
17 Housing

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '17A' prefix (for example, table 17A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available on the Review website at www.pc.gov.au/gsp.

Governments play a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. Direct assistance includes social housing, home purchase assistance and rent assistance. Housing assistance is provided by governments because many Australian households face problems in acquiring or accessing suitable private accommodation — either through renting from a private landlord or through owner occupation — for reasons of cost, discrimination, availability, location and/or adequacy. The Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility.

This chapter focuses on the performance of governments in providing social housing, which broadly encompasses public housing, State owned and managed Indigenous housing, community housing, and Indigenous community housing. These services are outlined in box 17.1.

Box 17.1 Forms of social housing

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

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

Crisis and transitional housing is an additional form of social housing, but it is not separately identified in this Report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above.

Social housing is provided with funding through the National Affordable Housing Special Purpose Payment associated with the National Affordable Housing Agreement (NAHA). The NAHA is the overarching agreement between Australian, State and Territory governments for providing assistance to improve housing outcomes for Australian people. Prior to commencement of the NAHA on 1 January 2009, funding for social housing was provided under the Commonwealth State Housing Agreement (CSHA) (box 17.2).

Box 17.2 National Affordable Housing Agreement and Commonwealth State Housing Agreement

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. It provides the framework for the Australian, State and Territory governments to work together to improve housing affordability and homelessness outcomes for Australians. The NAHA is associated with the National Affordable Housing Specific Purpose Payment (NAH SPP), which is an indexed ongoing payment by the Australian Government to the states and territories to be spent in the housing and homelessness sector (COAG 2009).

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

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

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

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

Links to other government services

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

- assistance to people who are homeless or at risk of homelessness, in the Homelessness services chapter (chapter 18)
- Commonwealth Rent Assistance (CRA), in the Housing and Homelessness sector overview G
- various health and community services, including Mental health management (chapter 12), Aged care services (chapter 13) and Services for people with disability (chapter 14).

Improvements in the 2014 Report

Major improvements in reporting on housing in this edition include:

- contextual information for interpreting performance indicator and performance measure results for community housing
- ‘data quality information’ (DQI) is available for the first time for the indicators ‘rent collection rate’ and ‘net recurrent cost per tenancy’ for community housing.

Data sources

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

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

Housing assistance not reported

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

- services and programs for people who are homeless or at risk of homelessness, and information on CRA, reported in Chapter 18 and in the Housing and homelessness sector overview G respectively
- crisis and transitional housing (unless it is indirectly reported through the other forms of social housing)
- community housing and other housing programs not provided under the NAHA, such as those provided by the Department of Veterans’ Affairs (DVA)
- CRA paid by the DVA, or paid to Abstudy recipients on behalf of the Department of Education, Employment and Workplace Relations (DEEWR)
- private rent assistance funded by State and Territory governments
- the National Rental Affordability Scheme (NRAS) and the Housing Affordability Fund (although some NRAS dwellings are included in the community housing data collection because they are owned and managed by the community housing sector)

-
- some Indigenous specific housing and infrastructure assistance (such as the Home Ownership Program funded and administered by Indigenous Business Australia (IBA) and the Home Ownership on Indigenous Land Program jointly funded by the Department of Social Services (DSS) and IBA)
 - home purchase assistance, such as first home owner grants.

17.1 Profile of housing assistance

Service overview

The Australian Bureau of Statistics (ABS) Survey of Income and Housing 2011–12 identified 8.6 million households in Australia, where ‘household’ is classified as ‘a person living alone’ or as a group of people who usually live in the same private dwelling (ABS 2013). Of these households, 67.5 per cent owned or were purchasing their own home, 25.1 per cent rented in the private sector, and 3.9 per cent rented through a state or territory housing authority (table 17A.57).

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

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

Roles and responsibilities

The Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility. Each level of government has different roles and responsibilities:

- The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation. The Australian Government has also initiated a variety of other measures, including the National Rental Affordability Scheme,

the Building Better Regional Cities program, the Housing Affordability Fund and the Social Housing Initiative. Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34)

- State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and some jurisdictions provide home finance lending programs. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing-related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation
- Local governments are mostly responsible for building approval, urban planning and development processes and may be involved in providing community housing.

Government funding and expenditure

State and Territory government net recurrent expenditure on social housing was \$3.7 billion in 2012–13, increasing from \$3.6 billion in 2011–12 (2012–13 dollars) (table 17.1). In 2012–13, this expenditure included \$2.6 billion for public housing and \$113.3 million for SOMIH (table 17A.2).

The Australian Government provided \$1.7 billion in 2012–13 to State and Territory governments for housing assistance through the National Affordable Housing Specific Purpose Payment (NAH SPP) and related National Partnership agreements (table GA.1). NAH SPP funding is outcome based and not tied to specific programs, and Australian Government funding is reflected in data for State and Territory government net recurrent expenditure.

The Australian Government also provided \$3.6 billion for CRA (table GA.12).

Table 17.1 **State and Territory government net recurrent expenditure on social housing (\$million) (2012–13 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>
2009-10	1 348.5	1 015.8	458.7	604.6	353.3	113.1	101.7	326.0	4 321.7
2010-11	2 139.6	934.8	549.0	587.7	346.0	116.6	98.5	301.0	5 073.3
2011-12	1 204.8	415.1	545.6	722.6	369.8	108.6	105.4	165.5	3 637.3
2012-13	1 201.6	416.2	542.8	757.2	437.9	106.4	109.8	156.0	3 727.9

^a The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. ^b Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010–11. The end of this additional funding is reflected in the contraction of expenditure between 2010–11 and 2011–12.

Source: State and Territory governments (unpublished); table 17A.2.

State and Territory government capital expenditure for social housing was \$1.5 billion in 2012–13, which was partly funded by the Australian Government through the NAH SPP (table 17A.1).

Size and scope

Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. Public housing is generally provided to people on low incomes and to those with special needs, and aims to provide a choice of housing location, physical type and management arrangements. Nationally at 30 June 2013, there were 321 213 households and 328 340 public housing dwellings (tables 17A.3 and 17A.4). Table 17A.58 presents the proportion of all households residing in public housing in each jurisdiction (3.9 per cent nationally in 2011–12).

Public housing rents are generally set at market levels. To provide affordable housing, public housing rents are subsidised (or rebated) for eligible low income tenants so that they generally pay no more than 30 per cent of their gross income on rent. Information on the proportion of income paid in rent by public housing tenants is contained in table 17A.44.

State owned and managed Indigenous housing

State owned and managed Indigenous housing (SOMIH) dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Indigenous Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants.

Nationally at 30 June 2013, there were 9820 households and 10 084 SOMIH dwellings (tables 17A.3 and 17A.4).

The SOMIH program is partly funded under the NAHA, but because NAHA funding is not tied to specific programs, the amount attributed to SOMIH cannot be separately identified. In 2012–13, State government net recurrent expenditure on SOMIH was \$130.1 million nationally (table 17A.1).

The SOMIH program does not operate in all jurisdictions. In 2012–13, SOMIH is reported for NSW, Queensland, South Australia and Tasmania.

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

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

Community housing

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

A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in managing and providing affordable housing. Community housing programs may also establish links between housing and services managed at the community level, including services for people with disability, and home and community care. It is also intended to provide a choice of housing location, physical type and management arrangements. Some forms of community housing also allow tenants to participate in the management of their housing. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 17.3).

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

Box 17.3 **Models of community housing**

Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government has management responsibility and ownership of the housing stock. Table 17A.63 lists the community housing programs in each jurisdiction.

Some models of community housing are:

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

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

At 30 June 2013, 65 632 households were assisted with community housing and there were 65 865 community housing tenancy rental units in Australia (tables 17A.3 and 17A.4). Table 17A.59 presents the proportion of all households residing in community housing in each jurisdiction in 2011 (0.7 per cent nationally).

Indigenous community housing

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

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

Descriptive information on ICH is contained in table 17A.8.

Diversity of State and Territory government social housing

State and Territory governments have similar broad objectives for providing social housing. Individual jurisdictions, however, emphasise different objectives depending on their historical precedents and ways of interacting with community sector providers. Jurisdictions also have different private housing markets. These differences lead to a variety of policy responses and associated forms of assistance. It is important to consider the various levels and types of assistance provided in each State and Territory, the differences in urban, regional and remote area concentration, and the various eligibility criteria for the different assistance types when analysing performance information. Some information on the context for public housing, SOMIH and community housing are included at tables 17A.60–63.

Urban, regional and remote concentrations

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

shown in table 17.2. Data for Indigenous community housing may be included in future reports.

Table 17.2 Regional and remote area concentrations of social housing, at 30 June 2013 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
Major cities	83.7	72.7	67.8	69.0	77.4	..	99.9	..	73.2
Inner regional	13.0	22.2	15.9	8.1	4.0	74.4	0.1	..	15.1
Outer regional	3.0	5.1	14.2	10.2	16.6	24.9	..	69.7	9.2
Remote	0.2	0.0	1.4	8.4	1.8	0.5	..	27.0	1.8
Very remote	0.1	..	0.6	4.3	0.2	0.2	..	3.3	0.6
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
<i>SOMIH</i>									
Major cities	44.3	..	13.4	..	61.5	35.5
Inner regional	31.5	..	18.4	..	6.8	83.3	24.4
Outer regional	17.6	..	39.8	..	18.8	16.7	25.3
Remote	4.7	..	8.4	..	5.2	–	5.9
Very remote	1.8	..	20.0	..	7.7	–	9.0
Total	100.0	..	100.0	..	100.0	100.0	100.0
<i>Community housing</i>									
Major cities	67.9	74.3	50.7	80.0	84.7	..	99.8	..	66.3
Inner regional	26.0	22.4	22.4	9.9	7.0	79.2	0.2	..	22.8
Outer regional	5.9	3.2	21.0	7.6	7.0	20.0	..	46.6	9.1
Remote	0.1	0.1	2.1	2.1	1.2	0.8	..	49.3	1.0
Very remote	–	..	3.8	0.5	0.1	4.1	0.8
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

^a Further information pertinent to these data is provided in tables 17A.5–17A.7. Data are calculated as the proportion of total dwellings. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero.

Source: AIHW (unpublished); tables 17A.5–17A.7.

Eligibility criteria for access to social housing

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

For public housing, in most cases, jurisdictions require that applicants are Australian citizens or permanent residents and do not own or partially own residential property. All jurisdictions, except Victoria, require eligible applicants to reside in the respective State or Territory. Most jurisdictions provide security of tenure after an initial probationary period and most jurisdictions have periodic reviews of eligibility.

Eligibility criteria for access to SOMIH (table 17A.61) are generally consistent with those for public housing (table 17A.60), once an applicant has been confirmed as Indigenous. Terms of tenure are the same as those for public housing in most jurisdictions.

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

Waiting lists

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

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

17.2 Framework of performance indicators

The performance indicator framework provides information on equity, efficiency and effectiveness, distinguishes the outputs and outcomes and reflects the objectives of social housing (box 17.4).

The performance indicator framework shows which data are complete and comparable in the 2014 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

The Report's statistical context chapter 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 background (including Indigenous and cultural status) (chapter 2).

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

The NAHA covers the areas of housing and homelessness services. The NAHA includes sets of performance indicators, for which the Steering Committee collates performance information for analysis by the COAG Reform Council (CRC). Performance indicators reported in this chapter are aligned with the housing-related performance indicators in the NAHA. The NAHA was reviewed in 2012 and 2013, resulting in changes that have been reflected in this Report, as relevant.

Different delivery contexts and locations influence the equity, effectiveness and efficiency of social housing. The Report's statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter.

Box 17.4 Objectives for social housing

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

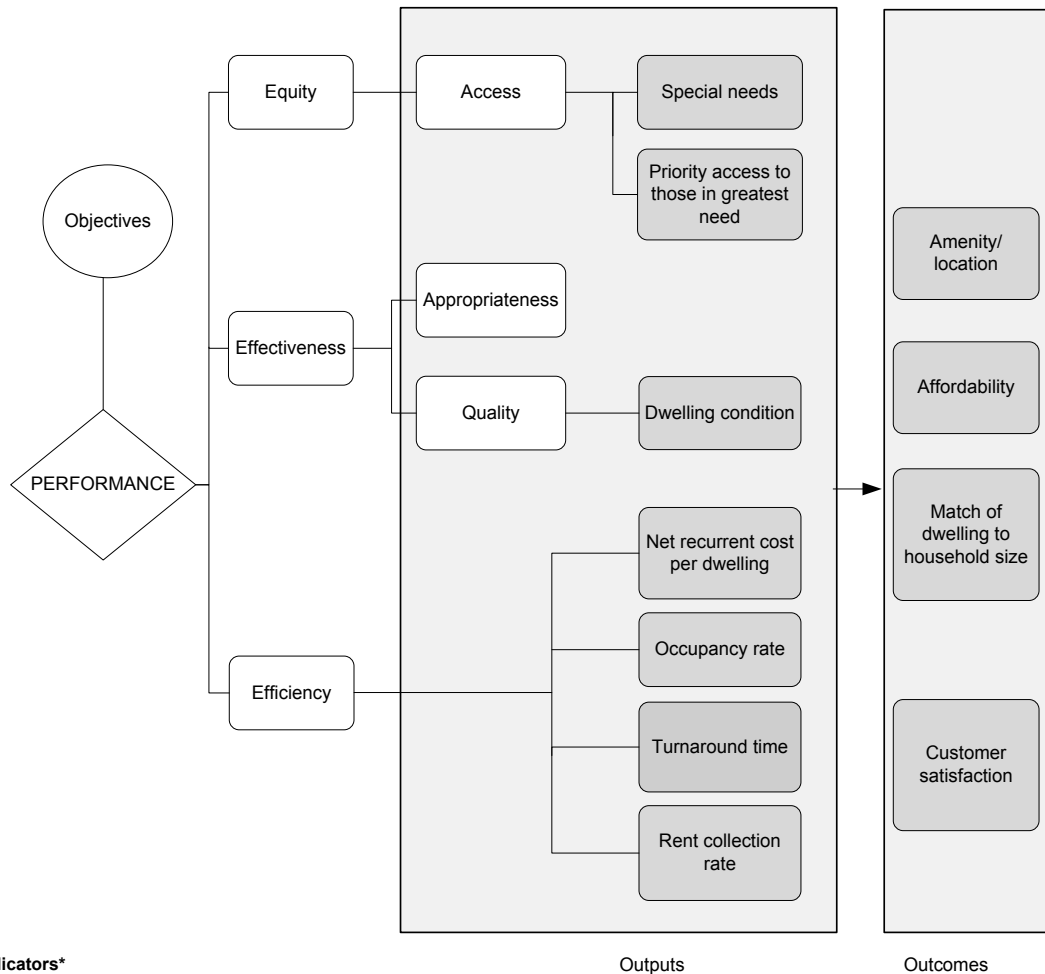
The NAHA and previously the CSHA provide the overarching framework for the delivery of social housing in Australia:

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

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

The performance indicator framework for social housing is presented in figure 17.1.

Figure 17.1 Social housing performance indicator framework



Key to indicators*

- Text** Most recent data for all measures are comparable and complete
- Text** Most recent data for at least one measure are comparable and complete
- Text** Most recent data for all measures are either not comparable and/or not complete
- Text** No data reported and/or no measures yet developed

* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

17.3 Key performance indicator results

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

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

- Public housing and SOMIH data are sourced from State and Territory government unit record datasets extracted from administrative databases, and the National Social Housing Survey (NSHS). As outlined in section 17.1, Victoria (from 2009–10), WA (from 2010–11), the ACT and the NT are not included in the SOMIH data collection.
- Community housing data are sourced from jurisdictions' administrative data (provided by State and Territory governments), community housing provider surveys and the NSHS. Queensland and the NT do not survey their community housing providers, and provide administrative data. Data are not directly comparable across jurisdictions or over time, due to varying response rates and changes to the definitions and counting rules used over time for the provider surveys. Table 17A.65 and related data quality information outline the survey response rates and associated information for each jurisdiction.
- Indigenous community housing data are a combination of administrative data and survey data collected from ICH organisations. Complete data for all jurisdictions are not available, and ICH data should be interpreted with caution. Details of all ICH dwellings were not known and ICH data reflect only those dwellings for which details were known. ICH data are not reported for a number of the social housing performance indicators due to issues with data quality and availability.

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data reporting on performance indicators, in addition to material in the chapter or sector overview and its associated attachment tables. DQI in this Report cover the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee.

All DQI for the 2014 Report can be found at www.pc.gov.au/gsp/reports/rogs/2014.

This Report includes additional descriptive data for social housing in tables 17A.5 (public housing), 17A.6 (SOMIH), 17A.7 (community housing) and 17A.8 (ICH).

Outputs

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

Special needs

‘Special needs’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 17.5).

Box 17.5 **Special needs**

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

Households with special needs are defined as:

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

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

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

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

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory

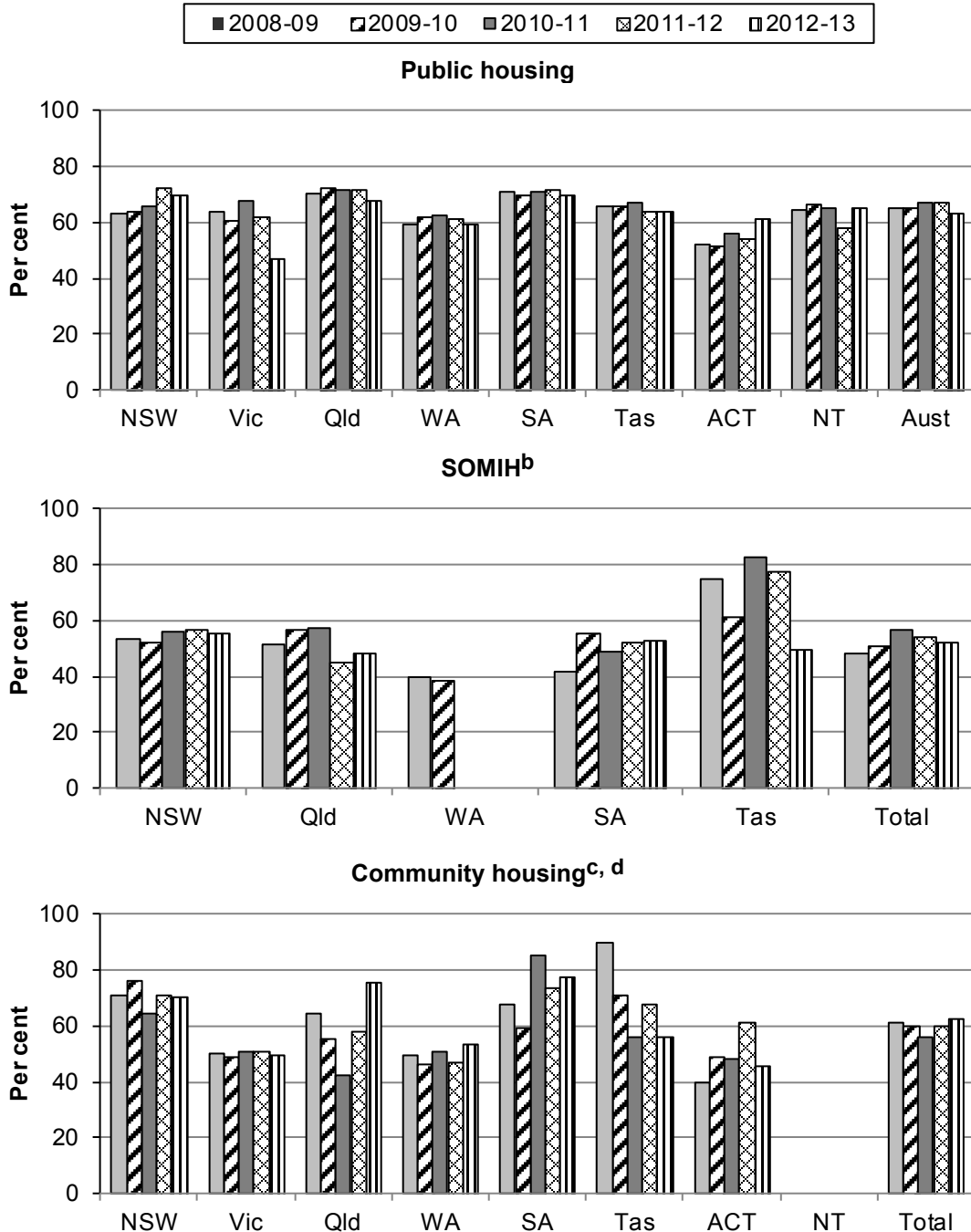
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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

Nationally in 2012–13:

- 63.1 per cent of new public housing tenancies were allocated to households with special needs, decreasing from 64.8 per cent in 2008–09
- 52.6 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 48.3 per cent in 2008–09
- 62.9 per cent of new community housing tenancies were allocated to households with special needs, increasing from 61.1 per cent in 2008–09 (figure 17.2).

Figure 17.2 **New tenancies allocated to households with special needs (per cent)^a**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.9–17A.11 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009-10) or WA (from 2010-11) as SOMIH was transferred to other housing programs. ^c Data for the NT are not available. ^d Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.9–17A.11.

Priority access to those in greatest need

‘Priority access to those in greatest need’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes ensure that those in greatest need have priority access to housing (box 17.6).

Box 17.6 **Priority access to those in greatest need**

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

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

The following measures are reported:

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

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

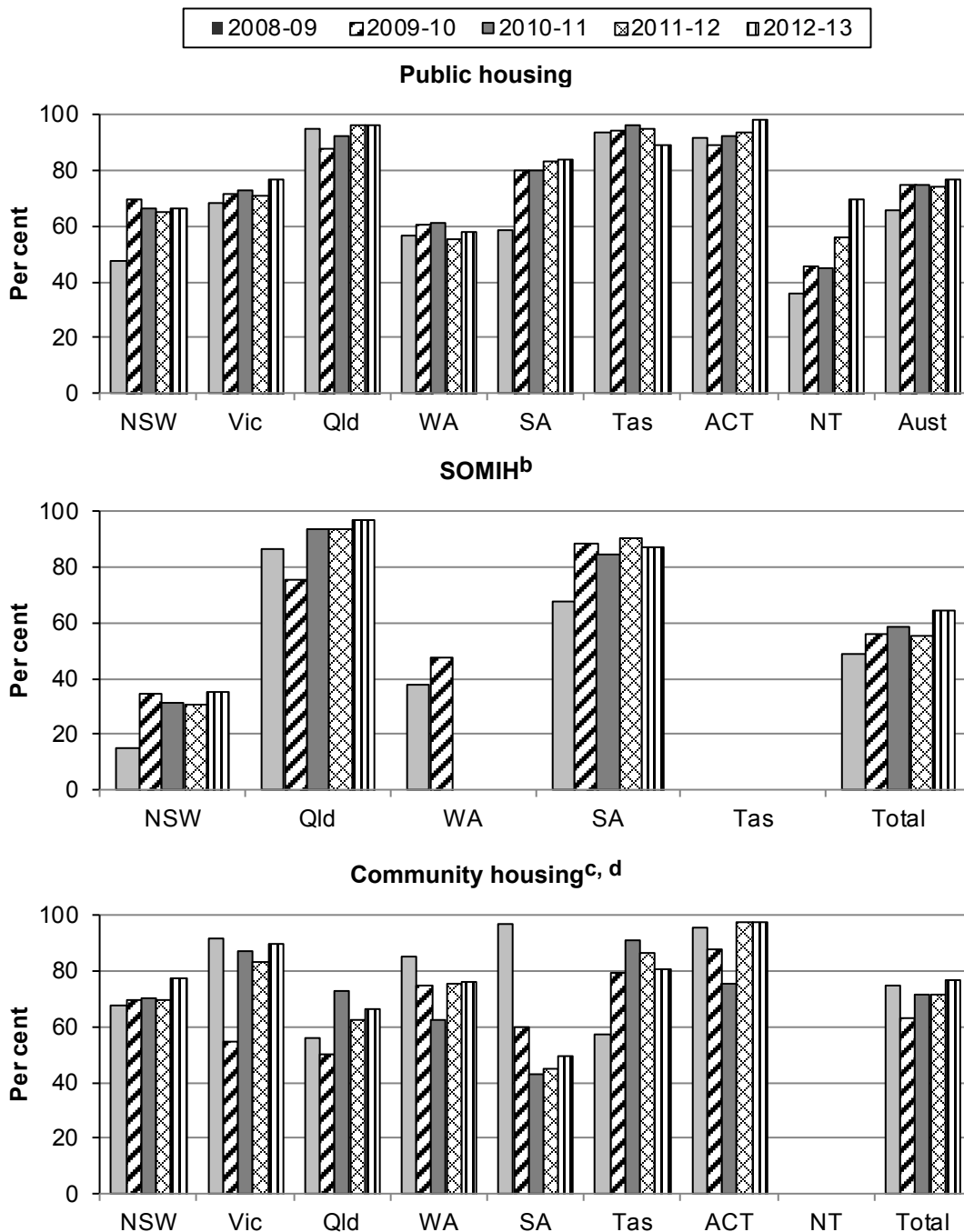
Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Differences in State and Territory housing assessment policies and community housing allocation policies can influence comparability for this indicator. Data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

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH and community housing
- complete for public housing for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for SOMIH. All required data were not available for the following jurisdictions providing the service:
 - Tasmania
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

The proportions of new allocations to those households in greatest need for public housing, SOMIH and community housing are reported in figure 17.3. Nationally in 2012–13, 77.3 per cent of new public housing allocations, 64.6 per cent of new SOMIH allocations and 76.7 per cent of new community housing allocations were to those households in greatest need (figure 17.3).

Figure 17.3 New allocations to those in greatest need (per cent)^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.12–14 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs. Data for Tasmania were not available. ^c Data for the NT are not available. ^d Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia (Cat. no. HOU 271); tables 17A.12–17A.14.

Table 17.3 presents information on the proportion of new public housing and SOMIH allocations made to households in greatest need for the year ending 30 June 2013, within particular timeframes. Nationally, of all new households that were allocated public housing within three months at 30 June 2013, 86.7 per cent were households in greatest need. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2013, 81.2 per cent were households in greatest need (table 17.3).

Table 17.3 Proportion of new allocations to those in greatest need, for year ending 30 June 2013^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
Under 3 months	83.1	83.8	97.4	62.6	89.6	88.0	99.6	81.0	86.7
3 < 6 months	76.1	78.1	97.0	85.8	90.3	92.0	97.6	81.3	85.8
6 months to < 1 year	71.4	80.9	95.7	73.4	87.9	90.8	98.9	89.0	83.3
1 < 2 years	57.6	76.3	95.0	77.4	82.4	90.3	92.9	81.1	76.1
2+ years	47.9	58.8	94.0	36.6	64.1	87.5	90.9	45.7	53.6
Overall	66.4	76.7	96.4	58.4	83.9	89.3	98.2	70.1	77.3
<i>SOMIH</i>									
Under 3 months	64.7	..	97.1	..	89.0	na	81.2
3 < 6 months	54.3	..	96.2	..	91.7	na	71.7
6 months to < 1 year	24.6	..	98.3	..	88.2	na	61.5
1 < 2 years	12.5	..	100.0	..	92.3	na	52.0
2+ years	17.9	..	78.6	..	60.0	na	28.6
Overall	35.5	..	96.8	..	87.2	na	64.6

^a Further information on these data is provided in tables 17A.12 and 17A.13. **na** Not available.
.. Not applicable.

Source: AIHW (unpublished); table 17A.12 and 17A.13.

Effectiveness — quality

Dwelling condition

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 17.7).

Box 17.7 Dwelling condition

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

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

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

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

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

- for public housing, SOMIH and community housing, comparable (subject to caveats) across jurisdictions for the current reporting period
- complete for public housing, SOMIH and Indigenous community housing for the most current reporting period (subject to caveats). All required 2012 (public housing and SOMIH) and 2006 (ICH) data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

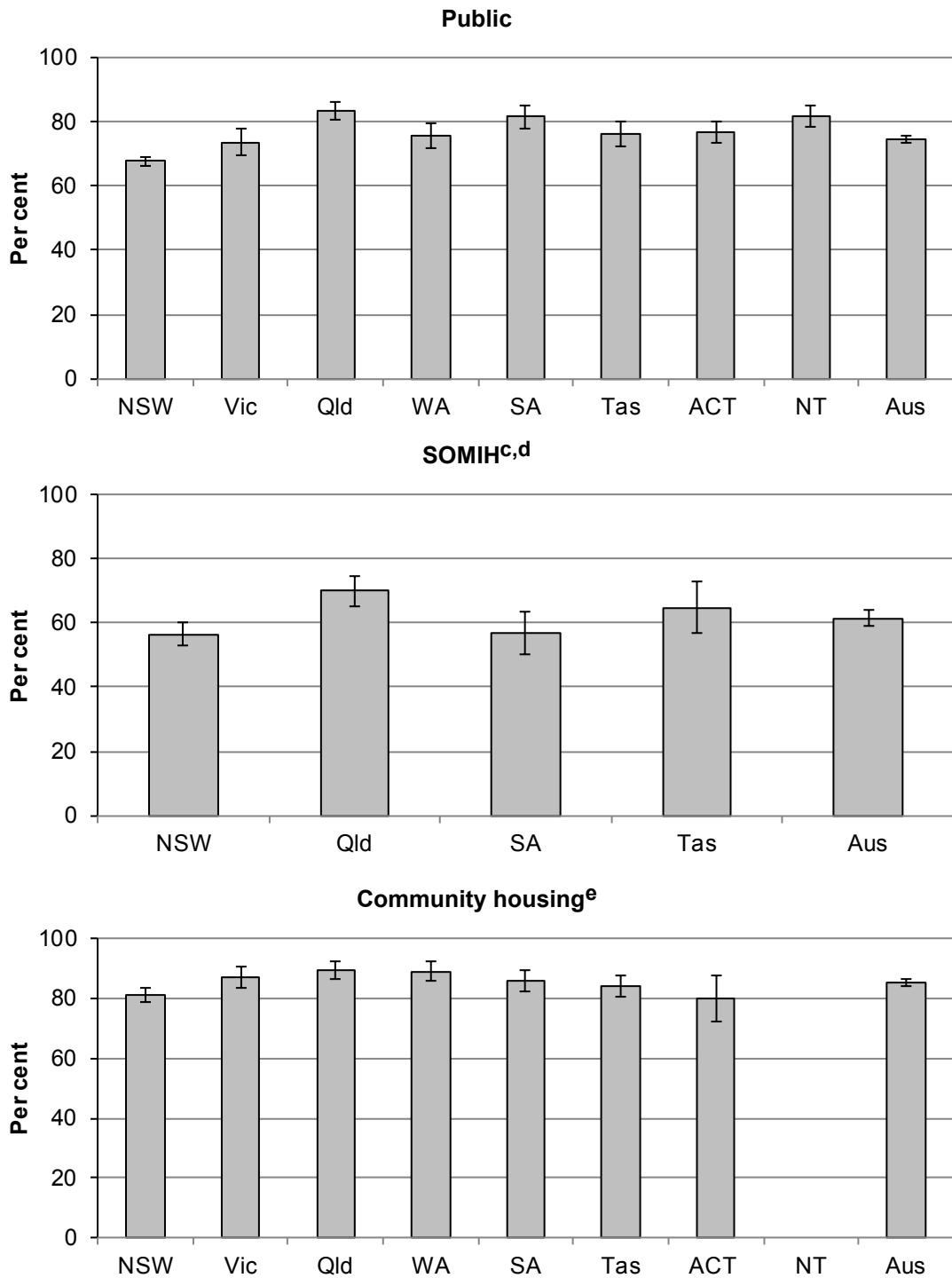
Nationally in 2012, the NSHS found that:

- for public housing, 74.7 per cent of all dwellings and 61.3 per cent of Indigenous dwellings had at least four working facilities and not more than two major structural problems
- for SOMIH, 61.4 per cent of all dwellings had at least four working facilities and not more than two major structural problems
- for community housing, 85.2 per cent of all dwellings and 71.5 per cent of Indigenous dwellings had at least four working facilities and not more than two major structural problems (figure 17.4).

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

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

Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2012^{a, b}



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

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

Dwelling condition data for Indigenous community housing for 2006 are included in table 17A.18.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.8).

Box 17.8 Net recurrent cost per dwelling

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

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

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

Holding other factors equal, a low or decreasing net recurrent cost per dwelling suggests an improvement in efficiency. It may also reflect fewer tenant support programs.

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

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

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH, community housing and ICH
- complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2012–13 (public housing and SOMIH) and 2011–12 (community housing) data are available for all jurisdictions providing the service
- incomplete for Indigenous community housing for the current reporting period. All required data were not available for the following jurisdictions providing the service:
 - South Australia, Tasmania and Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

The cost incurred by jurisdictions in providing social housing includes:

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

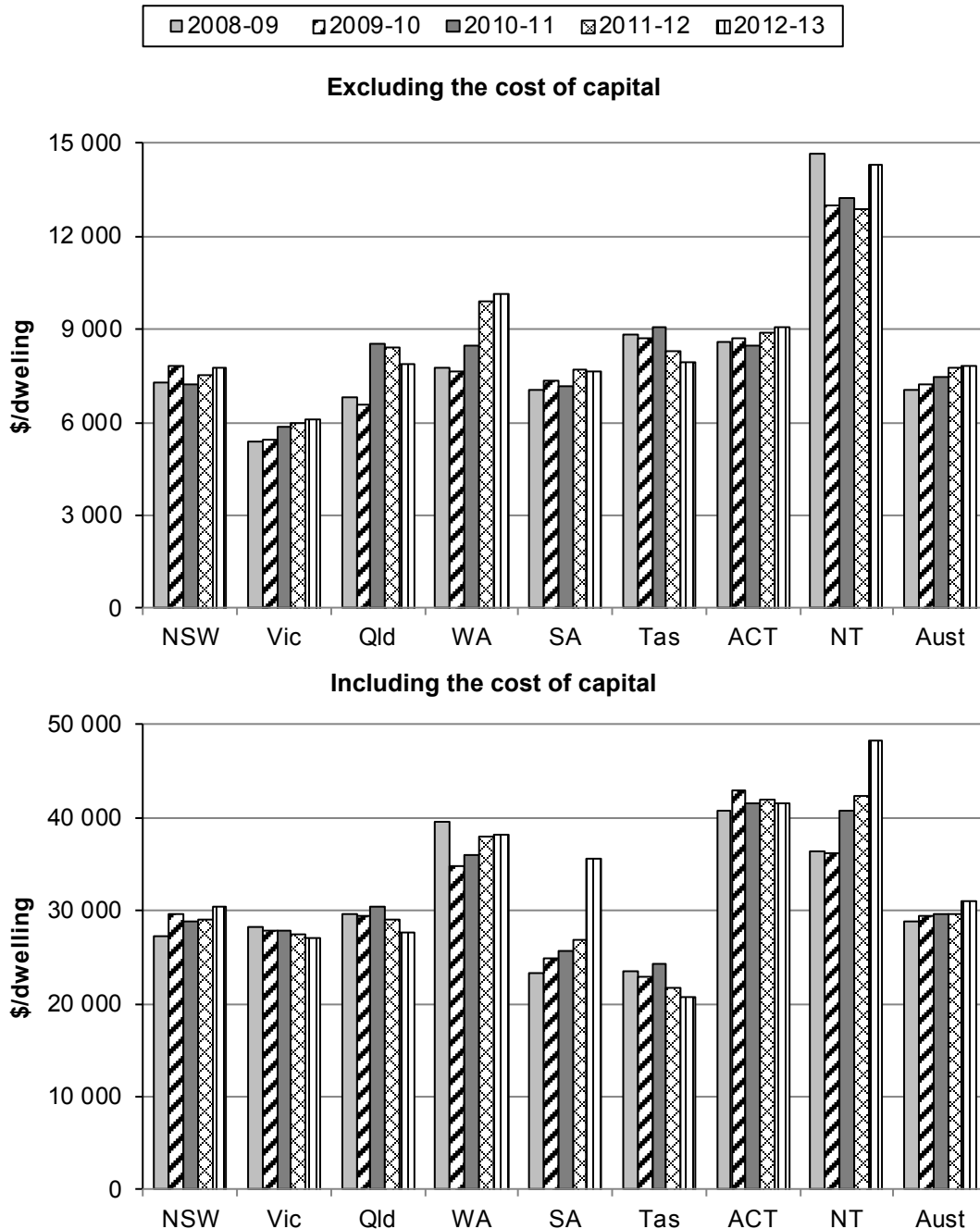
Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, and could therefore understate the total cost of public housing. In addition, some jurisdictions are unable to separate costs for public housing from those for other housing and homelessness assistance activities. There may also be double counting of some expenditure items in the cost calculations for some jurisdictions. The user cost of capital, for example, is intended to capture all the costs of funding assets used to produce the services, but reported operating costs (apart from interest payments, which have been adjusted for) may already include some of these costs.

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the user cost of capital. There are different user cost of capital and service delivery models across jurisdictions, and user cost of capital data reported should be interpreted with caution. Information on the treatment of assets by housing agencies for each jurisdiction is presented in table 17A.64.

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

Nationally in 2012–13, net recurrent cost per dwelling (excluding the user cost of capital) for public housing was \$7835 and the cost per dwelling including capital costs was \$31 140 (figure 17.6). More detailed information on public housing expenditure is reported in nominal terms in table 17A.19 and in real terms in table 17A.20, including data from 2003–04 to 2012–13.

Figure 17.6 Net recurrent cost per dwelling — public housing (2012-13 dollars)^{a, b}



^a Further information pertinent to these data is provided in table 17A.20. ^b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

Source: State and Territory governments (unpublished); tables 17A.20 and 2A.53.

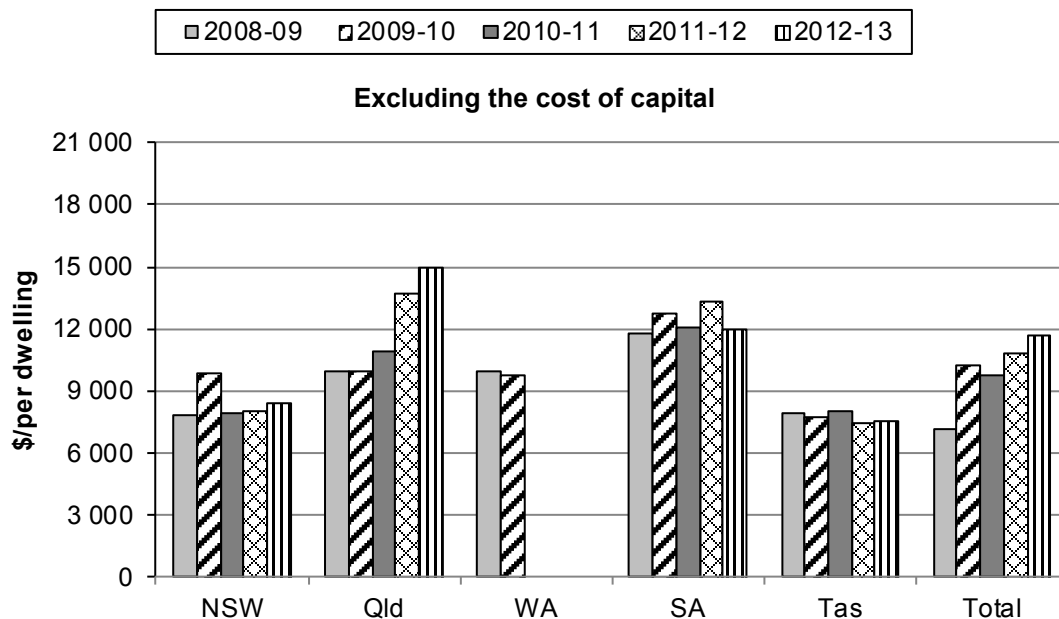
Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$11 673 in 2012–13 (figure 17.7).

Table 17A.21 contains data for the years 2003–04 to 2012–13. Capital cost data for SOMIH are not available for this Report.

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

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

Figure 17.7 Net recurrent cost per dwelling — SOMIH (2012–13 dollars)^{a, b, c}



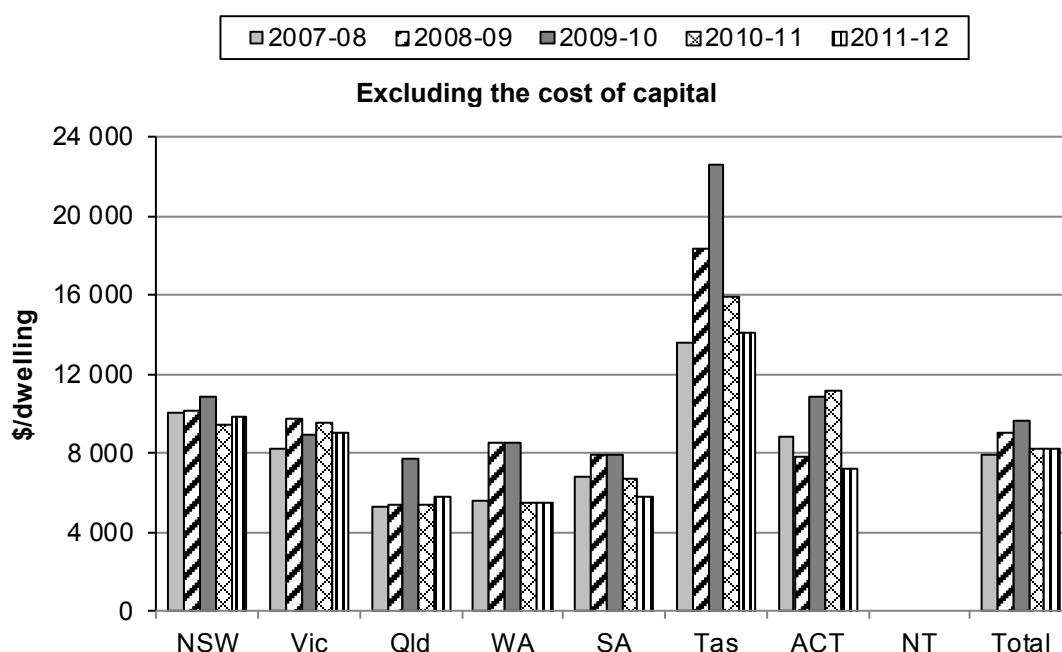
^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.21 provides further information. ^b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. ^c There are no SOMIH data reported for WA from 2010-11 as SOMIH was transferred to other housing programs.

Source: State and Territory governments (unpublished); tables 17A.21 and 2A.53.

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

Nationally, the net recurrent cost per tenancy at 30 June 2012 was \$8222 (figure 17.8). Table 17A.22 contains data from 2003–04 to 2011–12.

Figure 17.8 Net recurrent cost per tenancy — community housing (2011–12 dollars)^{a, b, c, d}



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.22 provides further information. ^b Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. ^cData for the NT are not available. ^d Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.22 and 2A.53.

In 2011–12, the net current costs per indigenous community housing dwelling for jurisdictions, where the data were available, was \$7969 (table 17.4).

Table 17.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2011-12 dollars)^{a, b, c, d}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov^d</i>	<i>Aust</i>
2007-08	7 536	3 447	7 799	15 064	2 950	..	7 808	na	9 039	8 540
2008-09	6 514	6 421	4 032	6 897	3 565	..	10 977	na	8 162	5 719
2009-10	15 329	9 688	4 827	7 328	4 275	11 651	na	na	..	8 072
2010-11	10 829	4 930	5 628	9 210	na	5 040	na	na	..	7 446
2011-12	9 855	6 424	6 374	9 374	na	9 268	na	na	..	7 969

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.23 provides further information. ^b Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. ^c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). ^d Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW *Housing Assistance in Australia* (Cat No. HOU 271); AIHW (various years) *Indigenous Community Housing*; table 17A.23.

Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 17.9).

Box 17.9 **Occupancy rate**

'Occupancy rate' is defined as the proportion of dwellings occupied at 30 June. The term 'occupied' refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority (for public housing and SOMIH) or community housing organisation (for community housing and Indigenous community housing).

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

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

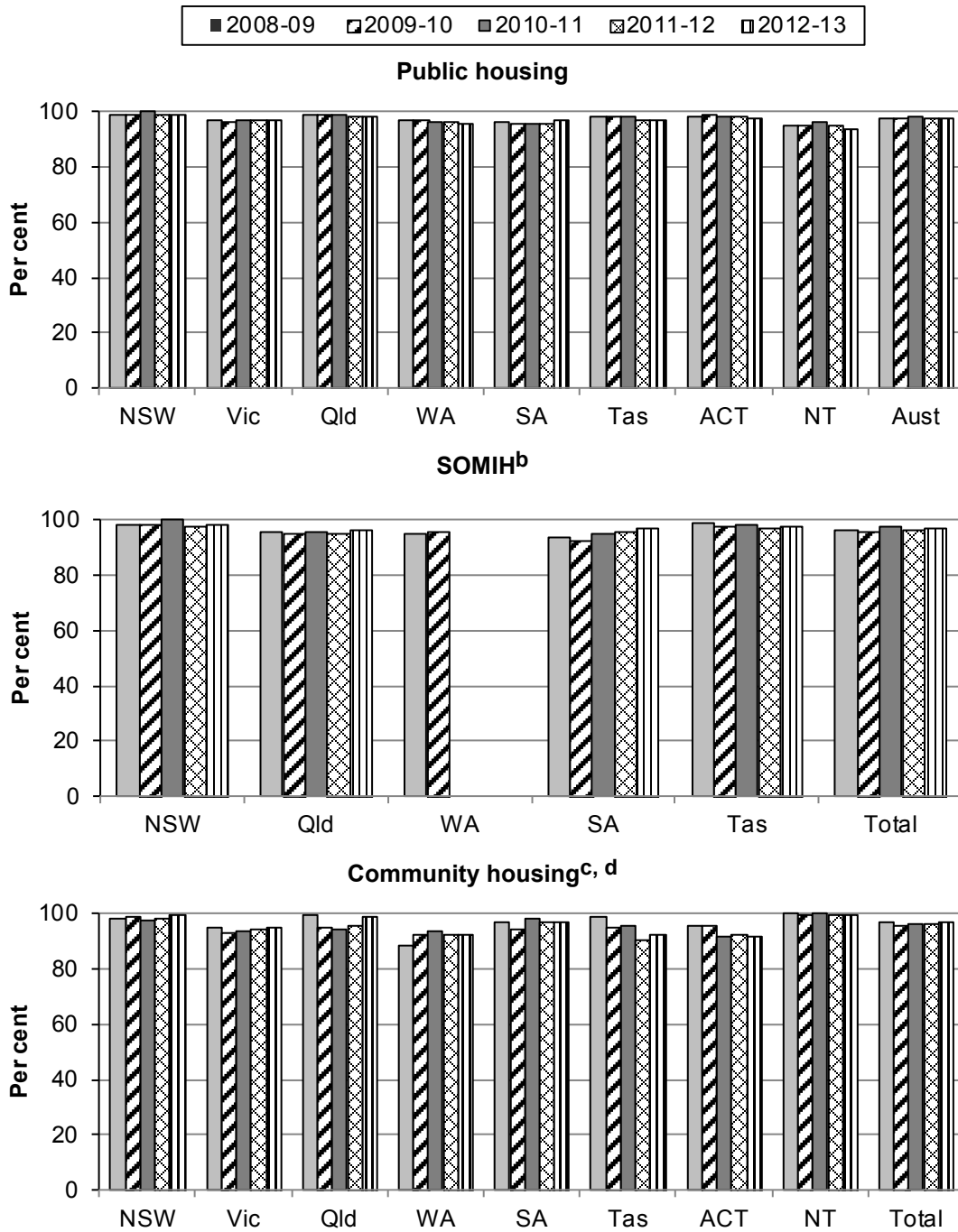
Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH, community housing and ICH
- complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for Indigenous community housing for the current reporting period. All required data were not available for the following jurisdictions providing the service:
 - ACT and Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Nationally at 30 June 2013, the proportion of total rental stock occupied was 97.8 per cent for public housing, 97.4 per cent for SOMIH, and 97.4 per cent for community housing (figure 17.9).

Figure 17.9 Occupancy rates, at 30 June^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.24–17A.26 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009-10) or WA (from 2010-11) as SOMIH was transferred to other housing programs. ^c Occupancy rates in the NT are based on the assumption that all dwellings are occupied. ^d Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 271; tables 17A.24–17A.26.

Nationally, 92.1 per cent of Indigenous community housing was occupied at 30 June 2012, though this varied across jurisdictions (table 17.5). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 17.5 Occupancy rates for Indigenous community housing, at 30 June (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov^c</i>	<i>Aust</i>
2008	96.0	99.1	98.1	na	93.3	..	100.0	100.0	96.6	98.3
2009	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	..	90.8
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	..	91.6
2012	95.8	97.4	94.8	82.5	89.4	92.1	na	na	..	92.1

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.27 provides further information. ^b Results for this indicator are based on those dwellings for which occupancy status was known. ^c Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 271); AIHW (various years) *Indigenous Community Housing*; table 17A.27.

Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 17.10).

Box 17.10 Turnaround time

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

A low or decreasing turnaround time suggests efficient housing allocation.

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

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

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

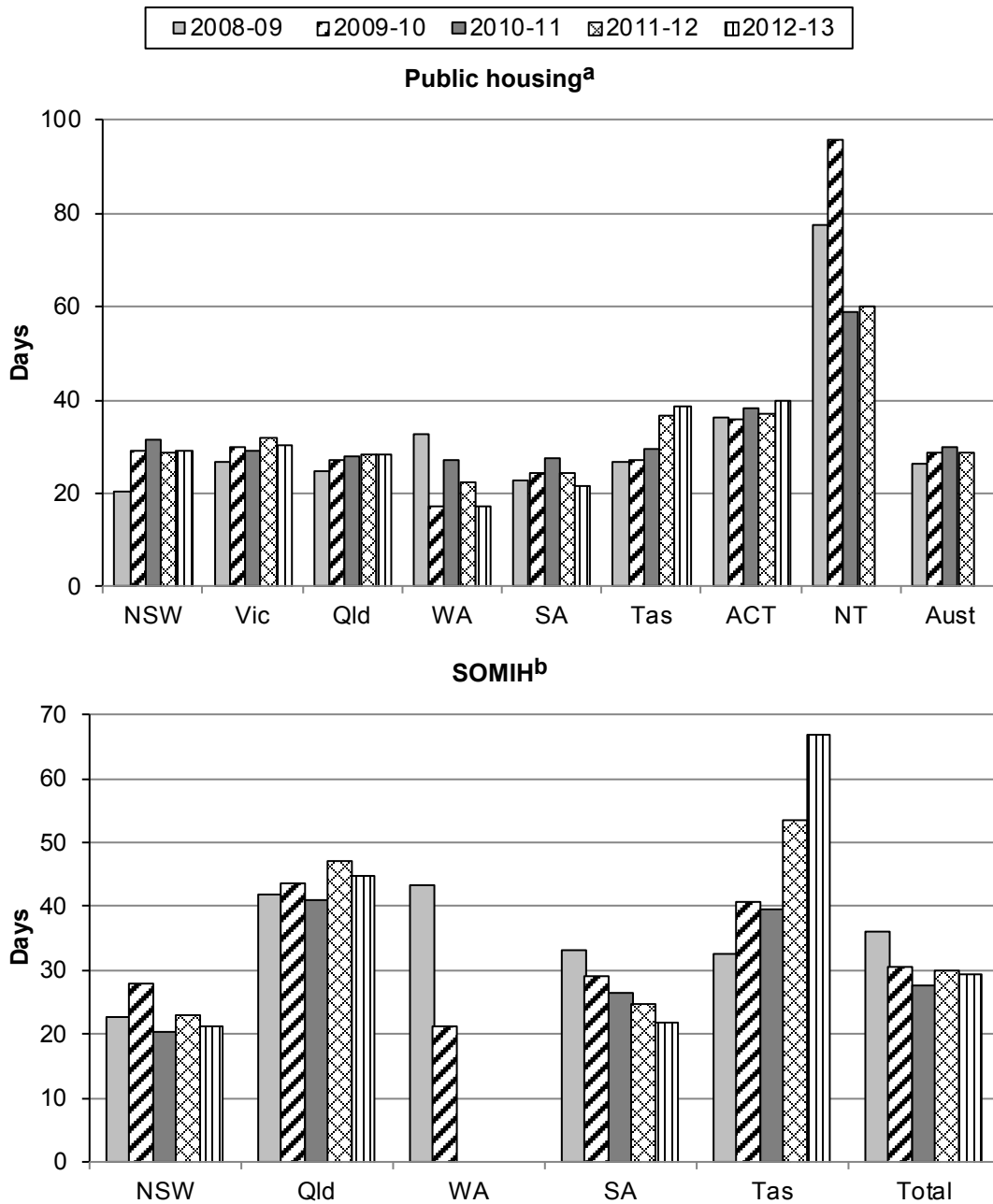
- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing and SOMIH
- complete for SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for public housing. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014

The average turnaround time for vacant public housing stock varied across jurisdictions in 2012–13.

Nationally, vacant stock remained unallocated for an average of 29.5 days for SOMIH in 2012–13 (figure 17.10).

Figure 17.10 Average turnaround time



^a Data for the NT and Australia total for 2012-13 are unavailable. ^b There are no SOMIH data reported for WA from 2010-11 as SOMIH was transferred to other housing programs.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.28 and 17A.29.

Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.11).

Box 17.11 Rent collection rate

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

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

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

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

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

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH, community housing and ICH
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for community housing and ICH for the current reporting period. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory (community housing) and Tasmania and ACT (ICH).

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

In 2012–13, the national rent collection rate was 99.4 per cent for public housing and 99.6 per cent for SOMIH. In 2011–12, the national rent collection rate was 100.6 per cent for community housing, and 94.9 per cent for Indigenous community housing (table 17.6). However, complete data for ICH were not available for all jurisdictions, and these figures may be an underestimate.

Table 17.6 Rent collection rate (per cent)^a

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov ^b	Aust
<i>Public housing</i>										
2008-09	100.2	98.5	99.3	101.3	100.0	99.0	99.9	100.8	..	99.8
2009-10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	..	99.8
2010-11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	..	99.6
2011-12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0		99.3
2012-13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	98.7		99.4
<i>SOMIH^c</i>										
2008-09	99.8	97.2	97.2	103.6	99.7	99.0	99.7
2009-10	101.5	..	101.5	104.5	100.7	101.7	99.7
2010-11	104.0	..	99.3	..	99.9	99.0	101.7
2011-12	100.0	..	100.6	..	100.7	98.6	100.5
2012-13	101.0	..	99.8	..	101.5	98.4	99.6
<i>Community housing</i>										
2007-08	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na	..	98.7
2008-09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	..	98.1
2009-10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	..	97.7
2010-11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	..	97.9
2011-12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	..	100.6
<i>Indigenous community housing</i>										
2007-08	89.8	95.4	90.8	101.1	63.5	..	100.4	114.4	93.2	97.6
2008-09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3
2009-10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	..	88.1
2010-11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	..	94.9
2011-12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	..	94.9

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.30–33 provide further information. ^b Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. ^c There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. **..** Not applicable.

Source: State and Territory Governments (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 271; AIHW (various years) *Indigenous Community Housing*; tables 17A.30–17A.33.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.12).

Box 17.12 Amenity/location

'Amenity/location' is defined as the proportion of tenants rating amenity/location aspects as important to their household and met their household needs.

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

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

There are no data available for Indigenous community housing.

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

- comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable to data for 2010 and earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012 data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

Nationally in 2012, the NSHS found that:

- for public housing, 83.4 per cent of tenants rated amenity as important and meeting their needs, and 87.9 per cent rated location as important and meeting their needs (tables 17A.34 and 17A.35)

-
- for SOMIH, 82.2 per cent of tenants rated amenity as important and meeting their needs and 86.8 per cent of tenants rated location as important and meeting their needs (table 17A.36)
 - for community housing, 84.7 per cent of tenants rated amenity as important and meeting their needs, and 87.3 per cent rated location as important and meeting their needs (tables 17A.37 and 17A.38).

The precision of survey estimates depends on a range of factors including the survey sample size. Further information, including 95 per cent confidence intervals, is presented tables 17A.36, 17A.55 and 17A.56.

Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 17.13).

Box 17.13 **Affordability**

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

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

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

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

- comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Queensland and Northern Territory.

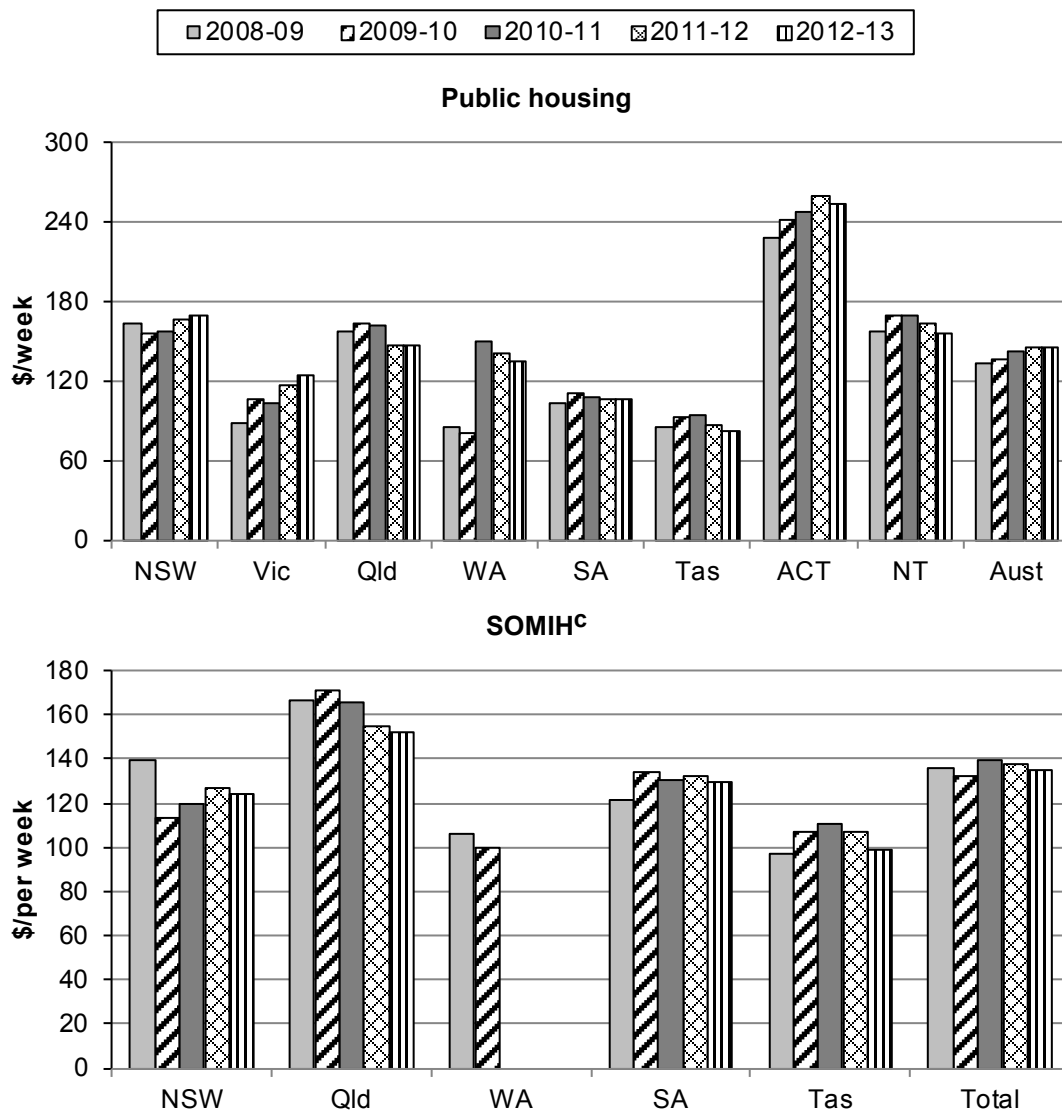
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Average weekly rental subsidy

Nationally, the average weekly subsidy per rebated household in public housing was \$146 at 30 June 2013, increasing from \$134 at 30 June 2009 (in real terms). For

SOMIH, the average weekly subsidy per rebated household was \$135 at 30 June 2013, decreasing from \$136 at 30 June 2009 (in real terms). These subsidies varied across jurisdictions (figure 17.11).

Figure 17.11 **Average weekly subsidy per rebated household at 30 June (2012–13 dollars)^{a, b}**



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.39 and 17A.40 provide further information. ^b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. ^c There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.39, 17A.40 and 2A.53.

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

Information on the proportion of low income households in social housing are presented in tables 17A.41–42.

At 30 June 2013:

- 97.7 per cent of all households in public housing were low income households, of which 0.5 per cent were spending more than 30 per cent of their gross income on rent
- 93.9 per cent of all households in SOMIH were low income households, of which 0.5 per cent were spending more than 30 per cent of their gross income on rent
- 89.8 per cent of all households in community housing were low income households, of which 9.8 per cent were spending more than 30 per cent of their gross income on rent (tables 17A.41–42 and table 17.7).

Further information on the proportion of income paid in rent by low income households is provided in tables 17A.43–17A.46.

These results should be interpreted with care, as income data for some public housing and SOMIH households are not updated annually and this may result in overestimating the proportion of household income spent on rent.

Further, rebated rents generally result in the majority of households generally paying no more than 30 per cent of their gross income in rent (the rent to income ratio). Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent. Information on the eligibility criteria for income and asset limits for each jurisdiction is presented in tables 17A.60–62.

Differences in the treatment of CRA in rent assessment can affect the comparability of the results reported for community housing (CRA should be excluded from household income, but data for some households may include CRA in household income). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34).

Table 17.7 Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust^b</i>
<i>Public housing</i>									
2010	0.1	3.9	–	1.1	1.7	–	0.9	5.8	1.3
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
<i>SOMIH^c</i>									
2010	0.1	..	0.1	2.0	2.2	–	0.8
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
2013	0.5	..	0.8	..	–	–	0.5
<i>Community housing</i>									
2009-10	12.9	20.3	na	59.7	7.1	28.0	23.6	na	18.4
2010-11	10.8	12.2	na	59.9	6.9	35.5	2.0	na	12.5
2011-12	3.8	–	na	32.7	1.2	26.5	–	na	12.6
2012-13	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.42 provides further information. ^b Australian totals may not represent national totals because complete data are not available for all jurisdictions. ^c There are no SOMIH data reported for Victoria (from 2009-10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); table 17A.42.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.14). The objectives of community housing providers in providing housing assistance may be different to those of governments.

Box 17.14 Match of dwelling to household size

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

The CNOS specifies that:

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

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

A low or decreasing proportion of overcrowded households is desirable.

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

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

- comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Queensland and Northern Territory.

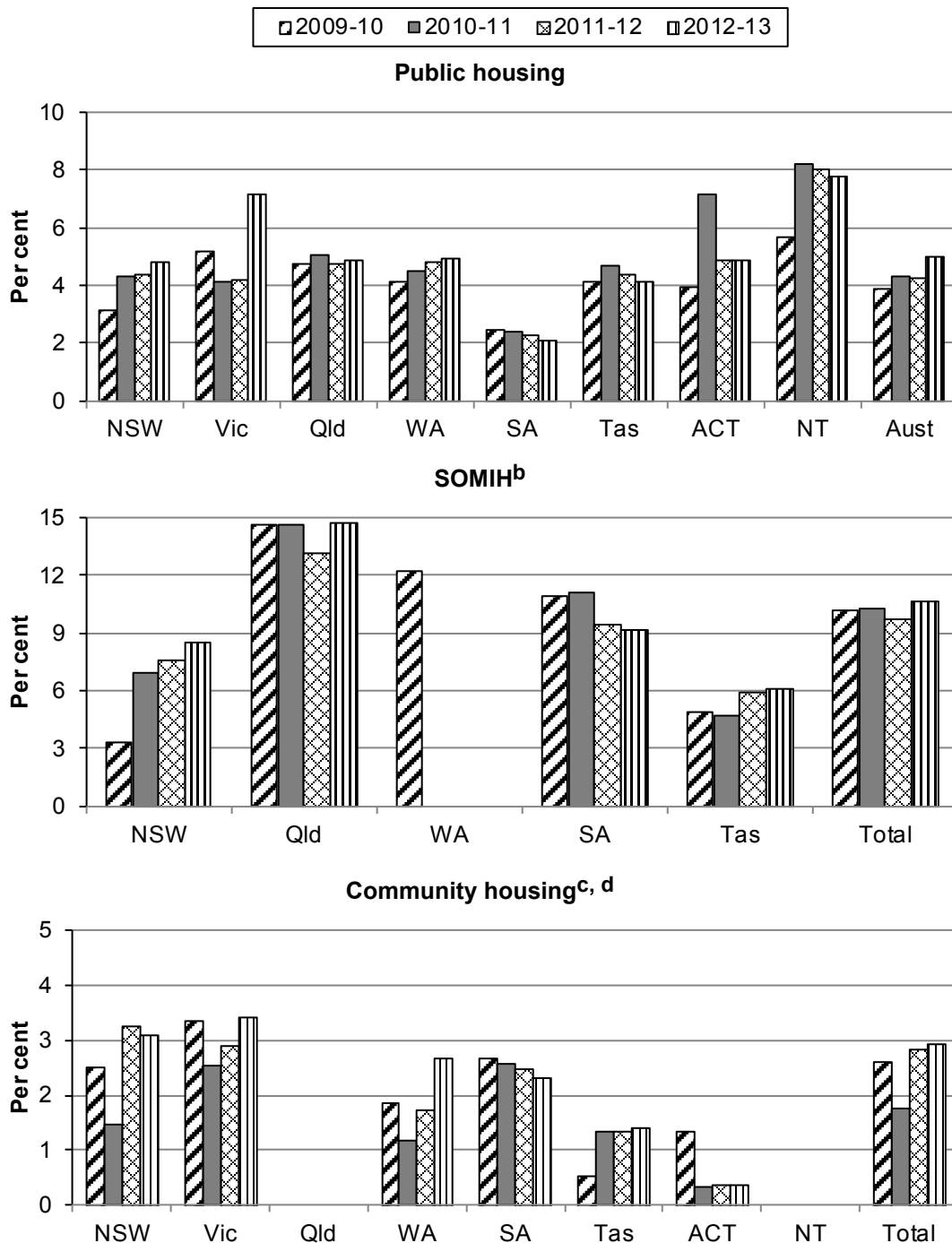
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2013, 5.0 per cent of households in public housing were overcrowded, 10.7 per cent of SOMIH households were overcrowded

and 2.9 per cent of households in community housing were overcrowded (figure 17.12).

Information on underutilisation in public housing, SOMIH and community housing dwellings is reported at table 17A.54.

Figure 17.12 Overcrowded households, at 30 June (per cent)^a



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.47–17A.49 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009-10) for WA (2010-11) as SOMIH was transferred to other housing programs. ^c Data for Queensland and the NT from 2010 are not available. ^d Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.47–17A.49.

Table 17.8 illustrates the proportion of overcrowded households in Indigenous community housing. However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 17.8 Proportion of overcrowded households in Indigenous community housing, at 30 June (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2008	29.1	—	36.6	na	na	..	—	na	10.2	na
2009	25.1	0.8	32.5	na	31.8	..	—	na	13.7	na
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	na
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	na
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	na

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.50 provides further information. ^b Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. — nil or rounded to zero. .. not applicable.

Source: AIHW (various years) *Housing Assistance in Australia* (Cat No. HOU 271); table 17A.50.

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

- Indigenous people living in overcrowded conditions in public housing and SOMIH, by remoteness area (tables 17A.51 and 17A.52)
- the number of bedrooms required for people living in overcrowded conditions in Indigenous community housing (table 17A.53).

Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 17.15).

Box 17.15 Customer satisfaction

'Customer satisfaction' is defined as the proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.

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

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

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

- comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable to data for 2010 and earlier
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012 data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for the following jurisdictions providing the service:
 - Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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

Nationally in 2012, the NSHS found that:

- for public housing, 65.2 per cent of tenants in public housing were either satisfied (34.2 per cent) or very satisfied (31.0 per cent) with the service provided by the State or Territory housing authority (table 17A.55)
- for SOMIH, 58.5 per cent of SOMIH respondents were either satisfied (36.6 per cent) or very satisfied (21.9 per cent) with the service provided by the State housing authority (table 17A.36)
- for community housing, 73.9 per cent of tenants were either satisfied (35.1 per cent) or very satisfied (38.8 per cent) with the services provided by their community housing organisation (table 17A.56).

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

The levels of satisfaction varied across jurisdictions.

The next NSHS is expected to be conducted in 2014.

17.4 Future directions in performance reporting

Further developing indicators and data

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

Development work is underway to enable better reporting on community housing (including Indigenous community housing).

17.5 Jurisdictions' comments

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

Australian Government comments

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In 2013, governments have continued to work together under the NAHA to improve housing affordability, reduce homelessness and reduce Indigenous housing disadvantage. The NAHA is currently supported by two National Partnership Agreements:

- the \$5.5 billion National Partnership on Remote Indigenous Housing (NPARIH) will help address significant overcrowding, homelessness and poor housing conditions over 10 years (2008-2018). At 30 September 2013, over 2122 new houses had been delivered against a 2018 target of 4200 (51 per cent) and the refurbishment target of 4876 had been exceeded with 6147 existing dwellings refurbished (126.1 per cent).
- the one year 2013–14 transitional National Partnership Agreement on Homelessness under which the Australian Government invested \$159 million for a range of homelessness initiatives, including \$111.7 million to maintain service delivery levels, \$43.2 million for capital developments projects and \$4 million for research purposes. Jurisdictions are matching the Australian Government contribution for service delivery and capital projects.

In addition, the \$5.6 billion Social Housing Initiative under the Nation Building — Economic Stimulus Plan delivered around 19 700 social housing dwellings and refurbished around 80 000 existing social housing dwellings. The Initiative expired in December 2012 and all projects were completed by June 2013.

Commonwealth Rent Assistance (CRA) is a non-taxable income support supplement payable to individuals and families who rent accommodation in the private rental market. CRA rates are based on a customer's family situation and the amount of rent they pay. At 1 June 2013, 1 267 979 individuals and families were receiving CRA. In 2012–13 Australian Government expenditure on CRA was \$3.63 billion. CRA is increased twice a year in response to changes to the cost of living as measured by the Consumer Price Index.

The National Rental Affordability Scheme (NRAS) is a commitment by the Australian Government to invest in affordable rental housing. The Scheme offers financial incentives to the business sector and community organisations to build and rent dwellings to low and moderate income households at a rate that is at least 20 per cent below prevailing market rates. As at 30 June 2013 more than 14 500 dwellings had been built.

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

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New South Wales Government comments

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A strong and sustainable social housing system is a key priority for the NSW Government. *NSW 2021* outlines our commitment to delivering well-coordinated services to support those who need it most, including social housing services.

The NSW Government manages around 111 000 public housing dwellings. Alongside public housing, the community housing sector plays a significant role in the provision of social housing, with around 26 000 dwellings now being managed by this sector. The Aboriginal Housing Office owns more than 4600 dwellings and Aboriginal housing providers manage more than 4700 dwellings.

A new policy approach for social housing, currently in development, will focus on breaking the cycle of disadvantage. This will be done through service integration, mutual obligation and greater non-government leadership. The new approach will provide the overarching framework for decision-making in the delivery of social housing assistance in NSW.

We are building a flexible and responsive community housing sector that is well-integrated into the broader NSW social housing system and is capable of providing an increased supply of affordable housing. The Registrar of Community Housing registers and regulates community housing providers, and has a focus on ensuring a viable and diverse community housing sector.

Under the NSW Government's *Build and Grow Aboriginal Community Housing Strategy* we are addressing the maintenance backlog in community-owned homes, developing an Aboriginal community housing provider registration system, introducing a new rent policy and providing time-limited capacity subsidies for registered providers. Culturally appropriate social housing products and services, and reducing the risk of homelessness and overcrowding are also priorities.

Planning reforms are underway to encourage more private sector investment in new, affordable housing. This includes providing local councils with planning tools that encourage housing development for low and moderate income households. We will continue working to ensure that adequate Commonwealth funding is received to deliver safe, affordable and sustainable housing for NSW.

The NSW Government is also working with the Commonwealth through the National Rental Affordability Scheme. The NSW Government has allocated more than \$260 million to support the delivery of over 7000 new affordable rental homes for lower income families in NSW, of which 1800 have been constructed.

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Victorian Government comments

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The year 2012–13 marks the 75th anniversary of Victoria’s first Housing Act in Parliament and the creation of the original Housing Commission of Victoria. Today, Victoria continues to be a leader in innovation and implementation of public and social housing programs.

Social housing is a key component of major reforms underway across the human services system. The focus is on delivering targeted and holistic support and services at the frontline, to make sure that vulnerable Victorians get the support that they need, when they need it.

These reforms will bring together services such as public housing, child protection, disability, youth justice, family violence, mental health, and alcohol and drug services, to provide an integrated response. This year, the Victorian Department of Human Services spent over \$4 billion and funded around 1500 community service providers to deliver client services and community programs.

Funding of \$4.6 million has been allocated to establish five Work and Learning Centres in Carlton, Geelong, Moe, Ballarat and Shepparton. The centres help people, particularly public housing tenants, who are experiencing disadvantage and may need support to find training and employment opportunities.

The department is working in partnership with the Brotherhood of St Laurence, Hanover Welfare Services and local tertiary education providers to deliver the Victorian Government’s Youth Foyer program that includes three 40-bed youth foyers as part of the government’s \$30.1 million Youth Foyer initiative. Each youth foyer will provide accommodation for disadvantaged young people who are unable to live at home and want to study. Work has progressed in 2012–13 to develop a new social housing framework that addresses the financial sustainability of public and community housing and explores the future role of government in providing public housing. A major public consultation process was completed in July 2012.

A range of new and innovative social housing construction projects are underway. The \$80 million New Norlane initiative will provide 320 new affordable homes in Geelong. The \$160 million Olympia Housing Initiative was also launched. This will see more than 600 new homes built over 10 years to replace out dated and unsuitable public housing in Heidelberg West.

At the end of December 2012, the department completed its Nation Building Social Housing Initiative building program that was funded by the Australian Government. Since the initiative was announced in February 2009, the Victorian Government has delivered 4663 new homes over 900 projects, exceeding the 4488 originally promised. This year 547 new social housing properties were delivered at the Fitzroy, Prahran and Richmond public housing estates as part of the first stage of a wider renewal project funded by the Australian Government’s Housing Affordability Fund.

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Queensland Government comments

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In 2012–13, Queensland implemented a range of reforms aimed at improving the provision of housing assistance to vulnerable Queenslanders with a housing need. These reforms included changes to more efficiently and effectively deliver public housing, through the use of under-occupancy and ongoing eligibility reviews to ensure continued housing need, and the introduction of three-year fixed-term tenancy agreements for all new tenants. These changes have been encapsulated in the Queensland Government’s *Housing 2020 Strategy*.

The Logan Renewal Initiative was launched as the first major step to expand the service delivery role for non-government housing providers. The initiative aims to achieve the large scale transfer of the management of public housing and redevelopment of housing stock in the Logan area, by harnessing new partnerships with the private and community sectors, resulting in increased supply of social and affordable housing. The transfer program will be extended in the coming years. Queensland established the Office of the Registrar, National Regulatory System to support the national approach to regulation, and has commenced working with community housing providers to prepare them for the transition to the new regulatory framework.

Improvements in the use of the existing social housing asset base continue to be progressed, and include identifying redevelopment, realignment and relocation opportunities. In line with this, Queensland commenced procurement activities to transfer three caravan parks to not-for-profit organisations in exchange for new social housing in key target areas. Home ownership for Indigenous people remains a priority, and work continues with Indigenous councils to overcome barriers to home ownership. A number of councils have expressed interest in progressing home ownership in their communities. The Queensland Government continues its commitment to assist low-income Queenslanders with access to affordable housing in the private rental market. As part of the National Rental Affordability Scheme, the Queensland Government provided \$9.1 million as incentives to investors, delivering over 4800 affordable private rental dwellings.

In June 2013, the Queensland Government also released a new *Homelessness-to-Housing Strategy 2020*, to guide a range of initiatives to renew emphasis on ‘bricks and mortar’ responses alongside an overhaul of service delivery models. The strategy will achieve a flexible, efficient and responsive housing assistance system for our most vulnerable Queenslanders, featuring a stronger delivery role for community housing providers, and providing lower-income households with the help they need to secure appropriate and affordable housing in the private rental market. The Queensland Government’s social housing reforms have led to a reduction in social housing waiting list numbers (using an integrated measure) from approximately 30 000 to around 22 000 between July 2012 and June 2013. In the past year the Government has also provided more than 19 000 households with interest free bond loans, issued more than 3600 rental grants and assisted over 9000 households through the *RentConnect* program.

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Western Australian Government comments

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The past year has been a challenging but successful one for the Housing Authority (the Authority). We continued to make a substantial contribution to the economic and regional development of Western Australia by providing housing for a growing workforce needed to build the State's economy. We also helped more Western Australians realise their dream of home ownership as well as housing those most in need for the duration of their need.

Through the year, the Authority maintained its strong focus on the delivery of the State Government's *Affordable Housing Strategy*. Three years into the Strategy, we have already passed the half-way mark of providing 20 000 affordable housing opportunities by 2020.

We are increasingly focused on encouraging innovation and collaborating with not-for-profit and private sector partners to deliver outcomes to the Western Australian community. We continue to seek out and find innovative ways to provide greater housing opportunities, particularly for those on low to moderate incomes, through the attraction of significant private capital to increase the supply and diversity of affordable housing in Western Australia.

Western Australia's community housing organisations (CHOs) have taken on an increasingly significant role in delivering affordable housing under a key initiative in the *Affordable Housing Strategy*. Through the Asset Transfer Program, the Authority has transferred nearly \$400 million worth of public housing assets to community housing growth providers since 2010. These CHOs are then able to use any positive cash flow and leverage these assets to borrow funds and provide additional social and affordable housing.

We are also improving the management of public housing through the implementation of the State Government's *Disruptive Behaviour Management Strategy* to address community concerns about antisocial behaviour by a minority of public housing tenants.

The Authority continued implementing its long term commitment to improve housing options for remote Aboriginal families and communities. Early results from a new program in the East Kimberley that links housing, work and education are particularly pleasing.

The Authority exceeded its targets set under the National Partnership Agreement on Remote Indigenous Housing (NPARIH). We have achieved this for the past four years, clearly demonstrating our ability to successfully deliver new homes and refurbishments in some of the most remote and challenging Aboriginal communities.

We continue to evolve as an innovative, responsive organisation that works to increase the availability of affordable housing options in the State, from building social housing to developing new land releases, assisting low to moderate income earners into home ownership, constructing housing in remote Aboriginal communities, and providing housing for the increasing workforce in the North West.

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South Australian Government comments

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In June 2013, the South Australian Premier announced a reform package to build a stronger social housing sector in South Australia. Housing SA has committed to the transfer of the property management of up to 5000 public housing dwellings to the community housing sector. The first transfer of 1000 properties will be managed by selected community housing providers for an initial period of three years. If successful, this will be increased to 20 years. The transfer of the management of these properties to the community housing sector aims to improve overall housing outcomes within the social housing sector.

Also announced in June 2013, a \$220 million Affordable Housing Stimulus Package which will provide more than 900 new homes for low income and vulnerable people across the state. This includes constructing around 225 new social housing dwellings by December 2014, through a \$20 million community housing grant and \$30 million for vulnerable and at risk tenants. At least 15 per cent of homes will be for people living with disability.

Relative to other jurisdictions, South Australia maintains a high proportion of rental properties across its social housing sector with a portfolio of 50 535 lettable public, State Owned and Managed Indigenous Housing and community housing dwellings. 2012–13 saw the completion of the remaining 103 new dwellings as part of the Nation Building Economic Stimulus Plan. As the program progressed and savings were realised, South Australia committed to constructing 1470 new dwellings. To support the growth of community housing, 616 of these properties were transferred to the community housing sector. We also continued our investment on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands by achieving practical completion of 33 new houses and the upgrading of 34 dwellings.

Our private rental assistance program continues to expand. This year saw another rise in the number of households assisted with bonds (including cash bonds) to secure private rental accommodation. Over the past financial year, Housing SA saw a 6.2 per cent increase in the total number of households supported with 20 932 bonds guaranteed. As rents increase in the private rental market, the value of this assistance has grown at an even faster rate.

Housing SA established an *Allocations Pilot Program* in April 2012 aiming to improve the efficiency of allocation processes, improve client relations and reduce vacant property turn-around times. This used a centralised model to allocate vacancies, and trialled new technologies and alternative processes for selecting applicants. The pilot concluded in August 2013, with findings to inform strategies to improve the management of allocation processes across Housing SA.

Consultations occurred throughout 2012–13 on the future directions of the South Australian housing and homelessness sector, these have been set out in the *Housing SA Blueprint* and the *Housing Strategy for South Australia* available at www.sa.gov.au.

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Tasmanian Government comments

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The Tasmanian Government is improving the way affordable and social housing is provided and accessed in Tasmania. These reforms are delivering better outcomes for low income Tasmanians in need of secure, affordable housing.

Under Better Housing Futures, the management of up to 4000 public housing properties is being transferred to the community sector by June 2014. This is around a third of Housing Tasmania's portfolio. The *Better Housing Futures* initiative is giving tenants more choice and greater services while helping deliver a sustainable social housing system to support future growth. Stage one was completed in March 2013 with tenancy management of 495 public housing properties transferred to MA Housing. Stage 1 is above target with a 40 per cent sign up of tenants at the end of October 2013. Stage two is on track to see the transfer of around 3500 public housing properties to more community housing providers in numerous suburbs across the state.

Housing Connect – which started on 1 October 2013 – is transforming the way housing services are provided for clients in Tasmania. The new system makes it easier and faster for Tasmanians to access housing and support needs with one assessment for everything from emergency accommodation to a long-term home. *Housing Connect's* common assessments, shared waiting lists and a more integrated service system are connecting people to the right services, providing more stable social housing tenures and preventing homelessness.

During 2012–13, Tasmania continued its strong performance in housing people most in need. The waitlist for public housing continued to fall. The proportion of homes allocated to new applicants in greatest need was 89.3 per cent - well above the national average of 77.3 per cent. The number of new households assisted increased from 929 to 971 and the overall number of households assisted held steady from 10 902 in 2011–12 to 10 819 in 2012–13. The total number of tenantable dwellings decreased by 159, largely due to tenancy management transfer under the successful *Better Housing Futures* initiative. Through a range of Australian and State Government funding an additional 1561 new homes have been completed since 2009.

There were no significant variations from the previous year of State Owned and Managed Indigenous Housing (SOMIH) data. Improved property and tenancy data capture saw better data returns for community housing this year. The total number of households was 2255, compared to 1481 in 2011-12. The number of Indigenous households in community housing increased threefold (from 34 in 2011–12 to 98 in 2012–13). The total number of dwellings increased from 1749 to 2114. The result also reflects the tenancy management transfer of 495 public housing properties to the community housing sector.

Housing Tasmania introduced a new flat 25 per cent rent method rent policy in five stages from October 2011 to October 2013. Some very low income earners will remain on the old variable rate paying between 23.5 and 24.9 per cent until they are better off under the new method. The new rent policy will create policy equivalence in rent conditions between public and community housing.

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Australian Capital Territory Government comments

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Demand for public housing in the ACT exceeds supply and in response, Housing ACT has continued to focus on identifying the most in need for priority access to public housing and on utilising its portfolio to capacity. During 2012–13 the Central Access Point (CAP), Housing and Community Services' common access to the housing and homelessness system, expanded the range of services available to clients by increasing the number of co-located agencies. New services include representation of our maintenance contractor to resolve maintenance requests and an officer from the Conflict Resolution Service to assist in neighbourhood disputes. The CAP continues to have a focus on providing early services for families at risk of homelessness in public housing and the private rental market.

Mechanisms to better utilise the Housing ACT portfolio include a specialist response team for anti-social behaviour and efficient and effective debt management. Another key focus has been reviewing the tenure of tenants identified as having the capacity to transition from public housing. A key outcome of this process has been an increased uptake of the Shared Equity Scheme, which is consistent with the strategic direction of Housing ACT to improve economic and social participation for its tenants. The ACT is also committed to diversifying our products and services including:

- Affordable housing options which include tenure types outside mainstream public housing. The Narrabundah Long Stay Park has been expanded as an affordable housing option with construction and placement of 19 new mobile homes. Initially these will be offered for sale and rent to existing residents
- The new Total Facilities Management contract which came into effect in July 2012 has resulted in improved information on the condition and energy efficiency ratings of the public housing stock. The contract has also set ambitious employment targets to facilitate positive outcomes for people with a disability, young people, Aboriginal and Torres Strait Islanders, and public housing tenants.

Housing ACT has delivered innovative housing products for people with a disability that have become national showcases, demonstrating the principles of the National Disability Insurance Scheme by facilitating client choice and control over their housing. The Intentional Community houses three people with a disability in a supportive community of selected public housing tenants who provide informal support. Project Independence will construct semi-independent dwellings and provide opportunities for shared equity and home ownership for people with a disability.

Following the feasibility study completed in 2012, a Common Ground Reference Group (with representatives from Common Ground Canberra Board members and Housing and Community Services) was formed to advise on forward design and planning work for a Common Ground model in the ACT. Capital funding has been secured from both the ACT and Australian Governments for construction.

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Northern Territory Government comments

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In 2012–13, the Northern Territory continued to focus on improving housing options for Territorians.

The *Real Housing for Growth Plan* provides housing choices for Territorians. Under the head leasing initiative, 500 new affordable rental dwellings will be constructed across the Territory providing eligible key workers with access to rental properties at 30 per cent below market rates while developers and investors achieve market returns for a guaranteed 10 year term.

Other initiatives under the *Real Housing for Growth Plan* include the:

- redevelopment of an ageing public housing site, that will include a minimum 15 per cent affordable housing options
- provision of 35 affordable rental dwellings for eligible Territorians and 10 new public rental dwellings in the Village@Parap development to the Venture Housing Company
- sale of 59 new properties to pre-approved low-to-middle income applicants under the Home Buyer Initiative
- funding of nine HomeBuild Access loans, helping more Territorians enter into home ownership.

In 2012–13, under the National Partnership Agreement on Remote and Indigenous Housing, 252 new houses and 425 refurbishments and rebuilds were completed in a number of remote Indigenous communities across the Territory. Indigenous employees have made up 26 per cent of the construction workforce, exceeding the 20 per cent Indigenous employment target.

The Northern Territory Government commenced construction of 11 urban public housing redevelopments. Four new public housing dwellings were completed in 2012–13, with construction underway for another 17 new dwellings. These dwellings were built to adaptable housing standards suitable for seniors and tenants with disabilities.

The *Public Housing Safety Strategy* was established to achieve sustainable long-term solutions to address anti-social behaviour in and around public housing and provide support to tenants experiencing difficulties managing their tenancy in an effort to ensure its success. Public Housing Safety Officers are an innovative and integral part of the strategy.

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17.6 Definitions of key terms

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.
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>
Canadian National Occupancy Standard (CNOS)	<p>A standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:</p> <ul style="list-style-type: none">• there should be no more than two people per bedroom• a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom)• couples and parents should have a separate bedroom• children less than five years of age, of different sexes, may reasonably share a bedroom• children five years of age or over, of the opposite sex, should not share a bedroom• children less than 18 years of age and of the same sex may reasonably share a bedroom; and• single household members aged 18 years or over should have a separate bedroom.
Depreciation costs	<p>Depreciation calculated on a straight-line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17).</p>
Disability	<p>The umbrella term for any or all of an impairment of body structure or function, a limitation in activities, or a restriction in participation. Disability is a multidimensional and complex concept, and is conceived as a dynamic interaction between health conditions and environmental and personal factors (WHO 2001). In social housing, a proxy for a household meeting the above definition of disability may be provided through receipt of the Disability Support Pension.</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 a dwelling only if intended for human residence. A dwelling may include one or more rooms that is/are used as an office or workshop, provided the dwelling is in residential use. Dwelling types include:</p> <ul style="list-style-type: none">• a separate house• a semi-detached, row or terrace house, townhouse, etc.

	<ul style="list-style-type: none"> • a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc. • an improvised home, tent, camper • a house or flat attached to a shop, office, etc. • a boarding/rooming house unit.
Greatest need	<p>Applies to low-income households if, at the time of allocation, household members were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none"> • they were homeless • their life or safety was at risk in their accommodation • their health condition was aggravated by their housing • their housing was inappropriate to their needs • they had very high rental housing costs. <p>A low-income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance.</p>
Household	<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	<p>A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.</p>
Low income household	<p>A household whose equivalised gross income falls in the bottom two-fifths (40%) of the population. This measure does not necessarily indicate eligibility for government assistance targeted at low-income households, and assistance may also be provided to households that do not meet this definition. This definition differs from that used by the ABS; it uses different definitions of low income for different purposes.</p>
Maintenance costs	<p>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.</p>
Market rent	<p>Aggregate market rent that would be collected if the public rental housing properties were available in the private market.</p>
New household	<p>Households that commence receiving assistance during the relevant reporting period (financial year).</p>
Occupancy rate	<p>The proportion of dwellings occupied.</p>
Occupied dwelling	<p>Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.</p>
Overcrowding	<p>A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard.</p>
Priority access to those in greatest need	<p>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.</p>
Principal tenant	<p>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.</p>
Proxy occupancy standard	<p>A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a 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
	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.	
Rebated household	A household that receives housing assistance and pays less than the market rent value for the dwelling.	
Rent charged	The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received.	
Special needs household	Households that have a member with disability, a main tenant aged under 25 or 75 and over, or households defined as Indigenous households. Indigenous households in SOMIH are not considered special needs households, as SOMIH is an Indigenous-targeted program. For SOMIH, special needs households are those that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.	
Tenancy (rental) unit	A tenancy (rental) unit is the unit of accommodation for which a rental agreement can be made. In the majority of cases, there will be only one tenancy (rental) unit within a dwelling; in a small number of cases (for example, boarding houses, special group homes, semi-institutional dwellings), there may be more than one tenancy (rental) unit.	
Tenantable dwelling	A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable.	
Total gross household income	The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self-employment, government pensions, benefits and allowances; and other income comprising investments and other regular income. CRA payments are not included as income.	
Transfer household	A household, either rebated or market renting, that relocates (transfers) from one dwelling to another within the same social housing program.	
Turnaround time	The average time taken in days for vacant dwellings, which are available for letting, to be occupied.	
Underutilisation	A situation where a dwelling contains one or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard.	
Untenantable dwelling	A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.	

17.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by a '17A' prefix (for example, table 17A.1). Attachment tables are available on the Review website (www.pc.gov.au/gsp).

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17.8 References

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17A Housing — attachment

Definitions for the indicators and descriptors in this attachment are in section 17.6 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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

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TABLE 17A.1

Table 17A.1 State and Territory Government nominal expenditure on social housing

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (a)</i>
2009-10										
Net recurrent expenditure on public housing	\$ million	837.3	327.2	314.2	223.8	286.3	92.5	88.0	61.5	2 230.7
Net recurrent expenditure on SOMIH	\$ million	38.4	..	30.6	19.6	22.5	2.5	113.6
Total net recurrent expenditure on social housing (b)	\$ million	1 248.7	940.6	424.8	559.9	327.1	104.8	94.2	301.9	4 001.9
Capital expenditure	\$ million	1 771.7	599.0	781.4	411.0	311.4	56.7	72.9	218.1	4 222.4
Total State and Territory Government expenditure for social housing	\$ million	3 020.4	1 539.7	1 206.2	970.9	638.5	161.5	167.1	520.0	8 224.3
Net recurrent expenditure on social housing per person in the population	\$	177	175	98	250	203	208	266	1 335	184
2010-11										
Net recurrent expenditure on public housing	\$ million	778.3	367.5	429.1	277.2	288.5	99.3	90.3	64.5	2 394.7
Net recurrent expenditure on SOMIH	\$ million	32.3	..	35.8	..	21.6	2.7	92.4
Total net recurrent expenditure on social housing (b)	\$ million	2 066.9	903.0	530.4	567.7	334.2	112.6	95.2	290.8	4 900.8
Capital expenditure	\$ million	1 321.2	595.6	850.1	511.8	314.0	106.8	89.6	447.9	4 237.1
Total State and Territory Government expenditure for social housing	\$ million	3 388.1	1 498.6	1 380.5	1 079.5	648.2	219.4	184.8	738.7	9 137.9
Net recurrent expenditure on social housing per person in the population	\$	289	165	120	248	205	221	263	1 266	222
2011-12										
Net recurrent expenditure on public housing	\$ million	834.4	381.1	429.5	330.9	311.0	91.8	95.7	63.6	2 538.0
Net recurrent expenditure on SOMIH	\$ million	35.4	..	45.8	..	23.6	2.6	107.3
Total net recurrent expenditure on social housing (b)	\$ million	1 185.5	408.5	536.9	711.0	363.9	106.9	103.7	162.8	3 579.1
Capital expenditure	\$ million	433.4	495.8	434.9	233.5	223.5	99.0	42.6	346.5	2 309.1

TABLE 17A.1

Table 17A.1 State and Territory Government nominal expenditure on social housing

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (a)</i>
Total State and Territory Government expenditure for social housing	\$ million	1 618.9	904.2	971.8	944.5	587.3	205.9	146.2	509.3	5 888.2
Net recurrent expenditure on social housing per person in the population	\$	164	74	120	302	222	209	282	704	160
2012-13										
Net recurrent expenditure on public housing	\$ million	862.1	393.3	408.5	341.7	306.8	88.6	99.2	72.4	2 572.6
Net recurrent expenditure on SOMIH	\$ million	38.5	..	50.9	..	21.5	2.4	113.3
Total net recurrent expenditure on social housing (b)	\$ million	1 201.6	416.2	542.8	757.2	437.9	106.4	109.8	156.0	3 727.9
Capital expenditure	\$ million	313.6	256.8	367.7	139.5	133.6	40.5	31.7	183.0	1 466.5
Total State and Territory Government expenditure for social housing	\$ million	1 515.3	673.0	910.5	896.7	571.5	147.0	141.5	339.0	5 194.4
Net recurrent expenditure on social housing per person in the population	\$	165	74	119	312	265	208	293	664	164

(a) Australian total includes jurisdictions reporting only.

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

.. Not applicable.

Source: State and Territory Governments (unpublished); table 2A.1.

TABLE 17A.2

Table 17A.2 State and Territory Government real expenditure on social housing (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2009-10										
Net recurrent expenditure on public housing	\$ million	904.2	353.4	339.3	241.7	309.2	99.9	95.0	66.4	2 409.0
Net recurrent expenditure on SOMIH	\$ million	41.5	..	33.0	21.1	24.3	2.7	122.7
Total net recurrent expenditure on social housing (c)	\$ million	1 348.5	1 015.8	458.7	604.6	353.3	113.1	101.7	326.0	4 321.7
Capital expenditure	\$ million	1 913.3	646.9	843.9	443.9	336.3	61.3	78.7	235.6	4 559.8
Total State and Territory Government expenditure for social housing	\$ million	3 261.8	1 662.7	1 302.6	1 048.5	689.6	174.4	180.5	561.5	8 881.5
Net recurrent expenditure on social housing per person in the population	\$	191	189	106	270	220	224	287	1 442	199
2010-11										
Net recurrent expenditure on public housing	\$ million	805.7	380.4	444.2	286.9	298.7	102.8	93.5	66.8	2 479.0
Net recurrent expenditure on SOMIH	\$ million	33.5	..	37.1	..	22.3	2.8	95.7
Total net recurrent expenditure on social housing (c)	\$ million	2 139.6	934.8	549.0	587.7	346.0	116.6	98.5	301.0	5 073.3
Capital expenditure	\$ million	1 367.8	616.6	880.1	529.8	325.1	110.5	92.7	463.7	4 386.2
Total State and Territory Government expenditure for social housing	\$ million	3 507.4	1 551.4	1 429.1	1 117.5	671.0	227.1	191.3	764.7	9 459.5
Net recurrent expenditure on social housing per person in the population	\$	299	171	125	257	213	229	272	1 310	230
2011-12										
Net recurrent expenditure on public housing	\$ million	847.9	387.3	436.5	336.3	316.1	93.3	97.2	64.6	2 579.3
Net recurrent expenditure on SOMIH	\$ million	36.0	..	46.5	..	24.0	2.6	109.1
Total net recurrent expenditure on social housing (c)	\$ million	1 204.8	415.1	545.6	722.6	369.8	108.6	105.4	165.5	3 637.3

TABLE 17A.2

Table 17A.2 State and Territory Government real expenditure on social housing (2012-13 dollars) (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Capital expenditure	\$ million	440.4	503.8	442.0	237.3	227.1	100.6	43.3	352.2	2 346.7
Total State and Territory Government expenditure for social housing	\$ million	1 645.2	918.9	987.6	959.9	596.9	209.3	148.6	517.6	5 984.0
Net recurrent expenditure on social housing per person in the population	\$	167	75	122	307	226	212	286	715	163
2012-13										
Net recurrent expenditure on public housing	\$ million	862.1	393.3	408.5	341.7	306.8	88.6	99.2	72.4	2 572.6
Net recurrent expenditure on SOMIH	\$ million	38.5	..	50.9	..	21.5	2.4	113.3
Total net recurrent expenditure on social housing (c)	\$ million	1 201.6	416.2	542.8	757.2	437.9	106.4	109.8	156.0	3 727.9
Capital expenditure	\$ million	313.6	256.8	367.7	139.5	133.6	40.5	31.7	183.0	1 466.5
Total State and Territory Government expenditure for social housing	\$ million	1 515.3	673.0	910.5	896.7	571.5	147.0	141.5	339.0	5 194.4
Net recurrent expenditure on social housing per person in the population	\$	165	74	119	312	265	208	293	664	164

(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

(b) Australian total includes jurisdictions reporting only.

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

.. Not applicable.

Source: State and Territory Governments (unpublished); table 2A.1 and 2A.53.

TABLE 17A.3

Table 17A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Public housing										
2004	no.	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2005	no.	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2006	no.	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2007	no.	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2008	no.	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
SOMIH										
2004	no.	4 088	1 260	2 811	2 325	1 900	341	12 725
2005	no.	4 148	1 277	2 866	2 315	1 903	351	12 860
2006	no.	4 147	1 291	2 916	2 272	1 915	352	12 893
2007	no.	4 234	1 328	2 997	2 287	1 903	349	13 098
2008	no.	4 169	1 024	3 051	2 308	1 879	347	12 778
2009	no.	4 169	198	3 193	2 275	1 873	348	12 056
2010	no.	4 201	..	3 318	2 187	1 897	349	11 952
2011	no.	4 238	..	3 388	..	1 848	346	9 820
2012	no.	4 478	..	3 394	..	1 830	345	10 047
2013	no.	4 540	..	3 405	..	1 803	336	10 084

TABLE 17A.3

Table 17A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Community housing										
2004	no.	6 113	2 524	5 193	3 519	4 216	402	409	97	22 473
2005	no.	11 811	4 786	5 285	3 276	4 076	474	569	115	30 392
2006	no.	12 673	4 451	5 442	1 869	4 348	468	765	87	30 103
2007	no.	14 140	4 593	6 275	3 868	4 405	536	798	92	34 707
2008	no.	15 119	6 698	6 549	4 474	4 538	597	743	93	38 811
2009	no.	15 721	8 366	7 011	5 349	4 531	603	672	131	42 384
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
Indigenous community housing										
2006	no.	4 989	..	4 136	3 213	983	..	23	6 168	19 512
2007	no.	4 457	..	4 157	2 956	967	..	23	6 337	18 897
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	19 583
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	16 908
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	18 695
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) Public housing and SOMIH data are total dwellings; community housing data are total tenancy rental units by remoteness area. 'Total tenancy rental units by remoteness area' may differ to data for 'Total tenancy rental units'. See table 17A.7 for more information.

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

.. Not applicable.

Source: Australian Institute of Health and Welfare (AIHW) (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271; AIHW (unpublished).

TABLE 17A.4

Table 17A.4 **Descriptive data — number of households in social housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Public housing										
2005	no.	122 570	62 961	48 455	30 123	43 882	11 414	10 642	5 217	335 264
2006	no.	121 529	63 159	49 011	29 819	43 096	11 487	10 712	5 155	333 968
2007	no.	120 187	63 278	49 677	30 142	42 527	11 526	10 627	5 121	333 085
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2009	no.	117 242	62 565	50 579	30 616	40 774	11 364	10 620	4 976	328 736
2010	no.	114 421	62 593	51 041	30 558	40 206	11 266	10 737	4 904	325 726
2011	no.	111 448	62 928	51 262	32 519	39 876	11 132	10 836	4 907	324 908
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 790	321 213
SOMIH										
2007	no.	4 135	1 280	2 925	2 151	1 790	341	–	–	12 622
2008	no.	4 104	1 002	2 980	2 172	1 778	339	–	–	12 375
2009	no.	4 083	198	3 048	2 152	1 758	343	–	–	11 582
2010	no.	4 122	..	3 147	2 088	1 753	341	11 451
2011	no.	4 233	..	3 243	..	1 749	339	9 564
2012	no.	4 372	..	3 230	..	1 756	334	9 692
2013	no.	4 452	..	3 286	..	1 754	328	9 820
Community housing										
2008	no.	16 325	5 154	5 284	3 449	4 370	387	698	na	35 667
2009	no.	16 639	7 556	5 610	2 650	4 329	406	643	na	37 833
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 414
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	54 911
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 033
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	na	65 632

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

TABLE 17A.4

Table 17A.4 **Descriptive data — number of households in social housing, at 30 June (a), (b)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(b) Data for Indigenous community housing were not available for this Report. The number of ICH dwellings is used as a proxy for the number of households in this Report (see table 17A.3).

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.5

Table 17A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total households paying less than market rent, at 30 June										
2009	no.	105 524	50 186	48 126	26 327	36 351	9 331	9 373	4 211	289 429
2010	no.	102 997	52 485	49 706	26 034	36 096	9 485	9 656	4 201	290 660
2011	no.	100 547	53 701	50 098	30 794	36 060	9 431	9 802	4 295	294 728
2012	no.	101 148	53 370	49 364	30 210	35 092	9 550	9 859	4 276	292 869
2013	no.	99 369	53 794	49 445	29 599	34 233	9 305	9 973	4 028	289 746
Total new households assisted, for year ending 30 June										
2008-09	no.	6 185	3 752	4 122	2 687	2 083	886	614	424	20 753
2009-10	no.	5 861	3 799	3 886	2 400	2 249	921	557	455	20 128
2010-11	no.	5 653	4 038	3 614	2 971	2 548	921	639	469	20 853
2011-12	no.	6 505	4 013	3 470	2 929	2 383	929	695	441	21 365
2012-13	no.	6 191	4 112	4 064	2 567	2 445	971	628	321	21 299
Total new Indigenous households assisted, for year ending 30 June										
2008-09	no.	901	188	747	817	296	110	53	234	3 346
2009-10	no.	834	131	792	791	316	123	41	254	3 282
2010-11	no.	870	259	766	1 026	391	98	58	252	3 720
2011-12	no.	985	241	779	1 028	380	127	84	194	3 818
2012-13	no.	966	336	974	753	391	127	72	163	3 782
Households relocating from one public housing dwelling to another, for year ending 30 June										
2008-09	no.	3 287	2 004	1 033	1 379	1 028	282	219	208	9 440
2009-10	no.	3 988	2 073	1 155	1 272	991	347	217	234	10 277
2010-11	no.	3 125	1 645	1 237	1 352	1 084	234	287	175	9 139
2011-12	no.	2 864	1 112	1 312	1 146	921	246	334	240	8 175
2012-13	no.	2 549	1 579	1 616	905	825	244	231	264	8 213
Total rent charged, for year ending 30 June										
2008-09	\$'000	647 528	325 457	278 548	152 751	219 860	58 944	71 927	29 019	1 784 034

TABLE 17A.5

Table 17A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009-10	\$'000	647 347	333 103	280 129	156 633	222 124	63 238	73 680	28 491	1 804 745
2010-11	\$'000	666 985	360 168	274 114	178 422	230 450	66 884	76 527	29 346	1 882 896
2011-12	\$'000	693 039	388 851	294 916	193 817	248 383	71 329	79 917	30 361	2 000 613
2012-13	\$'000	731 631	403 967	311 921	201 533	251 425	73 118	81 795	31 712	2 087 102
Total Indigenous households, at 30 June										
2009	no.	9 800	1 396	4 089	5 254	1 519	762	363	1 932	25 115
2010	no.	9 800	1 442	4 590	5 736	1 592	809	432	1 962	26 363
2011	no.	9 800	1 588	4 962	7 711	1 732	786	545	2 034	29 158
2012	no.	10 600	1 617	5 274	7 516	1 809	767	634	2 045	30 262
2013	no.	10 600	1 784	5 791	7 405	1 869	772	716	1 837	30 774
Total new greatest need applicants on waiting list, at 30 June										
2009	no.	3 221	7 247	11 124	2 769	1 612	2 174	1 278	236	29 661
2010	no.	22 608	8 777	19 637	2 983	2 484	2 348	1 094	286	60 217
2011	no.	21 182	8 814	24 309	3 238	2 002	2 251	1 271	319	63 386
2012	no.	15 182	10 169	20 427	3 177	2 579	1 853	1 344	622	55 353
2013	no.	13 717	10 354	15 457	3 007	2 306	1 430	1 565	757	48 593
Total applicants on waiting list (excluding applicants for transfer), at 30 June (d) (e)										
2009	no.	39 502	38 993	20 286	19 401	20 720	3 044	1 590	3 531	147 067
2010	no.	52 348	41 050	27 645	21 687	21 246	3 187	1 384	2 797	171 344
2011	no.	46 246	38 321	30 314	23 397	21 485	2 983	1 563	2 225	166 534
2012	no.	52 986	36 942	24 166	22 883	20 510	2 670	1 811	2 355	164 323
2013	no.	57 648	35 778	17 841	21 218	19 602	1 853	2 231	2 800	158 971
Total applicants for transfer, at 30 June (d)										
2009	no.	7 911	8 738	2 218	1 838	3 986	498	974	226	26 389
2010	no.	8 096	9 666	2 948	2 036	4 056	488	1 095	366	28 751
2011	no.	6 816	7 708	3 324	2 272	4 031	499	1 051	597	26 298

TABLE 17A.5

Table 17A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012	no.	7 041	7 262	3 042	2 110	3 734	350	1 212	597	25 348
2013	no.	7 667	7 223	2 606	1 980	3 595	278	1 197	649	25 195
Total tenantable dwellings, at 30 June										
2009	no.	118 806	62 975	50 751	30 838	41 365	11 391	10 672	5 026	331 824
2010	no.	115 585	63 108	51 209	30 802	40 945	11 315	10 766	4 946	328 676
2011	no.	111 547	64 420	51 485	32 741	40 698	11 182	10 885	4 932	327 890
2012	no.	112 255	64 391	51 259	32 951	39 985	11 018	10 828	4 917	327 604
2013	no.	111 190	64 303	51 062	32 701	39 456	10 859	10 832	4 823	325 226
Total untenantable dwellings, at 30 June										
2009	no.	79	1 340	338	341	276	109	117	133	2 733
2010	no.	101	1 585	445	371	335	112	92	122	3 163
2011	no.	–	–	440	730	444	125	178	66	1 983
2012	no.	37	33	520	738	310	184	54	112	1 988
2013	no.	19	1	603	723	262	268	45	118	2 039
Total number of dwellings undergoing major redevelopment, at 30 June										
2009	no.	22	426	42	489	807	85	–	36	1 907
2010	no.	–	371	51	328	730	33	–	31	1 544
2011	no.	–	521	51	369	496	9	–	52	1 498
2012	no.	18	344	14	207	611	1	68	51	1 314
2013	no.	7	312	10	237	300	12	79	118	1 075
Total dwellings, at 30 June										
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340

TABLE 17A.5

Table 17A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total occupied dwellings, at 30 June										
2009	no.	117 242	62 565	50 579	30 613	40 774	11 364	10 620	4 922	328 679
2010	no.	114 422	62 593	51 041	30 558	40 206	11 266	10 737	4 850	325 673
2011	no.	111 448	62 928	51 262	32 505	39 876	11 132	10 833	4 853	324 837
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 845	323 369
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 736	321 159
Total rents charged for week of 30 June										
2009	\$'000	12 443	6 521	5 452	2 978	4 055	1 104	1 425	541	34 519
2010	\$'000	12 713	6 906	5 307	3 045	4 157	1 170	1 455	551	35 304
2011	\$'000	12 774	6 961	5 265	3 562	4 401	1 209	1 533	555	36 260
2012	\$'000	13 547	7 689	5 935	3 793	4 561	1 272	1 601	573	38 972
2013	\$'000	14 588	7 907	6 024	3 859	4 711	1 301	1 590	718	40 698
Total market rent value of all dwellings for which rent was charged for week of 30 June										
2009	\$'000	27 969	10 483	12 256	4 994	7 436	1 818	3 358	1 139	69 454
2010	\$'000	27 665	12 057	12 863	4 996	7 867	1 994	3 625	1 213	72 282
2011	\$'000	28 092	12 333	13 078	7 998	8 163	2 071	3 880	1 259	76 873
2012	\$'000	30 196	13 831	13 070	8 006	8 256	2 094	4 126	1 261	80 840
2013	\$'000	31 495	14 614	13 312	7 869	8 386	2 076	4 118	1 232	83 102
Total dwellings in major cities, at 30 June (f) (g)										
2009	no.	97 614	46 845	34 467	22 275	32 805	..	10 779	..	244 785
2010	no.	95 936	46 945	34 778	22 054	32 508	..	10 848	..	243 069
2011	no.	93 158	46 979	34 892	22 617	32 178	..	11 052	..	240 876
2012	no.	93 667	46 899	34 861	22 634	31 634	..	10 939	..	240 634
2013	no.	93 136	46 994	35 056	23 228	30 958	..	10 944	..	240 316
Total dwellings in inner regional areas, at 30 June (f) (g)										
2009	no.	17 149	14 537	8 370	3 029	2 851	8 493	10	..	54 439

TABLE 17A.5

Table 17A.5 Descriptive data — public housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2010	no.	15 980	14 758	8 482	3 037	2 805	8 390	10	..	53 462
2011	no.	14 817	14 610	8 527	3 326	2 800	8 293	11	..	52 384
2012	no.	14 924	14 509	8 527	3 376	2 757	8 215	11	..	52 319
2013	no.	14 411	14 329	8 225	2 739	1 619	8 291	12	..	49 626
Total dwellings in outer regional areas, at 30 June (f) (g)										
2009	no.	3 768	3 342	7 163	3 097	5 970	2 998	..	3 647	29 985
2010	no.	3 433	3 343	7 301	3 107	5 886	2 978	..	3 577	29 625
2011	no.	3 268	3 335	7 408	3 576	5 828	2 941	..	3 563	29 919
2012	no.	3 356	3 341	7 297	3 590	5 686	2 909	..	3 608	29 787
2013	no.	3 343	3 268	7 332	3 446	6 641	2 771	..	3 524	30 325
Total dwellings in remote areas, at 30 June (f) (g)										
2009	no.	325	18	852	2 282	750	63	..	1 354	5 644
2010	no.	302	18	865	2 313	739	61	..	1 333	5 631
2011	no.	272	18	870	2 802	749	56	..	1 305	6 072
2012	no.	300	18	830	2 781	747	55	..	1 288	6 019
2013	no.	248	26	730	2 811	718	59	..	1 366	5 958
Total dwellings in very remote areas, at 30 June (f) (g)										
2009	no.	36	..	279	985	72	31	..	194	1 597
2010	no.	35	..	279	990	72	31	..	189	1 596
2011	no.	31	..	280	1 519	83	26	..	182	2 121
2012	no.	34	..	278	1 515	81	24	..	184	2 116
2013	no.	69	..	333	1 437	82	18	..	169	2 108

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

TABLE 17A.5

Table 17A.5 **Descriptive data — public housing (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(b)	Due to rounding the national total may not equal the sum of jurisdictions' data items for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged.									
(c)	Total number of Indigenous households: Data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to an undercount in the unit record data.									
(d)	From 2011-12, the definition of 'Total applicants on waiting list' has changed to exclude the number of applicants waiting for transfer. Applicants waiting for transfer are reported separately. Data for earlier years have been revised to reflect this change.									
(e)	NSW: In April 2010, NSW implemented an integrated social housing waiting list combining public and community housing into a single list. Data from 2010 are the total of public housing, SOMIH and community housing.									
(f)	Data from 2012-13 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to previous years.									
(g)	The ABS postcode to ARIA concordance file has been updated, based on the 2011 Census data (previously 2006). This update has been applied to remoteness indicators from 2012-13 onward. Caution should be exercised when comparing remoteness indicators from 2012-13 with previous years.									
	.. Not applicable. – Nil or rounded to zero.									

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.6

Table 17A.6 **Descriptive data — State owned and managed Indigenous housing (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total households paying less than market, at 30 June								
2009	no.	3 304	139	2 627	1 690	1 649	270	9 679
2010	no.	2 667	..	2 858	1 626	1 614	278	9 043
2011	no.	2 663	..	2 957	..	1 598	287	7 505
2012	no.	2 854	..	2 870	..	1 534	292	7 550
2013	no.	2 856	..	2 839	..	1 545	287	7 527
Total new households assisted, for year ending 30 June								
2008-09	no.	303	—	331	298	139	36	1 107
2009-10	no.	362	..	314	226	141	26	1 069
2010-11	no.	467	..	330	..	117	34	948
2011-12	no.	418	..	177	..	148	31	774
2012-13	no.	394	..	309	..	125	30	858
Households relocating from one State owned and managed Indigenous housing dwelling to another, for year ending 30 June								
2008-09	no.	121	np	93	108	48	5	375
2009-10	no.	193	..	96	129	62	21	501
2010-11	no.	176	..	131	..	56	14	377
2011-12	no.	136	..	117	..	44	8	305
2012-13	no.	162	..	100	..	53	6	321
Total rent charged, for year ending 30 June								
2008-09	\$'000	28 058	na	20 604	12 503	10 439	1 670	73 274
2009-10	\$'000	35 581	..	20 730	12 632	10 537	1 981	81 461
2010-11	\$'000	36 492	..	20 951	..	11 025	1 900	70 368
2011-12	\$'000	39 319	..	22 236	..	11 638	2 044	75 237
2012-13	\$'000	42 561	..	29 025	..	12 216	2 034	85 836
Total new greatest need applicants on waiting list, at 30 June								
2009	no.	125	294	1 685	531	95	na	2 730
2010	no.	494	..	2 834	584	99	na	4 011
2011	no.	453	..	3 902	..	96	na	4 451
2012	no.	403	..	4 800	..	88	na	5 291
2013	no.	416	..	4 390	..	101	na	4 907
Total applicants on waiting list (excluding applicants for transfer), at 30 June (c)								
2009	no.	1 200	956	2 520	2 327	1 644	119	8 766
2010	no.	1 613	..	4 137	2 449	1 622	156	9 977
2011	no.	1 697	..	4 658	..	1 672	107	8 134
2012	no.	2 200	..	5 266	..	1 687	80	9 233
2013	no.	2 404	..	4 784	..	1 718	47	8 953
Total applicants for transfer, at 30 June (c), (d)								
2009	no.	507	337	383	318	186	31	1 762
2010	no.	562	..	524	353	190	29	1 658
2011	no.	544	..	634	..	199	25	1 402
2012	no.	569	..	752	..	187	14	1 522
2013	no.	592	..	633	..	177	10	1 412
Total tenatable dwellings, at 30 June								

TABLE 17A.6

Table 17A.6		Descriptive data — State owned and managed Indigenous housing						
		(a), (b)						
	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2009	no.	4 169	198	3 069	2 164	1 828	344	11 772
2010	no.	4 200	—	3 177	2 102	1 875	344	11 698
2011	no.	4 238	..	3 270	..	1 818	345	9 671
2012	no.	4 459	..	3 262	..	1 783	339	9 843
2013	no.	4 536	..	3 308	..	1 784	328	9 956
Total untenable dwellings, at 30 June								
2009	no.	—	—	119	49	21	2	191
2010	no.	1	—	119	58	8	5	191
2011	no.	—	..	92	..	4	1	97
2012	no.	19	..	131	..	6	5	161
2013	no.	4	..	94	..	4	8	110
Total number of dwellings undergoing major redevelopment, at 30 June								
2009	no.	—	—	5	62	24	2	93
2010	no.	—	..	22	27	14	—	63
2011	no.	—	..	26	..	26	—	52
2012	no.	—	..	1	..	41	1	43
2013	no.	—	..	3	..	15	—	18
Total dwellings, at 30 June								
2009	no.	4 169	198	3 193	2 275	1 873	348	12 056
2010	no.	4 201	..	3 318	2 187	1 897	349	11 952
2011	no.	4 238	..	3 388	..	1 848	346	9 820
2012	no.	4 478	..	3 394	..	1 830	345	10 047
2013	no.	4 540	..	3 405	..	1 803	336	10 084
Total occupied dwellings, at 30 June								
2009	no.	4 083	198	3 048	2 152	1 758	343	11 582
2010	no.	4 123	..	3 147	2 088	1 753	341	11 452
2011	no.	4 233	..	3 243	..	1 749	339	9 564
2012	no.	4 372	..	3 230	..	1 756	334	9 692
2013	no.	4 452	..	3 286	..	1 754	328	9 820
Total rents charged for week of 30 June								
2009	\$'000	505	26	409	244	196	38	1 417
2010	\$'000	665	..	394	246	202	41	1 547
2011	\$'000	710	..	402	..	211	41	1 363
2012	\$'000	766	..	440	..	225	43	1 474
2013	\$'000	860	..	468	..	237	44	1 609
Total market rent value of all dwellings for which rent was charged for week of 30 June								
2009	\$'000	920	39	804	406	376	61	2 607
2010	\$'000	947	..	847	396	402	69	2 661
2011	\$'000	1 017	..	875	..	413	72	2 376
2012	\$'000	1 122	..	878	..	425	73	2 498
2013	\$'000	1 215	..	900	..	438	72	2 624
Total dwellings in major cities, at 30 June (e) (f)								
2009	no.	1 721	68	458	635	1 139	..	4 021
2010	no.	1 759	..	459	612	1 132	..	3 962

Table 17A.6 **Descriptive data — State owned and managed Indigenous housing (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2011	no.	1 840	..	457	..	1 120	..	3 417
2012	no.	1 958	..	453	..	1 113	..	3 524
2013	no.	2 012	..	457	..	1 109	..	3 578
Total dwellings in inner regional areas, at 30 June (e) (f)								
2009	no.	1 369	59	610	177	140	290	2 645
2010	no.	1 364	..	623	175	142	291	2 595
2011	no.	1 360	..	633	..	144	287	2 424
2012	no.	1 411	..	631	..	143	286	2 471
2013	no.	1 430	..	627	..	123	280	2 460
Total dwellings in outer regional areas, at 30 June (e) (f)								
2009	no.	844	71	1 258	478	337	58	3 046
2010	no.	838	..	1 319	460	334	58	3 009
2011	no.	801	..	1 353	..	337	59	2 550
2012	no.	819	..	1 345	..	333	59	2 556
2013	no.	801	..	1 354	..	339	56	2 550
Total dwellings in remote areas, at 30 June (e) (f)								
2009	no.	205	–	338	461	98	–	1 102
2010	no.	208	..	338	454	98	–	1 098
2011	no.	205	..	351	..	96	–	652
2012	no.	249	..	345	..	98	–	692
2013	no.	213	..	286	..	94	–	593
Total dwellings in very remote areas, at 30 June (e) (f)								
2009	no.	31	..	529	525	159	–	1 244
2010	no.	31	..	579	485	191	–	1 286
2011	no.	31	..	593	..	152	–	776
2012	no.	38	..	619	..	143	–	800
2013	no.	83	..	682	..	138	–	903

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

(d) NSW: In April 2010, NSW implemented an integrated social housing waiting list, combining public and community housing into a single list. From 2010, data are for the number of clients who are specifically on the SOMIH waiting list and are included in the total reported in table 17A.5.

(e) Data from 2012-2013 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to previous years.

(f) The ABS postcode to ARIA concordance file has been updated, based on the 2011 Census data (previously 2006). This update has been applied to remoteness indicators from 2013 onward. Caution should be exercised when comparing remoteness indicators from 2013 with previous years.

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

Table 17A.6 **Descriptive data — State owned and managed Indigenous housing (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<i>Source:</i>	AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.							

TABLE 17A.7

Table 17A.7 Descriptive data — community housing (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
Total new households assisted, for year ending 30 June (d)										
2008-09	no.	3 339	2 169	2 200	1 231	562	115	294	na	9 910
2009-10	no.	4 728	3 769	2 162	1 568	276	98	233	na	12 834
2010-11	no.	7 860	2 230	3 605	1 879	643	337	213	na	16 767
2011-12	no.	4 012	3 709	2 575	1 370	1 020	663	179	na	13 528
2012-13	no.	2 216	3 209	2 673	1 394	876	642	162	na	11 172
Total new Indigenous households assisted, for year ending 30 June (e)										
2008-09	no.	267	247	284	98	18	np	6	na	920
2009-10	no.	392	362	214	148	14	np	np	na	1 143
2010-11	no.	820	59	284	138	25	25	10	na	1 361
2011-12	no.	536	222	440	100	66	27	8	na	1 399
2012-13	no.	334	150	425	208	73	43	8	na	1 241
Total rents charged for year ending 30 June (f)										
2007-08	\$'000	67 013	43 094	29 961	11 877	24 510	2 009	4 248	na	182 712
2008-09	\$'000	98 553	51 471	32 145	16 535	26 640	2 529	2 638	na	230 511
2009-10	\$'000	142 273	58 073	30 096	45 380	25 248	2 844	4 011	na	307 925
2010-11	\$'000	189 331	74 069	33 236	27 865	28 409	na	2 717	na	355 626
2011-12	\$'000	204 493	100 632	36 774	43 478	36 368	9 602	2 997	na	434 343
Total Indigenous households, at 30 June										
2009	no.	1 280	486	640	174	66	6	28	na	2 680
2010	no.	1 394	854	542	238	96	5	24	na	3 153
2011	no.	1 928	210	866	339	100	21	34	na	3 498
2012	no.	2 098	379	1 179	424	204	34	27	na	4 345
2013	no.	2 301	395	1 039	604	180	98	23	na	4 640
Total number of new applicants who have greatest need, at 30 June										
2009	no.	10 220	3 662	5 025	1 781	1 167	293	87	na	22 235
2010	no.	na	5 611	14 440	495	755	398	161	na	21 860
2011	no.	na	7 599	16 834	na	559	na	na	na	24 992

TABLE 17A.7

Table 17A.7 Descriptive data — community housing (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
2012	no.	na	10 892	21 578	114	691	na	–	na	33 275
2013	no.	na	11 163	19 021	407	719	na	10	na	31 320
Total applicants on waiting list, at 30 June (g), (h), (i)										
2009	no.	20 504	8 675	11 543	3 158	4 651	475	181	na	49 187
2010	no.	na	12 562	19 958	1 899	1 573	535	162	na	36 689
2011	no.	na	13 024	23 978	na	2 850	na	na	na	39 852
2012	no.	na	22 090	24 964	245	4 021	na	–	na	51 320
2013	no.	na	21 607	22 086	553	5 356	na	10	na	49 612
Total applicants for transfer, at 30 June (g), (i)										
2013	no.	na	551	96	411	114	na	6	na	1 178
Total tenable tenancy rental units, at 30 June										
2009	no.	16 037	7 747	6 972	2 852	4 463	407	661	131	39 270
2010	no.	17 744	8 473	7 095	3 756	4 651	610	468	145	42 942
2011	no.	23 812	10 686	10 081	5 201	4 612	652	627	248	55 919
2012	no.	26 114	12 014	11 306	5 134	5 774	1 604	575	312	62 833
2013	no.	25 852	13 515	11 572	6 247	5 845	2 408	582	339	66 360
Total untenable tenancy rental units, at 30 June										
2009	no.	104	208	54	98	68	3	12	–	547
2010	no.	154	368	102	103	81	8	2	–	818
2011	no.	182	239	119	72	32	9	26	–	679
2012	no.	242	343	138	170	41	26	2	–	962
2013	no.	186	442	101	232	30	26	8	–	1 025
Total tenancy rental units, at 30 June (j)										
2009	no.	16 141	7 930	7 026	2 987	4 473	410	672	131	39 770
2010	no.	18 466	8 841	7 197	3 859	4 732	618	470	145	44 328
2011	no.	24 890	10 925	10 200	5 274	4 644	664	661	248	57 506
2012	no.	26 356	12 357	11 444	5 306	5 815	1 630	577	312	63 797
2013	no.	26 038	13 957	11 673	6 479	5 875	2 434	590	339	67 385

TABLE 17A.7

Table 17A.7 Descriptive data — community housing (a)

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
Total occupied tenancy rental units, at 30 June										
2009	no.	15 858	7 531	6 976	2 650	4 329	406	643	131	38 524
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	145	42 559
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	248	55 159
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	312	61 345
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	339	65 632
Total rents charged for week ending 30 June										
2009	\$'000	1 900	1 019	186	294	483	39	56	8	3 986
2010	\$'000	2 408	797	205	383	472	26	35	8	4 333
2011	\$'000	3 383	1 013	646	515	484	50	59	18	6 167
2012	\$'000	3 548	1 082	685	498	570	119	46	27	6 576
2013	\$'000	3 876	1 405	848	724	603	176	48	27	7 707
Total tenancy rental units by ASGC remoteness - major cities, at 30 June (k)										
2009	no.	10 679	6 207	2 942	3 491	3 850	..	670	..	27 839
2010	no.	12 044	6 868	3 385	4 009	4 123	..	680	..	31 109
2011	no.	16 121	8 372	5 115	5 015	4 007	..	660	..	39 290
2012	no.	17 019	7 919	5 841	3 700	4 903	..	578	..	39 960
2013	no.	17 668	9 296	6 227	4 884	4 995	..	589	..	43 658
Total tenancy rental units by ASGC remoteness - inner regional areas, at 30 June (k)										
2009	no.	3 674	1 813	1 608	632	409	382	2	..	8 520
2010	no.	4 482	1 986	1 604	716	404	828	2	..	10 022
2011	no.	6 350	2 307	2 364	890	386	1 043	2	..	13 342
2012	no.	6 647	2 698	2 515	999	519	1 389	2	..	14 769
2013	no.	6 774	2 805	2 750	602	413	1 681	1	..	15 025
Total tenancy rental units by ASGC remoteness - outer regional areas, at 30 June (k)										
2009	no.	1 336	333	1 798	674	206	212	..	84	4 643
2010	no.	1 446	345	1 538	740	222	372	..	85	4 748
2011	no.	1 586	401	2 032	832	223	407	..	119	5 600

TABLE 17A.7

Table 17A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
2012	no.	1 611	391	2 347	400	313	508	–	133	5 703
2013	no.	1 540	395	2 583	464	415	425	..	158	5 979
Total tenancy rental units by ASGC remoteness - remote areas, at 30 June (k)										
2009	no.	28	13	224	423	62	9	..	42	801
2010	no.	28	15	272	441	60	19	..	55	890
2011	no.	28	15	291	469	60	16	..	125	1 004
2012	no.	29	15	337	59	66	22	–	174	702
2013	no.	35	9	253	126	69	17	..	167	676
Total tenancy rental units by ASGC remoteness - very remote areas, at 30 June (k)										
2009	no.	4	..	439	129	4	–	..	5	581
2010	no.	5	..	399	135	4	–	..	5	548
2011	no.	4	..	400	128	4	–	..	4	541
2012	no.	5	..	404	10	4	np	–	5	429
2013	no.	6	..	472	31	4	14	527
Total tenancy rental units by the ASGC remoteness areas, at 30 June (k)										
2009	no.	15 721	8 366	7 011	5 349	4 531	603	672	131	42 384
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
Total community housing providers, at 30 June										
2009	no.	187	108	259	190	99	55	7	26	931
2010	no.	154	119	281	189	94	89	5	28	959
2011	no.	135	110	259	182	89	91	6	34	906
2012	no.	130	106	284	29	86	78	5	34	752
2013	no.	126	105	271	33	86	77	5	34	737

TABLE 17A.7

Table 17A.7 **Descriptive data — community housing (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
(a)	Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Due to differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations across time and across jurisdictions, care should be taken in interpreting these figures. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014 .									
(b)	For 2012-13, there were a large number of records with unresolved inconsistencies in the reported data.									
(c)	Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.									
(d)	New households are defined as households which commenced in community housing in the year ending 30 June 2013 and were identified as a new household by the community housing organisation. Apart from NSW, this includes households that transferred from another community housing organisation or from other forms of social housing. For NSW, these transfers were excluded in the year ending 30 June 2013.									
(e)	Data for Total new Indigenous households assisted, for year ending 30 June should be interpreted with caution. In 2010-11, a number of households previously identified as Indigenous had a status of unknown.									
(f)	WA: Total rents charged for the year ending 30 June 2010 may be overstated due to inconsistent reporting and the inclusion of Commonwealth Rent Assistance by some providers.									
(g)	In April 2010, NSW implemented an ingretated social housing waiting list, combining public and community housing into a single list, combining public and community housing into a single list. From 2010, data are for the number of clients who are specifically on the community housing waiting list and are included in the total reported in table 17A.5.									
(h)	Queensland and Victoria have integrated wait lists for all social housing. Thus, the figures for Queensland and Victoria include people also on public housing waiting lists. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.									
(i)	From 2013, total applicants on waiting list excludes total applicants waiting for transfer.									
(j)	These data may differ to data for 'Total tenancy rental units by remoteness'. Data for Victoria, Western Australia, South Australia, Tasmania and the Australian Capital Territory reflect the number of tenancies reported by community housing organisations participating in the data collection. Data for New South Wales, Queensland and the Northern Territory reflect government administrative data.									
(k)	Total tenancy rental units by remoteness' may differ to data for 'Total tenancy rental units' due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data. This data cleaning mainly reflects boarding/ rooming houses. Boarding house units with missing data are excluded from 'Total tenancy rental units' while values are imputed for 'Total tenancy rental units by remoteness'. The Australian Geographical Classification Standard (ASGC) remoteness area is assigned based on the reported postcode of each dwelling.									

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.8

Table 17A.8 **Descriptive data — Indigenous community housing (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aus Gov (k)</i>	<i>Aust (l)</i>
Number of permanent dwellings managed by funded/actively registered ICHOs, at 30 June											
2008	no.	2 510	348	4 092	2 200	895	..	23	6 326	1 028	17 422
2009	no.	2 520	1 233	4 096	2 433	995	..	24	2 776	1 096	15 173
2010	no.	2 197	1 792	4 442	2 496	1 000	51	24	2 043	..	14 045
2011	no.	2 445	1 915	4 504	2 414	920	59	24	2 043	..	14 324
2012	no.	3 055	1 981	4 606	2 380	938	63	23	2 043	..	15 089
Number of permanent dwellings, at 30 June											
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	2 781	22 364
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	2 699	19 607
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	..	18 695
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	..	17 543
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	..	16 773
Number of improvised dwellings, at 30 June											
2008	no.	20	—	na	347	—	..	—	548	—	915
2009	no.	6	—	na	106	—	..	—	513	—	625
2010	no.	—	—	na	18	na	—	—	383	..	401
2011	no.	—	—	na	8	na	—	—	383	..	391
2012	no.	—	—	na	—	na	—	—	383	..	383
Total number of households living in permanent dwellings, at 30 June											
2008	no.	na	345	4 014	na	1 077	..	23	6 405	871	na
2009	no.	2 488	1 269	3 963	1 557	1 264	..	24	2 776	820	14 161
2010	no.	1 996	1 521	4 261	2 838	1 080	46	na	2 043	..	13 785
2011	no.	2 583	1 557	4 369	3 167	922	53	na	2 043	..	14 694
2012	no.	3 124	1 595	4 467	2 993	1 408	58	na	2 043	..	15 688
Total rent collected by ICHOs for the year ending 30 June											
2007-08	\$'000	9 986	598	10 841	7 001	710	..	250	13 661	3 911	46 958
2008-09	\$'000	11 933	5 278	11 718	3 467	417	..	131	4 098	4 541	41 585

TABLE 17A.8

Table 17A.8 **Descriptive data — Indigenous community housing (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aus Gov (k)</i>	<i>Aust (l)</i>
2009-10	\$'000	10 832	10 422	13 832	4 276	690	213	na	2 782	..	43 047
2010-11	\$'000	12 870	12 389	15 145	4 592	934	182	na	2 229	..	48 342
2011-12	\$'000	15 454	13 766	16 674	5 174	1 208	200	na	2 192	..	54 668
Total rent charged by ICHOs for the year ending 30 June											
2007-08	\$'000	11 119	627	11 941	6 922	15 046	..	249	11 944	4 197	62 043
2008-09	\$'000	13 468	5 611	10 120	5 397	1 462	..	131	3 545	4 478	44 212
2009-10	\$'000	12 375	11 233	16 560	5 350	na	220	na	3 985	..	49 722
2010-11	\$'000	13 610	12 374	16 284	5 178	na	186	na	3 970	..	51 601
2011-12	\$'000	17 967	13 550	17 626	6 571	na	199	na	3 845	..	59 758
Total recurrent expenditure for ICHOs for the year ending 30 June											
2007-08	\$'000	38 566	1 049	27 924	28 999	2 701	..	157	na	5 918	105 315
2008-09	\$'000	31 579	11 017	15 176	15 421	3 253	..	242	na	5 948	82 637
2009-10	\$'000	36 260	18 512	18 450	17 096	3 726	551	na	na	..	94 594
2010-11	\$'000	42 390	9 298	24 943	21 588	4 069	437	na	na	..	102 725
2011-12	\$'000	41 795	10 438	27 141	23 457	6 502	584	na	na	..	109 916
Total capital expenditure for ICHOs for the year ending 30 June											
2007-08	\$'000	14 363	139	33 958	41 443	5 562	..	—	38 620	525	134 610
2008-09	\$'000	16 941	8 205	41 292	43 107	6 878	..	—	na	3 540	119 963
2009-10	\$'000	30 772	19 011	57 737	55 271	5 909	1 532	na	na	..	170 232
2010-11	\$'000	33 767	6 111	72 547	97 738	4 127	14	na	na	..	214 304
2011-12	\$'000	19 070	3 008	67 181	136 480	31 685	8	na	na	..	257 432
Total net recurrent costs for ICHOs for the year ending 30 June											
2007-08	\$'000	29 416	1 049	27 924	28 999	2 501	..	157	na	5 702	95 749
2008-09	\$'000	26 476	7 275	15 176	15 421	3 253	..	242	na	5 146	72 990
2009-10	\$'000	31 254	14 160	18 450	17 096	3 726	551	na	na	..	85 237
2010-11	\$'000	26 053	7 995	24 943	21 588	na	293	na	na	..	80 871
2011-12	\$'000	30 107	10 291	27 141	22 311	na	584	na	na	..	90 434

TABLE 17A.8

Table 17A.8 **Descriptive data — Indigenous community housing (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aus Gov (k)</i>	<i>Aust (l)</i>
Total number of occupied permanent dwellings, at 30 June (m)											
2008	no.	2 299	345	4 014	na	738	..	23	6 405	849	14 673
2009	no.	4 299	1 207	3 963	622	891	..	24	na	733	11 739
2010	no.	2 021	1 508	4 261	1 839	873	46	na	na	..	10 548
2011	no.	2 125	1 557	4 369	1 926	722	53	na	na	..	10 752
2012	no.	2 591	1 595	4 467	1 963	797	58	na	na	..	11 471
Total number of households requiring two or more additional bedrooms, at 30 June (n)											
2008	no.	1 300	–	1 438	na	na	..	–	na	64	na
2009	no.	1 110	9	1 288	na	174	..	–	na	37	na
2010	no.	na	10	993	158	181	na	na	na	..	1 342
2011	no.	na	9	314	265	144	na	na	na	..	na
2012	no.	na	29	373	246	67	na	na	na	..	na
Total number of households requiring one or more additional bedrooms, at 30 June (n)											
2008	no.	1 450	14	1 905	na	na	..	–	na	99	na
2009	no.	2 220	64	2 060	459	260	..	1	na	82	na
2010	no.	na	74	1 733	332	267	na	na	na	..	2 406
2011	no.	na	44	607	525	237	na	na	na	..	na
2012	no.	na	150	721	492	177	na	na	na	..	na
Total number of additional bedrooms required, at 30 June (n)											
2008	no.	3 585	14	4 565	na	na	..	–	12 362	171	20 697
2009	no.	3 578	73	3 770	459	713	..	1	na	122	na
2010	no.	na	84	3 403	614	753	na	na	na	..	4 854
2011	no.	na	53	1 163	999	646	na	na	na	..	na
2012	no.	na	182	1 374	989	326	na	na	na	..	na
Total number of households for which household groups and dwelling details were known, at 30 June											
2008	no.	4 461	296	3 933	na	na	..	23	–	629	9 342
2009	no.	4 423	1 080	3 963	1 531	547	..	22	na	271	11 837

TABLE 17A.8

Table 17A.8 **Descriptive data — Indigenous community housing (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aus Gov (k)</i>	<i>Aust (l)</i>
2010	no.	1 581	1 180	3 959	1 171	552	–	na	na	..	8 443
2011	no.	na	773	1 771	1 594	456	na	na	na	..	na
2012	no.	na	1 550	2 164	1 622	558	na	–	na	..	na
Total number of bedrooms in permanent dwellings, at 30 June											
2008	no.	13 523	1 010	13 085	9 780	2 561	..	71	18 707	2 266	61 003
2009	no.	14 006	3 597	13 210	8 526	2 539	..	75	6 422	1 741	50 116
2010	no.	6 947	5 172	14 353	7 398	2 524	134	75	5 312	..	41 915
2011	no.	7 644	4 754	14 630	7 198	2 231	158	75	na	..	36 690
2012	no.	9 583	4 736	14 952	7 140	2 359	158	72	na	..	39 000
Total number of people living in permanent dwellings, at 30 June											
2008	no.	17 686	898	20 501	12 183	2 366	..	78	na	2 803	na
2009	no.	17 684	3 118	20 030	10 061	3 677	..	83	na	2 005	56 658
2010	no.	5 720	3 854	19 230	7 935	3 642	100	na	na	..	40 481
2011	no.	6 647	4 189	7 590	7 524	3 032	73	na	na	..	29 055
2012	no.	7 816	4 412	9 233	7 747	3 139	124	na	na	..	32 471
Number of currently funded/actively registered ICHOs, at 30 June											
2008	no.	122	1	16	14	26	..	1	70	33	283
2009	no.	133	1	16	12	32	..	1	29	36	260
2010	no.	98	19	29	8	33	2	1	30	..	220
2011	no.	97	19	28	8	32	2	1	30	..	217
2012	no.	121	18	33	7	33	2	1	28	..	243
Number of ICHOs, at 30 June											
2008	no.	249	1	16	14	41	..	1	72	93	487
2009	no.	202	1	16	12	41	..	1	30	93	396
2010	no.	205	19	84	na	41	3	1	30	..	391
2011	no.	206	19	28	na	41	3	1	30	..	328
2012	no.	206	19	33	7	34	2	1	28	..	330

Table 17A.8 **Descriptive data — Indigenous community housing (a), (b), (c)**

<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aus Gov (k)</i>	<i>Aust (l)</i>
(a)	Data may not be comparable across jurisdictions or over time. Data in this table are not complete and do not represent all Indigenous Community Housing Organisations (ICHOs) for each jurisdiction. Quality issues associated with ICH data affect the interpretation of results. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014 .									
(b)	Since 2009–10, only ICHOs and dwelling numbers are reported for unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in the reported financial year). Data for 2011–12 are based on organisations that received ICH funding during 2011-12 and are not comparable to data for previous years that were based on funded and unfunded organisations. From 2009–10, the scope of the ICH collection is consistent with the scope of the 2006–07 and earlier collections. In comparison, the 2008–09 and 2007–08 collections included unfunded ICHOs.									
(c)	Data may not sum to totals due to rounding.									
(d)	NSW: Data are based on dwellings that were actively registered with the Aboriginal Housing Office (AHO). Active registration is used as a proxy for funded status. The number of ICHOs in 2012 refers to ICHOs that are registered with the AHO and provided data as at June 2012. Trends may reflect an increase in the number of providers that were actively registered on 30 June 2012 compared to 30 June 2011 as a result of the Build and Grow Aboriginal Community Housing Strategy. Data are not complete because not all actively registered organisations provided data. Permanent dwellings are those owned or managed under head lease arrangement by Aboriginal housing organisations and are registered with the AHO. Data on total rent collected and total rent charged are based on unit record data and organisation information. Recurrent and capital expenditure data relate to expenditure by the Aboriginal Housing Office and by some of the ICHOs that provided data.									
(e)	Vic: Data for 2009-10 and 2010-11 includes an additional 18 agencies that were previously not included and data for 2009-10 and 2010-11 are not directly comparable to data for previous years (2007-08 and 2008-09 data are based on one agency). These additional agencies were previously administered under the Community Housing and Infrastructure Program (CHIP).									
(f)	Qld: No household information is available for dwellings owned by the Indigenous Local Councils and ICHOs. Data for improvised dwellings are not available. Recurrent and capital expenditure represents the total expenditure as information for the ICH providers can not be provided at the organisation level. Increased housing investment in recent years has changed the balance of old and new stock. The newer dwellings require less capital expenditure and more maintenance expenditure to maintain assets to a reasonable standard.									
(g)	WA: 2011-12 data for the number of permanent dwellings for unfunded ICHOs were not able to be provided and therefore are not included in total dwellings.									
(h)	SA: All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. Data for 2011-12 are not comparable to previous years due to an altered methodology for reporting household composition. This has led to a relatively large increase in the number of households reported as assisted and a relatively large decrease in the number of households reported as requiring one or more additional bedrooms. Data for improvised dwellings are not available. Data integrity has altered methodology for recording household composition. This has led to a relatively large increase in the number of households living in permanent dwellings reported as assisted. Data on total rent collected and total rent charged are not complete. Some ICHOs did not provide full year data and data were not available for all ICHOs. Recurrent and capital expenditure data are incomplete as some ICHOs did not provide full year data and data were not available for all ICHOs.									

Table 17A.8 **Descriptive data — Indigenous community housing (a), (b), (c)**

<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT</i>	<i>NT (j)</i>	<i>Aus Gov (k)</i>	<i>Aust (l)</i>
(i) Tas:	2011-12 data for the number of permanent dwellings for unfunded ICHOs were not able to be provided and therefore are not included in total dwellings. Given there are only two ICHOs, any fluctuations in the financial data reported may appear as significant when comparing figures from previous years. The reported increase in the number of people living in permanent dwellings is due to improved coverage of data reporting, up from 64% in 2010-11 to 100% in 2011-12.									
(j) NT:	For 2011–12, no data are collected on outstation dwellings. The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. During 2008-09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. These dwellings are not captured by the ICH data collection or the public housing data collection. Adjustments were made in 2010–11 to rent collected data due to the age of some dwellings. Target rent is based on approximately \$60-\$100 per fortnight. Methodology used was \$60 per dwelling built prior to 1998 and \$100 for dwellings built after 1998.									
(k) Australian Government:	contains data from Victoria, Queensland and Tasmania, and includes dwellings managed by funded and unfunded organisations responding to the Department of Social Services survey.									
(l) Australia:	Data for some Australian totals are not reported due to insufficient data for jurisdictions.									
(m)	Some jurisdictions are able to report how many households reside in a dwelling.									
(n)	The availability and completeness coverage of data varies. Caution should be used when comparing data across jurisdictions and years.									

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

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

TABLE 17A.9

Table 17A.9 **Proportion of new tenancies allocated to households with special needs — public housing (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09	63.4	63.5	70.3	59.5	70.7	65.9	51.8	64.6	64.8
2009-10	64.3	60.5	72.4	62.1	70.0	65.7	51.5	66.8	65.3
2010-11	65.4	67.5	71.5	62.3	71.1	66.8	55.7	64.8	66.9
2011-12	72.6	62.1	71.9	61.1	71.9	64.0	54.1	57.8	67.5
2012-13	69.7	46.8	67.6	59.5	69.6	64.3	61.5	65.1	63.1

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and the denominator 'Total new households assisted, for year ending 30 June' reported in table 17A.5.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.10

Table 17A.10 **Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2008-09	53.5	na	51.4	39.6	41.7	75.0	48.3
2009-10	52.2	..	56.7	38.5	55.3	61.5	51.3
2010-11	56.1	..	57.0	..	48.7	82.4	56.4
2011-12	56.7	..	45.2	..	52.0	77.4	54.0
2012-13	55.8	..	48.5	..	52.8	50.0	52.6

(a) Data may not be over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) These data are calculated using the numerator 'Total number of new applicants who have greatest need, at June 30' and denominator 'Total new households assisted, for year ending 30 June' reported in table 17A.6.

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.11 Proportion of new tenancies allocated to households with special needs — community housing (per cent) (a), (b), (c)

	<i>NSW</i> (d)	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total</i> (e)
2008-09	71.1	50.3	64.4	49.5	67.9	89.7	39.5	na	61.1
2009-10	76.3	48.8	55.5	46.6	59.6	71.4	49.4	na	60.2
2010-11	64.3	50.7	42.5	50.5	84.9	55.9	47.9	na	56.1
2011-12	71.3	50.7	58.0	47.4	73.9	67.7	61.5	na	60.3
2012-13	70.3	49.6	75.6	53.4	77.4	56.3	46.0	na	62.9

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.
- (b) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and the denominator 'Total new households assisted, for year ending 30 June'
- (c) Households for which Indigenous or disability household status, or the age of the main tenant are unknown and where a 'special needs' household could not be determined are excluded from this
- (d) In NSW, data are sourced from a multi response survey question and a new household may fall into more than one 'special needs' category. Data have been adjusted for duplicates to ensure that the 'total new households with special needs' corresponds with 'total new households'.
- (e) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.12

Table 17A.12 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09									
Proportion of greatest need allocations in:									
< 3 months	75.4	70.6	95.4	61.0	82.6	91.5	96.8	26.1	79.2
3 months to < 6 months	68.9	70.1	95.1	83.7	78.8	98.5	91.9	47.3	79.2
6 months to <1 year	55.8	79.0	94.6	85.5	60.6	95.6	90.3	52.9	74.9
1 year to < 2 years	26.0	68.6	95.1	66.0	45.9	92.3	89.8	46.5	58.4
2+ years	5.9	38.4	94.4	4.3	8.4	85.0	78.3	13.2	32.4
Overall total	47.4	68.1	95.0	56.8	58.5	93.7	91.4	35.6	66.0
2009-10									
Proportion of greatest need allocations in:									
< 3 months	86.2	74.4	92.3	57.6	88.8	93.1	94.6	34.0	83.4
3 months to < 6 months	85.9	71.5	89.9	82.5	87.9	97.0	93.5	77.5	84.9
6 months to <1 year	80.8	74.2	84.9	80.9	83.2	98.4	90.6	61.3	81.5
1 year to < 2 years	63.3	76.3	81.0	79.9	82.0	94.9	86.9	57.7	74.8
2+ years	40.0	56.1	82.6	19.5	42.4	80.6	75.0	27.9	44.7
Overall total	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9
2010-11									
Proportion of greatest need allocations in:									
< 3 months	77.7	79.8	95.4	64.4	87.3	93.5	96.7	31.3	83.1
3 months to < 6 months	80.5	74.4	94.7	84.3	85.0	99.4	91.9	39.1	84.0
6 months to <1 year	78.6	74.7	90.2	75.9	83.3	98.9	93.0	69.1	82.1
1 year to < 2 years	67.4	75.8	89.9	79.1	81.9	99.0	91.7	62.8	77.9
2+ years	40.8	49.2	82.9	35.9	50.6	91.9	88.7	34.3	46.2
Overall total	66.2	73.1	92.1	61.2	80.1	96.2	92.5	45.2	74.7
2011-12									
Proportion of greatest need allocations in:									
< 3 months	78.1	67.3	96.8	63.0	90.1	94.0	97.6	47.5	81.1
3 months to < 6 months	77.0	70.2	97.4	75.8	90.6	95.9	94.7	67.6	83.2
6 months to <1 year	67.5	78.2	96.4	77.9	88.1	97.2	90.5	73.6	81.3
1 year to < 2 years	66.3	80.5	94.8	72.2	85.5	96.7	83.6	67.0	77.7
2+ years	47.3	63.9	95.3	34.0	59.5	83.7	91.3	42.0	51.7
Overall total	65.6	70.8	96.4	55.2	83.1	94.9	94.0	56.5	74.2
2012-13									
Proportion of greatest need allocations in:									
< 3 months	83.1	83.8	97.4	62.6	89.6	88.0	99.6	81.0	86.7
3 months to < 6 months	76.1	78.1	97.0	85.8	90.3	92.0	97.6	81.3	85.8
6 months to <1 year	71.4	80.9	95.7	73.4	87.9	90.8	98.9	89.0	83.3
1 year to < 2 years	57.6	76.3	95.0	77.4	82.4	90.3	92.9	81.1	76.1
2+ years	47.9	58.8	94.0	36.6	64.1	87.5	90.9	45.7	53.6
Overall total	66.4	76.7	96.4	58.4	83.9	89.3	98.2	70.1	77.3

Table 17A.12 Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.13

Table 17A.13 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2008-09							
Proportion of new allocations to those in greatest need in:							
< 3 months	32.9	na	85.8	20.0	80.0	na	55.6
3 months to < 6 months	20.6	na	87.8	67.4	100.0	na	55.9
6 months to < 1 year	11.8	na	80.4	65.9	80.0	na	51.4
1 year to < 2 years	5.6	na	85.0	56.0	61.1	na	50.7
2+ years	–	na	94.7	8.5	18.5	na	27.9
Overall total	14.9	na	86.7	37.5	67.6	na	48.6
2009-10							
Proportion of new allocations to those in greatest need in:							
Under 3 months	46.2	..	75.3	36.1	93.1	na	62.0
3 < 6 months	57.4	..	84.5	88.9	85.7	na	74.2
6 months to < 1 year	36.7	..	70.7	73.2	100.0	na	59.7
1 < 2 years	14.1	..	73.2	64.7	83.3	na	49.7
2+ years	23.6	..	78.6	13.0	66.7	na	27.4
Overall total	34.8	..	75.8	48.0	88.7	na	55.9
2010-11							
Proportion of new allocations to those in greatest need in:							
Under 3 months	41.0	..	97.3	..	86.4	na	73.6
3 < 6 months	33.8	..	94.4	..	100.0	na	61.4
6 months to < 1 year	36.3	..	91.3	..	83.3	na	60.5
1 < 2 years	24.7	..	86.0	..	100.0	na	48.1
2+ years	18.7	..	90.9	..	53.3	na	27.3
Overall total	31.2	..	93.6	..	84.6	na	58.6
2011-12							
Proportion of new allocations to those in greatest need in:							
Under 3 months	45.3	..	95.9	..	89.5	na	70.4
3 < 6 months	38.2	..	91.2	..	100.0	na	60.9
6 months to < 1 year	28.1	..	94.7	..	100.0	na	58.1
1 < 2 years	19.3	..	90.9	..	100.0	na	42.3
2+ years	21.4	..	90.0	..	44.4	na	28.8
Overall total	31.0	..	93.8	..	90.5	na	55.7

TABLE 17A.13

Table 17A.13 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2012-13							
Proportion of new allocations to those in greatest need in:							
Under 3 months	64.7	..	97.1	..	89.0	na	81.2
3 < 6 months	54.3	..	96.2	..	91.7	na	71.7
6 months to < 1 year	24.6	..	98.3	..	88.2	na	61.5
1 < 2 years	12.5	..	100.0	..	92.3	na	52.0
2+ years	17.9	..	78.6	..	60.0	na	28.6
Overall total	35.5	..	96.8	..	87.2	na	64.6

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.14 **Greatest need allocations as a proportion of all new allocations — community housing (per cent) (a)**

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
2008-09	67.9	91.5	56.2	85.1	96.6	57.4	95.6	na	75.0
2009-10	70.0	55.1	50.5	75.1	60.1	79.6	88.0	na	63.1
2010-11	70.2	87.3	73.0	62.3	42.8	91.1	75.1	na	71.6
2011-12	69.7	83.5	62.4	75.4	45.3	86.6	97.8	na	72.0
2012-13	77.7	89.8	66.4	76.3	49.8	81.0	97.5	na	76.7

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

(c) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.15

Table 17A.15 Dwelling condition — Public housing (per cent) (a), (b)

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

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

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

(c) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

np Not published.

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

TABLE 17A.16

Table 17A.16 Dwelling condition — SOMIH (per cent) (a), (b), (c)

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

- (a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.
- (b) The results from the 2012 survey may be affected by non-response bias due to low response rates. Results should therefore be interpreted with caution.
- (c) Includes a small proportion of non-Indigenous households.
- (d) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

.. Not applicable.

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

TABLE 17A.17

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

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

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

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

(c) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

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

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

TABLE 17A.18

Table 17A.18 Dwelling condition — Indigenous community housing (per cent)

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

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

– Nil or rounded to zero.

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

TABLE 17A.19

Table 17A.19 **Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2003-04									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	4 822	3 515	4 394	4 693	4 609	6 021	7 746	10 053	4 695
Depreciation	1 789	1 752	1 240	1 392	1 031	1 254	1 191	2 440	1 538
Indicative user cost of capital									
Land	10 881	5 784	7 287	4 678	3 168	1 460	14 254	4 657	7 493
Other assets	6 336	6 715	5 510	5 154	4 210	4 629	6 495	6 222	5 840
Total assets	17 217	12 499	12 797	9 832	7 378	6 088	20 749	10 879	13 333
Interest payments	388	–	296	758	938	999	516	2 352	467
Total capital costs	18 618	14 251	13 740	10 466	7 471	6 344	21 424	10 967	14 404
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 402	17 716	18 105	15 112	12 031	12 314	29 090	20 959	19 056
No. of dwellings (at 30 June)	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2004-05									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	4 743	3 735	4 476	5 119	4 885	6 175	8 153	9 475	4 801
Depreciation	1 871	1 771	1 375	1 481	1 227	2 103	1 078	2 551	1 653
Indicative user cost of capital									
Land	10 541	5 930	7 428	5 501	4 356	2 554	14 850	5 779	7 729
Other assets	6 191	6 902	5 996	5 662	5 018	8 083	6 800	8 395	6 211
Total assets	16 731	12 832	13 424	11 163	9 373	10 637	21 650	14 174	13 941
Interest payments	381	–	360	740	941	983	513	2 132	467
Total capital costs	18 221	14 603	14 439	11 903	9 659	11 757	22 216	14 594	15 128
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	22 925	18 301	18 883	16 983	14 495	17 873	30 281	24 017	19 887
No. of dwellings (at 30 June)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2005-06									

TABLE 17A.19

Table 17A.19 **Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA	Tas	ACT	NT	Aust (e)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 122	4 233	4 719	5 382	5 283	6 813	7 685	9 304	5 145
Depreciation	1 865	1 809	1 489	1 683	1 274	1 901	1 080	2 777	1 696
Indicative user cost of capital									
Land	10 033	6 013	8 262	6 764	5 308	2 660	15 056	7 326	7 961
Other assets	6 168	6 985	6 356	6 422	5 210	7 767	7 234	7 022	6 350
Total assets	16 201	12 998	14 619	13 186	10 518	10 427	22 290	14 348	14 311
Interest payments	424	–	392	732	931	911	496	2 168	480
Total capital costs	17 642	14 807	15 715	14 137	10 861	11 417	22 875	14 958	15 527
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	22 721	19 000	20 402	19 456	16 088	18 171	30 477	24 174	20 625
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2006-07									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 778	4 541	5 162	7 553	5 990	6 752	6 842	9 502	5 768
Depreciation	1 961	1 852	1 578	1 834	1 343	1 982	1 149	2 534	1 776
Indicative user cost of capital									
Land	10 084	6 011	9 003	12 341	5 742	3 123	16 087	8 142	8 716
Other assets	6 266	7 221	6 783	9 750	5 436	7 473	8 018	7 084	6 848
Total assets	16 350	13 232	15 786	22 091	11 177	10 597	24 105	15 225	15 564
Interest payments	532	–	398	842	916	941	480	2 164	527
Total capital costs	17 779	15 084	16 965	23 083	11 605	11 638	24 775	15 595	16 813
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 497	19 584	22 093	30 568	17 538	18 323	31 616	25 011	22 529
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2007-08									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 010	4 831	5 286	8 173	6 256	7 305	7 086	10 918	6 064

TABLE 17A.19

Table 17A.19 **Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA	Tas	ACT	NT	Aust (e)
Depreciation	2 052	1 919	1 684	2 333	1 410	2 187	1 341	2 643	1 906
Indicative user cost of capital									
Land	10 064	7 506	11 083	16 490	6 587	3 299	19 684	9 433	9 947
Other assets	6 430	7 980	7 441	11 881	5 347	8 274	8 095	7 796	7 387
Total assets	16 495	15 485	18 524	28 371	11 934	11 573	27 780	17 230	17 333
Interest payments	543	–	384	828	785	923	460	2 417	512
Total capital costs	18 003	17 404	19 823	29 876	12 559	12 837	28 660	17 456	18 727
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 938	22 190	25 073	37 977	18 755	20 075	35 747	28 301	24 733
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2008-09									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 549	4 848	6 146	7 000	6 342	7 948	7 736	13 201	6 366
Depreciation	2 163	2 053	1 894	2 730	1 621	2 152	1 248	3 114	2 071
Indicative user cost of capital									
Land	9 824	10 351	11 377	15 621	7 372	3 584	19 814	10 601	10 515
Other assets	6 748	8 253	7 658	11 121	6 599	8 407	8 317	8 168	7 698
Total assets	16 573	18 604	19 036	26 741	13 971	11 991	28 131	18 769	18 213
Interest payments	548	–	371	803	862	903	442	2 122	512
Total capital costs	18 188	20 657	20 559	28 669	14 729	13 239	28 936	19 762	19 772
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	24 653	25 458	26 655	35 596	21 013	21 130	36 672	32 881	26 074
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2009-10									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 237	5 029	6 077	7 104	6 815	8 069	8 106	12 058	6 691
Depreciation	2 338	2 133	1 911	2 693	1 707	2 290	1 267	3 689	2 170
Indicative user cost of capital									

TABLE 17A.19

Table 17A.19 **Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA	Tas	ACT	NT	Aust (e)
Land	10 814	10 238	11 597	13 526	8 363	3 377	22 407	11 299	10 900
Other assets	7 825	8 531	8 081	9 712	7 193	8 550	8 452	8 709	8 160
Total assets	18 639	18 769	19 678	23 238	15 556	11 927	30 859	20 008	19 060
Interest payments	550	–	357	762	863	890	421	2 141	504
Total capital costs	20 427	20 901	21 232	25 168	16 399	13 327	31 704	21 556	20 725
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 572	25 882	27 250	32 182	23 142	21 323	39 810	33 540	27 345
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2010-11									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 977	5 658	8 255	8 191	6 929	8 777	8 167	12 769	7 227
Depreciation	2 552	2 190	2 027	2 744	1 769	2 300	1 235	4 358	2 295
Indicative user cost of capital									
Land	11 007	10 236	11 512	13 558	9 573	4 337	21 959	12 959	11 183
Other assets	8 071	8 766	7 931	10 946	7 505	8 895	9 128	11 519	8 524
Total assets	19 078	19 003	19 443	24 504	17 078	13 232	31 087	24 478	19 707
Interest payments	607	–	344	694	881	876	398	2 140	516
Total capital costs	21 023	21 193	21 126	26 554	17 966	14 656	31 924	26 696	21 486
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 905	26 802	29 328	34 665	24 831	23 349	40 091	39 376	28 642
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2011-12									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 429	5 884	8 294	9 762	7 604	8 194	8 736	12 518	7 670
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038

TABLE 17A.19

Table 17A.19 **Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA	Tas	ACT	NT	Aust (e)
Total assets	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 545	27 109	28 562	37 390	26 398	21 436	41 234	41 427	29 284
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2012-13									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 751	6 087	7 905	10 152	7 667	7 951	9 058	14 314	7 835
Depreciation	2 720	2 460	1 964	3 220	1 790	2 446	1 348	7 108	2 500
Indicative user cost of capital									
Land	11 152	10 154	10 693	14 086	9 856	3 589	22 271	14 479	11 192
Other assets	9 684	8 822	7 472	11 591	17 043	7 547	9 347	14 769	10 253
Total assets	20 836	18 976	18 165	25 677	26 899	11 137	31 618	29 248	21 445
Interest payments	629	367	325	641	714	837	363	2 083	562
Total capital costs	22 927	21 069	19 804	28 256	27 975	12 746	32 603	34 274	23 383
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 572	27 097	27 665	38 275	35 579	20 681	41 661	48 407	31 140
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340

(a) Data are presented in nominal terms. Refer to table 17A.20 for data reported in real terms (2012-13 dollars).

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

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

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

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

– Nil or rounded to zero.

Table 17A.19 **Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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Source: State and Territory governments (unpublished); table 17A.3.

TABLE 17A.20

Table 17A.20 Real government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (2012-13 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
2003-04									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 587	4 803	6 003	6 412	6 296	8 225	10 582	13 733	6 414
Depreciation	2 444	2 393	1 693	1 902	1 408	1 713	1 627	3 333	2 101
Indicative user cost of capital									
Land	14 865	7 901	9 955	6 390	4 328	1 994	19 472	6 362	10 236
Other assets	8 655	9 174	7 527	7 041	5 752	6 323	8 873	8 501	7 978
Total assets	23 521	17 075	17 482	13 431	10 080	8 317	28 345	14 862	18 215
Interest payments	530	–	404	1 035	1 282	1 364	705	3 213	638
Total capital costs	25 434	19 468	18 771	14 298	10 206	8 666	29 267	14 982	19 678
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	31 969	24 202	24 734	20 645	16 436	16 823	39 741	28 633	26 033
No. of dwellings (at 30 June)	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2004-05									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 183	4 870	5 835	6 674	6 369	8 051	10 629	12 354	6 259
Depreciation	2 439	2 310	1 792	1 930	1 600	2 742	1 406	3 326	2 156
Indicative user cost of capital									
Land	13 743	7 732	9 685	7 172	5 679	3 330	19 362	7 535	10 077
Other assets	8 071	8 998	7 817	7 382	6 542	10 538	8 866	10 945	8 098
Total assets	21 814	16 730	17 502	14 554	12 220	13 868	28 227	18 480	18 176
Interest payments	497	–	469	965	1 226	1 282	668	2 780	608
Total capital costs	23 756	19 040	18 826	15 519	12 594	15 328	28 965	19 027	19 723
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 889	23 860	24 620	22 142	18 899	23 302	39 480	31 313	25 928
No. of dwellings (at 30 June)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2005-06									

TABLE 17A.20

Table 17A.20 Real government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (2012-13 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 394	5 285	5 891	6 719	6 596	8 506	9 595	11 616	6 423
Depreciation	2 329	2 258	1 858	2 101	1 590	2 374	1 349	3 467	2 118
Indicative user cost of capital									
Land	12 526	7 507	10 315	8 445	6 627	3 321	18 797	9 146	9 939
Other assets	7 700	8 721	7 936	8 017	6 505	9 696	9 031	8 767	7 927
Total assets	20 226	16 228	18 251	16 462	13 131	13 018	27 828	17 913	17 866
Interest payments	530	–	489	914	1 162	1 138	619	2 706	599
Total capital costs	22 025	18 486	19 620	17 649	13 559	14 254	28 558	18 674	19 384
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 366	23 720	25 471	24 290	20 085	22 685	38 049	30 180	25 749
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2006-07									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 937	5 452	6 197	9 067	7 191	8 105	8 214	11 407	6 924
Depreciation	2 354	2 224	1 894	2 202	1 612	2 380	1 380	3 042	2 133
Indicative user cost of capital									
Land	12 105	7 216	10 808	14 815	6 893	3 750	19 312	9 774	10 463
Other assets	7 523	8 668	8 142	11 704	6 525	8 971	9 626	8 504	8 221
Total assets	19 628	15 885	18 950	26 520	13 418	12 721	28 938	18 278	18 684
Interest payments	639	–	478	1 011	1 100	1 129	576	2 598	633
Total capital costs	21 344	18 108	20 366	27 711	13 931	13 971	29 742	18 722	20 184
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 207	23 510	26 523	36 696	21 054	21 997	37 955	30 026	27 046
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2007-08									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 916	5 559	6 083	9 405	7 199	8 406	8 154	12 564	6 979

TABLE 17A.20

Table 17A.20 Real government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (2012-13 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Depreciation	2 361	2 208	1 938	2 685	1 623	2 517	1 543	3 042	2 194
Indicative user cost of capital									
Land	11 582	8 637	12 754	18 976	7 580	3 797	22 651	10 855	11 446
Other assets	7 399	9 183	8 562	13 672	6 153	9 521	9 316	8 972	8 500
Total assets	18 981	17 820	21 316	32 648	13 733	13 318	31 967	19 827	19 946
Interest payments	625	–	442	953	903	1 062	530	2 781	590
Total capital costs	20 717	20 028	22 812	34 380	14 452	14 772	32 981	20 087	21 551
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 547	25 535	28 852	43 702	21 582	23 101	41 135	32 568	28 461
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2008-09									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 261	5 374	6 814	7 760	7 030	8 811	8 577	14 635	7 057
Depreciation	2 398	2 276	2 100	3 027	1 797	2 386	1 383	3 452	2 296
Indicative user cost of capital									
Land	10 892	11 475	12 613	17 318	8 173	3 973	21 967	11 753	11 658
Other assets	7 481	9 150	8 491	12 329	7 316	9 320	9 220	9 056	8 535
Total assets	18 373	20 625	21 104	29 647	15 488	13 293	31 187	20 808	20 192
Interest payments	607	–	411	890	956	1 002	490	2 352	568
Total capital costs	20 164	22 902	22 792	31 784	16 329	14 678	32 080	21 909	21 920
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 331	28 224	29 551	39 464	23 296	23 426	40 656	36 453	28 907
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2009-10									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 816	5 431	6 563	7 672	7 359	8 714	8 754	13 022	7 226
Depreciation	2 525	2 303	2 064	2 908	1 843	2 473	1 368	3 984	2 343
Indicative user cost of capital									

TABLE 17A.20

Table 17A.20 Real government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (2012-13 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Land	11 678	11 056	12 524	14 607	9 031	3 646	24 197	12 202	11 771
Other assets	8 450	9 213	8 727	10 488	7 768	9 233	9 127	9 405	8 812
Total assets	20 129	20 269	21 251	25 095	16 799	12 880	33 325	21 607	20 583
Interest payments	594	–	385	823	932	961	455	2 313	544
Total capital costs	22 059	22 572	22 929	27 180	17 710	14 392	34 237	23 279	22 382
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 776	27 950	29 428	34 754	24 992	23 027	42 991	36 220	29 530
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2010-11									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 223	5 858	8 546	8 479	7 173	9 086	8 454	13 218	7 481
Depreciation	2 642	2 267	2 099	2 841	1 831	2 381	1 278	4 511	2 376
Indicative user cost of capital									
Land	11 394	10 597	11 917	14 035	9 910	4 489	22 732	13 415	11 577
Other assets	8 355	9 075	8 210	11 331	7 769	9 208	9 449	11 925	8 824
Total assets	19 750	19 672	20 127	25 366	17 679	13 698	32 181	25 340	20 401
Interest payments	629	–	357	718	912	907	412	2 216	534
Total capital costs	21 763	21 939	21 869	27 489	18 598	15 172	33 048	27 636	22 242
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 888	27 745	30 360	35 885	25 705	24 171	41 502	40 762	29 650
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2011-12									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 550	5 980	8 428	9 920	7 728	8 327	8 878	12 722	7 795
Depreciation	2 417	2 262	2 049	3 169	1 848	2 417	1 375	6 541	2 365
Indicative user cost of capital									
Land	10 352	10 347	10 977	14 168	10 256	3 736	22 541	13 576	11 057
Other assets	9 509	9 012	7 967	11 520	8 069	8 258	9 470	11 472	9 185

TABLE 17A.20

Table 17A.20 Real government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (2012-13 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (d)
Total assets	19 861	19 359	18 943	25 688	18 326	11 994	32 011	25 048	20 242
Interest payments	685	–	340	675	1 007	873	360	2 137	554
Total capital costs	21 594	21 621	20 652	28 182	19 167	13 538	33 027	29 453	22 053
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 009	27 550	29 027	37 998	26 827	21 785	41 905	42 101	29 760
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2012-13									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 751	6 087	7 905	10 152	7 667	7 951	9 058	14 314	7 835
Depreciation	2 720	2 460	1 964	3 220	1 790	2 446	1 348	7 108	2 500
Indicative user cost of capital									
Land	11 152	10 154	10 693	14 086	9 856	3 589	22 271	14 479	11 192
Other assets	9 684	8 822	7 472	11 591	17 043	7 547	9 347	14 769	10 253
Total assets	20 836	18 976	18 165	25 677	26 899	11 137	31 618	29 248	21 445
Interest payments	629	367	325	641	714	837	363	2 083	562
Total capital costs	22 927	21 069	19 804	28 256	27 975	12 746	32 603	34 274	23 383
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 572	27 097	27 665	38 275	35 579	20 681	41 661	48 407	31 140
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340

(a) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

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

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

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

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); table 17A.3; table 2A.53.

TABLE 17A.21

Table 17A.21 **Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Nominal cost per dwelling							
2003-04	5 684	4 737	6 296	6 059	5 469	3 425	5 702
2004-05	5 057	4 794	6 134	6 857	4 116	4 886	5 451
2005-06	5 364	6 208	6 582	7 589	6 931	5 551	6 354
2006-07	5 818	4 078	7 471	7 627	6 674	6 430	6 476
2007-08	6 229	4 929	8 139	10 726	9 513	6 504	8 014
2008-09	7 052	4 436	9 019	8 981	10 620	7 141	6 477
2009-10	9 152	..	9 211	9 058	11 859	7 163	9 503
2010-11	7 630	..	10 581	..	11 670	7 780	9 410
2011-12	7 913	..	13 515	..	13 180	7 390	10 682
2012-13	8 478	..	14 958	..	12 009	7 580	11 673
Real cost per dwelling (2012-13 dollars) (d)							
2003-04	7 766	6 472	8 602	8 278	7 471	4 679	7 789
2004-05	6 593	6 251	7 998	8 940	5 367	6 370	7 107
2005-06	6 696	7 750	8 218	9 475	8 653	6 930	7 933
2006-07	6 984	4 895	8 969	9 156	8 012	7 719	7 774
2007-08	7 168	5 672	9 366	12 343	10 947	7 485	9 222
2008-09	7 818	4 917	9 999	9 957	11 774	7 917	7 181
2009-10	9 883	..	9 947	9 782	12 807	7 735	10 263
2010-11	7 899	..	10 953	..	12 081	8 054	9 742
2011-12	8 042	..	13 735	..	13 394	7 510	10 856
2012-13	8 478	..	14 958	..	12 009	7 580	11 673

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

(b) These data exclude the costs of capital.

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

(d) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2

.. Not applicable.

Source: State governments (unpublished); table 17A.3; table 2A.53.

TABLE 17A.22

Table 17A.22 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i> (e), (f)	<i>Qld</i>	<i>WA</i> (f)	<i>SA</i>	<i>Tas</i> (f)	<i>ACT</i> (f) (g)	<i>NT</i>	<i>Total</i> (h)
Nominal cost per tenancy									
2003-04	9 224	5 167	4 291	7 861	3 751	7 712	na	na	6 529
2004-05	9 400	6 667	5 509	8 013	6 995	11 365	na	na	7 744
2005-06	8 326	6 764	4 459	9 415	7 512	9 547	na	na	7 411
2006-07	8 580	7 963	3 787	6 591	6 999	9 832	6 690	na	7 100
2007-08	8 844	7 250	4 674	4 956	6 008	12 023	7 816	na	7 045
2008-09	9 299	9 008	4 962	7 870	7 294	16 835	7 248	na	8 289
2009-10	10 175	8 445	7 263	8 062	7 459	21 312	10 268	na	9 120
2010-11	9 356	9 417	5 345	5 400	6 629	15 699	10 971	na	8 149
2011-12	9 844	9 050	5 816	5 564	5 875	14 140	7 249	na	8 222
Real cost per tenancy (2011-12 dollars) (i)									
2003-04	12 381	6 936	5 760	10 552	5 035	10 352	na	na	8 764
2004-05	12 051	8 547	7 063	10 273	8 968	14 571	na	na	9 928
2005-06	10 229	8 310	5 478	11 566	9 229	11 729	na	na	9 104
2006-07	10 130	9 401	4 471	7 782	8 263	11 608	7 898	na	8 383
2007-08	10 016	8 211	5 293	5 613	6 804	13 616	8 852	na	7 978
2008-09	10 141	9 823	5 411	8 582	7 954	18 359	7 904	na	9 039
2009-10	10 813	8 974	7 718	8 567	7 927	22 648	10 912	na	9 692
2010-11	9 528	9 590	5 443	5 499	6 751	15 987	11 172	na	8 298
2011-12	9 844	9 050	5 816	5 564	5 875	14 140	7 249	na	8 222

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) Data presented here are for the 2011–12 financial year. The information provided relates to a different number of community housing organisations and households when compared to non-financial outputs and indicators.

(c) Total net recurrent costs are divided into costs borne by (1) providers: community housing organisations responsible for the day-to-day management of community housing dwellings and tenancies; and (2) administrators: state and territory government bodies with the responsibility of administering community housing programs.

(d) These data exclude the costs of capital.

Table 17A.22 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic (e), (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA</i>	<i>Tas (f)</i>	<i>ACT (f) (g)</i>	<i>NT</i>	<i>Total (h)</i>
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(e) In Victoria, changes in methodology over time affect coherence of these data.

(f) In 2009-10, provider net recurrent costs for Vic, WA, Tas and the ACT have been weighted to reflect the total number of tenancy (rental) units. Victorian data may include some dwellings that were not government funded. WA and Tasmania data exclude three community housing organisations. Tasmanian data in 2009-10 reflect an increase in administrative costs. In the ACT, data may include grants and subsidies paid to community housing organisations for tenancy management.

(g) Recurrent administrative net cost, and the number of tenancy (rental) units it relates to, includes administration for community housing organisations outside the scope of the national data collection and those registered under the community housing regulatory framework. In 2011-12, the total number of ACT tenancies includes organisations reporting under the regulatory framework.

(h) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

(i) Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia Cat. no. HOU 271; table 2A.53.

TABLE 17A.23

Table 17A.23 **Net recurrent cost per dwelling — Indigenous community housing (2011-12 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust (d)</i>
2007-08	7 536	3 447	7 799	15 064	2 950	..	7 808	na	9 039	8 540
2008-09	6 514	6 421	4 032	6 897	3 565	..	10 977	na	8 162	5 719
2009-10	15 329	9 688	4 827	7 328	4 275	11 651	na	na	..	8 072
2010-11	10 829	4 930	5 628	9 210	na	5 040	na	na	..	7 446
2011-12	9 855	6 424	6 374	9 374	na	9 268	na	na	..	7 969

(a) Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

(b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/gsp/reports/rogs/2014.

(c) Data from 2007-08 and 2008 are not comparable to data for earlier years due to a change in scope of data collection and respondent variation. Data for 2009-10 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for earlier years that were based on funded and unfunded organisations.

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

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

Source: AIHW (various years) Indigenous Community Housing, Canberra; AIHW (2011) Housing Assistance in Australia Cat No. HOU 271; table 2A.53.

TABLE 17A.24

Table 17A.24 **Public housing occupancy rates as at 30 June (per cent) (a) (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of public housing dwellings occupied, at 30 June									
2004	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4
2005	98.7	97.3	98.6	95.6	96.1	98.0	98.1	94.1	97.7
2006	98.6	97.5	98.9	96.2	96.2	98.4	98.7	95.6	97.8
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0
2009	98.6	96.6	98.9	96.7	96.1	98.1	98.4	94.7	97.7
2010	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7
2011	99.9	96.9	98.6	96.1	95.8	98.4	97.9	96.1	98.0
2012	98.9	96.9	98.6	96.3	96.0	97.3	98.6	95.4	97.7
2013	99.0	97.3	98.6	95.8	96.8	97.1	98.0	93.6	97.8

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) These data are calculated using the numerator 'Total number of occupied public housing dwellings, at 30 June' and denominator 'Total public housing dwellings, at 30 June' reported in table 17A.3.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.25

Table 17A.25 **SOMIH occupancy rates as at 30 June (per cent) (a) (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Proportion of State owned and managed Indigenous housing dwellings occupied							
2004	98.0	96.7	96.8	94.1	92.2	98.2	96.0
2005	97.4	95.8	96.1	94.2	91.8	97.7	95.5
2006	97.4	96.7	96.8	94.1	93.5	98.3	96.1
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8
2009	97.9	100.0	95.5	94.6	93.9	98.6	96.1
2010	98.1	..	94.8	95.5	92.4	97.7	95.8
2011	99.9	..	95.7	..	94.6	98.0	97.4
2012	97.7	..	95.2	..	96.0	96.8	96.5
2013	98.1	..	96.5	..	97.3	97.6	97.4

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) These data are calculated using the numerator 'Total number of occupied SOMIH dwellings, at 30 June' and denominator 'Total SOMIH dwellings, at 30 June' reported in table 17A.3.

.. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.26 **Community housing occupancy rates at 30 June (per cent) (a)**

	<i>NSW</i> (b)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (c)	<i>SA</i> (d)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (e)	<i>Total</i> (f)
2009	98.2	95.0	99.3	88.7	96.8	99.0	95.7	100.0	96.9
2010	98.7	93.5	95.2	92.3	94.3	95.3	95.7	100.0	96.0
2011	97.6	93.6	94.6	93.8	98.1	95.6	91.4	100.0	95.9
2012	98.1	94.4	95.7	92.8	97.0	90.9	92.7	100.0	96.2
2013	99.8	95.0	99.1	92.7	97.0	92.7	91.9	100.0	97.4

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) Occupancy data was unavailable from a large organisation in 2012.

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

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

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

(f) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.27

Table 17A.27 **Indigenous community housing occupancy rates (per cent) (a), (b), (c), (d), (e)**

	NSW (f)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust (d)
2008	96.0	99.1	98.1	na	93.3	..	100.0	100.0	96.6	98.3
2009	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	..	90.8
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	..	91.6
2012	95.8	97.4	94.8	82.5	89.4	92.1	na	na	..	92.1

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/gsp/reports/rogs/2014.
- (b) These data are calculated using the numerator 'Total number of occupied ICH dwellings, at 30 June' and denominator 'Total ICH dwellings, for year ending 30 June' reported in table 17A.3.
- (c) Data from 2008 are not comparable to data for previous years due to a change in scope of data collection and respondent variation. Data for 2010 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (d) Calculations only include those dwellings for which occupancy status was known.
- (e) Australian totals may not represent national totals because data were not available for all jurisdictions.
- (f) Data for ICHOs in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.
- na** Not available. .. Not applicable.

Source: AIHW (2011) Housing Assistance in Australia Cat No. HOU 271; AIHW (various years) Indigenous Community Housing, Canberra.

Table 17A.28 **Average turnaround times for vacant stock — public housing (days) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>ACT</i>	<i>NT (c) (d)</i>	<i>Aust (d)</i>
2008-09	20.2	26.7	24.6	32.9	22.7	26.7	36.2	77.3	26.2
2009-10	29.4	30.1	27.1	17.3	24.6	27.4	36.1	95.9	28.8
2010-11	31.3	29.2	27.8	26.9	27.6	29.3	38.2	58.8	30.0
2011-12	28.9	31.9	28.6	22.3	24.6	37.0	37.1	60.1	28.8
2012-13	29.4	30.3	28.4	17.4	21.7	38.9	39.8	na	na

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

(d) Data for 2012-13 are unavailable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.29 **Average turnaround times for vacant stock — SOMIH (days) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (b)</i>	<i>Total</i>
2008-09	22.6	na	42.0	43.3	33.2	32.6	36.2
2009-10	28.1	..	43.6	21.3	29.1	40.7	30.5
2010-11	20.4	..	40.9	..	26.4	39.5	27.7
2011-12	23.1	..	47.2	..	24.7	53.5	29.9
2012-13	21.3	..	44.9	..	22.0	67.1	29.5

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.30 **Public housing rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2008-09	100.2	98.5	99.3	101.3	100.0	99.0	99.9	100.8	99.8
2009-10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	99.8
2010-11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	99.6
2011-12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0	99.3
2012-13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	98.7	99.4

- (a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.
- (b) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.
- (c) Payment arrangements for rent in some jurisdictions mean that rent collected over a 12-month period may be higher than rent charged over that period.

Source: State and Territory governments (unpublished).

Table 17A.31 **SOMIH rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2008-09	99.8	97.2	97.2	103.6	99.7	99.0	99.7
2009-10	101.5	..	101.5	104.5	100.7	101.7	99.7
2010-11	104.0	..	99.3	..	99.9	99.0	101.7
2011-12	100.0	..	100.6	..	100.7	98.6	100.5
2012-13	101.0	..	99.8	..	101.5	98.4	99.6

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

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

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

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

Source: State governments (unpublished).

TABLE 17A.32

Table 17A.32 **Community housing rent collection rate (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (d)</i>
2007-08	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na	98.7
2008-09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	98.1
2009-10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	97.7
2010-11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	97.9
2011-12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	100.6

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(b) Data presented here are for the 2011–12 financial year. The information provided relates to a different number of community housing organisations and households when compared to non-financial outputs and indicators.

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

(d) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.33

Table 17A.33 **Indigenous community housing rent collection rate (per cent) (a), (b), (c)**

	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2007-08	89.8	95.4	90.8	101.1	63.5	..	100.4	114.4	93.2	97.6
2008-09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3
2009-10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	..	88.1
2010-11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	..	94.9
2011-12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	..	94.9

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/gsp/reports/rogs/2014.
- (b) Data from 2007-08 are not comparable to data for earlier years due to a change in scope of data collection and respondent variation. Data for 2009-10 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (c) Calculations only include those ICHOs for which both rent collected and rent charged were known.
- (d) Data for ICHOs in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.

na Not available. .. Not applicable.

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

TABLE 17A.34

Table 17A.34 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent) (a), (b)**

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

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/gsp/reports/rogs/2014.

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

(c) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

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

TABLE 17A.35

Table 17A.35 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2012 (per cent) (a), (b)**

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

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/gsp/reports/rogs/2014.

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

(c) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

Table 17A.35 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2012 (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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Source: AIHW (2012) *National Social Housing Survey*.

TABLE 17A.36

Table 17A.36 **Amenity, location and customer satisfaction with SOMIH, 2012 (per cent) (a) (b), (c)**

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

(a) The sample sizes for customer satisfaction reflect the number of unweighted valid responses and are therefore different to those provided for amenity/location. For more information on errors and data caveats, see www.aihw.gov.au/housing/nshs/public_and_Indigenous_housing.cfm.

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

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

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

Table 17A.36 **Amenity, location and customer satisfaction with SOMIH, 2012 (per cent) (a) (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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(e) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

.. Not applicable.

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

TABLE 17A.37

Table 17A.37 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent) (a), (b), (c), (d)**

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

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

(d) Safety/security of neighbourhood is included in the amenity question of the survey. However data for this aspect are included in the location indicator (table 17A.35).

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

(f) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

na Not available.

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

TABLE 17A.38

Table 17A.38 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2012 (per cent) (a), (b), (c)**

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

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

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

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

Table 17A.38 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2012 (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (d)
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(d) Australian data do not represent national data because data are not available for all jurisdictions.

(e) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

na Not available.

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

Table 17A.39 **Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Nominal average weekly subsidy per rebated household									
2009	147	79	141	77	93	76	206	142	121
2010	145	98	152	75	103	87	225	158	127
2011	152	100	156	144	104	91	239	164	138
2012	165	115	145	139	105	86	256	161	143
2013	170	125	147	135	107	83	253	157	146
Real average weekly subsidy per rebated household (2012-13 dollars) (d)									
2009	163	88	157	85	103	85	229	157	134
2010	157	106	164	81	111	94	243	170	137
2011	158	104	161	149	108	95	248	170	143
2012	167	117	147	142	107	87	260	163	145
2013	170	125	147	135	107	83	253	157	146

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

(b) Data for 2012-13 were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository.

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

(d) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271. table 2A.53.

**Table 17A.40 Average weekly subsidy per rebated household, at 30 June
— SOMIH (\$ per week) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Nominal average weekly subsidy per rebated household							
2009	126	92	151	96	109	87	123
2010	106	..	159	93	124	99	123
2011	115	..	160	..	126	107	135
2012	125	..	153	..	130	105	136
2013	124	..	152	..	130	99	135
Real average weekly subsidy per rebated household (2012-13 dollars) (b)							
2009	139	102	167	106	121	97	136
2010	114	..	171	100	134	107	133
2011	119	..	166	..	131	111	140
2012	127	..	155	..	132	107	138
2013	124	..	152	..	130	99	135

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

(b) Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

.. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia Cat. no. HOU 271; table 2A.53.

TABLE 17A.41

Table 17A.41 **Low income households in social housing, at 30 June (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Public housing										
Number of low income households in public housing										
2012	no.	100 230	52 933	48 208	31 865	34 151	9 258	10 714	4 784	292 143
2013	no.	98 467	52 887	48 292	31 663	33 211	9 254	10 631	4 679	289 084
Low income households as a proportion of all households in public housing										
2012	%	99.1	99.3	94.4	97.7	98.0	92.2	99.3	99.2	97.8
2013	%	99.1	98.3	94.8	98.2	97.5	92.6	99.0	98.8	97.7
SOMIH										
Number of low income households in SOMIH										
2012	no.	2 818	..	2 895	..	1 415	272	7 400
2013	no.	2 814	..	2 927	..	1 395	269	7 405
Low income households as a proportion of all households in SOMIH										
2012	%	98.8	..	89.7	..	97.1	91.3	94.4
2013	%	98.5	..	89.1	..	96.5	90.0	93.9
Community housing										
Number of low income households in community housing										
2011-12	no.	23 020	8 392	na	4 403	4 375	814	471	na	41 475
2012-13	no.	22 654	10 438	na	5 132	4 557	1 264	477	na	44 522
Low income households as a proportion of all households in community housing										
2008-09	%	87.5	98.8	94.6	99.8	98.9	97.1	98.5	na	92.5
2009-10	%	92.1	93.4	na	97.8	91.3	88.9	99.7	na	92.9
2010-11	%	91.0	93.1	na	96.2	91.4	91.3	99.1	na	92.1
2011-12	%	90.3	90.6	na	97.1	94.5	87.7	99.4	na	91.5
2012-13	%	87.2	90.8	na	96.2	92.7	92.7	99.4	na	89.8

(a) Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

Table 17A.41 **Low income households in social housing, at 30 June (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(d) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded from this indicator.

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

na Not available. .. Not applicable

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia Cat. no. HOU 271; AIHW (unpublished).

TABLE 17A.42

Table 17A.42 **Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
Public housing									
2010	0.1	3.9	–	1.1	1.7	–	0.9	5.8	1.3
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
SOMIH									
2010	0.1	..	0.1	2.0	2.2	–	0.8
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
2013	0.5	..	0.8	..	–	–	0.5
Community housing (h)									
2009-10	12.9	20.3	na	59.7	6.9	28.0	23.6	na	18.4
2010-11	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5
2011-12	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2012-13	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8

(a) Proportion of low income households spending more than 30 per cent of their income on rent, of all low income households for whom location, income and rent details are known.

(b) Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

(d) Rebated rents generally result in the majority of households generally paying no more than 30 per cent of their gross income in rent (the rent to income ratio). Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent.

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

(f) Of the 6.9 per cent, 4.3 per cent are eligible tenants with an expired rebate and 2.6 per cent are ineligible tenants who have elected not to provide updated household income data.

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

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

Table 17A.42 **Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
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– Nil or rounded to zero. **na** Not available. **np** Not published. .. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia Cat. no. HOU 271; AIHW (unpublished).

TABLE 17A.43

Table 17A.43 **Proportion of income remaining after paying rent, as at 30 June — community housing (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (f)</i>
2009	74.8	69.1	77.4	67.9	73.2	67.1	72.2	na	72.8
2010	74.8	77.8	77.1	68.2	75.0	74.2	73.2	na	75.0
2011	72.5	77.0	61.0	74.6	77.1	74.2	76.7	na	73.1
2012	74.5	78.5	62.2	78.2	76.3	74.4	77.1	na	74.8
2013	75.6	77.4	65.2	74.2	77.6	73.9	77.5	na	75.1

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.
- (b) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30 per cent of their income in rent.
- (c) For Vic, WA, SA, Tas and the ACT, households have been excluded from this indicator where rent charged or household assessable income are unknown or is equal to or less than zero.
- (d) For 2010-11, gross income has been used to calculate the proportion of income remaining after paying rent. In previous years, assessable income was used, meaning that coherence over time has been affected by changes in methodology.
- (e) In Tasmania, relevant details are known for only 38 per cent of households in 2010.
- (f) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.44

Table 17A.44 **Proportion of household gross income spent on rent — low income households in public housing, at 30 June (per cent) (a), (b)**

	NSW (c)	Vic (d)	Qld (d)	WA (e)	SA (d) (f)	Tas (g)	ACT (d)	NT (d)	Aust
Less than or equal to 20 per cent									
2010	10.8	14.7	35.3	34.0	24.5	73.0	10.7	60.3	22.3
2011	12.1	14.4	34.5	32.2	24.5	73.7	9.7	62.3	22.7
2012	5.4	11.0	39.6	30.8	11.3	32.0	10.7	61.4	17.5
2013	4.4	22.9	40.7	30.2	8.2	30.7	9.3	59.6	19.0
More than 20 per cent but not more than 25 per cent									
2010	87.3	78.6	64.6	61.9	72.2	25.6	88.0	31.1	74.7
2011	86.3	85.6	65.3	64.0	74.8	22.9	89.2	33.1	76.1
2012	92.8	88.9	59.6	64.0	88.6	67.9	87.5	34.2	81.0
2013	93.7	76.0	59.0	63.6	91.8	69.3	90.2	32.4	79.3
More than 25 per cent but not more than 30 per cent									
2010	1.8	2.8	0.1	3.1	1.6	1.4	0.4	2.8	1.8
2011	1.3	np	0.1	2.4	1.8	np	0.2	2.8	0.9
2012	1.6	–	0.1	3.9	–	–	1.1	2.5	1.1
2013	1.7	0.7	0.0	4.7	–	–	0.2	1.1	1.3
Greater than 30 per cent									
2010	0.1	3.9	–	1.1	1.7	–	0.9	5.8	1.3
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5

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

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.45 Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) (a), (b)

	<i>NSW</i> (c), (d)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Less than or equal to 20 per cent							
2010	49.4	..	62.6	66.4	39.0	63.5	55.8
2011	24.5	..	61.6	..	39.8	69.4	44.5
2012	16.3	..	64.7	..	41.6	43.4	41.1
2013	14.7	..	66.5	..	33.3	42.0	39.6
More than 20 per cent but not more than 25 per cent							
2010	49.8	..	37.2	29.2	57.3	35.4	42.3
2011	74.3	..	np	..	59.8	np	54.8
2012	82.1	..	33.9	..	58.4	56.6	57.7
2013	83.4	..	32.6	..	66.7	58.0	59.3
More than 25 per cent but not more than 30 per cent							
2010	0.7	..	0.1	2.5	1.5	1.1	1.0
2011	0.9	..	np	..	–	np	0.5
2012	1.1	..	0.3	..	–	–	0.5
2013	1.4	..	0.1	..	–	–	0.6
Greater than 30 per cent							
2010	0.1	..	0.1	2.0	2.2	–	0.8
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
2013	0.5	..	0.8	..	–	–	0.5

- (a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are to be included in that category. For example, if rent charged/income x 100 = 20.4, then it is counted in the 'paying 20 per cent or less' category.
- (b) Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.
- (c) Since 2005-06 and with the introduction of the Reshaping Public Housing policy, moderate income renters are charged 25–30 per cent of their income as rent. Some SOMIH tenants are eligible to receive CRA and the CRA component of their income is assessed at 100 per cent for rent.
- (d) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated.
- (e) Total rebated households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of assessable income in rent are based upon gross income (not assessable income).

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

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.46 **Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c)**

	NSW (d)	Vic	Qld	WA	SA	Tas	ACT	NT	Total (e)
Less than or equal to 20 per cent									
2009	21.9	10.5	16.0	10.6	5.8	10.4	3.8	na	15.8
2010	28.5	35.2	na	16.9	11.0	56.0	14.5	na	26.8
2011	29.0	30.6	na	27.4	13.9	36.6	14.0	na	27.5
2012	21.5	33.5	na	30.6	12.0	29.3	10.2	na	24.0
2013	17.6	25.0	na	19.5	23.7	29.4	13.8	na	21.3
More than 20 per cent but not more than 25 per cent									
2009	57.7	13.8	57.2	9.0	31.9	15.3	71.2	na	42.1
2010	51.6	33.1	na	12.2	71.4	7.5	46.1	na	45.7
2011	56.9	45.7	na	28.3	57.8	23.4	81.2	na	51.5
2012	71.1	50.2	na	50.1	54.3	29.6	87.9	na	61.9
2013	67.6	47.5	na	41.3	46.7	29.1	82.2	na	58.5
More than 25 per cent but not more than 30 per cent									
2009	10.1	12.4	18.1	9.7	59.3	53.2	6.4	na	17.6
2010	7.1	11.4	na	11.0	10.7	8.5	15.8	na	9.0
2011	3.4	11.5	na	11.6	27.1	4.5	2.7	na	8.4
2012	3.6	16.4	na	14.3	30.2	14.5	1.9	na	10.5
2013	6.3	18.0	na	8.9	23.2	14.3	3.4	na	10.4
Greater than 30 per cent									
2009	10.3	63.3	8.8	70.7	3.0	21.1	18.6	na	24.4
2010	12.9	20.3	na	59.9	6.9	28.0	23.6	na	18.4
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.6
2012	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8

(a) Data are not comparable over time, due to a change in methodology from 2009-10. Data for 2009-10 are for low income households in community housing paying gross income on rent, while data for 2008-09 and preceding years are rebated households in community housing paying assessable income on rent. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

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

(e) Totals for Australia reflect data for those jurisdictions and/or organisations where data has been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.47 **Proportion of overcrowded households at 30 June — public housing (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009	1.5	2.1	2.3	1.9	1.2	1.7	1.2	2.8	1.7
2010	3.2	5.2	4.8	4.1	2.5	4.1	4.0	5.7	3.9
2011	4.3	4.1	5.0	4.5	2.4	4.7	7.2	8.2	4.3
2012	4.4	4.2	4.8	4.9	2.3	4.4	4.9	8.0	4.3
2013	4.8	7.2	4.9	4.9	2.1	4.1	4.9	7.8	5.0

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

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.48

Table 17A.48 **Proportion of overcrowded households at 30 June — SOMIH (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2009	3.6	2.9	10.9	7.8	7.2	2.7	7.1
2010	3.3	..	14.6	12.3	11.0	4.9	10.2
2011	7.0	..	14.7	..	11.1	4.7	10.3
2012	7.6	..	13.2	..	9.5	6.0	9.8
2013	8.6	..	14.8	..	9.2	6.1	10.7

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

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

.. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

Table 17A.49 **Proportion of overcrowded households at 30 June — community housing (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
2009	0.7	0.1	1.6	0.2	1.0	0.9	–	na	0.7
2010	2.5	3.3	na	1.9	2.7	0.5	1.4	na	2.6
2011	1.5	2.6	na	1.2	2.6	1.4	0.3	na	1.8
2012	3.3	2.9	na	1.7	2.5	1.4	0.4	na	2.8
2013	3.1	3.4	na	2.7	2.3	1.4	0.4	na	2.9

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

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

(c) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.50

Table 17A.50 **Proportion of overcrowded households in Indigenous community housing (per cent) (a)**

	<i>NSW (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 (c)</i>
2008	29.1	–	36.6	na	na	..	–	na	10.2	na
2009	25.1	0.8	32.5	na	31.8	..	–	na	13.7	na
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	na
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	na
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	na

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/gsp/reports/rogs/2014.

(b) NSW is unable to accurately collect overcrowding data through the ICH annual data collection survey. Different approaches and methodologies are being considered to overcome this problem, and possibly report on overcrowding data items from 2014 or 2015 onwards.

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

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

Source: AIHW (various years) Housing Assistance in Australia Cat No. HOU 271, Canberra.

TABLE 17A.51

Table 17A.51 **Proportion of Indigenous households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011-12									
Major cities	8.6	7.2	12.2	11.1	6.5	..	7.3	..	9.7
Inner regional	6.8	5.2	10.3	10.9	5.8	9.1	2.6	..	8.1
Outer regional	6.1	4.3	15.0	8.7	5.9	11.3	..	13.6	10.6
Remote	6.3	–	15.0	13.8	11.9	3.2	..	15.1	13.9
Very remote	6.1	..	13.2	16.1	10.7	–	..	14.6	15.5
2012-13									
Major cities	9.7	11.3	12.1	12.0	6.0	..	7.6	..	10.5
Inner regional	7.2	10.1	9.8	8.3	4.3	9.2	5.4	..	8.5
Outer regional	6.5	9.1	16.2	9.3	6.4	8.6	..	14.1	11.4
Remote	6.3	–	13.2	12.7	9.7	3.5	..	14.7	12.9
Very remote	6.2	..	13.7	13.2	4.3	–	..	16.4	13.2

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

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

(c) Data from 2012-13 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to previous years.

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

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

TABLE 17A.52

Table 17A.52 **Proportion of Indigenous households in SOMIH living in overcrowded conditions, by remoteness (per cent) (a), (b)**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2010-11						
Major cities	6.5	14.2	..	10.5	..	8.8
Inner regional	7.9	9.7	..	9.4	4.5	8.0
Outer regional	6.4	14.9	..	np	np	11.6
Remote	7.8	14.2	..	12.9	–	12.0
Very remote	np	20.5	..	np	–	19.0
2011-12						
Major cities	7.7	14.0	..	9.1	..	9.0
Inner regional	7.6	9.2	..	10.0	5.5	7.9
Outer regional	8.3	13.0	..	10.2	8.4	11.1
Remote	5.8	13.7	..	11.6	–	10.5
Very remote	6.8	17.1	..	9.5	–	15.2
2012-13						
Major cities	8.4	14.5	..	8.7	..	9.3
Inner regional	9.5	11.1	..	7.6	5.1	9.3
Outer regional	8.3	13.2	..	10.8	11.1	11.3
Remote	5.2	21.2	..	10.3	–	13.8
Very remote	6.2	19.2	..	10.9	–	16.7

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

(b) Data from 2012-13 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to previous years.

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

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

TABLE 17A.53

Table 17A.53 **Proportion of Indigenous households in Indigenous community housing living in overcrowded conditions, for which overcrowding conditions are known (per cent) (a)**

	<i>NSW (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>
2010-11										
1 bedroom is needed	na	4.5	6.7	16.3	20.4	na	na	na	..	na
2 or more bedrooms are needed	na	1.2	7.2	16.6	31.6	na	na	na	..	na
Total (bedroom details known)	na	5.7	13.9	32.9	52.0	na	na	na	..	na
2011-12										
1 bedroom needed	na	7.8	7.8	15.2	19.7	na	na	na	na	na
2 or more bedrooms are needed	na	1.9	8.4	15.2	12.0	na	na	na	na	na
Total (bedroom details known)	na	9.7	16.1	30.3	31.7	na	na	na	na	na

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

(b) NSW is unable to accurately collect overcrowding data through the ICH annual data collection survey. Different approaches and methodologies are being considered to overcome this problem, and possibly report on overcrowding data items from 2014 or 2015 onwards.

na Not available. .. Not applicable.

Source: AIHW (unpublished) National Housing Assistance Repository unit records.

TABLE 17A.54

Table 17A.54 **Underutilisation in social housing at 30 June (per cent) (a), (b) (c) (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Proportion of households in public housing with underutilisation									
2009	11.7	10.5	10.9	8.8	17.7	10.9	14.3	4.6	11.8
2010	17.8	14.8	15.3	12.1	24.8	16.1	19.6	6.9	17.0
2011	15.9	15.2	15.3	12.3	25.1	16.0	17.1	6.6	16.4
2012	15.8	15.5	15.9	12.2	25.6	16.4	15.8	6.6	16.5
2013	14.9	14.1	13.9	12.1	26.2	16.8	16.0	7.0	15.6
Proportion of households in SOMIH with underutilisation									
2009	23.5	16.5	11.4	12.5	23.3	15.8	na	na	17.5
2010	42.0	..	17.7	17.5	27.2	20.9	25.9
2011	26.1	..	17.0	..	28.2	20.9	23.2
2012	25.3	..	17.9	..	28.3	23.4	23.3
2013	24.2	..	15.5	..	29.5	23.5	22.1
Proportion of households in community housing with underutilisation									
2009	7.8	6.7	5.5	4.9	31.4	4.7	0.8	na	9.6
2010	na	9.5	na	10.4	30.5	16.9	0.7	na	7.4
2011	na	8.0	na	8.8	29.2	1.7	3.3	na	5.8
2012	11.5	7.6	na	7.5	24.8	na	1.3	na	11.4
2013	14.8	5.3	na	8.7	23.3	35.0	1.5	na	10.3

(a) Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

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

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

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

na. Not available. .. Not applicable.

Source: AIHW (unpublished); AIHW (various years) CSHA national data report and Housing assistance in Australia Cat. no. HOU 271.

TABLE 17A.55

Table 17A.55 **Customer satisfaction — public housing (a), (b), (c)**

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

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

Table 17A.55 **Customer satisfaction — public housing (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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- (c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (d) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.
- (e) Sample size includes only respondents who provided a valid response, that is, it excludes missing cases, invalid responses or those who selected 'not applicable'.
- (f) 95 per cent confidence interval for 2012 data. See section 2.6 of the statistical context chapter for more information on confidence intervals.

Source: AIHW 2012 *National Social Housing Survey*.

TABLE 17A.56

Table 17A.56 **Customer satisfaction — community housing (a), (b), (c)**

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

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2014.

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

Table 17A.56 **Customer satisfaction — community housing (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
(c)	Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.									
(d)	Australian data do not represent national data because data were not available for all jurisdictions. The NT did not participate in the survey because of its small community housing tenant population.									
(e)	The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.									
(f)	95 per cent confidence interval for 2012 data. See section 2.6 of the statistical context chapter for more information on confidence intervals.									
	.. Not applicable. na Not available.									

Source: AIHW 2012 *National Social Housing Survey*.

Contextual information

Table 17A.57 **Housing composition by tenure type (per cent)**

	2007-08	2009-10	2011-12
<i>Proportion of households, by tenure type:</i>			
Home owners/purchasers	68.3	68.8	67.5
Renters			
Private rental	23.9	23.7	25.1
Public housing (a)	4.5	3.9	3.9
Total renters (b)	29.7	28.7	30.3
All households (c)	100.0	100.0	100.0

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

(b) Includes other landlord type, which accounts for about 4 per cent of all renters in 2007-08, 2009-10 and 2011-12.

(c) Includes other tenure types, which account for about 3 per cent of all households in 2009-10 and 2 per cent of all households in 2007-08 and 2011-12.

Source: ABS *Housing Occupancy and Costs*, 2011-12, Canberra.

Table 17A.58 **Households residing in public housing (per cent)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (a)</i>	<i>NT (b)</i>	<i>Aust</i>
2007-08	5.0	3.6	2.8	4.3	7.7	6.9	8.5	10.9	4.5
2009-10	3.9	2.5	3.7	4.7	6.4	5.6	6.4	7.8	3.9
2011-12	4.7	2.8	2.7	3.8	5.7	5.6	7.5	8.1	3.9

(a) As the balance of state is not available for the ACT, estimates for the ACT are the same as those for Canberra.

(b) Estimate for 2007-08 and 2009-10 has a relative standard error of 25 per cent to 50 per cent and should be used with caution. Households in collection districts defined as very remote were excluded for about 23 per cent of the population in the NT.

Source: ABS *Survey of Income and Housing*, 2007-08, 2009-10 and 2011-12, Canberra.

Table 17A.59 **Households residing in community housing (per cent) (a)**

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

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

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

TABLE 17A.60

Table 17A.60 **Public housing policy context, 2013 (a)**

	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas (f)</i>	<i>ACT (g)</i>	<i>NT (h)</i>
Eligibility								
Income limit per week (\$)	560	501 (Limit is for single person)	609 (Limit is for single person)	430	970 (single, no children); Limits vary depending on household type	501	648 - single with no dependants; 810 - family of two persons; 810 each for the third, fourth, fifth person, etc - family of three or more persons	1 540
Other' asset limits (\$)	Nil	30 000	84 812	38 400	339 250	35 000	40 000	116 275
Minimum age (years)	18 years	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	16	16
Waiting list								
Segment by	Single list of approved clients	Priority (four segments - three priority segments and one 'wait turn' segment)	Need	Need	Need (four segments)	Category 1-4 where 1 = highest priority	Need (three segments)	Integrated waiting list allocated by application date
Tenure								

TABLE 17A.60

Table 17A.60 **Public housing policy context, 2013 (a)**

	<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i> (f)	<i>ACT</i> (g)	<i>NT</i> (h)
Probation period	Nil	None	12 months for ex-tenants excluded under anti-social behaviour policy	None	12 months (up to 24 months where required)	6 months	None	6 months
Fixed term	2, 5 or 10 years	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	Since 1 July 2012, new tenancies are fixed term for a period of 3 years.	3 and 6 months	1, 2, 5 and 10 years	Variable tenure length	Applied in specific circumstances	2 years
Ongoing	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies.	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	na	Yes	2 Years
Tenancy review	Yes	Periodic review	Based on ongoing need and eligibility	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	na	Limited review arrangements apply	6 monthly
Rebated rent setting								
Rent-to-income ratio (%)	25–30	25	25	25	25	25	25	23 (maximum)

(a) At 30 June.

Table 17A.60 **Public housing policy context, 2013 (a)**

	NSW (b)	Vic (c)	Qld	WA (d)	SA (e)	Tas (f)	ACT (g)	NT (h)
(b) NSW: <i>Income limit:</i> Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations. <i>Waiting list:</i> Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer. <i>Tenure:</i> three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases. <i>Tenancy review criteria:</i> Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; Three month: the need for continuing emergency temporary accommodation; Six-month: repayment or demonstrated commitment to repayment of outstanding debt. <i>Rent to Income Ratio:</i> Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.								
(c) Victoria: Public housing tenancies in Victoria are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Rent to income ratios are: 22.7 per cent of general pension income, 25 per cent of other general income and 14 per cent of Centrelink family payments. Limits are for a single person.								
(d) WA: Income limit for singles in the north west and remote areas is \$610 per week. Income limits for singles with a disability is \$540 (\$760 in the north west and remote areas). Singles over 60 years of age are subject to a cash asset limit of \$80 000, and singles with a disability may be subject to a cash asset limit of \$100 000. Data prior to 2012 have been revised from the previous Report.								
(e) SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.								
(f) Tasmania: Housing Tasmania adopted a 25 per cent rental model in October 2011. Clients in the lowest income categories have been grandfathered on the existing sliding rent model.								
(g) ACT: The revised Public Housing Program provides for a review where a tenant's income exceeds \$80 000 for three consecutive years.								
(h) NT: Limit is for married or defacto couple aged under 55 years, with four children aged under 18 years and who are eligible for a 3 bedroom dwelling. At completion of a satisfactory tenancy, the tenant will be offered a lease at the next tenure. na Not available.								

Source: State and Territory governments (unpublished).

TABLE 17A.61

Table 17A.61 **SOMIH housing policy context, 2013 (a)**

	<i>NSW (b)</i>	<i>Qld</i>	<i>SA (c)</i>	<i>Tas (d)</i>
Eligibility				
Income limit per week (\$)	560	609 (Limit is for single person)	970 (single, no children); Limits vary depending on household type	501
Other' asset limits (\$)	None	84 812	339 250	35 000
Minimum age (years)	18	None - need to meet independent income eligibility criteria	None	16
Segment by	Single list of approved clients	Segmented by need and is combined with public housing	Need (four segments)	Category 1-4 where 1 = highest priority
Probation period	None	12 months for ex-tenants excluded under anti-social behaviour policy	12 months (up to 24 months where required)	6 months
Fixed term	3 and 6 months 2, 5 and 10 years	Since 1 July 2012, new tenancies are fixed term for a period of 3 years.	1, 2, 5 and 10 years	Variable tenure length
Ongoing	Continuous leases refer to tenants who were housed before 1 July 2005. Housing NSW no longer offers continuous leases.	Subject to review	Ongoing leases only apply to tenants housed before 1 October 2010	na
Tenancy review	Prior to the end of the tenancy	Based on ongoing need and eligibility	Probationary and fixed terms leases reviewed prior to end of lease	na
Rent-to-income ratio (%)	25–30	25	na	na

Table 17A.61 **SOMIH housing policy context, 2013 (a)**

	NSW (b)	Qld	SA (c)	Tas (d)
(a)	At 30 June.			
(b)	<p>NSW: Income limit: Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.</p> <p><i>Waiting list:</i> Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.</p> <p><i>Tenure:</i> three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases.</p> <p><i>Tenancy review criteria:</i> Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; <i>Three month:</i> the need for continuing emergency temporary accommodation; <i>Six-month</i> repayment or demonstrated commitment to repayment of outstanding debt.</p> <p><i>Rent to Income Ratio:</i> Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.</p>			
(c)	SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.			
(d)	Tasmania: The rent-to-income ratio is indicative only. The majority of households pay amounts within this range, but some pay lesser or higher amounts, depending on household composition and the relationship of household members to the tenant, for example, boarder, parent, independent child.			
	na Not available.			

Source: State and Territory governments (unpublished).

TABLE 17A.62

Table 17A.62 **Community housing policy context, 2013 (a)**

	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas (f)</i>	<i>ACT (g)</i>	<i>NT</i>
Eligibility								
Income limit per week (\$)	560	884 - single with no dependants; 1353 - family of two persons; 1821 - family of three or more persons	609 (Limit is for single person)	430	970 (single, no children); Limits vary depending on household type	501	648 - single with no dependants; 810 - family of two persons; 810 each for the third, fourth, fifth person, etc - family of three or more persons	..
Other' asset limits (\$)	Nil	30 000	84 812	38 400	339 250	35 000	40 000	..
Minimum age (years)	18 years	na	None - need to meet independent income eligibility criteria	16	None	16	16	..
Waiting list								
Segment by	Single list of approved clients	Need (four segments)	Need	Need (four segments)	Need (three segments)	Wait turn	Need (three segments) except for tenancies in affordable housing	..
Tenure								
Probation period	Nil	na	At the discretion of the provider	None	12 months (up to 24 months where required)	varies across community housing providers	None	..

Table 17A.62 **Community housing policy context, 2013 (a)**

	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas (f)</i>	<i>ACT (g)</i>	<i>NT</i>
Fixed term	Continuous	na	At the discretion of the provider	3 and 6 months	up to 10 years	varies across community housing providers	None	..
Ongoing	Yes	na	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	varies across community housing providers	Yes	..
Tenancy review	No	na	Based on ongoing need	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	varies across community housing providers	Limited review arrangements apply	..
Rebated rent setting								
Rent-to-income ratio (%)	25	na	25	25	25	30	25% except for affordable housing properties	..

(a) At 30 June.

(b) **NSW:** *Income limit:* Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets are exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate.

Minimum age: Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

Waiting list: Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.

Tenure: Continuous leases for general housing.

Rent to Income Ratio: 25% of assessable income (15% for FTB and household members under 18 in some circumstances), plus 100% of CRA entitlement.

(c) **Victoria:** Public housing tenancies in Victoria are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Rent to income ratios are: 22.7 per cent of general pension income, 25 per cent of other general income and 14 per cent of Centrelink family payments. Limits are for a single person.

Table 17A.62 **Community housing policy context, 2013 (a)**

	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas (f)</i>	<i>ACT (g)</i>	<i>NT</i>
(d) WA: Income limit for singles in the north west and remote areas is \$610 per week. Income limits for singles with a disability is \$540 (\$760 in the north west and remote areas). Singles over 60 years of age are subject to a cash asset limit of \$80 000, and singles with a disability may be subject to a cash asset limit of \$100 000. Data prior to 2012 have been revised from the previous Report.								
(e) SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.								
(f) Tasmania: Housing Tasmania adopted a 25 per cent rental model in October 2011. Clients in the lowest income categories have been grandfathered on the existing sliding rent model. Asset limits are for a single person.								
(g) ACT: The revised Public Housing Program provides for a review where a tenant's income exceeds \$80 000 for three consecutive years. na Not available. .. Not applicable.								
<i>Source:</i> State and Territory governments (unpublished).								

Table 17A.63 **State and Territory programs included in the community housing data collection, 2012-13**

<i>Jurisdiction</i>	<i>Program</i>
NSW	<p>CAP Innovation dwellings (only where the tenants' support period has ended and now they are a mainstream long-term tenant)</p> <p>Community Housing Acquisition Program (formerly Housing Associations and Co-operatives program)</p> <p>Community Housing Leasing Program – includes housing stock transfers (formerly Community Tenancy Scheme)</p> <p>Community Housing Program</p> <p>Housing Partnership Program</p> <p>Housing Stock Transfers</p> <p>Local Government and Community Housing Program</p> <p>Older Persons Housing Strategy</p> <p>Special Projects Fund</p> <p>Surplus Government Leasehold Program</p> <p>Transitional housing</p> <p>Dwellings vested to organisations by Housing NSW</p>
Victoria	<p>Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider</p> <p>Dwellings bought by the State Housing/Community Housing Authority but managed by a community housing provider or local government</p> <p>'Joint ventures'</p> <p>New dwellings constructed under the National Rental Affordability Scheme (NRAS)</p>
Queensland	<p>Dwellings used for the provision of community housing which the State Housing Authority has an interest in</p> <p>Boarding House Program</p> <p>Community Rent Scheme</p> <p>Long Term Community Housing Program</p> <p>Affordable Housing Program</p> <p>Common Ground</p>
WA	<p>Registered Providers in all of the below programs (plus any new program developed)</p> <p>Community Disability Housing Program (CDHP)</p> <p>Community Housing Program (CHP)</p> <p>Local Government and Community Housing Program (LGCHP)</p> <p>Dwellings owned exclusively by the Department of Housing and head-leased to non-profit community agencies who provide property management and/or support services to the tenants</p> <p>Dwellings where the Department of Housing has an interest or exclusive ownership but the title is held by non-profit community agencies or local government and they provide property management and/or support services to the tenants</p>
SA	<p>All properties allocated to a registered community housing organisation and issued with a debenture under the SA <i>Cooperative and Community Housing Act 1991</i></p> <p>All leased properties or properties vested in the South Australia Community Housing Authority from the SA Housing Trust that are managed by registered community housing organisations under the SA <i>Co-operative and Community Housing Act 1991</i></p>

Table 17A.63 **State and Territory programs included in the community housing data collection, 2012-13**

<i>Jurisdiction</i>	<i>Program</i>
	All Community Housing Authority properties that have yet to be transferred to a community housing organisation
Tasmania	Properties funded for the purposes of community housing, including properties transferred from public housing stock to the community sector, and properties funded under the National Rental Affordability Scheme (NRAS) Properties funded from the general program and leased to organisations providing non-crisis accommodation, such as community tenancies
ACT	Properties leased by Specialist Homelessness Services (SHS) agencies for transitional housing Affordable housing dwellings managed by community housing organisations
	Community Housing Program Housing Asset Assistance Program Public Housing Stock Transfers
NT	Community Housing Program

Source: State and Territory governments (unpublished).

TABLE 17A.64

Table 17A.64 Treatment of assets by housing agencies, 2012-13

Asset type	NSW	Vic (a)	Qld	WA	SA	Tas	ACT	NT	
Revaluation method (b)	Land	Market	Fair value	Fair value	Fair value (in accordance with AASB116)	Market	Net	Market	Market Value
	Buildings	Market	Fair value	Fair value	Fair value (in accordance with AASB116)	Market	Net	Market	Market Value
	Other assets	Historical cost	Fair value	Historical cost	Historical cost	Historical cost	..	Historical cost (c)	..
Frequency of revaluations	Land, buildings	3 yearly intervals (intervening years by indexation)	5 yearly intervals (interim assessments by indices between intervals)	Annual	Annual	Annual	Annual	Annual	Annual
Useful asset lives	Residential properties	50 yrs	50 yrs	50 yrs	50 yrs	50 yrs	50 yrs	up to 80 yrs	50 yrs
	Vehicles	3 yrs	6 years and 8 months	..	5 years	Term of lease	2 years
	Office equip.	3 yrs	4-5 yrs	3-15 years	5 years	10 yrs	3 years	5-10 yrs	10 years
	IT equipment	3 yrs	4 yrs	3-15 years	5 years	3 yrs	3 years	not exceeding 5 yrs	3 to 6 years
Threshold capitalisation levels	All	\$5 000	\$5 000	Buildings: \$10 000 Land: \$1 Plant and equipment: \$5 000	\$5 000	\$5 000	\$10 000	\$2 000	\$10 000

Table 17A.64 Treatment of assets by housing agencies, 2012-13

<i>Asset type</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
Assets capitalised individually or in groups	All	Individually	Individually	Individually	Individually	Individually	Individually	Individually

(a) Victoria revalues properties at 5 yearly intervals by kerbside inspection. In the interim years, asset value movements are assessed based on indices and if found to be material (> 10%), a Managerial Revaluation would be undertaken in that year, and if found to be exceptionally material (greater than or equal to 40%), then an Interim Valuation would be undertaken.

(b) Market value is the current (net) value market selling price or exchange value.

(c) Leased motor vehicles are leased under finance lease arrangements and therefore valued at fair value.

.. Not applicable.

Source: State and Territory governments (unpublished).

TABLE 17A.65

Table 17A.65 Community housing survey response rates and associated information

	<i>Unit</i>	<i>2007-08</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>	<i>Further information</i>
<i>NSW (a)</i>								
Providers (less exemptions)	no.	177	192	196	179	130	126	The following programs were reported in 2011-12 but not in 2012-13: 'Flexibility Supported Housing Partnership', 'Housing Accommodation Support Initiative', 'My Place initiative for homeless people', 'Housing for people living with HIV/AIDS', 'Port Jackson Housing Company' and 'Partnership in Community Housing'. Items from 2006-07 are adjusted for non response in data collection and therefore not comparable with previous years. The NSW Community Housing Data Collection was extended to include all long term community housing managed by a community housing provider including those directly funded by Housing NSW based on the extended profile of community housing from the data collection and are not fully comparable to data for previous years.
Respondents	no.	125	138	164	142	32	32	
Response rate	%	71	72	84	79	25	25	
Property coverage	%	90	92	86	97	98	98	
<i>Victoria</i>								
Providers (less exemptions)	no.	177	175	182	108	106	105	The following programs were reported in 2011-12 but not in 2012-13: 'Long Term Community Housing', 'Rental Housing Cooperatives', 'Group Housing', 'Rooming Houses', 'Common Equity Rental Cooperatives'. These programs have been reported in 2011-12 community housing data collection. Victoria's collection is based primarily on survey information provided by community housing agencies. In 2006-07 responses from two providers were not included due to incomplete information. In 2007-08 and 2008-09 the survey included providers managing joint venture arrangements.
Respondents (providers)	no.	169	171	145	61	77	93	
Response rate	%	96	98	80	56	73	89	
Property coverage	%	na	na	80	93	98	99	
<i>Queensland</i>								
Providers (less exemptions)	no.	332	197	na	281	284	271	In 2006-07 data are for Long Term Community Housing (LTCH), Community Rent Scheme (CRS), Boarding House Program (BHP) and the Brisbane Housing Company (BHC). The CSHA survey used in previous years was replaced in 2006-07 by administrative data (for
Respondents	no.	252	118	na	171	na	na	

TABLE 17A.65

Table 17A.65 Community housing survey response rates and associated information

	<i>Unit</i>	<i>2007-08</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>	<i>Further information</i>
Response rate	%	76	60	57	61	na	na	BHC, BHP and CRS) and a tenant unit record data collection (for LTCH). Coverage was: LTCH, 56 per cent providers (152 out of 273), managing 75 per cent of dwellings; CRS, 100 per cent of providers (32) and dwellings; BHP, 80 per cent of providers (12 out of 15) managing 83 per cent of dwellings; BHC, 100 percent of dwellings. In 2007-08 data are for the LTCH, the CRS the BHC and the Community-Managed Housing - Studio Units (CHSU). Coverage was: LTCH, 54 per cent of providers, managing 67 per cent of dwellings; CRS, 100 per cent of providers and dwellings; CHSU, 100 percent of providers and dwellings; BHC, 100 percent of dwellings. In 2008-09 data are for the LTCH, the CRS the BHC and the CHSU. Coverage was: LTCH, 55 per cent of providers (131 of 237), managing 63 percent of rental units; CRS, 100 per cent of providers (24) and rental units (1817); CHSU, 79 per cent of providers (15 of 19) and rental units (896 of 1150); BHC, 100 per cent of providers (1 provider) and rental units (742). Data combine administrative data, a limited unit record collection for each dwelling, and collections of summary data depending on the capacity of each housing program. Figures for tenancies have not been scaled upwards to reflect any non-response to data collections. Figures for property counts and financial data have been scaled upwards to account for non-response. The following program was reported in 2011-12 but not in 2012-13: 'Affordability Housing Program'.
Property coverage	%	91	86	84	83	na	na	
WA								
Providers (less exemptions)	no.	na	146	195	190	29	33	The Local Government and Community Housing Program was reported for the first time in 2012-13.
Respondents	no.	na	101	101	20	19	26	The following programs were reported in 2011-12 but not in 2012-13: 'Joint Venture Program' and 'Crisis Accommodation Program'.
Response rate	%	69	69	52	11	66	78	
Property coverage	%	na	87	81	54	92	95	
SA								
Providers (less exemptions)	no.	na	na	104	99	86	86	Inconsistencies between 2006-07 and later years are the result of improvements in the 2007-08 data collection process.
Respondents	no.	na	na	98	89	86	85	
Response rate	%	83	89	94	90	100	99	

TABLE 17A.65

Table 17A.65 Community housing survey response rates and associated information

	<i>Unit</i>	<i>2007-08</i>	<i>2008-09</i>	<i>2009-10</i>	<i>2010-11</i>	<i>2011-12</i>	<i>2012-13</i>	<i>Further information</i>
Property coverage	%	92	95	97	97	100	95	
<i>Tasmania</i>								
Providers (less exemptions)	no.	47	51	54	55	78	77	The following programs were reported in 2011-12 but not in 2012-13: 'Local Government Community Housing Program', 'Grants for elderly persons Program', 'Medium to long term Community Tenancy Program'.
Respondents	no.	32	36	35	32	43	48	
Response rate	%	68	71	65	58	55	62	
Property coverage	%	70	95	65	68	84	93	
<i>ACT</i>								
Providers (less exemptions)	no.	10	8	7	7	5	5	The following programs were reported in 2011-12 but not in 2012-13: 'Community Organisations Rental Housing Assistance', 'Community Housing Expansion', 'Local Government and Community Housing' and 'Private Rental Leasing'. In 2006-07 changes in the community housing sector have resulted in 3 providers merging with another provider, 2 amalgamating and 2 new providers established. Survey data are used to maintain dwelling administrative data on dwellings funder under the former CSHA that are owned by community housing providers.
Respondents	no.	9	8	7	7	5	5	
Response rate	%	90	100	100	100	100	100	
Property coverage	%	96	100	100	100	100	100	
<i>NT</i>								
Providers (less exemptions)	no.	na	na	na	na	34	34	Administrative data have been used for all years so response rates are not applicable.
Respondents	no.	na	na	
Response rate	%	na	na	
Property coverage	%	100	100	100	100	na	na	

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

Source: AIHW (unpublished) AIHW National Housing Assistance Data Repository

Data quality information — Housing, chapter 17

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for a selection of performance indicators in the Housing chapter. DQI for additional indicators will be progressively introduced in future reports.

Where Report on Government Services indicators align with National Agreement indicators, similar data quality information is included in the Steering Committee's reports on National Agreements to the COAG Reform Council.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

DQI are available for the following data collections and performance indicators:

Data collections	2
Public housing data collection	2
State owned and managed Indigenous housing data collection	5
Community housing data collection	8
Indigenous community housing data collection	12
National Social Housing Survey data collection	16
Performance indicators	20
'Special needs'	20
'Priority access to those in greatest need'	23
'Dwelling condition' — Public housing, SOMIH and community housing	26
'Net recurrent cost per dwelling/tenancy'	31
'Occupancy'	40
'Turnaround time'	44
'Rent collection rate'	46
'Amenity/location' — Public housing, SOMIH and community housing	53
'Affordability'	63
'Match of dwelling to household size'	68
'Customer satisfaction'	74

Data collections

Public housing data collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all public housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental housing dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all public rental housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012-13 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of public rental housing programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.</p> <p>Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.</p>
Timeliness	<p>Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2014 are for 2012-13 (the most current data available).</p>
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, disability information may be self-identified and not mandatory to report under program eligibility requirements;

- Indigenous status is self-identified and not mandatory to report under program eligibility requirements;
- many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution;
- estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
- disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

- Tasmania: Following the January 2013 bush fires, a number of displaced people were allocated public housing without the usual procedures and processes. These people may not have been on the waitlist for housing at all.
- NSW: Since a system change in 2010, there have been problems encountered when linking files containing date variables within their system. This may occur when linking Dwelling history, Household and Waitlist files. Where date variables contradict between files, they are recoded to system missing.

Coherence

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology;
- measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.

State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

Specific State/Territory issues are:

- Tasmania: In March 2013, 475 public housing dwellings were transferred to be managed by the community sector.
- Tasmania: A improved methodology was used to derive Waitlist data for 2012-13 which excluded both incomplete and suspended applications

Accessibility

Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ The Steering Committee notes the following key data gaps/issues:

issues

- Some known data quality issues are associated with the public housing administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.
- Data substitution is used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, gross and assessable income.

State owned and managed Indigenous housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all state owned and managed Indigenous housing (SOMIH) indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all SOMIH indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012-13 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.</p> <p>Not all jurisdictions have a separately identified or funded SOMIH program. In these cases all jurisdiction managed social housing dwellings are reported in the public rental housing data collection.</p> <p>Classifications used for income and greatest need are not consistent across jurisdictions and are mapped to a common standard.</p> <p>Not all jurisdictions collect or update all data items for every tenant so substitutions are made in some cases.</p>
Timeliness	Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2012-13 (the most current data available).
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, disability data may be self-identified and not

- mandatory under program eligibility requirements
- many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution
- estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
- disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues:

Tasmania

- Following the January 2013 bush fires, a number of displaced people were allocated public housing without the usual procedures and processes. These people may not have been on the waitlist for housing at all.
- greatest need status and allocations are not reported for Tasmanian SOMIH applicants

NSW

- Since a system change in 2010, there have been problems encountered when linking files containing date variables within their system. This may occur when linking Dwelling history, Household and Waitlist files. Where date variables contradict between files, they are recoded to system missing

Coherence

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs. This particularly relates to scope and coverage of dwellings across states and territories.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology
- measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.

State and Territory Government housing authorities' bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

Specific State/Territory issues are:

- Tasmania: In March 2013, 19 SOMIH dwellings were transferred to be managed by the community sector.
- Tasmania: A improved methodology was used to derive Waitlist data for 2012-13 which excluded both incomplete and suspended applications

Accessibility

Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Some known data quality issues are associated with the SOMIH

administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.

- Data substitution is used in instances where the jurisdiction(s) have not captured all of the data required to produce an output, for example, gross and assessable income.

Community housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element Various

Indicator Various

Measure (computation) Various

Data source/s Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment Data for 2012–13 were provided to the AIHW as part of the Housing and Homelessness Ministers' Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales, Queensland and the Northern Territory, who have calculated their own figures using their own data collection processes.

Relevance Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply. These jurisdiction-specific inclusions and exclusions reflect a number of factors including differences in the definition of community housing across jurisdictional legislation, difficulties in identifying some organisations such as those that are not registered or funded by the state/territory housing authority and inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by community housing organisations.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Timeliness Data are collected annually, either for the financial year ending 30 June or as at 30 June.

Accuracy Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The

response rate differs between jurisdictions – as outlined below.

- New South Wales - Of the 126 community housing organisations, 32 responded to the survey accounting for 98% of the total dwelling portfolio. Data for NSW are weighted to account for non-response.
- Victoria - Of the 105 community housing organisations, 93 responded to the survey accounting for 99% of the total dwelling portfolio.
- Queensland - Of the 271 community housing organisations, administrative data was provided for 92, accounting for 75% of the total dwelling portfolio.
- Western Australia - Of the 33 registered community housing organisations, 26 responded to the survey accounting for 95% of the total dwelling portfolio.
- South Australia – Of the 86 community housing organisations, 85 responded to the survey accounting for 100% of the total dwelling portfolio.
- Tasmania - Of the 77 community housing organisations, 48 responded to the survey accounting for 93% of the total dwelling portfolio.
- Australian Capital Territory – All of the 5 community housing organisations responded to the survey.
- Northern Territory – Administrative data only was provided for all 34 community housing organisations.

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- for some organisations, some information may be self-identified and not mandatory to report under program eligibility requirements e.g. Indigenous status and disability information;
- data for ‘tenancy rental units by remoteness’ may differ to data for ‘total tenancy rental units’ due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data;
- disaggregation can lead to small cell sizes which are volatile - very small cells are suppressed to protect confidentiality; and
- There are inconsistencies across jurisdictions in the reporting of National Rental Affordability Scheme (NRAS) properties managed by community housing organisations. Data for these properties was unavailable for New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory.

Specific known State/Territory issues are:

New South Wales

- Occupancy data was unavailable from a large organisation.

Victoria

- There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.
- Waitlist data reflect the integrated waitlist for all social housing, not just community housing.

Queensland

- Waitlist data reflect the integrated waitlist for all social housing, not just

community housing.

Western Australia

- Gross income was reported by two organisations rather than accessible income.
- Commonwealth Rent Assistance was included in rent figures for five organisations.

South Australia

- Waitlist data was reported as at 10 October 2013.
- The maximum amount of Commonwealth Rent Assistance that could be received was reported by one organisation rather than the actual amount of Commonwealth Rent Assistance received.
- For one community housing organisation, the reported rent charged was reduced by the maximum amount of Commonwealth Rent Assistance that could be received rather than the actual amount of Commonwealth Rent Assistance received.
- Commonwealth Rent Assistance was included in the reported rent charged by one community housing organisation.

Tasmania

- There were some records with inconsistencies in the data held and reported by providers.

Coherence

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

There were changes in the methodology used from 2010–11 for collecting data on community housing waiting lists in all jurisdictions. In May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. New South Wales, Queensland, Western Australia, the Australian Capital Territory, and the Northern Territory, each have integrated waiting lists. South Australia has a register that integrates multiple community housing waiting lists into a single housing register and Tasmania uses a manual integrated system. In Victoria, community housing organisations may fill some vacancies using the public housing waiting list.

Specific known State/Territory issues are:

Victoria

- There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.

Queensland

- Properties managed under the NRAS and the Nation Building and Jobs Program were included from 2010–11.
- There were changes in methodology from 2010–11 for reporting net recurrent costs.
- Changes in methodology in 2012–13 have resulted in improvements in the identification of households containing a member identifying as Indigenous, with a disability and with a non-English speaking background.
- From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.

Western Australia

- From 2011–12, unregistered providers and registered providers who only

managed crisis accommodation properties were excluded. These exclusions did not apply for previous years.

South Australia

- A centralised community housing waitlist was implemented in March 2010. Category 1 need is used as a proxy for greatest need for the centralised waitlist. Category 1 need includes those who are deemed to be in urgent housing need with long term barriers to accessing or maintaining private housing options.
- NRAS waitlist applicants were reported for the first time in the 2012–13 collection. Applicants registered on the Community Housing Customer Register continue to be reported in the 2012–13 collection.
- Total untenable tenancy rental units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included from 2010–11.

Accessibility Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

< meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.

Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various – all ICH indicators
Measure (computation)	Various
Data source/s	<p>Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).</p> <p>The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.</p>

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>Indigenous community housing (ICH) for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which may have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b (number of permanent dwellings managed by funded and unfunded organisations) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.</p> <p>The data are highly relevant for monitoring trends in the number of Indigenous households assisted in ICH. The data are used for many purposes, including by policy-makers to evaluate the living conditions of tenants in ICH dwellings and assessing the viability of ICHOs.</p>
Timeliness	<p>Data are collected and published annually. The reference period for this collection is the 2011–12 financial year and is mostly a 30 June 2012 snapshot, but also captures 2011–12 household activity. The most recent data available are for 2011–12.</p>

Accuracy

There are known issues with the accuracy of data collected:

- Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions.
- Jurisdictions may use more than one source of data which may affect data quality.
- In 2011–12, unit record data were provided by Victoria, Western Australia, South Australia, and Tasmania. The Australian Capital Territory provided aggregate data. A mix of unit record and aggregate data were provided by New South Wales, Queensland and the Northern Territory.
- In many cases complete data were not available for all dwellings or ICHOs in the jurisdiction. Therefore, data item totals and performance indicator values may not fully reflect the entire funded portion of Indigenous community housing.
- Performance indicators, reported as proportions have been adjusted for non-response by excluding unknowns/ non-responders from the denominator. The national performance indicators, reported as proportions, were calculated using data from only those jurisdictions where both numerator and denominator were available and valid.
- Where coverage of data is less than 95%, details are included in the DQS for the relevant performance indicators.

Specific State/Territory issues are:

New South Wales

- The ICH sector collects data from Aboriginal Community Housing Providers (ACHPs) that are actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.
- The data provided for the total number of permanent dwellings includes permanent dwellings managed by all Aboriginal housing providers in NSW, irrespective of whether they are actively registered and provided data as of June 2012 or not.
- The data provided are for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2012, or ACHPs which are still in scope that provided data from June 2011 with some updated data obtained from administrative sources.

Queensland, Western Australia and South Australia

- The 2011–12 ICH data collection includes dwellings in Queensland, Western Australia and South Australia that are owned by Indigenous communities, but have transferred responsibility for tenancy management to the state housing authority.

Western Australia

- In previous collections Western Australia provided aggregate data which included the number of unfunded as well as funded dwellings. In 2011-12, Western Australia was unable to provide data on the number of dwellings for unfunded ICHOs. These data were therefore not included in total dwellings. Consequently there was a significant decrease in the total number of dwellings reported for 2011-12.

Australian Capital Territory

- In previous collections, historical data was used to provide data for the ACT. For the 2011-12 ICH collection, data for the current year were provided.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services not only to dwellings in the community they are located in but also to outlying communities and outstations.
- Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.
- The Northern Territory government relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.
- For 2011–12, no data were collected on these outstation dwellings.

Coherence

Data provided by jurisdictions may not be comparable to previous years due to variations in response rates to the survey from ICHOs.

For specific caveats on previous years' data, consult the footnotes and DQS in the relevant edition of this report.

The scope of the ICH collection was restricted in 2009–10 to include only funded organisations (i.e. ICHOs that received funding in the reported financial year) due to unavailability of data.

Since 2009–10, only ICHOs and dwelling numbers are reported for unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in the reported financial year).

From 2009–10, the scope of the ICH collection was consistent with the scope of the 2006–07 and earlier collections. The 2008–09 and 2007–08 collections however, differ in scope as they included unfunded ICHOs.

Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009, responsibility for these ICHOs was transferred and data for these dwellings are now reported under the relevant state or territory.

Specific State/Territory issues are:

NSW:

- From 2010–11, and as NSW reforms, the Build and Grow: Aboriginal community housing strategy begins to take hold, data reported may not be coherent with previous years or between NSW and other jurisdictions.

Victoria

- For the two years prior to 2009–10, Victoria reported against one agency (Aboriginal Housing Victoria) for ICH. From 2009–10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Due to this change Victorian data is not comparable with previous years.

Queensland

- The dwelling numbers for unfunded organisations were provided by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) in 2008 and have not been verified by FaHCSIA as being correct. Permanent dwellings in unfunded organisations are therefore not included.

South Australia

- All dwelling and household data are based on tenancy and asset audits

conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008.

- A new system has been implemented which has improved the quality of the data. This may result in data that are different to previous years and any significant variations from previous years should be viewed with caution.

Tasmania

- Number of dwellings managed by funded and unfunded organisations in previous collections included unfunded. For the 2011-12 and future collections no information on unfunded organisations will be collected.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) <http://meteor.aihw.gov.au/content/index.phtml/itemId/236882>.
Supplementary information can be found in the housing collection data manuals available at <http://meteor.aihw.gov.au/content/index.phtml/itemId/487037>.

Data Gaps/Issues Analysis

Key data gaps/ issues

- The Steering Committee notes the following key data gaps/issues :
- Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions
- Jurisdictions may use more than one source of data which may affect data quality.
- Data within jurisdictions may not be comparable to previous years due to variation in the response rate to the survey for which jurisdictions can provide data.

National Social Housing Survey data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	<i>Amenity/location</i> (public housing, SOMIH and community housing) <i>Customer satisfaction</i> (public housing, SOMIH and community housing) <i>Dwelling condition</i> (public housing, SOMIH and community housing)
Measure (computation)	Various
Data source/s	AIHW Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p> <p>The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.</p> <p>The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.</p> <p>One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.</p> <p>The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.</p> <p>For further information see the AIHW website www.aihw.gov.au.</p>
Relevance	<p>The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.</p>
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted</p>

in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%

SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>

Data Gaps/Issues Analysis

Key data gaps/ issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. • Survey weights are applied to the data when calculating outputs and performance indicators.
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Performance indicators

'Special needs'

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element Equity – access
Indicator *Special needs* for public housing, SOMIH and community housing
Measure (computation) Definition: the proportion of new tenancies allocated to households with special needs.
Numerator: the number of newly allocated households with special needs.
Denominator: total number of newly allocated households.
Computation: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.

Data source/s *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment Data for 2012-13 (public housing, SOMIH and community housing) were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.

The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance *Public housing and SOMIH*

- The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Community housing, for the purpose of this collection, includes all tenancy

(rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2013.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

Only households with complete information have been included in the calculation.

Exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
New households assisted	2,216	3,209	2,673	1,394	876	642	162	na	11,172
Excludes:									
New households with unknown special needs status	198	184	53	74	132	77	1	na	719
Exclusions (%)	8.9%	5.7%	2.0%	5.3%	15.1%	12.0%	0.6%	na	6.4%

Specific State/Territory issues are:

Victoria: There were a large number of records with unresolved inconsistencies in the reported data across the organisation, dwelling, tenancy and person files.

Coherence

Public housing and SOMIH

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Specific state/territory issues are:

- NT: For the proportion of new tenancies allocated to households with special needs, data are not directly comparable with other jurisdictions' data as some households with disability are not included.
- Victoria: From April 2012, Victoria increased its focus on allocating properties to households that are experiencing chronic homelessness or family violence - whilst some of these households may also have special needs, the change in focus has directly impacted the proportion allocated to other household types.

Community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.

Queensland: From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate.
- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Not all data items required are available for all households. Only households with complete information have been included in these calculations.

‘Priority access to those in greatest need’

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<i>Priority access to those in greatest need</i> for public housing, SOMIH and community housing
Measure (computation)	<u>Definition</u> : The proportion of new allocations to households in greatest need. <u>Numerator</u> : Number of new allocations to households in greatest need. <u>Denominator</u> : Total number of new allocations. <u>Computation</u> : calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. The measure is also disaggregated by the amount of time spent on the waiting list before allocation.
Data source/s	<i>Public housing and SOMIH</i> Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. <i>Community housing</i> Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	<i>Public housing and SOMIH:</i> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation.• While need assessments for Tasmanian SOMIH applicants consider some greatest need factors, details are not recorded in the Tasmanian Housing Information System. As such, greatest need status and allocations are not

reported for Tasmanian SOMIH applicants.

Community housing

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are as at 30 June, 2013, which are the most recent available.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Specific state/territory issues are:

- NSW: since April 2011, market rent paid by applicants in the private rental market is not entered in the client management system and so is not available to determine greatest need due to 'very high rental housing costs'.
- Victoria: Underlying data quality issues affected the identification of Victoria's 2009-10 new allocations to households in greatest need. Comparison of current data with data from 2009-10 should be interpreted with caution.
- NT: For households in greatest need, data should be interpreted with caution as priority date is not updated when households transfer to the priority category after their initial wait list application.
- Tasmania: greatest need status and allocations are not reported for Tasmanian SOMIH applicants

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them..

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

Coherence

Care is required when comparing outputs across jurisdictions. Differences in

the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Specific state/territory issues are:

Public housing and SOMIH

- NSW: Care should be taken when comparing data with data from 2009-10 and earlier as a change in the client management system has led to the potential for changes in the descriptors. For the total number of new applicants in the waiting list who have a 'greatest need', data are not comparable to 2010-11, which was the only year that 'very high rental housing costs' was included as a greatest need reason.

Community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.

Queensland: From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate.
- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Not all data items required are available for all households. Only households with complete information have been included.

‘Dwelling condition’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	Dwelling condition for public housing, community housing and SOMIH
Measure (computation)	<p>Definition: The proportion of households that have four working facilities and no more than two major structural problems.</p> <p><u>Numerator</u>: number of tenants who indicated that their dwelling has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.</p> <p><u>Denominator</u>: number of tenants who reported valid answers to both facilities and structural problem questions.</p> <p><u>Computation</u>: Number of tenants who said their dwelling has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100.</p>

Data source/s National Social Housing Survey

Loneragan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website www.aihw.gov.au

Relevance The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas. ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable. The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012. The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July. For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy Missing data
Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Indigenous status question: 18% of PH tenants, 5% of SOMIH tenants and 17% of CH tenants did not provide a response. A small proportion did not provide an answer to the household facilities question (0.8% for PH; 0.1% for SOMIH; 0.3% for CH) or the structural problems question (0.4% for PH; 0% for SOMIH; 0.1% for CH).
Response rates and contact rates
The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below). Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey’s exposure to non-response bias compared to previous surveys. A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
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SA	506	21.9%

ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

And both 2010 and 2007 surveys implemented a reminder/follow up of non-respondents by mail/telephone to improve response rates. The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated

as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

Care should be taken when comparing data reported in the 2013 Report on Government Services and the 2013 National Affordable Housing Agreement (NAHA) performance report as the definition used for reporting SOMIH data is slightly different. A small proportion of non-indigenous households are included in the dwelling condition indicator for RoGS but only indigenous households are included in this indicator for NAHA.

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.

In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.

‘Net recurrent cost per dwelling’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for Public housing
Measure	<u>Numerator</u> : Net recurrent costs
(computation)	<u>Denominator</u> : The total number of public housing dwellings <u>Computation</u> : Net recurrent costs divided by the total number of public housing dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.
Accuracy	There may be some accuracy issues with the data collected as new information systems are commissioned.

Coherence Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:

- Changes to the scope of the collection over time preventing comparisons between years.
- Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes
- Data have been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Accessibility Data are reported are available publicly in the Report on Government Services.

Interpretability Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis — The Secretariat will complete this section

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Net recurrent cost per dwelling’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for State owned and managed Indigenous housing (SOMIH)
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of SOMIH dwellings <u>Computation</u> : Net recurrent costs divided by the total number of SOMIH dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.
Accuracy	There may be some accuracy issues with the data collected arising from information systems changes.

Coherence	<p>Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:</p> <ul style="list-style-type: none"> • Changes to the scope of the collection over time preventing comparisons between years. • Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes <p>Data have been affected by different issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.</p>
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
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'Net recurrent cost per tenancy' — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per tenancy for community housing</i>
Measure (computation)	<u>Numerator</u> : Total net recurrent costs for year ending 30 June 2012 <u>Denominator</u> : Total number of tenancy (rental) units at 30 June 2012
Data source	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12.
Accuracy	<p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The measure involves the division of annual net recurrent costs by a count of tenancy rental units at 30 June. Care is required when interpreting results due to stock flows and changes in occupancy status within the financial year.</p> <p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data,

- out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and

data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable. Specific State/Territory issues are:

New South Wales

- Occupancy levels were not reported by one large provider.

Coherence

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

Queensland

- Properties managed under the NRAS and the Nation Building and Jobs Program were included from 2010–11.
- There were changes in methodology in 2010–11 and 2012–13 for reporting net recurrent costs.

Western Australia

- From 2011–12, unregistered providers and registered providers who only managed crisis accommodation properties were excluded. These exclusions did not apply for previous collections.

South Australia

- Total untenable tenancy rental units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included from 2010–11.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

<meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.

'Net recurrent cost per dwelling' — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per dwelling</i> for ICH
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of permanent dwellings managed by funded Indigenous Community Housing Organisations (ICHOs). <u>Computation</u> : Net recurrent costs divided by the total number of permanent dwellings managed by funded ICHOs.
Data source/s	AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. <ul style="list-style-type: none">• Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may affect data quality.• Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully

reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.

- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 65.3%
- Victoria: 80.8%
- Queensland: 91.3%
- National: 81.3%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.

The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2011–12, no data is collected on these outstation dwellings.

South Australia, Australian Capital Territory and Northern Territory

- Information required for this performance indicator not available.

Coherence

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection from 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2011–12), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time preventing comparisons between years. Restricting the scope for 2009-10 to funded ICHOs only returned the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.

- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) program, which was previously managed by the Australian Government.

Queensland

- There is limited comparability of data overtime due to a change in the composition of housing stock. The change in composition is constituted by the addition of new stock and aged stock which required significant modifications to meet acceptable social housing standard.

Tasmania

- Given there are only two ICHOs in Tasmania, any fluctuations in the financial information reported by these organisations may appear as significant variations when comparing figures from previous years.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues [Steering committee to update notes.]

The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
- This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

‘Occupancy rates’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Occupancy rates</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<u>Definition</u> : Proportion of dwellings that are occupied <u>Numerator</u> : Number of dwellings that are occupied. <u>Denominator</u> : Total number of dwellings <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage. For mainstream community housing, the statistical unit applied in this measure is tenancy rental units, not dwellings.

Data source/s

Public housing and SOMIH

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used
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by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH:

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Occupancy status is not available for all tenancy rental units. Only tenancy rental units with complete information have been included in the calculation.

Indigenous community housing:

ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.

Timeliness

Data are collected annually, for the financial year ending 30 June.

Public housing, SOMIH and mainstream community housing

Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2013.

Indigenous community housing

The reference period for this indicator for ICH is at 30 June 2011, based on the 2010–11 data collection, with the following exceptions:

South Australia

- All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008.

Accuracy

There are known accuracy issues with the data collected.

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There

are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and
- not all organisations capture and report occupancy status – data may not be collected and reported in a manner consistent with national data definitions.

Specific State/Territory issues:

New South Wales

- Occupancy data was unavailable from a large organisation.

Indigenous community housing

Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.

Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 88.6%
- Victoria: 82.7%
- Queensland: 58.2%
- National: 81.6%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.

Queensland

- Household data is not collected from dwellings owned by ICH providers.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.

The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2011–12, no data is collected on these outstation dwellings.

Australian Capital Territory and Northern Territory

- Information required for this performance indicator not available.

Coherence

Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Mainstream community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Indigenous community housing

Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:

- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
- As agreed by HHIMG, from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/ Territory Housing Authority.

NSW:

- Occupancy rates for 2012 are affected by the inclusion of non-tenantable dwellings in the calculation. These dwellings were not included in earlier years and hence the proportion of occupied dwellings has decreased marginally.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ [Steering committee to update notes]

issues The Steering Committee notes the following key data gaps/issues:

- ICH data for this indicator are affected by poor coverage and the un-reported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

'Turnaround time'

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Turnaround time</i> for public housing and SOMIH
Measure (computation)	<u>Definition</u> : The average time taken to rent housing stock through normal processes. <u>Numerator</u> : Total number of days that dwellings were vacant. <u>Denominator</u> : Total number of vacancy episodes <u>Computation</u> : calculated separately for public rental housing and SOMIH and expressed in days.
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are as at 30 June, 2013, which are the most recent available.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Specific state/territory issues are: <ul style="list-style-type: none">• NT: Unable to supply data for the turnaround time indicator (P10) due to implementation of a new asset management system. The required functionality is not yet available.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above). Caution should be exercised when comparing the 2012-13 turnaround indicator with previous years, because it has been calculated without the

inclusion of NT data.

Specific state/territory issues are:

- NT: Unable to supply data for the turnaround time indicator (P10) due to implementation of a new asset management system. This functionality is not yet available. This system change also impacted on this indicator in the previous reporting year, with the 2011-12 indicator calculated using only 9 months of data (July to March) (See 2011-12 DQS for details)

Accessibility

Annual data as reported are available publically on the AIHW website.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147).

Data Gaps/Issues Analysis

**Key data gaps/
issues**

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.

‘Rent collection rate’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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‘Rent collection rate’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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'Rent collection rate' — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate for community housing</i>
Measure (computation)	<u>Numerator</u> : Total rent collected for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012–13 were provided to the AIHW as part of the Housing and Homelessness Ministers' Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales, Queensland and the Northern Territory, who have calculated their own figures using their own data collection processes.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12.
Accuracy	<p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;

- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

Specific known State/Territory issues are:

Western Australia

- Commonwealth Rent Assistance was included in rent figures for five organisations.

South Australia

- The maximum amount of Commonwealth Rent Assistance that could be received was reported by one organisation rather than the actual amount of Commonwealth Rent Assistance received.
- For one community housing organisation, the reported rent charged was reduced by the maximum amount of Commonwealth Rent Assistance that could be received rather than the actual amount of Commonwealth Rent Assistance received.
- Commonwealth Rent Assistance was included in the reported rent charged by one organisation.

Coherence

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Interpretability

Additional disaggregations of data are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

< meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
- This reflects the considerable variation in the way CH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

'Rent collection rate' — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for ICH
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June <u>Denominator</u> : Total rent charged by funded ICHOs for the year ending 30 June <u>Computation</u> : Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.
Data source/s	Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12.
Accuracy	There are known issues with the accuracy of data collected: <ul style="list-style-type: none">• Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may affect data quality.• Complete data was not available for all dwellings or ICHOs in every

jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which households groups and dwelling details are known.

- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 82.6%
- Victoria: 83.1%
- Queensland: 89.9%
- South Australia: 93.1%
- Northern Territory: 75.0%
- National: 85.3%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.

The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2011–12, no data is collected on these outstation dwellings.

Australian Capital Territory

- Information required for this performance indicator not available.

Coherence

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection from 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2011–12), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time preventing comparisons between years. Restricting the scope for 2009-10 to funded ICHOs only returned the collection to the scope of the 2006-07 and earlier collections.

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- For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
 - Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

Victoria

- For the two years prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. For 2009-10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) previously managed by the Commonwealth. For this reason Victorian data is not comparable with previous years.

Queensland

- This data is extracted from internal financial systems or based on quarterly reports from local councils and is not collected from dwellings owned by ICH providers. The reported increase is consistent with new constructions having been completed and improved tenancy management practices with a more robust arrears management strategy.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues [Steering committee to update notes.]

The Steering Committee notes the following key data gaps/issues:

- Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included.
- ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Amenity’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Amenity</i> for public housing, community housing and SOMIH
Measure (computation)	<p><u>Definition:</u> The proportion of tenants who said that an amenity was important to their household and met their household needs, summed across all eight amenities.</p> <p><u>Numerator:</u> Number of tenants who said the amenity aspect is important and meets their needs.</p> <p><u>Denominator:</u> Number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs).</p> <p><u>Computation:</u> Number of tenants who said the amenity aspect is important and meets their needs divided by number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
Data source/s	Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p> <p>The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.</p> <p>The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.</p> <p>One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.</p> <p>The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.</p> <p>For further information see the AIHW website www.aihw.gov.au</p>
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Relevance

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas. ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (1.7% for PH; 0.3% for SOMIH; 0.6% for CH), however the number of missing cases varies for each feature (see table below).

	PH	SOMIH	CH
Importance			
Size of home	9.4%	9.3%	7.2%
Number of bedrooms	10.1%	8.8%	7.9%
Modifications for special needs	15.0%	15.5%	13.5%
Easy access and entry	7.0%	7.4%	5.0%
Car parking	8.0%	7.7%	6.0%
Yard space and fencing	7.7%	5.4%	6.2%
Privacy of the home	7.3%	7.3%	5.8%
Safety and security within the home	6.7%	6.8%	5.7%
Safety and security outside of the home within the neighbourhood	6.5%	6.7%	5.7%
Energy efficiency	7.4%	7.2%	6.2%
Water efficiency	7.2%	8.2%	6.3%
Thermal comfort	7.7%	6.8%	5.8%
Meets needs			
Size of home	11.3%	11.1%	9.4%
Number of bedrooms	14.9%	14.1%	11.3%
Modifications for special needs	16.7%	17.8%	14.2%
Easy access and entry	12.5%	12.0%	10.3%
Car parking	12.3%	11.8%	10.1%
Yard space and fencing	12.4%	11.6%	10.5%

Privacy of the home	12.9%	12.9%	10.6%
Safety and security within the home	12.6%	12.2%	10.4%
Safety and security outside of the home within the neighbourhood	12.1%	11.7%	10.3%
Energy efficiency	12.9%	12.1%	10.3%
Water efficiency	12.1%	11.9%	10.2%
Thermal comfort	11.3%	9.6%	9.4%

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias **without a follow-up of non-respondents.**

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%

SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area

dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling

errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population. The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see *National Social Housing Survey 2012: national results bulletin* and *National Social Housing Survey 2012: detailed findings report*. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the *National Social Housing Survey 2012: detailed findings report*.

In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.

Metadata and definitions relating to this data source can be found in the *National Housing Assistance Data Dictionary* (AIHW Cat no. HOU147).

Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.

‘Location’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Location</i> for public housing, community and SOMIH
Measure (computation)	<u>Definition</u> : The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects <u>Numerator</u> : Number of tenants who said the location aspect is important and meets their needs <u>Denominator</u> : Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) <u>Computation</u> : Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.

Data source/s	National Social Housing Survey Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.
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Data Quality Framework Dimensions

Institutional environment	The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.
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The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections

managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website www.aihw.gov.au

Relevance

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.

ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (2.3% for PH; 0.4% for SOMIH; 0.8% for CH), however the number of missing cases varies for each facility/service (see table below).

	PH	SOMIH	CH
Importance			
Shops and banking facilities	4.5%	4.1%	3.9%
Public transport	5.7%	5.1%	5.2%
Parks and recreational facilities	8.2%	7.8%	7.6%
Emergency services, medical services and hospitals	5.5%	5.0%	5.0%
Child care facilities	11.1%	10.3%	9.0%
Education and training facilities	10.3%	9.3%	8.4%
Employment or place of work	10.7%	9.7%	8.9%
Community and support services	7.8%	7.7%	6.9%
Family and friends	6.2%	5.6%	5.8%
Meets needs			
Shops and banking facilities	8.8%	7.9%	8.1%
Public transport	10.3%	8.1%	8.7%
Parks and recreational facilities	12.5%	10.5%	11.1%
Emergency services, medical services and hospitals	11.0%	9.1%	10.0%
Child care facilities	12.4%	11.5%	10.4%
Education and training facilities	12.1%	11.4%	10.6%

Employment or place of work	12.5%	11.1%	10.6%
Community and support services	11.6%	10.8%	10.6%
Family and friends	11.0%	8.8%	9.3%

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

In addition to low response rates, a small proportion of tenants did not provide a response to the questions relating to location: 2.3% for PH; 2.4% for CH; 2.7% for SOMIH.

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none">• Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.• Survey weights are applied to the data when calculating outputs and performance indicators.
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‘Affordability’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	<i>Affordability</i> for public housing, SOMIH and mainstream community housing
Measure (computation)	<u>Definition</u> : the proportion of rental households in the bottom two income quintiles that spend more than 30 per cent of their income on rent. <u>Numerator</u> : number of low income rental households spending more than 30 per cent of their income on rent <u>Denominator</u> : total number of low income rental households <u>Computation</u> : calculated separately for public housing, SOMIH and community housing and expressed as a percentage.

Low income households

- Low income households are defined by the ABS as those households in the bottom 40 per cent of the equivalised disposable household income distribution (that is, the bottom two income quintiles) excluding Commonwealth Rent Assistance (CRA) (based on the Survey of Income and Housing). The ABS defines equivalised disposable household income as an indicator of disposable household income after adjustment for household size and composition.
- Low income data are sourced from the AIHW’s National Housing Assistance Data Repository and are presented using a modified definition of low income to that used by the ABS. Here, low income households are defined as those in the bottom 40 per cent of equivalised gross household income. Gross household income is the amount of income received by the household before any tax or levies are subtracted.

Computation for numerator

Public housing and SOMIH:

- (a) Household income is the gross household income
- (b) Rental expenses is the amount of rent charged to the household;

Mainstream community housing:

- (a) Household income is gross household income excluding CRA
- (b) Rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance

Public housing, SOMIH and community housing:

The numerator is the count of households where (b) exceeds 30 per cent of (a).

Computation for denominator: count of all low income households with income and rental details known.

This measure is restricted to households with known income and rental details.

Data source/s *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed

Indigenous housing dwellings, households assisted and households on the waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment

Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH:

- The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.
- 2010-11 low income cut-offs (that is, the 40th percentile of equivalised gross household incomes for the 2010-11 financial year) were not available so the 2009-10 cut-offs were used in their place. As a result of this it is expected that a number of low income households were not identified and are excluded from the calculation of this indicator.

Mainstream community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are for the 2012-13 financial year, which are the most recent available.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

- the administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors
- not all data items required are available for all households and only households with complete information have been included in the calculation
- households where either assessable income or rent charged equals zero are excluded
- income information for some households not in receipt of a rental rebate that is not current and may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent. Outputs produced using this data should be used with caution
- disaggregations have led to small cell sizes which are volatile. Very small cells have been suppressed to protect confidentiality.

State/Territory specific issues:

- NSW is not able to provide gross income so assessable income is used to calculate equivalised 'gross' income used in determining low income status. In 2012-13, 36 per cent of SOMIH households (1,596) and 10 per cent of public rental households (10,717) are excluded from affordability calculations due to missing income information.
- SA does not provide gross income so assessable income is used to calculate equivalised 'gross' income used in determining low income status. In 2012-13, 17.6 per cent of SOMIH households (308) and 12 per cent of public rental households (4,696) are excluded from affordability calculations due to missing income information.
- ACT: in 2012-13, 7.5 per cent of public rental housing households (803) are excluded from affordability calculations due to missing income information.

Mainstream community housing:

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

Exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Low income households	22,654	10,438	na	5,132	4,557	1,264	477	na	44,522
Excludes:									
Low income households with known gross income and rent details	2,276	11	na	2	14	44	0	na	2,347
Exclusions (%)	10.0%	0.1%	na	0.0%	0.3%	3.5%	0.0%	na	5.3%

Each state/territory applies it's own definition of gross income, as currently recorded from tenants.

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have

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- inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
 - data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

State/Territory specific issues:

Victoria

- There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.

Western Australia

- CRA was included in rent figures for five organisations.

South Australia

- The maximum amount of CRA that could be received was reported by one community housing organisation rather than the actual amount of CRA received.
- For one community housing organisation, the reported rent charged was reduced by the maximum amount of CRA that could be received rather than the actual amount of CRA received.
- CRA was included in the reported rent charged by one community housing organisation.

Coherence

Descriptors cannot be compared with previous years due to a change in the definition of low income. Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Public housing and SOMIH

- NSW: care should be taken when comparing data with data from 2009-10 and earlier reporting periods as a change in the client management system has led to the potential for changes in the descriptors. Care should be taken when comparing SOMIH data to the 2009-10 and earlier reporting periods as there was a change to reported household incomes: from 2010-11 onwards, CRA is no longer included in household income. These factors will lead to an increase in the number of households identified as low income and hence included in the affordability calculations.

Mainstream community housing:

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Care is also required when comparing data across reporting periods due to increases in the number of NRAS dwellings managed by community housing organisations and improvements in the availability of data for NRAS dwellings over time. Community housing rent policies require community housing organisations to charge subsidised rent based on a percentage of household income plus the household's entitlement to CRA. This is different to the NRAS requirement to subsidise rent at least 20% below the market value rent for the dwelling. Rental affordability rates are affected where community housing organisations charge rent based on NRAS requirements alone, not

based on both NRAS and community housing requirements.

State/Territory specific issues:

- Victoria: In 2011-12, data were provided by the jurisdiction and used in place of the data usually calculated from the National Housing Assistance Data Repository. Data quality improved in 2012-13.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

**Key data gaps/
issues**

The Steering Committee notes the following key data gaps/issues:

- Descriptors cannot be compared with previous years due to a change in the definition of low income.
- Care should be taken when comparing equivalised gross income data with low income households defined using equivalised disposable income data (e.g., the primary measure which sources ABS data).
- **Public housing and SOMIH:** the administrative data sets from which this indicator is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in spending more than 30 per cent of income on rent. Outputs produced using these data should be used with caution.
- **Community housing:** a higher proportion of low income households may appear to be in rental stress as CRA may not have been fully excluded from the survey data. (Note: rental stress is defined to occur when households spend more than 30 per cent of income on rent).

‘Match of dwelling to household size’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	<i>Match of dwelling to household size</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<i>Overcrowding</i> <u>Definition</u> : the proportion of households where dwelling size is not appropriate due to overcrowding. <u>Numerator</u> : number of overcrowded households, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS). <u>Denominator</u> : the number of households with bedroom requirements and dwelling details known. <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage. <i>Underutilisation</i> <u>Definition</u> : the proportion of households where dwelling size is not appropriate due to underutilisation. <u>Numerator</u> : number of households underutilising a social housing dwelling, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS). <u>Denominator</u> : the number of households with bedroom requirements and dwelling details known. <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.

Data source/s ***Public housing and SOMIH***

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (IHOs).

The annual data collection captures information about IHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	<p>Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work paper.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p><i>Public housing and SOMIH</i></p> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation.• State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations. <p><i>Community housing</i></p> <p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or state/territory owned and managed Indigenous housing or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.</p> <p><i>Indigenous community housing:</i></p> <p>ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.</p>
Timeliness	<p><i>Public rental housing, SOMIH and mainstream community housing</i></p> <p>Data are collected annually. The reference period for this indicator is 30 June 2013 for public rental housing, SOMIH and mainstream community housing.</p> <p><i>Indigenous community housing</i></p> <p>Data are collected annually, for the financial year ending 30 June. The most recent data available are for 2011–12.</p> <p>Specific State/Territory issues are:</p> <p><u>South Australia</u></p> <ul style="list-style-type: none">• All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

- The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
- Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.

PH	• NSW	• Vic	• Qld	• WA	• SA	• Tas	• ACT	• NT
Total ongoing households	110,074	62,852	50,938	32,248	38,754	10,819	10,738	4,790
Excludes:								
Households for whom bedroom or required bedroom details unknown	1,085	79	0	0	455	0	944	95
Exclusions as a % of total ongoing households	1.0	0.1	0.0	0.0	1.2	0.0	8.8	2.0

SOMIH	• NSW	• Vic	• Qld	• WA	• SA	• Tas	• ACT	• NT
Total ongoing households	4,452	..	3,286	..	1,754	328
Excludes:								
Households for whom bedroom or required bedroom details unknown	59	..	0	..	77	0
Exclusions as a % of total ongoing households	1.3	..	0.0	..	4.4	0.0

- Disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

State/Territory specific issues:

Victoria:

- Improved data collection methods have led to more households for which overcrowding conditions are known.

- Victoria records individuals who live in more than one household, in both households (this may occur where care of dependants is shared between parents), this may result in an over-estimate of overcrowded households.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

Exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Households assisted	25,973	13,259	11,564	6,004	5,696	2,255	542	na	65,293
Excludes:									
Households with unknown utilisation	2,827	3,160	na	122	54	425	6	na	18,158
Exclusions (%)	10.9%	23.8%	na	2.0%	0.9%	18.8%	1.1%	na	27.8%

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions.

State/Territory specific issues:

- Victoria: There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.
- Tasmania: There were some records with inconsistencies in the data held and reported by providers.

Indigenous community housing

- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known. Due to poor coverage, a national value is not provided.
- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- Victoria: 78.2%
- Queensland: 47.0%
- Western Australia: 68.2%
- South Australia: 59.5%
- National: 62.1

Specific State/Territory issues:

Victoria

- Improved data collection methods have led to more households for which

overcrowding conditions are known.

South Australia

- All dwelling and household data which is used for overcrowding figures are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. Data for 2011-12 are not comparable to previous years due to an altered methodology for reporting household composition. This has led to a relatively large increase in the number of households reported as assisted and a relatively large decrease in the number of households reported as requiring one or more additional bedrooms.

New South Wales, Tasmania, Australian Capital Territory and Northern Territory

- Information on the number of additional bedrooms required per household is not reported.

Coherence

Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Public housing, SOMIH and mainstream community housing

From 2009-10, the CNOS has been used to calculate bedroom requirements. Before this the Proxy Occupancy Standard was used, meaning that coherence over time has been affected by changes in methodology.

The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.

The use of the CNOS and change to the definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.

Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.

Mainstream community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Specific State/Territory issues are:

- Victoria: There were changes in methodology in 2012-13 to manage inconsistencies in data reported by community housing organisations.

Indigenous community housing

From 2009-10, the definition of overcrowding has been changed to households requiring 'one bedroom or more' from 'two bedrooms or more in 2008-09 and prior. This change has resulted in an increase to the estimation of overcrowding, and affects coherence over time.

Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.

As agreed by HHIMG, from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/ Territory Housing Authority.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).
Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ [Steering committee to confirm notes]

issues The Steering Committee notes the following key data gaps/issues:

Public housing, SOMIH and community housing

Indigenous community housing:

- Overcrowding proportions across jurisdictions are not comparable due to data being collected from a number of different sources and calculated using different methods based on data availability.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.
- The Australian total is not reported due to insufficient data for jurisdictions.

‘Customer satisfaction’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Dwelling condition</i> for public housing, community and SOMIH
Measure (computation)	<u>Definition</u> : The proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider. <u>Numerator</u> : Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided. <u>Denominator</u> : Number of tenants who gave a valid answer to the satisfaction question. <u>Computation</u> : Number of tenants who said they were satisfied (very satisfied and satisfied) with overall housing assistance service provided divided by number of tenants who gave a valid answer to the satisfaction question multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH and expressed as a proportion.

Data source/s National Social Housing Survey
Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

Relevance

For further information see the AIHW website www.aihw.gov.au

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.

ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

Timeliness

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

AccuracyMissing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A small proportion of tenants did not provide a response to the overall satisfaction question (3.2% for PH; 3.5% for SOMIH; 3.4% for CH).

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%

TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the

population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

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

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see *National Social Housing Survey 2012: national results bulletin* and *National Social Housing Survey 2012: detailed findings report*. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.

In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.

Data quality information — Housing, chapter 17

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for a selection of performance indicators in the Housing chapter. DQI for additional indicators will be progressively introduced in future reports.

Where Report on Government Services indicators align with National Agreement indicators, similar data quality information is included in the Steering Committee's reports on National Agreements to the COAG Reform Council.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

DQI are available for the following data collections and performance indicators:

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Data collections

Public housing data collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all public housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental housing dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all public rental housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012-13 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of public rental housing programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.</p> <p>Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.</p>
Timeliness	Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2014 are for 2012-13 (the most current data available).
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, disability information may be self-identified and not mandatory to report under program eligibility requirements;

- Indigenous status is self-identified and not mandatory to report under program eligibility requirements;
- many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution;
- estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
- disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

- Tasmania: Following the January 2013 bush fires, a number of displaced people were allocated public housing without the usual procedures and processes. These people may not have been on the waitlist for housing at all.
- NSW: Since a system change in 2010, there have been problems encountered when linking files containing date variables within their system. This may occur when linking Dwelling history, Household and Waitlist files. Where date variables contradict between files, they are recoded to system missing.

Coherence

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology;
- measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.

State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

Specific State/Territory issues are:

- Tasmania: In March 2013, 475 public housing dwellings were transferred to be managed by the community sector.
- Tasmania: A improved methodology was used to derive Waitlist data for 2012-13 which excluded both incomplete and suspended applications

Accessibility

Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ The Steering Committee notes the following key data gaps/issues:

issues

- Some known data quality issues are associated with the public housing administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.
- Data substitution is used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, gross and assessable income.

State owned and managed Indigenous housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all state owned and managed Indigenous housing (SOMIH) indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all SOMIH indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012-13 were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.</p> <p>Not all jurisdictions have a separately identified or funded SOMIH program. In these cases all jurisdiction managed social housing dwellings are reported in the public rental housing data collection.</p> <p>Classifications used for income and greatest need are not consistent across jurisdictions and are mapped to a common standard.</p> <p>Not all jurisdictions collect or update all data items for every tenant so substitutions are made in some cases.</p>
Timeliness	Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2012-13 (the most current data available).
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, disability data may be self-identified and not

- mandatory under program eligibility requirements
- many jurisdictions do not update income information for non-rebated households, so outputs produced using data from these households should be used with caution
- estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
- disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues:

Tasmania

- Following the January 2013 bush fires, a number of displaced people were allocated public housing without the usual procedures and processes. These people may not have been on the waitlist for housing at all.
- greatest need status and allocations are not reported for Tasmanian SOMIH applicants

NSW

- Since a system change in 2010, there have been problems encountered when linking files containing date variables within their system. This may occur when linking Dwelling history, Household and Waitlist files. Where date variables contradict between files, they are recoded to system missing

Coherence

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs. This particularly relates to scope and coverage of dwellings across states and territories.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology
- measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.

State and Territory Government housing authorities' bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

Specific State/Territory issues are:

- Tasmania: In March 2013, 19 SOMIH dwellings were transferred to be managed by the community sector.
- Tasmania: A improved methodology was used to derive Waitlist data for 2012-13 which excluded both incomplete and suspended applications

Accessibility

Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Some known data quality issues are associated with the SOMIH

administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.

- Data substitution is used in instances where the jurisdiction(s) have not captured all of the data required to produce an output, for example, gross and assessable income.

Community housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various
Measure (computation)	Various
Data source/s	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012–13 were provided to the AIHW as part of the Housing and Homelessness Ministers' Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales, Queensland and the Northern Territory, who have calculated their own figures using their own data collection processes.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply. These jurisdiction-specific inclusions and exclusions reflect a number of factors including differences in the definition of community housing across jurisdictional legislation, difficulties in identifying some organisations such as those that are not registered or funded by the state/territory housing authority and inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by community housing organisations.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually, either for the financial year ending 30 June or as at 30 June.
Accuracy	Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The

response rate differs between jurisdictions – as outlined below.

- New South Wales - Of the 126 community housing organisations, 32 responded to the survey accounting for 98% of the total dwelling portfolio. Data for NSW are weighted to account for non-response.
- Victoria - Of the 105 community housing organisations, 93 responded to the survey accounting for 99% of the total dwelling portfolio.
- Queensland - Of the 271 community housing organisations, administrative data was provided for 92, accounting for 75% of the total dwelling portfolio.
- Western Australia - Of the 33 registered community housing organisations, 26 responded to the survey accounting for 95% of the total dwelling portfolio.
- South Australia – Of the 86 community housing organisations, 85 responded to the survey accounting for 100% of the total dwelling portfolio.
- Tasmania - Of the 77 community housing organisations, 48 responded to the survey accounting for 93% of the total dwelling portfolio.
- Australian Capital Territory – All of the 5 community housing organisations responded to the survey.
- Northern Territory – Administrative data only was provided for all 34 community housing organisations.

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- for some organisations, some information may be self-identified and not mandatory to report under program eligibility requirements e.g. Indigenous status and disability information;
- data for ‘tenancy rental units by remoteness’ may differ to data for ‘total tenancy rental units’ due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data;
- disaggregation can lead to small cell sizes which are volatile - very small cells are suppressed to protect confidentiality; and
- There are inconsistencies across jurisdictions in the reporting of National Rental Affordability Scheme (NRAS) properties managed by community housing organisations. Data for these properties was unavailable for New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory.

Specific known State/Territory issues are:

New South Wales

- Occupancy data was unavailable from a large organisation.

Victoria

- There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.
- Waitlist data reflect the integrated waitlist for all social housing, not just community housing.

Queensland

- Waitlist data reflect the integrated waitlist for all social housing, not just

community housing.

Western Australia

- Gross income was reported by two organisations rather than accessible income.
- Commonwealth Rent Assistance was included in rent figures for five organisations.

South Australia

- Waitlist data was reported as at 10 October 2013.
- The maximum amount of Commonwealth Rent Assistance that could be received was reported by one organisation rather than the actual amount of Commonwealth Rent Assistance received.
- For one community housing organisation, the reported rent charged was reduced by the maximum amount of Commonwealth Rent Assistance that could be received rather than the actual amount of Commonwealth Rent Assistance received.
- Commonwealth Rent Assistance was included in the reported rent charged by one community housing organisation.

Tasmania

- There were some records with inconsistencies in the data held and reported by providers.

Coherence

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

There were changes in the methodology used from 2010–11 for collecting data on community housing waiting lists in all jurisdictions. In May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. New South Wales, Queensland, Western Australia, the Australian Capital Territory, and the Northern Territory, each have integrated waiting lists. South Australia has a register that integrates multiple community housing waiting lists into a single housing register and Tasmania uses a manual integrated system. In Victoria, community housing organisations may fill some vacancies using the public housing waiting list.

Specific known State/Territory issues are:

Victoria

- There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.

Queensland

- Properties managed under the NRAS and the Nation Building and Jobs Program were included from 2010–11.
- There were changes in methodology from 2010–11 for reporting net recurrent costs.
- Changes in methodology in 2012–13 have resulted in improvements in the identification of households containing a member identifying as Indigenous, with a disability and with a non-English speaking background.
- From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.

Western Australia

- From 2011–12, unregistered providers and registered providers who only

managed crisis accommodation properties were excluded. These exclusions did not apply for previous years.

South Australia

- A centralised community housing waitlist was implemented in March 2010. Category 1 need is used as a proxy for greatest need for the centralised waitlist. Category 1 need includes those who are deemed to be in urgent housing need with long term barriers to accessing or maintaining private housing options.
- NRAS waitlist applicants were reported for the first time in the 2012–13 collection. Applicants registered on the Community Housing Customer Register continue to be reported in the 2012–13 collection.
- Total untenable tenancy rental units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included from 2010–11.

Accessibility Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

< meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.

Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element Various

Indicator Various – all ICH indicators

Measure (computation) Various

Data source/s Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program.

The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance Indigenous community housing (ICH) for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which may have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b (number of permanent dwellings managed by funded and unfunded organisations) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.

The data are highly relevant for monitoring trends in the number of Indigenous households assisted in ICH. The data are used for many purposes, including by policy-makers to evaluate the living conditions of tenants in ICH dwellings and assessing the viability of ICHOs.

Timeliness Data are collected and published annually. The reference period for this collection is the 2011–12 financial year and is mostly a 30 June 2012 snapshot, but also captures 2011–12 household activity. The most recent data available are for 2011–12.

Accuracy

There are known issues with the accuracy of data collected:

- Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions.
- Jurisdictions may use more than one source of data which may affect data quality.
- In 2011–12, unit record data were provided by Victoria, Western Australia, South Australia, and Tasmania. The Australian Capital Territory provided aggregate data. A mix of unit record and aggregate data were provided by New South Wales, Queensland and the Northern Territory.
- In many cases complete data were not available for all dwellings or ICHOs in the jurisdiction. Therefore, data item totals and performance indicator values may not fully reflect the entire funded portion of Indigenous community housing.
- Performance indicators, reported as proportions have been adjusted for non-response by excluding unknowns/ non-responders from the denominator. The national performance indicators, reported as proportions, were calculated using data from only those jurisdictions where both numerator and denominator were available and valid.
- Where coverage of data is less than 95%, details are included in the DQS for the relevant performance indicators.

Specific State/Territory issues are:

New South Wales

- The ICH sector collects data from Aboriginal Community Housing Providers (ACHPs) that are actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.
- The data provided for the total number of permanent dwellings includes permanent dwellings managed by all Aboriginal housing providers in NSW, irrespective of whether they are actively registered and provided data as of June 2012 or not.
- The data provided are for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2012, or ACHPs which are still in scope that provided data from June 2011 with some updated data obtained from administrative sources.

Queensland, Western Australia and South Australia

- The 2011–12 ICH data collection includes dwellings in Queensland, Western Australia and South Australia that are owned by Indigenous communities, but have transferred responsibility for tenancy management to the state housing authority.

Western Australia

- In previous collections Western Australia provided aggregate data which included the number of unfunded as well as funded dwellings. In 2011-12, Western Australia was unable to provide data on the number of dwellings for unfunded ICHOs. These data were therefore not included in total dwellings. Consequently there was a significant decrease in the total number of dwellings reported for 2011-12.

Australian Capital Territory

- In previous collections, historical data was used to provide data for the ACT. For the 2011-12 ICH collection, data for the current year were provided.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services not only to dwellings in the community they are located in but also to outlying communities and outstations.
- Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.
- The Northern Territory government relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.
- For 2011–12, no data were collected on these outstation dwellings.

Coherence

Data provided by jurisdictions may not be comparable to previous years due to variations in response rates to the survey from ICHOs.

For specific caveats on previous years' data, consult the footnotes and DQS in the relevant edition of this report.

The scope of the ICH collection was restricted in 2009–10 to include only funded organisations (i.e. ICHOs that received funding in the reported financial year) due to unavailability of data.

Since 2009–10, only ICHOs and dwelling numbers are reported for unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in the reported financial year).

From 2009–10, the scope of the ICH collection was consistent with the scope of the 2006–07 and earlier collections. The 2008–09 and 2007–08 collections however, differ in scope as they included unfunded ICHOs.

Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009, responsibility for these ICHOs was transferred and data for these dwellings are now reported under the relevant state or territory.

Specific State/Territory issues are:

NSW:

- From 2010–11, and as NSW reforms, the Build and Grow: Aboriginal community housing strategy begins to take hold, data reported may not be coherent with previous years or between NSW and other jurisdictions.

Victoria

- For the two years prior to 2009–10, Victoria reported against one agency (Aboriginal Housing Victoria) for ICH. From 2009–10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Due to this change Victorian data is not comparable with previous years.

Queensland

- The dwelling numbers for unfunded organisations were provided by the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) in 2008 and have not been verified by FaHCSIA as being correct. Permanent dwellings in unfunded organisations are therefore not included.

South Australia

- All dwelling and household data are based on tenancy and asset audits

conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008.

- A new system has been implemented which has improved the quality of the data. This may result in data that are different to previous years and any significant variations from previous years should be viewed with caution.

Tasmania

- Number of dwellings managed by funded and unfunded organisations in previous collections included unfunded. For the 2011-12 and future collections no information on unfunded organisations will be collected.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) <http://meteor.aihw.gov.au/content/index.phtml/itemId/236882>. Supplementary information can be found in the housing collection data manuals available at <http://meteor.aihw.gov.au/content/index.phtml/itemId/487037>.

Data Gaps/Issues Analysis

Key data gaps/ issues

- The Steering Committee notes the following key data gaps/issues:
- Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions
- Jurisdictions may use more than one source of data which may affect data quality.
- Data within jurisdictions may not be comparable to previous years due to variation in the response rate to the survey for which jurisdictions can provide data.

National Social Housing Survey data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	<i>Amenity/location</i> (public housing, SOMIH and community housing) <i>Customer satisfaction</i> (public housing, SOMIH and community housing) <i>Dwelling condition</i> (public housing, SOMIH and community housing)
Measure (computation)	Various
Data source/s	AIHW Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p> <p>The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.</p> <p>The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.</p> <p>One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.</p> <p>The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.</p> <p>For further information see the AIHW website www.aihw.gov.au.</p>
Relevance	<p>The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.</p>
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted</p>

in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%

SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>

Data Gaps/Issues Analysis

Key data gaps/ issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error. • Survey weights are applied to the data when calculating outputs and performance indicators.
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Performance indicators

'Special needs'

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<i>Special needs</i> for public housing, SOMIH and community housing
Measure (computation)	<u>Definition</u> : the proportion of new tenancies allocated to households with special needs. <u>Numerator</u> : the number of newly allocated households with special needs. <u>Denominator</u> : total number of newly allocated households. <u>Computation</u> : calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.

Data source/s *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment Data for 2012-13 (public housing, SOMIH and community housing) were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.

The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the *Australian Institute of Health and Welfare Act 1987*. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH

- The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Community housing, for the purpose of this collection, includes all tenancy

(rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2013.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

Only households with complete information have been included in the calculation.

Exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
New households assisted	2,216	3,209	2,673	1,394	876	642	162	na	11,172
Excludes:									
New households with unknown special needs status	198	184	53	74	132	77	1	na	719
Exclusions (%)	8.9%	5.7%	2.0%	5.3%	15.1%	12.0%	0.6%	na	6.4%

Specific State/Territory issues are:

Victoria: There were a large number of records with unresolved inconsistencies in the reported data across the organisation, dwelling, tenancy and person files.

Coherence

Public housing and SOMIH

Care is required when comparing outputs across jurisdictions. Differences in the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Specific state/territory issues are:

- NT: For the proportion of new tenancies allocated to households with special needs, data are not directly comparable with other jurisdictions' data as some households with disability are not included.
- Victoria: From April 2012, Victoria increased its focus on allocating properties to households that are experiencing chronic homelessness or family violence - whilst some of these households may also have special needs, the change in focus has directly impacted the proportion allocated to other household types.

Community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.

Queensland: From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate.
- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Not all data items required are available for all households. Only households with complete information have been included in these calculations.

‘Priority access to those in greatest need’

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<i>Priority access to those in greatest need</i> for public housing, SOMIH and community housing
Measure (computation)	<u>Definition</u> : The proportion of new allocations to households in greatest need. <u>Numerator</u> : Number of new allocations to households in greatest need. <u>Denominator</u> : Total number of new allocations. <u>Computation</u> : calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. The measure is also disaggregated by the amount of time spent on the waiting list before allocation.
Data source/s	<i>Public housing and SOMIH</i> Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. <i>Community housing</i> Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	<i>Public housing and SOMIH:</i> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation.• While need assessments for Tasmanian SOMIH applicants consider some greatest need factors, details are not recorded in the Tasmanian Housing Information System. As such, greatest need status and allocations are not

reported for Tasmanian SOMIH applicants.

Community housing

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are as at 30 June, 2013, which are the most recent available.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Specific state/territory issues are:

- NSW: since April 2011, market rent paid by applicants in the private rental market is not entered in the client management system and so is not available to determine greatest need due to 'very high rental housing costs'.
- Victoria: Underlying data quality issues affected the identification of Victoria's 2009-10 new allocations to households in greatest need. Comparison of current data with data from 2009-10 should be interpreted with caution.
- NT: For households in greatest need, data should be interpreted with caution as priority date is not updated when households transfer to the priority category after their initial wait list application.
- Tasmania: greatest need status and allocations are not reported for Tasmanian SOMIH applicants

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them..

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

Coherence

Care is required when comparing outputs across jurisdictions. Differences in

the data collected and which records are included or excluded from a calculation can affect the coherence of the outputs.

Specific state/territory issues are:

Public housing and SOMIH

- NSW: Care should be taken when comparing data with data from 2009-10 and earlier as a change in the client management system has led to the potential for changes in the descriptors. For the total number of new applicants in the waiting list who have a 'greatest need', data are not comparable to 2010-11, which was the only year that 'very high rental housing costs' was included as a greatest need reason.

Community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

Victoria: There were changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations.

Queensland: From 2011–12, data for new tenancies are captured through administrative systems, resulting in improvements in coverage and data quality.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing community housing data across jurisdictions or between years as data are sourced via a survey of community housing organisations and are subject to variations in response rate.
- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Not all data items required are available for all households. Only households with complete information have been included.

‘Dwelling condition’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	Dwelling condition for public housing, community housing and SOMIH
Measure (computation)	<p>Definition: The proportion of households that have four working facilities and no more than two major structural problems.</p> <p><u>Numerator</u>: number of tenants who indicated that their dwelling has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.</p> <p><u>Denominator</u>: number of tenants who reported valid answers to both facilities and structural problem questions.</p> <p><u>Computation</u>: Number of tenants who said their dwelling has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100.</p>

Data source/s National Social Housing Survey

Loneragan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website www.aihw.gov.au

Relevance The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas. ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable. The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012. The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July. For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy Missing data
Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Indigenous status question: 18% of PH tenants, 5% of SOMIH tenants and 17% of CH tenants did not provide a response. A small proportion did not provide an answer to the household facilities question (0.8% for PH; 0.1% for SOMIH; 0.3% for CH) or the structural problems question (0.4% for PH; 0% for SOMIH; 0.1% for CH). Response rates and contact rates
The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below). Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys. A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%

ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

And both 2010 and 2007 surveys implemented a reminder/follow up of non-respondents by mail/telephone to improve response rates. The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated

as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

Care should be taken when comparing data reported in the 2013 Report on Government Services and the 2013 National Affordable Housing Agreement (NAHA) performance report as the definition used for reporting SOMIH data is slightly different. A small proportion of non-indigenous households are included in the dwelling condition indicator for RoGS but only indigenous households are included in this indicator for NAHA.

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.

In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.

‘Net recurrent cost per dwelling’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for Public housing
Measure	<u>Numerator</u> : Net recurrent costs
(computation)	<u>Denominator</u> : The total number of public housing dwellings <u>Computation</u> : Net recurrent costs divided by the total number of public housing dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.
Accuracy	There may be some accuracy issues with the data collected as new information systems are commissioned.

Coherence Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:

- Changes to the scope of the collection over time preventing comparisons between years.
- Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes
- Data have been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Accessibility Data are reported are available publicly in the Report on Government Services.

Interpretability Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Net recurrent cost per dwelling’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for State owned and managed Indigenous housing (SOMIH)
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of SOMIH dwellings <u>Computation</u> : Net recurrent costs divided by the total number of SOMIH dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.
Accuracy	There may be some accuracy issues with the data collected arising from information systems changes.

Coherence	<p>Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:</p> <ul style="list-style-type: none"> • Changes to the scope of the collection over time preventing comparisons between years. • Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes <p>Data have been affected by different issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.</p>
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> • Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
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'Net recurrent cost per tenancy' — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per tenancy for community housing</i>
Measure (computation)	<u>Numerator</u> : Total net recurrent costs for year ending 30 June 2012 <u>Denominator</u> : Total number of tenancy (rental) units at 30 June 2012
Data source	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12.
Accuracy	<p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The measure involves the division of annual net recurrent costs by a count of tenancy rental units at 30 June. Care is required when interpreting results due to stock flows and changes in occupancy status within the financial year.</p> <p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data,

- out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and

data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable. Specific State/Territory issues are:

New South Wales

- Occupancy levels were not reported by one large provider.

Coherence

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

Queensland

- Properties managed under the NRAS and the Nation Building and Jobs Program were included from 2010–11.
- There were changes in methodology in 2010–11 and 2012–13 for reporting net recurrent costs.

Western Australia

- From 2011–12, unregistered providers and registered providers who only managed crisis accommodation properties were excluded. These exclusions did not apply for previous collections.

South Australia

- Total untenable tenancy rental units in 2009–10 included work in progress properties that were nearly completed. Work in progress properties that were nearly completed were not included from 2010–11.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

<meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.

'Net recurrent cost per dwelling' — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per dwelling</i> for ICH
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of permanent dwellings managed by funded Indigenous Community Housing Organisations (ICHOs). <u>Computation</u> : Net recurrent costs divided by the total number of permanent dwellings managed by funded ICHOs.
Data source/s	AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. <ul style="list-style-type: none">• Care should be used comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may affect data quality.• Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully

reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.

- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 65.3%
- Victoria: 80.8%
- Queensland: 91.3%
- National: 81.3%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.

The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2011–12, no data is collected on these outstation dwellings.

South Australia, Australian Capital Territory and Northern Territory

- Information required for this performance indicator not available.

Coherence

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection from 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2011–12), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time preventing comparisons between years. Restricting the scope for 2009-10 to funded ICHOs only returned the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.

- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) program, which was previously managed by the Australian Government.

Queensland

- There is limited comparability of data overtime due to a change in the composition of housing stock. The change in composition is constituted by the addition of new stock and aged stock which required significant modifications to meet acceptable social housing standard.

Tasmania

- Given there are only two ICHOs in Tasmania, any fluctuations in the financial information reported by these organisations may appear as significant variations when comparing figures from previous years.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
- This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

‘Occupancy rates’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Occupancy rates</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<u>Definition</u> : Proportion of dwellings that are occupied <u>Numerator</u> : Number of dwellings that are occupied. <u>Denominator</u> : Total number of dwellings <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage. For mainstream community housing, the statistical unit applied in this measure is tenancy rental units, not dwellings.

Data source/s

Public housing and SOMIH

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

AIHW. Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used
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by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH:

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Occupancy status is not available for all tenancy rental units. Only tenancy rental units with complete information have been included in the calculation.

Indigenous community housing:

ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.

Timeliness

Data are collected annually, for the financial year ending 30 June.

Public housing, SOMIH and mainstream community housing

Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2013.

Indigenous community housing

The reference period for this indicator for ICH is at 30 June 2011, based on the 2010–11 data collection, with the following exceptions:

South Australia

- All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008.

Accuracy

There are known accuracy issues with the data collected.

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There

are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and
- not all organisations capture and report occupancy status – data may not be collected and reported in a manner consistent with national data definitions.

Specific State/Territory issues:

New South Wales

- Occupancy data was unavailable from a large organisation.

Indigenous community housing

Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known.

Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 88.6%
- Victoria: 82.7%
- Queensland: 58.2%
- National: 81.6%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.

Queensland

- Household data is not collected from dwellings owned by ICH providers.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.

The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2011–12, no data is collected on these outstation dwellings.

Australian Capital Territory and Northern Territory

- Information required for this performance indicator not available.

Coherence

Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Mainstream community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Indigenous community housing

Coherence over time has been affected by the following, and makes comparisons over time potentially misleading:

- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
- As agreed by HHIMG, from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/ Territory Housing Authority.

NSW:

- Occupancy rates for 2012 are affected by the inclusion of non-tenantable dwellings in the calculation. These dwellings were not included in earlier years and hence the proportion of occupied dwellings has decreased marginally.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- ICH data for this indicator are affected by poor coverage and the un-reported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

'Turnaround time'

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Turnaround time</i> for public housing and SOMIH
Measure (computation)	<u>Definition</u> : The average time taken to rent housing stock through normal processes. <u>Numerator</u> : Total number of days that dwellings were vacant. <u>Denominator</u> : Total number of vacancy episodes <u>Computation</u> : calculated separately for public rental housing and SOMIH and expressed in days.
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are as at 30 June, 2013, which are the most recent available.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Specific state/territory issues are: <ul style="list-style-type: none">• NT: Unable to supply data for the turnaround time indicator (P10) due to implementation of a new asset management system. The required functionality is not yet available.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above). Caution should be exercised when comparing the 2012-13 turnaround indicator with previous years, because it has been calculated without the

inclusion of NT data.

Specific state/territory issues are:

- NT: Unable to supply data for the turnaround time indicator (P10) due to implementation of a new asset management system. This functionality is not yet available. This system change also impacted on this indicator in the previous reporting year, with the 2011-12 indicator calculated using only 9 months of data (July to March) (See 2011-12 DQS for details)

Accessibility Annual data as reported are available publically on the AIHW website.
Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147).

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.

‘Rent collection rate’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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‘Rent collection rate’ — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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'Rent collection rate' — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate for community housing</i>
Measure (computation)	<u>Numerator</u> : Total rent collected for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>Data for 2012–13 were provided to the AIHW as part of the Housing and Homelessness Ministers' Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies the data in collaboration with jurisdictions who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets were used by the AIHW for collation, reporting and analysis for all jurisdictions except New South Wales, Queensland and the Northern Territory, who have calculated their own figures using their own data collection processes.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12.
Accuracy	<p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;

- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

Specific known State/Territory issues are:

Western Australia

- Commonwealth Rent Assistance was included in rent figures for five organisations.

South Australia

- The maximum amount of Commonwealth Rent Assistance that could be received was reported by one organisation rather than the actual amount of Commonwealth Rent Assistance received.
- For one community housing organisation, the reported rent charged was reduced by the maximum amount of Commonwealth Rent Assistance that could be received rather than the actual amount of Commonwealth Rent Assistance received.
- Commonwealth Rent Assistance was included in the reported rent charged by one organisation.

Coherence

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Interpretability

Additional disaggregations of data are available on application and may be subject to the AIHW’s confidentiality policy and approval from jurisdictions.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

<meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions’ own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
- This reflects the considerable variation in the way CH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

'Rent collection rate' — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for ICH
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June <u>Denominator</u> : Total rent charged by funded ICHOs for the year ending 30 June <u>Computation</u> : Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.
Data source/s	Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data for 2011–12 were provided to the AIHW as part of the Housing and Homelessness Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i> . This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011–12.
Accuracy	There are known issues with the accuracy of data collected: <ul style="list-style-type: none">• Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may affect data quality.• Complete data was not available for all dwellings or ICHOs in every

jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which households groups and dwelling details are known.

- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 82.6%
- Victoria: 83.1%
- Queensland: 89.9%
- South Australia: 93.1%
- Northern Territory: 75.0%
- National: 85.3%

Specific State/Territory issues:

New South Wales:

- The ICHO sector focuses on whether or not ICHOs are actively registered with the Aboriginal Housing Office (AHO), rather than their funding status. For the purposes of this collection being active registration is used as a proxy for funding, but it should be noted that actively registered does not mean the organisation receives funding.

Northern Territory

- ICH dwellings are managed by ICHOs located in very remote parts of the Northern Territory. These ICHOs provide tenancy and maintenance services to not only dwellings in the community they are located in but also to outlying communities and outstations. Some of the outlying communities and outstations are inaccessible for parts of the year (mainly during the wet season) and some only consist of a handful of dwellings.

The Northern Territory relies on the information collected by the ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.

For 2011–12, no data is collected on these outstation dwellings.

Australian Capital Territory

- Information required for this performance indicator not available.

Coherence

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection from 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2011–12), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time preventing comparisons between years. Restricting the scope for 2009-10 to funded ICHOs only returned the collection to the scope of the 2006-07 and earlier collections.

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- For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
 - Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

Victoria

- For the two years prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. For 2009-10 Victoria is reporting on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) previously managed by the Commonwealth. For this reason Victorian data is not comparable with previous years.

Queensland

- This data is extracted from internal financial systems or based on quarterly reports from local councils and is not collected from dwellings owned by ICH providers. The reported increase is consistent with new constructions having been completed and improved tenancy management practices with a more robust arrears management strategy.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included.
- ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

‘Amenity’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Amenity</i> for public housing, community housing and SOMIH
Measure (computation)	<p><u>Definition</u>: The proportion of tenants who said that an amenity was important to their household and met their household needs, summed across all eight amenities.</p> <p><u>Numerator</u>: Number of tenants who said the amenity aspect is important and meets their needs.</p> <p><u>Denominator</u>: Number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs).</p> <p><u>Computation</u>: Number of tenants who said the amenity aspect is important and meets their needs divided by number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
Data source/s	Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment	<p>The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.</p> <p>The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.</p> <p>The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.</p> <p>One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.</p> <p>The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.</p> <p>For further information see the AIHW website www.aihw.gov.au</p>
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Relevance

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas. ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

AccuracyMissing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (1.7% for PH; 0.3% for SOMIH; 0.6% for CH), however the number of missing cases varies for each feature (see table below).

	PH	SOMIH	CH
Importance			
Size of home	9.4%	9.3%	7.2%
Number of bedrooms	10.1%	8.8%	7.9%
Modifications for special needs	15.0%	15.5%	13.5%
Easy access and entry	7.0%	7.4%	5.0%
Car parking	8.0%	7.7%	6.0%
Yard space and fencing	7.7%	5.4%	6.2%
Privacy of the home	7.3%	7.3%	5.8%
Safety and security within the home	6.7%	6.8%	5.7%
Safety and security outside of the home within the neighbourhood	6.5%	6.7%	5.7%
Energy efficiency	7.4%	7.2%	6.2%
Water efficiency	7.2%	8.2%	6.3%
Thermal comfort	7.7%	6.8%	5.8%
Meets needs			
Size of home	11.3%	11.1%	9.4%
Number of bedrooms	14.9%	14.1%	11.3%
Modifications for special needs	16.7%	17.8%	14.2%
Easy access and entry	12.5%	12.0%	10.3%
Car parking	12.3%	11.8%	10.1%
Yard space and fencing	12.4%	11.6%	10.5%

Privacy of the home	12.9%	12.9%	10.6%
Safety and security within the home	12.6%	12.2%	10.4%
Safety and security outside of the home within the neighbourhood	12.1%	11.7%	10.3%
Energy efficiency	12.9%	12.1%	10.3%
Water efficiency	12.1%	11.9%	10.2%
Thermal comfort	11.3%	9.6%	9.4%

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%

SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area

dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling

errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population. The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see *National Social Housing Survey 2012: national results bulletin* and *National Social Housing Survey 2012: detailed findings report*. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the *National Social Housing Survey 2012: detailed findings report*.

In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.

Metadata and definitions relating to this data source can be found in the *National Housing Assistance Data Dictionary* (AIHW Cat no. HOU147).

Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.

‘Location’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Location</i> for public housing, community and SOMIH
Measure (computation)	<u>Definition</u> : The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects <u>Numerator</u> : Number of tenants who said the location aspect is important and meets their needs <u>Denominator</u> : Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) <u>Computation</u> : Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.

Data source/s	National Social Housing Survey Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.
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Data Quality Framework Dimensions

Institutional environment	The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.
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The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections

managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

For further information see the AIHW website www.aihw.gov.au

Relevance

The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.

ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.

The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.

For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (2.3% for PH; 0.4% for SOMIH; 0.8% for CH), however the number of missing cases varies for each facility/service (see table below).

	PH	SOMIH	CH
Importance			
Shops and banking facilities	4.5%	4.1%	3.9%
Public transport	5.7%	5.1%	5.2%
Parks and recreational facilities	8.2%	7.8%	7.6%
Emergency services, medical services and hospitals	5.5%	5.0%	5.0%
Child care facilities	11.1%	10.3%	9.0%
Education and training facilities	10.3%	9.3%	8.4%
Employment or place of work	10.7%	9.7%	8.9%
Community and support services	7.8%	7.7%	6.9%
Family and friends	6.2%	5.6%	5.8%
Meets needs			
Shops and banking facilities	8.8%	7.9%	8.1%
Public transport	10.3%	8.1%	8.7%
Parks and recreational facilities	12.5%	10.5%	11.1%
Emergency services, medical services and hospitals	11.0%	9.1%	10.0%
Child care facilities	12.4%	11.5%	10.4%
Education and training facilities	12.1%	11.4%	10.6%

Employment or place of work	12.5%	11.1%	10.6%
Community and support services	11.6%	10.8%	10.6%
Family and friends	11.0%	8.8%	9.3%

Response rates and contact rates

The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%
TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

In addition to low response rates, a small proportion of tenants did not provide a response to the questions relating to location: 2.3% for PH; 2.4% for CH; 2.7% for SOMIH.

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence	<p>In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.</p> <p>Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.</p> <p>Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see National Social Housing Survey 2012: national results bulletin and National Social Housing Survey 2012: detailed findings report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.</p>
Interpretability	<p>Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.</p> <p>In addition, the 2012 NSHS Technical Report, code book and other supporting documentation will be available on the AIHW website.</p> <p>Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.</p>

Data Gaps/Issues Analysis

Key data gaps/issues	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none">• Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.• Survey weights are applied to the data when calculating outputs and performance indicators.
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‘Affordability’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	<i>Affordability</i> for public housing, SOMIH and mainstream community housing
Measure (computation)	<u>Definition</u> : the proportion of rental households in the bottom two income quintiles that spend more than 30 per cent of their income on rent. <u>Numerator</u> : number of low income rental households spending more than 30 per cent of their income on rent <u>Denominator</u> : total number of low income rental households <u>Computation</u> : calculated separately for public housing, SOMIH and community housing and expressed as a percentage.

Low income households

- Low income households are defined by the ABS as those households in the bottom 40 per cent of the equivalised disposable household income distribution (that is, the bottom two income quintiles) excluding Commonwealth Rent Assistance (CRA) (based on the Survey of Income and Housing). The ABS defines equivalised disposable household income as an indicator of disposable household income after adjustment for household size and composition.
- Low income data are sourced from the AIHW’s National Housing Assistance Data Repository and are presented using a modified definition of low income to that used by the ABS. Here, low income households are defined as those in the bottom 40 per cent of equivalised gross household income. Gross household income is the amount of income received by the household before any tax or levies are subtracted.

Computation for numerator

Public housing and SOMIH:

- (a) Household income is the gross household income
- (b) Rental expenses is the amount of rent charged to the household;

Mainstream community housing:

- (a) Household income is gross household income excluding CRA
- (b) Rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance

Public housing, SOMIH and community housing:

The numerator is the count of households where (b) exceeds 30 per cent of (a).

Computation for denominator: count of all low income households with income and rental details known.

This measure is restricted to households with known income and rental details.

Data source/s *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed

Indigenous housing dwellings, households assisted and households on the waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment

Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH:

- The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.
- 2010-11 low income cut-offs (that is, the 40th percentile of equivalised gross household incomes for the 2010-11 financial year) were not available so the 2009-10 cut-offs were used in their place. As a result of this it is expected that a number of low income households were not identified and are excluded from the calculation of this indicator.

Mainstream community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2014 are for the 2012-13 financial year, which are the most recent available.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

- the administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors
- not all data items required are available for all households and only households with complete information have been included in the calculation
- households where either assessable income or rent charged equals zero are excluded
- income information for some households not in receipt of a rental rebate that is not current and may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent. Outputs produced using this data should be used with caution
- disaggregations have led to small cell sizes which are volatile. Very small cells have been suppressed to protect confidentiality.

State/Territory specific issues:

- NSW is not able to provide gross income so assessable income is used to calculate equivalised 'gross' income used in determining low income status. In 2012-13, 36 per cent of SOMIH households (1,596) and 10 per cent of public rental households (10,717) are excluded from affordability calculations due to missing income information.
- SA does not provide gross income so assessable income is used to calculate equivalised 'gross' income used in determining low income status. In 2012-13, 17.6 per cent of SOMIH households (308) and 12 per cent of public rental households (4,696) are excluded from affordability calculations due to missing income information.
- ACT: in 2012-13, 7.5 per cent of public rental housing households (803) are excluded from affordability calculations due to missing income information.

Mainstream community housing:

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

Exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Low income households	22,654	10,438	na	5,132	4,557	1,264	477	na	44,522
Excludes:									
Low income households with known gross income and rent details	2,276	11	na	2	14	44	0	na	2,347
Exclusions (%)	10.0%	0.1%	na	0.0%	0.3%	3.5%	0.0%	na	5.3%

Each state/territory applies it's own definition of gross income, as currently recorded from tenants.

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have

-
- inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and
 - data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

State/Territory specific issues:

Victoria

- There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.

Western Australia

- CRA was included in rent figures for five organisations.

South Australia

- The maximum amount of CRA that could be received was reported by one community housing organisation rather than the actual amount of CRA received.
- For one community housing organisation, the reported rent charged was reduced by the maximum amount of CRA that could be received rather than the actual amount of CRA received.
- CRA was included in the reported rent charged by one community housing organisation.

Coherence

Descriptors cannot be compared with previous years due to a change in the definition of low income. Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Public housing and SOMIH

- NSW: care should be taken when comparing data with data from 2009-10 and earlier reporting periods as a change in the client management system has led to the potential for changes in the descriptors. Care should be taken when comparing SOMIH data to the 2009-10 and earlier reporting periods as there was a change to reported household incomes: from 2010-11 onwards, CRA is no longer included in household income. These factors will lead to an increase in the number of households identified as low income and hence included in the affordability calculations.

Mainstream community housing:

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues. Care is also required when comparing data across reporting periods due to increases in the number of NRAS dwellings managed by community housing organisations and improvements in the availability of data for NRAS dwellings over time. Community housing rent policies require community housing organisations to charge subsidised rent based on a percentage of household income plus the household's entitlement to CRA. This is different to the NRAS requirement to subsidise rent at least 20% below the market value rent for the dwelling. Rental affordability rates are affected where community housing organisations charge rent based on NRAS requirements alone, not

based on both NRAS and community housing requirements.

State/Territory specific issues:

- Victoria: In 2011-12, data were provided by the jurisdiction and used in place of the data usually calculated from the National Housing Assistance Data Repository. Data quality improved in 2012-13.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

**Key data gaps/
issues**

The Steering Committee notes the following key data gaps/issues:

- Descriptors cannot be compared with previous years due to a change in the definition of low income.
- Care should be taken when comparing equivalised gross income data with low income households defined using equivalised disposable income data (e.g., the primary measure which sources ABS data).
- **Public housing and SOMIH:** the administrative data sets from which this indicator is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in spending more than 30 per cent of income on rent. Outputs produced using these data should be used with caution.
- **Community housing:** a higher proportion of low income households may appear to be in rental stress as CRA may not have been fully excluded from the survey data. (Note: rental stress is defined to occur when households spend more than 30 per cent of income on rent).

‘Match of dwelling to household size’ — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments. Similar data quality information is included in the Steering Committee’s Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	<i>Match of dwelling to household size</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<i>Overcrowding</i> <u>Definition</u> : the proportion of households where dwelling size is not appropriate due to overcrowding. <u>Numerator</u> : number of overcrowded households, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS). <u>Denominator</u> : the number of households with bedroom requirements and dwelling details known. <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage. <i>Underutilisation</i> <u>Definition</u> : the proportion of households where dwelling size is not appropriate due to underutilisation. <u>Numerator</u> : number of households underutilising a social housing dwelling, with bedroom requirements calculated using the Canadian National Occupancy Standard (CNOS). <u>Denominator</u> : the number of households with bedroom requirements and dwelling details known. <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.

Data source/s ***Public housing and SOMIH***

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	<p>Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work paper.</p> <p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the <i>Australian Institute of Health and Welfare Act 1987</i>. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p><i>Public housing and SOMIH</i></p> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation.• State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations. <p><i>Community housing</i></p> <p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or state/territory owned and managed Indigenous housing or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.</p> <p><i>Indigenous community housing:</i></p> <p>ICH for the purposes of this collection includes all dwellings targeted to Indigenous people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Indigenous people. All data items except D1b and D19b exclude dwellings managed by unfunded organisations. For NSW this means excluding ICHOs that are not actively registered.</p>
Timeliness	<p><i>Public rental housing, SOMIH and mainstream community housing</i></p> <p>Data are collected annually. The reference period for this indicator is 30 June 2013 for public rental housing, SOMIH and mainstream community housing.</p> <p><i>Indigenous community housing</i></p> <p>Data are collected annually, for the financial year ending 30 June. The most recent data available are for 2011–12.</p> <p>Specific State/Territory issues are:</p> <p><u>South Australia</u></p> <ul style="list-style-type: none">• All dwelling and household data are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008.

Accuracy

There are some known accuracy issues with the data collected:

Public housing and SOMIH

- The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
- Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.

PH	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	110,074	62,852	50,938	32,248	38,754	10,819	10,738	4,790
Excludes:								
Households for whom bedroom or required bedroom details unknown	1,085	79	0	0	455	0	944	95
Exclusions as a % of total ongoing households	1.0	0.1	0.0	0.0	1.2	0.0	8.8	2.0

SOMIH	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	4,452	..	3,286	..	1,754	328
Excludes:								
Households for whom bedroom or required bedroom details unknown	59	..	0	..	77	0
Exclusions as a % of total ongoing households	1.3	..	0.0	..	4.4	0.0

- Disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

State/Territory specific issues:

Victoria:

- Improved data collection methods have led to more households for which overcrowding conditions are known.

- Victoria records individuals who live in more than one household, in both households (this may occur where care of dependants is shared between parents), this may result in an over-estimate of overcrowded households.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

Exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Households assisted	25,973	13,259	11,564	6,004	5,696	2,255	542	na	65,293
Excludes:									
Households with unknown utilisation	2,827	3,160	na	122	54	425	6	na	18,158
Exclusions (%)	10.9%	23.8%	na	2.0%	0.9%	18.8%	1.1%	na	27.8%

There are some known accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions.

State/Territory specific issues:

- Victoria: There were a large number of records with unresolved inconsistencies in the data reported by community housing organisations.
- Tasmania: There were some records with inconsistencies in the data held and reported by providers.

Indigenous community housing

- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Indigenous households for which household groups and dwelling details are known. Due to poor coverage, a national value is not provided.
- Where the coverage of the data relating to a performance indicator is less than 95% in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- Victoria: 78.2%
- Queensland: 47.0%
- Western Australia: 68.2%
- South Australia: 59.5%
- National: 62.1

Specific State/Territory issues:

Victoria

- Improved data collection methods have led to more households for which

overcrowding conditions are known.

South Australia

- All dwelling and household data which is used for overcrowding figures are based on tenancy and asset audits conducted in 2011 and 2012. Data provided prior to 2011-12 were based on audits conducted in 2007 and 2008. Data for 2011-12 are not comparable to previous years due to an altered methodology for reporting household composition. This has led to a relatively large increase in the number of households reported as assisted and a relatively large decrease in the number of households reported as requiring one or more additional bedrooms.

New South Wales, Tasmania, Australian Capital Territory and Northern Territory

- Information on the number of additional bedrooms required per household is not reported.

Coherence

Care is required when comparing across jurisdictions for reasons of varying accuracy (details above).

Public housing, SOMIH and mainstream community housing

From 2009-10, the CNOS has been used to calculate bedroom requirements. Before this the Proxy Occupancy Standard was used, meaning that coherence over time has been affected by changes in methodology.

The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.

The use of the CNOS and change to the definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.

Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.

Mainstream community housing

Caution is advised when comparing data across reporting periods and with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Specific State/Territory issues are:

- Victoria: There were changes in methodology in 2012-13 to manage inconsistencies in data reported by community housing organisations.

Indigenous community housing

From 2009-10, the definition of overcrowding has been changed to households requiring 'one bedroom or more' from 'two bedrooms or more in 2008-09 and prior. This change has resulted in an increase to the estimation of overcrowding, and affects coherence over time.

Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.

As agreed by HHIMG, from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/ Territory Housing Authority.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).
Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

Indigenous community housing:

- Overcrowding proportions across jurisdictions are not comparable due to data being collected from a number of different sources and calculated using different methods based on data availability.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.
- The Australian total is not reported due to insufficient data for jurisdictions.

‘Customer satisfaction’

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Dwelling condition</i> for public housing, community and SOMIH
Measure (computation)	<u>Definition</u> : The proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider. <u>Numerator</u> : Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided. <u>Denominator</u> : Number of tenants who gave a valid answer to the satisfaction question. <u>Computation</u> : Number of tenants who said they were satisfied (very satisfied and satisfied) with overall housing assistance service provided divided by number of tenants who gave a valid answer to the satisfaction question multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH and expressed as a proportion.

Data source/s National Social Housing Survey
Lonergan Research was engaged by the AIHW to conduct the 2012 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH, Public Housing and Community Housing tenants. The tenants completing the questionnaires were from all jurisdictions.

Data Quality Framework Dimensions

Institutional environment The Australian Institute of Health and Welfare (AIHW) is a major national agency set up by the Australian Government under the Australian Institute of Health and Welfare Act 1987 to provide reliable, regular and relevant information and statistics on Australia's health and welfare. It is an independent statutory authority established in 1987, governed by a management Board, and accountable to the Australian Parliament through the Health and Ageing portfolio.

The AIHW aims to improve the health and wellbeing of Australians through better health and welfare information and statistics. It collects and reports information on a wide range of topics and issues, ranging from health and welfare expenditure, hospitals, disease and injury, and mental health, to ageing, homelessness, disability and child protection.

The Institute also plays a role in developing and maintaining national metadata standards. This work contributes to improving the quality and consistency of national health and welfare statistics. The Institute works closely with governments and non-government organisations to achieve greater adherence to these standards in administrative data collections to promote national consistency and comparability of data and reporting.

One of the main functions of the AIHW is to work with the states and territories to improve the quality of administrative data and, where possible, to compile national datasets based on data from each jurisdiction, to analyse these datasets and disseminate information and statistics.

The Australian Institute of Health and Welfare Act 1987, in conjunction with compliance to the Privacy Act 1988, (Cth) ensures that the data collections managed by the AIHW are kept securely and under the strictest conditions with respect to privacy and confidentiality.

Relevance	<p>For further information see the AIHW website www.aihw.gov.au</p> <p>The 2012 NSHS comprise of tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. The speed of delivery to, and returns from, more remote locations may have impacted the number of responses received from tenants in these areas.</p> <p>ACT data was not included in 2010 results because the ACT conducted their own Client Satisfaction Survey (CSS). National figures are therefore not directly comparable.</p>
Timeliness	<p>The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July 2012.</p> <p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 and 2012. Surveys for SOMIH were conducted in 2005, 2007 and 2012.</p> <p>The fieldwork for 2012 was conducted from 18 May–27 June for the ACT. For all other jurisdictions, fieldwork was conducted from 25 May–30 July.</p> <p>For 2012, NSHS data are generally collected for the reference period for the last 12 months since May 2011.</p>
Accuracy	<p><u>Missing data</u></p> <p>Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A small proportion of tenants did not provide a response to the overall satisfaction question (3.2% for PH; 3.5% for SOMIH; 3.4% for CH).</p> <p><u>Response rates and contact rates</u></p> <p>The accuracy of the outputs from the 2012 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate tables below).</p> <p>Overall, 82,175 questionnaires were sent to tenants in PH, CH and SOMIH, of which 13,381 questionnaires were categorised as being complete and useable, representing a response rate for the 2012 survey of 16.3%; considerably lower than the 2010 survey of 38.6%. Caution should therefore be used when comparing 2012 results to 2010 as the decrease in response rates in 2012 may have increased the survey's exposure to non-response bias compared to previous surveys.</p> <p>A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias without a follow-up of non-respondents.</p>

Jurisdiction	Sample size	Response rate
PH		
NSW	5,082	15.5%
VIC	526	13.8%
QLD	665	22.2%
SA	506	21.9%
ACT	665	24.7%
WA	517	15.4%

TAS	486	18.3%
NT	537	11.8%
CH		
NSW	1,119	17.0%
VIC	376	15.7%
QLD	399	16.0%
SA	372	17.4%
ACT	109	20.0%
WA	391	15.0%
TAS	285	34.8%
SOMIH		
NSW	658	15.4%
QLD	370	11.7%
SA	213	12.3%
TAS	105	31.5%

Scope and coverage

Caution should be used when comparing trend data or data between jurisdictions due to the response rates from the NSHS for the 2012 reference period.

The 2012 NSHS sampling and stratification methods were similar to the 2010 and 2007 survey i.e. sample was randomly selected of each jurisdiction's SOMIH, Public and Community housing tenants. As requested by NSW PH, stratified sampling was undertaken for NSW PH tenancies stratified by region/area. However in 2010 and 2007 all jurisdictions were stratified by:

- metropolitan and non-metropolitan
- housing region or area
- dwelling type (detached house, attached house/duplex/townhouse and flat/unit)

The 2012 NSHS was designed to meet minimum sample requirements for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates for each housing program, minimum sample sizes were set for each housing program. An additional 4,950 booster sample was allocated to NSW PH (4,300) and NSW CH (650).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

With the exception of ACT, the weighting for the 2012 survey was calculated as the number of households divided by the number of responses for each jurisdiction by housing type by ARIA. For ACT, weights were calculated by the same method by housing type without ARIA.

The weighting for the 2010 survey was calculated as proportion in the

population divided by the proportion in the sample for each jurisdiction, by housing program, by region. In 2012, ARIA was used instead of region. The 2012 sample now more truly reflects the location of households in major cities, inner regional, outer regional and remote/very remote; however compared to 2010, the breakdown of the sample by remoteness area has changed and results may have been impacted.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2012 was the relative standard error (RSE). Only estimates with RSEs of less than 25% are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25% and 50% should be considered with caution and those with relative standard errors greater than 50% should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are also based on self-reported data.

Coherence

In 2010, the data collected for public and community housing exclude the ACT as this jurisdiction had undertaken its own collection. Trend data should therefore be interpreted with caution.

Comparisons between jurisdictions' data should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2012 survey differs in a number of important respects from previous versions of the survey.

Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.

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

Accessibility

Published results from the 2012 NSHS will be available on the AIHW website, see *National Social Housing Survey 2012: national results bulletin* and *National Social Housing Survey 2012: detailed findings report*. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability Information to aid in interpretation of 2012 NSHS results will be available in the 'Explanatory Notes' section of the National Social Housing Survey 2012: detailed findings report.

In addition, the 2012 NSHS Technical Report, code book and other supporting documentation are available on the AIHW website.

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.