community housing is the ‘rent collection rate’ (box 16.36).

Box 16.36 Rent collection rate

'Rent collection rate' is an indicator of the Indigenous community housing guiding principle to provide efficient and cost-effective management of housing. It is the total rent actually collected as a proportion of the rent charged. A high proportion suggests efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a proportion of the rent charged.

As with CSHA funded community housing, payment arrangements for rent in some jurisdictions mean the rent collected over a 12 month period may be higher than rent charged over that period.

'Rent collection rate' in 2005-06 is presented in table 16.31.

Table 16.31 Indigenous community housing — 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</i>	<i>Aust</i>
2005-06	89.4	..	97.4	94.1	102.7	..	100.0	103.8	84.7	94.2

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.44. .. Not applicable.

Source: AIHW (2007b); table 16A.44.

Outcomes

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

Amenity/location

The Steering Committee has identified 'amenity/location' as an indicator of the appropriateness of Indigenous community housing (box 16.37). Data for this indicator were not available for this Report.

Box 16.37 Amenity/location

'Amenity/location' is an indicator of the Indigenous community housing guiding principle to provide housing assistance that is appropriate to the needs of different households. The location/amenity indicator is a survey-based measure of the proportion of tenants rating location and amenity aspects as important and as meeting their needs. Higher levels of satisfaction with location and amenity imply the provision of housing assistance that satisfies household needs.

Affordability

'Affordability' is an indicator of access to Indigenous community housing (box 16.38).

Box 16.38 Affordability

'Affordability' is an indicator of the Indigenous community housing guiding principle to provide affordable housing to assist people who are unable to access suitable housing. The indicator provides a measure of the extent to which households are paying a large share of their income in rent.

This indicator is the number of Indigenous and mainstream community housing households in the bottom 40 per cent of equivalised incomes paying more than 25 per cent or more of their income in rent, divided by the total number of Indigenous community households.

A low proportion indicates that housing is more affordable. No administrative data are currently collected for this indicator, so ABS survey data from 2001 are reported.

The proportion of Indigenous community households in the bottom 40 per cent of equivalised incomes paying 25 per cent or more of their income on rent in 2001 is presented in table 16.32.

Table 16.32 Indigenous community housing — proportion of households paying 25 per cent or more of their income on rent, 2001^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>
2001	28.9	31.1	20.2	12.4	12.3	20.9	..	5.2	..	15.8

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.45. .. Not applicable.

Source: ABS (2002); table 16A.45.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of the appropriateness of Indigenous community housing (box 16.39).

Box 16.39 Match of dwelling to household size

‘Match of dwelling to household size’ is an outcome indicator of the Indigenous community housing guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size. It measures the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

Proxy occupancy standard for appropriate sized dwelling, by household structure

<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006b).

A low proportion indicates a low proportion of overcrowded households.

The proportion of Indigenous community households with overcrowding at 30 June 2006 is illustrated in table 16.33.

Table 16.33 Indigenous community housing — proportion of households with overcrowding^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>
2006	na	..	36.6	na	5.6	..	4.5	na	19.3	na

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.46. **na** Not available. **..** Not applicable.

Source: AIHW (2007b); table 16A.46.

Customer satisfaction

The Steering Committee has identified 'customer satisfaction' as an outcome indicator of Indigenous community housing (box 16.40). Data for this indicator were not available for this Report.

Box 16.40 Customer satisfaction

'Customer satisfaction' is an outcome indicator of the Indigenous community housing guiding principle to provide housing assistance that is appropriate to different households. Customer satisfaction is a survey measure of satisfaction with the overall quality of service provided. A higher proportion of satisfied tenants may imply better housing assistance provision.

Commonwealth Rent Assistance

Data for CRA recipients are for individuals and families paid CRA by Centrelink under the *Social Security Act 1991* or family assistance law. It does not include equivalent payments made by the Department of Veterans Affairs, or payments made with Abstudy on behalf of DEST.

Data are generally for those entitled to CRA at 8 June 2007. Centrelink recorded 943 718 individuals and families as being entitled to CRA with a social security or family assistance payment for that day. Other published figures may include individuals and families who were paid CRA in the previous fortnight, some of whom were only entitled to payment for an earlier period (table 16.34).

Important eligibility requirements for CRA (which is paid automatically once eligibility has been established) are (1) the receipt of an income support payment or more than the base rate of the Family Tax Benefit Part A, and (2) liability to pay rent.

The performance indicator framework for CRA is presented in figure 16.7.

Outputs

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

Equity — access — income unit type

The first indicator of equitable access to CRA is ‘income unit type’ (box 16.41).

Box 16.41 Income unit type

Access to CRA by ‘income unit type’ is an indicator of the objective of CRA to provide financial assistance in an equitable manner. This indicator measures the number and proportion of eligible income support recipients receiving CRA by income unit type. The level of access experienced by different income unit types across states and territories is influenced by a number of factors, including (but not restricted to) the size of their respective base populations and the levels of home ownership. CRA is a demand driven payment that has no benchmark in terms of the mix of customers. This indicator provides descriptive information only.

Of the 943 718 income units entitled to receive CRA at 8 June 2007, 30 609 (approximately 3.2 per cent) self-identified as Indigenous. Single people with no children represented approximately 51.1 per cent of income units receiving CRA and 37.2 per cent of Indigenous income units receiving CRA (table 16.34). The figures for the total number and proportion of income units by the income unit type disaggregated at the jurisdiction level are presented in tables 16A.48, 16A.49, 16A.50 and 16A.51.

Table 16.34 Income units receiving CRA, by income unit type, 2007^a

<i>Type of income unit</i>	<i>Income units</i>	<i>Proportion of CRA recipients</i>	<i>Proportion of Indigenous</i>	
			<i>income units</i>	<i>CRA recipients</i>
	no.	%	no.	%
Single, no dependent children aged under 16	364 673	38.6	9 001	29.4
Single, no children, sharer	117 874	12.5	2 395	7.8
Single, one or two dependent children aged under 16	185 871	19.7	7 916	25.9
Single, three or more dependent children aged under 16	36 501	3.9	2 736	8.9
Partnered, no dependent children aged under 16	82 048	8.7	1 752	5.7
Partnered, one or two dependent children aged under 16	106 530	11.3	4 060	13.3
Partnered, three or more dependent children aged under 16	47 394	5.0	2 607	8.5
Partnered, illness or temporarily separated	2 827	0.3	142	0.5
Unknown income unit
Total	943 718	100.0	30 609	100.0

^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.48, 16A.49, 16A.50 and 16A.51. .. Not applicable.

Source: FaCSIA (unpublished); tables 16A.48, 16A.49, 16A.50 and 16A.51.

Equity — access — special needs

The second indicator of equitable access to CRA is ‘special needs’ (box 16.42).

Box 16.42 Special needs

'Special needs' access to CRA is an indicator of the objective of CRA to provide income support recipients and low income families with financial assistance. This indicator provides the proportions of special needs income units receiving CRA, including Indigenous income units, those with a member receiving a Disability Support Pension and CRA recipients by geographic classification. This indicator provides an overview of the level of assistance provided to disadvantaged groups and facilitates comparison with special needs groups in public housing. CRA is a demand driven payment that has no benchmark in terms of the level of assistance provided to special needs customers. Additional measures of special need, which include a geographic dimension, are reported under 'affordability'.

Table 16.35 illustrates the number and proportion of income units receiving CRA at 8 June 2007 by jurisdiction, Indigenous status and geographic location.

Overall, 57.8 per cent of all income units receiving CRA at 8 June 2007 were in capital cities, while 42.2 per cent were in the rest of the State or Territory (FaCSIA unpublished). For Indigenous income units receiving CRA, 34.0 per cent were located in capital cities, while 66.0 per cent lived in the rest of the State or Territory. For non-Indigenous income units receiving CRA, 58.7 per cent were located in capital cities, while 41.3 per cent lived in the rest of the State or Territory (table 16.35).

People who own their own home are not entitled to CRA. Indigenous people receiving social security benefits are less likely to own their own home, and therefore are more likely to receive CRA. Nationally, 6.7 per cent of Indigenous income units receiving social security or family payments are homeowners, while 44.0 per cent of non-Indigenous income units receiving benefits are home owners (FaCSIA unpublished).⁵

⁵ Home ownership rate refers to the proportion of income units receiving a social security payment or more than the base rate Family Tax Benefit Part A recorded as owning or purchasing a home. It excludes those identified as living in special residences such as nursing homes, aged care and retirement villages, those residing overseas or living in caravan parks.

Table 16.35 Income units receiving CRA, by Indigenous status, disability support pension and geographic location, 2007^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust	
<i>Non-Indigenous</i>											
	Income units	no.	312 242	206 091	217 063	74 518	67 170	23 535	na	4 276	912 371
	In capital city	%	54.8	69.3	42.6	75.5	76.6	42.7	na	81.3	58.7
	In rest of State	%	45.2	30.7	57.4	24.5	23.4	57.3	na	18.7	41.3
	Non-Indigenous income units as proportion of all CRA recipient income units	%	96.2	98.9	95.4	96.7	97.9	95.4	na	81.3	96.7
	Non-Indigenous population, as proportion of total population	%	97.9	99.4	96.6	96.5	98.2	96.2	98.7	70.9	97.6
<i>Indigenous</i>											
	Income units	no.	12 129	2 133	10 150	2 484	1 443	1 131	138	960	30 578
	In capital city	%	27.1	45.7	27.9	52.8	59.9	38.4	100.0	57.0	34.0
	In rest of State	%	72.9	54.3	72.1	47.2	40.1	61.6	–	43.0	66.0
	Indigenous income units as proportion of all CRA recipient income units	%	3.7	1.0	4.5	3.2	2.1	4.6	1.8	18.3	3.2
	Indigenous population, as proportion of total population	%	2.1	0.6	3.4	3.5	1.8	3.8	1.3	29.1	2.4
	Total income units	no.	324 528	208 289	227 511	77 051	68 634	24 668	7 615	5 260	943 718
<i>Disability Support Pension</i>											
	In capital city	%	47.3	67.2	41.6	74.0	76.6	43.2	100.0	74.6	55.3
	In rest of State	%	52.7	32.7	58.3	26.0	23.3	56.8	na	25.2	44.7
	Total income units	no.	61 039	42 590	43 964	14 828	13 993	5 054	1 005	1 137	183 638

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.52. **na** Not available. – Nil or rounded to zero.

Source: FaCSIA (unpublished); table 16A.52.

Equity — access — geographic spread of CRA customers

The third indicator of equitable access to CRA is the ‘geographic spread of CRA customers’ (box 16.43).

Box 16.43 Geographic spread of CRA customers

The ‘geographic spread of CRA recipients’ provides descriptive information about rents, average levels of assistance, and the proportion of private rental stock occupied by CRA recipients within regions. This information is useful in examining differences across states and territories, and capital cities/rest of State. The indicator can provide some insight into the responsiveness of CRA to regional variations in rent and the extent to which recipients are able to exercise choice in where to live.

Two measures are presented:

- maps showing CRA recipients as a proportion of private rental stock (from 2006 Census) across Australia and within each capital city
- the average CRA entitlement across locations.

Additional measures of geographic spread are reported under ‘affordability’.

Results for income units receiving CRA as a proportion of income units in each capital city receiving a social security income support benefit or more than the base rate of the Family Tax Benefit are mapped in tables 16A.53–16A.61. Information on the average CRA entitlement across locations is contained in table 16A.62.

The ratio of CRA recipients to private rental stock between and within capital cities varies but the patterns are complex. The maps should be interpreted with caution because they compare CRA recipients at 8 June 2007 with 2006 Census data and make no allowance for changes in private rental stock over that period (FaCSIA unpublished).

Effectiveness — appropriateness — maximum rate

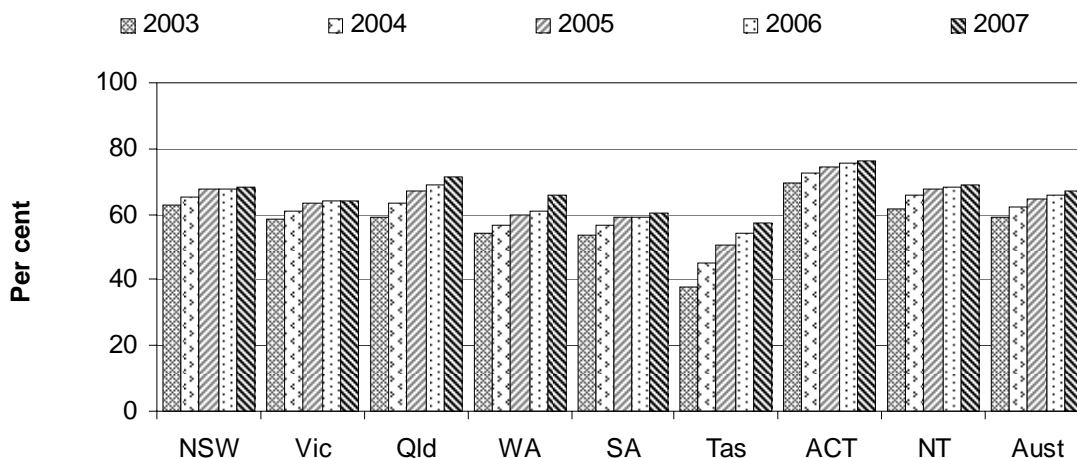
The first indicator of the effectiveness of CRA is the proportion of income units receiving the ‘maximum rate of CRA’, by jurisdiction and payment type (box 16.44).

Box 16.44 Maximum rate of CRA

The ‘maximum rate of CRA’ indicator is an indicator of the appropriateness of CRA. It measures the proportion of income units receiving the maximum rate of CRA, and can be used to monitor the adequacy of CRA over time. The effectiveness of the payment against rents is reflected in increasing/decreasing proportions of units on the maximum rates of assistance. An increasing proportion of income units receiving the maximum rate of assistance suggests that CRA is becoming less effective against rent increases. A decreasing proportion suggests that CRA is increasing faster than rents.

At 8 June 2007, 67.2 per cent of income units receiving CRA across Australia qualified for the maximum rate of CRA payments (figure 16.22). The figure indicates an upward trend in the measure over recent years.

Figure 16.22 Proportion of income units receiving CRA paying enough rent to receive maximum assistance^a



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.63.

Source: FaCSIA (unpublished); table 16A.63.

Effectiveness — appropriateness — number and outcome of appeals

The second indicator of the effectiveness of CRA is the ‘number and outcome of appeals’ (box 16.45).

Box 16.45 Number and outcome of appeals

The 'number and outcome of appeals' is an indicator of the appropriateness of decisions related to the payment of CRA. There is a formal review process for decisions related to the payment of CRA. Recipients who are dissatisfied with a decision are encouraged to discuss the matter with the original decision maker before taking the matter further, although this is not a necessary step. Authorised review officers conduct a quick and informal internal review of the decision. Generally, recipients who are dissatisfied with the authorised review officer's decision can appeal to the Social Security Appeals Tribunal, which is an independent body with decision making powers. Either the recipients or FaCSIA, the Department of Employment and Workplace Relations (DEWR) or DEST can seek an Administrative Appeals Tribunal review of the Social Security Appeals Tribunal's decisions. The indicator measures the outcomes of all CRA appeals finalised. A high proportion of original decisions affirmed would imply that the original decisions were appropriate.

There were 351 finalised appeals to an authorised review officer in 2006-07, which represented approximately 0.04 per cent of income units receiving CRA. The original decision was affirmed or appeal dismissed for approximately 59.5 per cent of finalised appeals to an authorised review officer, 72.7 per cent of appeals to the Social Security Appeals Tribunal and 60.0 per cent of appeals to the Administrative Tribunal (table 16.36).

Table 16.36 Outcome of all CRA appeals finalised in 2006-07^a

Outcome	Appeals to ARO		Appeals to SSAT		Appeals to AAT	
	no.	%	no.	%	no.	%
Original decision affirmed or appeal dismissed	209	59.5	48	72.7	6	60.0
Original decision set aside	82	23.4	15	22.7	–	0.0
Original decision varied	47	13.4	–	–	2	20.0
Appeal withdrawn	13	3.7	3	4.6	2	20.0
Total finalised	351	100.0	66	100.0	10	100.0

ARO = Authorised Review Officer. SSAT = Social Security Appeals Tribunal. AAT = Administrative Appeals Tribunal

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.64. – Nil or rounded to zero.

Source: FaCSIA (unpublished); table 16A.64.

Effectiveness — targeting — duration of payments

'Duration of payments' is an indicator of the effectiveness of targeting of CRA (box 16.46).

Box 16.46 Duration of payments

'Duration of payments' is a targeting indicator which provides information on the level of long-term and short-term dependence on CRA payments. The indicator presents the number of recipients receiving CRA benefits at the beginning and at the end of the year, as well as the number of CRA recipients who were in receipt of CRA benefits at the beginning of the year and still in receipt a year later.

Nationally, 947 336 income units were entitled to receive CRA payments at March 2006, and 943 718 income units were entitled to receive CRA at 8 June 2007. Out of those, 674 185 income units were receiving CRA at both times, implying a high degree of dependence on CRA (table 16.37). The remaining 269 533 income units started to receive CRA during the year and were receiving assistance at the end of the year. Other families received assistance for only part of the year. Unpublished FaCSIA data show that while CRA was paid on average to just over one million individuals each fortnight in 2006-07, over 1.4 million individuals were entitled to assistance during the financial year (FaCSIA unpublished).

Table 16.37 Duration of CRA payments, by State and Territory, 2007^a

<i>State/Territory</i>	<i>Number of Income units at the beginning of the year</i>	<i>Number of Income units at the end of the year</i>	<i>Number of same Income units at the beginning and the end of the year</i>
	no.	no.	no.
NSW	321 864	324 528	235 829
Victoria	208 367	208 289	148 522
Queensland	230 219	227 511	162 142
WA	81 222	77 051	55 251
SA	67 928	68 634	48 530
Tasmania	24 357	24 668	16 910
ACT	7 814	7 615	4 233
NT	5 335	5 260	2 691
Total	947 336	943 718	674 185

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.65.

Source: FaCSIA (unpublished); table 16A.65.

Efficiency — running costs per 1000 customers

The first efficiency indicator for CRA is 'running costs per 1000 customers' (box 16.47).

Box 16.47 Running costs per 1000 customers

'Running costs per 1000 customers' is an indicator of CRA's guiding principle to provide financial assistance in an efficient manner. Low running costs per 1000 customers would imply high efficiency for a given service level.

Nationally, the running costs per 1000 customers were \$57 300 for 2006-07 and \$54 000 for 2005-06 (table 16A.66).

Efficiency — ratio of running costs to total outlays

The second efficiency indicator reported for CRA is the 'ratio of running costs to total outlays' (box 16.48).

Box 16.48 Ratio of running costs to total outlays

The 'ratio of running costs to total outlays' is an indicator of CRA's guiding principle to provide financial assistance in an efficient manner. A low ratio would imply high efficiency for a given service level.

Nationally, the ratio of running costs to total outlays was 2.46 per cent for 2006-07 and 2.42 per cent for 2005-06 (table 16A.67).

Outcomes

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

Affordability

The first outcome indicator for CRA relates to 'affordability' (box 16.49).

Box 16.49 Affordability

'Affordability' is an indicator of the CRA objective to provide income support recipients and low income families in the private rental market with financial assistance. CRA is intended to improve affordability, not to achieve a particular benchmark. Program performance is best judged by trends over a number of years. This indicator measures the proportions of income units spending more than 30 per cent and 50 per cent of their income on rent with and without CRA. A lower proportion of recipients spending 30 per cent and 50 per cent of income on rent with CRA implies improved affordability.

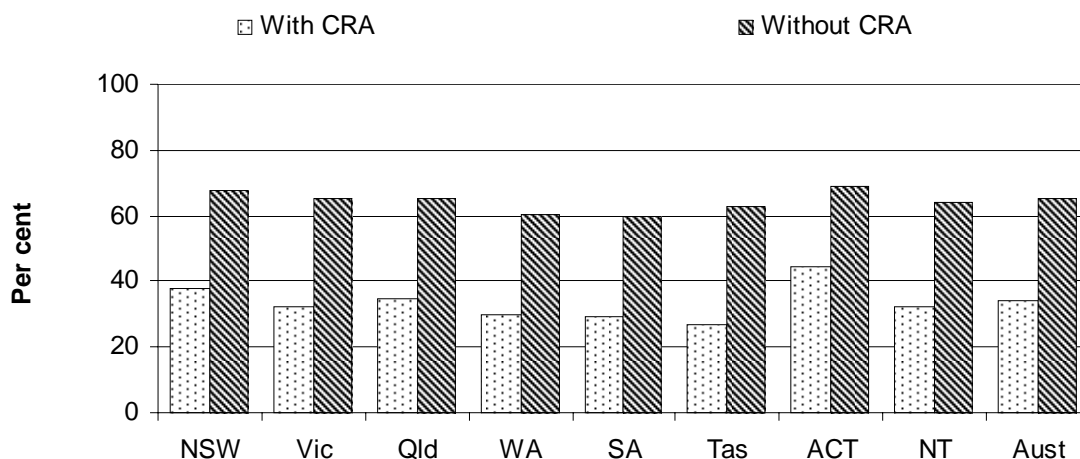
Affordability outcomes (with and without CRA) have been provided for all income units receiving CRA, Indigenous income units receiving CRA, and Disability Support Pension income units receiving CRA.

Information on the proportion of income spent on rent (with and without CRA) by Australians living in State capital cities and rest of State regions, income units where one or more members' self-identify as Indigenous Australians and income units where one or more members receive a Disability Support Pension is presented in tables 16A.68–16A.70.

Nationally, if CRA were not payable, then at 8 June 2007, 65.3 per cent of income units receiving CRA would have paid more than 30 per cent of their income on rent. Accounting for CRA payments (thereby reducing the rent paid by the amount of the assistance) this proportion falls to 34.4 per cent (figure 16.23).

Without CRA, 25.2 per cent of recipients across Australia would have spent more than 50 per cent of their income on rent, while with CRA the proportion is 8.8 per cent (table 16A.71).

Figure 16.23 **Income units paying more than 30 per cent of income on rent, with and without CRA, 2007^a**

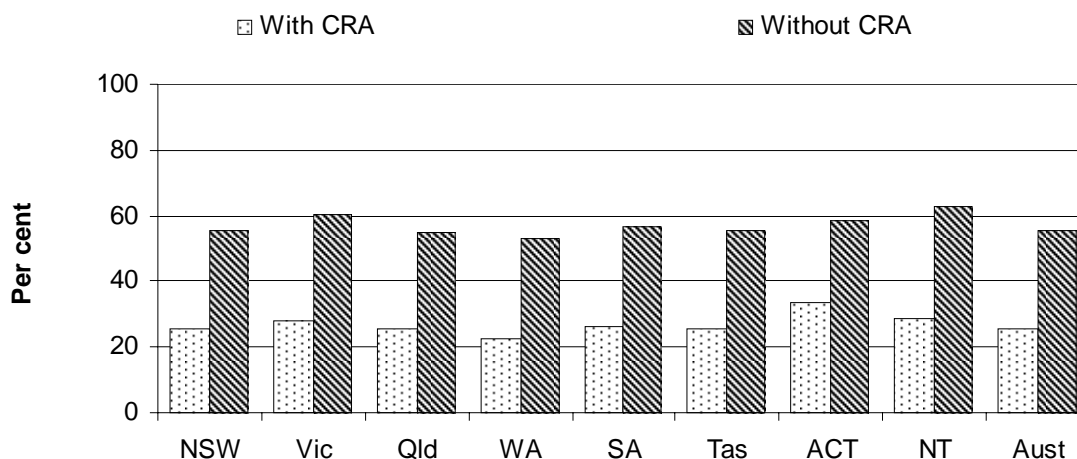


^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.68.

Source: FaCSIA (unpublished); table 16A.68.

Nationally, if CRA were not payable, then 55.7 per cent of the Indigenous income units receiving CRA would have spent more than 30 per cent of income on rent at 8 June 2007. Taking CRA into account, this proportion falls to 25.7 per cent (figure 16.24). Similarly, if CRA were not payable, then 18.9 per cent of Indigenous income units across Australia would have spent more than 50 per cent of income on rent at 8 June 2007. Accounting for CRA payments this proportion decreases to 5.9 per cent (table 16A.71).

Figure 16.24 Indigenous income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, 2007^a

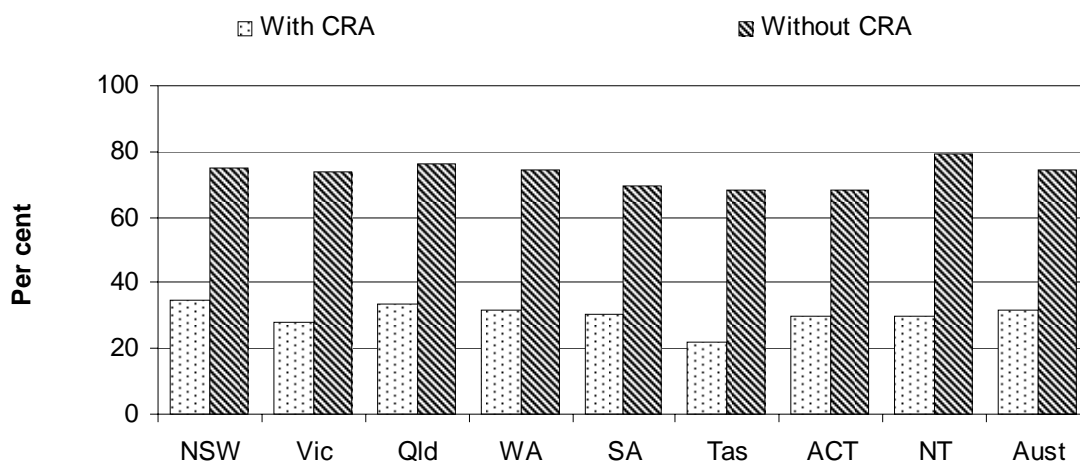


^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.69.

Source: FaCSIA (unpublished); table 16A.69.

Nationally, if CRA were not payable, then 74.2 per cent of all income units with a member receiving a Disability Support Pension would have spent more than 30 per cent of income on rent at 8 June 2007. Accounting for CRA payments this proportion decreases to 31.8 per cent (figure 16.25). Similarly, if CRA were not payable, then 26.7 per cent of income units receiving a Disability Support Pension would have spent more than 50 per cent of income on rent at 8 June 2007. Accounting for CRA payments, this proportion decreases to 6.1 per cent (table 16A.71).

Figure 16.25 **Income units receiving a Disability Support Pension paying more than 30 per cent of income on rent, with and without CRA, 2007^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.70.

Source: FaCSIA (unpublished); table 16A.70.

Satisfaction with accommodation

‘Satisfaction with location’ and ‘satisfaction with quality’ are indicators of whether housing is appropriate to the needs of CRA recipients (box 16.50).

Box 16.50 Satisfaction with accommodation

‘Satisfaction with location’ and ‘satisfaction with quality’ are outcome indicators of customer satisfaction, and proxy measures of whether the housing is appropriate to the needs of CRA recipient.

Information about CRA recipients’ satisfaction with their housing was obtained from a voluntary mail survey conducted in 2006. The overall response rate was approximately 38 per cent from the 10 000 recipients who were invited to participate. Results have been adjusted to compensate for differences in the response rates by age, payment type and family type.

Overall, 71 per cent of CRA recipients expressed a preference to stay in the area in which they live, while 10 per cent expressed a preference to leave the area. When asked about the adequacy of their home in meeting housing needs in general, 14 per cent considered their housing to be either less than adequate or much less

than adequate, while 22 per cent considered it to be more than adequate or much more than adequate (table 16.38).

Table 16.38 Satisfaction with location and quality of housing (per cent)^{a, b}

	<i>Strong preference to stay</i>	<i>Preference to stay</i>	<i>Unsure/no preference to stay or leave</i>	<i>Preference to leave</i>	<i>Strong preference to leave</i>
Satisfaction with location	43.3	27.6	19.2	5.6	4.3
	Much more than adequate	More than adequate	Adequate	Less than adequate	Much less than adequate
Satisfaction with quality	3.6	18.3	64.6	9.0	4.6

^a Satisfaction with location of housing data were based on 3745 valid responses. ^b Satisfaction with quality of housing data were based on 3725 valid responses.

Source: FaCSIA (unpublished).

16.4 Future directions in performance reporting

Further developing indicators and data

Improved reporting on housing provision to Indigenous Australians continues to be a priority. All states, territories and the Australian Government have committed to improve reporting against the NRF, the nationally endorsed performance indicator framework for Indigenous housing.

Jurisdictions have implemented action plans to improve the availability and reliability of data on Indigenous Australians accessing mainstream housing assistance.

The Working Group will continue to improve the quality of mainstream community housing and financial data that are published in the Report.

16.5 Jurisdictions' comments

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

Australian Government comments

“ The 2003 Commonwealth State Housing Agreement (CSHA) aims to maintain a core Social Housing sector to assist people unable to access alternative housing options in the private rental market. The performance framework introduced under the 1999 CSHA continues to support the measurement of the guiding principles of the 2003 CSHA. The 2003 CSHA has a particular emphasis on timely reporting and demonstrated progress in achieving performance objectives.

A total of around \$4.75 billion over five years to 2007-08 provides strategic direction and funding certainty. Programs funded include public housing, Aboriginal rental housing program (ARHP) community housing program (CHP) and CAP.

Over \$232 million was also allocated in the 2006-07 budget through the CHIP to increase access to safe, healthy and sustainable housing and related services for Indigenous families and communities. CHIP provides for community housing and housing related environmental health infrastructure in rural and remote areas, and for community housing in urban areas. This funding was either directed through State and Territory governments or to specific community organisations.

Rent Assistance is provided as a financial supplement and has the flexibility to cope with changing demand and provide recipients with more choice about where to live and the quality of their housing. This choice can involve a trade-off with other expenses and with the consumer's after-housing income.

The Rent Assistance program has no specific benchmark for affordability. The adoption of an affordability benchmark would fail to recognise the element of choice exercised by recipients who place a higher value on some aspects of their housing than others in comparable circumstances. Recipients may, for example, choose to pay higher rent for a property that is well-located, thus making a trade-off between housing and transport costs.

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New South Wales Government comments

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The Department of Housing manages the largest portfolio of public housing in Australia with over 126 000 properties. The community housing sector's integral role in the provision of social housing continues to expand with over 14 000 properties now being managed in this sector. The Aboriginal Housing Office currently owns over 4200 properties, and funded/actively registered and non-actively registered Aboriginal housing providers manage about 5000 properties.

The Reshaping Public Housing reforms announced in 2005 are being progressively implemented. From October 2006, new tenants in public housing and Aboriginal Housing Office properties are given two, five or ten year fixed term leases matched to the duration of their housing need. Leases are renewed if need is ongoing. To support workforce participation, lease review income limits are higher than those applied when applying for public housing.

Growth and sustainability of community housing are key features of a five year draft strategy, NSW Planning for the Future: Community Housing released for consultation in April 2007. The sector is expected to more than double in size over the next ten years, increasing to 30 000 homes and expanding its role in affordable housing provision. Improving sustainability in the Aboriginal community managed housing sector is a key focus for the NSW Aboriginal Housing Office to build capacity and improve viability and governance of providers.

Social housing in NSW assists a growing number of clients with special needs often requiring support services to maintain tenancies. The Housing and Human Services Accord, a formal agreement between human service agencies launched in April 2007, is being implemented through a range of partnerships between government and non-government agencies to improve the sustainability of tenancies for mutual clients with complex needs.

The changing profile of clients assisted in social housing and the need to provide cost-effective services is driving a major reconfiguration of NSW public housing in terms of size, location and condition. The Department of Housing is also committed to environmentally sustainable housing design and is incorporating energy saving measures in new homes, retrofitting homes with water saving devices and encouraging tenants to use water and power efficiently.

Homeownership in NSW has become increasingly unaffordable for first home buyers, particularly over the last five years, and private rental has become a long term tenure for an increasing number of households. The NSW Government does not control the main levers to address this complex issue, but is committed to supporting a strong and viable social housing sector with innovative approaches to respond to changing needs and priorities in both mainstream and Aboriginal housing.

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Victorian Government comments

“ Victoria continued to expand the supply of social housing for low income Victorians in 2006-07, acquiring 930 social housing units (including leases). Of these, 839 were for long-term housing, including 51 for Indigenous housing and 91 properties for short-term housing provided through the Crisis and Supported Accommodation and Transitional Housing Management programs. Significant improvements were also made to 2933 existing social housing properties in line with the Government’s commitment for Victorian tenants to have a decent home.

Expanding and strengthening the Housing Association sector is being used as a key vehicle to drive the provision of affordable housing in an environment of diminishing housing affordability in the private sector, declining grant funding under the Commonwealth State Housing Agreement and the ageing of social housing properties. Following the establishment of the Office of the Registrar of Housing Agencies in 2005-06, a registration pilot was launched in 2006-07 inviting agencies to register as Housing Associations or Providers under the *Housing Act 1983*. By June 2007, six agencies were registered as Housing Associations.

In 2006-07, partnership approaches led to the delivery of 326 new homes in collaboration with local government, community organisations, rental housing cooperatives and Housing Associations. The majority of these (251) were delivered through the State Government funded *Strategy for Growth for Low Income Victorians*.

During 2006-07, works commenced on the redevelopment of the Carlton public housing estate demonstrating Victoria’s commitment to find new ways of improving public housing. Developers and financiers were publicly invited to lodge an Expression of Interest in the project.

In an environment of strong demand for public housing, Victoria has adopted a highly targeted approach to housing allocations, ensuring priority is given to people who are homeless, those with specific medical or support needs and those experiencing family violence. This has led to growing complexity of need and disadvantage among the public housing population. In response, the State Government funded Neighbourhood Renewal program is promoting economic participation in disadvantaged communities. Neighbourhood Renewal involves a whole-of-government approach, where the Office of Housing works with the Commonwealth and local governments, as well as the not-for-profit sector to assist public housing tenants in disadvantaged communities.

Neighbourhood Renewal is currently occurring in 19 areas in metropolitan Melbourne and regional Victoria. In 2006-07 the Neighbourhood Renewal program was fully rolled out in four new sites in West Heidelberg, East Reservoir, Delacombe (Ballarat) and Hastings.

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Queensland Government comments

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In response to the increasing demand for social housing, resulting from population growth and higher rents and house prices, Queensland is implementing an integrated system for providing people in housing need with simpler and fairer access to the range of housing assistance. A consolidation strategy is also being implemented, to encourage registered community housing providers to amalgamate, thereby creating a stronger and more integrated service delivery network.

The Housing Improvement Program has been implemented in the 34 Indigenous communities, to increase the supply and improve the standard of housing. In 2006-07, 91 new and replacement dwellings were constructed, 190 existing properties were upgraded, and significant maintenance was undertaken on more than 4000 properties, resulting in a marked improvement in the standard of living of the Indigenous residents.

Following the success of the Brisbane Housing Company, the Gold Coast Housing Company has been established (in collaboration with the Gold Coast City Council) to add to the housing options of low to moderate income households on the Gold Coast.

During 2006-07, more than 56 000 households received assistance through Home Assist Secure and the Home and Community Care Home Modification Service. These programs provide low-income clients with information and/or financial assistance for home maintenance, repairs and modifications to improve their personal security around the home.

Grant funding was also provided to 22 organisations which provide advice and advocacy to private renters, thereby assisting almost 70 000 households.

With many areas of Queensland affected by the drought, water has become a precious and increasingly scarce resource. To help tenants save water, water-efficient devices have been installed in 26 021 dwellings and information provided on ways to conserve water.

As part of the Responding to Homelessness initiative, Queensland has purchased and constructed additional dwellings and provided grant funding to community organisations to deliver housing related services to clients who are homeless or at risk of homelessness.

People with a mental illness have been assisted to live in the community, through the provision of housing combined with support. To date 53 clients with a mental illness who were previously residing in extended treatment or acute inpatient facilities have been assisted. Appropriate housing, community services and support have also been provided to 17 patients with spinal cord injuries exiting health facilities.

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Western Australian Government comments

“ Western Australia is currently experiencing an unprecedented economic growth with the 2.7 per cent unemployment figure being the lowest on record. The building industry is working at capacity with demand for housing and infrastructure outstripping supply. This presents a great challenge because it has resulted in significant increases in building costs. It has also led to reductions in the number of contractors tendering for building projects.

Western Australia's economic success has resulted in unparalleled housing market conditions. Continued increases in the median house price and the median weekly rent in the private sector have continued to place pressure on the public housing waiting list and waiting times. During 2006-07 the waiting list for public housing increased from 13 780 to 15 438. The average waiting time increased from 74 weeks to 83 weeks. As well as being impacted by increases in house prices and private rents there has been a decrease in the number of people vacating public housing, which has been a contributing factor to the increase in waiting times. In addition, every effort is made to house priority applicants in three months. The increase in applicants with an urgent housing need, thus requiring priority assistance, has meant that other applicants with less urgent circumstances can expect extended waiting times for public rental housing.

A number of strategies have been developed to contribute to meeting the housing needs of Western Australians now and in the future. Areas being looked at include community housing, affordable private rental accommodation through expansion of the bonds assistance loans scheme, access to home ownership and strategies to sustain and grow social housing stock.

It is intended to address the increasing demand for social housing by implementing policies that will capacity build the community housing sector. This will allow unprecedented growth in the number of properties managed by the sector, while at the same time reducing the waiting list for public housing.

This year has seen a renewed focus on stock growth to help meet the ongoing demand for public rental housing. 861 new properties were purchased or constructed during 2006-07. The State Government is committed to providing more public housing — 1124 additional rental housing properties will be delivered in the next four years.

In February 2007, the First Start Shared Equity Scheme was launched. This scheme assists low to moderate income earners to own their own homes. With families and couples the Housing Authority will purchase up to 40 per cent equity in the home with the client purchasing 60 per cent. With single applicants the Authority will purchase up to 30 per cent equity with the client buying 70 per cent. Clients can increase their share when circumstances permit.

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South Australian Government comments

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2006-07 has been an important year as we have implemented Housing Reforms to meet the targets of SA's Strategic Plan and the Housing Plan for SA. Services were delivered through Housing SA under a Service Level Agreement between the South Australian Housing Trust, Aboriginal Housing Authority and South Australian Community Housing Authority Boards and the Department for Families and Communities.

During the year a number of significant initiatives were undertaken including:

- Announcement of the Affordable Homes Program to improve the financial viability of the social housing system by selling stock in a targeted way to create affordable housing outcomes (both rental and home ownership) for low to moderate income South Australians and to eliminate the debt the social housing system currently experiences.
- Development of a new Housing SA service delivery model based on offering the full continuum of housing options and coordinating effective packages of support for Housing SA customers with high needs.
- Commitment to three affordable and high need partnership projects to produce 87 houses. The three projects involve management by Not-For-Profit Organisations, various needs groups and combinations of partner equity, borrowing and CRA inclusive rent models.
- Management of approximately 50 000 properties and allocation of approximately 3300 properties to new public and Aboriginal tenants.
- Construction of 452 new social housing properties. All achieved 5 star energy ratings and met the Department's Adaptability Standards.
- Provision of private rental accommodation assistance to approximately 17 000 low income South Australians through bond assistance and advance rental payments.
- Allocation of short term accommodation to 254 Aboriginal adults and 116 Aboriginal children in Wangka Wilurrara Accommodation Centre at Ceduna and 225 Aboriginal adults and 101 Aboriginal children in Lakeview Accommodation Centre at Port Augusta.
- Launch of the Vision Plan for Community Housing to progress the development of new models for Community Housing, new directions in regulation, and other new initiatives to build the capacity of the sector.

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Tasmanian Government comments

“ The housing market in Tasmania continues to be characterised by declining affordability associated with increasing house prices and private rental costs. Demographically, Tasmania has an ageing population, a high proportion of lone person households and a high proportion of people with disabilities. These influences continue to shape the strategic development of a viable and sustainable social housing sector.

Working from the premise that housing plays a vital role in ensuring social, health and economic wellbeing, Housing Tasmania implemented a range of initiatives to increase the number of affordable housing options available for people on low incomes during 2006-07.

Five Community Housing grants totalling \$3 million were provided to organisations providing accommodation options for refugees and displaced persons, people with disabilities and elderly people in need of affordable housing.

A new affordable housing organisation, Tasmanian Affordable Housing Limited (TAHL), was established to increase the supply of affordable housing in Tasmania. TAHL will be provided with up to \$6 million per annum to establish up to 700 new affordable housing dwellings that will be leased to people on Housing Tasmania's wait list.

Also in 2006-07, an additional supported residential facility, Indigo Lodge was established in Northern Tasmania, providing supported accommodation for up to 30 people on low incomes.

The Service Delivery Review (SDR) was initiated as a priority project for Housing Tasmania in 2005 to address key issues identified by stakeholders in the context of a changing service environment. Stage 1 of the SDR has been completed and Stage 2 of the SDR has commenced and will introduce a new service delivery model, the Housing Implementation Project (HIP).

Under the HIP, a Supported Tenancies Framework and Tools project was introduced to increase access to support for clients with complex needs, a telephone enquiry service trialled, and an interactive website developed to increase access to information about housing options and support services.

Utilising Affordable Housing Strategy funding, the Private Rental Tenancy Support Service (PRTSS) continued to play an integral role in providing non-financial support to low income Tasmanians with complex needs to access and maintain private rental tenancies. The Private Rental Support Scheme (PRSS) also continued to provide rental, bond and removals assistance to people experiencing difficulty within the private rental market. While the number of people assisted through PRSS has declined over the past few years due to low vacancy rates of affordable private rental and greater client costs, the number of people accessing PRTSS almost doubled compared to last year. These trends reflect a tight private rental market, increasing private rental costs and increasing complexity of client need.”

Australian Capital Territory Government comments

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During 2006-07 the ACT Government introduced a number of reforms to improve service delivery to tenants and applicants whilst reducing operating costs to national benchmarks. This has resulted in a significant improvement in the average costs of public housing provision in the ACT as reflected in this report.

The ACT Government has made a capital investment of \$30 million over 3 years for new housing stock. In the first year, 25 properties have been acquired for families at risk. Housing ACT has also continued to drive improved outcomes in the management of the housing portfolio, including greater value for money on repairs and maintenance.

In early June 2006 a range of amendments were made to the Public Rental Housing Assistance Program (PRHAP) to further sharpen its focus on people most in need of public housing assistance, including a new priority allocation system. The key objective of the new system has been to ensure timely allocations to those with priority needs. The new system includes a multi-disciplinary panel with human services expertise from government and non-government agencies to make assessment for priority housing applications.

The changes have resulted in significantly reduced waiting times for those most in need. The average waiting times for priority housing applications have reduced from 9 months to less than 3 months. The public housing waiting list now also accurately reflects the number of people who need public housing.

To build on these reforms, the Government announced policy changes to ensure the provision of public housing for the duration of need. Under the policy, Housing ACT will assess the circumstances of tenants with a sustained household income exceeding \$80 000 and those with 2 or more spare bedrooms to identify the most appropriate housing option. The individual circumstances of affected tenants will be fully considered, with Housing ACT working with tenants who wish to explore alternative housing. These changes will be phased in over a number of years, commencing with properties with four or more bedrooms.

The ACT Legislative Assembly passed the *Housing Assistance Act 2007* in May 2007 to modernise the legislative framework for social housing in the ACT. The new Act replaces legislation that which was first enacted in 1987. The ACT Government has also introduced the Affordable Housing Action Plan to provide a range of solutions to support affordable home ownership and private rental, an expansion of the community housing sector, and additional public/private partnerships to increase the supply of affordable housing, including joint ventures between Housing ACT and the private sector. Under the Plan a shared equity scheme will be introduced that will allow public housing tenants to purchase a majority share of their home, with Housing ACT retaining the remaining equity.

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Northern Territory Government comments

“ Under *Closing the Gap*, the Northern Territory’s Indigenous generational plan of action, aimed at closing the gap in outcomes between Indigenous and non-Indigenous Territorians, the NT Government has decided to reform the funding, delivery and management of remote housing, and to roll-out an additional \$100 million over five years to improve housing outcomes for Indigenous people living in remote communities. *Closing the Gap* also includes an additional \$42.32 million investment in Government Employee Housing to underpin the delivery of important services in remote Indigenous communities.

The key objectives the NT Government’s reforms to remote housing are to:

- deliver more housing at less cost
- manage housing better
- support more Indigenous employment and economic development
- support health and education outcomes.

The reform agenda will be supported by significant additional funding commitments from the Australian Government for remote housing.

Territory Housing has made significant progress developing the strategic directions of these reforms as well as developing new program approaches to ensure the reforms will commence implementation on 1 July 2008.

Territory Housing has completed a trial and is preparing to roll-out a new best practice housing management model. Territory Housing’s operational functions within the model will be divided into the following three streams:

- tenancy management (focus on tenancy)
- clients services (focus on providing support to tenants)
- property management (focus on maintaining/improving assets).

This new management model will be implemented across the Territory, including in remote areas. This will ensure parity of service for all public housing clients.

HomeNorth Xtra is the NT Government’s primary vehicle to assist low to medium income households in the Territory into home-ownership. Since 1991, the scheme has assisted over 2000 Territorians into home ownership. In 2007, HomeNorth Xtra was updated and both the income and upper purchase limits were revised to ensure that the scheme remains accessible for families. The fixed upper house price threshold was removed and replaced with variable regional price caps based on local median house prices. Additionally, the house price cap was removed for tenants wanting to buy their public housing dwelling.

The NT Government has announced the release of land for Bellamack, a new suburb of Palmerston. Bellamack will be an affordable suburb with fifteen per cent of the land set aside for affordable and social housing, including for first home buyers.”

16.6 Definitions of key terms and indicators

Public, community, Indigenous community housing and SOMIH

Administration costs	<p>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:</p> <ul style="list-style-type: none">• 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.
Affordability	<p>‘Affordability’ is an outcome indicator that aims to measure housing affordability for CSHA housing tenants. Two measures are reported:</p> <ul style="list-style-type: none">• a subsidy per tenant derived by dividing the total rebated amount by the total number of households• the proportion of households spending less than 30 per cent of their income in rent.
Amenity/location (satisfaction)	<p>A survey-based measure of the proportion of tenants rating amenity and location aspects as important and meeting their needs.</p>
Assessable income	<p>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.</p>
Customer satisfaction	<p>A survey measure of the proportion of customers expressing different degrees of satisfaction with the overall service provided.</p>
Depreciation costs (as per the Australian Accounting Standards 13–17)	<p>Depreciation calculated on a straight-line basis at a rate that realistically represents the useful life of the asset.</p>
Direct costs	<p>Total administration costs and the costs of maintaining the operation of dwellings.</p>
Disability (as per the ABS Survey of Disability Ageing and Carers)	<p>Any restriction or lack of ability (resulting from an impairment) to perform an action in the manner or within the range considered normal for a human being.</p>
Dwelling	<p>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.</p>
Greatest need	<p>Low income households that at the time of allocation were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none">• 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

Household	<ul style="list-style-type: none"> • their rental housing costs being very high. <p>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.</p>
Indigenous household	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.
Low income household	<p>A public housing or SOMIH household whose members are assessed as having a low income according to the following definitions. Households are assigned an income status based on total household gross income and the composition of the household:</p> <ul style="list-style-type: none"> • low income A households are those in which all household members have incomes at or below the maximum pension rate • low income B households are those that have incomes that would enable them to receive government income support benefits below the maximum pension. <p>A community housing household which has a gross weekly income equivalent to or below the income cut-off specified for their household composition is classified as low income. The community housing low income measure is based on the low income B cut-offs as outlined above.</p>
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.
Match of dwelling to household size	The proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure. Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.
Moderate overcrowding	Where one additional bedroom is required to satisfy the proxy occupancy standard.
Net recurrent cost	The average cost of providing assistance (excluding the cost of capital) per dwelling. The formula is 'total net recurrent costs for the year ending 30 June' divided by 'total number of dwellings at 30 June'.
New household	Households that commence receiving assistance for the 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 two or more additional bedrooms are required to meet the proxy 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	A measure of the appropriateness of housing related to the household

standard	<p>size and tenancy composition. The measure specifies the bedroom requirements of a household.</p> <table border="0"> <thead> <tr> <th style="text-align: left;"><i>Household structure</i></th> <th style="text-align: left;"><i>Bedrooms required</i></th> </tr> </thead> <tbody> <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> </tbody> </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														
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.														
Rent collection rate	The total rent actually collected as a proportion of the total rent charged.														
Special needs household	A household with a member(s) who has a disability or is aged 24 years or under, or 75 years or over (50 years or over for SOMIH), or (except for SOMIH) is Indigenous.														
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.														
Transfer household	A household, either rebated or market renting, that relocates (transfers) from one public or community rental dwelling to another.														
Turnaround time	The average time taken in days for normally vacant dwellings to be occupied.														
Underutilisation	Where there are two or more bedrooms additional to the number required in the dwelling to satisfy the proxy occupancy standard.														
Untenantable dwelling	A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.														

Commonwealth Rent Assistance

Affordability	The proportions of recipients spending more than 30 per cent and 50 per cent of their income on rent with and without CRA.
Dependent child	<p>A person under 18 years who is the dependant of another person (an adult) if the adult is legally responsible for the day-to-day care, welfare and development of the child, if the child is not a dependent child of another person, and if the child is wholly or substantially in the adult's care.</p> <p>A young person aged 18–24 years may be regarded as the dependant of another person if he or she is wholly or substantially dependent on that other person. A young person aged 21 years or over cannot be</p>

	<p>regarded as a dependant unless undertaking full time study. A young person cannot be regarded as a dependant if he or she receives an income support payment.</p> <p>Operationally, a child is regarded as a dependant of another person (the parent) if the parent receives the Family Tax Benefit for the care of the child. A dependent child is regarded as a member of the parental income unit.</p> <p>The maximum rate of CRA depends on the number of children for whom the recipient or partner receives more than the base rate of the Family Tax Benefit Part A. Although the Family Tax Benefit may be paid for a child aged 16 years or over, it cannot be paid at more than the base rate. It may also be paid at not more than the base rate if a parent has not taken appropriate steps to obtain maintenance from a child's other parent.</p>
Duration of payments	Broadly presents dependence on CRA by showing the percentage of people who are in receipt of CRA payments at a given point in time and who are still dependent on the CRA payments a year later.
Eligible income support recipient	Recipients in receipt of an income support payment or more than the base rate of the Family Tax Benefit Part A. CRA is automatically paid once eligibility is established. The only eligible recipients who are not paid are those affected by Centrelink errors in recording information or by program errors.
Geographic spread of CRA recipients	<p>Two measures are presented:</p> <ul style="list-style-type: none"> • CRA recipients as a proportion of income units in each capital city receiving a social security income support benefit or more than the base rate of the Family Tax Benefit • the average CRA entitlement across locations.
Income unit	<p>One person or a group of related people within a household who share command over income. The only recognised relationships are (1) marriage (registered or defacto) and (2) adult and dependent child. Operationally, an income unit may consist of:</p> <ul style="list-style-type: none"> • a single person with no dependent child • a sole parent with a dependent child • a couple (registered or defacto) with no dependent child • a couple (registered or defacto) and any dependent children. <p>A non-dependent child, including any child receiving Youth Allowance or some other income support payment, is not regarded as part of the parental income unit. Rather, he or she is regarded as a separate income unit.</p>
Income unit type	The number and proportion of eligible income support recipients receiving CRA, by income unit type.
Low income	Income of CRA recipients, by quintiles of family income received per week.
Maximum rate	Proportion of CRA recipients receiving the maximum rate of CRA.
Number and outcome of appeals	The outcomes of all CRA appeals finalised: (1) the number of customers who appealed to an authorised review officer, and (2) the proportions of appeals where the decision was affirmed, set aside or varied, or the appeal was withdrawn.
Number and proportion of CRA recipients, by income unit type	A point-in-time indicator showing the number of CRA recipients by income unit type, and the proportion of recipients within each income unit category. Includes data on Indigenous recipients.
Number and proportion of CRA recipients, by payment type	A point-in-time indicator showing the number of CRA recipients by the type of primary payments received, and the proportion of recipients within each payment type category.

Payment type	The number and proportion of income support recipients receiving CRA, by the primary payment type received.
Primary payment type	Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. This is used to monitor the extent to which assistance is provided to families and individuals that primarily depend on different forms of assistance. The primary payment is determined using a hierarchy of payment types, precedence being given to pensions, then other social security payments that attract CRA, and then the Family Tax Benefit. Within this overall structure a lower precedence is given to payments that are made only to the partners of a social security payment. If both members of a couple receive a payment of the same rating, the male is regarded as the primary member of the couple. No extra weight is given to the payment type with which CRA is paid.
Proportion of income spent on rent with and without CRA	A point-in-time indicator, measuring the proportion of income units spending more than 30 per cent and 50 per cent of their income on rent, both with and without CRA. The proportion of income spent on rent is calculated as follows: <ul style="list-style-type: none"> • with CRA: rent (minus CRA) divided by total income from all sources, excluding CRA • without CRA: rent divided by total income from all sources, excluding CRA.
Ratio of running costs to total outlay for CRA	Total running costs for the CRA program as a proportion of total outlay.
Rent	Amount payable as a condition of occupancy of a person's home. Includes site fees for a caravan, mooring fees and payment for services provided in a retirement village. Rent encompasses not only a formal tenancy agreement, but also informal agreements between family members, including the payment of board or board and lodgings. Where a person pays board and lodgings and cannot separately identify the amount paid for lodgings, two thirds of the payment is deemed to be for rent. There is no requirement that rent be paid; a person whose rent is in arrears may remain eligible for assistance, provided Centrelink is satisfied that the liability is genuine.
Running costs per 1000 CRA customers	Total running costs for the CRA program per 1000 CRA customers.
Sharer	Some single people are subject to a lower maximum (sharer) rate of CRA. The lower rate may apply to only a single person (with no dependent child) who shares a major area of accommodation. The lower rate does not apply to those receiving the Disability Support Pension or Carer Payment, those in nursing homes or boarding house accommodation, or those paying for both board and lodgings. A person is not regarded as a sharer solely because he or shares with a child (of any age) if the child does not receive CRA.
Satisfaction with location of housing	Satisfaction with the location of housing rather than with the CRA payment, as measured by the FaCSIA General Customer Survey. The indicator measures the proportion of respondents satisfied with the quality of their housing, broken down into categories of 'poor', 'just okay', 'good' and 'great'.
Satisfaction with quality of housing	Satisfaction with the quality of housing rather than with the CRA payment, as measured by the FaCSIA General Customer Survey. The indicator measures the proportion of respondents satisfied with the quality of their housing, broken down into categories of 'poor', 'just okay', 'good' and 'great'.
Special needs	The proportions of special needs income units receiving CRA, such as regional and remote Australians and Indigenous recipients, by benefit

**Total income from
all sources**

type.

Income received by the recipients or partner, excluding income received by a dependent. Includes regular social security payments and any maintenance and other private income taken into account for income testing purposes. Excludes:

- one-time payments
- arrears payments
- advances
- Employment or Education Entry Payments
- the Mobility Allowance
- the Maternity Allowance
- the Child Care Assistance Rebate.

In most cases, private income reflects the person's current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit but no other income support payment.

16.7 Attachment tables

Attachment tables are identified in references throughout this chapter by an 'A' suffix (for example, table 16A.3 is table 3 in the attachment). Attachment tables are provided on the CD-ROM enclosed with the Report and on the Review website (www.pc.gov.au/gsp). On the CD-ROM, the files containing the attachment tables are provided in Microsoft Excel format as \Publications\Reports\2008\Attach16A Housing.xls and in Adobe PDF format as \Publications\Reports\2008\Attach16A Housing.pdf. Users without access to the CD-ROM or the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

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