

Report on Government Services 2014

Volume G:
Housing and
homelessness

*Steering Committee
for the Review of
Government
Service Provision*

© Commonwealth of Australia 2014

ISSN 1328 181X

ISBN 978-1-74037-475-0 (Volume G)

ISBN 978-1-74037-476-7 (set)

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, the work may be reproduced in whole or in part for study or training purposes, subject to the inclusion of an acknowledgment of the source. Reproduction for commercial use or sale requires prior written permission from the Productivity Commission. Requests and inquiries concerning reproduction and rights should be addressed to Media and Publications (see below).

This publication is available from the Productivity Commission website at www.pc.gov.au. If you require part or all of this publication in a different format, please contact the Secretariat (see below).

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

Secretariat:

Steering Committee for the Review of Government Service Provision

Productivity Commission

Locked Bag 2 Collins Street East

Melbourne VIC 8003

Level 12

530 Collins Street

Melbourne VIC 3000

Tel: (03) 9653 2100

or Free call: 1800 020 083

Fax: (03) 9653 2199

Email: gsp@pc.gov.au

Web: www.pc.gov.au/gsp

Suggestions:

The Steering Committee welcomes suggestions on the information contained in this Report. Please direct your suggestion to the Productivity Commission Secretariat at the above address.

An appropriate citation for this paper is:

SCRGSP (Steering Committee for the Review of Government Service Provision) 2014, *Report on Government Services 2014*, Productivity Commission, Canberra.

SCRGSP (Steering Committee for the Review of Government Service Provision) 2014, *Report on Government Services 2014*, vol. G, *Housing and homelessness*, Productivity Commission, Canberra.

Foreword

It gives me great pleasure, as one of my tasks as the newly appointed Chairman of the Productivity Commission, to write this foreword on behalf of the Steering Committee for the Review of Government Service Provision, which I have chaired over the past year.

The Report on Government Services was commissioned in 1993 by Heads of Government (now COAG), to help drive improvements to government services. This is the nineteenth report in the series. The previous 15 reports were overseen by Gary Banks. Over those years, the Report grew in scope and content, becoming a comprehensive repository of comparative information on the equity, effectiveness, efficiency and outcomes of a wide range of services.

Improving government services is important to us all: everyone relies on these services at different stages and the services are particularly important for disadvantaged members of our society. Improving government services is also important economically: governments spent over \$184 billion on the services covered by this Report, representing about 68.6 per cent of general government final consumption expenditure in 2012-13 — equivalent to around 12.1 per cent of Australia's gross domestic product.

In a break from previous practice, the Report is being released in electronic form only. To improve accessibility, the Report is being released in seven separate volumes across four days. All information previously included in the Report is available in the new format.

On behalf of the Steering Committee, I would like to thank the members of the twelve working groups that provide advice and input for this Report, and the statistical bodies that provide invaluable technical advice and assistance. I would also like to thank the Review Secretariat within the Productivity Commission, which supports the Steering Committee and working groups, and produces the Report.

Peter Harris
Chairman

January 2014

Contents

This Report is in seven volumes: Volume A contains Part A (Approach to performance reporting and Statistical context), Volume B contains Part B (Child care, education and training), Volume C contains Part C (Justice), Volume D contains Part D (Emergency management), Volume E contains Part E (Health), Volume F contains Part F (Community Services) and Volume G contains Part G (Housing and Homelessness).

Foreword	iii
Contents	v
Steering Committee	vii
Acronyms and abbreviations	ix
Glossary	xxvi
Terms of reference	xxix

Volume G

VOLUME G HOUSING AND HOMELESSNESS

G Housing and homelessness services sector overview	G.1
G.1 Introduction	G.1
G.2 Sector performance indicator framework	G.10
G.3 Cross-cutting and interface issues	G.28
G.4 Future directions in performance reporting	G.29
G.5 List of attachment tables	G.30
G.6 Definitions of key terms	G.32
G.7 Appendix – Private housing market contextual information	G.34
G.8 References	G.37
17 Housing	17.1
17.1 Profile of housing assistance	17.5

17.2 Framework of performance indicators	17.13
17.3 Key performance indicator results	17.15
17.4 Future directions in performance reporting	17.50
17.5 Jurisdictions' comments	17.50
17.6 Definitions of key terms	17.60
17.7 List of attachment tables	17.63
17.8 References	17.66
18 Homelessness services	18.1
18.1 Profile of homelessness services	18.4
18.2 Framework of performance indicators for government funded specialist homelessness services	18.8
18.3 Key performance indicator results for government funded specialist homelessness services	18.10
18.4 Future directions in homelessness services performance reporting	18.44
18.5 Jurisdictions' comments	18.44
18.6 Definitions of key terms	18.54
18.8 List of attachment tables	18.58
18.8 References	18.60

Steering Committee

This Report was produced under the direction of the Steering Committee for the Review of Government Service Provision (SCRGSP). The Steering Committee comprises the following current members:

Mr Peter Harris	Chairman	Productivity Commission
Ms Madonna Morton	Aust Govt	Department of Prime Minister and Cabinet
Mr Peter Robinson	Aust Govt	Department of the Treasury
Mr Mark Thomann	Aust Govt	Department of Finance and Deregulation
Ms Janet Schorer	NSW	Department of Premier and Cabinet
Mr Rick Sondalini	NSW	NSW Treasury
Mr Jeremy Nott	VIC	Department of Treasury and Finance
Ms Katherine Whetton	VIC	Department of Premier and Cabinet
Mr Chris Chinn	QLD	Department of the Premier and Cabinet
Ms Janelle Thurlby	QLD	Queensland Treasury
Ms Marion Burchell	WA	Department of the Premier and Cabinet
Mr Barry Thomas	WA	Department of Treasury
Mr Chris McGowan	SA	Department of the Premier and Cabinet
Mr David Reynolds	SA	Department of Treasury and Finance
Ms Rebekah Burton	TAS	Department of Premier and Cabinet
Mr Geoffrey Rutledge	ACT	Chief Minister's Department
Mr Leigh Eldridge	NT	Department of the Chief Minister
Mr Bruce Michael	NT	Department of Treasury and Finance
Mr Peter Harper		Australian Bureau of Statistics
Mr David Kalisch		Australian Institute of Health and Welfare

People who also served on the Steering Committee during the production of this Report include:

Mr Kevin Cosgriff	NSW	NSW Treasury
Dr Meg Montgomery	NSW	Department of Premier and Cabinet
Mr Simon Kent	VIC	Department of Premier and Cabinet
Mr Shane McWhinney	VIC	Department of Premier and Cabinet
Mr Paul Cantrall	QLD	Department of Premier and Cabinet
Mr Coan Harvey	WA	Department of Treasury
Ms Pam Davoren	ACT	Chief Minister's Department
Mr Craig Graham	NT	Department of Treasury and Finance
Ms Jenny Coccetti	NT	Department of the Chief Minister

Acronyms and abbreviations

Abbreviations

AACR	Australasian Association of Cancer Registries
AAGR	average annual growth rates
AAT	Administrative Appeals Tribunal
AATSIHS	Australian Aboriginal and Torres Strait Islander Health Survey
ABS	Australian Bureau of Statistics
ACAP	Aged Care Assessment Program
ACAT	aged care assessment team
ACARA	Australian Curriculum and Assessment Reporting Authority
ACE	adult community education
ACECQA	Australian Children's Education and Care Quality Authority
ACER	Australian Council for Educational Research
ACFI	aged care funding instrument
ACHS	Australian Council on Healthcare Standards
ACIR	Australian Childhood Immunisation Register
ACOSS	Australian Council of Social Services
ACSAA	Aged Care Standards and Accreditation Agency
ACSES	The Australian Council of State Emergency Services

ACSQHC	Australian Commission for Safety and Quality in Health Care
ACT	Australian Capital Territory
ADL	activities of daily living
ADR	Alternative Dispute Resolution
AEDI	Australian Early Development Index
AFAC	Australasian Fire and Emergency Services Authorities Council
AFP	Australian Federal Police
AGCCC	Australian Government Census of Child Care Services
AGCCPS	Australian Government Child Care Provider Survey
AGPAL	Australian General Practice Accreditation Limited
AGSRC	Average Government School Recurrent Costs
AHMAC	Australian Health Ministers' Advisory Council
AHMC	Australian Health Ministers' Conference
AHS	Australian Health Survey
AHV	Aboriginal Housing Victoria
AIC	Australian Institute of Criminology
AICTEC	Australian Information and Communications Technology Education Committee
AIFS	Australian Institute of Family Studies
AIHW	Australian Institute of Health and Welfare
AIJA	Australian Institute of Judicial Administration
AIPAR	Australian Institute for Population Ageing Research
AJJA	Australasian Juvenile Justice Administrators

ALLS	Adult Literacy and Life Skills
ANZEMC	Australia-New Zealand Emergency Management Committee
ANZPAA	Australia and New Zealand Police Advisory Agency
ANZSCO	Australian and New Zealand Standard Classification of Occupations
ANZSIC	Australian and New Zealand Standard Industrial Classification
AODTS-NMDS	Alcohol and Other Drug Treatment Services National Minimum Data Set
AQF	Australian Qualifications Framework
AQFC	Australian Qualifications Framework Council
AR-DRG v 5.1	Australian refined diagnosis related group, version 5.1
AR-DRGs	Australian refined diagnosis related groups
ARHP	Aboriginal Rental Housing Program
ARIA	Accessibility and Remoteness Index for Australia
ARO	Authorised Review Officer
ASCED	Australian Standard Classification of Education
ASGC	Australian Standard Geographical Classification
ASGS	Australian Statistical Geography Standard
ASM	Active Service Model
ASO	ambulance service organisation
ASOC	Australian Standard Offence Classification
ASR	Age-standardised rate
ASSNP	core activity need for assistance
ASQA	Australian Skills Quality Authority

ATC	Australian Transport Commission
Aust	Australia
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
BBF	Building a Better Future
BEACH	Bettering the Evaluation and Care of Health
BMI	Body Mass Index
CAA	Council of Ambulance Authorities
CACP	Community Aged Care Package
CAD	computer aided dispatch
CAEPR	Centre for Aboriginal Economic Policy Research
CALD	culturally and linguistically diverse
CAP	conditional adjustment payment
CAP	Crisis Accommodation Program
Cat. no.	Catalogue number
CAWG	Court Administration Working Group
CCB	Child Care Benefit
CCET	Child care, education and training
CCMS	Child Care Management System
CCR	Child Care Rebate
CCTR	Child Care Tax Rebate
CDC	Community Directed Care
CDC	consumer directed care
CD-ROM	Compact Disc Read Only Memory

CDSMAC	Community and Disability Services Ministers' Advisory Council
CEaCS	Childhood Education and Care Survey
CFA	Country Fire Authority
CFCs	Child and Family Centres
CGC	Commonwealth Grants Commission
CGRIS	Coordinator-General for Remote Indigenous Services
CHDSMC	Community, Housing and Disability Services Ministers' Conference
CHIP	Community Housing and Infrastructure Program
CHOS	Canadian National Occupancy Standard
CI	confidence interval
CIS	Complaints Investigation Scheme
CMHC	Community Mental Health Care
COAG	Council of Australian Governments
CPG	Court Practitioners Group
CPI	Consumer Price Index
CRA	Commonwealth Rent Assistance
CRC	COAG Reform Council
CR	Crude rate
CRS	Commonwealth Rehabilitation Services
CRS	Complaints Resolution Scheme
CRYPAR	Coordinated Response to Young People at Risk
CSASAW	Commonwealth-State Agreement for Skilling Australia's Workforce

CSHA	Commonwealth State Housing Agreement
CSMAC	Community Services Ministers' Advisory Council
CSTDA	Commonwealth State/Territory Disability Agreement
CURF	confidentialised unit record file
DDHCS	Department of Disability, Housing and Community Services
DEEWR	Department of Education, Employment and Workplace Relations
DET	Department of Education (NSW)
DHAC	Department of Health and Aged Care
DHS	Department of Human Services
DHSH	Department of Human Services and Health
DIISRTE	Department of Industry, Innovation, Science, Research and Tertiary Education
DiRCS	Differences in Recorded Crime Statistics
DoCS	Department of Community Services (NSW)
DoHA	Department of Health and Ageing
DPEM	Department of Police and Emergency Management (Tas)
DPIE	Department of Primary Industries and Energy
DQI	data quality information
DSE	Department of Sustainability and Environment
DSS	Department of Social Services
DVA	Department of Veterans' Affairs
EACH	Extended Aged Care at Home
EACH-D	EACH Dementia

ECEC	Early Childhood Education and Care
ECEC NMDS	Early Childhood Education and Care National Minimum Data Set
EMA	Emergency Management Australia
EMS	emergency medical service
ERP	estimated resident population
ESO	emergency services organisation
FaCS	Department of Family and Community Services
FaHCSIA	Department of Families, Housing, Community Services and Indigenous Affairs
FDC	family day care
FFR	Federal Financial Relations
FLAG	Flexible Learning Advisory Group
FSO	fire services organisation
FTE	full time equivalent
FWE	full time workload equivalent
FYA	Foundation for Young Australians
GDP	gross domestic product
GFS	Government Finance Statistics
GGFCE	General Government Final Consumption Expenditure
GP	general practitioner
GPII	General Practice Immunisation Incentives Scheme
GSAIG	Green Skills Agreement Implementation Group
GSP	gross state product
GSS	General Social Survey

GST	goods and services tax
HACC	Home and Community Care
HAF	Housing Affordability Fund
HDSC	Health Data Standards Committee
HECS	Higher Education Contribution Scheme
HELP	Higher Education Loan Program
HHWR	Hospitals and Health Workforce Reform
HILDA	Household Income and Labour Dynamic Australia
HIP	Home Independence Project
HMAC	Housing Ministers' Advisory Council
HOIST	New South Wales Population Health Survey 2007
HoTS	Heads of Treasuries
HREOC	Human Rights and Equal Opportunity Commission
HRSCEET	House of Representatives Standing Committee on Employment, Education and Training
ICD	International Classification of Diseases
ICD-10-AM	Australian modification of the International Standard Classification of Diseases and Related Health Problems, version 10
ICH	Indigenous community housing
ICHO	Indigenous Community Housing Organisation
ICT	information and communication technologies
IER	Indigenous Expenditure Report
IGA	Intergovernmental Agreement
IMR	Infant mortality rate

IPD	Implicit Price Deflator
IRG	Independent Reference Group
IRSD	Index of Relative Socio-economic Disadvantage
ISO	International Organisation for Standardisation
ISS	Inclusion Support Subsidy
JCIE	Joint Committee on International Education
JJ NMDS	Juvenile Justice National Minimum Data Set
JJ RIG	Juvenile Justice Research and Information Group
K10	Kessler Psychological Distress Scale
KPIs	key performance indicators
LBOTE	Language background other than English
LCL	lower confidence limit
LDC	long day care
LFS	Labour Force Survey
LGCSA	Local Government Community Services Association of Australia
LMO	local medical officer
LOTE	Language other than English
LSOP	Long Stay Older Patients
LSAC	Longitudinal Study of Australian Children
LSAY	Longitudinal Surveys of Australian Youth
MBI	Modified Barthel Index
MBS	Medicare Benefits Schedule
MCATSIA	Ministerial Council on Aboriginal and Torres Strait Islander Affairs

MCEECDYA	Ministerial Council for Education, Early Childhood Development and Youth Affairs
MCEETYA	Ministerial Council on Education, Employment, Training and Youth Affairs
MCFFR	Ministerial Council on Federal Financial Relations
MCTEE	Ministerial Council of Tertiary Education and Employment
MFS	Metropolitan Fire Service
MHE	Mental Health Establishments
MHS	mental health services
MPS	multi-purpose services
NA	National Agreement
na	not available
NAHA	National Affordable Housing Agreement
NAP	National Assessment Program
NAPLAN	National Assessment Program — Literacy and Numeracy
NASWD	National Agreement for Skills and Workforce Development
NATESE	National Advisory for Tertiary Education, Skills and Employment
NMVTRC	National Motor Vehicle Theft Reduction Council
NATSISS	National Aboriginal and Torres Strait Islander Social Survey
NCAG	National Corrections Advisory Group
NCCH	National Centre for Classification in Health

NCIRS	National Centre for Immunisation Research and Surveillance of Vaccine Preventable Diseases
NCJSF	National Criminal Justice Statistical Framework
NCPASS	National Child Protection and Support Services data working group
NCSIMG	National Community Services Information Management Group
NCVER	National Centre for Vocational Education Research
NDA	National Disability Agreement
NDIS	National Disability Insurance Scheme
NEA	National Education Agreement
NEAT	Department of Natural Resources Environment and the Arts
NESB	non-English speaking background
NGOs	non-government organisations
NHA	National Healthcare Agreement
NHMP	National Homicide Monitoring Program
NHMRC	National Health and Medical Research Council
NHPAC	National Health Priority Action Council
NHPC	National Health Performance Committee
NHS	National Health Survey
NIA ECEC	National Information Agreement on Early Childhood Education and Care
NIDP	National Information Development Plan
NIHEC	National Indigenous Health Equality Council
NIRA	National Indigenous Reform Agreement

NISC	National Industry Skills Committee
NMDS	national minimum data set
NMHS	National Mental Health Strategy
NMS	National Minimum Standard
NNDSS	National Notifiable Diseases Surveillance System
no.	number
NOOSR	National Office of Overseas Skills Recognition
NP	National Partnership
np	not published
NPAs	National Partnership Agreements
NPC	National Preschool Census
NP ECE Education	National Partnership Agreement on Early Childhood Education
NPMC	Navigation Projects Management Committee
NQA ITS	National Quality Agenda IT System
NQF	National Quality Framework
NQS	National Quality Standard
NRCP	National Respite for Carers Program
NRF	National Reporting Framework
NRSS	National Road Safety Strategy
NSCSP	National Survey of Community Satisfaction with Policing
NSOC	National Senior Officials Committee
NSSC	National Schools Statistics Collection
NSSC	National Skills Standards Council

NSMHS	National Standards for Mental Health Services
NSW RFS	New South Wales Rural Fire Service
NSW	New South Wales
NSWFB	New South Wales Fire Brigade
NT	Northern Territory
NTCE	Northern Territory Certificate of Education
NTES	National Territory Emergency Services
NVEAC	National VET Equity Advisory Council
NYPR	National Youth Participation Requirement
OCYFS	Office for Children, Youth and Family Support (ACT)
OECD	Organisation for Economic Co-operation and Development
OID	Overcoming Indigenous Disadvantage
OMP	other medical practitioner
OSHC	outside school hours care
OSR	Online services report
PBS	Pharmaceutical Benefits Scheme
PC	Productivity Commission
PDF	Portable Document Format
PDWG	Performance and Data Working Group
PEP	Personal Enablement Program
PES	Post Enumeration Survey
PhARIA	Pharmacy Access/Remoteness Index of Australia
PIF	performance indicator framework

PIP	Practice Incentives Program
PIRLS	Progress in International Reading Literacy Study
PISA	Programme for International Student Assessment
PKI	Public Key Infrastructure
PSM	ABS Population Survey Monitor
PWI	personal wellbeing index
QE	Qualification Equivalents
QFRS	Queensland Fire and Rescue Service
QIAS	Quality Improvement and Accreditation System
Qld	Queensland
QMF	Quality Management Framework
RACGP	Royal Australian College of General Practitioners
RAV	Rural Ambulance Victoria
RCS	resident classification scale
RFDS	Royal Flying Doctor Service
RISS	Remote and Indigenous Service Support
RoGS	Report on Government Services
ROSC	return of spontaneous circulation
RPBS	Repatriation Pharmaceutical Benefits Scheme
RPL	recognition of prior learning
RRMA	Rural, Remote and Metropolitan Areas
RSE	relative standard error
RTO	Registered Training Organisation
S/TES	State/Territory Emergency Service

SA	South Australia
SAAP CAD	SAAP Coordination and Development Committee
SAAP NDCA	SAAP National Data Collection Agency
SAAP	Supported Accommodation Assistance Program
SAAS	SA Ambulance Service
SCCHDS	Standing Council on Community, Housing and Disability Services
SCDC	Strategic Cross Sectoral Data Committee
SCOTESE	Standing Council on Tertiary Education, Skills and Employment
SCRCSSP	Steering Committee for the Review of Commonwealth/State Service Provision
SCRGSP	Steering Committee for the Review of Government Service Provision
SCSEEC	Standing Council for School Education and Early Childhood
SDAC	Survey of Disability, Ageing and Carers
SE	standard error
SEIFA	Socio Economic Indexes for Areas
SEM	standard error of the mean
SES	socioeconomic status
SES	State Emergency Services
SHSC	Specialist Homelessness Services collection
SIQ	standard Indigenous question
SLA	statistical local area
SMHWB	National Survey of Mental Health and Wellbeing

SMR	standardised mortality ratios
SOMIH	State-owned and managed Indigenous housing
SPP	specific purpose payment or special purpose payment
SPRC	Social Policy Research Centre
SSAT	Social Security Appeals Tribunal
SWPE	standardised whole patient equivalent
TAC	Training Accreditation Council
TAFE	technical and further education
Tas	Tasmania
TAS	Tasmanian Ambulance Service
TCP	Transition Care Program
TEQSA	Tertiary Education Quality Standards Agency
TFS	Tasmania Fire Service
TGR	total growth rate
TIMSS	Trends in International Mathematics and Science Study
UCC	user cost of capital
UCL	upper confidence limit
UK	United Kingdom
URTI	upper respiratory tract infection
USAR	Urban Search and Rescue
USA	United States of America
U-Turn	U-Turn diversionary program for young motor vehicle offenders
VCAT	Victorian Civil and Administrative Tribunal

VET	vocational education and training
VF	ventricular fibrillation
VHC	Veterans' Home Care
Vic	Victoria
VRQA	Victorian Registration Quality Authority
VT	ventricular tachycardia
WA	Western Australia
WGIR	Working Group on Indigenous Reform
WHO	World Health Organisation
YAT	Youth Attainment and Transitions
YPIRAC	Younger people in residential aged care

Glossary

Access	Measures how easily the community can obtain a delivered service (output).
Appropriateness	Measures how well services meet client needs and also seeks to identify the extent of any underservicing or overservicing.
Constant prices	See ‘real dollars’.
Cost effectiveness	Measures how well inputs (such as employees, cars and computers) are converted into outcomes for individual clients or the community. Cost effectiveness is expressed as a ratio of inputs to outcomes. For example, cost per life year saved is a cost effectiveness indicator reflecting the ratio of expenditure on breast cancer detection and management services (including mammographic screening services, primary care, chemotherapy, surgery and other forms of care) to the number of women’s lives that are saved.
Current prices	See ‘nominal dollars’.
Descriptors	Descriptive statistics included in the Report that relate, for example, to the size of the service system, funding arrangements, client mix and the environment within which government services are delivered. These data are provided to highlight and make more transparent the differences among jurisdictions.
Effectiveness	Reflects how well the outputs of a service achieve the stated objectives of that service (also see program effectiveness).
Efficiency	Reflects how resources (inputs) are used to produce outputs and outcomes, expressed as a ratio of outputs to inputs (technical efficiency), or inputs to outcomes (cost effectiveness). (Also see ‘cost effectiveness’ and ‘technical efficiency’.)

Equity	Measures the gap between service delivery outputs or outcomes for special needs groups and the general population. Equity of access relates to all Australians having adequate access to services, where the term adequate may mean different rates of access for different groups in the community (see chapter 1 for more detail).
Inputs	The resources (including land, labour and capital) used by a service area in providing the service.
Nominal dollars	Refers to financial data expressed ‘in the price of the day’ and which are not adjusted to remove the effects of inflation. Nominal dollars do not allow for inter-year comparisons because reported changes may reflect changes to financial levels (prices and/or expenditure) and adjustments to maintain purchasing power due to inflation.
Output	The service delivered by a service area, for example, a completed episode of care is an output of a public hospital.
Outcome	The impact of the service on the status of individuals or a group, and the success of the service area in achieving its objectives. A service provider can influence an outcome but external factors can also apply. A desirable outcome for a school, for example, would be to add to the ability of the students to participate in, and interact with, society throughout their lives. Similarly, a desirable outcome for a hospital would be to improve the health status of an individual receiving a hospital service.
Process	Refers to the way in which a service is produced or delivered (that is, how inputs are transformed into outputs).
Program effectiveness	Reflects how well the outcomes of a service achieve the stated objectives of that service (also see effectiveness).
Quality	Reflects the extent to which a service is suited to its purpose and conforms to specifications.

Real dollars	Refers to financial data measured in prices from a constant base year to adjust for the effects of inflation. Real dollars allow the inter-year comparison of financial levels (prices and/or expenditure) by holding the purchasing power constant.
Technical efficiency	A measure of how well inputs (such as employees, cars and computers) are converted into service outputs (such as hospital separations, education classes or residential aged care places). Technical efficiency reflects the ratio of outputs to inputs. It is affected by the size of operations and by managerial practices. There is scope to improve technical efficiency if there is potential to increase the quantity of outputs produced from given quantities of inputs, or if there is potential to reduce the quantities of inputs used in producing a certain quantity of outputs.
Unit costs	Measures average cost, expressed as the level of inputs per unit of output. This is an indicator of efficiency.

Terms of Reference

The Report on Government Services

1. The Steering Committee will measure and publish annually data on the equity, efficiency and cost effectiveness of government services through the Report on Government Services (ROGS). Outputs and objectives
2. The ROGS facilitates improved service delivery, efficiency and performance, and accountability to governments and the public by providing a repository of meaningful, balanced, credible, comparative information on the provision of government services, capturing qualitative as well as quantitative change. The Steering Committee will seek to ensure that the performance indicators are administratively simple and cost effective.
3. The ROGS should include a robust set of performance indicators, consistent with the principles set out in the Intergovernmental Agreement on Federal Financial Relations; and an emphasis on longitudinal reporting, subject to a program of continual improvement in reporting.
4. To encourage improvements in service delivery and effectiveness, ROGS should also highlight improvements and innovation.
5. The Steering Committee exercises overall authority within the ROGS reporting process, including determining the coverage of its reporting and the specific performance indicators that will be published, taking into account the scope of National Agreement reporting and avoiding unnecessary data provision burdens for jurisdictions. Steering Committee authority
6. The Steering Committee will implement a program of review and continuous improvement that will allow for changes to the scope of the ROGS over time, including reporting on new service areas and significant service delivery areas that are jurisdiction-specific.
7. The Steering Committee will review the ROGS every three years and advise COAG on jurisdictions' compliance with data provision requirements and of potential improvements in data collection. It may also report on other matters, for example, ROGS's scope, relevance and usefulness; and other matters consistent with the Steering Committee's terms of reference and charter of operations. Reporting to COAG

G Housing and homelessness services sector overview

CONTENTS

G.1 Introduction	G.1
G.2 Sector performance indicator framework	G.10
G.3 Cross-cutting and interface issues	G.28
G.4 Future directions in performance reporting	G.29
G.5 List of attachment tables	G.30
G.6 Definitions of key terms	G.32
G.7 Appendix — Private housing market contextual information	G.34
G.8 References	G.37

Attachment tables

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

G.1 Introduction

This sector overview provides an introduction to the 'Housing' (chapter 17) and 'Homelessness services' (chapter 18) chapters of this Report. It provides an overview of the housing and homelessness sector, presenting both contextual information and high level performance information.

This sector overview also includes descriptive information on Commonwealth Rent Assistance (CRA).

Major improvements in reporting on housing and homelessness this year are identified in each of the service-specific housing and homelessness chapters.

Context

Shelter is a fundamental human need, and housing and homelessness assistance plays an important role in enabling social and economic participation. This assistance is an important element of governments' social policy and welfare frameworks.

Housing assistance and services to people who are homeless or at risk of homelessness are closely interconnected:

The concepts of 'homelessness' and 'housing' are culturally bound, and ... in order to define homelessness it is necessary to identify shared community standards about minimum housing (Homelessness Australia 2010).

Australian, State and Territory governments assist people to meet their housing needs through direct services, funding support and other initiatives, including assistance for people who are homeless or at risk of homelessness. Many non-government organisations also provide housing assistance and services to people who are homeless or at risk of homelessness.

The National Affordable Housing Agreement (NAHA) provides the framework for the Australian, State and Territory governments to work together to improve housing and homelessness outcomes for Australians (COAG 2008). The NAHA commenced on 1 January 2009 and replaced the Commonwealth State Housing Agreement (CSHA) and the Supported Accommodation Assistance Program (SAAP) V Agreement.

The NAHA is associated with the National Affordable Housing Specific Purpose Payment, which is an indexed ongoing payment to the states and territories to be spent in the housing and homelessness sector.

Sector scope

This Report includes detailed information on two specific services: social housing and homelessness services. Social housing broadly encompasses public housing,

State owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing, and is reported in chapter 17 (box G.1).

Homelessness services in this Report encompass government funded specialist homelessness services, and are reported in chapter 18 (box G.2).

This report focuses on social housing and homelessness services funded under the National Affordable Housing Specific Purpose Payment (NAH SPP) and related National Partnership Agreements (NPAs), and provided through the framework of the NAHA and the related NPAs which support it.

Governments provide other forms of support for housing and homelessness, including home purchase assistance and private rental assistance, but these are not considered in detail in this Report.

Housing and homelessness outcomes are influenced by many factors apart from government assistance. Section G.7 (Appendix — Private housing market contextual information) presents contextual information on some of these factors, including housing affordability, private rental markets and home ownership.

Box G.1 Scope of social housing

Social housing is rental housing provided by government or non-government organisations (including not-for-profit) to assist people who are unable to access suitable accommodation in the private rental market (AIHW 2010). 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*: dwellings owned and managed by State housing authorities that are allocated only to Indigenous households.
- *Community housing*: rental housing provided to low to moderate income or special needs households, managed by community based organisations that lease properties from government or 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 local government.
- *Indigenous community housing*: dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional areas 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.

Source: Chapter 17.

Box G.2 **Scope of homelessness services**

Under the NAHA, governments have committed to undertake reforms in the housing sector to improve integration between homelessness services and mainstream services, and reduce the rate of homelessness.

Government funded specialist homelessness services provide assistance to individuals and families who are homeless or at risk of becoming homeless.

Data reported in Chapter 18 of this Report are for government funded specialist homelessness services delivered under the NAHA and NPAH. Data are sourced from the Specialist Homelessness Services Collection (SHSC), which measures the number of clients and the number and types of services provided to clients.

Definition of homelessness

Definitions of homelessness range from objective measures in which homelessness means having 'no roof', to broader, more subjective definitions founded on culturally and historically determined ideas of 'home'.

Australian Bureau of Statistics (ABS) definition

The ABS definition of homelessness is informed by a broader understanding of homelessness as 'home'lessness, not 'roof'lessness. Data on homelessness from the 2011, 2006 and 2001 censuses are based on the ABS methodology (ABS 2012a) and a statistical definition of homelessness (ABS 2012b), which were both developed following consultation with the homelessness sector.

Data on homeless people are categorised by the ABS (2012b) according to their living situation. When a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate, or
- has no tenure, or if their initial tenure is short and not extendable, or
- does not allow them to have control of, and access to space for social relations.

The definition has been constructed from a conceptual framework centred around the following elements:

- adequacy of the dwelling; and
- security of tenure in the dwelling; and
- control of, and access to space for social relations.

SHSC definition

All clients of specialist homelessness services are either homeless or at risk of homelessness. 'Homeless' status is derived for a client based on the client's housing circumstances at the beginning of their first support period in 2012–13 (or at the beginning of 2012–13 for clients who were existing clients on 1 July 2012). All other clients not meeting these criteria are considered to be at risk of homelessness (excluding clients who did not provide sufficient information to make this assessment).

Source: ABS (2012b); Chapter 18.

Profile of the housing and homelessness sector

Detailed profiles for the services within the housing and homelessness services sector are reported in chapters 17 and 18, and cover:

- size and scope of the individual service types
- roles and responsibilities of each level of government and non-government organisations
- funding and expenditure.

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:

- The Australian, State and Territory governments jointly fund specialist homelessness services
- The Australian Government provides funding for housing and homelessness services to State and Territory governments through the NAH SPP and related National Partnership Agreements. The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation
- State and Territory governments fund, administer and deliver social housing and homelessness services, and provide financial support to renters through private rental assistance. 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 most building approvals, urban planning and development processes, and may be involved in providing community housing
- Non-government organisations provide housing through the community housing sector and deliver most homelessness services with some local government participation.

Government funding and expenditure

Most Australian Government funding for housing and homelessness services is provided through the NAH SPP. This funding is based on outcomes rather than tied to programs, so it is not possible to identify NAH SPP funding used for specific programs.

In 2012–13, the Australian Government provided \$1.7 billion to State and Territory governments for housing and homelessness services through national partnership agreements in support of the NAHA (table GA.1). In addition, the Australian Government provided a further \$3.6 billion for CRA in 2012–13 (table GA.12).

Australian, State and Territory governments' total expenditure on social housing and homelessness services was \$3.9 billion in 2011–12 (table G.1). Other descriptive data for social housing and homelessness services for 2011–12 are presented in table G.1, and data for each jurisdiction are reported in tables GA.3 and GA.4.

Further information, including 2011–12 and 2012–13 financial data for public housing, SOMIH and homelessness services, is presented in chapters 17 and 18.

Table G.1 Housing and homelessness services sector, selected descriptive statistics, Australia, 2011–12^a

	<i>Net recurrent expenditure</i>	<i>Dwellings^b</i>	<i>Households</i>
	<i>\$m</i>	<i>No.</i>	<i>No.</i>
<i>Social housing</i>			
Public housing	2 538.0	330 906	323 423
SOMIH	107.3	10 047	9 692
Community housing	560.1	61 563	61 033
Indigenous community housing ^c	90.4	16 773	..
Total	3 295.8	419 289	394 148
<i>Homelessness services</i>			
	575.9	<i>Clients ('000)</i> 236.4	..
Total	3 871.7

^a Data may not be comparable across jurisdictions or service areas and comparisons could be misleading. Chapters 17 and 18 provide further information. ^b The total number of dwellings at 30 June. ^c Data for ICH are likely to be underestimated because complete data were not available for all jurisdictions. The number of ICH dwellings are 'funded, permanent dwellings'. .. Not applicable.

Source: Chapters 17 and 18; table GA.2.

Commonwealth Rent Assistance

CRA is an Australian Government payment to people on low and moderate incomes who are renting in the private housing market, to assist with the cost of housing. It is a non-taxable income supplement, paid to income support recipients or people who receive more than the base rate of the Family Tax Benefit Part A, and who rent in the private market. CRA may be payable to people living in SOMIH (in NSW only), community housing or Indigenous community housing but it is not payable to people renting housing from State or Territory housing authorities (that is, people living in public housing, or SOMIH [other than NSW]), as housing authorities separately subsidise rent for eligible tenants.

CRA is paid at 75 cents for every dollar above a minimum rental threshold until a maximum rate is reached. The minimum threshold and maximum rates vary according to an income unit's family situation and number of children. Information on the eligibility and payment rates for CRA are presented in table GA.14.

Australian Government expenditure on CRA was \$3.6 billion in 2012–13, increasing from \$2.9 billion in 2008–09 (in real terms) (table GA.12). The average government expenditure per income unit receiving CRA was \$2914 in 2012–13 (table GA.13).

Nationally at 14 June 2013:

- there were 1 267 979 income units receiving CRA (table GA.15)
- the median CRA payment was \$118 per fortnight (table GA.22)
- 76.1 per cent of all CRA recipients were paying enough rent to be eligible to receive the maximum rate of CRA (table GA.23).

Though funded separately to the NAH SPP, CRA contributes to NAHA outcomes relating to rental affordability. CRA assists with reducing the cost of rental housing and the incidence of rental stress (defined as more than 30 per cent of household income being spent on rent) for people on low incomes.

Nationally in June 2013, 67.2 per cent of CRA recipients would have paid more than 30 per cent of their gross income on rent if CRA were not provided. However, with CRA provided, 40.1 per cent of CRA recipients spent more than 30 per cent of their income on rent (table GA.24).

Tables GA.12–34 present a range of detailed data on CRA, including Australian Government expenditure; CRA recipients, including Indigenous recipients and those with special needs; and the amount of rent paid and the proportion of income spent on rent by CRA recipients.

Social and economic factors affecting demand for services

Demand for housing and homelessness services is influenced by a shortage of affordable housing, long term unemployment and financial hardship, mental health issues, substance abuse, and family and relationship breakdown. Among women, domestic and family violence is the main reason for seeking help from specialist homelessness services (Homelessness Taskforce 2008).

Research shows the pathways to homelessness are varied and complex. Longitudinal factors (for example, influences from early childhood) can compound with situational factors, leading to homelessness. For young people, factors such as family conflict or abuse, drug use, unstable employment, participating in education and training, combining work and study, and financial pressure (for example, tension between paying rent, food and utility costs) can potentially lead to unstable housing and increase the risk of homelessness (Memmott and Chambers 2010; CHP 2005).

Pathways through the homelessness, child protection and juvenile justice sectors have been explored in an analysis of linked client data across the three sectors. The analysis suggests that children and young people who are involved with one of the three areas have an increased risk of being involved in the other two areas. For example, in 2009–10, approximately 15 per cent of young people under youth justice supervision received specialist homelessness support the year before their most recent period of supervision and 10 per cent of adult specialist homelessness clients had a history of youth justice supervision. This type of analysis assists government and non-government agencies to provide more targeted prevention and support services (AIHW 2012). Coordinating this intervention across a range of human services is important for achieving positive outcomes and in recent decades, governments have increasingly relied on integrated or ‘joined up’ approaches to service provision to address homelessness (Phillips, Head and Jones 2012).

Effective integration initiatives have been explored in an analysis of three case studies to identify the most effective approaches to collaboration and service integration between homelessness and other services. The analysis suggests that the most effective integration initiative will necessarily require a different integration strategy that fits its purpose, goals, available resources and geographical settings of the individual client. The research also suggests that integration strategies including a mix of policy and service delivery responses are more successful than those that operate solely on one of those levels (Phillips 2013).

Demand for housing assistance and service support may continue even after recipients have gained stable employment and financial circumstances are

improved. A study of workforce participation of women living in public housing in Australia found that job insecurity and low wages are the main incentives for tenants to continue to live in public housing (Saugeres and Hulse 2010).

Service-sector objectives

The overarching service sector objectives in box G.3 draw together the objectives from each of the specific services (described in chapters 17 and 18), as well as reflecting the objectives set out in the NAHA.

Box G.3 Objectives for housing and homelessness services

The overarching objective of housing and homelessness services is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. Further, government services are to be provided in a collaborative, equitable and efficient manner.

The specific objectives of the services that comprise the housing and homelessness services sector are summarised below:

- *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 specifically aim to contribute to Indigenous community wellbeing, by improving housing outcomes for Indigenous people, especially those living in remote communities (chapter 17).
- *Government funded specialist homelessness services* aim to provide transitional supported accommodation and a range of related support services, to help people who are homeless or at imminent risk of homelessness to achieve stable and long term independent housing (chapter 18).

Source: COAG (2008); Chapters 17 and 18.

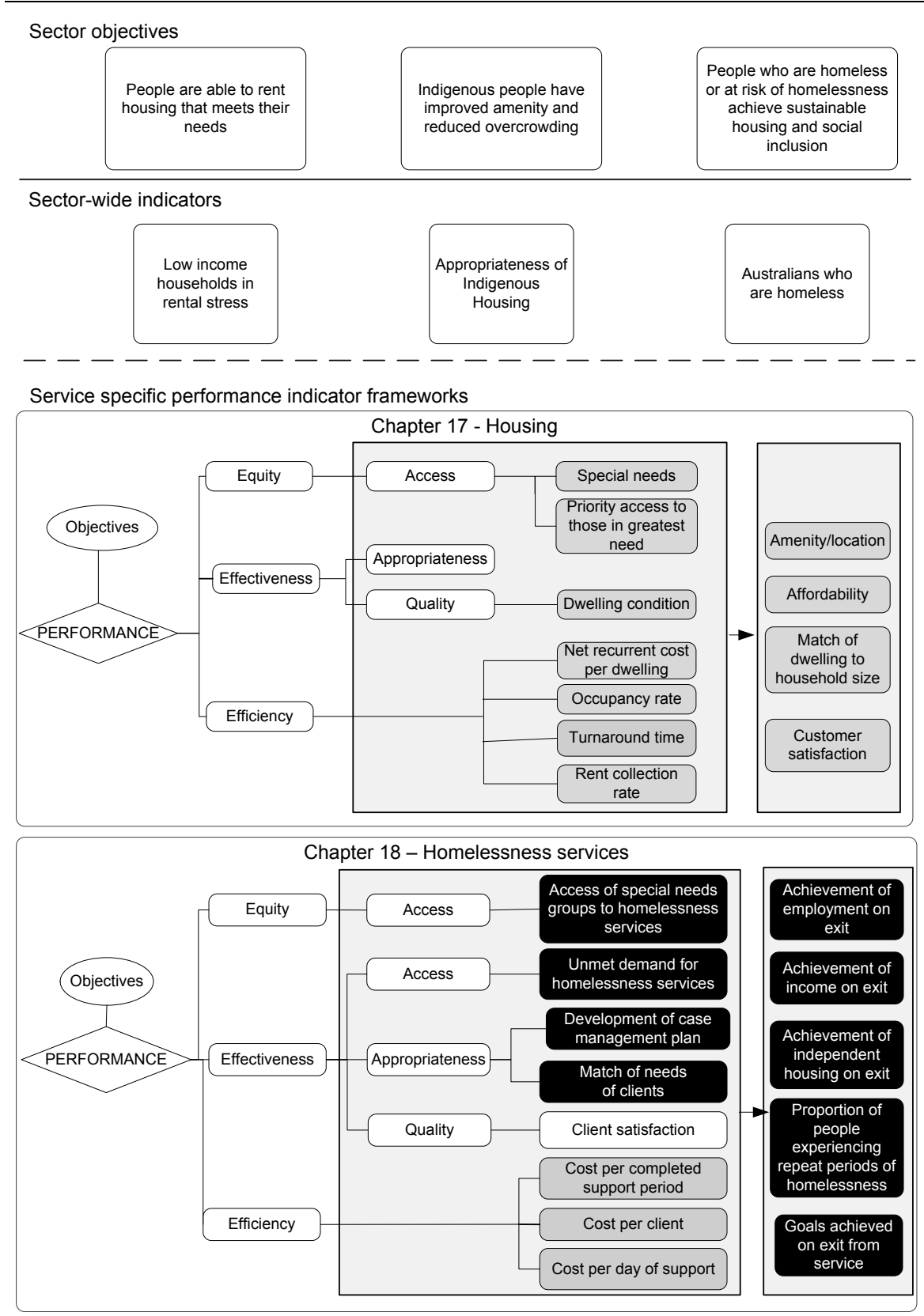
G.2 Sector performance indicator framework

This sector overview is based on a sector performance indicator framework (figure G.1). This framework is made up of the following elements:

- Sector objectives — three sector objectives are a précis of the key objectives of housing and homelessness services and reflect the outcomes in the NAHA (box G.3).
- Sector-wide indicators — three sector-wide indicators relate to the overarching service sector objectives.
- Information from the service-specific performance indicator frameworks that relate to housing and homelessness services. Discussed in more detail in chapters 17 and 18, the service-specific frameworks provide comprehensive information on the equity, effectiveness and efficiency of these services.

This sector overview provides an overview of relevant performance information. Chapters 17 and 18 and their associated attachment tables provide more detailed information.

Figure G.1 Housing and homelessness services sector performance indicator framework



Sector-wide indicators

This section includes high level indicators of housing and homelessness outcomes. Many factors are likely to influence these outcomes — not solely the performance of government services. However, these outcomes inform the development of appropriate policies and the delivery of government services.

Low income households in rental stress

‘Low income households in rental stress’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box G.4).

Box G.4 Low income households in rental stress

‘Low income households in rental stress’ is defined as the proportion of low income renter households spending more than 30 per cent of their gross household income on rent.

Low income renter households are defined as those in the bottom 40 per cent of equivalised disposable household incomes (that is, the bottom two income quintiles). Equivalised disposable income is an indicator of disposable household income after taking into account household size and composition (ABS 2010a). Household income and rent expenditure exclude CRA.

A low or decreasing proportion of households in rental stress implies greater housing affordability.

The housing outcome indicator ‘affordability’ provides additional information on rental stress (chapter 17).

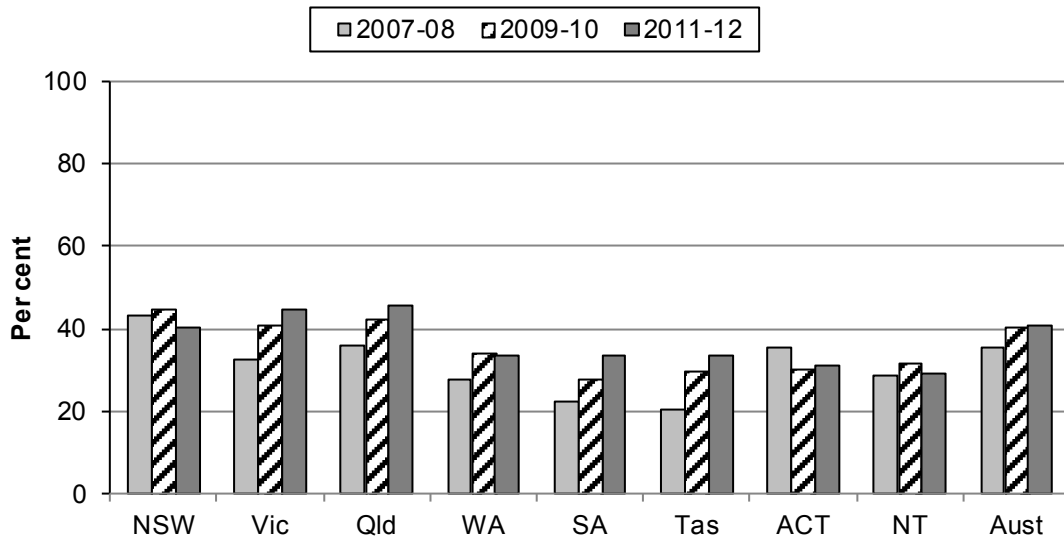
Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2011–12) data are available for all jurisdictions.

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

Nationally, the proportion of low income households in rental stress increased from 35.4 per cent in 2007–08 to 40.7 per cent in 2011–12, though this varied across jurisdictions (figure G.2).

Figure G.2 Proportion of low income households in rental stress^a



^a See notes to source tables for more detailed caveats about the data.

Source: ABS (unpublished) *Survey of Income and Housing 2007-08, 2009-10 and 2011-12*; table GA.5.

Appropriateness of Indigenous housing

‘Appropriateness of Indigenous housing’ is an indicator of governments’ objective to ensure all Australians have access to affordable, safe, appropriate and sustainable housing (box G.5). Governments have a specific interest in improving amenity and reducing overcrowding for Indigenous people, particularly those living in remote and discrete communities (COAG 2008).

Box G.5 **Appropriateness of Indigenous housing**

'Appropriateness of Indigenous housing' is an indicator of the effectiveness and quality of Indigenous housing. Two measures are reported:

- proportion of Indigenous households living in overcrowded conditions
- proportion of Indigenous households living in dwellings of an acceptable standard.

Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS) under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard.

For all housing tenures, acceptable standard is defined as a dwelling with 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 low proportion of households living in overcrowded conditions is desirable. A high proportion of Indigenous households living in dwellings of an acceptable standard is desirable.

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

Overcrowding

- for public housing and SOMIH, 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
- not comparable across public housing, SOMIH, community housing and Indigenous 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 Northern Territory
- incomplete for Indigenous community housing. All required data were not available for NSW, Tasmania, the ACT, NT and Australia.

Dwellings of an acceptable standard

- comparable (subject to caveats) across jurisdictions for the current reporting period
- incomplete for community housing. All required data were not available for the Northern Territory.

Related information on the appropriateness of social housing is presented for the outcome indicators 'match of dwelling to household size' 'and amenity/location' in chapter 17.

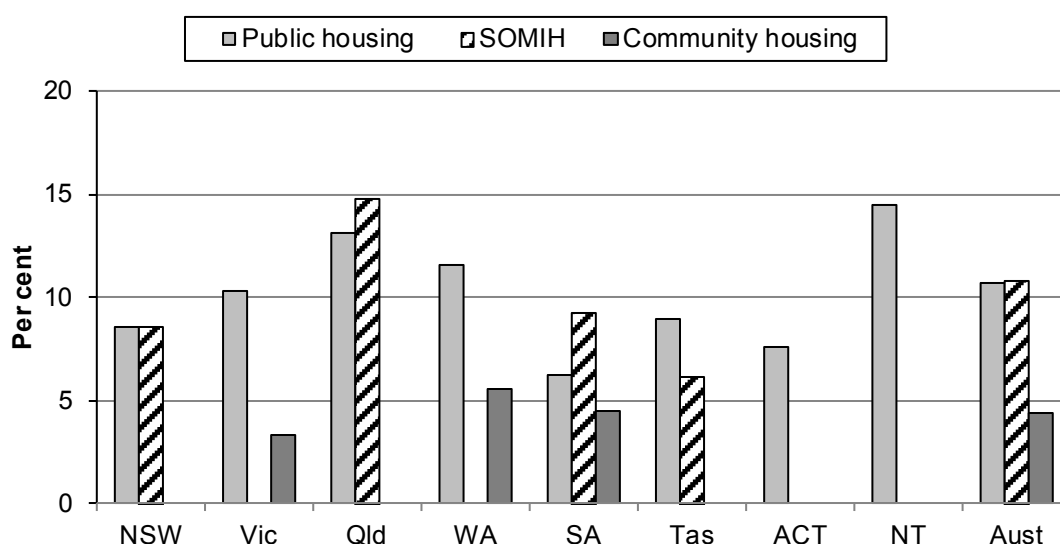
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

Indigenous households living in overcrowded conditions

Overcrowding is deemed to occur if one or more bedrooms are required to meet the Canadian National Occupancy Standard (see chapter 17 for more detail). Overcrowding is a significant issue for many Indigenous people.

The proportion of Indigenous households living in overcrowded conditions varied across jurisdictions in 2013 (figure G.3).

Figure G.3 Proportion of Indigenous households living in overcrowded conditions, at 30 June 2013^{a, b, c}



^a There are no SOMIH data reported for Victoria, WA, the ACT or the NT as the SOMIH program does not exist in these jurisdictions. ^b Community housing data are not available for NSW, Qld and the NT. ^c Community housing data for Tasmania and the ACT is nil or rounded to zero.

Source: AIHW (unpublished) Public Rental Housing data; AIHW (unpublished) The National Housing Assistance Data Repository; *Housing Assistance in Australia 2011*, Cat. No. HOU 271, AIHW, Canberra; table GA.6.

Data for Indigenous community housing are presented in table GA.6.

Indigenous households living in dwellings of an acceptable standard

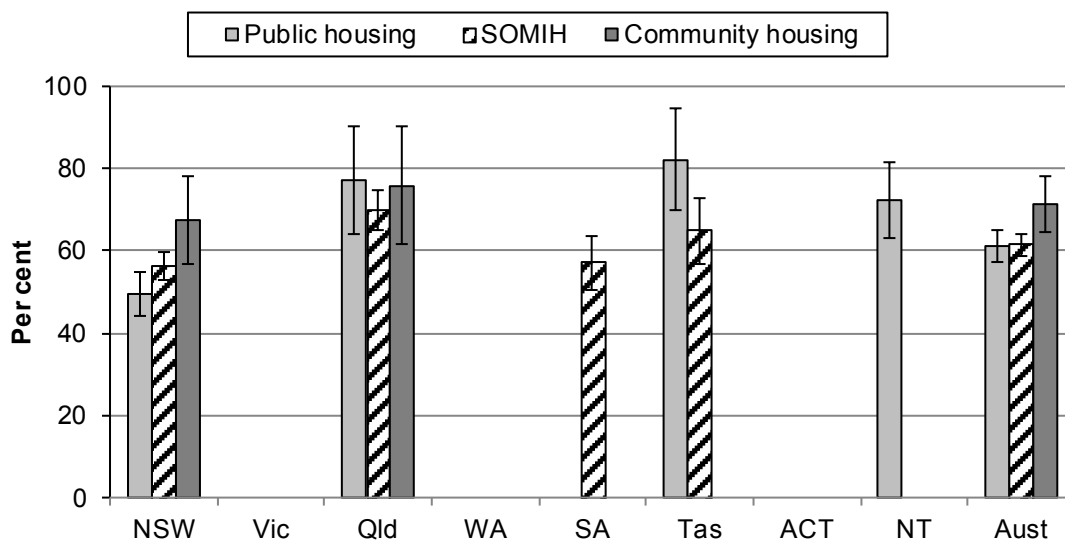
Data for this measure are sourced from the National Social Housing Survey (NSHS) for public housing, SOMIH and community housing. To date, Indigenous community housing tenants have not been surveyed in the NSHS.

Nationally in 2012, the NSHS found that:

- for public housing, 61.3 per cent of Indigenous households were living in dwellings of an acceptable standard

- for SOMIH, 61.4 per cent of Indigenous households were living in dwellings of an acceptable standard
- for community housing, 71.5 per cent of Indigenous households were living in dwellings of an acceptable standard (figure G.4).

Figure G.4 **Proportion of Indigenous households living in dwellings of an acceptable standard, 2012^{a, b, c, d, e}**



^a Error bars represent the 95 per cent confidence intervals associated with each point estimate. ^b There are no SOMIH data reported for Victoria, WA, the ACT or the NT as the SOMIH program does not exist in these jurisdictions. ^c Public housing and community housing data are not published for Victoria, WA, SA and the ACT. ^d Community housing data are not published for Tasmania. ^e Community housing data are not available for the NT.

Source: AIHW (unpublished) *National Social Housing Survey 2012*; table GA.7.

Australians who are homeless

‘Australians who are homeless’ is an indicator of governments’ objective to ensure all Australians have access to affordable, safe and sustainable housing (box G.6).

Box G.6 Australians who are homeless

'Australians who are homeless' is defined as the proportion of Australians who are homeless. For this indicator, people are defined as homeless when a person does not have suitable accommodation alternatives and their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for social relations (see box G.2).

The ABS has developed six homeless operational groups to present estimates of homelessness (ABS 2012c):

- people who are in improvised dwellings, tents or sleeping out
- people in supported accommodation for the homeless
- people staying temporarily with other households
- people staying in boarding houses
- people in other temporary lodging, and
- people in 'severely' crowded dwellings.

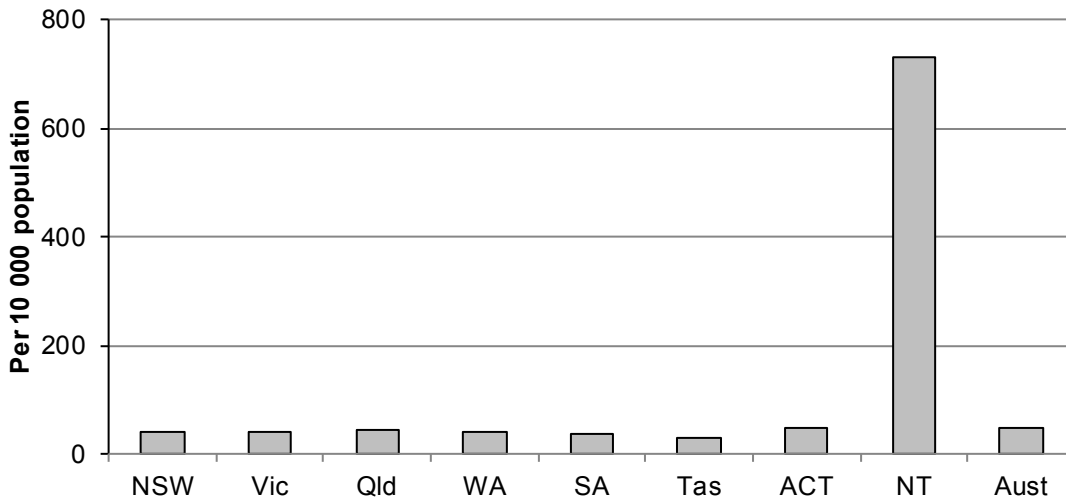
Data for this indicator are:

- comparable (subject to caveats) across jurisdictions over time
- complete (subject to caveats) for the current reporting period. All required 2011 data are available for all jurisdictions.

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

Nationally in 2011, approximately 49 Australians per 10 000 people in the population were homeless on Census night (figure G.5). Data for the six operational groups are included in table GA.8.

Figure G.5 **Rate of homelessness, 2011 (per 10 000 population)**



Source: ABS *Census of Population and Housing: Estimating Homelessness*, 2012, Cat. no. 2049.0; table GA.8.

Service-specific performance indicator frameworks

This section summarises information from the performance indicator frameworks for housing (chapter 17) and government funded specialist homelessness services (chapter 18). Additional information is available to assist the interpretation of these results:

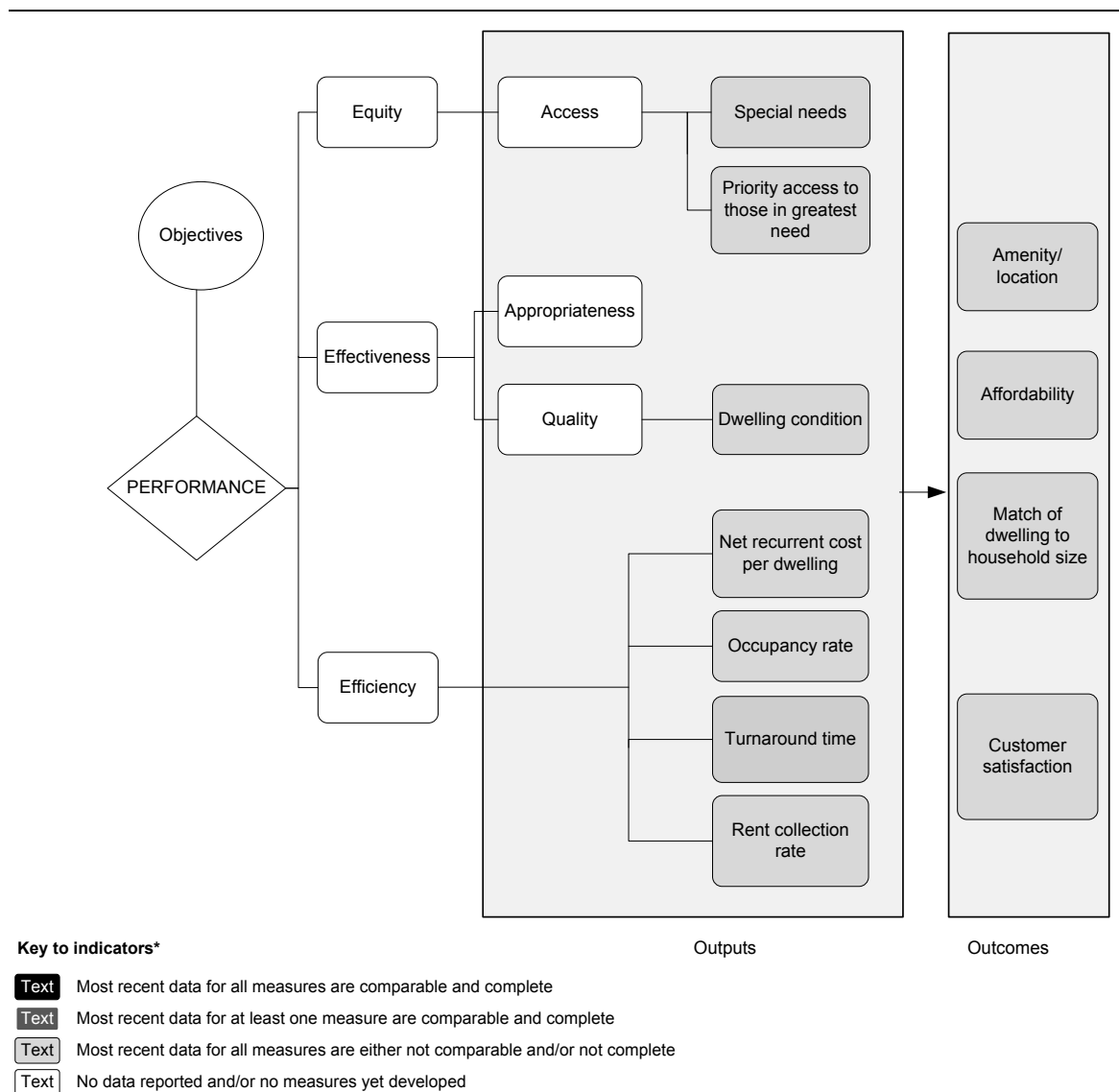
- indicator interpretation boxes, which define the measures used and indicate any significant conceptual or methodological issues with the reported information (chapters 17 and 18)
- caveats and footnotes to the reported data (chapter 17 and attachment 17A; chapter 18 and attachment 18A)
- additional measures and further disaggregation of reported measures (for example, by Indigenous status, remoteness, disability and age data (chapter 17 and attachment 17A; chapter 18 and attachment 18A)
- data quality information for many indicators, based on the ABS Data Quality Framework.

A full list of attachment tables and available data quality information is provided at the end of chapters 17 and 18.

Social housing

The performance indicator framework for social housing is presented in figure G.6. This framework provides information on equity, efficiency, effectiveness, and outcomes of social housing.

Figure G.6 **Social housing performance indicator framework**



An overview of the performance indicator results for the most recent reporting period is presented in table G.2. Results are reported separately for public housing, SOMIH, community housing and Indigenous community housing. Data for Indigenous community housing are not reported for a number of performance indicators due to issues with data quality and availability. Information to assist the

interpretation of these data can be found in the indicator interpretation boxes in chapter 17 and in the footnotes in attachment 17A.

Table G.2 Performance indicators for social housing^{a, b}

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Equity (access) indicators										
<i>Special needs</i> – proportion of new tenancies allocated to households with special needs (%)										
Data comparability and completeness vary for this indicator.										
	PH 2012-13	69.7	46.8	67.6	59.5	69.6	64.3	61.5	65.1	63.1
	SOMIH 2012-13	55.8	..	48.5	..	52.8	50.0	52.6
	CH 2012-13	70.3	49.6	75.6	53.4	77.4	56.3	46.0	na	62.9
Source: tables 17A.9–17A.11.										
<i>Priority access to those in greatest need</i> – proportion of new allocations of housing to those in greatest need (%)										
Data comparability and completeness vary for this indicator.										
	PH 2012-13	66.4	76.7	96.4	58.4	83.9	89.3	98.2	70.1	77.3
	SOMIH 2012-13	35.5	..	96.8	..	87.2	na	64.6
	CH 2012-13	77.7	89.8	66.4	76.3	49.8	81.0	97.5	na	76.7
Source: tables 17A.12–17A.14.										
Effectiveness indicators										
<i>Dwelling condition</i>										
Data for this indicator are not directly comparable.										
Proportion of households with at least four working facilities and not more than two major structural problems (%)										
	PH 2012	67.7	73.7	83.5	75.9	81.7	76.2	76.6	81.6	74.7
	Confidence interval	± 1.3	± 4.0	± 3.0	± 3.8	± 3.6	± 3.9	± 3.3	± 3.3	± 0.9
	SOMIH 2012	56.4	..	69.9	..	56.9	64.9	61.4
	Confidence interval	± 3.6	..	± 4.6	..	± 6.6	± 8.2	± 2.5
	CH 2012	81.4	87.1	89.4	89.1	86.1	84.4	80.2	na	85.2
	Confidence interval	± 2.3	± 3.5	± 3.1	± 3.2	± 3.6	± 3.6	± 7.7	..	± 1.3
Source: tables 17A.15–17A.17.										
Dwellings in need of repair (%) ^c										
	ICH 2006	18.8	24.7	26.3	27.9	22.4	30.6	..	21.0	23.4
Dwellings in need of replacement (%) ^c										
	ICH 2006	2.7	4.5	5.9	10.1	5.8	–	..	10.2	7.2
Source: table 17A.18.										
Efficiency indicators										
<i>Net recurrent cost per dwelling (\$)</i>										
Data comparability and completeness vary for this indicator.										
	PH 2012-13	7 751	6 087	7 905	10 152	7 667	7 951	9 058	14 314	7 835
	SOMIH 2012-13	8 478	..	14 958	..	12 009	7 580	11 673
	CH 2011-12	9 844	9 050	5 816	5 564	5 875	14 140	7 249	na	8 222
	ICH 2011-12	9 855	6 424	6 374	9 374	na	9 268	na	na	7 969
Source: tables 17A.20–17A.23.										

(Continued)

Table G.2 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Occupancy rates (%)									
Data comparability and completeness vary for this indicator.									
PH 2012-13	99.0	97.3	98.6	95.8	96.8	97.1	98.0	93.6	97.8
SOMIH 2012-13	98.1	..	96.5	..	97.3	97.6	97.4
CH 2012-13	99.8	95.0	99.1	92.7	97.0	92.7	91.9	100.0	97.4
ICH 2011-12	95.8	97.4	94.8	82.5	89.4	92.1	na	na	92.1

Source: tables 17A.24–17A.27.

Turnaround time (days)

Data for this indicator are comparable and complete, subject to caveats.

PH 2012-13	29.4	30.3	28.4	17.4	21.7	38.9	39.8	na	na
SOMIH 2012-13	21.3	..	44.9	..	22.0	67.1	29.5

Source: tables 17A.28 and 17A.29.

Rent collection rate (%)

Data comparability and completeness vary for this indicator.

PH 2012-13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	98.7	99.4
SOMIH 2012-13	101.0	..	99.8	..	101.5	98.4	99.6
CH 2011-12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	100.6
ICH 2011-12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	94.9

Source: tables 17A.30–17A.33.

Outcome indicators

Amenity/location (%)

Data comparability and completeness vary for this indicator.

Amenity important and meeting needs (%)

PH 2012	80.1	82.1	89.1	84.7	84.5	82.6	82.9	87.2	83.4
SOMIH 2012	79.6	..	85.4	..	81.6	82.0	82.2
CH 2012	84.2	82.5	84.7	85.1	89.0	88.6	82.5	na	84.7

Location important and meeting needs (%)

PH 2012	85.8	87.3	91.0	87.6	90.9	85.9	88.0	90.1	87.9
SOMIH 2012	86.9	..	85.2	..	89.8	85.2	86.8
CH 2012	86.3	88.1	87.7	87.5	87.9	91.5	90.6	na	87.3

Source: tables 17A.34–17A.38.

Affordability – proportion of low income households spending more than 30 per cent of their gross income on rent (%)

Data comparability and completeness vary for this indicator.

PH 2012-13	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
SOMIH 2012-13	0.5	..	0.8	..	–	–	0.5
CH 2012-13	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8

Source: table 17A.42.

(Continued)

Table G.2 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Match of dwelling to household size – proportion of overcrowded households (%)</i>									
Data comparability and completeness vary for this indicator.									
PH 2012-13	4.8	7.2	4.9	4.9	2.1	4.1	4.9	7.8	5.0
SOMIH 2012-13	8.6	..	14.8	..	9.2	6.1	10.7
CH 2012-13	3.1	3.4	na	2.7	2.3	1.4	0.4	na	2.9
ICH 2011-12	na	9.7	33.3	30.3	31.7	na	na	na	na

Source: tables 17A.47–17A.50.

Customer satisfaction (%) – proportion of tenants who were satisfied or very satisfied with the services provided by their State or Territory housing authority or community housing organisation.

PH	2012	56.1	66.3	80.3	57.4	72.9	65.3	70.0	70.3	65.2
Confidence interval		± 1.4	± 4.1	± 3.1	± 4.3	± 3.9	± 4.2	± 3.5	± 3.7	± 1.0
SOMIH	2012	48.7	..	71.0	..	58.7	52.8	58.5
Confidence interval		± 3.6		± 4.5		± 6.4	± 8.1			± 2.5
CH	2012	69.6	72.9	80.6	75.4	79.4	88.0	71.4	–	73.9
Confidence interval		± 2.7	± 4.5	± 3.9	± 4.2	± 4.0	± 3.1	± 7.9		± 1.6

Source: tables 17A.36, 17A.55 and 17A.56.

^a Caveats for these data are available in Chapter 17 and Attachment 17A. Refer to the indicator interpretation boxes in chapter 17 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in Chapter 17 and Attachment 17A. ^c NSW data includes ACT. **na** Not available. .. Not applicable. – Nil or rounded to zero.

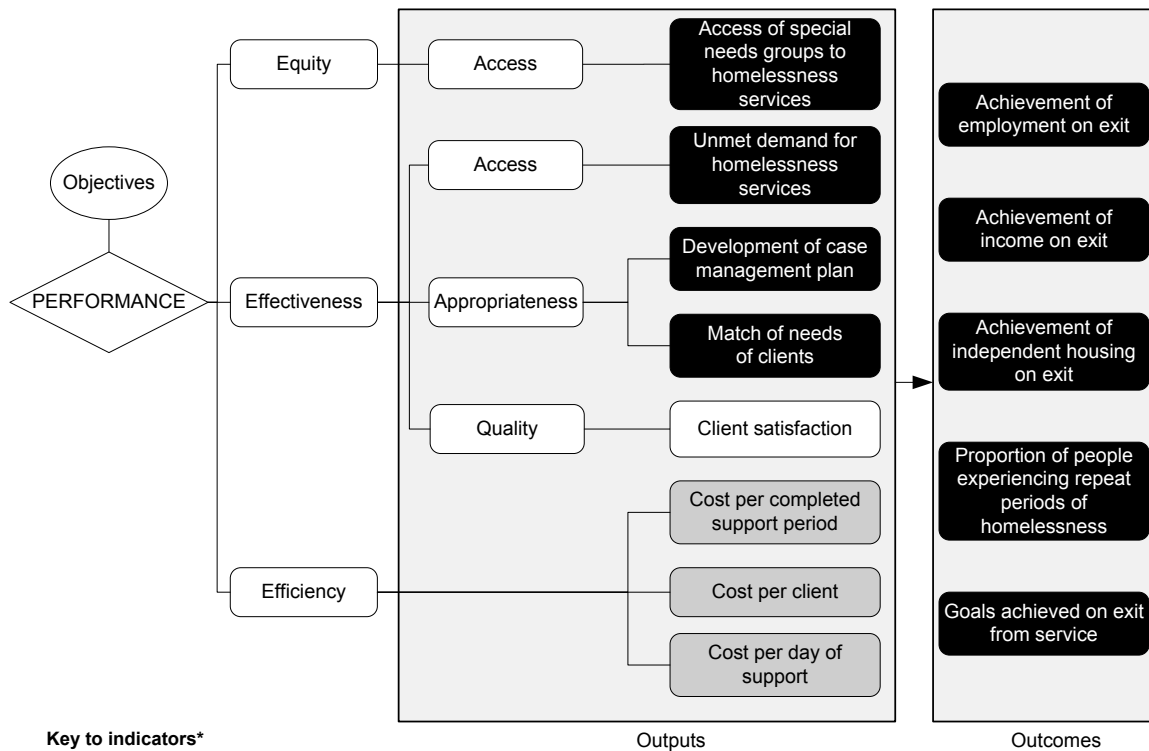
Source: Chapter 17 and Attachment 17A.

Homelessness services

The performance indicator framework for government funded specialist homelessness services is presented in figure G.7. This framework provides information on equity, effectiveness, efficiency, and outcomes of homelessness services.

Data from the Specialist Homelessness Services data collection (SHSC) commenced in 2011–12 and are included in this Report. The SHSC replaced the SAAP National Data Collection which concluded in 2010–11 and SAAP data were included in earlier Reports.

Figure G.7 Government funded specialist homelessness services 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

An overview of the performance indicator results for 2011–12 and 2012–13 is presented in table G.3. Data reported are for homelessness services provided under the NAHA and NPAH and are sourced from the SHSC. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 18 and in the footnotes in attachment 18A.

Table G.3 Performance indicators for government funded specialist homelessness services^{a, b}

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Equity (access) indicators										
<i>Access of special needs groups to homelessness services — Access of Indigenous people to homelessness services, and their representation in the population</i>										
Data for this indicator comparable, subject to caveats.										
Representation among clients whose accommodation needs were met										
2012-13	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3
2011-12	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1
Representation among clients whose need for services other than accommodation was met										
2012-13	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
2011-12	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
Representation in the population										
2011	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0

Source: tables 18A.5 and 18A.7.

Access of special needs groups to homelessness services — Access of people born in non-main English-speaking countries, and their representation in the population

Data for this indicator comparable, subject to caveats.

Representation among clients whose accommodation needs were met										
2012-13	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
2011-12	%	11.0	12.8	6.7	10.6	na	4.0	14.4	4.1	9.7
Representation among clients whose need for services other than accommodation was met										
2012-13	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
2011-12	%	8.5	10.5	5.6	12.2	na	4.0	14.3	2.5	9.4
Representation in the population										
2011	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7

Source: tables 18A.6 and 18A.7.

Effectiveness indicators

Development of a case management plan

Data for this indicator comparable, subject to caveats.

2012-13	%	66.8	40.0	75.1	61.1	45.4	67.2	63.9	71.4	55.2
2011-12	%	65.9	43.1	68.5	69.1	49.2	62.9	64.4	68.1	56.4

Match of needs of clients

Data for this indicator comparable, subject to caveats.

Accommodation and accommodation related assistance — directly provided by agency visited and provided and referred by agency visited

2012-13	%	63.0	44.5	63.0	73.2	95.9	67.0	43.6	89.5	59.7
2011-12	%	64.4	42.7	60.0	73.6	na	61.0	43.8	86.1	57.7

Source: tables 18A.10 and 18A.12.

(Continued)

Table G.3 (continued)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Efficiency indicators										
<i>Cost per completed support period</i>										
Data for this indicator not complete or not directly comparable.										
2012-13	\$	2 230	1 113	1 800	2 515	1 958	2 764	3 832	1 961	1 683
2011-12	\$	2 230	1 170	1 787	2 570	2 264	2 336	3 941	1 521	1 731
<i>Cost per client</i>										
Data for this indicator not complete or not directly comparable.										
2012-13	\$	2 589	1 946	2 177	3 161	2 647	3 277	4 397	2 457	2 421
2011-12	\$	2 570	2 028	2 173	3 203	2 846	2 803	4 082	1 743	2 436
<i>Cost per day of support</i>										
Data for this indicator not complete or not directly comparable.										
2012-13	\$	24	29	35	36	25	40	29	30	29

Source: tables 18A.16, 18A.17 and 18A.18.

Outcome indicators

Achievement of employment on exit (proportion of clients who needed employment and/or training assistance who were employed after support)

Data for this indicator comparable, subject to caveats.

2012-13	%	21.9	14.8	16.5	16.2	15.7	14.9	26.0	24.8	18.8
2011-12	%	23.7	15.4	15.7	22.4	na	13.4	20.6	28.0	20.1

Source: table 18A.19.

Achievement of income on exit (proportion of clients who needed income assistance who had an income source after support)

Data for this indicator comparable, subject to caveats.

2012-13	%	93.4	94.0	94.5	96.0	85.4	91.6	97.2	95.5	93.9
2011-12	%	94.5	95.0	94.7	93.4	na	92.4	96.5	95.1	94.5

Source: table 18A.22.

Achievement of independent housing on exit (proportion of clients who needed assistance to obtain or maintain independent housing who obtained or maintained independent housing after support)

Data for this indicator comparable, subject to caveats.

2012-13	%	63.8	61.3	59.3	64.0	64.5	53.6	47.9	45.2	61.2
2011-12	%	57.5	59.2	54.3	66.5	na	52.1	52.4	48.3	58.0

Source: table 18A.24.

Proportion of people experiencing repeat periods of homelessness

Data for this indicator comparable, subject to caveats.

2012-13	%	5.2	3.6	4.3	4.7	3.4	4.6	7.2	4.5	4.0
2011-12	%	5.9	4.4	5.1	4.7	2.4	5.0	11.8	5.5	4.7

Source: table 18A.29.

(Continued)

Table G.3 (continued)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Case management goals achieved (proportion of clients who achieved some or all case management goals)</i>										
Data for this indicator comparable, subject to caveats.										
2012-13	%	92.1	93.0	94.9	91.1	93.6	92.3	93.3	93.3	93.1
2011-12	%	92.6	92.5	91.8	91.3	69.8	90.1	91.4	95.1	90.5

Source: table 18A.31.

^a Caveats for these data are available in Chapter 18 and Attachment 18A. Refer to the indicator interpretation boxes in chapter 18 for information to assist with the interpretation of data presented in this table. ^b Some data are derived from detailed data in Chapter 18 and Attachment 18A. **na** Not available. – Nil or rounded to zero.

Source: Chapter 18 and Attachment 18A.

G.3 Cross-cutting and interface issues

Australian and international research identifies a strong association between housing, health status, living standards and wellbeing (Morris 2010; Bridge et al 2003; Quine et al 2004; Waters 2001). A lack of adequate and affordable housing contributes to housing stress and homelessness, and is detrimental to people's physical and mental health. People who are homeless have a much higher prevalence of mental illness than the general population (Mental Health Council of Australia 2009). Homelessness affects life expectancy, with homeless people estimated to live 15–20 years less than the mainstream population (Quine et al 2004).

The provision of housing assistance and homelessness services can improve people's education, health and employment outcomes, community cohesion and reduce crime (King 2002; Bridge et al 2003; AHURI 2008; Morris 2010).

Studies have found that housing assistance affects education outcomes by reducing housing costs and increasing financial resources available for education and training, and providing security of tenure to create stable learning environment (Bridge et al 2003). Conversely, housing assistance may reduce the incentives to participate in the labour market, with security of tenure reducing willingness to relocate for employment purposes (Bridge et al 2003).

There is evidence to suggest that effective housing assistance programs reduce the burden on health and justice services, leading to reduced expenditure for hospital, ambulance, police and court services (AHURI 2008).

National research developments

The National Homelessness Research Agenda (NHRA) was established in 2009 in response to an identified lack of data on homelessness. The NHRA received \$11.4 million in funding over four years (2009–2013) to improve the evidence base for preventing and responding to homelessness.

The three key activities agreed under the NHRA were the National Homelessness Research Partnership Agreements, the National Homelessness Research Projects and Journeys Home: Longitudinal Study of Factors Affecting Housing Stability.

The first two finished on 30 June 2013 with research papers published on the Australian Homelessness Clearinghouse.

Journeys Home is a six wave survey of around 1600 income support recipients across Australia who are homeless or experiencing housing instability. It is the first study of its type in the world and will be completed in late 2014.

The Australian Housing and Urban Research Institute's (AHURI) 2014 national research agenda is structured around five high priority topics for housing policy development. These include patterns of service use by people who have experienced homelessness, the delivery of the National Rental Affordability Scheme, housing markets and productivity, demographic change and future housing subsidy and repackaging housing and support services in response to national disability reforms (AHURI 2013).

G.4 Future directions in performance reporting

This housing and homelessness sector overview will continue to be developed in future reports.

The Housing and Homelessness services chapters contain a service-specific section on future directions in performance reporting.

G.5 List of attachment tables

Attachment tables are identified in references throughout this service sector overview by a 'GA' prefix (for example, table GA.1). Attachment tables are provided on the Review website (www.pc.gov.au/gsp). Users without access to the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

Table GA.1	Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA) and Nation Building Economic Stimulus Package (\$million)
Table GA.2	Housing and homelessness services sector, descriptive statistics, Australia, 2011–12
Table GA.3	Social housing descriptive statistics, 2011–12
Table GA.4	Homelessness services descriptive statistics, 2011–12
Table GA.5	Proportion of low income households in rental stress
Table GA.6	Proportion of Indigenous households living in overcrowded conditions
Table GA.7	Proportion of Indigenous households living in dwellings of an acceptable standard, 2012
Table GA.8	Rate of homeless persons per 10,000 of the population, 2011
Table GA.9	Supplementary contextual data
Table GA.10	Moving annual vacancy rates in the private housing market, by capital city, June (per cent)
Table GA.11	Median market rents in the private housing market, by capital city, June quarter (dollars/week)
Table GA.12	Australian Government expenditure for Commonwealth Rent Assistance, 2008–09 to 2012–13 (\$ million)
Table GA.13	Australian Government real expenditure for CRA, per person, 2008–09 to 2012–13 (2012–13 dollars)
Table GA.14	Eligibility and payment scales for CRA, 2013 (\$ per fortnight)
Table GA.15	Income units receiving CRA, 2013
Table GA.16	Number of income units receiving CRA, by age, 2013
Table GA.17	Indigenous income units receiving CRA, 2013
Table GA.18	CRA income units, by payment type, 2013
Table GA.19	Indigenous CRA recipients, by payment type, 2013
Table GA.20	Geographic location of income units receiving CRA, 2013
Table GA.21	Income units receiving CRA, by special needs and geographic location, 2013
Table GA.22	Median CRA entitlement, by location, 2013
Table GA.23	Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2009 to 2013 (per cent)

Table GA.24	Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.25	Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.26	Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.27	Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.28	Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.29	Proportion receiving a Disability Support Pension and CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.30	Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.31	Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.32	Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.33	Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.34	Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2013 (per cent).

G.6 Definitions of key terms

Affordability	Affordability (without CRA) is calculated for all income units receiving CRA by dividing Rent by Total Income from all sources. The CRA entitlement for the reference fortnight in June is included in Total Income from all sources for the calculation of affordability with CRA.
Commonwealth Rent Assistance (CRA)	A fortnightly supplement paid to two types of renter in private and community housing: income support recipients (for example, people receiving the Disability Support Pension), and low- and moderate-income families with children. Payment of CRA continues as long as recipients meet income tests for their primary payment and continue to pay a predetermined amount of rent.
Dependent child for CRA	Dependent child has a wider meaning under Social Security and Family Assistance law than is used in this chapter in relation to CRA. In this chapter, a dependent child is one in respect of whom an adult member of the income unit receives Family Tax Benefit (FTB) Part A at more than the base rate. Prior to 1 January 2012, children aged 16 or older attracted the base rate of FTB Part A so are not included in the count of dependent children. From January 2012 children aged 16 to 19 years attending secondary school may now receive more than the base rate of FTB Part A. Figures from June 2013 include 16 to 19 years olds who receive more than the base rate of FTB Part A. Some children under 20 years of age attract the base rate of FTB Part A only and may not be eligible to be counted for CRA entitlement.
Income support recipient	Recipients in receipt of a payment made under social security law. Under the Machinery of Government changes announced on the 18 September 2013 Income Support Payments administered under social security law are now the responsibility of the Department of Social Services. Family Tax Benefit is paid under family assistance law and is not an income support payment.
Income unit	<p>An income unit may consist of:</p> <ul style="list-style-type: none">• a single person with no dependent children• a sole parent with one or more dependent children• a couple (married, registered or defacto) with no dependent children• a couple (married, registered or defacto) with one or more dependent children. <p>A non-dependent child living at home, including one who is receiving an income support payment in their own right, is regarded as a separate income unit. Similarly, a group of non-related adults sharing accommodation are counted as separate income units.</p>
Low and moderate incomes	Individuals and families receive CRA with either an income support payment or FTB Part A. While income support recipients are generally thought of as low income, those receiving FTB Part A can have higher incomes and still be eligible for a part rate of Rent Assistance. For this reason, CRA recipients are not defined as those on low incomes.
Machinery of Government Changes	Prior to the Machinery of Government changes announced on 18 September 2013, the main income support payments administered by the former Department of Families, Housing, Community Services and Indigenous affairs (FaHCSIA) were Age Pension, Disability Support Pension and Carer Payment, while the main income support payments administered by former Department of Education, Employment and Workplace Relations were Newstart Allowance, Youth Allowance (other), Parenting Payment (Single) and Parenting Payment (Partnered). Youth Allowance (student) and Austudy were

Primary payment type	<p>administered by the former Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education.</p> <p>Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. The primary payment is determined using a hierarchy of payment types, with precedence given to pensions, then other social security payments and then the Family Tax Benefit part A. No extra weight is given to the payment type with which CRA is paid. Specifically, the hierarchy for the main payments is:</p> <ul style="list-style-type: none"> • Disability Support Pension • Carer Payment • Age Pension • Parenting Payment (Single) • Newstart Allowance • Youth Allowance • Austudy • Parenting Payment (Partnered) • Family Tax Benefit Part A.
Rent	<p>Amount payable as a condition of occupancy of a person's home. Rent includes site fees for a caravan, mooring fees and payment for services provided in a retirement village. Rent encompasses not only a formal tenancy agreement, but also informal agreements between family members, including the payment of board or board and lodgings. Where a person pays board and lodgings and cannot separately identify the amount paid for lodgings, two thirds of the payment is deemed to be for rent.</p>
Sharer	<p>Some single people are subject to a lower maximum (sharer) rate of CRA. The lower rate may apply to a single person (with no dependent children) who shares a major area of accommodation. The lower rate does not apply to those receiving Disability Support Pension or Carer Payment, those in nursing homes or boarding house accommodation, or those paying for both board and lodgings.</p>
Special needs	<p>Individuals and families with at least one member who either self-identifies as Indigenous; receives a Disability Support Pension; is aged 24 years or under; or is aged 75 years or over.</p>
Total income from all sources	<p>Income received by the recipients or partner, excluding income received by a dependent. It includes regular social security payments and any maintenance and other private income taken into account for income testing purposes. It does not include:</p> <ul style="list-style-type: none"> • one-time payments • arrears payments • advances • Employment or Education Entry Payments • Mobility Allowance • Baby Bonus • Child Care Tax Rebate. <p>In most cases, private income reflects the person's current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit part A but no income support payment.</p>

G.7 Appendix – Private housing market contextual information

Housing market demand, supply and affordability

The private housing market encompasses rented accommodation, home ownership and housing investment. A range of factors influence demand and supply in the private housing market:

- Factors affecting the demand for housing include population growth, household formation, household income and employment, investor demand, household preferences for size, quality and location of housing, the price and availability of housing, government taxes, concessions and transfers, and the cost and availability of finance (NHSC 2010).
- Factors affecting the supply of housing include land tenure arrangements, land release and development processes, construction and infrastructure costs, government taxes, concessions and transfers, and the availability and price of land (NHSC 2010). The availability of credit to finance the development of new housing can also affect the supply of housing (RBA 2009).

An efficient housing market refers to achieving a balance between housing supply and demand (CRC 2010).

Nationally at June 2011, there was an estimated cumulative gap between underlying demand for housing and housing supply, as a proportion of growth in underlying demand, of 2.6 per cent. An estimated 228 000 dwellings were required in Australia to meet growth in demand (NHSC 2012: tables 4.1 and 4.4).

Housing affordability

A shortage of affordable housing is likely to affect demand for housing and homelessness services. Governments provide support to ensure people can access affordable rental housing, either in the private market or in social housing, and many governments provide support to those purchasing houses, particularly first home buyers (box G.7).

Box G.7 **Government assistance for affordable housing**

A range of government initiatives and programs are designed to help households to pay for housing, and to increase the supply of affordable housing. These initiatives include:

- direct assistance to first home buyers through schemes such as the First Home Owners Grant and the First Home Owners Boost (FHOB). Until 2012-13, the FHOB was funded by the Australian government and administered by the states and territories. Funding for FHOB ceased on 31 December 2009
- funding for Indigenous home ownership programs (the Home Ownership Program [HOP] funded and administered by Indigenous Business Australia [IBA] and the Home Ownership on Indigenous Land Program [HOIL] jointly funded by FaHCSIA and IBA). On 1 July 2012, IBA's HOP, and HOIL Program were integrated into a single Indigenous Home Ownership program
- stamp duty concessions or exemptions for first home buyers
- incentives to save for first home ownership through First Home Saver Accounts
- State and Territory Government funding to assist low income households with home purchases or mortgage repayments
- Commonwealth Rent Assistance paid on an ongoing basis to income support and family tax benefit recipients in the private rental market and community housing
- funding for provision and management of social (public and community) housing and related reforms through the National Affordable Housing Specific Purpose Payment
- incentives for institutional investors and community housing providers to build new affordable rental properties
- Commonwealth, State and Territory land and planning measures to increase the supply of affordable housing
- Housing Affordability Fund grants to improve planning and infrastructure provision.

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

The Housing chapter (chapter 17) reports on government assistance for social housing, but does not report on government assistance for purchasing housing or other forms of housing assistance. Information on housing affordability by region in Australia is available in the State of the Regions Report 2013–14: the housing shortage and housing affordability (ALGA 2013). The Steering Committee's annual report to the COAG Reform Council on NAHA performance information includes a range of housing data, some of which are reported below.

Affordable housing for low and moderate income households

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).

Housing stress is considered to occur when households spend more than 30 per cent of their income on rent or mortgage payments.

The number of homes sold that are affordable by low and moderate income households per 1000 low or moderate income households indicates the level of home purchase affordability. Nationally in 2011–12, 27.5 homes sold were affordable by low and moderate income households per 1000 low or moderate income households (table GA.9).

Private rental markets

Tight private rental markets were evident in June 2013, with vacancy rates in capital cities ranging between 1.0 per cent and 4.7 per cent (table GA.10). Capital city median rents in the private market varied across jurisdictions.

Data for median rents for three bedroom houses and two bedroom flats or units in capital cities in the June quarter of 2013 are reported in table GA.11.

Home ownership and government assistance to home buyers

Home ownership is not necessarily an aspiration for all Australian households, but is often considered desirable because of the benefits associated with home ownership, including wealth accumulation and security of tenure (CRC 2010, p. 60). The rate of home ownership in Australia is similar to many developed countries, but is comparatively higher than some European countries, which may reflect different cultural and economic incentives, such as income security for retirement (ABS 2010b; Frick and Headey 2009).

Governments provide financial assistance to people purchasing homes, particularly first home owners and low income home owners. Nationally in 2012–13, 92 315 people received the First Home Owner Scheme grant (table GA.9).

G.8 References

- ABS (Australian Bureau of Statistics) 2010a, *Standards for Income Variables*, 2010. Cat. no. 1287.0, Canberra.
- 2010b, *Measures of Australia's Progress*, 2010. Cat. no. 1370.0, Canberra.
- 2012a, *Methodology for Estimating Homelessness from the Census of Population and Housing*, Cat. no. 2049.0.55.001, Canberra.
- 2012b, *Information Paper: A Statistical Definition of Homelessness*, Cat. no. 4922.0, Canberra.
- 2012c, *Census of Population and Housing: Estimating Homelessness*, Cat. no. 2049.0, Canberra.
- AIHW (Australian Institute of Health and Welfare) 2010, *A profile of social housing in Australia*, Cat. no. HOU 232, Canberra.
- 2012, *Children and young people at risk of social exclusion: links between homelessness, child protection and juvenile justice*, Data linkage series no. 13 Cat. no. CSI 13, Canberra.
- AHURI (Australian Housing and Urban Research Institute), 2008, *The cost effectiveness of homelessness programs*, Research and Policy Bulletin, issue 104, Melbourne.
- 2013, National Housing Research Program Research Agenda 2014, Melbourne.
- ALGA (Australian Local Government Association) 2013, *State of the Regions Report 2013–14*, Canberra.
- Bridge, C., Flatau, P., Whelan, S., Wood, G. and Yates, J. 2003, *Housing assistance and non-shelter outcomes*, Final Report No. 40, Australian Housing and Urban Research Institute, Melbourne.
- CHP (Council to Homeless Person) 2005, *Contextualising young people: Implications for young people experiencing homelessness*, Strategic Policy Background Paper, Melbourne, www.chp.org.au/public_library/items/2005-03/00_052-upload-00_001.doc (accessed 11 October 2011).
- COAG (Council of Australian Governments), 2008, *National Affordable Housing Agreement*, Intergovernmental Agreement on Federal Financial Relations, Australian Government, Council of Australian Governments, Canberra.
- CRC (COAG Reform Council), 2010, *National Affordable Housing Agreement: Baseline performance report for 2008–09*, Sydney.

-
- FaHCSIA (Department of Families, Housing, Community Services and Indigenous Affairs), 2010, National Homelessness Research, Australian Government, Canberra, www.fahcsia.gov.au/sa/housing/progserv/homelessness/Pages/national_homelessness_research.aspx (accessed 11 October 2011).
- Frick, J.R and Headey, B., 2009, *Living Standards in Retirement: Accepted International Comparisons are Misleading*, Schmollers Jahrbuch, no. 129, Berlin, pp. 309–319.
- Homelessness Australia, 2010, *About homelessness*, www.homelessnessaustralia.org.au/site/definitions.php (accessed 11 October 2011).
- Homelessness Taskforce, 2008, *The Road Home: A National Approach to Reducing Homelessness*, Commonwealth of Australia, Canberra.
- King, A. 2002. *Housing assistance: the lifetime impacts*, Final Report no. 20, Australian Housing and Urban Research Institute, Melbourne.
- Memmott, P. and Chambers, C. 2010, *Indigenous Homelessness in Australia: An Introduction. Council to Homeless Persons, Parity*, Melbourne, www.chp.org.au/parity/items/2010-12/00417-upload-00001.doc (accessed 11 October 2011).
- Mental Health Council of Australia 2009, *Home Truths: Mental Health, Housing and Homelessness in Australia*, www.mhca.org.au/documents/MHCA20Truths%20Layout%20%20FINAL.pdf (accessed 11 October 2011).
- Morris, A. 2010, *The lack of a right to housing and its implications in Australia*, Journal of Australian Political Economy, no. 65, Winter 2010.
- NHSC (National Housing Supply Council), 2012, *Housing Supply and Affordability – Key Indicators*, Commonwealth of Australia, Canberra.
- 2010, *2nd State of Supply Report*, Commonwealth of Australia, Canberra.
- Phillips, R, Head B and Jones A, 2012, *Integrated Responses to Homelessness in Australia: an analysis of ‘joined up’ policy and practice*, Institute for Social Science Research, University of Queensland
- Phillips, R, 2013, *Integrated Responses to Homelessness in Australia: What works and why?*, Institute for Social Science Research, University of Queensland
- Quine, S., Kendig, H. Russell, C. and Touchard, D., 2004, *Health promotion for socially disadvantaged groups: the case of homeless older men in Australia*, Health Promotion International, Vol. 19, no.2.
- RBA (Reserve Bank of Australia), 2009, *Conditions and Prospects in the Housing Sector*, Anthony Richards, Address to the 4th Annual Housing Congress, 26

March 2009, Sydney, www.rba.gov.au/speeches/2009/sp-so-260309.html (accessed 11 October 2011).

Saugers, L. and Hulse, K. 2010, *Public housing, women and employment: challenges and strategies*. Final Report No. 155, Australian Housing and Urban Research Institute, Melbourne.

Waters, A.M., 2001, *Do housing conditions impact on health inequalities between Australia's rich and poor?* Final Report no.4, Australia Housing and Urban Research Institute, Melbourne.

Yates, J. and Gabriel, M. 2006, *Housing Affordability in Australia, Research Paper No. 3*, Australian Housing and Urban Research Institute, Melbourne.

Yates, J. and Milligan, V. 2007, *Housing affordability: a 21st century problem*, Final Report No. 105, Australian Housing and Urban Research Institute, Melbourne.

GA Housing and homelessness services sector overview — attachment

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).

Attachment contents

Table GA.1	Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA) (\$million)
Table GA.2	Housing and homelessness services sector, descriptive statistics, Australia, 2011-12
Table GA.3	Social housing descriptive statistics, 2011-12
Table GA.4	Homelessness services descriptive statistics, 2011-12
Table GA.5	Proportion of low income households in rental stress
Table GA.6	Proportion of Indigenous households living in overcrowded conditions
Table GA.7	Proportion of Indigenous households living in dwellings of an acceptable standard, 2012
Table GA.8	Rate of homeless persons per 10,000 of the population, 2011
Table GA.9	Supplementary contextual data
Table GA.10	Moving annual vacancy rates in the private housing market, by capital city, June (per cent)
Table GA.11	Median market rents in the private housing market, by capital city, June quarter (dollars/week)
CRA	
Table GA.12	Australian Government expenditure for Commonwealth Rent Assistance, 2008-09 to 2012-13 (\$ million)
Table GA.13	Australian Government real expenditure for CRA, per person, 2008-09 to 2012-13 (2012-13 dollars)
Table GA.14	Eligibility and payment scales for CRA, 2013 (\$ per fortnight)
Table GA.15	Income units receiving CRA, 2013
Table GA.16	Number of income units receiving CRA, by age, 2013
Table GA.17	Indigenous income units receiving CRA, 2013
Table GA.18	CRA income units, by payment type, 2013
Table GA.19	Indigenous CRA recipients, by payment type, 2013
Table GA.20	Geographic location of income units receiving CRA, 2013
Table GA.21	Income units receiving CRA, by special needs and geographic location, 2013
Table GA.22	Median CRA entitlement, by location, 2013
Table GA.23	Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2009 to 2013 (per cent)
Table GA.24	Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.25	Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.26	Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.27	Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)

Attachment contents

Table GA.28	Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.29	Proportion receiving a Disability Support Pension and CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.30	Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.31	Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.32	Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (per cent)
Table GA.33	Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (per cent)
Table GA.34	Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2013 (per cent)

TABLE GA.1

Table GA.1 **Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA) (\$million)**

	2008-09 (a)	2009-10	2010-11	2011-12	2012-13
NAHA Specific Purpose Payment	586.1	1 202.6	1 221.8	1 242.6	1 263.7
National Partnership agreements (in support of the NAHA)					
on Social Housing (b)	200.0	199.0	1.0
on Homelessness	6.7	113.4	130.5	131.5	156.5
on Remote Indigenous Housing	148.8	610.6	675.0	794.1	303.0
Total expenditure on National Partnership agreements	355.4	923.0	806.5	925.6	459.5
Total Australian Government expenditure related to the NAHA	941.5	2 125.6	2 028.4	2 168.2	1 723.2
Social Housing Initiative for the Nation Building Economic Stimulus Package (c)	260.0	3922.0	1 294.0	162.0	..

(a) The NAHA came into effect on 1 January 2009. Data for 2008-09 reflect expenditure between 1 January 2009 and 30 June 2009.

(b) Funding for the National Partnership Agreement on Social Housing ended in 2009-10.

(c) Funding for the Social Housing Initiative ended in 2011-12.

.. Not applicable.

Source: Department of Social Services (unpublished).

TABLE GA.2

Table GA.2 **Housing and homelessness services sector, descriptive statistics, Australia, 2011-12 (a)**

	<i>Unit</i>	<i>Public housing</i>	<i>SOMIH</i>	<i>Community housing</i>	<i>Indigenous community housing (b), (c)</i>	<i>Homelessness services</i>	<i>Total</i>
Total net recurrent expenditure	\$m	2 538.0	107.3	560.1	90.4	575.9	3 871.7
Housing							
Number of dwellings	no.	330 906	10 047	61 563	16 773	..	419 289
Number of households	no.	323 423	9 692	61 033	na	..	394 148
Homelessness services							
Number of clients	'000	236.4	..

(a) Data for 2012-13 are available for public housing and SOMIH and these are presented in chapter 17.

(b) Data for Indigenous community housing are likely to be underestimated because complete data were not available for all jurisdictions.

(c) The number of Indigenous community housing dwellings presented are funded, permanent dwellings.

.. Not applicable.

Source: tables 17A.1, 17A.5–17A.8, 18A.1.

TABLE GA.3

Table GA.3 **Social housing descriptive statistics, 2011-12 (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>
Public housing (c)										
Total net recurrent cost	\$million	834.4	381.1	429.5	330.9	311.0	91.8	95.7	63.6	2 538.0
Number of dwellings	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
Number of households	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
SOMIH (c)										
Total net recurrent cost	\$million	35.4	..	45.8	..	23.6	2.6	107.3
Number of dwellings	no.	4 478	..	3 394	..	1 830	345	10 047
Number of households	no.	4 372	..	3 230	..	1 756	334	9 692
Community housing										
Total net recurrent cost	\$million	259.5	119.1	66.6	46.7	37.5	23.8	7.0	na	560.1
Number of dwellings	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
Number of households	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 033
Indigenous community housing (d)										
Total net recurrent cost	\$million	30.1	10.3	27.1	22.3	na	0.6	na	na	0.9
Number of dwellings (e) (f)	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773

(a) See notes to source tables for more detailed caveats about the data. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Australian totals may not add to the sum of the jurisdictions because of rounding. Australian totals may not represent national totals because complete data were not available for all jurisdictions.

(c) Data for 2012-13 are available for public housing and SOMIH and these are presented in chapter 17.

(d) Data for Indigenous community housing are likely to be underestimated because complete data were not available for all jurisdictions.

(e) The number of Indigenous community housing dwellings presented are permanent dwellings.

(f) The number of Indigenous community housing dwellings is used as a proxy for the number of households in this Report.

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

Source: AIHW (unpublished); AIHW (various years) Housing assistance in Australia Cat. no. HOU 271.; State and Territory governments (unpublished); tables 17A.1, 17A.5–17A.8.

TABLE GA.4

Table GA.4 **Homelessness services descriptive statistics, 2011-12 (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</i>
Total net recurrent cost	\$ million	133.9	174.7	92.3	67.9	55.5	17.2	22.9	11.5	575.9
Total number of clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) See notes to source tables for more detailed caveats about the data.

Source: State and Territory governments (unpublished); Table 18.3; AIHW (unpublished) Specialist Homelessness Services Collection: National Data Collection annual report, Australia.

TABLE GA.5

Table GA.5 **Proportion of low income households in rental stress (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>
2007-08	%	43.4	32.4	36.1	27.8	22.4	20.7	35.7	28.8	35.4
2009-10	%	44.5	40.6	42.3	33.8	27.8	29.4	29.9	31.4	40.0
2011-12	%	40.6	44.5	45.5	33.4	33.6	33.8	31.2	29.0	40.7

(a) Low income households are defined as those in the lowest two quintiles of equivalised disposable household income (excluding CRA).

(b) A household is deemed to be experiencing rental stress if more than 30% of their gross income (less any Commonwealth Rent Assistance received) goes towards rental costs.

(c) Excludes households in collection districts defined as very remote, accounting for about 23 per cent of the population in the NT.

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

TABLE GA.6

Table GA.6 Proportion of Indigenous households living in overcrowded conditions (a)

	<i>Unit</i>	<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>Aust</i>
30 June 2013										
Public housing	%	8.5	10.3	13.1	11.6	6.2	8.9	7.6	14.5	10.7
SOMIH	%	8.6	..	14.8	..	9.2	6.1	10.7
Community housing	%	na	3.3	na	5.5	4.5	–	–	na	4.4
30 June 2012										
Public housing	%	7.7	5.8	13.0	11.9	6.5	9.8	7.3	14.2	10.4
SOMIH	%	7.6	..	13.2	..	9.5	6.0	9.8
Community housing	%	na	3.4	na	4.9	3.9	5.9	–	na	4.1
Indigenous community housing	%	na	9.7	33.3	30.3	31.7	na	na	na	na
30 June 2011										
Indigenous community housing	%	na	5.7	34.3	32.9	52.0	na	na	na	na

(a) Includes households where bedroom details are known.

(b) There is significant under-reporting of Indigenous tenancies in NSW PH. These data are restricted to households with Indigenous status and bedroom details known.

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

Source: AIHW (unpublished) Public rental housing data; AIHW (unpublished) The National Housing Assistance Data Respository; Housing Assistance in Australia, Cat. No. HOU 271, AIHW, Canberra.

TABLE GA.7

Table GA.7 **Proportion of Indigenous households living in dwellings of an acceptable standard, 2012 (a), (b), (c)**

	<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 (Indigenous households)	%	49.6	np	77.3	np	np	82.2	np	72.3	61.3
Conf. Inter. (d)	±	5.1	np	13.1	np	np	12.4	np	9.3	3.9
SOMIH (e)	%	56.4	..	69.9	..	56.9	64.9	61.4
Conf. Inter. (d)	±	3.6	..	4.6	..	6.6	8.2	2.5
Community housing (Indigenous households)	%	67.4	np	75.8	np	np	np	np	na	71.5
Conf. Inter. (d)	±	10.7	np	14.3	np	np	np	np	na	6.8

(a) Excludes Indigenous Community Housing

(b) 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.

(c) 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.

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

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

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

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

TABLE GA.8

Table GA.8 **Rate of homeless persons per 10,000 of the population, 2011 (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>
Homelessness operational groups (b)									
People who are in improvised dwellings, tents or sleeping out	2.8	2.0	3.7	4.1	1.6	3.2	0.8	40.0	3.2
People in supported accommodation for the homeless (c)	7.1	14.7	8.7	4.2	10.1	9.7	30.9	27.0	9.9
People staying temporarily with other households (d)	7.1	6.2	9.9	9.7	8.7	10.1	8.8	20.4	8.1
People staying in boarding houses	9.4	8.2	8.7	6.0	6.1	4.8	1.4	20.5	8.2
People in other temporary lodging	0.4	0.2	0.4	0.3	0.2	0.5	0.1	1.0	0.3
People living in 'severely' crowded dwellings (e)	14.0	11.3	14.3	18.6	10.7	3.7	7.8	621.8	19.2
Total homeless persons	40.8	42.6	45.8	42.8	37.5	31.9	50.0	730.7	48.9

(a) See notes to source table for more detailed caveats about the data. Further information about the data in this table can be found at www.pc.gov.au/gsp/reports/rogs/2013.

(b) Rate per 10,000 persons of the total population. Categories are mutually exclusive, therefore persons will only appear in one category. For example, persons who are in the category 'supported accommodation for the homeless' who are in 'living in 'severely' crowded dwellings' will not also appear in 'persons living in 'severely' crowded dwellings'.

(c) For 2011, includes those accommodated by Specialist Homelessness Services. For 2006, includes those in the Supported Accommodation Assistance Program (SAAP). 2001 estimates are from AIHW SAAP data, and not the Census.

(d) Includes 'visitor only' households where all persons report having no usual address. Some people who were homeless are likely to be underestimated in this category.

(e) Includes usual residents in dwellings needing 4 or more extra bedrooms under the Canadian National Occupancy Standard.

Source: ABS (2012), *Census of Population and Housing: Estimating Homelessness*, Cat. No. 2049.0.

Table GA.9 **Supplementary contextual data (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 (b)</i>	<i>Aust</i>
Housing affordability										
Number of homes sold or built per 1000 low and moderate income households that are affordable by low and moderate income households (c) (d)										
2011-12	Rate	31.5	28.0	20.4	23.2	27.8	37.5	37.1	36.5	27.5
2009-10	Rate	41.8	41.1	21.1	29.7	29.3	35.9	50.6	71.0	35.5
Home purchase assistance										
First Home Owner Scheme Recipients (e) (f)										
2012-13	no.	17 823	34 366	11 035	19 277	4 232	2 011	2 850	721	92 315
2011-12	no.	37 410	31 373	19 657	15 192	6 900	1 901	2 615	1 023	100 879
First Home Owner Boost Recipients (f), (g)										
2012-13	no.	41	418	- 9	20	- 12	- 1	4	- 1	460
2011-12	no.	415	1 491	77	102	37	14	99	6	2 241

- (a) Data in italics have relative standard errors between 25 per cent and 50 per cent and need to be used with caution. Data in italics and denoted by an asterisk have relative standard errors greater than 50 per cent are considered too unreliable for general use.
- (b) NT estimates for proportion of homes sold per 1000 low and moderate income households that are affordable do not include balance of state areas since estimates for NT other than Darwin are not considered reliable.
- (c) Income statistic used: median gross incomes of the 59th–61st percentiles of equivalised disposable household incomes (EDHI) for all states and territories except the Northern Territory. For the Northern Territory, the median gross income of the 55th–65th percentiles of equivalised disposable household incomes was used due to a small sample size in the 59th–61st EDHI percentile range.
- (d) This indicator has changed from the associated indicator in the previous NAHA, and has been amended from a proportion of homes sold to a rate per 1000 population households.
- (e) Data exclude any additional first home owner grants provided by individual states and territories in addition to the FHOS and FHOB grants.
- (f) Data for Victoria, WA and Tas do not include the number of FHOS or FHOB grants reclaimed. Data for the ACT is adjusted for the 160 FHOS grants reclaimed during 2011-12.
- (g) FHOB grants are a subset of FHOS grants. While the FHOB ceased on 31 December 2009, the continuation of FHOB payments in 2011-12 and 2012-13 reflects the 12 month application period and the timeframes allowed for the construction of new homes. Where numbers are negative, this indicates that grants recovered under the FHOB exceeded grants paid.

Source: ABS (unpublished) *Survey of Income and Housing 2009-10 and 2011-12*; Valuer General (unpublished); Australian Government Department of Treasury (unpublished) *State and Territory Revenue Office* data.

Table GA.10 Moving annual vacancy rates in the private housing market, by capital city, June (per cent) (a) (b)

	<i>Unit</i>	<i>Sydney</i>	<i>Melbourne</i>	<i>Brisbane</i>	<i>Perth</i>	<i>Adelaide</i>	<i>Hobart</i>	<i>Canberra</i>	<i>Darwin</i>
2009	%	1.3	2.1	2.3	1.4	2.9	2.1	2.1	1.2
2010	%	1.3	2.2	3.7	1.2	4.4	1.0	2.2	2.1
2011	%	1.3	2.8	3.1	1.6	3.3	1.5	2.5	2.8
2012	%	1.6	3.0	2.1	3.5	2.2	2.3	3.7	2.3
2013	%	2.1	3.1	2.0	3.0	2.4	3.1	4.7	2.7

(a) The moving annual or trend median is the average of monthly medians over the past year. It is a more reliable indicator because it smooths out monthly and seasonal fluctuations.

(b) Data prior to 2013 have been revised from the previous Report.

Source: Real Estate Institute of Australia (unpublished).

TABLE GA.11

Table GA.11 **Median market rents in the private housing market, by capital city, June quarter (dollars/week) (a)**

	<i>Sydney</i>	<i>Melbourne</i>	<i>Brisbane</i>	<i>Perth</i>	<i>Adelaide</i>	<i>Hobart</i>	<i>Canberra</i>	<i>Darwin</i>
2009								
3 bedroom houses	350	300	340	365	290	318	400	555
2 bedroom flats/units	400	320	330	350	245	270	395	390
2010								
3 bedroom houses	380	330	345	380	290	320	430	571
2 bedroom flats/units	420	340	335	360	260	270	400	420
2011								
3 bedroom houses	400	340	350	390	320	330	450	540
2 bedroom flats/units	450	350	350	370	270	270	440	404
2012								
3 bedroom houses	420	340	350	440	320	330	460	560
2 bedroom flats/units	450	360	350	410	275	265	450	409
2013								
3 bedroom houses	420	340	360	480	320	330	450	656
2 bedroom flats/units	470	360	360	460	280	270	435	485

(a) Data prior to 2012 have been revised.

Source: Real Estate Institute of Australia (unpublished).

Commonwealth Rent Assistance

TABLE GA.12

Table GA.12 **Australian Government expenditure for Commonwealth Rent Assistance, 2008-09 to 2012-13 (\$ million) (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>
Nominal expenditure									
2008-09	905.2	577.0	645.7	206.2	187.5	67.7	19.1	12.9	2 621.4
2009-10	1 009.1	641.3	736.4	235.6	208.0	74.3	21.6	14.3	2 940.6
2010-11	1 072.5	683.1	790.2	247.0	222.6	79.7	23.5	14.5	3 133.1
2011-12	1 137.7	735.6	849.5	259.9	243.5	86.8	25.1	15.9	3 354.0
2012-13	1 230.8	795.7	919.0	281.2	263.4	93.9	27.1	17.2	3 628.3
Real expenditure (2012-13 dollars) (d)									
2008-09	1 003.5	639.7	715.9	228.6	207.9	75.1	21.2	14.3	2 906.2
2009-10	1 089.7	692.5	795.2	254.4	224.6	80.2	23.3	15.4	3 175.6
2010-11	1 110.2	707.1	818.0	255.7	230.4	82.5	24.3	15.0	3 243.3
2011-12	1 156.2	747.6	863.3	264.1	247.5	88.2	25.5	16.2	3 408.5
2012-13	1 230.8	795.7	919.0	281.2	263.4	93.9	27.1	17.2	3 628.3

- (a) Actual expenditure on rent assistance is reported at a national level. National expenditure is allocated to states and territories based on the amount of fortnightly rent assistance payments paid to recipients in each state and territory over the financial year.
- (b) Expenditure data in this table include CRA payments made with DVA and Abstudy payments. These typically make up less than 2 per cent of CRA expenditure.
- (c) State totals include unknown localities. Australian totals include other territories and unknown addresses.
- (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: Department of Social Services and FaHCSIA (unpublished); tables 2A.1 and 2A.53.

TABLE GA.13

Table GA.13 **Australian Government real expenditure for CRA, per person, 2008-09 to 2012-13 (2012-13 dollars) (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>
2008-09										
Total expenditure	\$ million	1 003.5	639.7	715.9	228.6	207.9	75.1	21.2	14.3	2 906.2
Expenditure per person in population	\$	145	122	170	105	131	151	61	65	137
Expenditure per income unit	\$	2 949	2 908	2 979	2 890	2 855	2 932	2 680	2 860	2 933
2009-10										
Total expenditure	\$ million	1 089.7	692.5	795.2	254.4	224.6	80.2	23.3	15.4	3 175.6
Expenditure per person in population	\$	154	129	184	114	140	159	66	68	146
Expenditure per income unit	\$	2 964	2 903	2 967	2 878	2 858	2 950	2 712	2 808	2 933
2010-11										
Total expenditure	\$ million	1 110.2	707.1	818.0	255.7	230.4	82.5	24.3	15.0	3 243.3
Expenditure per person in population	\$	155	129	186	112	142	162	67	65	147
Expenditure per income unit	\$	2 906	2 843	2 908	2 825	2 803	2 895	2 644	2 780	2 876
2011-12										
Total expenditure	\$ million	1 156.2	747.6	863.3	264.1	247.5	88.2	25.5	16.2	3 408.5
Expenditure per person in population	\$	160	135	193	112	151	172	69	70	153
Expenditure per income unit	\$	2 950	2 889	2 955	2 862	2 851	2 950	2 714	2 786	2 921
2012-13										
Total expenditure	\$ million	1 230.8	795.7	919.0	281.2	263.4	93.9	27.1	17.2	3 628.3
Expenditure per person in population	\$	169	141	202	116	159	183	72	73	160
Expenditure per income unit	\$	2 973	2 841	2 945	2 911	2 820	2 916	2 606	2 730	2 914

(a) Actual expenditure on rent assistance is reported at a national level. National expenditure is allocated to states and territories based on the amount of fortnightly rent assistance payments paid to recipients in each state and territory over the financial year.

(b) Expenditure data in this table include CRA payments made with DVA and Abstudy payments. These typically make up less than 2 per cent of CRA expenditure.

(c) State totals include unknown localities, Australian totals include other territories and unknown addresses.

(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.

TABLE GA.13

Table GA.13 **Australian Government real expenditure for CRA, per person, 2008-09 to 2012-13 (2012-13 dollars) (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>
--	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

Source: Department of Social Services and FaHCSIA (unpublished); tables 2A.1 and 2A.53.

Table GA.14 **Eligibility and payment scales for CRA, 2013 (\$ per fortnight) (a)**

<i>Type of income unit (b)</i>	<i>Minimum rent to be eligible for CRA</i>	<i>Minimum rent to be eligible for maximum CRA</i>	<i>Maximum CRA</i>
Single, no dependant children	109.20	273.20	123.00
Single, no children, sharer (c)	109.20	218.53	82.00
Couple, no dependant children	177.60	331.73	115.60
Single, 1 or 2 dependant children	143.64	335.72	144.06
Single, 3 or more dependant children	143.64	360.92	162.96
Partnered, 1 or 2 dependant children	212.66	404.74	144.06
Partnered, 3 or more dependant children	212.66	429.94	162.96
Partnered, illness separated	109.20	273.20	123.00
Partnered, temporarily separated	109.20	263.33	115.60

(a) Rates apply to the period 20 March 2013 to 19 September 2013.

(b) Rates of assistance depend on the number of children for whom Family Tax Benefit is paid at more than the base rate.

(c) The maximum rate of assistance is lower for some single persons without dependent children who share accommodation. See section G.6 for a definition of 'sharer'.

Source: Department of Human Services, A guide to Australian Government payments, 1 July 2013 - 19 September 2013.

TABLE GA.15

Table GA.15 **Income units receiving CRA, 2013 (a), (b), (c)**

<i>Type of income 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>
Number of CRA recipients									
Single, no dependant children	165 886	115 046	115 531	37 044	38 537	13 802	4 143	2 598	492 593
Single, no children, sharer	55 480	48 109	45 881	13 343	13 015	3 987	2 525	757	183 100
Single, 1 or 2 dependant children	71 717	46 881	57 335	17 926	17 882	6 036	1 425	1 177	220 386
Single, 3 or more dependant children	17 349	9 951	13 722	3 751	3 696	1 401	239	249	50 360
Partnered, no dependant children	38 061	21 256	28 520	8 122	7 337	2 885	545	454	107 167
Partnered, 1 or 2 dependant children	49 169	32 343	35 201	11 249	10 130	3 149	1 379	817	143 437
Partnered, 3 or more dependant children	22 656	13 477	19 449	5 513	4 021	1 560	572	456	67 706
Partnered, illness or temporary separated (c)	1 007	608	762	337	333	96	na	71	3 230
Total	421 325	287 671	316 401	97 285	94 951	32 916	10 828	6 579	1 267 979
Proportion of CRA recipients									
Single, no dependant children	39.4	40.0	36.5	38.1	40.6	41.9	38.3	39.5	38.9
Single, no children, sharer	13.2	16.7	14.5	13.7	13.7	12.1	23.3	11.5	14.4
Single, 1 or 2 dependant children	17.0	16.3	18.1	18.4	18.8	18.3	13.2	17.9	17.4
Single, 3 or more dependant children	4.1	3.5	4.3	3.9	3.9	4.3	2.2	3.8	4.0
Partnered, no dependant children	9.0	7.4	9.0	8.4	7.7	8.8	5.0	6.9	8.5
Partnered, 1 or 2 dependant children	11.7	11.2	11.1	11.6	10.7	9.6	12.7	12.4	11.3
Partnered, 3 or more dependant children	5.4	4.7	6.2	5.7	4.2	4.7	5.3	6.9	5.3
Partnered, illness or temporary separated (d)	0.2	0.2	0.2	0.3	0.4	0.3	na	1.1	0.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) Break in series in 2013. See Section G.6 Definition of key terms for more detail on changes to dependent children from 2013.

(d) Partnered, illness or temporarily separated' has not been reported separately for ACT. It is included in 'Partnered, no dependent children'.

na Not available.

Source: Department of Social Services (unpublished).

TABLE GA.16

Table GA.16 Number of income units receiving CRA, by age, 2013 (a), (b), (c)

<i>Age of CRA income units</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>
less than 20 years	8 934	7 670	9 679	2 330	2 892	1 302	759	130	33 696
20-24 years	38 129	31 426	32 953	9 864	10 719	4 260	2 655	569	130 577
25-29 years	41 435	31 302	34 773	11 374	11 331	3 894	1 329	817	136 255
30-39 years	93 527	66 254	71 089	22 710	21 640	6 794	2 446	1 669	286 134
40-49 years	80 303	55 000	56 943	17 197	17 375	5 586	1 593	1 259	235 261
50-59 years	54 184	33 191	35 882	9 906	10 451	3 744	711	731	148 803
60-69 years	48 649	28 646	34 990	9 975	8 623	3 392	567	842	135 690
70-74 years	20 347	11 950	15 356	4 952	3 692	1 436	271	303	58 307
75+ years	35 817	22 232	24 736	8 977	8 227	2 508	497	259	103 255
Total	421 325	287 671	316 401	97 285	94 951	32 916	10 828	6 579	1 267 979

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) Age is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.6. Definitions of key terms has more detail.

Source: Department of Social Services (unpublished).

TABLE GA.17

Table GA.17 **Indigenous income units receiving CRA, 2013 (a), (b), (c)**

<i>Type of income 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>
Number of Indigenous units									
Single, no dependant children	7 995	1 812	5 405	1 234	927	530	96	616	18 617
Single, no children, sharer	1 637	420	1 705	337	271	168	26	84	4 650
Single, 1 or 2 dependant children	6 044	1 147	4 136	802	644	475	49	281	13 582
Single, 3 or more dependant children	1 994	360	1 397	248	201	119	22	81	4 424
Partnered, no dependant children	1 358	261	1 121	220	179	148	na	128	3 207
Partnered, 1 or 2 dependant children	2 214	526	2 275	386	316	351	23	109	6 200
Partnered, 3 or more dependant children	1 472	283	1 545	247	170	190	24	59	3 992
Partnered, illness or temporary separated (d)	na	na	na	na	na	na	na	na	216
Total	22 714	4 809	17 584	3 474	2 708	1 981	245	1 358	54 888
Proportion of Indigenous units (e)									
Single, no dependant children	35.2	37.7	30.7	35.5	34.2	26.8	39.2	45.4	33.9
Single, no children, sharer	7.2	8.7	9.7	9.7	10.0	8.5	10.6	6.2	8.5
Single, 1 or 2 dependant children	26.6	23.9	23.5	23.1	23.8	24.0	20.0	20.7	24.7
Single, 3 or more dependant children	8.8	7.5	7.9	7.1	7.4	6.0	9.0	6.0	8.1
Partnered, no dependant children	6.0	5.4	6.4	6.3	6.6	7.5	na	9.4	5.8
Partnered, 1 or 2 dependant children	9.8	10.9	12.9	11.1	11.7	17.7	9.4	8.0	11.3
Partnered, 3 or more dependant children	6.5	5.9	8.8	7.1	6.3	9.6	9.8	4.3	7.3
Partnered, illness or temporary separated (d)	na	na	na	na	na	na	na	na	0.4
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

(b) State and Territory totals include people in unknown localities. The Australian totals include people in other territories and people with unknown addresses.

(c) Break in series in 2013. See Section G.6 Definition of key terms for more detail on changes to dependent children from 2013.

(d) Partnered, illness or temporarily separated' has not been reported separately by State and Territory, it is included in 'partnered no dependent children' for each State and Territory.

(e) Totals may not add up due to rounding.

Table GA.17 **Indigenous income units receiving CRA, 2013 (a), (b), (c)**

<i>Type of income 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>
na Not available. .. Not applicable									

Source: Department of Social Services (unpublished).

TABLE GA.18

Table GA.18 CRA income units, by payment type, 2013 (a), (b), (c)

Type of income unit	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Number of CRA units										
Disability Support Pension	no.	88 471	60 868	62 112	17 821	19 428	7 441	1 554	1 458	259 158
Age Pension	no.	76 960	46 587	56 855	18 842	15 846	5 352	1 029	989	222 465
Carer Payment	no.	18 454	9 211	8 938	1 844	2 543	1 122	115	103	42 330
Newstart Allowance	no.	86 359	63 212	64 039	19 609	22 203	7 205	1 616	1 339	265 588
Youth Allowance (student)	no.	21 463	22 068	17 734	5 225	5 851	2 388	2 734	142	77 605
Youth Allowance (other)	no.	5 441	4 119	6 143	1 339	2 005	841	214	100	20 203
Austudy	no.	7 590	7 013	5 639	1 774	1 890	643	340	105	24 994
Parenting Payment (Single)	no.	45 001	27 388	35 598	11 363	11 091	3 911	718	708	135 781
Parenting Payment (Partnered) (d)	no.	8 868	5 128	5 445	1 510	1 442	585	123	82	23 183
FTB (only)	no.	56 259	38 288	50 424	16 912	11 662	3 103	2 279	1 507	180 437
Other	no.	6 459	3 789	3 474	1 046	990	325	106	46	16 235
Total	no.	421 325	287 671	316 401	97 285	94 951	32 916	10 828	6 579	1 267 979
Proportion of CRA units										
Disability Support Pension	%	21.0	21.2	19.6	18.3	20.5	22.6	14.4	22.2	20.4
Age Pension	%	18.3	16.2	18.0	19.4	16.7	16.3	9.5	15.0	17.5
Carer Payment	%	4.4	3.2	2.8	1.9	2.7	3.4	1.1	1.6	3.3
Newstart Allowance	%	20.5	22.0	20.2	20.2	23.4	21.9	14.9	20.4	21.0
Youth Allowance (student)	%	5.1	7.7	5.6	5.4	6.2	7.3	25.3	2.2	6.1
Youth Allowance (other)	%	1.3	1.4	1.9	1.4	2.1	2.6	2.0	1.5	1.6
Austudy	%	1.8	2.4	1.8	1.8	2.0	2.0	3.1	1.6	2.0
Parenting Payment (Single)	%	10.7	9.5	11.3	11.7	11.7	11.9	6.6	10.8	10.7
Parenting Payment (Partnered) (d)	%	2.1	1.8	1.7	1.6	1.5	1.8	1.1	1.3	1.8
FTB (only)	%	13.4	13.3	15.9	17.4	12.3	9.4	21.1	22.9	14.2
Other	%	1.5	1.3	1.1	1.1	1.0	1.0	1.0	0.7	1.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

Table GA.18 **CRA income units, by payment type, 2013 (a), (b), (c)**

<i>Type of income unit</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>
----------------------------	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) Primary Payment Type is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.6. Definitions of key terms has more detail.

(d) Break in series at June 2012. Regular Care Children 14% to 35% eligible for CRA have been moved to 'Other' payments.

Source: Department of Social Services (unpublished).

TABLE GA.19

Table GA.19 Indigenous CRA recipients, by payment type, 2013 (a), (b), (c), (d)

Type of income unit	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust (e)
Number of Indigenous CRA recipients										
Disability Support Pension	no.	5 868	1 297	3 737	714	595	461	67	472	13 215
Age Pension	no.	1 249	241	853	168	80	61	na	88	2 743
Carer Payment	no.	1 302	224	629	98	74	94	na	23	2 450
Newstart Allowance	no.	5 652	1 242	5 003	1 001	801	510	41	348	14 603
Youth Allowance (student)	no.	220	69	153	30	46	52	na	na	586
Youth Allowance (other)	no.	792	176	684	146	154	93	na	27	2 087
Austudy (f)	no.	na	na	na	na	na	na	na	na	147
Parenting Payment (Single)	no.	4 803	896	3 549	745	608	387	33	201	11 225
Parenting Payment (Partnered) (g)	no.	526	137	564	103	66	94	na	21	1 521
FTB (only)	no.	2 072	467	2 208	411	247	199	55	166	5 826
Other	no.	230	60	204	58	37	30	na	na	485
Total	no.	22 714	4 809	17 584	3 474	2 708	1 981	245	1 358	54 888
Proportion of Indigenous CRA recipients										
Disability Support Pension	%	25.8	27.0	21.3	20.6	22.0	23.3	27.4	34.8	24.1
Age Pension	%	5.5	5.0	4.9	4.8	3.0	3.1	na	6.5	5.0
Carer Payment	%	5.7	4.7	3.6	2.8	2.7	4.8	na	1.7	4.5
Newstart Allowance	%	24.9	25.8	28.5	28.8	29.6	25.7	16.7	25.6	26.6
Youth Allowance (student)	%	1.0	1.4	0.9	0.9	1.7	2.6	na	na	1.1
Youth Allowance (other)	%	3.5	3.7	3.9	4.2	5.7	4.7	na	2.0	3.8
Austudy (f)	%	na	na	na	na	na	na	na	na	0.3
Parenting Payment (Single)	%	21.2	18.6	20.2	21.5	22.5	19.5	13.5	14.8	20.5
Parenting Payment (Partnered) (g)	%	2.3	2.9	3.2	3.0	2.4	4.8	na	1.6	2.8
FTB (only)	%	9.1	9.7	12.6	11.8	9.1	10.1	22.5	12.2	10.6
Other	%	1.0	1.2	1.2	1.7	1.4	1.5	na	na	0.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

Table GA.19 **Indigenous CRA recipients, by payment type, 2013 (a), (b), (c), (d)**

<i>Type of income unit</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 (e)</i>
----------------------------	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-----------------

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) Values of less than 20 are replaced with 'na'.

(d) Primary Payment Type is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.6 Definitions of key terms has more detail.

(e) Totals may not add up due to rounding.

(f) Austudy has not been reported separately by State and Territory. It is included with 'Other' for each State and Territory.

(g) Break in series at June 2012. Regular Care Children 14% to 35% eligible for CRA have been moved to 'Other' payments.

na Not available.

Source: Department of Social Services (unpublished).

TABLE GA.20

Table GA.20 **Geographic location of income units receiving CRA, 2013 (a), (b), (c), (d)**

<i>Type of income unit</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>
Number of CRA income units										
In capital cities	no.	229 251	201 297	141 856	76 665	74 282	14 421	10 828	4 730	753 330
Rest of State/Territory	no.	191 886	86 293	174 323	20 470	20 649	18 490	..	1 849	513 979
Total	no.	421 325	287 671	316 401	97 285	94 951	32 916	10 828	6 579	1 267 979
Proportion of CRA income units										
In capital cities	%	54.4	70.0	44.8	78.8	78.2	43.8	100.0	71.9	59.4
Rest of State/Territory	%	45.5	30.0	55.1	21.0	21.8	56.2	..	28.1	40.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Proportion of CRA income units										
Single, no dependant children under 19 years old										
In capital cities	%	48.1	66.2	42.2	76.7	75.5	42.5	100.0	67.0	55.6
Rest of State/Territory	%	51.9	33.7	57.7	23.1	24.5	57.5	..	33.0	44.3
Single, no children, sharer										
In capital cities	%	63.8	80.1	51.8	88.2	89.9	53.8	100.0	80.7	69.0
Rest of State/Territory	%	36.2	19.9	48.2	11.7	10.1	46.2	..	19.3	30.9
Single, 1 or 2 dependant children under 19 years old										
In capital cities	%	51.4	66.0	43.8	77.9	78.5	45.3	100.0	75.5	57.1
Rest of State/Territory	%	48.6	34.0	56.2	22.0	21.5	54.7	..	24.6	42.8
Single, 3 or more dependant children under 19 years old										
In capital cities	%	48.6	61.8	44.3	75.3	74.8	43.5	100.0	69.5	54.1
Rest of State/Territory	%	51.4	38.2	55.7	24.6	25.1	56.5	..	30.5	45.8
Partnered, no dependant children under 19 years old										
In capital cities	%	54.0	67.8	41.1	73.9	69.3	35.6	100.0	64.5	55.6
Rest of State/Territory	%	45.9	32.2	58.8	25.8	30.7	64.4	..	35.5	44.3
Partnered, 1 or 2 dependant children under 19 years old										
In capital cities	%	68.4	77.3	47.2	80.9	82.1	44.1	100.0	79.3	67.0
Rest of State/Territory	%	31.6	22.7	52.8	18.9	17.9	55.9	..	20.7	33.0
Partnered, 3 or more dependant children under 19 years old										
In capital cities	%	62.8	71.8	49.0	78.8	76.8	40.1	100.0	78.5	62.7
Rest of State/Territory	%	37.2	28.2	51.0	21.1	23.2	59.9	..	21.5	37.3

Table GA.20 **Geographic location of income units receiving CRA, 2013 (a), (b), (c), (d)**

<i>Type of income unit</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>
Partnered, illness or temporary separated										
In capital cities	%	46.7	65.3	40.3	69.4	60.1	31.3	100.0	26.8	51.8
Rest of State/Territory	%	53.2	34.7	59.7	30.6	39.9	68.8	..	73.2	48.2

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

(b) As a result of changes to eligibility for Family Tax Benefit (A), income units now include full-time secondary school students aged 16 to 19 years who are eligible rent assistance children.

(c) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(d) Break in series in 2013. See Section G.6 Definition of key terms for more detail on changes to dependent children from 2013.

.. Not applicable

Source: Department of Social Services (unpublished).

TABLE GA.21

Table GA.21 **Income units receiving CRA, by special needs and geographic location, 2013 (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>
<i>Non-Indigenous</i>										
Income units	no.	398 611	282 862	298 817	93 811	92 243	30 935	10 583	5 221	1 213 091
Capital city	%	56.0	70.4	45.7	79.5	78.7	44.1	100.0	77.3	60.5
Rest of State/Territory	%	44.0	29.5	54.3	20.3	21.3	55.9	..	22.7	39.4
Non-Indigenous income units as proportion of all CRA recipient income units	%	94.6	98.3	94.4	96.4	97.1	94.0	97.7	79.4	95.7
Non-Indigenous population, as proportion of total population	%	97.7	99.3	96.5	96.7	98.1	96.0	98.7	70.2	97.5
<i>Indigenous (c)</i>										
Income units	no.	22 714	4 809	17 584	3 474	2 708	1 981	245	1 358	55 888
Capital city	%	26.7	42.8	30.6	60.1	63.3	40.0	100.0	51.3	34.7
Rest of State/Territory	%	73.3	57.1	69.3	39.8	36.6	60.0	..	48.7	65.3
Indigenous income units as proportion of all CRA recipient income units	%	5.4	1.7	5.6	3.6	2.9	6.0	2.3	20.6	4.3
Indigenous population, as proportion of total population	%	2.3	0.7	3.5	3.3	1.9	4.0	1.3	29.8	2.5
<i>Disability Support Pension (d)</i>										
Income units	no.	88 471	60 868	62 112	17 821	19 428	7 441	1 554	1 458	259 158
Capital city	%	46.8	65.9	43.8	77.0	75.3	45.5	100.0	64.1	55.2
Rest of State/Territory	%	53.2	34.0	56.1	22.8	24.7	54.5	..	35.9	44.8
Income units as proportion of all CRA recipient income units	%	21.0	21.2	19.6	18.3	20.5	22.6	14.4	22.2	20.4
Disability Support Pension population, as proportion of total population	%	1.2	1.0	1.3	0.7	1.1	1.4	0.4	0.6	1.1
<i>Aged 24 years or under (e)</i>										
Income units	no.	49 343	40 583	44 584	12 759	14 244	5 818	3 487	749	171 569

TABLE GA.21

Table GA.21 **Income units receiving CRA, by special needs and geographic location, 2013 (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>
Capital city	%	45.3	67.2	51.2	82.9	83.7	47.9	100.0	75.8	59.3
Rest of State/Territory	%	54.6	32.8	48.8	16.9	16.3	52.1	..	24.2	40.6
Income units as proportion of all CRA recipient income units	%	11.7	14.1	14.1	13.1	15.0	17.7	32.2	11.4	13.5
Aged 24 years or under, as proportion of total population	%	0.6	0.7	0.9	0.6	0.8	1.1	0.9	0.3	0.7
<i>Aged 75 years or over (f)</i>										
Income units	no.	36 898	22 737	25 509	9 197	8 403	2 588	501	269	106 104
Capital city	%	52.8	66.6	41.3	76.9	69.9	34.6	100.0	65.4	56.3
Rest of State/Territory	%	47.2	33.3	58.4	22.9	30.1	65.4	..	34.6	43.6
Income units as proportion of all CRA recipient income units	%	8.8	7.9	8.1	9.5	8.8	7.9	4.6	4.1	8.4
Aged 75 years or over, as proportion of total population	%	0.5	0.4	0.5	0.4	0.5	0.5	0.1	0.1	0.4
Total income units	no.	421 325	287 671	316 401	97 285	94 951	32 916	10 828	6 579	1 267 979

(a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) Includes income units where one member has self-identified as Indigenous.

(d) Includes income units where one member was in recipient of Disability Support Pension at 14 June 2013.

(e) Includes income where one member was 24 years old or younger at 14 June 2013.

(f) Includes income where one member was 75 years old or older at 14 June 2013.

.. Not applicable.

Source: Department of Social Services (unpublished); ABS (2008) *Population Projections, Australia, 2006 - 2011*, Cat. no. 3222.0, Canberra.

TABLE GA.22

Table GA.22 **Median CRA entitlement, by location, 2013 (a), (b), (c)**

<i>Location</i>	<i>Income units</i>	<i>Median fortnightly entitlement</i>	<i>Median fortnightly rent</i>
	no.	\$	\$
Sydney	229 251	120.73	440.00
Rest of NSW	191 886	120.60	360.00
Melbourne	201 297	116.10	400.00
Rest of Victoria	86 293	118.10	340.84
Brisbane	141 856	117.32	420.00
Rest of Queensland	174 323	122.36	400.00
Perth	76 665	116.67	399.70
Rest of WA	20 470	115.60	340.00
Adelaide	74 282	115.60	400.00
Rest of SA	20 649	115.60	390.00
Hobart	14 421	123.00	384.50
Rest of Tasmania	18 490	120.60	360.00
Darwin	4 730	115.60	434.00
Rest of NT	1 849	115.60	370.00
ACT	10 828	109.62	400.00
Total	1 267 979	118.16	400.00

(a) Includes only income units entitled to a daily rate of CRA under the Social Security Act 1991 or with Family Tax Benefit in respect of 14 June 2013.

(b) Median fortnightly rate is calculated as 14 times the daily rate for 14 June 2013.

(c) Rest of State or Territory includes unidentified localities. Australia includes other territories and unknown addresses.

Source: Department of Social Services (unpublished).

TABLE GA.23

Table GA.23 **Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2009 to 2013 (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>
2009	71.5	68.7	76.4	72.4	65.7	65.0	79.0	73.1	71.7
2010	71.8	69.5	76.3	72.7	66.4	66.7	79.3	73.9	72.0
2011	74.3	72.2	78.4	75.8	68.9	70.2	81.1	75.6	74.5
2012	74.7	73.0	78.6	76.2	69.8	70.9	81.8	75.7	75.0
2013	76.0	74.4	79.4	76.7	70.7	71.6	82.7	79.2	76.1

- (a) Includes income units paid CRA under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 14 June 2013.
- (b) Some income units paying enough rent to be entitled to the maximum rate only receive a partial rate of assistance because of the income/asset test applying to their main benefit.
- (c) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.24

Table GA.24 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2009</i>									
Capital City									
With CRA									
Number	92 301	65 727	47 314	27 241	21 351	4 176	4 127	1 712	263 925
Proportion	48.6	42.0	45.6	45.0	37.8	37.7	51.2	44.7	44.7
Without CRA									
Number	143 294	112 883	75 159	43 234	37 608	7 855	5 928	2 709	428 640
Proportion	75.5	72.1	72.4	71.3	66.6	70.9	73.6	70.8	72.6
Rest of State									
With CRA									
Number	54 475	19 563	63 384	7 175	4 465	4 220	..	347	153 636
Proportion	34.0	27.3	42.8	33.3	24.6	28.4	..	28.5	35.3
Without CRA									
Number	107 460	44 950	105 661	13 639	10 325	9 310	..	747	292 107
Proportion	67.0	62.8	71.4	63.3	57.0	62.6	..	61.3	67.0
Total									
With CRA									
Number	146 871	85 326	110 787	34 480	25 828	8 397	4 127	2 073	417 917
Proportion	41.9	37.4	44.0	41.9	34.6	32.4	51.2	40.8	40.7
Without CRA									
Number	250 887	157 898	180 992	56 970	47 948	17 166	5 928	3 477	721 307
Proportion	71.6	69.2	71.8	69.2	64.2	66.2	73.6	68.5	70.3
<i>2010</i>									
Capital City									
With CRA									
Number	100 714	73 132	52 718	30 634	23 159	4 702	4 641	1 830	291 493

TABLE GA.24

Table GA.24 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
Proportion	50.2	44.2	47.2	47.2	38.7	40.1	53.0	47.4	46.5
Without CRA									
Number	154 635	120 940	82 609	47 552	39 952	8 454	6 623	2 832	463 548
Proportion	77.0	73.1	74.0	73.3	66.8	72.1	75.7	73.4	74.0
Rest of State									
With CRA									
Number	58 146	21 596	69 643	8 095	4 699	4 481	..	432	167 098
Proportion	34.5	28.5	43.6	35.1	24.3	28.7	..	32.9	36.1
Without CRA									
Number	114 177	48 056	115 420	14 834	11 134	10 015	..	825	314 472
Proportion	67.7	63.5	72.3	64.3	57.5	64.2	..	62.8	67.9
Total									
With CRA									
Number	158 983	94 765	122 474	38 835	27 878	9 184	4 641	2 281	459 066
Proportion	43.0	39.3	45.1	44.1	35.2	33.6	53.0	43.6	42.1
Without CRA									
Number	268 993	169 065	198 216	62 549	51 113	18 470	6 623	3 684	778 749
Proportion	72.8	70.1	73.0	71.0	64.5	67.6	75.7	70.3	71.4
2011									
Capital City									
With CRA									
Number	99 324	72 958	53 109	29 097	23 709	4 851	4 828	1 832	289 708
Proportion	48.1	42.8	44.5	44.6	38.4	39.7	53.0	44.9	44.7
Without CRA									
Number	152 909	119 689	84 645	45 947	40 680	8 671	6 747	2 852	462 140
Proportion	74.1	70.3	70.9	70.5	65.8	71.0	74.1	69.9	71.2

TABLE GA.24

Table GA.24 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
Rest of State									
With CRA									
Number	55 031	20 429	65 789	7 618	4 663	4 375	..	414	158 327
Proportion	31.9	26.4	41.3	32.5	23.3	27.1	..	31.2	33.7
Without CRA									
Number	109 421	45 733	110 671	14 215	10 871	9 722	..	785	301 431
Proportion	63.4	59.1	69.5	60.6	54.3	60.3	..	59.2	64.1
Total									
With CRA									
Number	155 357	93 921	119 926	36 956	28 573	9 226	4 828	2 276	451 228
Proportion	40.8	37.8	42.7	41.4	34.7	32.6	53.0	41.7	40.1
Without CRA									
Number	263 780	166 210	196 929	60 544	51 874	18 393	6 747	3 683	768 417
Proportion	69.3	66.8	70.1	67.9	63.1	64.9	74.1	67.4	68.3
2012									
Capital City									
With CRA									
Number	103 392	78 761	54 878	29 475	26 085	5 470	5 127	1 939	305 127
Proportion	48.3	43.5	43.6	44.1	39.2	41.1	53.1	44.5	44.8
Without CRA									
Number	158 369	127 699	88 133	46 548	44 090	9 594	7 173	3 031	484 637
Proportion	74.0	70.5	69.9	69.6	66.3	72.0	74.2	69.6	71.1
Rest of State									
With CRA									
Number	58 516	22 473	68 158	8 182	5 140	4 766	..	444	167 683
Proportion	32.7	27.5	40.8	33.1	24.1	27.8	..	30.9	34.0

TABLE GA.24

Table GA.24 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
Without CRA									
Number	114 169	48 631	115 166	15 037	11 743	10 488	..	870	316 110
Proportion	63.8	59.4	68.9	60.9	55.0	61.1	..	60.6	64.2
Total									
With CRA									
Number	162 242	101 275	123 252	37 710	31 266	10 246	5 127	2 389	473 593
Proportion	41.2	38.5	42.0	41.1	35.6	33.6	53.1	41.2	40.3
Without CRA									
Number	272 953	176 400	203 710	61 673	55 891	20 100	7 173	3 911	801 945
Proportion	69.4	67.1	69.4	67.3	63.6	65.9	74.2	67.4	68.2
2013									
Capital City									
With CRA									
Number	110 620	86 251	59 783	33 312	28 483	5 453	5 633	2 044	331 579
Proportion	48.6	43.3	42.6	43.8	38.8	38.3	52.8	43.9	44.4
Without CRA									
Number	166 737	138 236	96 251	52 137	47 986	9 829	7 809	3 153	522 138
Proportion	73.3	69.4	68.5	68.6	65.3	69.0	73.1	67.7	70.0
Rest of State									
With CRA									
Number	62 504	23 426	68 874	6 448	4 489	4 848	..	613	171 205
Proportion	32.9	27.4	39.9	31.9	22.0	26.5	..	33.9	33.6
Without CRA									
Number	119 923	50 006	116 412	11 819	10 665	10 855	..	1 144	320 830
Proportion	63.1	58.5	67.5	58.5	52.1	59.4	..	63.3	63.1
Total									

TABLE GA.24

Table GA.24 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
With CRA									
Number	173 182	109 697	128 710	39 804	32 979	10 303	5 633	2 657	502 969
Proportion	41.5	38.5	41.1	41.3	35.1	31.7	52.8	41.1	40.1
Without CRA									
Number	286 769	188 284	212 797	64 030	58 666	20 686	7 809	4 297	843 347
Proportion	68.7	66.1	68.0	66.5	62.4	63.6	73.1	66.5	67.2

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance. Excludes a small number of income units where income details are incomplete.

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.25

Table GA.25 **Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (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>
With CRA									
2009	41.9	37.4	44.0	41.9	34.6	32.4	51.2	40.8	40.7
2010	43.0	39.3	45.1	44.1	35.2	33.6	53.0	43.6	42.1
2011	40.8	37.8	42.7	41.4	34.7	32.6	53.0	41.7	40.1
2012	41.2	38.5	42.0	41.1	35.6	33.6	53.1	41.2	40.3
2013	41.5	38.5	41.1	41.3	35.1	31.7	52.8	41.1	40.1
Without CRA									
2009	71.6	69.2	71.8	69.2	64.2	66.2	73.6	68.5	70.3
2010	72.8	70.1	73.0	71.0	64.5	67.6	75.7	70.3	71.4
2011	69.3	66.8	70.1	67.9	63.1	64.9	74.1	67.4	68.3
2012	69.4	67.1	69.4	67.3	63.6	65.9	74.2	67.4	68.2
2013	68.7	66.1	68.0	66.5	62.4	63.6	73.1	66.5	67.2

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance. Excludes a small number of income units where income details are incomplete.

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.26

Table GA.26 **Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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									
Capital City									
With CRA	39.3	33.6	39.8	37.6	36.0	32.3	38.9	37.8	38.0
Without CRA	67.0	66.8	68.3	64.9	68.4	66.3	63.8	68.1	67.2
Rest of State									
With CRA	22.9	18.6	32.2	30.3	24.2	24.8	..	22.5	26.4
Without CRA	54.6	56.2	60.8	58.2	56.0	51.8	..	57.1	57.1
Total									
With CRA	27.2	24.6	34.2	34.2	31.2	27.7	38.9	30.5	30.2
Without CRA	57.8	60.5	62.9	61.9	63.4	57.4	63.8	62.9	60.4
2010									
Capital City									
With CRA	38.6	35.9	43.7	43.1	38.6	35.2	40.0	38.1	40.1
Without CRA	71.3	69.0	72.3	70.1	69.6	66.6	66.5	68.9	70.7
Rest of State									
With CRA	22.9	20.6	32.2	31.7	23.1	24.9	..	23.4	26.6
Without CRA	58.3	58.0	62.1	59.3	57.9	57.7	..	60.5	59.6
Total									
With CRA	27.0	26.8	35.4	38.1	32.1	29.2	40.0	31.0	31.0
Without CRA	61.7	62.4	64.9	65.3	64.7	61.3	66.5	64.8	63.3
2011									
Capital City									
With CRA	35.7	34.6	42.4	41.4	35.9	35.2	38.4	40.0	38.3
Without CRA	68.3	65.9	70.4	69.9	68.8	66.6	62.1	68.5	68.7
Rest of State									
With CRA	20.7	16.8	31.2	28.2	21.4	23.2	..	22.9	24.6
Without CRA	54.8	53.0	60.7	56.0	50.4	51.3	..	59.1	56.6
Total									
With CRA	24.8	24.4	34.5	35.6	30.2	28.2	38.4	32.7	29.3
Without CRA	58.5	58.4	63.6	63.7	61.5	57.6	62.1	64.5	60.8
2012									
Capital City									
With CRA	36.4	36.2	41.0	39.0	37.0	35.3	34.7	40.4	38.1
Without CRA	68.6	67.3	69.6	67.5	68.9	69.0	63.9	69.1	68.6
Rest of State									
With CRA	22.2	18.3	31.1	32.0	24.0	23.1	..	25.1	25.6
Without CRA	56.0	53.0	61.3	58.3	54.9	55.7	..	61.6	57.8
Total									
With CRA	26.0	26.0	34.0	35.8	32.1	28.1	34.7	33.5	29.9
Without CRA	59.4	59.1	63.7	63.4	63.6	61.3	63.9	65.7	61.5

Table GA.26 **Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
2013									
Capital City									
With CRA	35.7	38.3	40.7	40.3	38.3	35.2	30.9	37.2	38.1
Without CRA	68.2	69.5	68.3	66.3	69.0	65.6	60.9	66.2	68.0
Rest of State									
With CRA	23.7	20.0	31.3	30.3	21.6	25.3	..	26.2	26.3
Without CRA	56.5	54.8	60.8	56.6	52.5	55.4	..	62.4	57.8
Total									
With CRA	26.9	27.8	34.2	36.3	32.2	29.3	30.9	31.9	30.4
Without CRA	59.7	61.1	63.1	62.4	62.9	59.5	60.9	64.3	61.3

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit has self-identified as Indigenous. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.27

Table GA.27 **Proportion of Indigenous income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (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>
With CRA									
2009	27.2	24.6	34.2	34.2	31.2	27.7	38.9	30.5	30.2
2010	27.0	26.8	35.4	38.1	32.1	29.2	40.0	31.0	31.0
2011	24.8	24.4	34.5	35.6	30.2	28.2	38.4	32.7	29.3
2012	26.0	26.0	34.0	35.8	32.1	28.1	34.7	33.5	29.9
2013	26.9	27.8	34.2	36.3	32.2	29.3	30.9	31.9	30.4
Without CRA									
2009	57.8	60.5	62.9	61.9	63.4	57.4	63.8	62.9	60.4
2010	61.7	62.4	64.9	65.3	64.7	61.3	66.5	64.8	63.3
2011	58.5	58.4	63.6	63.7	61.5	57.6	62.1	64.5	60.8
2012	59.4	59.1	63.7	63.4	63.6	61.3	63.9	65.7	61.5
2013	59.7	61.1	63.1	62.4	62.9	59.5	60.9	64.3	61.3

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit has self-identified as Indigenous. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.28

Table GA.28 **Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2009</i>									
Capital City									
With CRA	44.4	36.5	42.4	44.4	37.1	31.6	32.2	43.4	40.5
Without CRA	83.8	80.3	81.8	81.9	74.1	77.1	72.4	83.6	80.9
Rest of State									
With CRA	31.0	23.6	37.9	32.1	23.6	25.4	..	26.0	31.3
Without CRA	74.5	71.1	78.3	73.6	66.4	68.0	..	71.8	74.4
Total									
With CRA	37.3	32.0	39.6	41.0	33.8	28.2	32.2	38.5	36.3
Without CRA	78.8	77.1	79.7	79.6	72.1	72.0	72.4	80.4	77.9
<i>2010</i>									
Capital City									
With CRA	42.0	35.5	40.5	41.5	35.6	31.6	30.2	39.7	38.8
Without CRA	83.9	79.5	81.5	82.4	72.6	77.7	75.8	83.8	80.7
Rest of State									
With CRA	28.4	21.7	36.5	31.6	20.7	23.1	..	26.7	29.3
Without CRA	74.2	69.0	78.7	73.7	64.4	68.5	..	69.9	74.0
Total									
With CRA	34.8	30.6	38.1	38.7	31.8	26.9	30.2	36.1	34.4
Without CRA	78.8	75.8	79.8	79.9	70.5	72.6	75.8	79.9	77.6

TABLE GA.28

Table GA.28 **Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2011</i>									
Capital City									
With CRA	38.4	32.9	36.1	37.0	32.3	30.0	28.9	36.2	35.4
Without CRA	78.0	73.4	75.8	77.6	67.8	73.6	68.4	77.2	75.0
Rest of State									
With CRA	24.3	18.8	32.6	28.6	19.4	20.3	..	22.9	25.7
Without CRA	67.1	61.8	72.6	66.5	58.8	61.1	..	64.4	67.3
Total									
With CRA	31.2	28.2	34.0	34.5	29.0	24.7	28.9	32.7	31.1
Without CRA	72.4	69.5	74.0	74.3	65.5	66.7	68.4	73.9	71.5
<i>2012</i>									
Capital City									
With CRA	38.8	33.7	36.0	36.8	32.8	31.8	28.1	37.8	35.8
Without CRA	78.5	74.0	75.8	77.6	68.0	74.0	70.8	79.8	75.4
Rest of State									
With CRA	25.2	20.1	32.9	29.5	20.5	21.2	..	22.3	26.5
Without CRA	67.6	61.8	72.6	67.8	59.8	62.5	..	67.3	67.6
Total									
With CRA	31.8	29.1	34.2	34.6	29.5	26.0	28.1	33.4	31.6
Without CRA	72.9	69.9	73.9	74.7	65.8	67.7	70.8	76.2	71.9
<i>2013</i>									
Capital City									
With CRA	36.6	32.1	33.1	35.2	31.3	28.1	26.5	36.9	33.7
Without CRA	75.7	70.8	72.8	74.7	66.2	69.5	69.7	78.7	72.5
Rest of State									

TABLE GA.28

Table GA.28 **Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
With CRA	24.2	18.9	30.1	25.8	18.1	20.2	..	26.0	24.7
Without CRA	65.5	58.8	70.0	63.4	55.9	59.2	..	63.6	65.0
Total									
With CRA	30.0	27.6	31.4	33.0	28.0	23.8	26.5	33.0	29.7
Without CRA	70.3	66.7	71.2	72.1	63.7	63.9	69.7	73.3	69.1

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit was in receipt of Disability Support Pension. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

Source: Department of Social Services and FaHCSIA (unpublished).

Table GA.29 Proportion receiving a Disability Support Pension and CRA, paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (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>
With CRA									
2009	37.3	32.0	39.6	41.0	33.8	28.2	32.2	38.5	36.3
2010	34.8	30.6	38.1	38.7	31.8	26.9	30.2	36.1	34.4
2011	31.2	28.2	34.0	34.5	29.0	24.7	28.9	32.7	31.1
2012	31.8	29.1	34.2	34.6	29.5	26.0	28.1	33.4	31.6
2013	30.0	27.6	31.4	33.0	28.0	23.8	26.5	33.0	29.7
Without CRA									
2009	78.8	77.1	79.7	79.6	72.1	72.0	72.4	80.4	77.9
2010	78.8	75.8	79.8	79.9	70.5	72.6	75.8	79.9	77.6
2011	72.4	69.5	74.0	74.3	65.5	66.7	68.4	73.9	71.5
2012	72.9	69.9	73.9	74.7	65.8	67.7	70.8	76.2	71.9
2013	70.3	66.7	71.2	72.1	63.7	63.9	69.7	73.3	69.1

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit was in receipt of Disability Support Pension. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.30

Table GA.30 Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2009</i>									
Capital City									
With CRA	62.7	59.3	57.9	58.0	51.2	50.9	69.1	53.9	58.8
Without CRA	82.3	81.6	80.3	79.0	77.1	79.9	87.5	71.6	80.7
Rest of State									
With CRA	50.8	43.0	54.3	47.7	36.7	41.7	..	44.3	49.4
Without CRA	76.9	71.7	77.3	70.8	65.1	68.7	..	60.1	75.0
Total									
With CRA	56.1	53.3	56.0	55.6	48.2	46.1	69.1	52.0	54.7
Without CRA	79.3	77.9	78.7	77.1	74.6	74.0	87.5	69.3	78.2
<i>2010</i>									
Capital City									
With CRA	52.0	47.8	51.6	51.2	42.2	43.7	56.8	50.8	49.6
Without CRA	81.9	79.0	80.8	79.6	72.1	77.6	81.3	79.7	79.6
Rest of State									
With CRA	37.9	31.7	47.6	39.6	27.6	32.7	..	34.7	39.6
Without CRA	74.4	69.8	79.3	72.1	64.7	71.9	..	68.4	74.6
Total									
With CRA	45.2	42.6	49.3	48.3	38.7	37.5	56.8	46.7	45.3
Without CRA	78.3	76.0	79.9	77.7	70.4	74.4	81.3	76.6	77.4
<i>2011</i>									
Capital City									
With CRA	65.0	64.5	60.2	58.7	55.9	58.9	73.6	56.3	62.1
Without CRA	83.5	84.2	81.8	80.2	80.0	82.9	89.8	74.9	82.7
Rest of State									
With CRA	53.7	47.2	56.0	46.7	37.5	44.6	..	42.8	52.0
Without CRA	78.0	73.5	78.7	70.1	66.9	73.2	..	62.4	76.4
Total									
With CRA	58.8	58.4	58.1	56.1	52.2	51.5	73.6	53.3	57.8
Without CRA	80.5	80.4	80.3	78.0	77.4	77.9	89.8	72.3	80.0
<i>2012</i>									
Capital City									
With CRA	65.9	65.6	59.8	59.3	57.3	60.2	75.0	56.7	62.8
Without CRA	84.0	84.7	81.3	80.7	82.0	85.2	90.2	77.8	83.2
Rest of State									
With CRA	54.8	48.2	55.4	48.0	37.7	46.4	..	50.9	52.5
Without CRA	78.8	75.1	78.9	71.6	66.5	75.4	..	68.0	77.2
Total									
With CRA	59.8	59.5	57.6	56.7	53.4	53.0	75.0	55.4	58.4
Without CRA	81.1	81.4	80.1	78.6	78.9	80.1	90.2	75.6	80.6

Table GA.30 **Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2013</i>									
Capital City									
With CRA	66.5	64.5	58.3	58.0	56.2	55.9	72.6	50.8	61.9
Without CRA	83.5	83.0	79.3	77.6	79.0	81.1	87.3	71.4	81.3
Rest of State									
With CRA	54.9	48.2	53.7	44.2	33.9	45.0	..	50.3	51.8
Without CRA	77.6	73.5	76.3	68.1	63.6	75.0	..	74.0	75.5
Total									
With CRA	60.2	59.2	56.1	55.6	52.6	50.2	72.6	50.7	57.8
Without CRA	80.3	79.9	77.8	75.9	76.5	77.9	87.3	72.0	78.9

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit was 24 years old or younger. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.31

Table GA.31 **Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (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>
With CRA									
2009	56.1	53.3	56.0	55.6	48.2	46.1	69.1	52.0	54.7
2010	45.2	42.6	49.3	48.3	38.7	37.5	56.8	46.7	45.3
2011	58.8	58.4	58.1	56.1	52.2	51.5	73.6	53.3	57.8
2012	59.8	59.5	57.6	56.7	53.4	53.0	75.0	55.4	58.4
2013	60.2	59.2	56.1	55.6	52.6	50.2	72.6	50.7	57.8
Without CRA									
2009	79.3	77.9	78.7	77.1	74.6	74.0	87.5	69.3	78.2
2010	78.3	76.0	79.9	77.7	70.4	74.4	81.3	76.6	77.4
2011	80.5	80.4	80.3	78.0	77.4	77.9	89.8	72.3	80.0
2012	81.1	81.4	80.1	78.6	78.9	80.1	90.2	75.6	80.6
2013	80.3	79.9	77.8	75.9	76.5	77.9	87.3	72.0	78.9

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit was 24 years old or younger. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.32

Table GA.32 Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2009</i>									
Capital City									
With CRA	34.5	31.9	40.5	24.9	23.0	32.3	36.9	36.1	32.5
Without CRA	71.8	69.4	73.4	57.6	50.1	71.8	66.2	69.2	67.5
Rest of State									
With CRA	24.3	24.8	33.8	23.9	24.0	22.5	..	np	27.4
Without CRA	61.5	62.3	70.1	57.5	52.6	61.9	..	np	63.7
Total									
With CRA	29.7	29.5	36.4	24.6	23.3	25.9	36.9	31.3	30.2
Without CRA	67.0	67.0	71.4	57.5	50.8	65.4	66.2	73.1	65.8
<i>2010</i>									
Capital City									
With CRA	32.0	30.1	36.9	24.3	21.6	31.0	33.3	33.0	30.3
Without CRA	69.9	65.2	70.9	55.5	47.4	66.9	65.3	73.2	64.7
Rest of State									
With CRA	21.3	22.2	31.2	22.7	21.4	20.2	..	26.2	24.7
Without CRA	57.6	58.6	67.1	55.8	49.5	58.1	..	65.6	60.3
Total									
With CRA	27.0	27.4	33.4	23.8	21.5	24.0	33.3	30.6	27.8
Without CRA	64.1	63.0	68.6	55.6	48.0	61.2	65.3	70.5	62.7
<i>2011</i>									
Capital City									
With CRA	29.7	26.7	32.3	21.2	20.2	30.3	33.1	31.8	27.5
Without CRA	63.3	58.6	62.9	50.6	44.8	64.1	62.0	71.0	58.8
Rest of State									
With CRA	18.0	18.8	28.1	18.5	18.2	16.5	..	23.7	21.3
Without CRA	50.0	51.9	61.7	48.8	43.3	51.8	..	55.3	53.6
Total									
With CRA	24.2	24.1	29.8	20.4	19.6	21.3	33.1	28.9	24.8
Without CRA	57.0	56.3	62.2	50.1	44.3	56.1	62.0	65.3	56.5
<i>2012</i>									
Capital City									
With CRA	29.2	26.7	31.8	22.3	19.7	29.1	33.5	30.2	27.4
Without CRA	63.5	59.2	62.2	51.8	45.2	64.1	60.0	64.4	59.1
Rest of State									
With CRA	18.2	18.8	27.7	17.7	18.1	16.4	..	18.5	21.2
Without CRA	50.5	52.4	61.7	48.9	44.0	53.1	..	53.1	54.0
Total									
With CRA	24.0	24.0	29.3	20.9	19.2	20.8	33.5	26.0	24.6
Without CRA	57.4	56.9	61.9	50.9	44.8	56.9	60.0	60.6	56.8

Table GA.32 **Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2009 to 2013 (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>
<i>2013</i>									
Capital City									
With CRA	28.6	26.4	30.2	22.4	20.3	25.4	31.1	32.0	26.7
Without CRA	60.3	56.4	59.6	50.1	44.0	58.6	57.7	62.9	56.3
Rest of State									
With CRA	18.1	18.6	26.6	16.4	16.7	15.0	..	12.1	20.6
Without CRA	48.3	50.2	58.9	44.5	40.7	49.4	..	55.0	51.5
Total									
With CRA	23.6	23.8	28.0	21.0	19.2	18.6	31.1	25.2	24.1
Without CRA	54.6	54.3	59.2	48.8	43.0	52.6	57.7	60.2	54.2

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit was 75 years or older. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

np Not published. **..** Not applicable.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.33

Table GA.33 Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, 2009 to 2013 (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>
With CRA									
2009	29.7	29.5	36.4	24.6	23.3	25.9	36.9	31.3	30.2
2010	27.0	27.4	33.4	23.8	21.5	24.0	33.3	30.6	27.8
2011	24.2	24.1	29.8	20.4	19.6	21.3	33.1	28.9	24.8
2012	24.0	24.0	29.3	20.9	19.2	20.8	33.5	26.0	24.6
2013	23.6	23.8	28.0	21.0	19.2	18.6	31.1	25.2	24.1
Without CRA									
2009	67.0	67.0	71.4	57.5	50.8	65.4	66.2	73.1	65.8
2010	64.1	63.0	68.6	55.6	48.0	61.2	65.3	70.5	62.7
2011	57.0	56.3	62.2	50.1	44.3	56.1	62.0	65.3	56.5
2012	57.4	56.9	61.9	50.9	44.8	56.9	60.0	60.6	56.8
2013	54.6	54.3	59.2	48.8	43.0	52.6	57.7	60.2	54.2

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance, where one member of the income unit was 75 years or older. Excludes a small number of income units where income details are incomplete.

(b) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

Source: Department of Social Services and FaHCSIA (unpublished).

TABLE GA.34

Table GA.34 Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2013 (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>
All income units									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA									
Number	43 365	30 449	19 010	12 006	7 858	1 292	2 660	728	117 368
Proportion	19.1	15.3	13.5	15.8	10.7	9.1	24.9	15.6	15.7
Without CRA									
Number	75 831	60 432	39 631	22 675	18 910	3 511	4 183	1 329	226 502
Proportion	33.4	30.3	28.2	29.8	25.7	24.6	39.2	28.5	30.4
Rest of State									
With CRA									
Number	16 996	5 500	21 030	1 807	835	1 026	..	212	47 407
Proportion	8.9	6.4	12.2	8.9	4.1	5.6	..	11.7	9.3
Without CRA									
Number	40 795	15 401	45 119	4 127	2 901	3 157	..	416	111 918
Proportion	21.5	18.0	26.2	20.4	14.2	17.3	..	23.0	22.0
Total									
With CRA									
Number	60 382	35 956	40 053	13 832	8 693	2 318	2 660	940	164 835
Proportion	14.5	12.6	12.8	14.4	9.3	7.1	24.9	14.6	13.1
Without CRA									
Number	116 661	75 846	84 786	26 833	21 815	6 669	4 183	1 745	338 541
Proportion	27.9	26.6	27.1	27.9	23.2	20.5	39.2	27.0	27.0

Indigenous income units (d)*More than 50 per cent of income spent on rent*

Capital City

TABLE GA.34

Table GA.34 **Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2013 (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>
With CRA	12.6	12.7	10.8	12.9	9.4	7.5	9.9	11.2	11.6
Without CRA	25.1	28.1	26.3	27.8	24.8	20.3	21.4	24.9	25.8
Rest of State									
With CRA	5.7	4.4	8.1	9.4	3.2	4.4	..	8.0	6.5
Without CRA	15.8	13.3	20.3	20.5	14.8	16.1	..	18.2	17.4
Total									
With CRA	7.6	8.0	9.0	11.6	7.1	5.7	9.9	9.7	8.3
Without CRA	18.3	19.6	22.2	24.9	21.1	17.9	21.4	21.7	20.3
Disability Support pension income units (e)									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	10.2	7.4	6.8	9.4	5.0	3.4	8.1	8.7	8.0
Without CRA	22.7	20.1	19.8	22.9	17.7	13.9	17.3	21.8	20.7
Rest of State									
With CRA	3.8	2.2	5.7	4.6	1.4	1.4	..	6.7	4.0
Without CRA	12.6	10.1	17.3	14.5	9.1	9.7	..	16.0	13.4
Total									
With CRA	6.8	5.7	6.2	8.3	4.1	2.3	8.1	8.0	6.2
Without CRA	17.4	16.7	18.4	21.0	15.6	11.6	17.3	19.7	17.4
Aged 24 years and under income units (f)									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	35.0	30.9	25.3	25.0	19.4	17.7	43.7	22.5	28.6
Without CRA	53.5	52.3	45.5	44.8	42.2	42.0	63.0	37.8	49.1
Rest of State									
With CRA	21.8	16.1	21.6	14.0	7.5	12.7	..	23.1	19.5

TABLE GA.34

Table GA.34 **Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2013 (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>
Without CRA	43.0	36.2	40.8	30.0	22.9	32.6	..	40.5	39.5
Total									
With CRA	27.8	26.1	23.5	23.1	17.5	15.1	43.7	22.7	24.9
Without CRA	47.8	47.0	43.2	42.2	39.0	37.1	63.0	38.4	45.2
Aged 75 years and over income units (g)									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	7.5	6.0	5.7	5.3	4.2	2.8	7.0	6.9	6.2
Without CRA	15.3	14.3	15.7	12.2	10.7	11.7	16.6	16.0	14.2
Rest of State									
With CRA	2.9	3.4	4.7	4.1	3.7	1.7	..	3.3	3.6
Without CRA	8.7	9.5	14.2	9.8	9.3	7.4	..	4.4	10.6
Total									
With CRA	5.4	5.2	5.1	5.0	4.0	2.1	7.0	5.6	5.1
Without CRA	12.2	12.7	14.8	11.6	10.3	8.9	16.6	12.0	12.7

(a) Includes income units paid CRA under social security or family assistance law who were entitled to a daily rate of assistance. Excludes a small number of income units where income details are incomplete.

(b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.

(c) See section G.6 for an explanation of how the proportion of income spent on rent is calculated.

(d) Includes income units where one member has self-identified as Indigenous.

(e) Includes income units where one member was in recipient of Disability Support Pension at 14 June 2013.

(f) Includes income where one member was 24 years old or younger at 14 June 2013.

(g) Includes income where one member was 75 years old or older at 14 June 2013.

.. Not applicable.

Source: Department of Social Services (unpublished).

Data quality information — Sector overview G, Housing and homelessness services

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for performance indicators in the Housing and homelessness services sector overview.

Where Report on Government Services indicators align with National Agreement indicators, DQI has been sourced from 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 performance indicators:

Data quality information — Sector overview G, Housing and homelessness services	1
Performance indicators	2
Low income households in rental stress	2
Proportion of Indigenous households living in overcrowded conditions	4
Indigenous households living in dwellings of an acceptable standard	9
Australians who are homeless	13

Performance indicators

Low income households in rental stress

Data quality information for this indicator has been sourced from the Steering Committee's report to the COAG Reform Council on the National Affordable Housing Agreement (data supplied by ABS), with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Proportion of low income households in rental stress
Measure (computation)	<p><u>Numerator</u>: Number of low income households in rental stress</p> <p>For low income households, computation for numerator:</p> <ul style="list-style-type: none">• Household income is gross household income, excluding Commonwealth Rent Assistance (CRA)• Rental expenses is the amount paid in rent, plus any rates payments made by the tenant, less CRA or other ongoing rental assistance.• Household is included in the numerator if weekly rent payments exceed 30 per cent of household income. <p><u>Denominator</u>: Total number of low income rental households, defined as being those households in the bottom two quintiles of equivalised disposable household income (excluding CRA or other rent assistance) calculated separately on a state by state and capital city balance of state basis.</p> <p><u>Computation</u>: Number of low income rental households in rental stress x 100, divided by Total number of low income rental households.</p>
Data source/s	Survey of Income and Housing (SIH).

Data Quality Framework Dimensions

Institutional environment	For information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.
Relevance	<p><u>SIH</u></p> <p>The SIH collects data on the housing costs and income from usual residents of private dwellings in Australia. Rent payments, rates payments and CRA are separately identified.</p> <p>While the SIH does collect information on CRA, it does not separately identify other forms of ongoing rent assistance.</p> <p>The SIH excludes the 0.8% of the Australian population living in very remote areas. This exclusion impacts on comparability of data for the Northern Territory, where these people are around 23% of the population. As a consequence of this exclusion, comparisons between Indigenous and non-Indigenous people in remote areas are not available.</p> <p>The 11,290 renter households with nil or negative total income (0.9% of all low income renter households) have been included in the denominator but excluded from the numerator.</p>
Timeliness	The biennial SIH is enumerated over a twelve month period to account for seasonal variability in its measures. Results for 2011-12 were released in July 2013.

Accuracy	<p><u>SIH</u></p> <p>In 2011-12, the SIH sample size was decreased from 18,071 households in 2009-10 to 14,569 households in 2011-12. The expansion of the 2009-10 sample for an extra 4,200 households located outside capital cities to better support COAG performance reporting was maintained. The additional pensioner sample of metropolitan households whose main source of income was a government pension benefit and / or allowance included in the 2009-10 SIH and HES samples to improve analysis for the Pensioner Beneficiary Living Cost Index was not maintained.</p> <p>The final sample on which estimates are based is composed of persons for which all necessary information is available. Of the selected dwellings, there were 18,298 in the scope of the survey, of which 14,569 (80%) were included as part of the final estimates.</p> <p>Most of the non-response was due to householders that were not able to be contacted. To account in part for non-response, SIH data are weighted by: state, part of state, age, sex, labour force status, number of households and household composition.</p> <p>At the national level this Performance Indicator for 2011-12 has a relative standard error (RSE) of 3%. RSEs are higher for state and territory measures, and for other disaggregations</p>
Coherence	<p>The data items used to construct the measures are consistent between cycles within each data source and support assessment of change over time.</p> <p>In 2011-12, the ABS has taken steps to improve the quality of CRA data through modelling, based on eligibility criteria. Data for 2007-08, 2009-10 and 2011-12 have been calculated using the new method and consequently, data for 2007-08 and 2009-10 has been revised</p>
Accessibility	<p>The unit record data used to compile this measure are available to other users through the Confidentialised Unit Record File (CURFs) released by ABS.</p>
Interpretability	<p>Information is available for both collections to aid interpretation of the data. See the Survey of Income and Housing, User Guide, Australia, 2011-12 on the ABS web site.</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"> • SIH data are only available every two years. An assessment of the relative speed of change in results for this indicator is required to determine whether more regular data collection is necessary. • The size of the RSEs mean that the data may not be adequate for measuring change over time for some disaggregations. Small year to year movements may be difficult to detect if the size of the RSEs is large compared to the size of the difference between estimates. • Low income households in State or Territory housing authority dwellings have access to rebated rents and generally pay no more than 25 per cent of their assessable income in rent. • While the definition of assessable income varies across jurisdictions, social housing administrative data indicate that the survey estimates of rental stress, as reported by the SIH, are not a reliable indicator of sustained rental stress in this sector because they are a point in time estimate that may not include rent adjustments yet to be made by the State or Territory housing authority.
------------------------------	---

Proportion of Indigenous households living in overcrowded conditions

Outcome: Indigenous people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities

Indicator: Proportion of Indigenous households that are living in overcrowded conditions

**Measure:
(computation)** The measure is presented as a proportion and is defined as:

- *numerator* — number of overcrowded Indigenous households (calculated using the Canadian National Occupancy Standard)
- *denominator* — total number of all Indigenous households for which bedroom requirements and dwelling details are known

Data source/s: Public rental housing and SOMIH

Data sets are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions. The data contain information about public rental housing and state owned and managed Indigenous housing (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.

Institutional environment: Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work paper.

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 rental 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 state/territory owned and managed Indigenous housing 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.

Indigenous Community Housing

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.

Timeliness: Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2013 for public rental housing, SOMIH and mainstream community housing.

Indigenous Community Housing

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 some known accuracy issues with the data collected:

Public rental 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.

Public rental housing exclusions

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Ongoing households								
Total	110 174	62 852	50 938	32 248	38 754	10 819	10 738	4 790
Excludes								
Households with bedroom or required bedroom details unknown								
no.	1 085	79	–	–	455	–	944	95
%	1.0	0.1	–	–	1.2	–	8.8	2.0

– Nil or rounded to 0.

SOMIH exclusions

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Ongoing households								
Total	4 452	..	3 286	..	1 754	328
Excludes								
Households with bedroom or required bedroom details unknown								
no.	59	..	–	..	77	–
%	1.3	..	–	..	4.4	–

.. Not applicable. – Nil or rounded to 0.

Disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

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 all data items – data may not be collected and reported in a manner consistent with national data definitions.

Only households with complete information have been included in the calculation.

Mainstream community housing exclusions:

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Indigenous households assisted									
Total	2 301	395	1 039	604	180	98	23	na	4 640
Excludes:									
Indigenous households with unknown utilisation									
no.	na	95	na	7	1	31	–	na	3 474
%	na	24.1	na	1.2	0.6	31.6	–	na	74.9

na Not available. – Nil or rounded to 0.

Specific State/Territory issues are:

- Victoria: Changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations may have affected data accuracy.
- Tasmania: Some records with inconsistencies in the data reported by organisations may have affected data accuracy.

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 per cent in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- Victoria: 78.2 per cent
- Queensland: 47.0 per cent
- Western Australia: 68.2 per cent
- South Australia: 59.5 per cent
- National: 62.1 per cent

Specific State/Territory 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

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 rental housing, SOMIH and mainstream community housing

- From 2009-10, the CNOS has been used to calculate required bedrooms. In previous years, 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.

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: Changes in methodology in 2012–13 to manage inconsistencies in data reported by community housing organisations may have contributed to trends from previous years.
- Queensland: Changes in methodology in 2012–13 have resulted in improvements in the identification of households containing a member identifying as Indigenous.
- Tasmania: Some records with inconsistencies in the data reported by organisations may have contributed to trends from previous years.

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 Housing and Homelessness Information Management Group (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 publicly on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Indigenous households living in dwellings of an acceptable standard

Data quality information for this indicator has been sourced from the Steering Committee's report to the COAG Reform Council on the National Affordable Housing Agreement (data supplied by AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Proportion of Indigenous households living in dwellings of an acceptable standard
Measure (computation)	<p><u>Numerator</u>: number of indigenous households 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 gave a valid answer to the facilities and structural problems question and who answered the indigenous status question multiplied by 100.</p>
Data source/s	2012 National Social Housing Survey.

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 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.

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).

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%

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%. 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.

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.

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. 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.</p> <p>Caution should be used if comparing 2012 results to 2010 due to changes in the survey methodology and substantially lower response rates in 2012. These may have affected comparability in survey responses and increased the survey's exposure to non-response bias compared to previous surveys.</p>
Accessibility	<p>Published results from the 2012 NSHS will be available on the AIHW website, see <i>National Social Housing Survey 2012: national results</i> bulletin and <i>National Social Housing Survey 2012: detailed findings</i> 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 <i>National Social Housing Survey 2012: detailed findings</i> 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 <i>National Housing Assistance Data Dictionary</i> (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>

Australians who are homeless

Data quality information for this indicator has been sourced from the Steering Committee's report to the COAG Reform Council on the National Affordable Housing Agreement (data sourced from ABS), with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Proportion of Australians who are homeless
Measure (computation)	The proportion of Australians who are homeless (as defined by the ABS) The measure is defined as: <ul style="list-style-type: none">• Numerator - Number of Australians who are homeless• Denominator – number of Australians and is presented as a <i>proportion</i> .
Data source/s	Numerator and denominator — Census of Population and Housing. Data are available every five years.

Data Quality Framework Dimensions

Institutional environment	For information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.
Relevance	<p>A quality prevalence measure of homelessness that can be used to track changes over time allows society to both judge some aspects of the scale of the problem and hold itself and governments accountable for some outcomes at this broad level. To target prevention, or amelioration of the circumstances of homelessness, and measure progress, the locations of the homeless and their characteristics are required.</p> <p>With homelessness having a prevalence of just 0.5%, and with less than half of the people experiencing homelessness approaching a formal service for assistance, there are few data sources which can report on prevalence. Only the ABS Census of Population and Housing can support the estimation of the prevalence of homelessness.</p> <p>Use of the Census in estimating homelessness provides cross classification by homeless operational groups and by the range of personal characteristics which are available. This allows the homeless population to be compared to the whole population as well as to other populations who may be marginally housed and whose living arrangements are close to the statistical boundary of homelessness or who may be at risk of homelessness.</p>
Timeliness	Official homelessness estimates from the Census are available every five years, within 14 days of the publication of second release Census variables. The 2011 official homelessness estimates were released on 12 November 2012.
Accuracy	<p>Official ABS estimates of the prevalence of homelessness use a methodology which is transparent, consistent and repeatable, and suitable for measuring change over time.</p> <p>While 'homelessness' itself is not a characteristic that is directly measured in the Census, estimates are derived from the Census using analytical techniques, based on both the characteristics observed in the Census and assumptions about the way people may respond to Census questions.</p> <p>The Census is likely to under-enumerate some homeless groups such as homeless Aboriginal and Torres Strait Islander Australians and so called 'rough sleepers'. Official ABS estimates of the prevalence of homelessness will reflect</p>

any such under-enumeration. In addition, due to the way that people may respond to the Census, official ABS estimates of homelessness are likely to underestimate the level of homelessness for both youth and people displaced due to domestic and family violence. However, trends are not expected to be affected by this level error.

ABS has developed a range of strategies for each Census aimed at maximising the enumeration of Aboriginal and Torres Strait Islander Australians and those who may be 'sleeping rough'.

Coherence The ABS uses a consistent, transparent and repeatable methodology for estimating the number of people enumerated in the Census of Population and Housing who may be homeless on Census night. More details on the methodology can be found in the publication: Information Paper - Methodology for Estimating Homelessness from the Census of Population and Housing (cat. no. 2049.0.55.001). The homelessness estimates can be compared to estimates for both the general population and for those in marginal housing at the boundary with homelessness.

Other collections which inform on other aspects of homelessness, such as the incidence of homelessness and people's past experiences of homelessness, include the ABS General Social Survey and the AIHW Special Homelessness Services collection. Care should be taken when comparing homelessness data from different sources due to the different collection methodologies and the different scope of the collections.

Accessibility In addition to published estimates in Census of Population and Housing: Estimating homelessness (cat. no. 2049.0), other homelessness results from the Census are available from the ABS on request. Please contact the ABS on (02) 6252 6174 or living.conditions@abs.gov.au for more information.

Interpretability Official estimates of homelessness are published in Census of Population and Housing: Estimating Homelessness (cat. no. 2049.0).

Back ground information on the methodology used to estimate homelessness can be found in Information Paper - Methodology for Estimating Homelessness from the Census of Population and Housing (cat. no. 2049.0.55.001).

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- The Steering Committee recommends that potential alternative data sources for reporting against this indicator continue to be investigated for years where Census data are not available.
- A new national Specialist Homelessness Services (SHS) data collection commenced on 1 July 2011. The SHS data collection will expand the scope, type of information collected and provide more timely information of those people who are provided with specialist homelessness services, which may provide a proxy measure for this indicator.
- There are currently no adequate counts of people experiencing homelessness who access mainstream services. However, the inclusion of homelessness flags in mainstream data sets is being explored, and there is a commitment to develop a common definition and standards for adoption in agency specific mainstream services datasets.

17 Housing

CONTENTS

17.1 Profile of housing assistance	17.5
17.2 Framework of performance indicators	17.13
17.3 Key performance indicator results	17.15
17.4 Future directions in performance reporting	17.50
17.5 Jurisdictions' comments	17.50
17.6 Definitions of key terms	17.60
17.7 List of attachment tables	17.63
17.8 References	17.66

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.

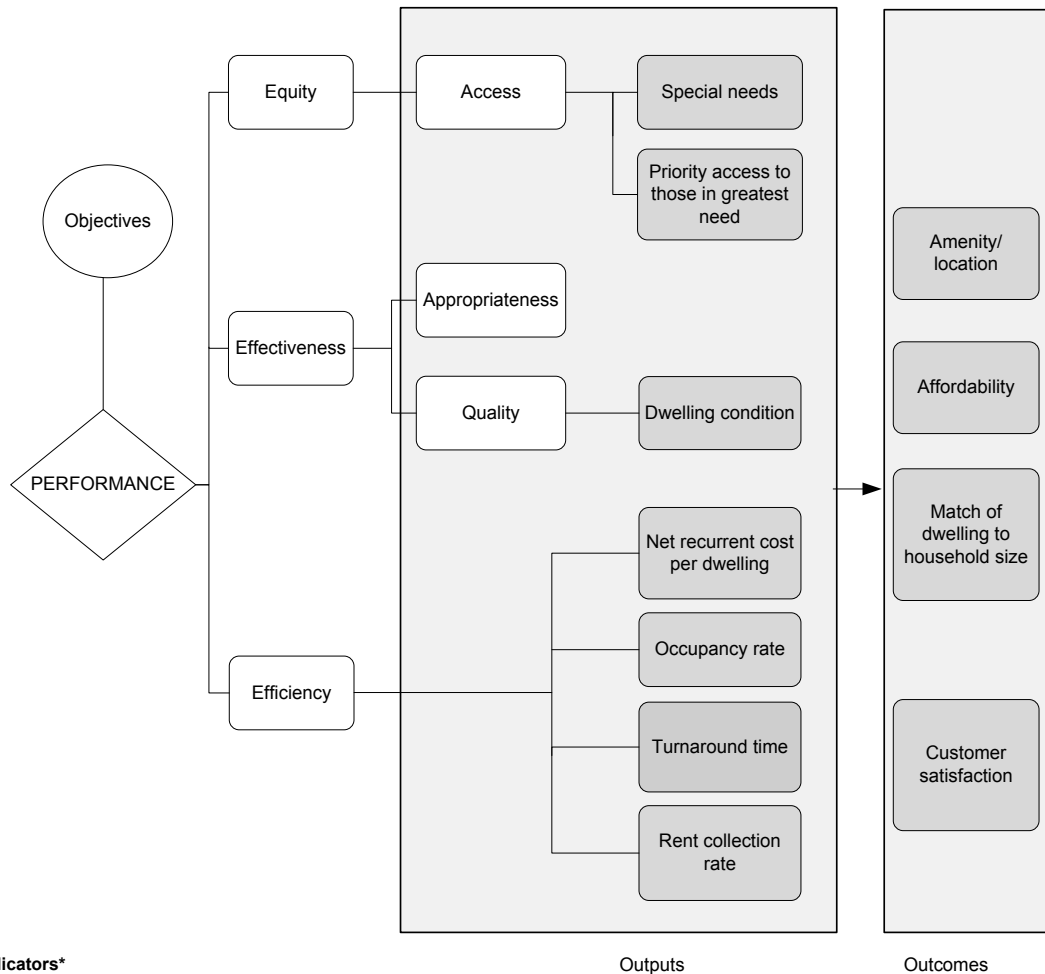
The NAHA and previously the CSHA provide the overarching framework for the delivery of social housing in Australia:

- 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

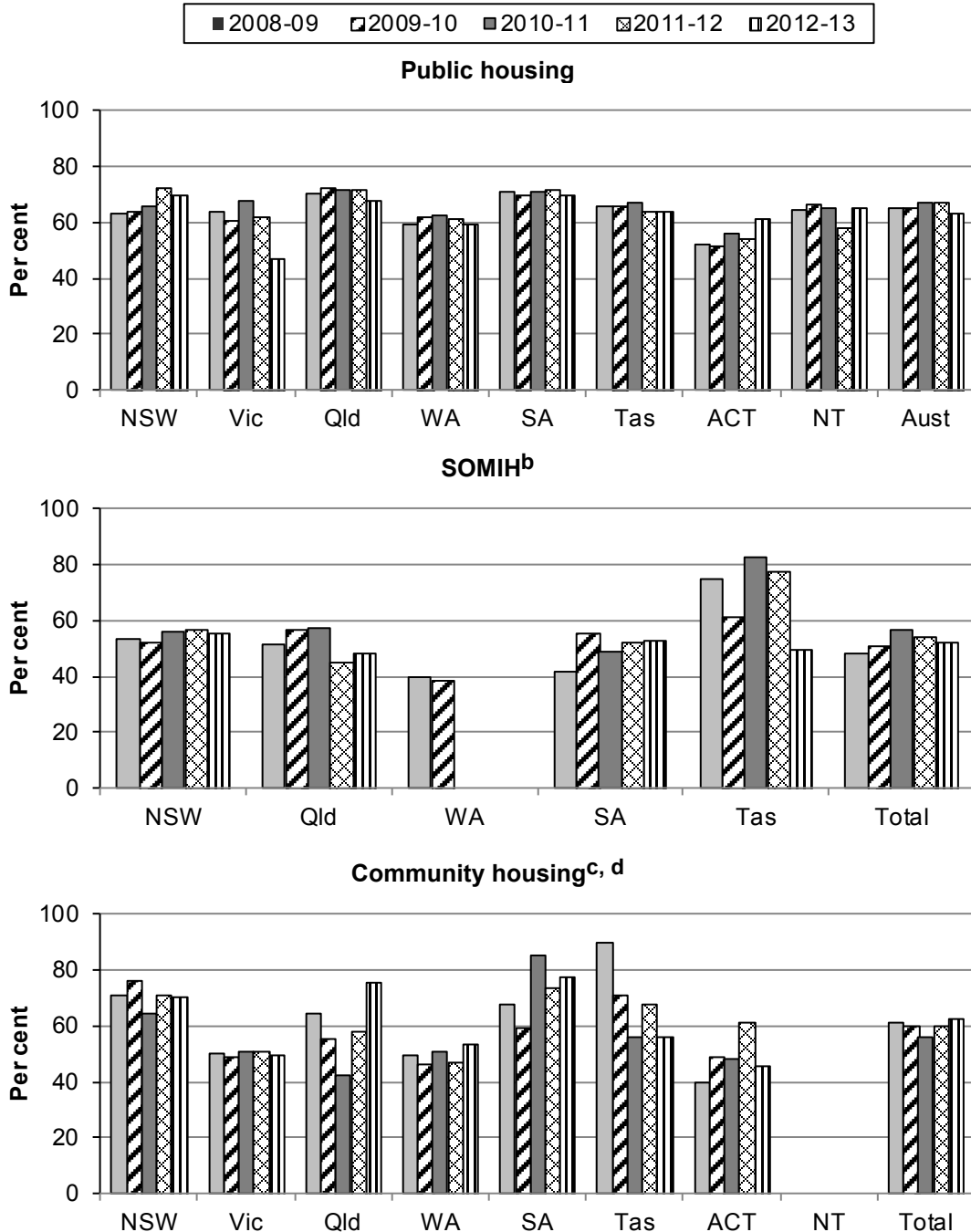
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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.

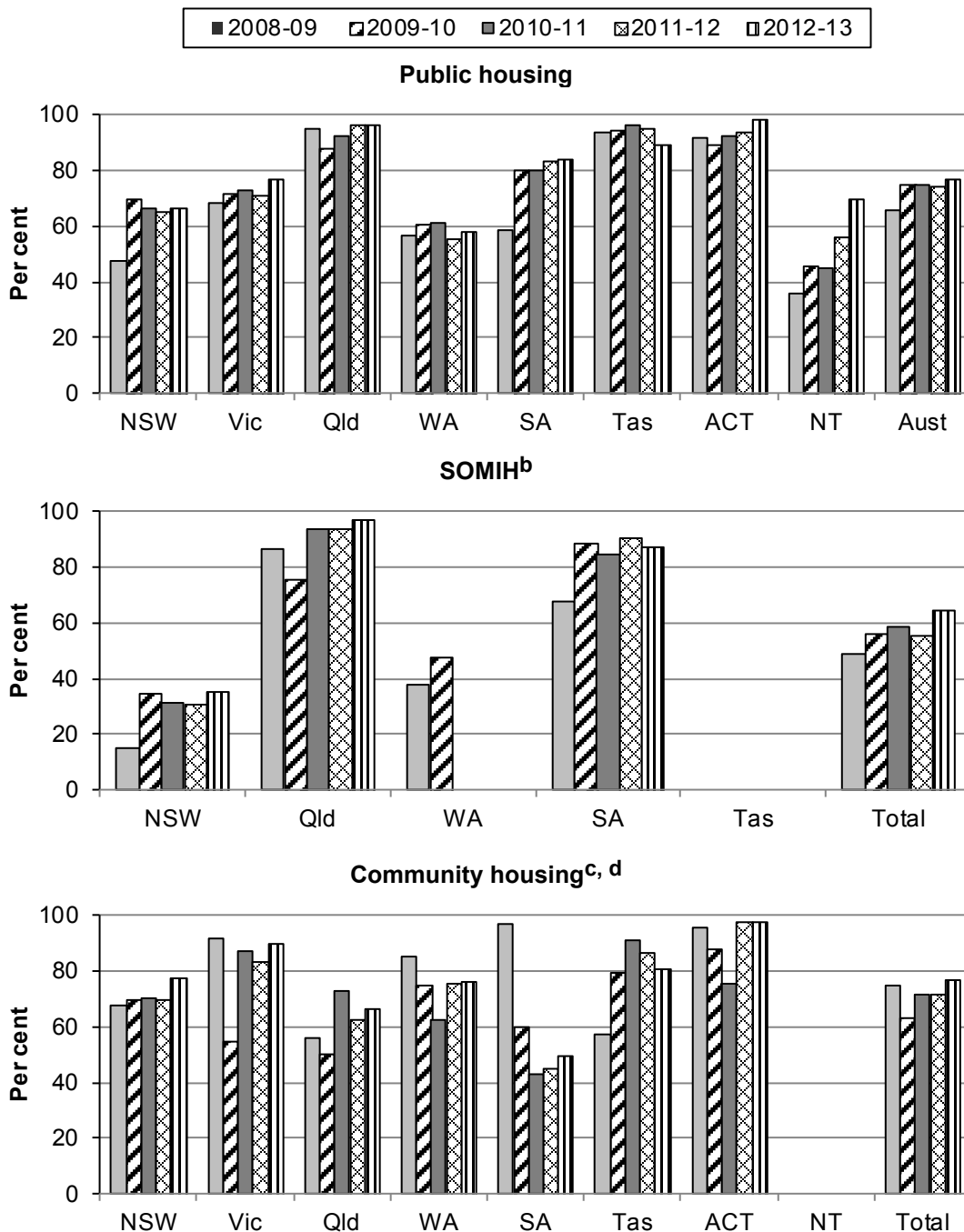
Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Differences in State and Territory housing assessment policies and community housing allocation policies can influence comparability for this indicator. Data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

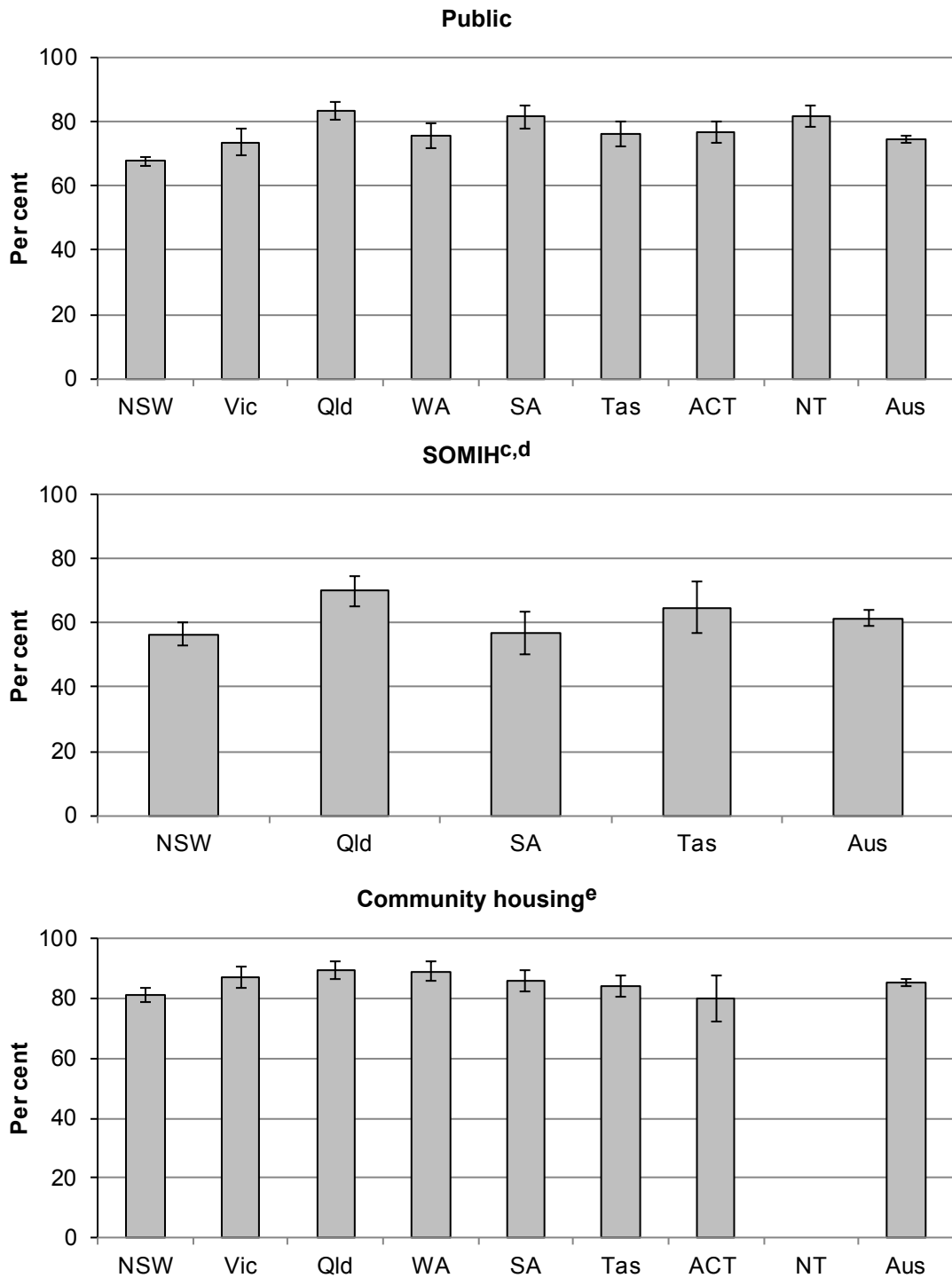
Nationally in 2012, the NSHS found that:

- 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.

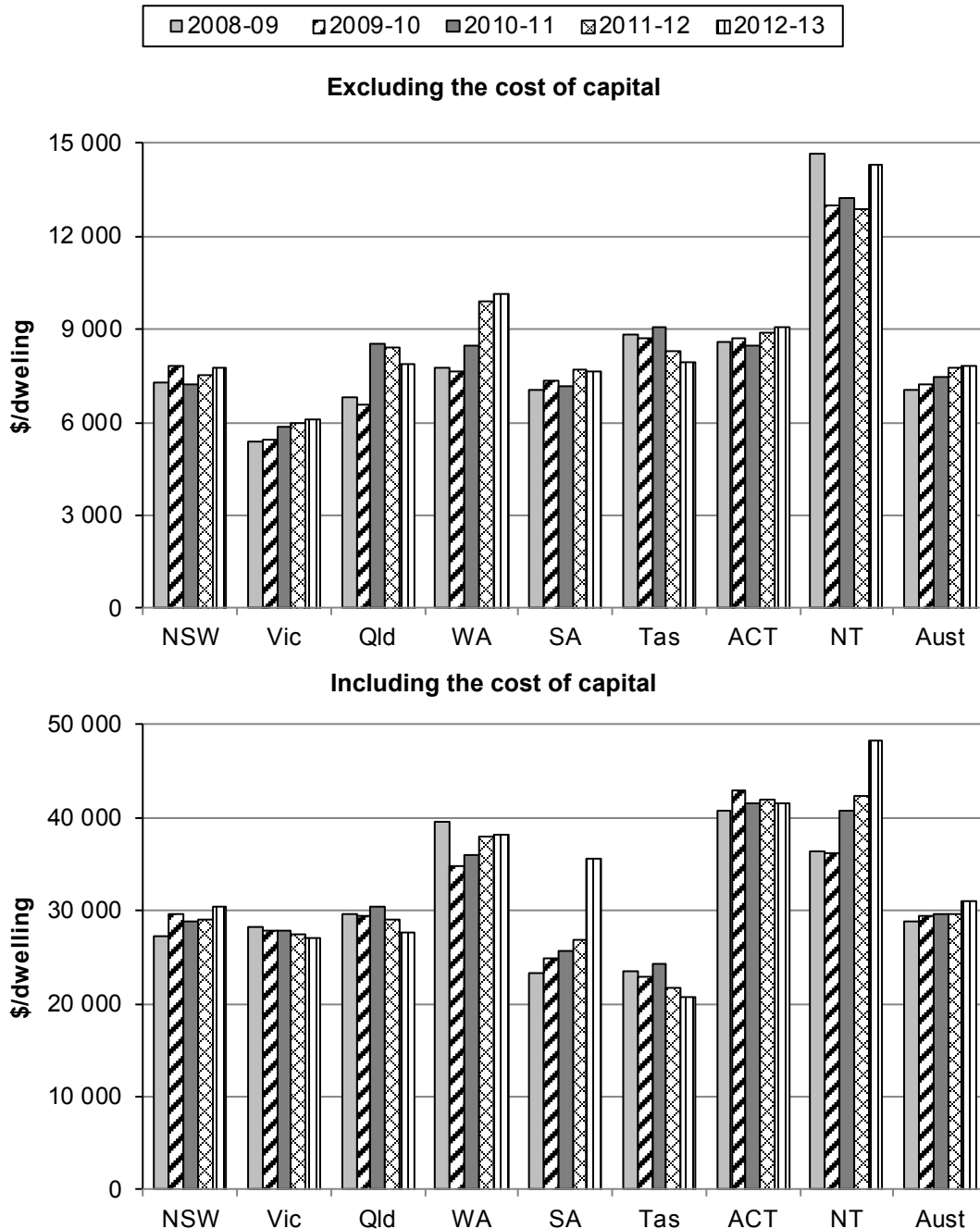
Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, 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.

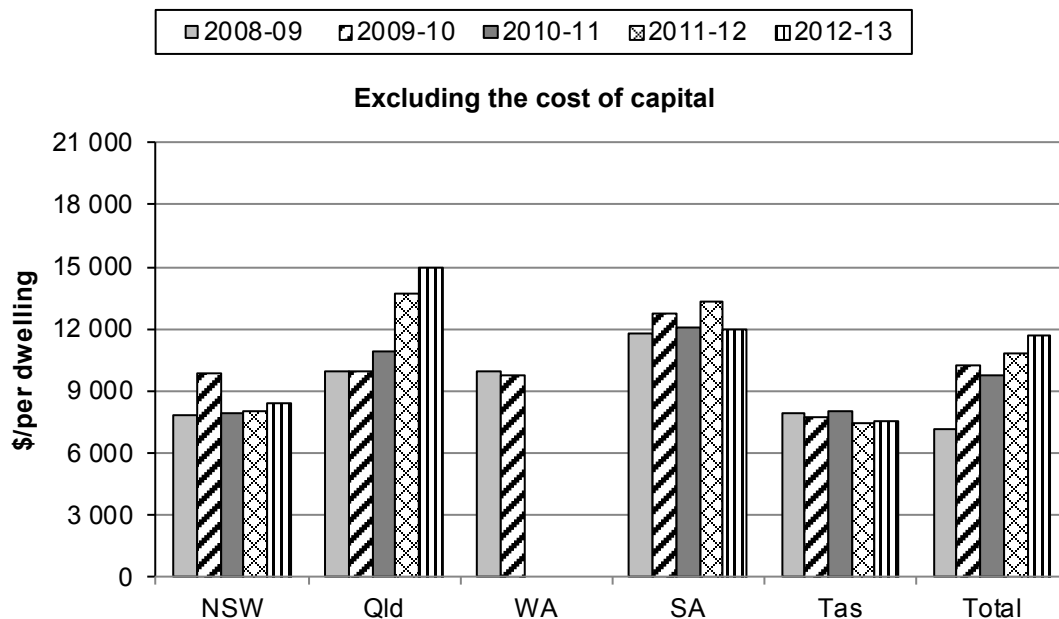
Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$11 673 in 2012–13 (figure 17.7).

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}



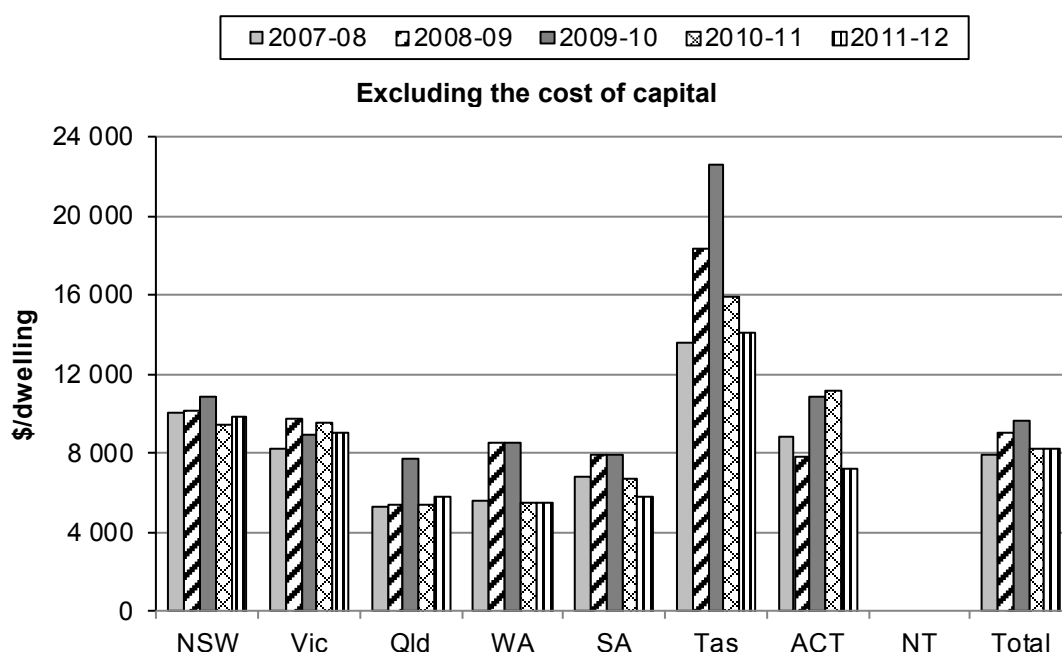
^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.21 provides further information. ^b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 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.

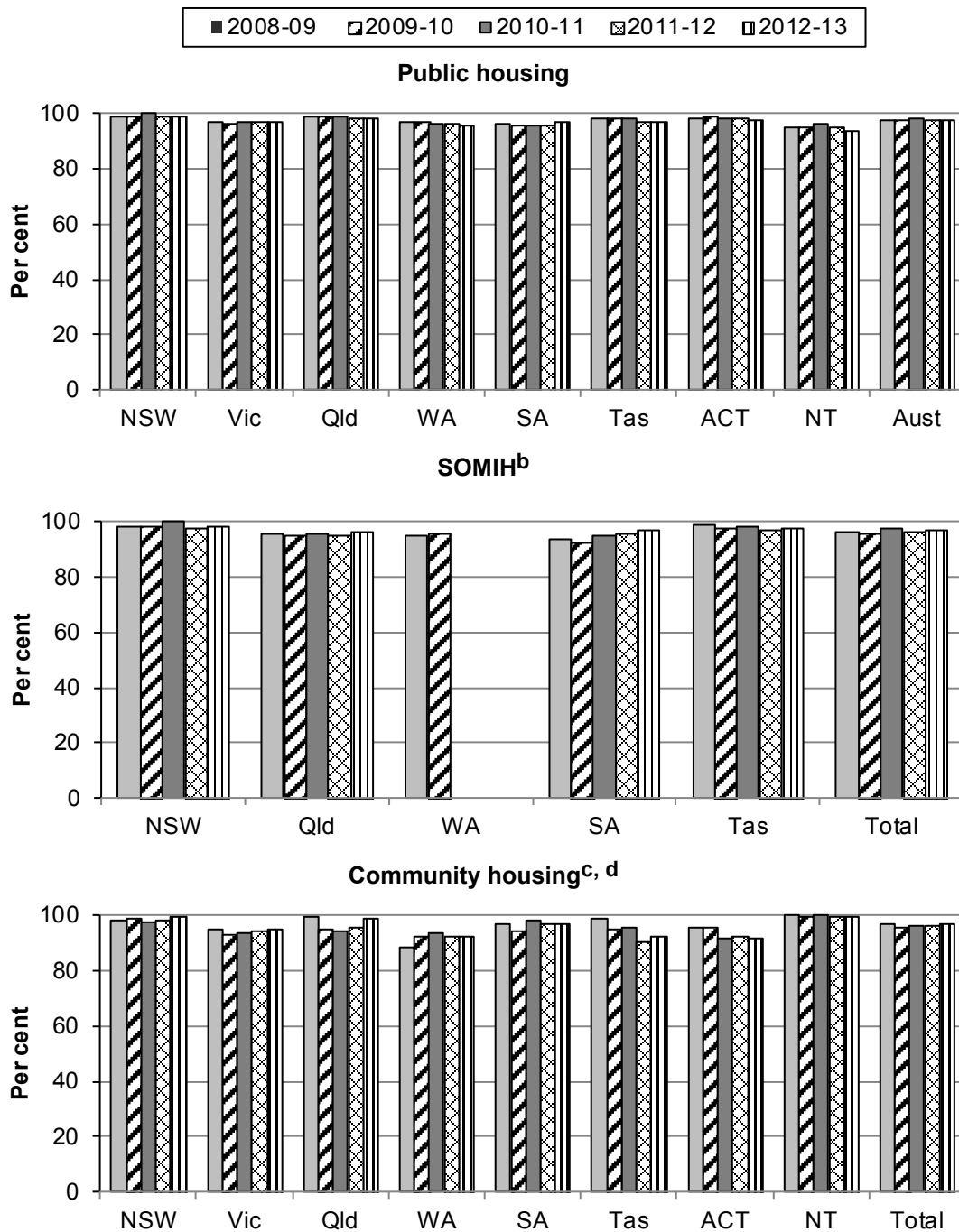
Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported are:

- 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:

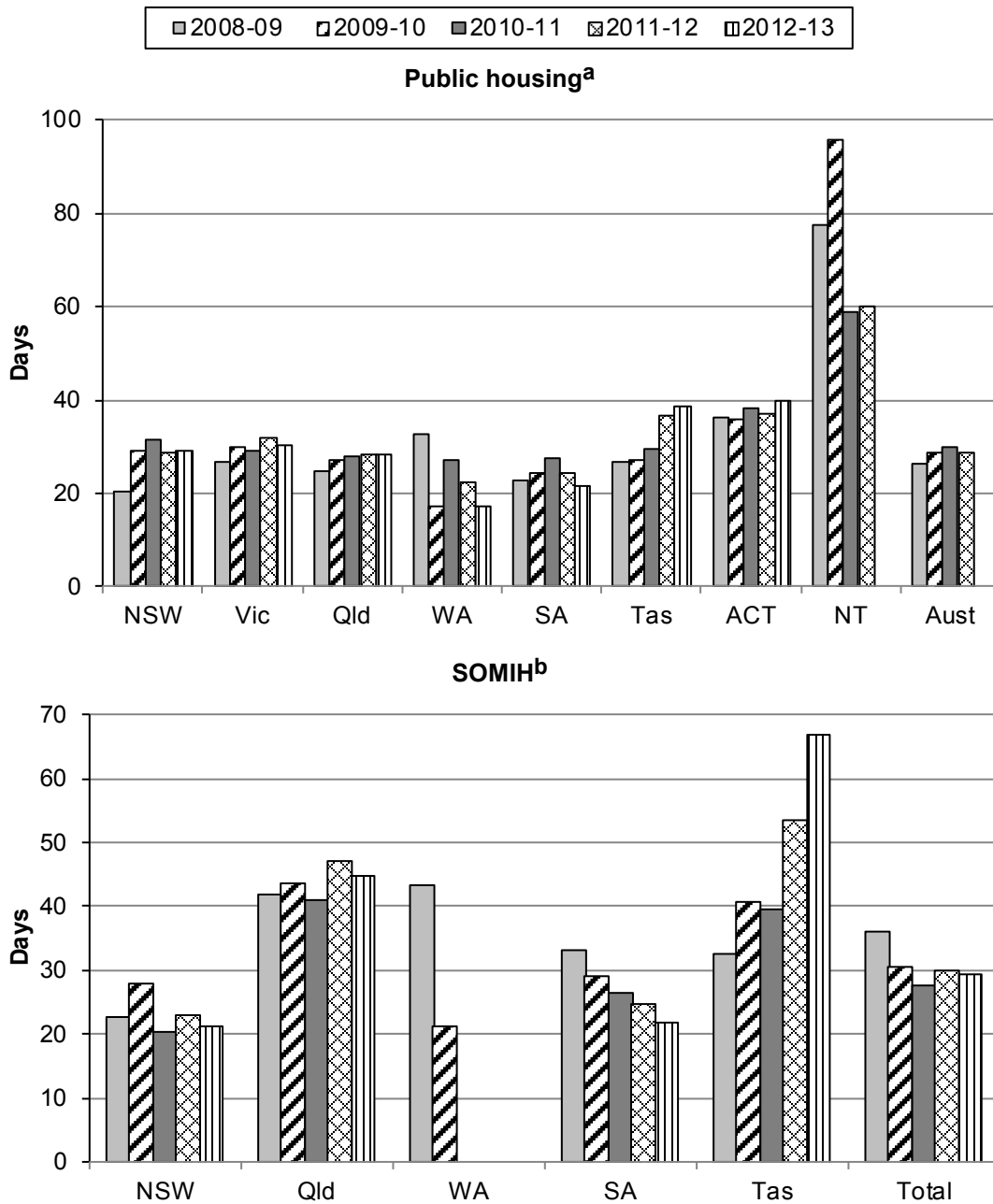
- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing and SOMIH
- complete for SOMIH for the 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.

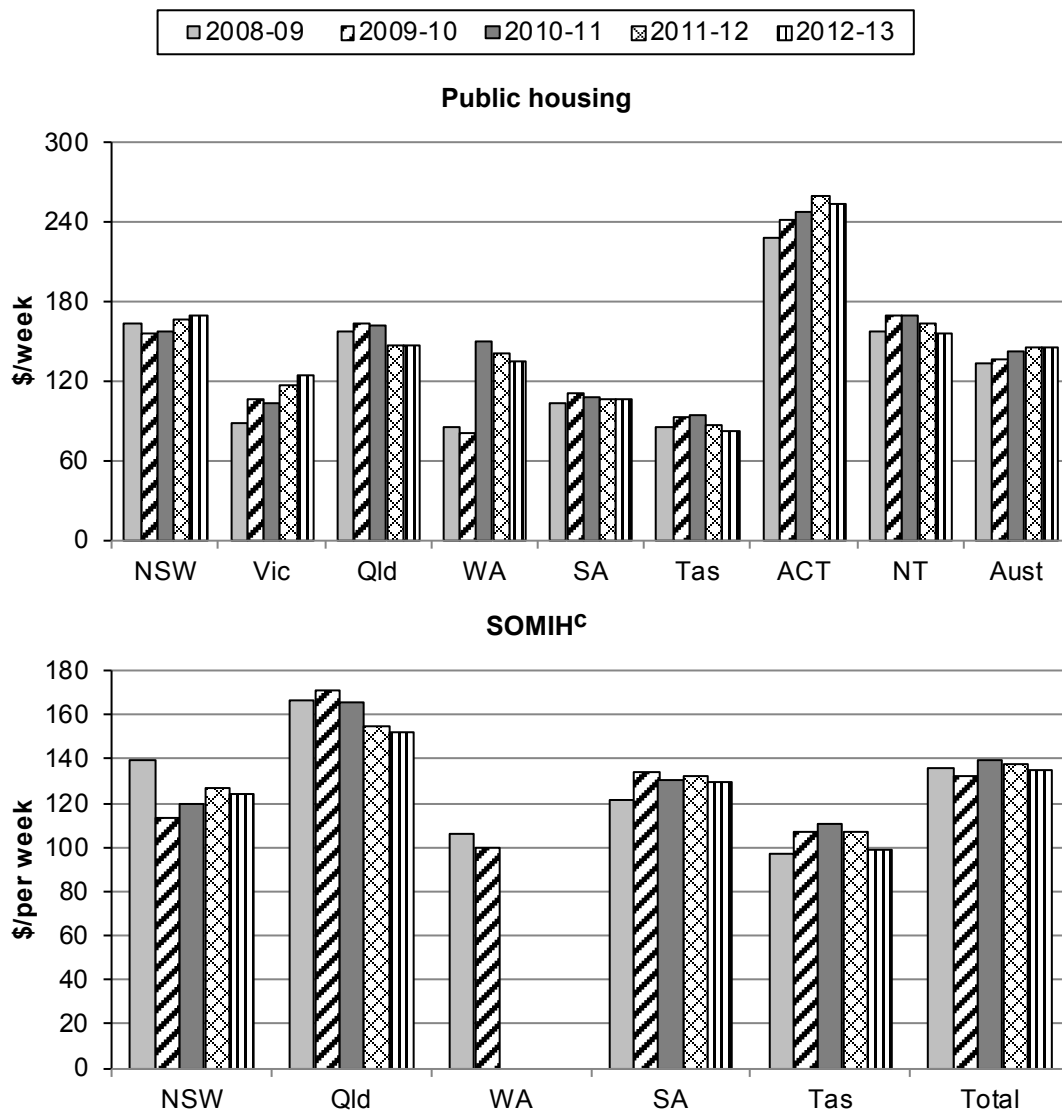
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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.

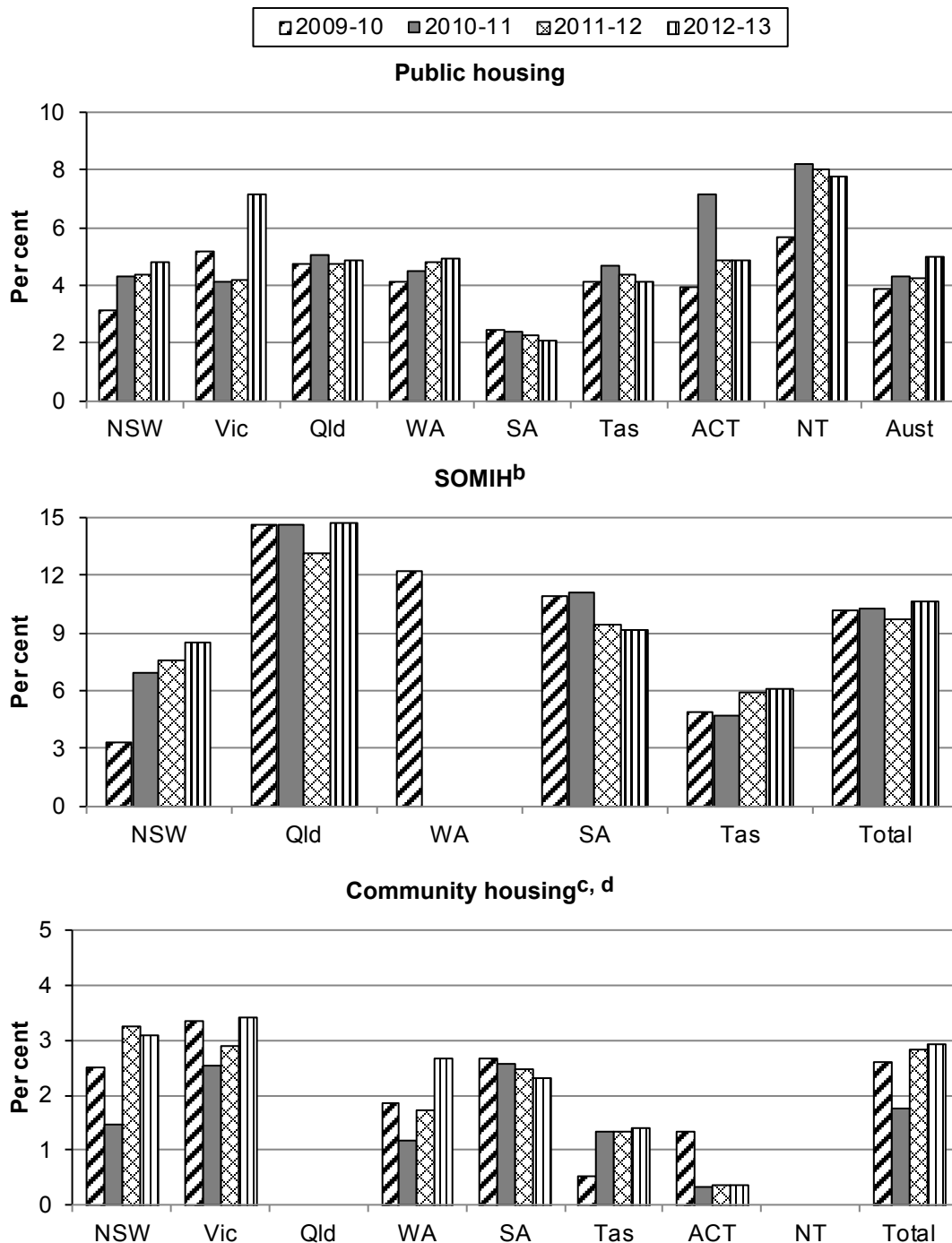
Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014.

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

“

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.

”

New South Wales Government comments

“

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.

”

Victorian Government comments

“

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.

”

Queensland Government comments

“

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.

”

Western Australian Government comments

“

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.

”

South Australian Government comments

“

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.

”

Tasmanian Government comments

“

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.

”

Australian Capital Territory Government comments

“

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.

”

Northern Territory Government comments

“

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.

”

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).

Table 17A.1	State and Territory Government nominal expenditure on social housing
Table 17A.2	State and Territory Government real expenditure on social housing (2012–13 dollars)
Table 17A.3	Descriptive data — number of social housing dwellings, at 30 June
Table 17A.4	Descriptive data — number of households in social housing, at 30 June
Table 17A.5	Descriptive data — public housing
Table 17A.6	Descriptive data — State owned and managed Indigenous housing
Table 17A.7	Descriptive data — community housing
Table 17A.8	Descriptive data — Indigenous community housing
Table 17A.9	Proportion of new tenancies allocated to households with special needs — public housing (per cent)
Table 17A.10	Proportion of new tenancies allocated to households with special needs — SOMIH (per cent)
Table 17A.11	Proportion of new tenancies allocated to households with special needs — community housing (per cent)
Table 17A.12	Greatest need allocations as a proportion of all new allocations — public housing (per cent)
Table 17A.13	Greatest need allocations as a proportion of all new allocations — SOMIH (per cent)
Table 17A.14	Greatest need allocations as a proportion of all new allocations — community housing (per cent)
Table 17A.15	Dwelling condition — Public housing (per cent)
Table 17A.16	Dwelling condition — SOMIH (per cent)
Table 17A.17	Dwelling condition — Community housing (per cent)
Table 17A.18	Dwelling condition — Indigenous community housing (per cent)
Table 17A.19	Nominal government expenditure on public housing, 2003–04 to 2012–13 (\$ per dwelling)
Table 17A.20	Real government expenditure on public housing, 2003–04 to 2012–13 (2012–13 dollars) (\$ per dwelling)
Table 17A.21	Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling)
Table 17A.22	Net recurrent cost per tenancy — community housing (\$ per dwelling)
Table 17A.23	Net recurrent cost per dwelling — Indigenous community housing (2011–12 dollars)
Table 17A.24	Public housing occupancy rates as at 30 June (per cent)

Table 17A.25	SOMIH occupancy rates as at 30 June (per cent)
Table 17A.26	Community housing occupancy rates at 30 June (per cent)
Table 17A.27	Indigenous community housing occupancy rates (per cent)
Table 17A.28	Average turnaround times for vacant stock — public housing (days)
Table 17A.29	Average turnaround times for vacant stock — SOMIH (days)
Table 17A.30	Public housing rent collection rate (per cent)
Table 17A.31	SOMIH rent collection rate (per cent)
Table 17A.32	Community housing rent collection rate (per cent)
Table 17A.33	Indigenous community housing rent collection rate (per cent)
Table 17A.34	Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent)
Table 17A.35	Proportion of public housing tenants rating location aspects as important and meeting their needs, 2012 (per cent)
Table 17A.36	Amenity, location and customer satisfaction with SOMIH, 2012 (per cent)
Table 17A.37	Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent)
Table 17A.38	Proportion of community housing tenants rating location aspects as important and meeting their needs, 2012 (per cent)
Table 17A.39	Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week)
Table 17A.40	Average weekly subsidy per rebated household, at 30 June — SOMIH (\$ per week)
Table 17A.41	Low income households in social housing, at 30 June
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)
Table 17A.43	Proportion of income remaining after paying rent, as at 30 June — community housing (per cent)
Table 17A.44	Proportion of household gross income spent on rent — low income households in public housing, at 30 June (per cent)
Table 17A.45	Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent)
Table 17A.46	Proportion of household income spent on rent — community housing, at 30 June (per cent)
Table 17A.47	Proportion of overcrowded households at 30 June — public housing (per cent)
Table 17A.48	Proportion of overcrowded households at 30 June — SOMIH (per cent)
Table 17A.49	Proportion of overcrowded households at 30 June — community housing (per cent)
Table 17A.50	Proportion of overcrowded households in Indigenous community housing (per cent)
Table 17A.51	Proportion of Indigenous households in public housing living in overcrowded conditions, by remoteness (per cent)

Table 17A.52	Proportion of Indigenous households in SOMIH living in overcrowded conditions, by remoteness (per cent)
Table 17A.53	Proportion of Indigenous households in Indigenous community housing living in overcrowded conditions, by number of bedrooms needed (per cent)
Table 17A.54	Underutilisation in social housing at 30 June (per cent)
Table 17A.55	Customer satisfaction — public housing
Table 17A.56	Customer satisfaction — community housing
Table 17A.57	Housing composition by tenure type (per cent)
Table 17A.58	Households residing in public housing (per cent)
Table 17A.59	Households residing in community housing (per cent)
Table 17A.60	Public housing policy context, 2013
Table 17A.61	SOMIH housing policy context, 2013
Table 17A.62	Community housing policy context, 2013
Table 17A.63	State and Territory programs included in the community housing data collection, 2012–13
Table 17A.64	Treatment of assets by housing agencies, 2012–13
Table 17A.65	Community housing survey response rates and associated information

17.8 References

- ABS (Australian Bureau of Statistics) 2012a, *2011 Census of Population and Housing — Basic Community Profile*, Cat no. 2001.0 Canberra
- 2013b, *Household Income and Income Distribution, Australia 2011–12*, Cat. no. 6523.0, Canberra
- AIHW (Australian Institute of Health and Welfare) 2006, *National Housing Assistance Data Dictionary Version 3*, Cat. no. HOU-147, Canberra
- 2011, *Housing Assistance in Australia*, Cat. No. HOU 271, Canberra
- COAG (Council of Australian Governments) 2009, *National Affordable Housing Agreement*, Intergovernmental Agreement on Federal Financial Relations, Australian Government, Council of Australian Governments, Canberra
- FaCS (Department of Family and Community Services) 2003, *Commonwealth State Housing Agreement*, Australian Government, Department of Family and Community Services, Canberra
- Morel, P. and Ross, H. 1993, *Housing Design Assessment for Bush Communities*, Tangentyere Council, Alice Springs
- Productivity Commission, 2010, ‘Appendix I: A case study of social housing’, *Contribution of the Not-for-Profit Sector*, Research Report, Canberra.
- Yates, J. and Gabriel, M. 2006, *Housing Affordability in Australia*, Research Paper No. 3, Australian Housing and Urban Research Institute, Melbourne
- Yates, J. and Milligan, V. 2007, *Housing affordability: a 21st century problem*, Final Report No. 105, Australian Housing and Urban Research Institute, Melbourne.

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).

Attachment contents

Table 17A.1	State and Territory Government nominal expenditure on social housing
Table 17A.2	State and Territory Government real expenditure on social housing (2012-13 dollars)
Table 17A.3	Descriptive data — number of social housing dwellings, at 30 June
Table 17A.4	Descriptive data — number of households in social housing, at 30 June
Table 17A.5	Descriptive data — public housing
Table 17A.6	Descriptive data — State owned and managed Indigenous housing
Table 17A.7	Descriptive data — community housing
Table 17A.8	Descriptive data — Indigenous community housing
Table 17A.9	Proportion of new tenancies allocated to households with special needs — public housing (per cent)
Table 17A.10	Proportion of new tenancies allocated to households with special needs — SOMIH (per cent)
Table 17A.11	Proportion of new tenancies allocated to households with special needs — community housing (per cent)
Table 17A.12	Greatest need allocations as a proportion of all new allocations — public housing (per cent)
Table 17A.13	Greatest need allocations as a proportion of all new allocations — SOMIH (per cent)
Table 17A.14	Greatest need allocations as a proportion of all new allocations — community housing (per cent)
Table 17A.15	Dwelling condition — Public housing (per cent)
Table 17A.16	Dwelling condition — SOMIH (per cent)
Table 17A.17	Dwelling condition — Community housing (per cent)
Table 17A.18	Dwelling condition — Indigenous community housing (per cent)
Table 17A.19	Nominal government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling)
Table 17A.20	Real government expenditure on public housing, 2003-04 to 2012-13 (\$ per dwelling) (2012-13 dollars)
Table 17A.21	Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling)
Table 17A.22	Net recurrent cost per tenancy — community housing (\$ per dwelling)
Table 17A.23	Net recurrent cost per dwelling — Indigenous community housing (2011-12 dollars)
Table 17A.24	Public housing occupancy rates as at 30 June (per cent)
Table 17A.25	SOMIH occupancy rates as at 30 June (per cent)
Table 17A.26	Community housing occupancy rates at 30 June (per cent)
Table 17A.27	Indigenous community housing occupancy rates (per cent)
Table 17A.28	Average turnaround times for vacant stock — public housing (days)
Table 17A.29	Average turnaround times for vacant stock — SOMIH (days)
Table 17A.30	Public housing rent collection rate (per cent)
Table 17A.31	SOMIH rent collection rate (per cent)
Table 17A.32	Community housing rent collection rate (per cent)
Table 17A.33	Indigenous community housing rent collection rate (per cent)

Attachment contents

Table 17A.34	Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent)
Table 17A.35	Proportion of public housing tenants rating location aspects as important and meeting their needs, 2012 (per cent)
Table 17A.36	Amenity, location and customer satisfaction with SOMIH, 2012 (per cent)
Table 17A.37	Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2012 (per cent)
Table 17A.38	Proportion of community housing tenants rating location aspects as important and meeting their needs, 2012 (per cent)
Table 17A.39	Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week)
Table 17A.40	Average weekly subsidy per rebated household, at 30 June — SOMIH (\$ per week)
Table 17A.41	Low income households in social housing, at 30 June
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)
Table 17A.43	Proportion of income remaining after paying rent, as at 30 June — community housing (per cent)
Table 17A.44	Proportion of household gross income spent on rent — low income households in public housing, at 30 June (per cent)
Table 17A.45	Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent)
Table 17A.46	Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent)
Table 17A.47	Proportion of overcrowded households at 30 June — public housing (per cent)
Table 17A.48	Proportion of overcrowded households at 30 June — SOMIH (per cent)
Table 17A.49	Proportion of overcrowded households at 30 June — community housing (per cent)
Table 17A.50	Proportion of overcrowded households in Indigenous community housing (per cent)
Table 17A.51	Proportion of Indigenous households in public housing living in overcrowded conditions, by remoteness (per cent)
Table 17A.52	Proportion of Indigenous households in SOMIH living in overcrowded conditions, by remoteness (per cent)
Table 17A.53	Proportion of Indigenous households in Indigenous community housing living in overcrowded conditions, for which overcrowding conditions are known (per cent)
Table 17A.54	Underutilisation in social housing at 30 June (per cent)
Table 17A.55	Customer satisfaction — public housing
Table 17A.56	Customer satisfaction — community housing
Contextual information	
Table 17A.57	Housing composition by tenure type (per cent)
Table 17A.58	Households residing in public housing (per cent)
Table 17A.59	Households residing in community housing (per cent)
Table 17A.60	Public housing policy context, 2013
Table 17A.61	SOMIH housing policy context, 2013

Attachment contents

- Table 17A.62** Community housing policy context, 2013
- Table 17A.63** State and Territory programs included in the community housing data collection, 2012-13
- Table 17A.64** Treatment of assets by housing agencies, 2012-13
- Table 17A.65** Community housing survey response rates and associated information

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>
-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

(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 tenable 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>
--	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

(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>
--	----------------	------------	------------	---------------	-----------	------------	------------	-----------	-----------------

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</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)
--	------------	---------------------	------------	---------------	-----------	----------------	--------------------	-----------	------------------

(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)**

	<i>NSW (f)</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>
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>
--	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

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>
--	------------	------------	------------	-----------	-----------	------------	--------------

(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)
--	------------	------------	------------	-----------	-----------	------------	------------	-----------	-----------------

(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>
--	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

(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>
--	------------	------------	------------	-----------	---------------	------------	------------	---------------	-----------------

– 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>
-----------------------------	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-------------

- (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</i> (b)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i> (f)	<i>ACT</i> (g)	<i>NT</i> (h)
Eligibility								
Income limit per week (\$)	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</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>
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	<p>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).</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 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.
------------------------------	---

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.
------------------------------	---

'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	<u>Numerator</u> : Total net recurrent costs for year ending 30 June 2012
(computation)	<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
----------------------------------	--

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.
-----------------------------	--

‘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.
-----------------------------	--

'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.

-
- 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>
----------------------------------	---

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.
----------------------	--

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. 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.
-----------------------------	--

‘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

Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work paper.

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.
- 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.

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 state/territory owned and managed Indigenous housing 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.

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

Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2013 for public rental housing, SOMIH and mainstream community housing.

Indigenous community housing

Data are collected annually, for the financial year ending 30 June. The most recent data available are for 2011–12.

Specific State/Territory issues are:

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 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.

18 Homelessness services

CONTENTS

18.1 Profile of homelessness services	18.4
18.2 Framework of performance indicators for government funded specialist homelessness services	18.8
18.3 Key performance indicator results for government funded specialist homelessness services	18.10
18.4 Future directions in homelessness services performance reporting	18.44
18.5 Jurisdictions' comments	18.44
18.6 Definitions of key terms	18.54
18.7 List of attachment tables	18.58
18.8 References	18.60

Attachment tables

Attachment tables are identified in references throughout this chapter by a '18A' prefix (for example, table 18A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the Review website at www.pc.gov.au/gsp.

Homelessness has multiple causes. Some of the social and personal factors associated with homelessness include a shortage of affordable housing, family and relationship breakdown, unemployment and financial hardship, mental health problems, and drug and alcohol abuse (COAG Reform Council 2010).

Australian, State and Territory governments fund services to assist people who are homeless or at risk of homelessness.

Between 1985 and 2009, the Australian Government and State and Territory governments funded the Supported Accommodation Assistance Program (SAAP) to

alleviate the difficulties of people who are homeless or at risk of homelessness and reduce the potential for their recurrence. The SAAP was the main governmental response to homelessness during this period. It provided emergency accommodation as well as support services to people experiencing, or at risk of, homelessness. SAAP services provided assistance to individuals and families who were in crisis or experienced difficulties that hindered personal or family functioning. The SAAP concluded on 31 December 2008 at the expiry of the SAAP V Multilateral Agreement.

The National Affordable Housing Agreement (NAHA) commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. The NAHA is associated with the National Affordable Housing Specific Purpose Payment, which is an indexed ongoing payment by the Australian Government to the states and territories to be spent in the housing and homelessness sector. To support the NAHA, the National Partnership Agreement on Homelessness (NPAH) commenced on 1 July 2009. Government funding for specialist homelessness services is provided through the National Affordable Housing Specific Purpose Payment.

The NAHA and NPAH provide the framework for Australian Government and State and Territory governments to work together to reduce homelessness and improve housing outcomes for Australians. Under the NAHA, governments have committed to undertake reforms in the housing sector to improve integration between homelessness services and mainstream services, and reduce the rate of homelessness.

Under the NAHA, and the NPAH in particular, Australian, State and Territory governments agreed to a number of outcomes relating to homelessness, including that:

- fewer people will become homeless and fewer of these will sleep rough
- fewer people will become homeless more than once
- people at risk of or experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation
- people at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing.

The initial NPAH (2009–2013) was a \$1.1 billion partnership with states and territories. Under the initial agreement, which concluded on 30 June 2013, more than 180 initiatives provided housing and support services for people who would otherwise have been homeless.

The 2009–13 NPAH reflected a major reform of the way the Australian Government and State and Territory governments worked together to tackle homelessness. As part of wider Council of Australian Governments (COAG) reforms, the NPAH clarified that States and Territories were responsible for day to day delivery of services, as they are best placed to consider local context. One of the critical features of the new COAG approach was that the achievement of outcomes would not be narrowly defined, but focused on improving the delivery of services to prevent and respond to homelessness.

A one year transitional NPAH commenced on 1 July 2013. It will deliver \$159 million of Australian Government funding, which includes a \$43 million Commonwealth commitment to the Development Fund for capital and development projects. States and territories are required to match this funding, and some may exceed this requirement.

This chapter presents data on government-funded specialist homelessness services and the people accessing these services. Homelessness services that do not receive government funding and other non-specialist homelessness services are not included in Report.

Data from the Specialist Homelessness Services data collection (SHSC) commenced in 2011–12 and are included in this Report. The SHSC replaced the SAAP National Data Collection which concluded in 2010–11. SAAP data are included in earlier Reports.

Major improvements in reporting on specialist homelessness services in this edition include:

- most 2011–12 SHSC data published in the 2013 Report have been revised for this Report. The greater level of reporting by agencies in 2012–13 necessitated an adjustment to the weighting methodology used in 2011–12 to improve comparability across the two reporting years. All revisions are reflected in this chapter and in attachment 18A
- enhanced data quality for the ‘access of special groups to homelessness services’ indicator, resulting in a change from not complete or not directly comparable to comparable (subject to caveats) and complete across jurisdictions over time.

18.1 Profile of homelessness services

Services to assist people who are homeless or at imminent risk of becoming homeless

Specialist homelessness services aim to provide support to people who are homeless or at imminent risk of becoming homeless as a result of a crisis, including women and children escaping domestic and family violence.

Some of the main developments of SAAP that have influenced the current service environment include:

- expansion of target groups and increasing specialisation of services
- the provision of non-accommodation support services
- responding to the individual needs of clients through an emphasis on case management and an integrated service response — a form of service delivery that involves an assessment process to identify the specific needs of clients and to connect them with appropriate services (AIHW 2011).

Government and non-government service providers (including community organisations) deliver a variety of homelessness services to clients, including supported accommodation, counselling, advocacy, links to housing, health, education and employment services, outreach support, brokerage and meals services, and financial and employment assistance.

Homelessness services and the link with other services

Close links exist between homelessness services and other forms of housing assistance reported in the Housing chapter of this Report (chapter 17). Some individuals and families access both homelessness and housing services, as people can move from homelessness to social housing, or might be in receipt of homelessness services and accommodated in social housing.¹ The Housing and homelessness sector overview provides some information on the interconnections between these and other services.

¹ Social housing includes public and community housing. For further information on these forms of housing assistance, see chapter 17 (box 17.1).

Size and scope

Definition of homelessness

Data on homelessness from the 2011, 2006 and 2001 Census are based on the Australian Bureau of Statistics (ABS) methodology (ABS 2012a) and statistical definition of homelessness (ABS 2012b), which were both developed following consultation with the homelessness sector.

When a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for, social relations (ABS 2012b).

This definition applies to the general population and includes aspects of adequacy, security, stability and privacy (ABS 2012b).

In 2011, 105 237 people were estimated to be homeless on Census night (ABS 2012c).

Data on homeless people are categorised by the ABS according to homelessness operational groups. The majority of homeless people in 2011 were ‘persons living in severely crowded dwellings’² (39 per cent). Homeless people who were staying in supported accommodation accounted for 20 per cent of the homeless population. Similar proportions of homeless people were staying temporarily in other households (17 per cent) and in boarding houses (17 per cent). Only 6 per cent of homeless people were in improvised dwellings, tents or sleepers out and 1 per cent were in other temporary lodgings on Census night.

Estimates of homelessness from the Census provide a point-in-time prevalence measure of homelessness and information about the characteristics of those who were likely to have been homeless. However, estimates of people who are homeless on Census night may be over- or under-estimated if the data collected about a person are not sufficient to be certain about whether or not they were homeless on Census night, or under-enumerated (not counted in the Census at all). Rough sleepers and people staying in supported accommodation for the homeless are at

² The ABS categorises a dwelling as severely overcrowded if it requires four or more extra bedrooms to accommodate the number of people who usually live there, based on the Canadian National Occupancy Standard (ABS 2012b).

particular risk of being under-enumerated, and Aboriginal and Torres Strait Islander people are more likely to be both under-enumerated and overrepresented in the homeless population (ABS 2012c).³

All clients of specialist homelessness services are either homeless or at risk of homelessness. 'Homeless' status is derived for a client based on the client's housing circumstances at the beginning of their first support period in 2012–13 (or at the beginning of 2012–13 for clients who were existing clients on 1 July 2012). All other clients not meeting these criteria are considered to be at risk of homelessness (excluding clients who did not provide sufficient information to make this assessment).

A client in the SHSC is considered 'homeless' if their housing situation was any of the following:

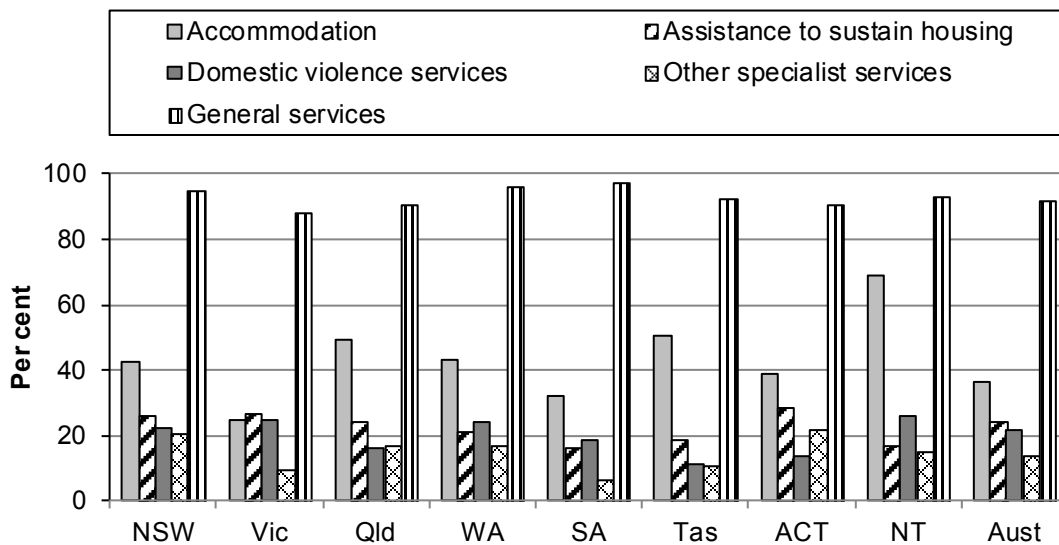
- dwelling type was caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, or hotel/motel/bed and breakfast, or
- dwelling type was house/townhouse/flat and condition of occupancy was couch surfing, or
- dwelling type was house/townhouse/flat and tenure type was 'no tenure' and conditions of occupancy were not couch surfing, or
- tenure type was renting or living rent-free in transitional housing, caravan park, boarding/rooming house, emergency accommodation/night shelter/women's refuge/youth shelter.

Homeless status in the SHSC is determined by aligning as closely as possible with the ABS's statistical definition of homelessness (ABS 2012c).

Nationally, specialist homelessness services agencies provided support to 244 176 people in 2012–13 (table 18A.1). Besides general services (91.5 per cent), services commonly provided included accommodation (36.4 per cent), assistance to sustain housing (24.1 per cent), domestic violence services (21.7 per cent), and other specialist services (13.5 per cent). These results varied across jurisdictions (figure 18.1).

³ The Post Enumeration Survey (PES) only covers people in private dwellings at the time of the PES and therefore cannot be used to estimate underenumeration of the homeless population in the Census (ABS 2012c).

Figure 18.1 **Composition of support provided, all clients, 2012–13**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*; table 18A.1.

Funding

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, through the NAHA and NPAH.

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for 2012–13 was \$591.2 million, compared to \$575.9 million in 2011–12 (2012–13 dollars) (table 18A.3). Most of this expenditure (97.4 per cent) was funding provided to agencies to deliver services for people who are homeless or at risk of homelessness, while the remaining expenditure (2.6 per cent) was attributed to State and Territory governments' administration costs (table 18A.2).

Nationally, real recurrent funding per person in the population was \$26 in 2012–13, though the amount of funding per person varied across jurisdictions (table 18A.4).

In addition to funding provided under the NAHA and NPAH, State and Territory governments contribute extra funding to specialist homelessness services.

18.2 Framework of performance indicators for government funded specialist homelessness services

The performance indicator framework for government funded specialist homelessness services is based on shared government objectives for homelessness services delivered under the NAHA (box 18.1).

Box 18.1 Objectives for government funded specialist homelessness services

The overall aim of specialist homelessness services is to provide transitional supported accommodation and a range of related support services, to help people who are homeless or at imminent risk of homelessness to achieve the maximum possible degree of self-reliance and independence. Within this aim, the goals are to:

- resolve crises
- re-establish family links where appropriate
- re-establish the capacity of clients to live independently, achieve sustainable housing and social inclusion
- provide homelessness services in an equitable and efficient manner.

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).

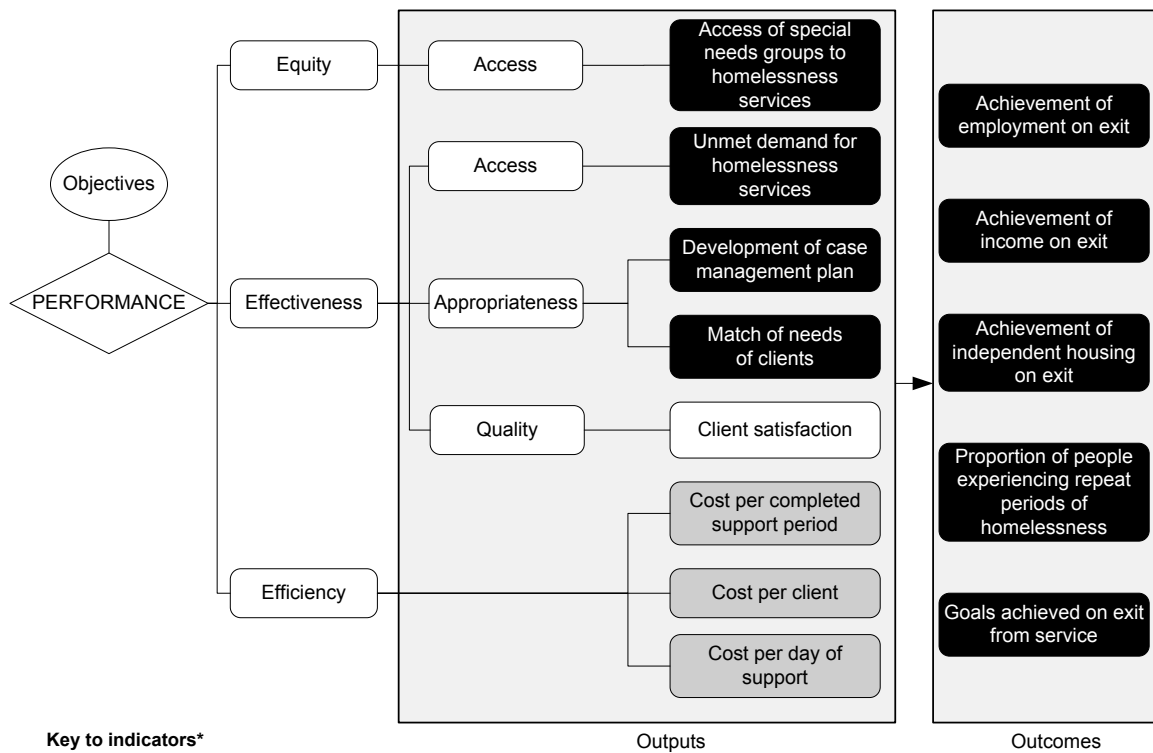
The NAHA covers the areas of housing and homelessness services. The NAHA includes sets of performance indicators, for which the Steering Committee collates performance information for analysis by the COAG Reform Council (CRC). Performance indicators reported in this chapter are aligned with the homelessness-related 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.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of government funded specialist homelessness services (figure 18.2). 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).

Figure 18.2 **Government funded specialist homelessness services 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

18.3 Key performance indicator results for government funded specialist homelessness services

Data reported in this section are for government funded specialist homelessness services delivered under the NAHA and NPAH. Data are sourced from the SHSC, which reports the number of clients and the number and types of services provided to clients (box 18.2).

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

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

Box 18.2 **Specialist homelessness services collection (SHSC)**

Specialist homelessness services collection (SHSC) data are collected by specialist homelessness agencies for all clients, and reported each month to the Australian Institute of Health and Welfare (AIHW). Data are collected about the characteristics and circumstances of a client when they first present at an agency, and further data — on the assistance the client receives and the client’s circumstances at the end of the month — are collected at the end of every month in which the client receives services, and at the end of the support period.

Specialist homelessness agencies that are funded under the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH) are in scope for the collection. Those agencies that are expected to participate in the SHSC are identified by State and Territory departments responsible for the delivery of services.

All specialist homelessness agencies participating in the collection report a standard set of data about the clients they support each month. Data are collected about the characteristics and circumstances of a client when they first present at an agency, and on the assistance they receive, their circumstances at the end of each month and at the end of the support period.

The data collected by agencies are based on support periods, or episodes of assistance provided to individual clients.

Outputs

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

Equity — access

Equity and access indicators are indicators of governments’ objective to ensure that all clients have fair and equitable access to services on the basis of relative need and available resources.

Access of special needs groups to homelessness services

‘Access of special needs groups to homelessness services’ is an indicator of governments’ objective to ensure all Australians have equitable access to accommodation services on the basis of relative need (box 18.3).

Box 18.3 Access of special needs groups to homelessness services

'Access of special needs groups to homelessness services' is the comparison between the representation of Indigenous people and people born in non-main English speaking countries (non-MESC) among all people whose needs for accommodation and other services were met, and the representation of these groups in the population.

This indicator is defined by three measures:

- the number of Indigenous/non-MESC clients whose demand for accommodation was met divided by the total number of clients whose demand for accommodation was met
- the number of Indigenous/non-MESC clients whose demand for services other than accommodation was met divided by the total number of clients whose demand for services other than accommodation was met
- the representation of Indigenous/non-MESC clients in specialist homelessness services compared with their representation in the population.

Use by special needs groups is a proxy indicator of equitable access. In general, usage rates for special needs groups similar or higher to those for the broader service population are desirable. Several factors need to be considered in interpreting the results for this set of measures. In particular, cultural differences can influence the extent to which Indigenous/non-MESC clients use different types of services.

Data reported for these measures are:

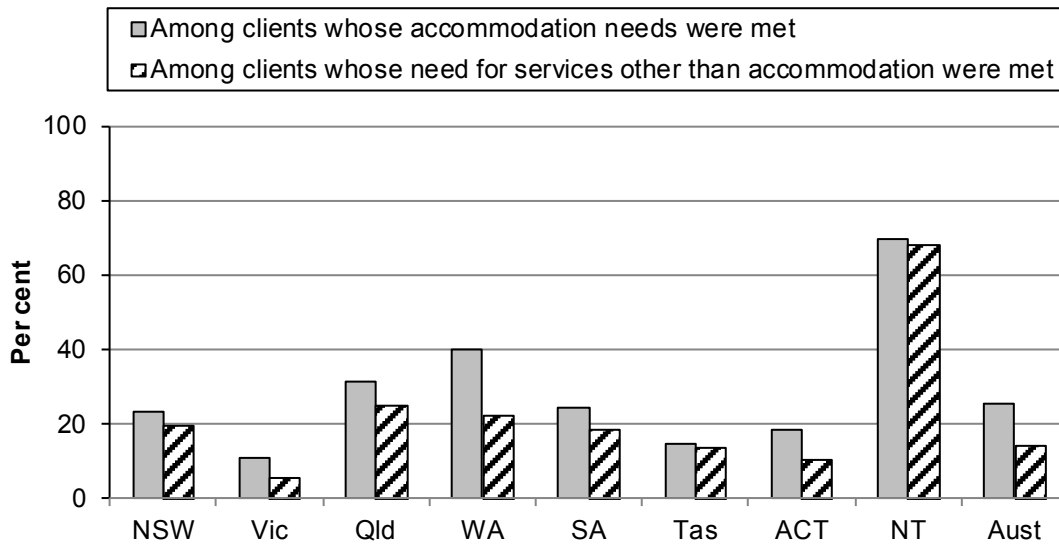
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Access of Indigenous people to homelessness services

Nationally, Indigenous people made up 25.3 per cent of all clients who received accommodation assistance, and 14.1 per cent of all clients who received services other than accommodation in 2012–13. These results varied across jurisdictions (figure 18.3).

Figure 18.3 Proportion of Indigenous clients whose needs for accommodation and services other than accommodation were met, 2012–13



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.5.

Nationally in 2012–13, Indigenous people had a higher representation amongst all people accessing specialist homelessness services (22.5 per cent) than their representation in the population (3.0 per cent) (table 18.1).

Table 18.1 Proportion of Indigenous people represented in specialist homelessness services and in the population, 2012–13 (per cent)

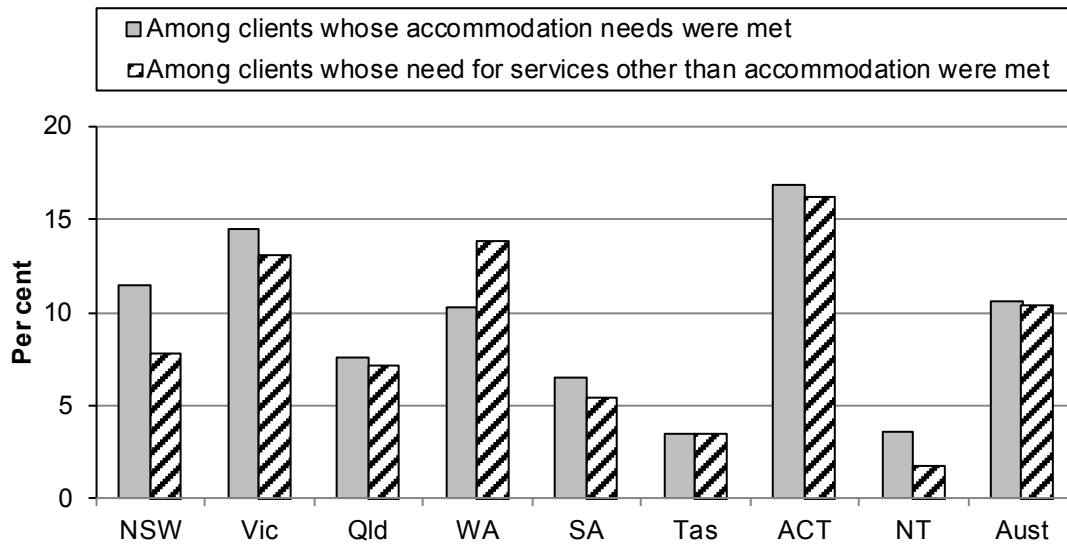
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
In specialist homelessness services	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5
In the population, 2011	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0

Source: ABS (Australian Bureau of Statistics) 2013, *Australian Demographic Statistics, March 2013*, Cat. no. 3101.0, Canberra; AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.7

Access of people born in non-main English speaking countries to homelessness services

Nationally, people born in non-main English speaking countries made up 10.6 per cent of all clients who received accommodation assistance and 10.3 per cent of all clients who received services other than accommodation in 2012–13. These results varied across jurisdictions (figure 18.4).

Figure 18.4 Proportion of clients born in non-main English speaking countries whose needs for accommodation and services other than accommodation were met, 2012–13^a



^a Non-main English speak countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.6.

Nationally, people born in non-main English speaking countries had a lower representation amongst all people accessing specialist homelessness services (12.0 per cent) than this group's representation in the population (23.7 per cent) (table 18.2).

Table 18.2 Proportion of people born in non-main English speaking countries represented in specialist homelessness services and in the population, 2012–13 (per cent)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
In specialist homelessness services	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
In the population, 2011	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7

Source: ABS 2012, *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001.0, Canberra; AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.7.

Additional data on representation of special needs groups in specialist homelessness services are presented in tables 18A.5–7.

Data for 2011-12 are included in tables 18A.5–7.

Unmet demand for homelessness services

‘Unmet demand for homelessness services’ is an indicator of governments’ objective to ensure all Australians have equitable access to accommodation services on the basis of relative need (box 18.4).

Unmet demand occurs when a homeless person or a person at risk of homelessness expressly asking for assistance cannot be provided with that assistance.

Box 18.4 Unmet demand for homelessness services

Specialist homelessness agencies in Australia provide a wide range of services to a large number of people every day. However, agencies cannot always meet the requests for assistance they receive. Unmet demand for homelessness services occurs when a homeless person or a person at risk of homelessness asks for assistance from an SHS agency but cannot be provided with that assistance.

Information on unmet demand is collected for people who seek services from specialist homelessness agencies but receive no assistance (unassisted requests for services), and for the clients who have some, but not all, of their needs met. These two components are part of the overall picture of unmet demand for specialist homelessness services.

Unmet demand is defined by two measures:

- Unmet demand for accommodation
 - the number of average daily unassisted requests with a need for accommodation
 - the number of clients who requested short-term or emergency accommodation or medium or long term housing who were not provided or referred to these services, divided by the number of clients who had a need for short-term or emergency accommodation or medium or long term housing.
- Unmet demand for services other than accommodation
 - the number of average daily unassisted requests without a need for accommodation but with a need for other services
 - the number of clients who did not request accommodation but did request another type of service who were not provided or referred to any of these services, divided by the number of clients who had a need for a service other than accommodation.

A low or decreasing proportion of clients with unmet demand is desirable.

Jurisdictions with central intake agencies such as Victoria and the ACT may record a low number of unassisted requests for services and a high number of clients with unmet need for services. This is because clients whose needs cannot be met immediately are placed on a waiting list and provision of service is determined by priority of need. A client is generally only referred to a service provider when a suitable service is secured for them by the central intake service. Data for these jurisdictions may not be directly comparable to data for other jurisdictions.

Data reported for these measures are:

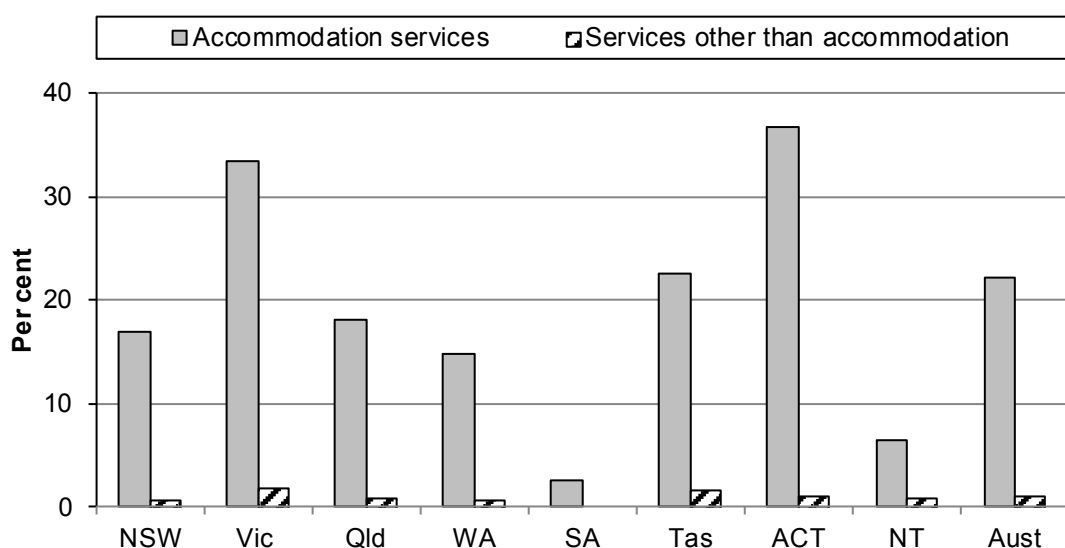
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2012–13, clients with unmet need for accommodation accounted for 22.1 per cent of the total demand for accommodation, compared with 19.8 per cent in 2011–12 (table 18A.9). This result varied across jurisdictions (figure 18.5).

Nationally, clients with unmet demand for services other than accommodation accounted for 1.0 per cent of the total demand for services other than accommodation in 2012–13, compared with 1.4 per cent in 2011–12 (table 18A.9). This result varied across jurisdictions (figure 18.5).

Figure 18.5 Proportion of clients with unmet need for accommodation and services other than accommodation, 2012–13^{a, b, c}



^a For unmet demand for clients Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories. ^b Data for 'services other than accommodation' for SA are nil or rounded to zero. ^c See notes to table 18A.9 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.9.

The number of average daily unassisted requests for accommodation and services other than accommodation are included in table 18A.8.

Effectiveness — appropriateness

Effectiveness indicators measure how well the outputs of a service reflect the stated objectives of that service. The reporting framework groups effectiveness indicators according to characteristics that are considered important to the service. These characteristics may include access, appropriateness and/or quality.

Development of a case management plan

‘Development of a case management plan’ is an indicator of governments’ objective to provide high quality services that are appropriately targeted to the needs of clients (box 18.5).

Box 18.5 Development of a case management plan

‘Development of a case management plan’ is defined as the number of clients with closed support periods only with an agreed case management plan divided by the total number of clients. Data are reported for all clients, and separately for Indigenous clients.

A high or increasing proportion of clients with agreed case management plans is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term, for example 24 hours, or in the case of jurisdictions with central intake agencies such as Victoria and the ACT, where the client’s needs have been assessed and they are waiting for a service to be available that will further address their needs).

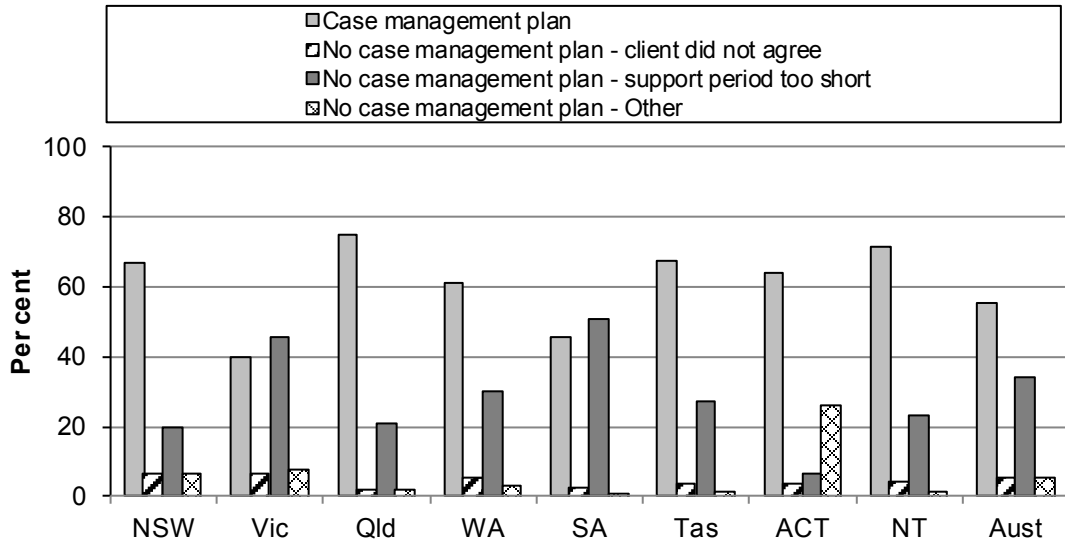
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, there was an agreed case management plan for 55.2 per cent of clients in 2012–13 (compared with 64.0 per cent for Indigenous clients). These proportions varied across jurisdictions (figure 18.6 and tables 18A.10–11).

Figure 18.6 Proportion of clients with a case management plan, all clients, 2012–13^{a, b}



^a Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories. ^b See notes to table 18A.9 for more details

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.10.

Data on clients with a case management plan for 2011–12 are included in tables 18A.9–10.

Match of needs of clients

‘Match of needs of clients’ is an indicator of governments’ objective to ensure that services meet clients’ individual needs (box 18.6).

Box 18.6 Match of needs of clients

'Match of needs of clients' is defined by five measures:

- number of clients with closed support periods who needed homelessness services and who were provided with at least one service in at least one support period during the reference year by the agency visited, and not referred, divided by the total number of clients with closed support periods who needed homelessness services
- proportion of clients with closed support periods who needed homelessness services and who were referred to another agency, divided by the total number of clients with closed support periods who needed homelessness services
- proportion of clients with closed support periods who needed homelessness services and who were provided with those services by that agency and referred to another agency, divided by the total number of clients with closed support periods who needed homelessness services
- proportion of clients with closed support periods who needed homelessness services and who were not provided with those services or referred to another agency, divided by the total number of clients with closed support periods who needed homelessness services
- proportion of clients (12–18 years) with closed support periods who needed education and/or training assistance who were undertaking formal study or training at the end of support, divided by the total number of closed support periods for clients (aged 12–18 years) who needed education and/or training assistance.

The range of services needed by clients is broad (ranging from meals to laundry facilities to long term accommodation), so the effect of not providing these services varies.

Holding other factors constant, a high or increasing proportion of clients who received services they needed, or who were referred to another agency, is desirable.

Jurisdictions with central intake agencies such as Victoria and the ACT may record a relatively high number of clients with unmet need for services because all eligible clients receive an assessment but the provision or referral of service is determined by their level of need relative to other clients. A client is generally only referred to a provider when a suitable service is secured for them by the central intake service.

Data reported for these measures are:

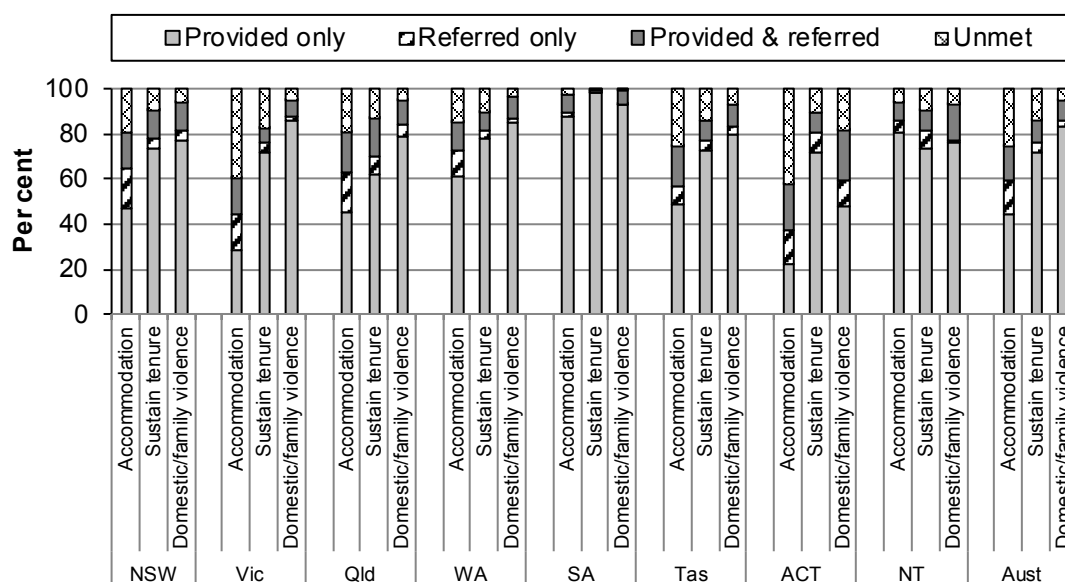
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions

The basis on which this indicator is enumerated has changed from the 2013 Report. Data for 2011-12 have been revised to reflect this change.

Data quality information for this indicator is under development.

Nationally in 2012–13, 53.3 per cent of all clients with closed support periods who needed homelessness services were identified as needing accommodation or accommodation-related assistance. Agencies were able to directly provide or directly provide and refer these services to most of the clients seeking this type of service (59.7 per cent). A further 15.3 per cent of these clients were referred to other organisations for this assistance (figure 18.7 and table 18A.12). Specialist homelessness agencies were able to directly provide or directly provide and refer assistance to sustain tenure to most clients seeking this type of service (81.4 per cent), and directly provide or directly provide and refer domestic and family violence-related assistance to 92.2 per cent of clients seeking this type of service (figure 18.7).

Figure 18.7 Closed support periods — support needs of all clients, 2012-13^a



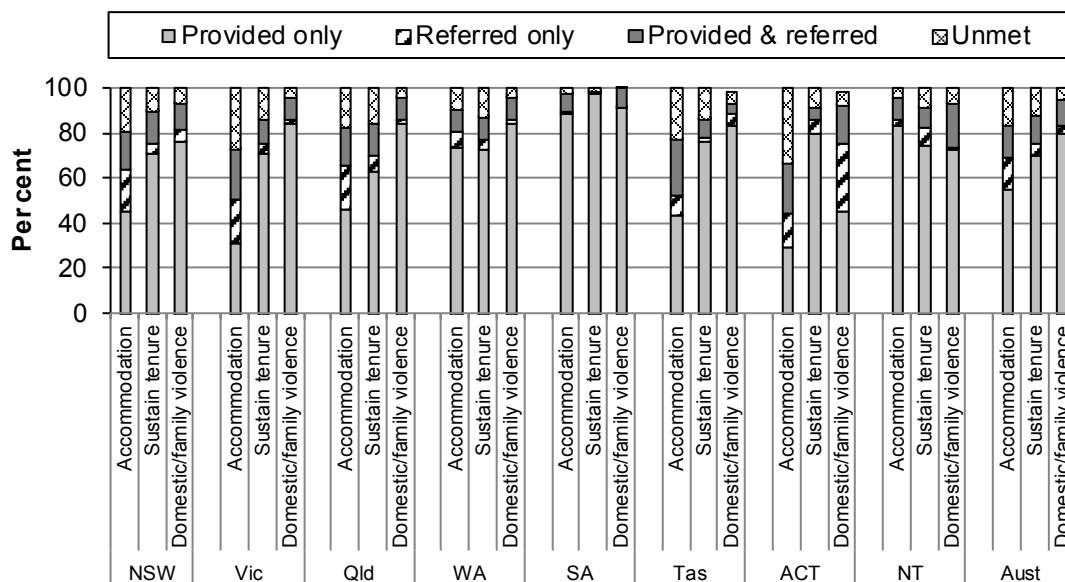
^a Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.12.

Nationally in 2012–13, 57.0 per cent of all Indigenous clients who needed homelessness services were identified as needing accommodation or accommodation-related assistance. Agencies were able to directly provide or directly provide and refer these services to most of the clients seeking this type of service (69.3 per cent). A further 14.4 per cent of these clients were referred to other organisations for this assistance (figure 18.8 and table 18A.13). Specialist homelessness agencies were able to directly provide or directly provide and refer assistance to sustain tenure to most clients seeking this type of service (82.1 per cent) and directly provide or directly provide and refer domestic and

family violence-related assistance to 91.2 per cent of clients seeking this type of service (figure 18.8).

Figure 18.8 Closed support periods — support needs of Indigenous clients, 2012–13



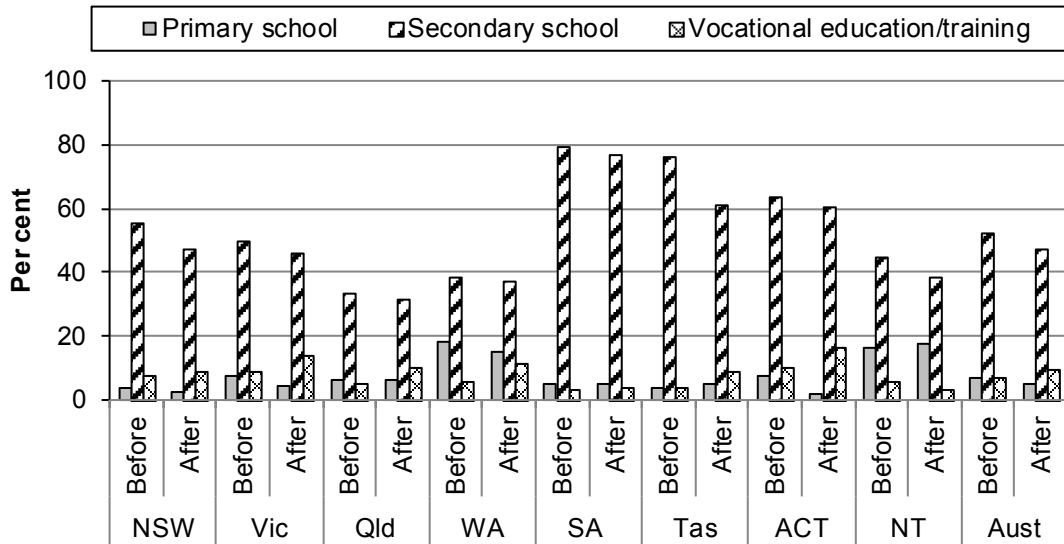
Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.13.

The support needs of clients born in non-main English speaking countries are included in table 18A.14.

Data for 2011–12 are included in tables 18A.12–14.

Nationally, of young clients (aged 12–18 years) who needed assistance to obtain or maintain education and/or training in 2012–13, 67.9 per cent were undertaking formal study or training after support, compared with 66.5 per cent in 2011–12 (table 18A.15). Amongst this 67.9 per cent, the proportion of clients who were in vocational education/training increased from 6.4 per cent before support to 9.4 per cent after support. The proportion of clients who were in secondary school decreased from 51.7 per cent before support to 46.6 per cent after support. These proportions varied across jurisdictions (figure 18.9).

Figure 18.9 Closed support periods — proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, status before and after support, 2012–13



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.15.

Additional data on the education and training status of clients before and after support are presented in table 18A.15, including data for 2011–12.

Effectiveness — quality

Client satisfaction

‘Client satisfaction’ is an indicator of governments’ objective to provide high quality services that meet the needs of clients (box 18.7).

Box 18.7 Client satisfaction

‘Client satisfaction’ is defined as the extent to which clients find homelessness services and programs to be helpful and of a high standard.

This indicator and associated measures are under development.

Efficiency

Expenditure data for these indicators are provided by State and Territory governments, while data on the number of support periods, support days and clients are drawn from the SHSC.

Across jurisdictions, there may be varying treatments of expenditure items (for example, superannuation) and different counting and reporting rules for generating financial data. Differences in expenditure data across jurisdictions may reflect to some extent differences in the way these data are compiled rather than true variations in expenditure.

Cost per completed support period

‘Cost per completed support period’ is an indicator of governments’ objective to maximise the availability and quality of services through the efficient use of public resources (box 18.8).

Box 18.8 Cost per completed support period

‘Cost per completed support period’ is defined as total recurrent expenditure on homelessness services divided by the number of completed support periods.

A low or decreasing cost per completed support period may represent an improvement in efficiency, but may also indicate lower service quality or relatively short support periods.

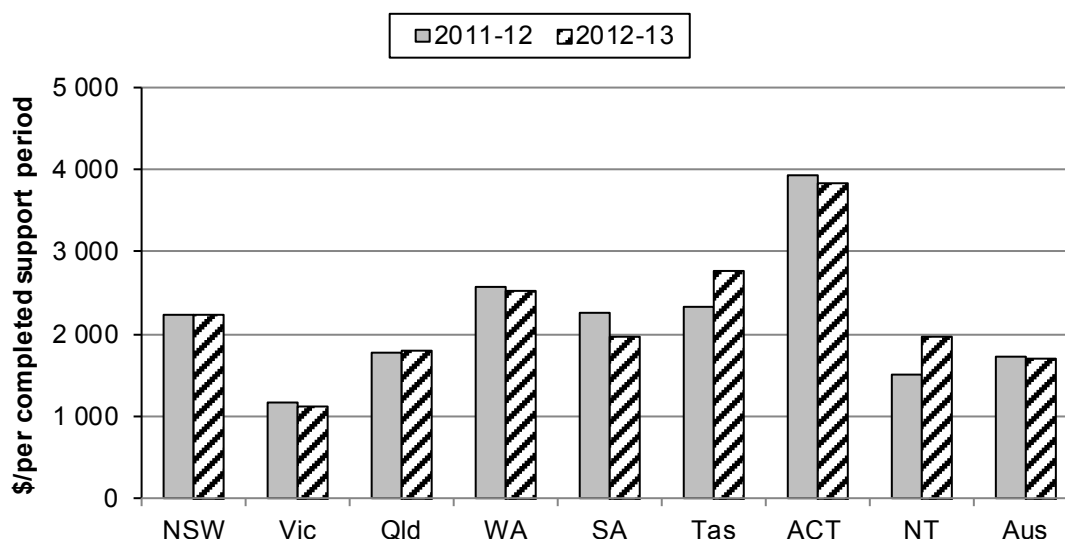
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per completed support period was \$1683 in 2012–13, compared with \$1731 in 2011–12 (table 18A.16). This cost varied significantly across jurisdictions (figure 18.10).

Figure 18.10 **Real recurrent cost per completed support period, 2012–13 dollars^{a, b}**



^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 See notes to table 18A.16 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; Australian, State and Territory governments (unpublished); table 18A.16.

Cost per client

‘Cost per client’ is an indicator of governments’ objective to maximise the availability and quality of services through the efficient use of public resources (box 18.9).

Box 18.9 Cost per client

'Cost per client' is defined as total recurrent expenditure on homelessness services divided by the number of clients provided with a service.

A low or decreasing cost per client may represent an improvement in efficiency, but may also indicate lower service quality or relatively short support periods.

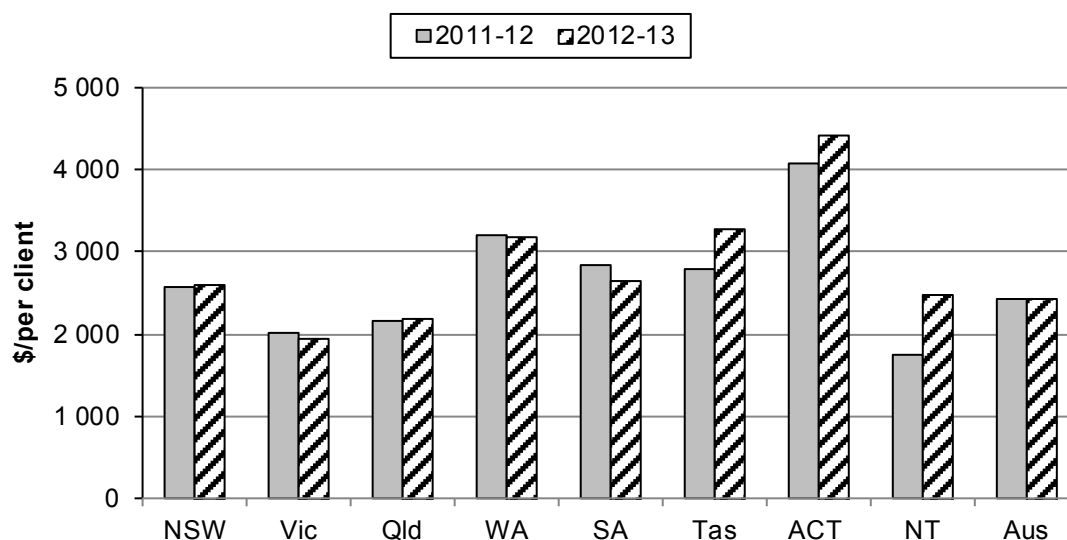
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per client accessing homelessness services was \$2421 in 2012–13, compared with \$2436 in 2011–12 (table 18A.17). This cost varied significantly across jurisdictions (figure 18.11).

Figure 18.11 Real recurrent cost per client accessing homelessness services, 2012–13 dollars^{a, b}



^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 See notes to table 18A.17 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; Australian, State and Territory governments (unpublished); table 18A.17.

Cost per day of support

‘Cost per day of support’ is an indicator of governments’ objective to maximise the availability and quality of services through the efficient use of public resources (box 18.10).

Box 18.10 Cost per day of support

‘Cost per day of support’ is defined as total recurrent expenditure on homelessness services divided by the number of days of support for clients receiving support and/or supported accommodation.

A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality or relatively short support periods.

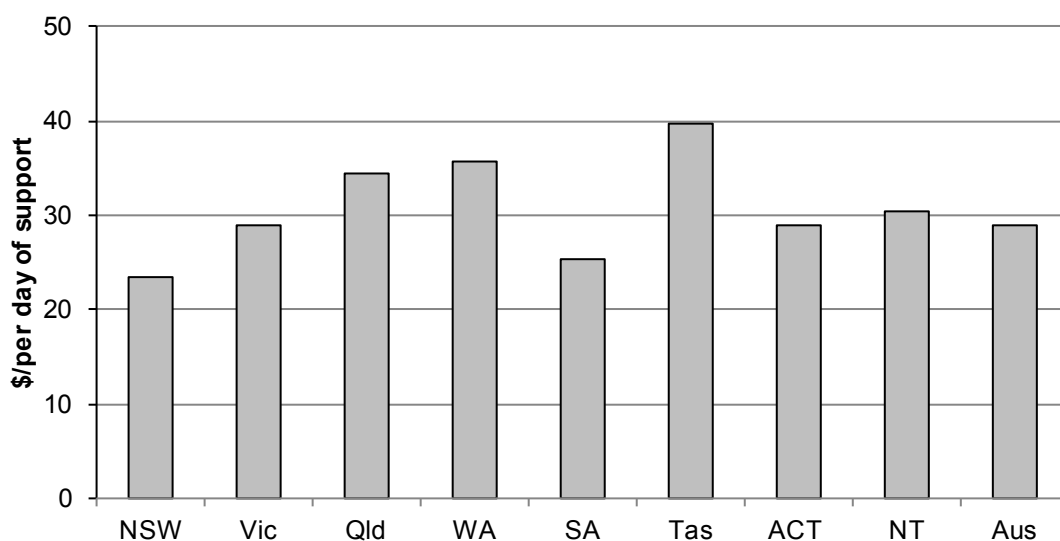
Data reported for this indicator are:

- comparable within jurisdictions for the current reporting period but are not comparable across jurisdictions
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per day of support for clients averaged \$29 in 2012–13. This cost varied significantly across jurisdictions (figure 18.12).

Figure 18.12 Real recurrent cost per day of support for clients, 2012–13^{a, b}



^a The number of support days for 2011–12 are not available. ^b See notes to table 18A.18 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; Australian, State and Territory governments (unpublished); table 18A.18.

Outcomes

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

An important outcome of homelessness services is clients' achievement of self-reliance and independence. Characteristics that may indicate whether clients can live independently include their income, housing status and workforce status. These characteristics are recorded at the end of a client's support period.

Achievement of employment on exit

'Achievement of employment on exit' is an indicator of governments' objective to enable clients to participate as productive and self-reliant members of the community at the end of their support period (box 18.11).

Box 18.11 Achievement of employment on exit

'Achievement of employment on exit' is defined by three measures:

- number of clients, with closed support periods only, with an identified need for employment and/or training assistance and whose labour force status was 'employed full-time' or 'employed part-time' at the end of support, divided by the number of clients, with closed support periods only, with an identified need for employment and/or training assistance
- number of clients, with closed support periods only, with an identified need for employment and/or training assistance whose labour force status was unemployed at presentation; and whose labour force status was 'employed full-time' or 'employed part-time' at the end of support, divided by the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were unemployed at presentation
- number of clients, with closed support periods only, with an identified need for employment and/or training assistance whose labour force status was 'not in the labour force' at presentation; and whose labour force status was 'employed full-time' or 'employed part-time' at the end of support, divided by the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were not in the labour force at presentation.

Holding other factors constant, a high or increasing proportion of clients achieving employment after support is desirable.

Data are reported for all clients, and separately for Indigenous clients.

This indicator compares clients' employment status before and after support and relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are important, but more difficult to measure.

Data reported for these measures are:

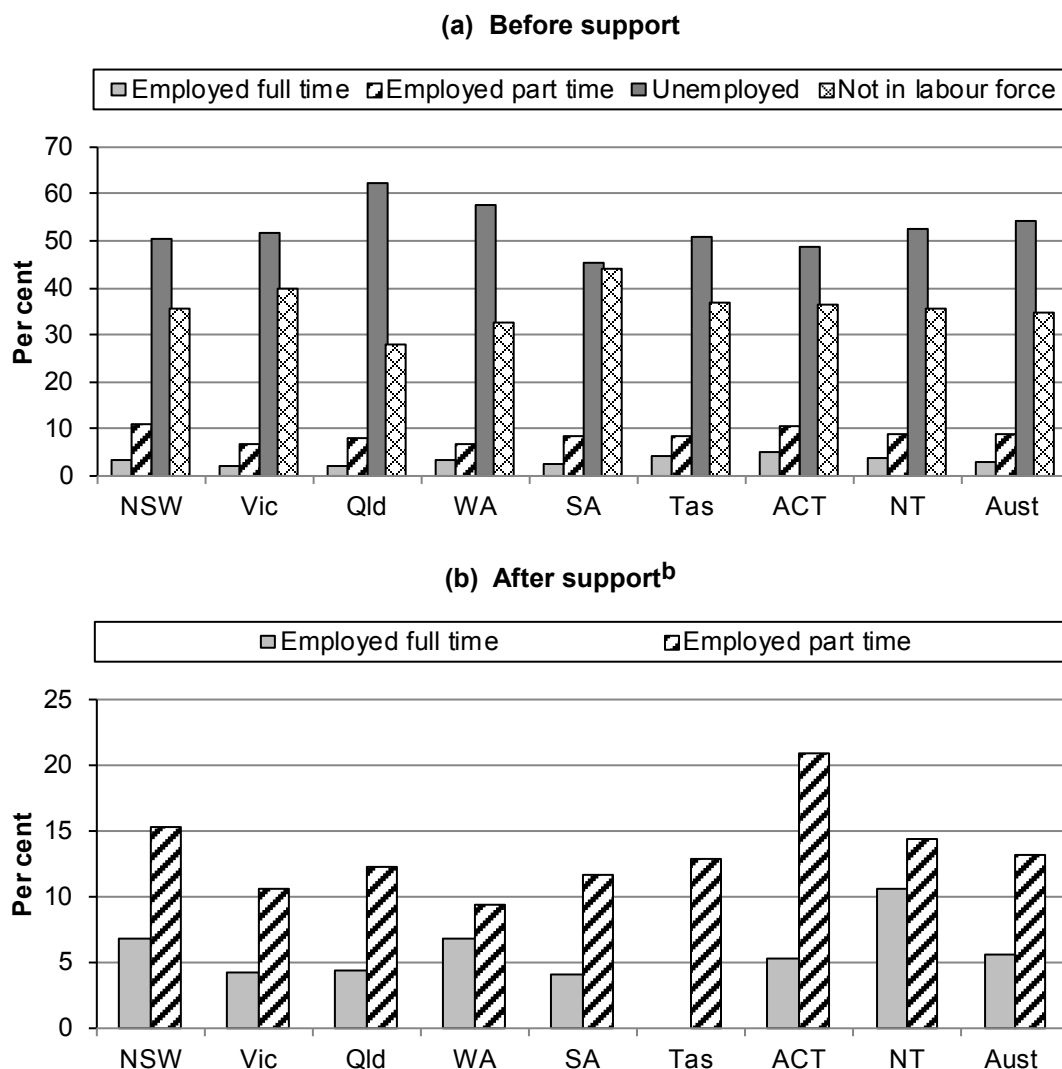
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2012–13, 18.8 per cent were employed either part-time or full-time after support, compared with 11.4 per cent before support. Amongst the 18.8 per cent employed after support, 5.6 per cent were employed full-time and 13.2 per cent were employed part time after support. Proportions varied across jurisdictions (figure 18.13 and table 18A.19).

Nationally, of those Indigenous clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2012–13, 15.2 per cent were employed either part-time or full-time after support, compared with 11.3 per cent before support. Amongst the 15.2 per cent employed after support, 4.4 per cent were employed full time and 10.7 per cent were employed part time after support. These proportions varied across jurisdictions (table 18A.20).

Figure 18.13 Closed support periods — proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment after support, 2012–13^a



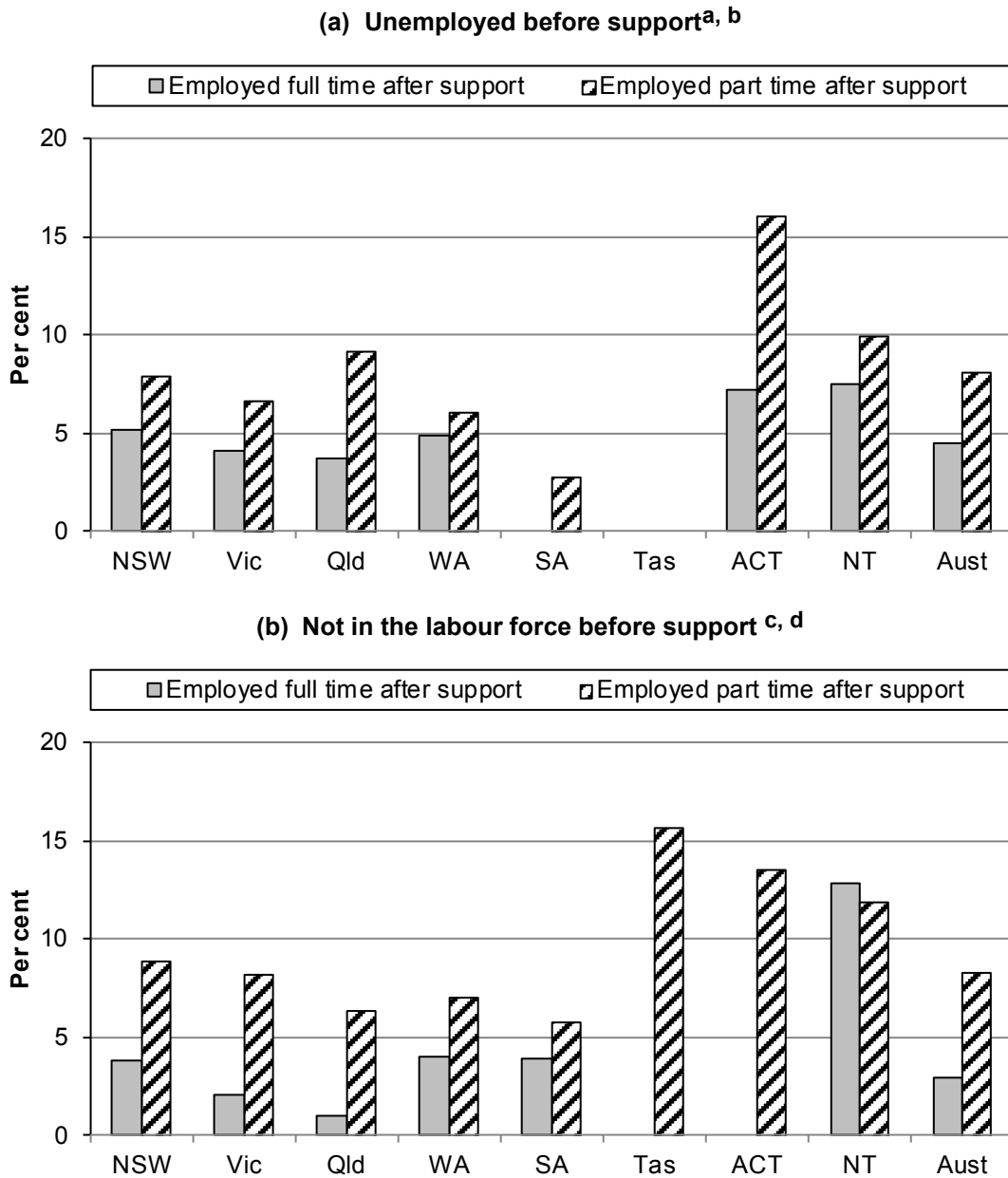
^a See notes to table 18A.19 for more information. ^b Data for 'Employed full time' for Tasmania are not published.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.19.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2012–13, and were unemployed before support, 4.5 per cent were employed full time and 8.1 per cent were employed part time after support (figure 18.14 (a) and table 18A.21).

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2012–13, and were not in the labour force before support, 3.0 per cent were employed full time and 8.2 per cent were employed part time after support (figure 18.14 (b) and table 18A.21).

Figure 18.14 Closed support periods — labour force status of clients after support who were unemployed or not in the labour force before support 2012–13



^a 'Employed full time after support' is nil or rounded to zero for SA. ^b Data for Tasmania are not published. ^c 'Employed full time after support' is nil or rounded to zero for Tasmania. ^d Data for 'employed full time after support' for the ACT are not published.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.21.

Data for 2011–12 are included in table 18A.21.

Achievement of income on exit

Achievement of income on exit' is an indicator of governments' objective to enable clients to participate independently in the community at the end of their support period (box 18.12).

Box 18.12 Achievement of income on exit

'Achievement of income on exit' is defined as the number of clients with closed support periods only, who needed income assistance and exited homelessness services with an income source, divided by the total number of clients with closed support periods only, who needed income assistance.

Holding other factors constant, a high or increasing proportion of clients who needed income assistance and exited homelessness services with an income source is desirable.

This indicator compares these clients' income status before and after they received support. It is assumed that a client's independence and self-reliance is enhanced when the client experiences a positive change in income source (for example, from having no income support to obtaining some income, including wages and/or benefits) on exit from services.

Data are reported for all clients, and separately for Indigenous clients.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions

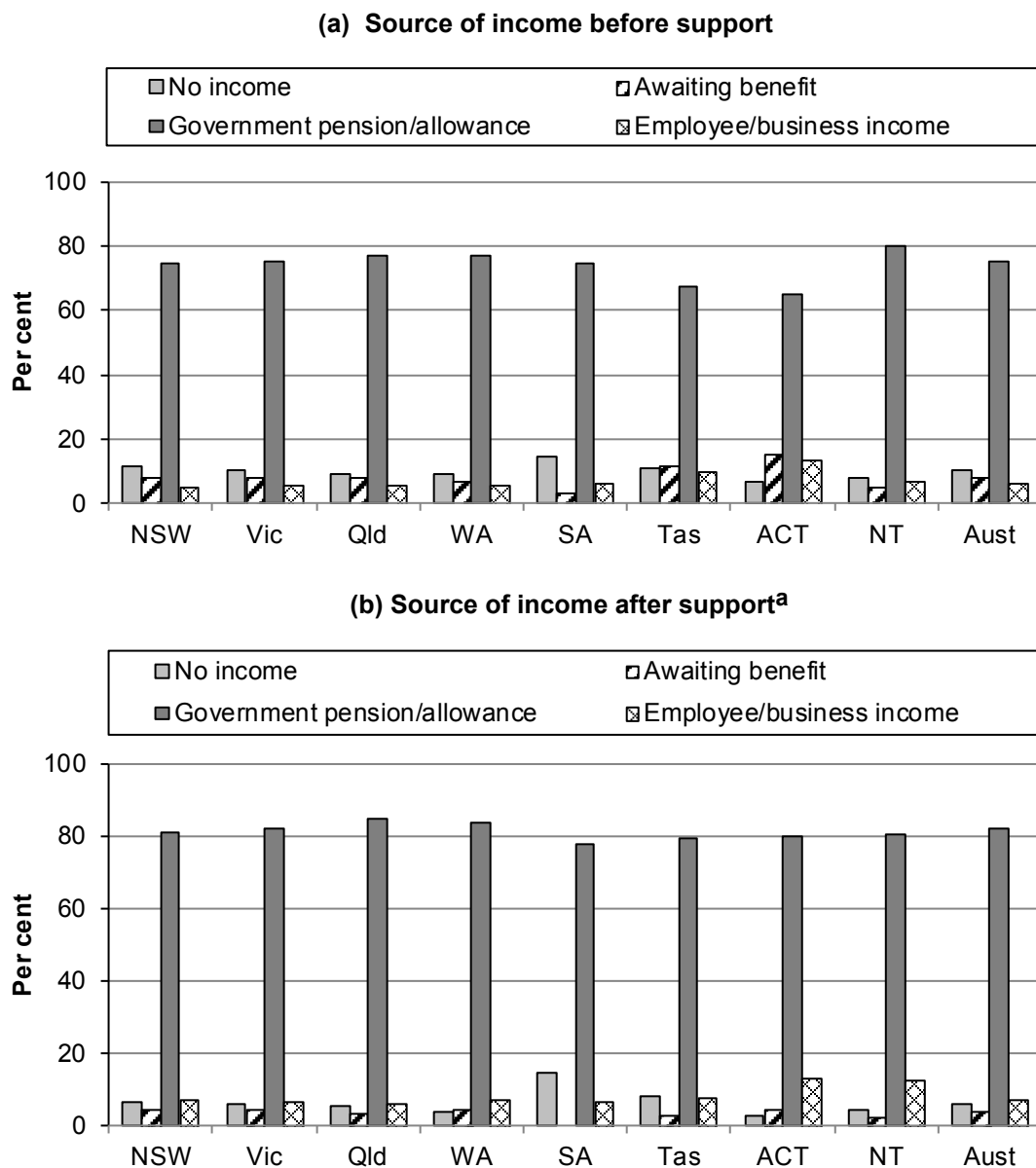
Data quality information for this indicator is under development.

Nationally, of clients who needed income assistance when entering homelessness services in 2012–13, 93.9 per cent had an income source after support, compared with 94.5 per cent in 2011–12 (table 18A.22). Amongst the 93.9 per cent, the proportion whose source of income was a government pension/allowance increased from 75.0 per cent before support to 81.9 per cent after support and the proportion of clients whose source of income was employee/business income increased from 6.0 per cent before support to 7.2 per cent after support. Proportions varied across jurisdictions (figure 18.15).

Nationally, of Indigenous clients who needed income assistance when entering homelessness services in 2012–13, 95.2 per cent had an income source after support, compared with 96.2 per cent in 2011–12 (table 18A.23). Amongst the 95.2 per cent, the proportion whose source of income was a government pension/allowance increased from 84.7 per cent before support to 88.9 per cent after

support. The proportion of clients whose source of income was employee/business income increased from 3.1 per cent before support to 4.0 per cent after support. Proportions varied across jurisdictions (figure 18.16).

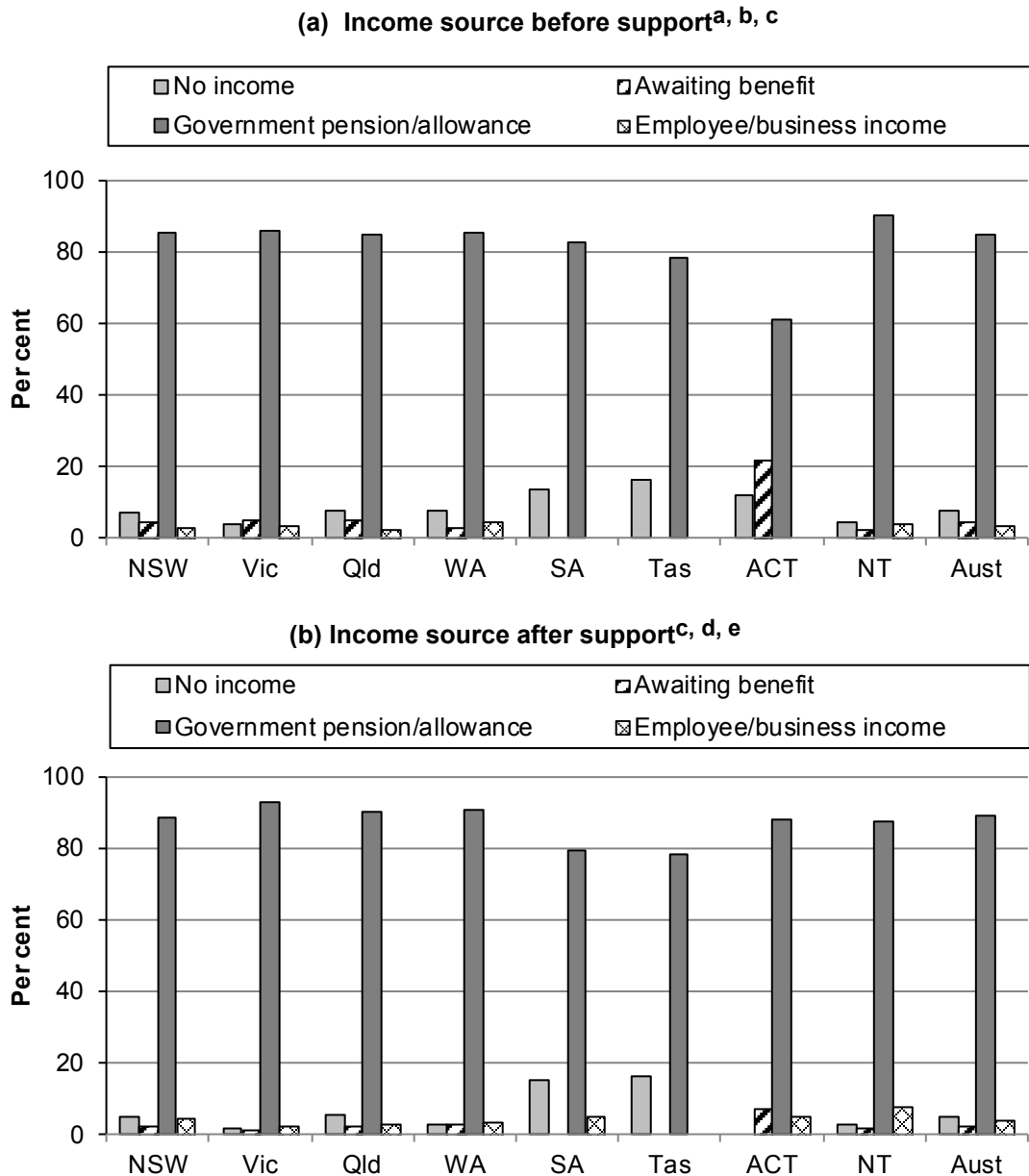
Figure 18.15 Closed support periods — proportion of clients who needed income assistance and who had an income source after support, by income source, 2012–13



^a 'Awaiting benefit' is nil or rounded to zero for SA.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.22.

Figure 18.16 **Closed support periods — proportion of Indigenous clients who needed income assistance and who had an income source after support, by income source, 2012–13**



^a Data for 'Awaiting benefit' for SA are not published. ^b Data for 'Employee/business income' for SA, Tasmania and the ACT are not published. ^c 'Awaiting benefit' is nil or rounded to zero for SA and Tasmania. ^d Data for 'Employee/business income' for Tasmania are not published. ^e 'No income' is nil or rounded to zero for the ACT.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.23.

Achievement of independent housing on exit

‘Achievement of independent housing’ is an indicator of governments’ objective to enable clients to participate as productive and self-reliant members of society at the end of their support period (box 18.13).

Box 18.13 Achievement of independent housing on exit

‘Achievement of independent housing’ is defined by three measures:

- number of clients with closed support periods only, who identified a need for assistance to obtain ‘long term housing’; or ‘sustain tenancy or prevent tenancy failure or eviction’; or ‘prevent foreclosures or for mortgage arrears’, and had achieved independent housing at the end of support, divided by the number of clients with closed support periods only, who identified a need for assistance to obtain ‘long term housing’ or ‘sustain tenancy or prevent tenancy failure or eviction’, or ‘prevent foreclosures or for mortgage arrears’
- number of clients with closed support periods only, who on presentation, were living in non-independent housing and achieved independent housing at the end of support, divided by the number of clients with closed support periods only, who at presentation were living in non-independent/supported housing
- number of clients with closed support periods only, who achieved independent housing at the end of support, and who did not present again with a need for short-term, medium-term, long term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during the reference year, divided by the number of clients with closed support periods only, who had requested assistance with obtaining or maintaining independent/non-supported housing, and who had independent/non-supported housing at the end of support.

Data are reported for all clients, and separately for Indigenous clients.

Holding other factors constant, a high or increasing proportion of closed support periods in which clients achieve independent housing is desirable.

This indicator compares the proportion of clients who were in independent housing before and after they received support from homelessness services. It relates to relatively short term outcomes — that is, outcomes for clients immediately after their support period. Longer term outcomes are also important, but more difficult to measure.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions

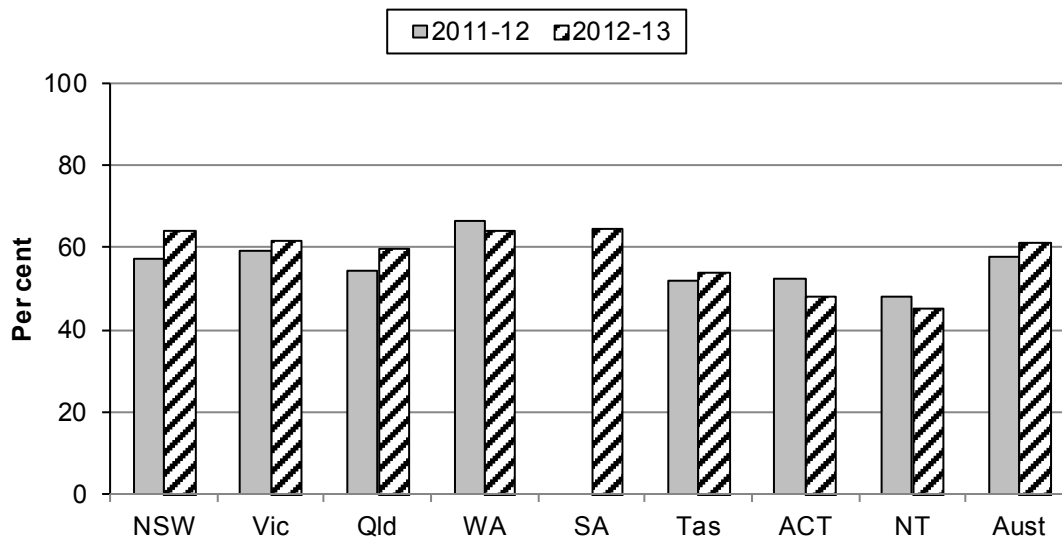
Data quality information for this indicator is under development.

Nationally, of clients who needed assistance with obtaining or maintaining independent housing 61.2 per cent achieved independent housing in 2012–13, compared with 58.0 per cent in 2011–12 (figure 18.17). This included clients who moved or returned to private rental housing (37.3 per cent), and to public or community rental housing (20.9 per cent) (table 18A.24).

Nationally, of Indigenous clients who needed assistance with obtaining or maintaining independent housing 58.0 per cent achieved independent housing in 2012–13, compared with 52.7 per cent in 2011–12 (figure 18.18). This included clients who moved or returned to private rental housing (25.1 per cent), and to public or community rental housing (30.2 per cent) (table 18A.25).

Clients who did not achieve independent housing included those who moved to, or continued to live in, short to medium term accommodation provided by homelessness services and other forms of non-independent accommodation (tables 18A.24 and 18A.25).

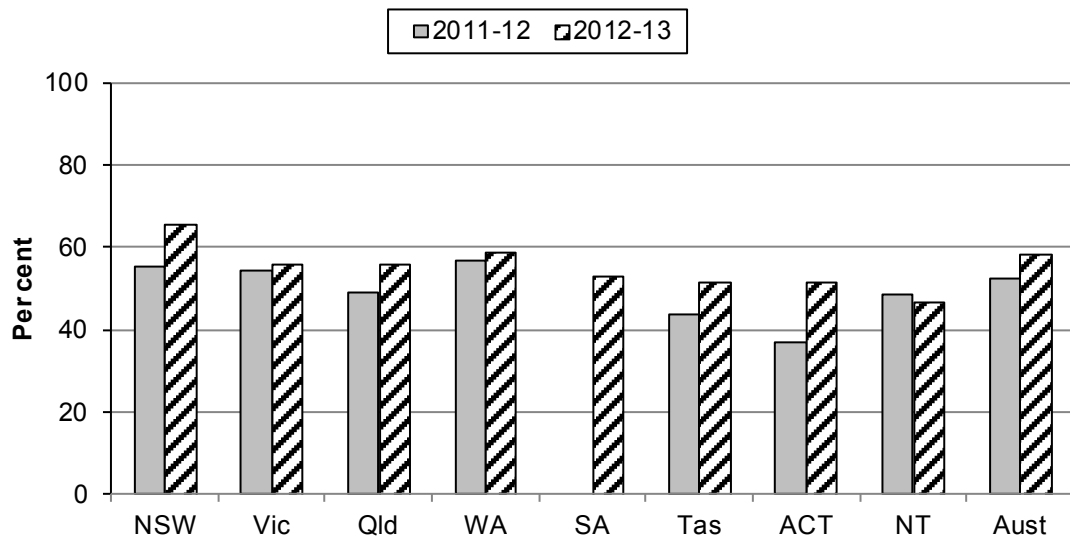
Figure 18.17 Closed support periods — proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support^{a, b}



^a SA collection methodology for 2011-12 does not allow for this type of analysis. ^b See notes to table 18A.24 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.24.

Figure 18.18 Closed support periods — proportion of Indigenous clients who needed assistance to obtain or maintain independent housing who obtained or maintained independent housing after support^{a, b}



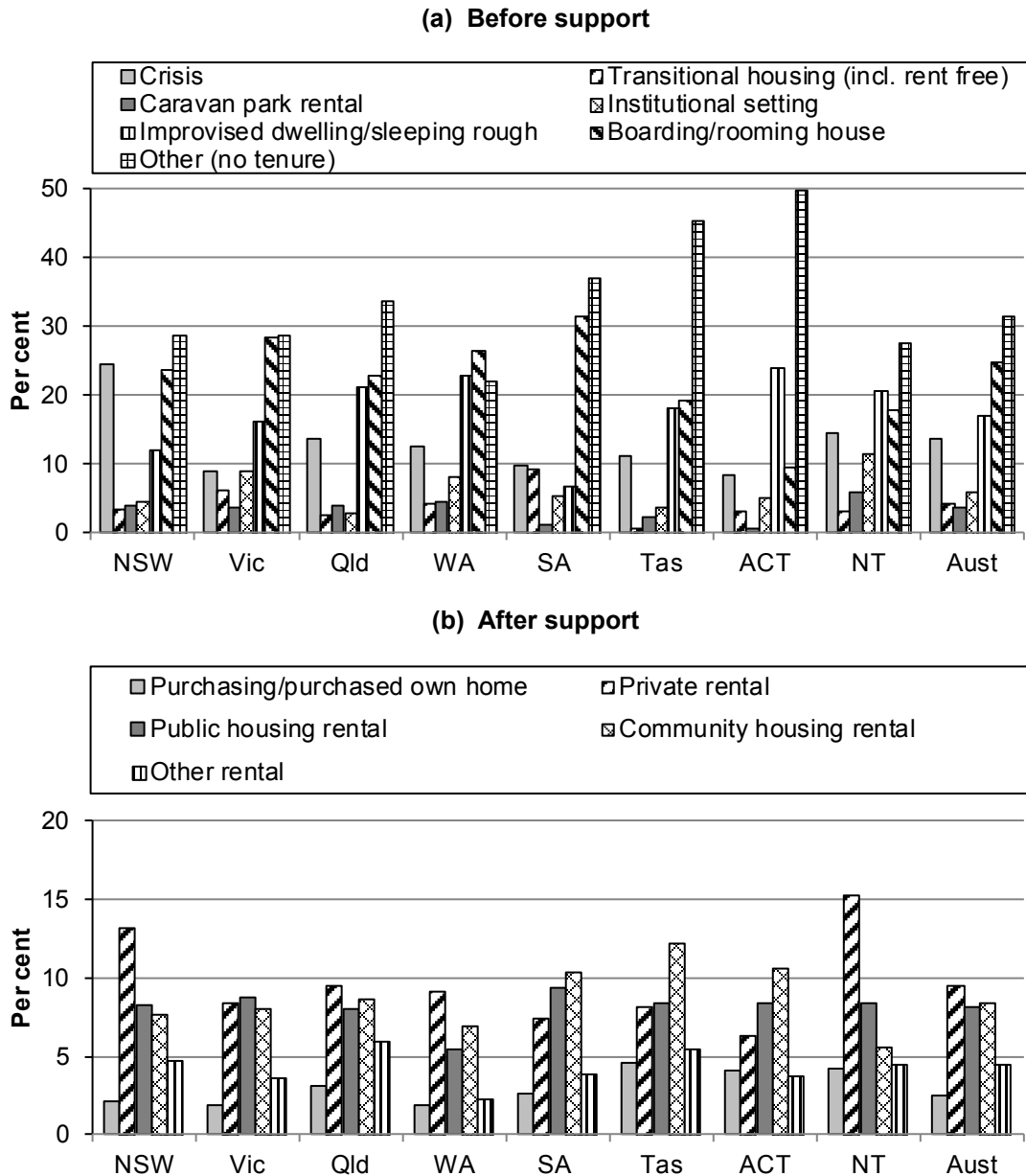
^a SA collection methodology for 2011-12 does not allow for this type of analysis. ^b See notes to table 18A.25 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.25.

Data for 2011–12 are included in tables 18A.24–25.

Amongst clients who were living in non-independent housing and who needed assistance to obtain independent housing, 33.0 per cent achieved independent housing in 2012–13, compared with 27.2 per cent in 2011–12 (table 18A.26). This included clients who moved to private rental housing (9.5 per cent), and to public (8.1 per cent) or community rental housing (8.4 per cent) (figure 18.19).

Figure 18.19 Closed support periods — proportion of clients who were living in non-independent housing before support who obtained independent housing after support, by tenure type, 2012–13^a

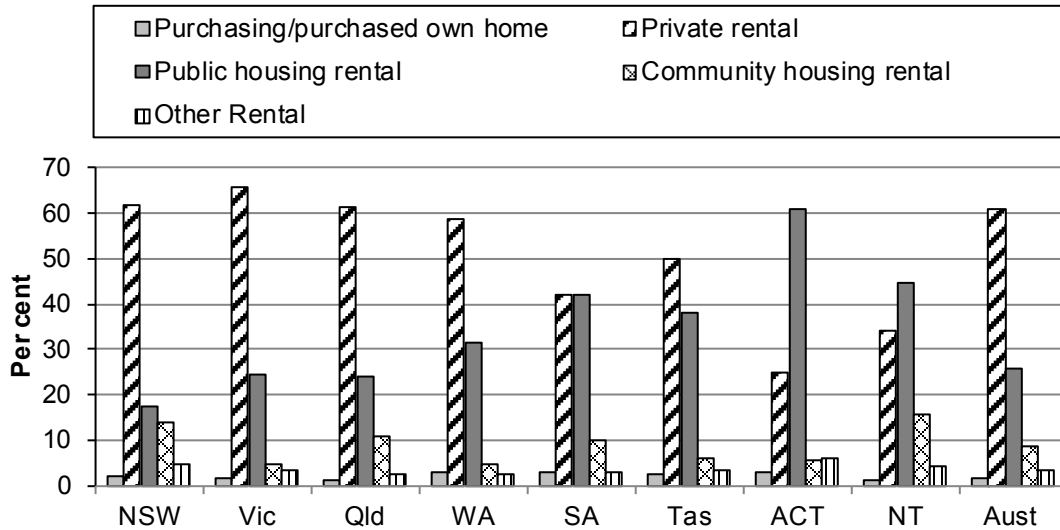


^a See notes to table 18A.26 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.26.

Nationally, 60.8 per cent of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again for accommodation in 2012–13, went in to private rental after support.

Figure 18.20 Closed support periods — proportion of clients who needed assistance to obtain or maintain independent housing who achieved independent housing after support, and did not present again with a need for accommodation, by tenure type, 2012–13^a



^a See notes to table 18A.27 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.27.

Data for 2011–12 are included in table 18A.27.

Data for Indigenous clients are included in table 18A.28.

Proportion of people experiencing repeat periods of homelessness

‘Proportion of people experiencing repeat periods of homelessness’ is an indicator of governments’ objective to enable clients to participate independently in society at the end of their support period (box 18.14).

Box 18.14 Proportion of people experiencing repeat periods of homelessness

‘Proportion of people experiencing repeat periods of homelessness’ is defined as the number of SHS clients who change status from ‘homeless’ to ‘not homeless’ and back to ‘homeless’, divided by the number of SHS clients who experienced homelessness at any time during the reporting period.

The measure under this indicator is a *proxy* as it only captures homeless people who access SHS (ie, homeless people who do not access homelessness services are not identified).

Holding other factors constant, a low or decreasing proportion of clients who more than once required housing or accommodation support specifically is desirable.

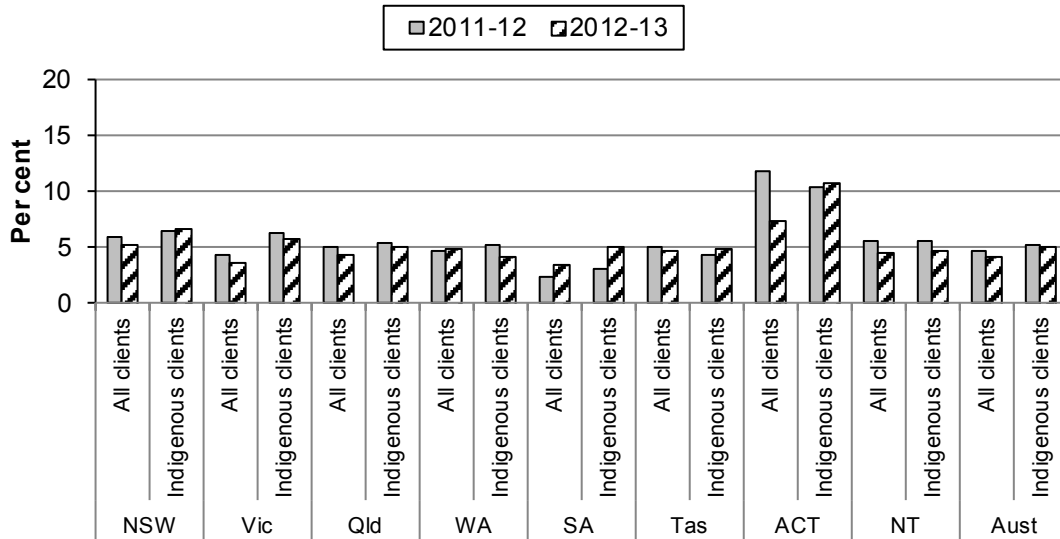
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, 4.0 per cent of all clients who experienced homelessness at some time in 2012–13, had more than one period of homelessness compared with 4.7 per cent in 2011–12 (figure 18.21 and table 18A.29). The proportion of Indigenous clients who experienced homelessness at some time in 2012–13 and who had more than one period of homelessness decreased from 5.2 per cent in 2011–12 to 4.9 per cent in 2012–13. These proportions varied across jurisdictions (figure 18.21 and table 18A.30).

Figure 18.21 Clients who had more than one period of homelessness, all clients and Indigenous clients



Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; tables 18A.29–30.

Goals achieved on exit from service

‘Goals achieved on exit’ is an indicator of governments’ objective to ensure homelessness services meet the needs and expectations of clients (box 18.15).

Box 18.15 Goals achieved on exit from service

'Goals achieved on exit from service' is defined as the proportion of clients in a given period who reported that their case management goals were 'all', 'some' or 'none' achieved by the end of their support period.

This indicator should be interpreted in conjunction with the 'development of an agreed case management plan' indicator which identifies the proportion of case management plans developed.

Holding other factors constant, a high or increasing proportion of achieved goals is desirable.

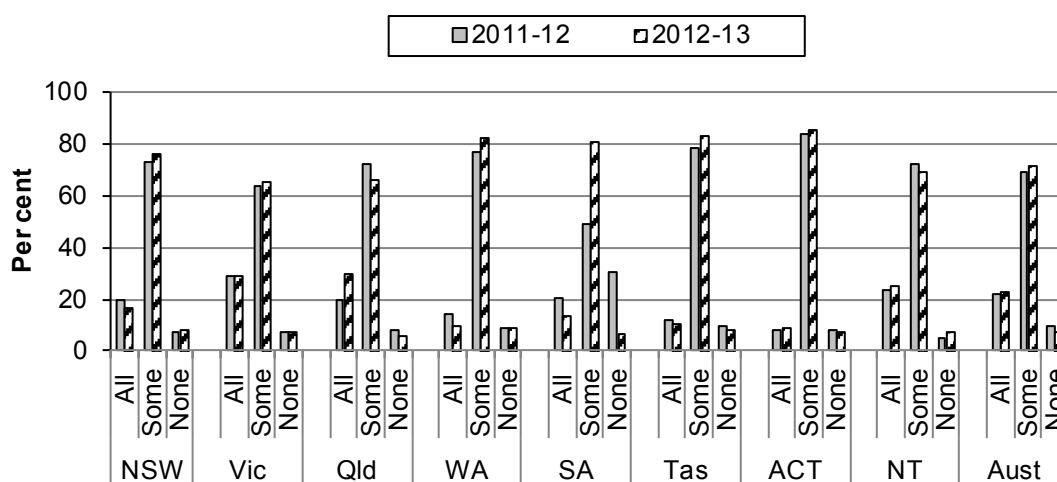
Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required (2012–13) data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, some or all case management goals were achieved by the end of the support period for 93.0 per cent of clients in 2012–13 (figure 18.22 and table 18A.31).

Figure 18.22 Goals achieved on exit from homelessness services, 2012–13^a



^a See notes to table 18A.31 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia; table 18A.31.

18.4 Future directions in homelessness services performance reporting

Homelessness data developments

From 1 July 2011, the SAAP data collection was replaced by the SHSC which will continue to be the primary source for reporting on the performance indicators for specialist homelessness services in the future editions of the Report.

The 2015 Report and later editions will continue:

- developing and refining performance measures
- lengthening time series data in attachment tables
- developing data quality information for performance indicators.

18.5 Jurisdictions' comments

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

Australian Government comments

“

Following the expiry of the 2009–2013 National Partnership Agreement on Homelessness (NPAH) on 30 June 2013, a new one year transitional NPAH with states and territories commenced on 1 July 2013. Under the transitional NPAH, funding of \$159 million was invested by the Australian Government 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. The 2013–14 NPAH was funded to ensure that service delivery levels were maintained while all parties worked towards a long term response to homelessness for beyond 2014.

The Department of Social Services (DSS), through the Reconnect program, provides community-based and family focused early intervention program supporting young people who are homeless or at risk of homelessness. In partnership with the Department of Human Services, DSS also delivers the ‘HOME Advice’ program to assist families facing difficulty to maintain tenancies or home ownership.

DSS managed the National Homelessness Research Agenda 2009–13, which had three components: the Research Partnership Agreement, the Discrete Research Projects and Journeys Home. The Research Partnership Agreements, worth \$4 million and an additional 16 discrete projects worth \$1.4 million, finished on 30 June 2013. Forty-four research projects in total were completed, and will contribute to the design and implementation of evidence-based policy and support services for the homeless. All research reports have been released on the Australian Homelessness Clearinghouse.

DSS is also funding Journeys Home: Longitudinal Study of Factors Affecting Housing Stability which aims to improve our understanding of, and policy response to, the diverse social, economic and personal factors relating to homelessness and the risk of becoming homeless. The survey has six waves, running from September 2011 to the second half of 2014. Four waves have been completed and a research report for Waves 1–4 is due in late 2013.

The Prime Minister’s Council on Homelessness (established 2009) provided advice to government on progress, risks and emerging issues in homelessness. The Council’s final term concluded on 30 June 2013.

”

New South Wales Government comments

“ The delivery of the right services to people who are homeless or at risk of homelessness is important for protecting some of the most vulnerable people in NSW and breaking the cycle of disadvantage.

The NSW Homelessness Action Plan (HAP) puts NSW and national homelessness policy into action and reinforces the NSW Government's commitment to the NSW 2021 plan targets and the National Partnership Agreement on Homelessness (NPAH). The HAP provides the direction for effort in NSW to reduce and prevent homelessness.

NSW allocated \$134.4 million in 2012–13 from the National Affordable Housing Agreement (NAHA) to Specialist Homelessness Services (SHS) to assist people who are homeless or at risk of becoming homeless. Almost 52 000 people received SHS support, including crisis and transitional support and practical assistance to help break the cycle of repeat homelessness.

NSW is working to improve the capacity of the Specialist Homelessness Services sector to deliver better outcomes for people who are homeless including better aligning resources to need.

In addition to funding under the NAHA, the NPAH provided a joint Commonwealth and NSW Government commitment to tackle the issue of homelessness, including Aboriginal homelessness.

The NSW Government's investment has focused on continued inter-agency collaboration and driving service reform and priorities to deliver streamlined services for clients to prevent, reduce and respond effectively to homelessness.

The NSW Government's service delivery achievements are evidence of the strong consolidation of projects that have taken place over the life of the NPAH. All projects have established service delivery regimes and built referral networks and strong interagency partnerships. Significantly, over the life of the four year agreement, 55 funded NPAH projects continued to exceed expectations, with 98 per cent exceeding their client targets.

The NSW Government signed a Transitional NPAH agreement for 2013–14 to enable a longer-term funding agreement to be negotiated. This funding will assist approximately 5000 people in NSW, spread across a range of multi-agency initiatives that place people at the centre.

”

Victorian Government comments

“

In 2012–13 Victoria provided over \$200 million to community service organisations to support people that are homeless or at risk of homelessness.

Under the National Partnership Agreement for Homelessness, Victoria has implemented models of early intervention aimed at preventing or reducing the time spent homeless. Vulnerable young people at risk are now offered support that enables them to recognise and reach their full potential through stable accommodation linked to education and employment pathways.

Reform of family violence services continued in 2012–13. There was an increased emphasis on safely maintaining women and children in their own homes and on providing this group with a stable living environment. Two new Indigenous family violence crisis accommodation and support services were developed in rural areas. Strengthening risk management pilots continue to provide an effective and coordinated response to women and children at greatest risk of violence in two geographic areas. These pilots are demonstrating the value of multi-agency approaches involving police and the justice system and other related services.

A Place to Call Home has supported families to maintain or secure housing and connections to community supports that will sustain their tenancies and end homelessness.

Substantial work progressed in 2012–13 under the Victorian Homelessness Action Plan (VHAP) 2011–2015, which is an \$82.6 million plan to reform and strengthen the response to homelessness in Victoria. Work included mapping and analysis of the current Victorian homelessness and family violence service systems as well as review of the current service system, which included consultation with the sector and clients.

As part of the VHAP, \$30.9 million will be invested in Innovation Action Projects over three years. Eleven projects commenced in 2012–13 as part of stage 1 to investigate service models that focus on early intervention and prevention. Projects have operated in metropolitan Melbourne and in regional and rural locations, including major centres like Geelong, Shepparton and Ballarat.

A number of high volume entry point agencies have commenced reporting data through the Specialist Homelessness Services Collection (SHSC), joining all other funded homelessness agencies in Victoria reporting through this collection. Entry point agencies provide initial assessment of client need and arrange referrals to further support or housing. The inclusion of these agencies in the SHSC more completely measures this important aspect of service provision, and has significantly increased the number of Victorian clients in 2012–13.

”

Queensland Government comments

“

In 2012–13, Queensland allocated over \$71 million to support the delivery of 244 specialist homelessness services for target groups, including young people, families, adults, and women and children escaping domestic and family violence.

Through the National Partnership Agreement on Homelessness, the Australian and Queensland Governments have provided an additional \$284.6 million over five years (2008–09 to 2012–13) to reduce homelessness in Queensland, including \$149.5 million State funds and \$135.1 million Australian Government funds.

Reform directions for the homelessness service system have been outlined in the *Homelessness-to-Housing Strategy 2020*. Several initiatives and reform activities have helped people who are homeless or at risk of homelessness. These include:

- five *Street to Home* services assisted 1829 instances of rough sleepers and chronically homeless people to transition to stable housing
- *A Place to Call Home* purchased 43 dwellings and housed 176 people
- *Common Ground Brisbane* assisted 274 people who were homeless or at risk of homelessness, through its combined outreach support and the tenancing of the Brisbane Common Ground building
- *HomeStay Support* services provided early intervention assistance to 4489 clients to maintain their tenancies
- the *RentConnect* program provided personal assistance to 8212 clients
- development of a new client assessment and referral tool.

A number of primary target groups were assisted including youth and children; people with a disability or mental health issues, those experiencing domestic and family violence; and those leaving statutory or institutional care settings. Several initiatives were put in place, including:

- *Post Care Support* provided 335 young people with a disability exiting from the Care of State with transition support
- the five *After Care Services* assisted 321 young people leaving out-of-home care at risk of becoming homeless, to find accommodation and connect with the education system
- the *Integrated Transitional Support Model and Offender Reintegration Support Service* provided transitional support to 3741 people.

Emergency Department Homeless Liaison officers, located at four hospital sites, provided support on 861 occasions to people who were identified as homeless or at risk of homelessness. Significant achievements were made in service integration including enhanced local collaboration and coordination around responses to homelessness through the implementation of seven Homelessness Community Action Plans.

”

Western Australian Government comments

“

The Department for Child Protection and Family Support has lead agency responsibility for homelessness in Western Australia (WA). Through the National Affordable Housing Agreement and the National Partnership Agreement on Homelessness (NPAH) funding is allocated to support the delivery of specialist homelessness services across WA.

The WA Implementation Plan (IP) for the NPAH is fully operational and achieved excellent results over the life of the program. Overall, WA exceeded the targets set in the IP for 2012–13. In the reporting period, the Specialist Homelessness Services Collection data indicates WA NPAH services have assisted over 4700 clients.

An independent Evaluation of the WA NPAH IP found programs make a positive difference for the majority of people who use them. The Evaluation also found that the target of 11 per cent Indigenous participation set for NPAH programs in WA was exceeded, with 29 per cent of clients supported through the NPAH being Indigenous. Department of Housing data quoted in the Evaluation shows that 91 per cent of NPAH clients allocated Department of Housing properties retained their tenancies and were still accommodated after twelve months.

The NPAH has been an important catalyst for improving integration with mainstream services, for example:

- NPAH services have provided clients with intensive case management, including linking clients and their children with mainstream services such as education, training, employment, mental health and drug and alcohol services
- the implementation of the NPAH has resulted in more effective working relationships between specialist homelessness services and mainstream agencies, for example the Department of Housing and the WA Police
- integration has been assisted by the development and implementation of the State Homelessness Plan and Regional Homelessness Plans.

The NPAH also provided capital funds for a major rebuild of St Bartholomew’s House (St Bart’s) which was completed in 2012. This has resulted in one of Australia’s leading innovative social housing projects, providing a place where 148 people have the essential support they need to rebuild their lives; break the cycle of homelessness or age with dignity and comfort.

The St Bart’s facility provides new housing options for people who are homeless, including clients of Street to Home. The seven storey facility houses a combination of 40 aged care, 12 crisis, 42 transitional and 54 independent living accommodation units, along with administration offices, roof top gardens and recreation areas.

Refurbishment of the previous St Bart’s building will see the provision of accommodation for older homeless women, thus responding to the growing need in this demographic.

”

South Australian Government comments

“

In 2012–13, South Australia consolidated the implementation of its state-wide reform of the homelessness sector. Consolidating both National Partnership Agreement on Homelessness and National Affordable Housing Agreement funding, allowed the delivery of coordinated homelessness outcomes as a sector-wide, integrated homelessness response to ensure people have access to safe and sustainable housing.

South Australia now has a Specialist Homelessness Services (SHS) sector comprising of 76 service delivery programs delivered through 97 service outlets, that delivers a consistent suite of support and accommodation services to priority population groups in all metropolitan and regional areas. Each region is covered by local agencies catering to Generic, Youth, Aboriginal and Torres Strait Islander and Domestic and Aboriginal Family Violence target groups.

Complementing this regional structure is a state and metro-wide network of services (including three specialist gateway services) which also responds to sub-groups within the key priority populations, such as young people and adults exiting custodial settings, children with complex needs and transient Aboriginal and Torres Strait Islander people.

The aim of the SHS sector in South Australia is to respond to clients as a single integrated sector. A client can receive an intake at one service and only be required to tell their story once as each agency acts as a gateway into the SHS sector.

This capacity is facilitated by Homeless2Home (H2H), a web-based case management and client information system which enables agencies to electronically coordinate referrals and case management, as well as collect data for monitoring sector-wide service activity and client outcomes. The investment of funding into the design and development of H2H has been a critical element of South Australia's implementation plan. South Australia has also expended significant effort in enhancing the capacity of SHS through a dedicated professional development and training program for staff and the further enhancement of contract performance management guidelines.

A number of new South Australian developments were opened in 2012–13 for people who are homeless, or at risk of homelessness. *youth110* is a youth crisis accommodation service comprising of 30 one and two bedroom apartments for medium-term transitional accommodation. The service commenced operation in August 2012 with the facility operated by St John's Youth Services Incorporated. *youth110* was recognised as a finalist in the 2013 National Homelessness Services Achievement Awards held in May 2013.

Common Ground Adelaide and Housing SA worked in partnership to deliver the Common Ground model of housing in Port Augusta, the first regional Common Ground model of housing in the world. Boston Street, officially opened in December 2012, provides 15 refurbished one and two bedroom units for adult tenants.

”

Tasmanian Government comments

“

Tasmania has the lowest homelessness rate in Australia at 32 per 10 000 of the Tasmanian population compared with the national average of 49 per 10 000, according to the 2011 census. The State Government continues to work closely with both the community sector and the Australian Government to deliver long-term solutions to homelessness.

Significant investment in housing and homelessness support services continues to deliver positive outcomes for those Tasmanians who are homeless or at risk of homelessness. A total of \$5.82 million is being invested in homelessness services over the current financial year through an extension to the National Partnership Agreement on Homelessness between the State and Australian Governments. Unprecedented State and national investment in affordable housing has delivered more than 1550 new affordable energy efficient homes for low income Tasmanians since January 2009 with over 1000 more due by 2016. This includes five new supported accommodation facilities across Tasmania. The \$14 million Trinity Hill redevelopment in North Hobart will provide independent living for 46 young Tasmanians who are homeless or at risk of homelessness.

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.

Housing Connect provides immediate assistance, assessment and intake services for people who need help with housing or are homeless. Ongoing support and additional services will assist those who are at risk of returning to housing crisis, for the duration of their need. It will reform the way Specialist Homelessness Services are provided in Tasmania.

During 2012–13 the Specialist Homelessness Services system performed well and improved in a number of areas. A total of 67.2 per cent of clients had a case management plan compared with 55.2 per cent nationally. This improved from 62.9 per cent in 2011–12. During 2012–13, 72.8 per cent of clients achieved some or all case management goals, up from 68.6 per cent in 2011–12. The percentage of clients who achieved independent housing on exit from a Specialist Homelessness Service rose from 52.1 per cent in 2011–12 to 53.6 per cent in 2012–13. Only 4.6 per cent experienced repeat episodes of homelessness in Tasmania– an improvement on last year’s 5 per cent.

The performance of Tasmania’s homelessness services also improved in 2012–13 with better employment and income outcomes for clients following support.

”

Australian Capital Territory Government comments

“ The focus of 2012–13 continued to be reform, with the consolidation of reforms to youth homelessness, the continuation of reforms in response to reduction in funding through the National Affordable Housing Agreement and the final year of the National Partnership Agreement on Homelessness (NPAH).

The ACT Government has been working in consultation with homelessness service providers to develop and implement a new funding model. The model, developed on the basis that there will be no reduction in accommodation places for people experiencing homelessness, provides a consistent, transparent and equitable funding framework. The ACT Government has been working closely with organisations on the effect reduced funding will have on programs, staff and service delivery. New service funding agreements were finalised in November 2013 and the sector is transitioning to new models of service.

The one year transitional NPAH was finalised during 2012–13, allowing the continuation of support to key groups identified in the Homelessness White paper, including: rough sleepers, people experiencing homelessness more than once, people experiencing violence, especially women and children, children and young people including those exiting care and protection, Indigenous people, and people exiting social housing, institutional care such as health and mental health services, juvenile justice, or adult prisons. Continued reform is focussing on an effective service system that supports people across the continuum from prevention through to stabilisation and maintenance. The key strategies implemented for the final year of the NPAH included a stronger focus on early intervention and prevention; a better integrated services system; and breaking the cycle of homelessness.

First Point, the ACT’s centralised access service for people who are experiencing, or at risk of homelessness was in its second year of operation in 2012–13, managing demand through a priority waiting list that provides access to homelessness services to clients with the greatest needs. Needs based prioritisation of service means not all those seeking accommodation are able to be housed. However First Point’s policy of ‘no turn away’ for all eligible clients facilitates access to other supports for those clients. This is reflected in the strong focus on assistance to sustain existing housing. Performance indicator results should be interpreted in the light of this substantially different service model in operation in the ACT.

”

Northern Territory Government comments

“

The Northern Territory and Australian Governments invested \$54.9 million over five years (2008–09 to 2012–13) to deliver 22 initiatives under the National Partnership Agreement on Homelessness (NPAH). This investment was strategically directed towards projects that provided significant capital growth and service model delivery in areas of greatest need. Achievements of note under the NPAH include:

- assisting over 800 households to sustain successful tenancies through the Tenancy Sustainability Program
- providing a response to over 80 young people at risk of homelessness, through youth support services in Katherine, Palmerston and Tennant Creek
- providing medium term transitional managed and supported accommodation in a total of 70 units in Alice Springs, and 18 beds in Darwin
- providing 66 beds for short term accommodation at Akangkentye Hostel South Terrace Alice Springs.

The Northern Territory Government contributed to negotiations for a transitional NPAH, in anticipation of a longer term funding partnership being negotiated during 2013–14.

In addition, during 2012–13, the Northern Territory allocated over \$6 million to support non-government organisations to deliver specialist homelessness services across the Northern Territory under the National Affordable Housing Agreement (NAHA). This represents a joint contribution from the Australian and Northern Territory governments.

In 2012–13, the Department of Housing continued to deliver group and intensive one-on-one training and support to over 150 homelessness service providers across the Territory participating in the Specialist Homelessness Services Collection (SHSC). The SHSC reported a total of 6959 clients assisted through homelessness services funded through the NAHA and the NPAH.

In partnership with NT Shelter, the Northern Territory Government sponsored the Homelessness Summit in October 2012. With over 140 attendees, this annual event brings together specialist homelessness service providers and other stakeholders to share ideas and strategies for reducing homelessness in the Northern Territory.

”

18.6 Definitions of key terms

Based on the SHS client collection

Age	Age is calculated as age of the client on the start date of their first support period of the reporting period or the first date of the reporting period, whichever of the two is the later date.
Client	<p>A person who receives a specialist homelessness service. A client can be of any age—children are also clients if they receive a service from a specialist homelessness agency.</p> <p>To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.</p> <p>Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction. Clients can be counted differently according to the data item that is being reported:</p> <ul style="list-style-type: none">• Clients (demographic)—For clients with multiple support periods, reported data is determined based on the information at the start date of the client’s first support period in the reporting period or the first date of the reporting period, whichever is later• Clients (counted by support periods)—For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100• Clients (outcomes) - Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.
Closed support period	A support period that had finished on or before the end of the reporting period — 30 June 2013.
Indigenous status	<p>In practice, it is not realistic to collect information on the community acceptance of part of ‘The Commonwealth Definition’ and therefore standard questions on Indigenous status relate to descent and self-identification only.</p> <p>Where Indigenous status is not stated, the ‘not stated’ figure includes clients where contradictory Indigenous status’ were reported across multiple support periods as well as, missing, ‘not applicable’ and ‘don’t know’ responses.</p>
Labour force status	Reported data excludes clients aged under 15.
Main source of income	Reported data excludes clients aged under 15.

Non-main English speaking countries	Non-main English speak countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
No tenure	A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.
Non-conventional accommodation	Non-conventional accommodation is defined as: <ul style="list-style-type: none"> • living on the streets • sleeping in parks • squatting • staying in cars or railway carriages • living in improvised dwellings • living in long grass..
Ongoing support period	A support period is considered ongoing at the end of the reporting period if each of the following conditions is met: <ul style="list-style-type: none"> • no support end-date is provided • no after-support information is provided • corresponding client data was received in the month following the end of the reporting period.
Real expenditure	Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100). The GGFCE replaces the Gross Domestic Product (GDP) implicit price deflator used in previous editions.
Recurrent funding	Funding provided by the Australian, State and Territory governments to cover operating costs, salaries and rent.
Referral	When an agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.
Reporting period	For the purposes of this report the reporting period is the financial year-to-date (FYTD):1 July 2012 to 30 June 2013.
Short-term or emergency accommodation	Short-term or emergency accommodation includes: <ul style="list-style-type: none"> • refuges • crisis shelter • couch surfing • living temporarily with friends and relatives • insecure accommodation on a short-term basis • emergency accommodation arranged by a specialist homelessness • agency (e.g. in hotels, motels etc.). <p>The following short-term accommodation options are not included:</p> <ul style="list-style-type: none"> • hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling • custodial and care arrangements, such as prisons and hospitals • temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders,

Specialist homelessness agency

caravans).

An organisation that receives government funding to deliver specialist homelessness services. Assistance is provided to clients aimed at responding to or preventing homelessness. Agencies may also receive funding from other sources.

Inclusion of agencies in the SHSC is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection.

Specialist homelessness service(s)

Assistance provided by a specialist homelessness agency to a client aimed at responding to or preventing homelessness. The specialist homelessness services that are in scope for this collection and that may be provided during a support period are:

Housing/accommodation services:

- short-term or emergency accommodation
- medium-term/transitional housing
- long-term housing
- assistance to sustain tenancy or prevent tenancy failure or eviction
- assistance to prevent foreclosures or for mortgage arrears.

General assistance and support services:

- assertive outreach
- assistance to obtain/maintain government allowance
- employment assistance
- training assistance
- educational assistance
- financial information
- material aid/brokerage
- assistance for incest/sexual
- assistance for domestic/family violence
- family/relationship assistance
- assistance for trauma
- assistance with challenging social/behavioural problems
- living skills/personal development
- legal information
- court support
- advice/information
- retrieval/storage/removal of personal belongings
- advocacy/liaison on behalf of client
- school liaison
- child care
- structured play/skills development
- child contact and residence arrangements
- meals
- laundry/shower facilities
- recreation
- transport
- other basic assistance.

Specialised services:

- child protection services
- parenting skills education
- child-specific specialist counselling services
- psychological services
- psychiatric services
- mental health services
- pregnancy assistance
- family planning support
- physical disability services
- intellectual disability services
- health/medical services
- professional legal services
- financial advice and counselling
- counselling for problem gambling
- drug/alcohol counselling
- specialist counselling services
- interpreter services
- assistance with immigration services
- culturally specific services
- assistance to connect culturally
- other specialised services.

Support period

The period of time a client receives services from an agency is referred to as a support period. A support period starts on the day the client first receives a service from an agency. A support period ends when:

- the relationship between the client and the agency ends
- the client has reached their maximum amount of support the agency can offer
- a client has not received any services from the agency for a whole calendar month
- and there is no ongoing relationship.

Where a client has an appointment with the agency which is more than a calendar month in the future, then it is not necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. The end of the support period is the day the client last received services from an agency.

Unmet demand

A homeless person who seeks supported accommodation or support, but is not provided with that supported accommodation or support. The person may receive one-off assistance.

18.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by an ‘18A’ prefix (for example, table 18A.1 is table 1). Attachment tables are provided on the Review website (www.pc.gov.au/gsp).

Table 18A.1	Composition of support provided, all clients
Table 18A.2	Nominal expenditure on homelessness services
Table 18A.3	Total recurrent expenditure on homelessness services (2012–13 dollars)
Table 18A.4	Real recurrent homelessness expenditure per person in the residential population (2012–13 dollars)
Table 18A.5	Proportion of Indigenous clients among all clients whose needs for accommodation and services other than accommodation were met
Table 18A.6	Proportion of clients born in non-main English speaking countries (non-MESC) among all clients whose needs for accommodation and services other than accommodation were met
Table 18A.7	Proportion of Indigenous/non-MESC clients represented in specialist homelessness services and in the population
Table 18A.8	Average daily unassisted requests for accommodation and services other than accommodation
Table 18A.9	Proportion of clients with unmet needs for accommodation and services other than accommodation
Table 18A.10	Proportion of clients with a case management plan, all clients
Table 18A.11	Proportion of Indigenous clients with a case management plan
Table 18A.12	Closed support periods, support needs of clients, all clients
Table 18A.13	Closed support periods, support needs of Indigenous clients
Table 18A.14	Closed support periods, support needs of clients born in non-MESC
Table 18A.15	Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support
Table 18A.16	Recurrent cost per completed support period (2012–13 dollars)
Table 18A.17	Recurrent cost per client accessing homelessness services (2012–13 dollars)
Table 18A.18	Recurrent cost per day of support for clients
Table 18A.19	Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support
Table 18A.20	Closed support periods, proportion of Indigenous clients who needed employment and/or training assistance, and who were employed after support
Table 18A.21	Closed support periods, proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support, by labour force status
Table 18A.22	Closed support periods, proportion of clients who needed income assistance and who had an income source after support
Table 18A.23	Closed support periods, proportion of Indigenous clients who needed income assistance and who had an income source after support
Table 18A.24	Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support
Table 18A.25	Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support

-
- Table 18A.26** Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support
- Table 18A.27** Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support
- Table 18A.28** Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support
- Table 18A.29** Proportion of clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.30** Proportion of Indigenous clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.31** Case management goals achieved after support, all clients

18.8 References

- ABS 2012a, *Methodology for Estimating Homelessness from the Census of Population and Housing*, Cat. No. 2049.0.55.001.
- 2012b, *Information Paper: A Statistical Definition of Homelessness*, Cat. No. 4922.0, Canberra.
- 2012c, *Census of Population and Housing: Estimating homelessness*, Cat. no. 2049.0, Canberra.
- AIHW (Australian Institute of Health and Welfare) 2011, *Australia's welfare 2011. Australia's welfare series no. 10*, Cat. no. AUS 142. Canberra: AIHW)
- 2013, *Specialist homelessness services collection*, Cat. No. HOU 270, Canberra.
- COAG Reform Council 2010, *National Affordable Housing Agreement: Baseline performance report for 2008–09*, www.coagreformcouncil.gov.au/reports/housing.cfm (accessed 1 October 2010).

18A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 18.2 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).

Attachment contents

Table 18A.1	Composition of support provided, all clients
Table 18A.2	Nominal expenditure on homelessness services
Table 18A.3	Total recurrent expenditure on homelessness services, 2012-13 dollars,
Table 18A.4	Real recurrent homelessness expenditure per person in the residential population, 2012-13 dollars
Table 18A.5	Proportion of Indigenous clients among all clients whose needs for accommodation and services other than accommodation were met
Table 18A.6	Proportion of clients born in non-main English speaking countries (non-MESC) whose needs for accommodation and services other than accommodation were met
Table 18A.7	Proportion of Indigenous people and people born in non-MESC represented in specialist homelessness services and in the population
Table 18A.8	Average daily unassisted requests for accommodation and services other than accommodation
Table 18A.9	Proportion of clients with unmet needs for accommodation and services other than accommodation
Table 18A.10	Closed support periods, proportion of clients with a case management plan
Table 18A.11	Closed support periods, proportion of Indigenous clients with a case management plan
Table 18A.12	Closed support periods, support needs of clients, all clients
Table 18A.13	Closed support periods, support needs of clients, Indigenous clients
Table 18A.14	Closed support periods, support needs of clients, clients born in non-main English speaking countries
Table 18A.15	Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support
Table 18A.16	Recurrent cost per completed support period, 2012-13 dollars
Table 18A.17	Recurrent cost per client accessing homelessness services, 2012-13 dollars,
Table 18A.18	Recurrent cost per day of support for clients,
Table 18A.19	Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support
Table 18A.20	Closed support periods, proportion of Indigenous clients who needed employment and/or training assistance, and who were employed after support
Table 18A.21	Closed support periods, proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support, by labour force status
Table 18A.22	Closed support periods, proportion of clients who needed income assistance and who had an income source after support
Table 18A.23	Closed support periods, proportion of Indigenous clients who needed income assistance and who had an income source after support
Table 18A.24	Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support
Table 18A.25	Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support
Table 18A.26	Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support

Attachment contents

- Table 18A.27** Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support
- Table 18A.28** Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support
- Table 18A.29** Proportion of clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.30** Proportion of Indigenous clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.31** Case management goals achieved after support, all clients

TABLE 18A.1

Table 18A.1 **Composition of support provided, all clients**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2012-13										
Accommodation	%	42.7	24.7	49.2	43.1	32.2	50.7	39.1	68.7	36.4
Assistance to sustain housing	%	26.2	26.5	24.2	21.3	16.1	19.0	28.3	16.8	24.1
Mental health services	%	8.0	3.3	4.2	4.8	0.5	3.9	7.7	3.7	4.3
Family services	%	9.9	4.2	6.3	8.6	4.9	6.5	11.4	9.5	6.5
Disability services	%	0.8	0.3	0.4	0.5	–	0.4	1.5	0.4	0.5
Drug/alcohol assistance	%	5.7	1.5	1.7	3.1	0.2	1.8	4.7	3.3	2.4
Legal/financial services	%	6.5	3.6	5.7	5.5	0.8	2.8	8.2	7.9	4.6
Immigration/cultural services	%	6.8	4.9	4.7	9.5	4.8	1.3	6.1	7.7	5.6
Domestic violence services	%	22.6	24.9	16.2	24.2	18.6	11.0	13.7	25.7	21.7
Other specialist services	%	20.8	9.2	16.8	17.1	6.7	10.9	21.9	15.1	13.5
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
Total support periods	no.	77 403	179 952	60 176	32 412	36 076	7 896	8 387	10 311	412 614
Total clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
2011-12 (c)										
Accommodation	%	43.9	21.9	48.0	43.2	na	48.2	42.3	66.7	36.2
Assistance to sustain housing	%	26.7	23.8	22.8	22.4	na	17.3	29.5	13.1	23.6
Mental health services	%	8.1	3.1	3.6	5.2	na	3.6	6.7	4.8	4.6
Family services	%	10.4	4.4	6.5	8.9	na	7.0	12.8	11.9	7.1
Disability services	%	0.8	0.4	0.4	0.5	na	0.6	1.1	0.5	0.5
Drug/alcohol assistance	%	5.3	1.5	1.7	4.4	na	2.1	2.9	2.1	2.7
Legal/financial services	%	7.8	3.9	5.7	6.7	na	4.2	9.5	6.6	5.6
Immigration/cultural services	%	8.0	4.7	4.5	9.2	na	1.4	6.2	4.2	5.8
Domestic violence services	%	24.3	26.0	14.3	30.8	na	10.3	14.7	29.5	23.1
Other specialist services	%	21.1	10.0	17.0	18.8	na	10.1	21.2	18.7	15.1
General services	%	94.6	89.1	88.3	95.7	na	88.9	85.9	92.8	90.8
Total support periods	no.	74 712	165 258	59 831	31 645	31 767	8 802	8 141	8 609	388 766

TABLE 18A.1

Table 18A.1 **Composition of support provided, all clients**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia.*

TABLE 18A.2

Table 18A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012-13										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	2.2	3.3	1.4	2.5	0.4	0.5	0.5	15.1
Service delivery expenditure	\$m	130.2	177.7	90.3	66.3	54.0	17.9	23.1	16.6	576.1
Total	\$m	134.5	179.9	93.6	67.7	56.5	18.3	23.6	17.1	591.2
Proportion of total expenditure										
Administrative expenditure	%	3.2	1.2	3.5	2.1	4.4	2.2	2.1	2.9	2.6
Service delivery expenditure	%	96.8	98.8	96.5	97.9	95.6	97.8	97.9	97.1	97.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12										
State/Territory government expenditure										
Administrative expenditure	\$m	3.9	3.6	3.8	1.2	2.4	0.5	0.4	0.5	16.3
Service delivery expenditure	\$m	127.9	168.3	87.0	65.5	52.2	16.5	22.1	10.8	550.3
Total	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.3	4.2	1.8	4.3	3.0	1.9	4.5	3.0
Service delivery expenditure	%	97.0	97.7	95.8	98.2	95.7	97.0	98.1	95.5	97.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Victorian homelessness expenditure for 2011-12 has been revised to include additional homelessness expenditure. It previously included only SAAP expenditure.

Source: Australian State and Territory governments (unpublished)

TABLE 18A.3

Table 18A.3 **Total recurrent expenditure on homelessness services, 2012-13 dollars, (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>Aust</i>
Nominal funding										
2011-12	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
2012-13	\$m	134.5	179.9	93.6	67.7	56.5	18.3	23.6	17.1	591.2
Real funding (2012-13 dollars)										
2011-12	\$m	133.9	174.7	92.3	67.9	55.5	17.2	22.9	11.5	575.9
2012-13	\$m	134.5	179.9	93.6	67.7	56.5	18.3	23.6	17.1	591.2

(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) Victorian homelessness expenditure for 2011-12 has been revised to include additional homelessness expenditure. It previously included only SAAP expenditure.

Source: State and Territory governments (unpublished); Table 18.2; Table 2A.53.

TABLE 18A.4

Table 18A.4 **Real recurrent homelessness expenditure per person in the residential population, 2012-13 dollars (a)**

	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011-12	18.55	31.54	20.62	28.84	33.84	33.70	62.15	49.62	25.78
2012-13	18.45	31.99	20.53	27.86	34.14	35.74	62.99	72.82	26.06

(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) Victorian homelessness expenditure for 2011-12 has been revised to include additional homelessness expenditure. It previously included only SAAP expenditure.

Source: Australian State and Territory governments (unpublished); Table 18A.3; ABS (2012), Australian Demographic Statistics, June 2012, Cat. no. 3101.0, Canberra; Table 2A.1; Table 2A.53.

TABLE 18A.5

Table 18A.5 **Proportion of Indigenous clients among all clients whose needs for accommodation and services other than accommodation were met**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2012-13										
Accommodation services	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3
Services other than accommodation	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
Total Indigenous clients with met demand	no.	12 362	7 859	13 614	6 751	4 997	841	831	5 197	52 506
Total clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12 (c)										
Accommodation services	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1
Services other than accommodation	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
Total Indigenous clients with met demand	no.	12 127	6 608	12 841	7 065	na	960	805	4 774	47 602
Total clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.6

Table 18A.6 **Proportion of clients born in non-main English speaking countries (non-MESC) whose needs for accommodation and services other than accommodation were met (a)**

	<i>Unit</i>	<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>
2012-13										
Accommodation services	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
Services other than accommodation	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
Total non-MESC clients with met demand	no.	4 882	11 690	3 074	2 224	1 184	186	863	213	24 054
Total clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12 (d)										
Accommodation services	%	11.0	12.8	6.7	10.6	na	4.0	14.4	4.1	9.7
Services other than accommodation	%	8.5	10.5	5.6	12.2	na	4.0	14.3	2.5	9.4
Total non-MESC clients with met demand	no.	5 027	9 136	2 582	2 280	na	233	740	230	20 424
Total clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) Non-main English speak countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) Data for 2011-12 have been revised.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.7

Table 18A.7 **Proportion of Indigenous people and people born in non-MESC represented in specialist homelessness services and in the population (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</i>
2012-13										
Indigenous people										
In specialist homelessness services	%	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5
In the population (2011)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
In the population (2011)	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7
2011-12 (b)										
Indigenous people										
In specialist homelessness services	%	23.8	8.0	31.0	34.6	22.3	16.1	15.5	73.9	21.7
In the community (2011)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.7	14.4	6.7	11.8	6.2	4.4	16.7	4.1	10.7
In the population (2011)	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7

(a) Non-main English speak countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

(b) Data for 2011-12 have been revised.

Source: ABS (Australian Bureau of Statistics) 2013, Australian Demographic Statistics, March 2013, Cat. no. 3101.0, Canberra; ABS 2012, *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001.0, Canberra; AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report*, Australia.

TABLE 18A.8

Table 18A.8 **Average daily unassisted requests for accommodation and services other than accommodation (a)**

	<i>Unit</i>	<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>
2012-13										
Accommodation services	no.	89.2	36.2	94.8	47.7	1.5	12.2	1.5	13.6	296.7
Services other than accommodation	no.	12.1	42.6	7.4	7.9	1.3	0.7	0.6	1.0	73.7
No service need identified	no.	9.0	7.2	17.7	8.8	–	0.8	0.2	2.7	46.4
2011-12 (d)										
Accommodation services	no.	96.2	24.6	88.5	43.0	na	14.5	1.0	9.4	278.6
Services other than accommodation	no.	10.9	31.9	6.4	9.7	na	1.0	0.6	0.6	57.0
No service need identified	no.	7.2	5.7	23.5	5.7	na	0.8	0.1	0.8	49.0

(a) Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) Totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia.*

TABLE 18A.9

Table 18A.9 Proportion of clients with unmet needs for accommodation and services other than accommodation

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT (a)</i>	<i>NT</i>	<i>Aust</i>
2012-13										
Accommodation services	%	17.0	33.3	18.1	14.8	2.6	22.6	36.7	6.5	22.1
Services other than accommodation	%	0.5	1.7	0.8	0.5	–	1.6	1.0	0.7	1.0
Clients with identified need for accommodation who were not provided with a service	no.	5 551	14 709	5 891	1 861	189	905	1 510	349	30 669
Total clients with need for accommodation	no.	32 634	44 115	32 476	12 537	7 159	4 012	4 112	5 349	138 732
Clients with identified need for services other than accommodation who were not provided with a service	no.	94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation	no.	18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
Total clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
2011-12 (c)										
Accommodation services	%	13.2	29.7	16.8	12.9	na	21.5	28.6	9.0	19.8
Services other than accommodation	%	0.4	1.5	2.8	1.1	na	0.2	0.7	1.5	1.4
Clients with identified need for accommodation who were not provided with a service	no.	4 347	11 065	5 443	1 594	na	972	1 298	457	25 036
Total clients with need for accommodation	no.	32 950	37 314	32 367	12 401	na	4 529	4 541	5 090	126 686
Clients with identified need for services other than accommodation who were not provided with a service	no.	73	750	283	96	na	3	8	22	1 235
Total clients with need for services other than accommodation	no.	19 105	48 711	10 117	8 773	na	1 606	1 061	1 477	90 754
Total clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) For unmet demand for clients Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) Data for 2011-12 have been revised.

TABLE 18A.9

Table 18A.9 **Proportion of clients with unmet needs for accommodation and services other than accommodation**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT (a)</i>	<i>NT</i>	<i>Aust</i>
--	-------------	------------	----------------	------------	-----------	---------------	------------	----------------	-----------	-------------

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia.*

TABLE 18A.10

Table 18A.10 **Closed support periods, proportion of clients with a case management plan (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>
2012-13										
Yes - Case management plan	%	66.8	40.0	75.1	61.1	45.4	67.2	63.9	71.4	55.2
No case management plan										
Client did not agree to one	%	6.6	6.8	2.2	5.6	2.6	4.0	3.5	4.3	5.3
Support period too short	%	19.9	45.5	21.0	30.1	50.8	27.3	6.6	23.1	33.8
Other	%	6.7	7.8	1.7	3.2	1.1	1.5	26.0	1.2	5.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with closed support periods	no.	36 061	75 738	34 535	16 508	14 997	4 328	3 293	5 387	188 394
2011-12 (c)										
Yes - Case management plan	%	65.9	43.1	68.5	69.1	49.2	62.9	64.4	68.1	56.4
No case management plan										
Client did not agree to one	%	5.5	6.7	3.1	5.7	6.9	6.3	2.5	2.5	5.6
Support period too short	%	22.8	43.6	26.7	22.6	43.8	27.9	7.0	26.3	33.1
Other	%	5.8	6.6	1.8	2.6	0.1	2.9	26.2	3.0	4.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with closed support periods	no.	37 990	71 150	34 629	16 504	13 160	4 785	3 446	5 111	184 589

(a) Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.11

Table 18A.11 **Closed support periods, proportion of Indigenous clients with a case management plan (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>
2012-13										
Yes - Case management plan	%	72.5	56.4	68.5	58.6	47.1	69.5	70.0	68.1	64.0
No case management plan										
Client did not agree to one	%	5.6	7.9	3.2	12.4	2.5	2.7	3.3	4.8	6.0
Support period too short	%	17.5	30.9	26.4	25.4	49.7	26.1	8.0	26.2	26.8
Other	%	4.4	4.9	1.9	3.7	0.7	1.7	18.7	0.9	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Indigenous clients with closed support periods	no.	8 925	6 095	11 175	5 962	3 535	684	536	4 116	41 625
2011-12 (c)										
Yes - Case management plan	%	69.4	55.3	66.1	66.8	56.1	60.6	66.8	66.1	64.6
No case management plan										
Client did not agree to one	%	5.4	7.5	3.7	6.8	6.7	6.6	3.3	2.6	5.2
Support period too short	%	20.2	34.7	28.3	23.6	37.2	29.8	6.4	28.7	27.0
Other	%	5.0	2.6	1.9	2.8	–	3.0	23.4	2.7	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Indigenous clients with closed support periods	no.	8 159	3 985	9 233	5 334	2 290	621	436	3 522	33 026

- (a) Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.
- (b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (c) Data for 2011-12 have been revised.
- Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.12

Table 18A.12 **Closed support periods, support needs of clients, all clients (a)**

	<i>Unit</i>	<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>
2012-13										
<i>Accommodation/accommodation related assistance</i>										
Provided only	%	46.4	27.9	44.4	60.4	87.1	48.5	22.2	80.2	43.9
Referred only	%	17.4	16.2	17.8	11.9	1.5	8.0	14.2	4.8	15.3
Provided and referred	%	16.6	16.6	18.7	12.8	8.8	18.5	21.3	9.3	15.8
Not provided or referred	%	19.5	39.3	19.1	14.9	2.7	25.1	42.2	5.8	25.0
Clients for whom need was identified	no.	21 224	32 376	25 432	9 498	4 441	3 056	2 506	4 172	100 439
<i>Assistance to sustain tenure</i>										
Provided only	%	72.9	71.1	62.0	77.6	97.7	72.6	71.5	73.4	71.2
Referred only	%	4.8	4.4	7.3	3.8	0.3	3.8	8.3	7.8	4.9
Provided and referred	%	12.8	7.3	17.9	8.0	1.3	9.3	9.5	9.2	10.2
Not provided or referred	%	9.5	17.2	12.8	10.6	0.7	14.5	10.8	9.7	13.6
Clients for whom need was identified	no.	9 761	23 626	9 412	3 523	1 899	766	981	650	49 614
<i>Mental health</i>										
Provided only	%	27.5	25.9	23.9	30.0	17.7	33.2	20.9	48.8	26.8
Referred only	%	28.5	24.4	38.0	22.5	50.8	19.9	38.7	18.0	28.9
Provided and referred	%	22.7	16.9	19.9	20.8	18.5	11.3	17.4	17.2	19.5
Not provided or referred	%	21.2	32.8	18.1	26.9	13.1	35.2	23.1	16.0	24.8
Clients for whom need was identified	no.	3 940	3 492	2 646	1 188	130	256	455	256	11 776
<i>Family</i>										
Provided only	%	38.8	40.0	42.0	41.8	71.2	49.3	35.8	41.2	41.8
Referred only	%	20.1	20.4	24.4	20.1	8.3	19.4	15.6	16.0	20.2
Provided and referred	%	28.9	21.3	21.9	25.9	18.3	20.5	33.4	24.8	24.5
Not provided or referred	%	12.2	18.3	11.7	12.2	2.1	10.9	14.9	17.9	13.5
Clients for whom need was identified	no.	3 764	3 181	2 889	1 581	563	341	422	624	13 025
<i>Disability</i>										
Provided only	%	21.8	23.6	21.8	27.2	–	20.8	28.4	23.1	23.1

TABLE 18A.12

Table 18A.12 **Closed support periods, support needs of clients, all clients (a)**

Referred only	%	26.0	23.6	33.9	28.9	66.7	33.3	11.9	34.6	27.1
Provided and referred	%	23.4	20.5	11.7	21.9	8.3	8.3	32.8	11.5	20.0
Not provided or referred	%	28.8	32.2	32.7	21.9	25.0	37.5	26.9	30.8	29.8
Clients for whom need was identified	no.	427	351	248	114	12	24	67	26	1 223
<i>Drug/alcohol</i>										
Provided only	%	41.6	32.4	24.8	43.6	17.0	35.0	24.0	53.0	36.4
Referred only	%	13.6	16.6	30.2	20.3	49.1	9.7	18.5	19.1	18.7
Provided and referred	%	22.9	16.5	14.6	15.5	20.8	21.4	37.0	9.8	18.8
Not provided or referred	%	21.9	34.5	30.4	20.6	11.3	34.0	20.5	18.1	26.1
Clients for whom need was identified	no.	2 574	1 460	1 159	785	53	103	254	215	6 286
<i>Legal/financial</i>										
Provided only	%	31.2	47.4	30.6	26.8	23.9	38.9	49.2	62.7	36.7
Referred only	%	28.1	20.6	31.9	35.1	61.8	29.8	19.1	13.5	27.9
Provided and referred	%	22.1	12.3	26.0	24.5	13.3	9.6	20.1	9.1	19.4
Not provided or referred	%	18.6	19.7	11.4	13.7	1.1	22.1	11.3	14.9	16.0
Clients for whom need was identified	no.	2 935	3 352	2 822	1 504	285	208	309	549	11 596
<i>Domestic/family violence</i>										
Provided only	%	77.0	85.2	78.6	84.7	92.7	78.9	47.1	75.7	82.5
Referred only	%	4.4	2.3	4.8	1.3	0.2	3.9	12.1	0.8	2.9
Provided and referred	%	12.5	7.5	11.9	10.3	6.9	10.0	22.2	17.0	9.7
Not provided or referred	%	6.0	5.0	4.7	3.7	0.3	7.3	18.3	6.5	4.9
Clients for whom need was identified	no.	7 872	19 803	5 944	3 995	2 621	441	486	1 542	42 009
<i>Immigration/cultural services</i>										
Provided only	%	52.4	65.3	48.2	75.2	88.7	90.5	41.2	67.2	63.0
Referred only	%	14.7	4.8	13.9	6.5	2.5	3.2	20.1	25.0	9.6
Provided and referred	%	24.8	22.2	33.2	13.8	8.9	4.8	28.9	5.6	21.3
Not provided or referred	%	8.2	7.7	4.7	4.3	–	1.6	10.3	2.3	6.1
Clients for whom need was identified	no.	2 170	3 473	1 581	1 668	675	63	204	521	10 124

TABLE 18A.12

Table 18A.12 **Closed support periods, support needs of clients, all clients (a)**

Other specialised services										
Provided only	%	42.7	46.9	29.1	44.8	47.1	51.0	39.9	33.5	40.6
Referred only	%	19.3	18.8	24.7	22.2	41.0	12.9	24.6	27.1	22.3
Provided and referred	%	29.8	20.7	39.9	25.4	10.9	23.3	24.9	27.6	28.1
Not provided or referred	%	8.3	13.5	6.3	7.6	0.9	12.7	10.5	11.9	9.0
Clients for whom need was identified	no.	7 968	7 018	7 354	3 457	1 474	490	889	1 164	28 749
Total clients who needed homelessness services	no.	36 061	75 738	34 535	16 508	14 997	4 328	3 293	5 387	188 394
2011-12 (d)										
Accommodation/accommodation related assistance										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
Assistance to sustain tenure										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
Mental health										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
Family										

TABLE 18A.12

Table 18A.12 **Closed support periods, support needs of clients, all clients (a)**

Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393
Disability										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
Drug/alcohol										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
Legal/financial										
Provided only	%	32.0	45.4	28.1	23.3	na	36.7	40.1	50.1	34.4
Referred only	%	29.6	24.7	34.7	33.5	na	28.5	30.8	20.6	29.7
Provided and referred	%	25.6	14.1	23.3	29.1	na	15.8	21.9	19.3	21.9
Not provided or referred	%	12.8	15.9	13.9	14.0	na	19.3	7.2	10.0	14.0
Clients for whom need was identified	no.	4 016	3 613	3 247	1 616	na	316	416	441	13 354
Domestic/family violence										
Provided only	%	74.5	82.7	70.4	87.1	na	71.3	53.9	77.1	79.4
Referred only	%	4.4	3.2	6.7	1.4	na	8.8	11.6	1.0	3.7
Provided and referred	%	16.0	8.1	15.2	7.2	na	11.2	23.3	19.3	11.1
Not provided or referred	%	5.1	6.0	7.6	4.2	na	8.6	11.2	2.7	5.8

TABLE 18A.12

Table 18A.12 **Closed support periods, support needs of clients, all clients (a)**

Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725
Immigration/cultural services										
Provided only	%	56.0	59.2	35.7	71.6	na	51.9	33.5	35.3	55.3
Referred only	%	12.7	5.9	14.7	6.3	na	22.2	22.0	47.1	11.1
Provided and referred	%	27.5	28.3	42.0	17.5	na	17.3	36.0	12.4	28.0
Not provided or referred	%	3.8	6.6	7.8	4.5	na	8.6	8.5	5.3	5.6
Clients for whom need was identified	no.	2 879	3 135	1 568	1 552	na	81	200	340	9 614
Other specialised services										
Provided only	%	39.3	46.3	25.9	46.1	na	39.0	28.8	30.8	37.9
Referred only	%	24.5	22.0	26.4	20.7	na	25.6	25.5	26.4	24.0
Provided and referred	%	28.7	21.1	38.9	24.3	na	22.3	32.2	36.6	29.0
Not provided or referred	%	7.6	10.7	8.9	8.9	na	13.1	13.6	6.2	9.1
Clients for whom need was identified	no.	9 353	7 648	8 017	3 696	na	579	884	1 300	30 636
Total clients who needed homelessness services	no.	37 990	71 150	34 629	16 504	13 160	4 785	3 446	5 111	184 589

- (a) Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.
- (b) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (d) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection: National Data Collection annual report, Australia.

TABLE 18A.13

Table 18A.13 **Closed support periods, support needs of clients, Indigenous clients (a)**

	<i>Unit</i>	<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>
2012-13										
<i>Accommodation/accommodation related assistance</i>										
Provided only	%	44.8	30.7	45.8	73.0	88.4	42.8	29.2	82.8	54.2
Referred only	%	18.6	19.5	19.0	7.2	1.0	8.7	14.4	3.0	14.4
Provided and referred	%	17.0	22.7	17.4	9.9	8.4	26.1	23.2	9.6	15.1
Not provided or referred	%	19.5	27.0	17.7	9.9	2.2	22.4	33.5	4.6	16.2
Clients for whom need was identified	no.	4 962	2 752	7 988	3 893	1 031	437	397	2 901	23 733
<i>Assistance to sustain tenure</i>										
Provided only	%	70.4	70.8	62.1	72.1	96.9	75.6	78.9	73.7	69.6
Referred only	%	4.1	4.3	7.5	4.3	0.8	1.5	6.8	8.0	5.3
Provided and referred	%	15.1	10.7	14.3	10.6	1.1	8.9	5.4	9.5	12.5
Not provided or referred	%	10.4	14.3	16.1	13.0	1.1	14.1	8.8	8.8	12.6
Clients for whom need was identified	no.	2 391	1 454	2 446	784	357	135	147	411	7 877
<i>Mental health</i>										
Provided only	%	21.8	23.6	29.7	25.2	28.0	28.6	12.2	53.6	26.8
Referred only	%	31.0	28.1	34.5	19.8	28.0	17.1	48.6	14.3	29.5
Provided and referred	%	20.8	18.2	18.6	21.9	24.0	22.9	21.6	17.9	19.5
Not provided or referred	%	26.6	30.0	17.0	33.1	16.0	28.6	17.6	13.6	24.2
Clients for whom need was identified	no.	707	313	505	242	25	35	74	140	1 897
<i>Family</i>										
Provided only	%	34.1	43.2	41.6	37.8	64.2	36.8	29.9	40.7	39.7
Referred only	%	24.9	19.3	28.9	19.6	11.9	35.1	13.4	17.7	22.5
Provided and referred	%	28.9	24.4	19.5	28.6	22.0	14.0	41.8	28.4	25.6
Not provided or referred	%	12.0	13.2	10.1	14.2	1.8	14.0	14.9	13.1	12.2
Clients for whom need was identified	no.	916	431	771	598	109	57	67	464	3 300
<i>Disability</i>										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8

TABLE 18A.13

Table 18A.13 **Closed support periods, support needs of clients, Indigenous clients (a)**

	<i>Unit</i>	<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>
Referred only	%	29.2	17.5	38.5	14.3	80.0	57.1	9.1	27.8	29.4
Provided and referred	%	16.9	17.5	9.6	35.7	20.0	14.3	63.6	16.7	18.9
Not provided or referred	%	43.8	17.5	30.8	17.9	–	–	–	33.3	30.3
Clients for whom need was identified	no.	89	40	52	28	5	7	11	18	238
<i>Drug/alcohol</i>										
Provided only	%	33.6	36.5	28.3	35.6	30.8	15.8	20.8	46.1	34.1
Referred only	%	16.1	18.7	28.3	19.8	61.5	–	16.7	19.7	20.3
Provided and referred	%	21.9	14.6	15.8	23.9	7.7	52.6	50.0	11.2	19.2
Not provided or referred	%	28.3	30.1	27.6	21.2	–	31.6	10.4	22.4	26.4
Clients for whom need was identified	no.	515	219	279	222	13	19	48	152	1 388
<i>Legal/financial</i>										
Provided only	%	27.8	36.3	37.0	32.6	20.9	28.1	47.7	63.1	38.7
Referred only	%	25.2	19.7	23.3	31.5	55.8	28.1	22.7	14.0	23.8
Provided and referred	%	21.8	20.1	20.4	21.8	20.9	18.8	13.6	11.8	18.9
Not provided or referred	%	25	24	19	14.0	2.3	25.0	15.9	10.8	18.5
Clients for whom need was identified	no.	551	284	519	435	43	32	44	407	2 227
<i>Domestic/family violence</i>										
Provided only	%	76.1	83.6	76.7	83.9	90.8	82.6	44.9	72.6	79.1
Referred only	%	4.5	1.5	7.0	1.2	0.2	5.8	30.3	0.8	3.5
Provided and referred	%	12.5	10.4	11.2	11.0	8.7	4.3	16.9	19.8	12.1
Not provided or referred	%	6.8	4.6	5.1	4.0	0.2	5.8	6.7	6.8	5.2
Clients for whom need was identified	no.	1 698	1 224	1 560	1 388	402	69	89	1 135	7 304
<i>Immigration/cultural services</i>										
Provided only	%	46.7	81.4	42.9	81.2	94.1	91.7	26.9	62.3	67.0
Referred only	%	21.7	3.4	15.6	5.2	3.4	4.2	32.8	29.1	12.6
Provided and referred	%	23.8	11.3	36.3	6.9	2.5	4.2	22.4	5.8	15.2
Not provided or referred	%	7.8	3.9	5.0	6.9	–	–	17.9	2.8	5.2

TABLE 18A.13

Table 18A.13 **Closed support periods, support needs of clients, Indigenous clients (a)**

	<i>Unit</i>	<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>
Clients for whom need was identified	no.	842	1 020	501	639	355	24	67	430	3 748
<i>Other specialised services</i>										
Provided only	%	33.1	52.2	30.2	53.0	34.1	45.7	30.4	29.6	38.1
Referred only	%	23.4	13.4	23.8	18.9	51.4	10.0	29.0	29.6	23.3
Provided and referred	%	33.3	23.2	40.2	22.2	12.9	28.6	30.4	30.7	30.4
Not provided or referred	%	10.4	11.3	5.8	5.9	1.2	14.3	10.1	9.9	8.2
Clients for whom need was identified	no.	1 533	813	1 787	1 207	249	70	138	877	6 377
Total clients who needed homelessness services	no.	8 925	6 095	11 175	5 962	3 535	684	536	4 116	41 625
2011-12 (d)										
<i>Accommodation/accommodation related assistance</i>										
Provided only	%	41.3	24.0	40.5	71.7	na	44.9	25.1	76.3	48.9
Referred only	%	23.2	22.4	22.5	8.9	na	14.1	16.0	3.6	17.9
Provided and referred	%	21.2	23.7	20.6	8.0	na	22.5	29.1	15.2	17.8
Not provided or referred	%	14.4	29.9	16.4	11.5	na	18.3	30.1	4.9	15.5
Clients for whom need was identified	no.	5 442	2 385	7 516	4 000	na	432	375	2 840	22 574
<i>Assistance to sustain tenure</i>										
Provided only	%	73.6	64.9	55.5	72.1	na	59.0	59.5	51.6	64.8
Referred only	%	7.4	7.0	10.9	3.0	na	7.7	9.5	10.3	8.2
Provided and referred	%	13.3	15.2	18.8	14.4	na	13.7	25.4	22.0	16.0
Not provided or referred	%	5.7	12.9	14.9	10.5	na	19.7	5.6	16.1	11.0
Clients for whom need was identified	no.	2 374	1 071	2 282	829	na	117	126	273	6 927
<i>Mental health</i>										
Provided only	%	22.1	16.5	17.2	21.6	na	33.3	–	31.8	20.5
Referred only	%	33.2	32.0	39.8	27.2	na	19.4	50.0	26.0	33.0
Provided and referred	%	25.7	24.4	22.7	22.8	na	11.1	31.8	29.2	24.4
Not provided or referred	%	19.1	26.7	20.3	28.4	na	33.3	18.2	13.0	22.0

TABLE 18A.13

Table 18A.13 **Closed support periods, support needs of clients, Indigenous clients (a)**

	<i>Unit</i>	<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>
Clients for whom need was identified	no.	716	303	512	250	na	36	44	154	1 919
Family										
Provided only	%	34.3	35.5	33.9	35.9	na	46.6	23.8	35.6	35.0
Referred only	%	24.9	21.5	22.7	18.6	na	15.1	23.8	22.1	22.1
Provided and referred	%	31.4	26.8	25.1	29.3	na	20.5	46.0	33.8	29.4
Not provided or referred	%	9.4	16.2	18.5	16.1	na	19.2	6.3	8.5	13.5
Clients for whom need was identified	no.	1 176	377	806	601	na	73	63	497	3 512
Disability										
Provided only	%	15.6	14.3	14.8	21.6	na	14.3	–	26.7	17.0
Referred only	%	34.4	25.0	35.2	21.6	na	28.6	80.0	20.0	32.3
Provided and referred	%	22.2	21.4	14.8	24.3	na	28.6	–	33.3	22.4
Not provided or referred	%	27.8	35.7	33.3	29.7	na	28.6	20.0	13.3	28.3
Clients for whom need was identified	no.	90	28	54	37	na	7	5	15	223
Drug/alcohol										
Provided only	%	33.7	20.1	13.6	39.2	na	19.4	9.5	25.3	26.6
Referred only	%	24.7	32.1	32.1	13.8	na	29.0	47.6	34.7	27.2
Provided and referred	%	24.1	23.0	22.5	21.1	na	9.7	28.6	7.4	21.3
Not provided or referred	%	17.3	25.4	31.8	25.9	na	41.9	11.9	33.7	24.9
Clients for whom need was identified	no.	526	209	324	232	na	31	42	95	1 387
Legal/financial										
Provided only	%	29.9	40.7	29.1	26.6	na	51.6	27.0	45.2	32.7
Referred only	%	35.2	22.9	33.1	25.7	na	17.2	35.1	22.5	29.8
Provided and referred	%	20.8	22.1	20.9	30.0	na	15.6	35.1	21.8	22.6
Not provided or referred	%	14.0	13.9	16.9	17.7	na	14.1	2.7	10.5	15.0
Clients for whom need was identified	no.	899	280	640	417	na	64	37	325	2 576
Domestic/family violence										
Provided only	%	75.5	79.2	72.0	86.1	na	74.3	45.7	77.5	77.9

TABLE 18A.13

Table 18A.13 **Closed support periods, support needs of clients, Indigenous clients (a)**

	<i>Unit</i>	<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>
Referred only	%	5.5	2.4	6.3	1.3	na	6.8	7.4	0.7	3.5
Provided and referred	%	13.0	9.7	12.8	7.9	na	9.5	35.8	20.2	12.7
Not provided or referred	%	5.9	8.7	8.8	4.8	na	8.1	11.1	1.6	5.9
Clients for whom need was identified	no.	2 002	1 045	1 380	1 704	na	74	81	1 418	7 546
<i>Immigration/cultural services</i>										
Provided only	%	52.7	68.2	31.2	79.0	na	68.0	22.8	33.0	54.9
Referred only	%	17.8	7.1	17.4	9.1	na	12.0	26.3	50.7	16.8
Provided and referred	%	25.0	19.3	44.5	4.1	na	16.0	45.6	11.1	22.5
Not provided or referred	%	4.6	5.2	6.9	7.8	na	4.0	5.3	5.6	5.7
Clients for whom need was identified	no.	1 162	729	638	613	na	25	57	306	3 451
<i>Other specialised services</i>										
Provided only	%	32.4	46.1	22.5	47.1	na	47.5	26.0	19.2	32.0
Referred only	%	28.5	22.2	22.9	20.2	na	16.2	29.8	31.6	24.9
Provided and referred	%	30.8	22.4	47.5	23.0	na	22.2	35.6	43.4	34.9
Not provided or referred	%	8.3	9.3	7.2	9.7	na	13.1	8.7	5.8	8.2
Clients for whom need was identified	no.	2 007	749	2 061	1 190	na	99	104	944	6 940
Total clients who needed homelessness services	no.	8 159	3 985	9 233	5 334	2 290	621	436	3 522	33 026

- (a) Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.
- (b) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (d) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection: National Data Collection annual report, Australia.

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	54.6	25.5	36.5	34.4	89.1	56.1	23.8	71.3	35.9
Referred only	%	14.0	14.0	22.2	24.0	1.8	4.1	13.2	7.0	15.8
Provided and referred	%	20.3	16.0	23.8	12.7	7.7	22.4	24.3	14.7	17.6
Not provided or referred	%	11.1	44.4	17.6	28.9	1.5	16.3	38.7	7.7	30.7
Clients for whom need was identified	no.	2 021	5 120	1 741	979	274	98	403	143	10 635
Assistance to sustain tenure										
Provided only	%	72.8	67.0	61.4	71.2	97.6	53.8	64.4	52.9	67.8
Referred only	%	6.2	4.7	11.4	7.5	–	–	9.6	8.8	5.9
Provided and referred	%	14.0	6.2	17.2	9.2	1.2	23.1	15.6	29.4	9.3
Not provided or referred	%	7.1	22.2	10.0	12.0	1.2	19.2	9.6	5.9	17.0
Clients for whom need was identified	no.	680	2 858	528	424	83	26	135	34	4 709
Mental health										
Provided only	%	32.7	18.5	30.1	23.2	10.0	57.1	21.2	45.5	25.7
Referred only	%	31.4	27.8	38.5	40.0	70.0	14.3	30.8	36.4	31.9
Provided and referred	%	21.3	14.7	18.6	17.6	10.0	14.3	23.1	9.1	17.7
Not provided or referred	%	14.7	39.1	11.5	18.4	10.0	14.3	25.0	9.1	24.9
Clients for whom need was identified	no.	395	496	156	125	10	7	52	11	1 214
Family										
Provided only	%	46.9	40.7	49.4	40.1	66.7	77.8	34.3	27.3	43.8
Referred only	%	21.0	22.5	18.9	19.8	4.2	11.1	14.3	36.4	20.2
Provided and referred	%	23.8	16.3	21.1	34.1	29.2	11.1	40.0	9.1	23.7
Not provided or referred	%	8.6	20.5	10.6	6.0	–	–	11.4	27.3	12.4
Clients for whom need was identified	no.	290	307	180	167	24	9	70	11	1 037
Disability										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Referred only	%	30.6	23.8	42.9	40.0	–	–	33.3	100.0	32.8
Provided and referred	%	30.6	11.9	14.3	26.7	–	–	33.3	–	21.8
Not provided or referred	%	5.6	38.1	28.6	13.3	–	100.0	–	–	21.8
Clients for whom need was identified	no.	36	42	7	30	–	1	3	1	119
<i>Drug/alcohol</i>										
Provided only	%	56.1	25.3	33.3	47.2	50.0	–	36.4	50.0	42.6
Referred only	%	12.9	15.8	13.3	8.3	50.0	–	13.6	50.0	14.8
Provided and referred	%	18.0	12.6	13.3	22.2	–	–	45.5	–	17.9
Not provided or referred	%	12.9	45.3	40.0	19.4	–	100.0	4.5	–	24.7
Clients for whom need was identified	no.	139	95	30	36	2	2	22	6	324
<i>Legal/financial</i>										
Provided only	%	31.2	32.1	30.7	18.7	35.3	60.0	48.5	50.0	30.3
Referred only	%	29.8	25.3	31.2	49.8	52.9	20.0	21.2	40.0	31.5
Provided and referred	%	28.2	14.6	28.1	22.8	11.8	20.0	27.3	–	22.7
Not provided or referred	%	10.5	27.9	9.5	8.7	–	–	3.0	10.0	15.5
Clients for whom need was identified	no.	362	458	231	241	17	5	66	10	1 358
<i>Domestic/family violence</i>										
Provided only	%	81.1	75.6	85.8	87.6	90.9	70.4	46.7	89.3	79.5
Referred only	%	1.9	4.5	1.6	0.7	0.5	3.7	5.6	3.6	3.1
Provided and referred	%	13.8	16.5	11.0	9.0	8.7	14.8	32.2	10.7	14.3
Not provided or referred	%	3.2	3.4	1.6	2.5	–	11.1	15.6	–	3.1
Clients for whom need was identified	no.	838	2 363	636	442	208	27	90	28	4 591
<i>Immigration/cultural services</i>										
Provided only	%	52.9	61.7	49.8	72.8	75.4	87.5	38.2	70.6	60.8
Referred only	%	11.2	4.5	11.3	6.1	0.7	–	18.0	5.9	7.2
Provided and referred	%	29.0	26.2	34.5	18.8	23.9	6.3	37.1	23.5	26.5
Not provided or referred	%	6.9	7.6	4.3	2.3	–	–	7.9	–	5.6
Clients for whom need was identified	no.	714	1 769	699	825	142	16	89	17	4 219

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
<i>Other specialised services</i>										
Provided only	%	45.4	38.9	34.1	37.6	62.0	73.1	34.8	33.3	40.6
Referred only	%	18.3	20.8	27.6	28.7	22.8	7.7	30.4	40.0	22.8
Provided and referred	%	31.0	22.2	34.6	26.5	13.0	11.5	28.1	13.3	27.2
Not provided or referred	%	5.2	18.1	3.5	7.4	2.2	7.7	6.7	16.7	9.4
Clients for whom need was identified	no.	897	944	540	460	92	26	135	30	3 055
Total clients who needed homelessness services	no.	3 252	10 422	2 401	1 620	839	152	531	161	19 215
2011-12 (e)										
<i>Accommodation/accommodation related assistance</i>										
Provided only	%	50.3	21.0	35.1	39.9	na	26.7	18.5	55.6	33.5
Referred only	%	14.0	22.9	24.9	29.3	na	18.5	19.8	11.3	21.5
Provided and referred	%	25.2	21.7	25.6	17.8	na	36.3	26.9	17.3	23.0
Not provided or referred	%	10.5	34.4	14.5	13.1	na	19.3	34.8	15.8	22.0
Clients for whom need was identified	no.	2 083	3 103	1 529	902	na	135	379	133	8 160
<i>Assistance to sustain tenure</i>										
Provided only	%	75.6	69.0	56.7	72.9	na	70.6	57.4	60.7	68.7
Referred only	%	4.7	5.9	14.0	4.7	na	5.9	11.6	3.6	6.8
Provided and referred	%	15.8	9.6	19.8	12.3	na	8.8	19.4	10.7	13.1
Not provided or referred	%	3.7	15.5	9.4	10.3	na	14.7	12.4	21.4	11.4
Clients for whom need was identified	no.	722	1 556	501	465	na	34	129	28	3 392
<i>Mental health</i>										
Provided only	%	25.7	16.5	15.2	32.8	na	28.6	13.7	25.0	21.2
Referred only	%	35.4	46.0	41.3	36.0	na	14.3	47.1	33.3	40.2
Provided and referred	%	24.3	17.4	22.5	16.0	na	14.3	23.5	33.3	21.0
Not provided or referred	%	14.6	20.1	21.7	15.2	na	42.9	15.7	–	17.6

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Clients for whom need was identified	no.	534	448	138	125	na	7	51	12	1 278
Family										
Provided only	%	29.7	30.6	40.0	36.0	na	45.5	38.3	36.8	32.9
Referred only	%	25.1	28.5	18.0	32.6	na	27.3	10.0	15.8	25.3
Provided and referred	%	35.5	25.5	37.3	25.6	na	9.1	31.7	36.8	30.9
Not provided or referred	%	9.7	15.8	4.7	5.2	na	18.2	20.0	10.5	10.8
Clients for whom need was identified	no.	391	330	150	172	na	11	60	19	1 126
Disability										
Provided only	%	23.8	24.1	16.0	37.5	na	100.0	28.6	–	25.0
Referred only	%	42.9	37.9	68.0	18.8	na	–	71.4	–	44.2
Provided and referred	%	16.7	24.1	4.0	31.3	na	–	–	–	17.5
Not provided or referred	%	16.7	13.8	8.0	12.5	na	–	–	100.0	14.2
Clients for whom need was identified	no.	42	29	25	16	na	1	7	1	120
Drug/alcohol										
Provided only	%	53.5	18.3	14.3	45.7	na	–	18.2	33.3	37.6
Referred only	%	10.1	30.5	25.0	25.7	na	33.3	63.6	11.1	21.7
Provided and referred	%	23.3	20.7	14.3	11.4	na	–	–	44.4	19.7
Not provided or referred	%	13.2	30.5	42.9	14.3	na	66.7	9.1	–	21.0
Clients for whom need was identified	no.	129	82	28	35	na	3	11	9	290
Legal/financial										
Provided only	%	29.3	30.5	23.6	23.6	na	37.5	32.3	50.0	28.3
Referred only	%	25.7	32.5	37.2	40.2	na	37.5	43.5	21.4	32.9
Provided and referred	%	36.3	19.4	35.7	30.9	na	12.5	14.5	14.3	28.4
Not provided or referred	%	8.6	17.9	4.0	5.7	na	8.3	8.1	7.1	10.5
Clients for whom need was identified	no.	474	459	199	246	na	24	62	14	1 452
Domestic/family violence										
Provided only	%	74.8	77.8	72.5	91.0	na	59.4	68.5	51.5	77.4
Referred only	%	2.9	4.0	4.0	2.2	na	12.5	7.6	6.1	3.7

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients, clients born in non-main English speaking countries (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Provided and referred	%	19.1	15.8	19.4	5.5	na	12.5	14.1	27.3	15.9
Not provided or referred	%	3.2	2.4	4.2	1.1	na	15.6	9.8	15.2	3.0
Clients for whom need was identified	no.	1 153	2 772	505	457	na	32	92	33	5 008
<i>Immigration/cultural services</i>										
Provided only	%	55.2	54.8	33.1	67.0	na	51.5	36.0	35.3	54.0
Referred only	%	9.0	4.4	12.7	2.7	na	18.2	21.3	17.6	6.6
Provided and referred	%	32.3	34.4	48.7	28.3	na	21.2	31.5	41.2	34.4
Not provided or referred	%	3.5	6.4	5.7	1.8	na	9.1	11.2	5.9	4.9
Clients for whom need was identified	no.	932	1 643	528	773	na	33	89	17	3 980
<i>Other specialised services</i>										
Provided only	%	40.4	41.7	29.7	51.7	na	48.3	34.6	43.3	40.6
Referred only	%	19.8	22.4	23.6	22.0	na	24.1	23.9	26.7	21.9
Provided and referred	%	33.5	25.7	39.6	22.2	na	20.7	27.0	23.3	29.9
Not provided or referred	%	6.2	10.2	7.0	4.2	na	3.4	14.5	6.7	7.7
Clients for whom need was identified	no.	1 089	985	512	478	na	29	159	30	3 222
Total clients who needed homelessness services	no.	3 540	7 682	2 064	1 661	711	192	464	158	16 331

(a) Non-main English speak countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

(b) Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.15

Table 18A.15 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2012-13										
Education and training status of clients before support										
Not a student	%	28.6	26.0	49.9	33.0	7.6	14.7	19.4	28.4	29.6
Student										
Primary school	%	4.0	7.6	6.4	18.0	5.3	3.6	7.7	16.5	6.8
Secondary school	%	55.2	49.3	33.2	38.1	79.1	75.5	63.0	44.5	51.7
University student	%	0.5	np	1.1	–	–	–	–	np	0.5
Vocational education/training	%	7.2	8.5	5.0	5.4	2.7	3.7	9.9	5.6	6.4
Other education/training	%	4.5	8.3	4.3	5.4	5.2	2.5	–	3.8	5.1
Total	%	71.4	74.0	50.1	67.0	92.4	85.3	80.6	71.6	70.4
Education and training status of clients after support										
Not a student	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Student										
Primary school	%	2.5	4.7	6.0	15.1	5.3	4.9	2.2	17.6	5.3
Secondary school	%	46.6	45.5	31.0	36.6	76.5	60.9	60.4	37.9	46.6
University student	%	0.9	0.8	1.8	np	–	–	np	np	1.0
Vocational education/training	%	8.6	13.4	9.7	10.9	3.4	8.6	15.8	2.8	9.4
Other education/training	%	5.6	8.1	5.2	6.3	5.1	np	np	3.0	5.7
Total clients aged 12-18 years who needed education and/or training assistance and who were undertaking formal study or training after support	%	64.2	72.5	53.8	69.7	90.4	75.6	80.5	62.5	67.9
Total clients aged 12-18 years who needed education and/or training assistance and who were not undertaking formal study or training after support	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1

TABLE 18A.15

Table 18A.15 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients aged 12-18 years who needed education and/or training assistance	no.	1 792	1 087	923	362	347	152	137	113	4 810
2011-12 (c)										
Education and training status of clients before support										
Not a student	%	27.4	28.1	41.0	36.4	na	22.9	30.7	34.2	31.4
Student										
Primary school	%	7.3	4.3	5.8	15.7	na	np	9.7	9.2	7.3
Secondary school	%	54.0	53.4	42.3	39.3	na	65.5	50.6	51.0	50.2
University student	%	–	0.6	np	–	na	–	–	–	0.2
Vocational education/training	%	9.1	11.0	5.8	5.4	na	8.1	7.8	2.6	8.0
Other education/training	%	2.2	2.7	4.8	3.2	na	np	np	2.9	2.9
Total	%	72.6	71.9	59.0	63.6	25.1	77.1	69.3	65.8	68.6
Education and training status of clients after support										
Not a student	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Student										
Primary school	%	6.8	3.4	4.9	10.4	na	np	8.6	5.6	6.0
Secondary school	%	47.8	44.5	39.6	40.3	na	53.8	36.0	45.3	44.6
University student	%	0.4	1.7	0.5	np	na	–	–	np	0.7
Vocational education/training	%	10.7	15.7	10.8	9.2	na	11.9	14.0	7.5	11.5
Other education/training	%	3.6	2.7	5.9	3.3	na	np	5.2	np	3.8
Total clients aged 12-18 years who needed education and/or training assistance and who were undertaking formal study or training after support	%	69.4	68.0	61.8	63.6	na	68.0	63.7	60.4	66.5

TABLE 18A.15

Table 18A.15 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were undertaking formal study or training after support, before and after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Total clients aged 12-18 years who needed education and/or training assistance and who were not undertaking formal study or training after support	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Total clients aged 12-18 years who needed education and/or training assistance	no.	2 083	1 075	945	498	na	173	166	198	5 081

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.16

Table 18A.16 Recurrent cost per completed support period, 2012-13 dollars (a), (b), (c)

<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>
2012-13									
Recurrent allocation									
\$m	134.5	179.9	93.6	67.7	56.5	18.3	23.6	17.1	591.2
Closed support periods									
no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
Cost per completed support period									
\$	2 230	1 113	1 800	2 515	1 958	2 764	3 832	1 961	1 683
2011-12									
Recurrent allocation									
\$m	133.9	174.7	92.3	67.9	55.5	17.2	22.9	11.5	575.9
Closed support periods									
no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738
Cost per completed support period									
\$	2 230	1 170	1 787	2 570	2 264	2 336	3 941	1 521	1 731

- (a) Expenditure data are provided by State and Territory governments, while data on the number of closed support periods are drawn from the Specialist Homelessness Services Collection.
- (b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.
- (c) 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: Australian State and Territory governments (unpublished); AIHW (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection: National Data Collection annual report, Australia; Table 18A.3; Table 2A.53.

TABLE 18A.17

Table 18A.17 **Recurrent cost per client accessing homelessness services, 2012-13 dollars, (a), (b), (c)**

<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>
2012-13									
Recurrent allocation									
\$m	134.5	179.9	93.6	67.7	56.5	18.3	23.6	17.1	591.2
Reported number of clients									
no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
Estimated cost per client									
\$	2 589	1 946	2 177	3 161	2 647	3 277	4 397	2 457	2 421
2011-12 (d)									
Recurrent allocation									
\$m	133.9	174.7	92.3	67.9	55.5	17.2	22.9	11.5	575.9
Reported number of clients									
no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Estimated cost per client									
\$	2 570	2 028	2 173	3 203	2 846	2 803	4 082	1 743	2 436

- (a) Expenditure data are provided by State and Territory governments, while data on the number of clients are drawn from the Specialist Homelessness Services Collection.
- (b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.
- (c) 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.
- (d) Data for 'Reported number of clients' for 2011-12 have been revised.

Source: Australian State and Territory governments (unpublished); AIHW (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection: National Data Collection annual report, Australia; Table 18A.3; Table 2A.53.

TABLE 18A.18

Table 18A.18 Recurrent cost per day of support for clients, (a), (b), (c)

	<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>
2012-13										
Recurrent allocation										
	\$m	134.5	179.9	93.6	67.7	56.5	18.3	23.6	17.1	591.2
Number of support days										
	000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Cost per support day										
	\$	24	29	35	36	25	40	29	30	29

(a) Expenditure data are provided by State and Territory governments, while data on the number of support days are drawn from the Specialist Homelessness Services Collection.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

(c) The number of support days for 2011-12 are not available.

Source: Australian State and Territory governments (unpublished); AIHW (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection: National Data Collection annual report, Australia; Table 18A.2.

TABLE 18A.19

Table 18A.19 **Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2012-13										
Labour force status before support										
Employed full-time	%	3.1	2.0	2.2	3.4	2.3	4.0	5.0	3.6	2.7
Employed part-time		10.8	6.7	7.7	6.6	8.3	8.4	10.2	8.6	8.7
Unemployed	%	50.5	51.5	62.4	57.7	45.5	50.7	48.8	52.4	54.1
Not in labour force	%	35.6	39.8	27.7	32.4	43.9	36.8	36.1	35.3	34.4
Labour force status after support										
Employed full-time	%	6.7	4.3	4.4	6.8	4.1	np	5.2	10.5	5.6
Employed part-time		15.2	10.5	12.2	9.3	11.6	12.7	20.8	14.3	13.2
Total clients who needed employment and/or training assistance and who were employed after support	%	21.9	14.8	16.5	16.2	15.7	14.9	26.0	24.8	18.8
Total clients who needed employment and training assistance and who were not employed after support	%	78.1	85.2	83.5	83.8	84.3	85.1	74.0	75.2	81.2
Total clients who needed employment and/or training support	no.	3 158	2 607	2 114	967	301	151	398	259	9 587
2011-12 (c)										
Labour force status before support										
Employed full-time	%	3.5	3.1	2.6	3.8	na	np	3.1	10.2	3.4
Employed part-time		9.6	8.8	6.4	7.7	na	6.6	9.7	9.7	8.5
Unemployed	%	51.8	50.0	58.1	57.0	na	53.3	52.6	47.5	53.4
Not in labour force	%	35.1	38.1	33.0	31.5	na	38.2	34.7	32.6	34.7
Labour force status after support										

TABLE 18A.19

Table 18A.19 **Closed support periods, proportion of clients who needed employment and/or training assistance, by labour force status before support, and by full/part time employment status after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Employed full-time	%	8.6	4.7	5.0	8.7	na	3.1	5.8	16.1	7.1
Employed part-time		15.1	10.7	10.6	13.7	na	10.3	14.9	11.9	13.0
Total clients who needed employment and/or training assistance and who were employed after support	%	23.7	15.4	15.7	22.4	na	13.4	20.6	28.0	20.1
Total clients who needed employment and training assistance and who were not employed after support	%	76.3	84.6	84.3	77.6	na	86.6	79.4	72.0	79.9
Total clients who needed employment and/or training support	no.	3 381	2 076	2 351	1 055	na	173	353	290	9 381

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.20

Table 18A.20 **Closed support periods, proportion of Indigenous clients who needed employment and/or training assistance, and who were employed after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
2012-13										
Labour force status before support										
Employed full-time	%	3.0	np	1.6	5.2	np	–	–	np	2.6
Employed part-time		13.9	6.9	4.9	4.2	9.1	–	7.7	6.1	8.7
Unemployed	%	51.2	50.5	65.7	57.7	37.9	53.2	52.9	55.6	55.8
Not in labour force	%	31.9	40.7	27.9	32.9	51.1	46.8	39.4	35.0	33.0
Labour force status after support										
Employed full-time	%	5.7	np	1.8	8.4	np	–	np	9.6	4.4
Employed part-time		15.6	8.6	6.9	4.3	8.4	np	np	11.3	10.7
Total clients who needed employment and/or training assistance and who were employed after support	%	21.2	9.8	8.7	12.7	11.1	np	7.7	20.9	15.2
Total clients who needed employment and training assistance and who were not employed after support	%	78.5	90.2	91.3	87.3	88.9	86.7	89.7	79.1	84.8
Total clients who needed employment and/or training support	no.	647	219	460	197	56	27	55	122	1 697
2011-12 (c)										
Labour force status before support										
Employed full-time	%	2.0	np	4.7	np	na	np	–	13.0	3.7
Employed part-time		10.4	4.8	4.7	6.9	na	–	4.8	3.1	7.1
Unemployed	%	48.6	58.8	56.3	46.9	na	61.3	62.9	47.1	52.2
Not in labour force	%	38.9	33.5	34.3	44.5	na	33.9	32.4	36.8	37.0
Labour force status after support										
Employed full-time	%	4.1	np	5.4	7.8	na	np	–	17.2	5.7

TABLE 18A.20

Table 18A.20 **Closed support periods, proportion of Indigenous clients who needed employment and/or training assistance, and who were employed after support**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (a)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (b)</i>
Employed part-time		12.2	7.5	7.5	6.4	na	np	np	1.3	9.1
Total clients who needed employment and/or training assistance and who were employed after support	%	16.3	9.9	12.8	14.2	na	np	np	18.6	14.9
Total clients who needed employment and training assistance and who were not employed after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1
Total clients who needed employment and/or training support	no.	673	159	483	223	na	25	34	142	1 683

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia.*

TABLE 18A.21

Table 18A.21 **Closed support periods, proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support, by labour force status (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2012-13										
Of those unemployed before support										
Employed full time after support	%	5.1	4.1	3.7	4.9	–	np	7.2	7.5	4.5
Employed part time after support	%	7.9	6.6	9.1	6.0	2.7	np	16.0	9.8	8.1
Of those not in the labour force before support										
Employed full time after support	%	3.8	2.0	1.0	4.0	3.9	–	np	12.8	3.0
Employed part time after support	%	8.8	8.1	6.3	7.0	5.7	15.6	13.4	11.8	8.2
2011-12 (e)										
Of those unemployed before support										
Employed full time after support	%	7.1	4.2	4.0	5.6	na	np	3.7	8.4	5.5
Employed part time after support	%	9.4	6.2	6.2	12.0	na	8.8	18.1	6.9	8.5
Of those not in the labour force before support										
Employed full time after support	%	4.4	2.2	2.7	6.7	na	–	np	11.0	3.9
Employed part time after support	%	8.9	6.6	9.7	7.9	na	7.9	12.0	5.9	8.6

(a) The number of clients employed is based on a weighted estimate of labour force status. However, there were x,xxx unemployed clients and xxx not in the labour force clients for whom labour force status was missing at the end of support.

(b) A client's employment and/or training status was determined at the end of their last closed support period in 2013.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.22

Table 18A.22 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<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>
2012-13										
Source of income before support										
No income	%	11.6	10.3	9.1	9.5	15.0	11.3	6.9	7.8	10.4
Awaiting benefit	%	8.0	8.1	7.7	6.6	3.1	11.3	14.9	4.8	7.9
Government pension/allowance	%	74.8	75.2	77.0	76.8	74.7	67.4	64.8	80.3	75.0
Employee/business income	%	5.1	5.5	5.6	5.8	6.1	10.0	13.1	6.6	6.0
Other	%	0.5	0.8	0.6	1.3	1.1	–	np	np	0.7
Source of income after support										
No income	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Awaiting benefit	%	4.7	4.5	3.5	4.3	–	2.9	4.3	2.0	4.0
Government pension/allowance	%	81.2	82.0	84.5	83.4	77.6	79.6	79.6	80.2	81.9
Employee/business income	%	7.1	6.5	6.0	7.2	6.7	7.7	12.9	12.4	7.2
Other	%	0.5	1.0	0.6	1.0	1.1	np	np	0.9	0.7
Total clients who needed income assistance and who had an income source after support	%	93.4	94.0	94.5	96.0	85.4	91.6	97.2	95.5	93.9
Total clients who needed income assistance and who did not have an income source after support	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1

TABLE 18A.22

Table 18A.22 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<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>
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762
2011-12 (d)										
Source of income before support										
No income	%	11.1	9.1	8.7	11.1	na	14.0	9.8	8.1	10.0
Awaiting benefit	%	7.5	8.8	7.0	7.7	na	13.7	13.9	6.6	8.1
Government pension/allowance	%	74.3	74.1	79.4	73.3	na	67.1	68.4	77.5	75.1
Employee/business income	%	5.9	6.8	4.4	7.0	na	3.2	7.2	7.6	5.9
Other	%	1.1	1.1	0.6	0.9	na	2.1	0.8	0.2	0.9
Source of income after support										
No income	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
Awaiting benefit	%	4.6	3.9	3.3	4.5	na	7.1	5.7	4.3	4.3
Government pension/allowance	%	81.0	83.0	86.3	79.0	na	81.0	80.5	80.2	82.2
Employee/business income	%	8.2	7.5	4.3	9.2	na	3.3	9.5	10.3	7.3
Other	%	0.7	0.7	0.7	0.8	na	1.0	0.8	0.2	0.7
Total clients who needed income assistance and who had an income source after support	%	94.5	95.0	94.7	93.4	na	92.4	96.5	95.1	94.5
Total clients who needed income assistance and who did not have an income source after support	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5

TABLE 18A.22

Table 18A.22 **Closed support periods, proportion of clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<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>
Total clients who needed income assistance	no.	3 885	2 970	3 462	1 410	na	298	428	563	12 584

(a) A client's income status was determined at the end of their last closed support period in 2013.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.23

Table 18A.23 **Closed support periods, proportion of Indigenous clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<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>
2012-13										
Source of income before support										
No income	%	7.5	4.1	7.5	7.5	13.8	16.3	12.0	4.3	7.5
Awaiting benefit	%	4.4	4.9	4.9	2.6	np	–	21.9	2.0	4.4
Government pension/allowance	%	85.3	86.1	84.9	85.1	82.8	78.5	61.1	89.9	84.7
Employee/business income	%	2.6	3.5	2.5	4.4	np	np	np	3.8	3.1
Other	%	np	np	np	np	–	–	–	–	0.3
Source of income after support										
No income	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Awaiting benefit	%	2.3	1.4	2.0	2.7	–	–	7.0	1.7	2.2
Government pension/allowance	%	88.6	93.1	90.1	90.6	79.5	78.4	88.0	87.5	88.9
Employee/business income	%	4.3	2.1	2.6	3.6	5.1	np	5.0	7.7	4.0
Other	%	–	np	–	–	–	–	–	np	0.2
Total clients who needed income assistance and who had an income source after support	%	95.1	97.9	94.7	96.9	84.6	83.6	100.0	97.4	95.2
Total clients who needed income assistance and who did not have an income source after support	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8

TABLE 18A.23

Table 18A.23 **Closed support periods, proportion of Indigenous clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<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>
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626
2011-12 (d)										
Source of income before support										
No income	%	4.0	3.4	2.9	4.3	na	np	–	3.9	3.7
Awaiting benefit	%	7.5	6.2	4.1	7.4	na	9.9	6.8	3.3	5.7
Government pension/allowance	%	80.6	83.1	88.4	83.1	na	67.9	77.6	86.0	83.8
Employee/business income	%	4.6	1.8	1.0	2.7	na	6.1	–	4.0	3.0
Other	%	3.3	5.5	3.6	2.5	na	13.0	15.6	2.8	3.8
Source of income after support										
No income	%	3.6	5.7	3.2	3.2	na	np	–	4.3	3.8
Awaiting benefit	%	3.9	1.7	2.4	2.7	na	9.9	6.8	1.9	3.1
Government pension/allowance	%	86.6	86.2	92.2	89.9	na	80.8	89.9	87.4	88.4
Employee/business income	%	5.6	5.5	2.2	3.8	na	np	np	6.4	4.6
Other	%	0.3	0.8	–	0.4	na	–	–	–	0.2
Total clients who needed income assistance and who had an income source after support	%	96.4	94.3	96.8	96.8	na	96.9	100.0	95.7	96.2

TABLE 18A.23

Table 18A.23 **Closed support periods, proportion of Indigenous clients who needed income assistance and who had an income source after support (a)**

	<i>Unit</i>	<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>
Total clients who needed income assistance and who did not have an income source after support	%	3.6	5.7	3.2	3.2	na	3.1	–	4.3	3.8
Total clients who needed income assistance	no.	833	247	823	411	na	48	58	383	2 713

(a) A client's income status was determined at the end of their last closed support period in 2013.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.24

Table 18A.24 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2012-13										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.1	0.7	2.1	2.5	1.8	1.3	0.5	1.2
Private rental	%	33.4	37.3	35.6	39.2	21.2	22.0	12.7	13.9	34.6
Public housing rental	%	7.7	10.0	6.4	12.2	21.1	8.7	16.4	18.8	9.5
Community housing rental	%	4.4	1.4	3.4	2.5	2.6	1.9	1.1	3.3	2.7
Other rental	%	3.6	2.8	1.9	1.5	2.3	1.9	2.7	3.0	2.6
Total	%	50.5	52.5	48.0	57.5	49.8	36.3	34.2	39.5	50.5
Non-independent housing										
Crisis	%	12.1	4.2	7.1	5.3	5.0	7.2	5.6	8.7	6.7
Transitional Housing (incl. rent free)	%	1.7	2.9	1.3	1.7	4.6	0.4	1.9	1.8	2.1
Caravan park rental	%	1.9	1.7	2.1	1.9	0.6	1.5	0.4	3.5	1.8
Institutional setting	%	2.1	4.2	1.4	3.5	2.6	2.3	3.3	6.8	2.9
Improvised dwelling/sleeping rough	%	5.9	7.6	10.9	9.7	3.3	11.5	15.7	12.4	8.4
Boarding/rooming house	%	11.6	13.4	11.8	11.2	15.7	12.1	6.3	10.7	12.2
Other (no tenure)	%	14.1	13.5	17.4	9.3	18.4	28.7	32.7	16.6	15.5
Total	%	49.5	47.5	52.0	42.5	50.2	63.7	65.8	60.5	49.5
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.7	1.8	1.8	1.1	1.3	0.5	1.0
Private rental	%	39.5	40.3	36.7	37.7	26.9	27.0	11.7	15.5	37.3

TABLE 18A.24

Table 18A.24 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Public housing rental	%	11.4	15.1	14.0	20.1	27.5	20.5	29.1	20.2	15.7
Community housing rental	%	8.6	2.9	6.4	2.9	6.5	3.4	2.8	7.0	5.1
Other rental	%	3.0	2.1	1.5	1.5	1.8	1.7	2.9	2.0	2.1
Total	%	63.8	61.3	59.3	64.0	64.5	53.6	47.9	45.2	61.2
Non-independent housing										
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2
Transitional Housing (incl. rent free)	%	3.4	2.6	2.5	1.6	2.0	1.8	4.8	5.8	2.7
Caravan park rental	%	1.4	1.7	1.6	1.8	0.9	1.3	0.2	2.4	1.5
Institutional setting	%	1.2	3.4	0.8	1.6	2.4	1.4	1.5	2.0	1.9
Improvised dwelling/sleeping rough	%	3.1	4.7	5.2	6.3	2.1	4.8	7.8	5.6	4.5
Boarding/rooming house	%	9.4	12.1	9.8	11.2	14.3	11.8	7.4	13.2	10.7
Other (no tenure)	%	8.8	9.4	11.2	6.4	10.0	17.5	22.6	11.8	10.1
Total	%	36.2	38.7	40.7	36.0	35.5	46.4	52.1	54.8	38.8
Total clients who needed assistance to obtain or maintain independent housing	no.	16 733	37 184	19 621	6 059	2 799	2 109	2 537	1 344	86 663
2011-12 (e)										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	1.9	1.4	0.9	2.0	na	3.5	0.5	1.1	1.5
Private rental	%	31.8	34.5	38.7	37.6	na	24.6	15.3	14.2	34.5
Public housing rental	%	7.8	12.1	5.9	14.1	na	8.9	20.9	16.5	9.9

TABLE 18A.24

Table 18A.24 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Community housing rental	%	3.4	1.0	3.1	2.4	na	0.9	2.3	6.4	2.4
Other rental	%	2.7	2.9	1.9	1.6	na	2.2	1.6	2.6	2.4
Total	%	47.6	51.9	50.6	57.8	–	40.1	40.6	40.8	50.6
Non-independent housing										
Crisis	%	11.7	4.8	6.0	6.4	na	5.6	8.0	3.9	6.8
Transitional Housing (incl. rent free)	%	1.9	2.8	0.6	1.5	na	1.4	5.0	2.4	1.9
Caravan park rental	%	2.1	2.2	2.3	1.4	na	0.8	–	1.5	2.0
Institutional setting	%	2.8	2.9	1.7	3.4	na	2.7	5.1	5.5	2.6
Improvised dwelling/sleeping rough	%	7.4	9.1	10.8	7.7	na	12.4	12.8	17.9	9.2
Boarding/rooming house	%	12.6	13.9	13.5	12.5	na	12.7	6.4	12.4	13.1
Other (no tenure)	%	13.9	12.3	14.5	9.3	na	24.3	22.2	15.6	13.7
Total	%	52.4	48.1	49.4	42.2	na	59.9	59.4	59.2	49.4
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.6	1.0	0.7	1.6	na	2.0	0.8	1.1	1.1
Private rental	%	35.2	37.4	36.7	37.7	na	29.3	13.3	14.1	35.8
Public housing rental	%	11.0	16.1	8.9	22.1	na	16.1	35.0	23.8	14.2
Community housing rental	%	6.9	2.3	5.7	3.2	na	3.1	2.4	6.9	4.5
Other rental	%	2.7	2.3	2.3	2.0	na	1.6	0.8	2.5	2.3
Total	%	57.5	59.2	54.3	66.5	na	52.1	52.4	48.3	58.0
Non-independent housing										
Crisis	%	10.4	5.5	12.2	5.1	na	7.2	10.4	9.9	8.5

TABLE 18A.24

Table 18A.24 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Transitional Housing (incl. rent free)	%	3.0	2.5	2.3	1.8	na	2.7	4.3	3.7	2.6
Caravan park rental	%	1.6	2.1	1.7	1.6	na	1.1	np	2.3	1.7
Institutional setting	%	2.0	2.1	0.9	1.6	na	2.0	2.8	1.0	1.7
Improvised dwelling/sleeping rough	%	5.0	6.3	6.2	5.1	na	6.0	6.6	5.9	5.7
Boarding/rooming house	%	10.5	13.0	11.4	10.4	na	12.4	7.1	13.4	11.5
Other (no tenure)	%	10.1	9.3	11.0	7.9	na	16.6	16.2	15.4	10.3
Total	%	42.5	40.8	45.7	33.5	na	47.9	47.4	51.7	42.0
Total clients who needed assistance to obtain or maintain independent housing	no.	17 336	30 438	19 444	5 794	na	2 431	2 302	1 310	77 838

(a) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

(b) A client's housing tenancy was determined at the end of their last closed support period in 2013.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.25

Table 18A.25 **Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2012-13										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4
Private rental	%	27.3	20.0	24.3	15.2	9.4	17.4	4.5	6.7	22.1
Public housing rental	%	12.6	15.6	10.5	29.7	25.4	7.1	19.0	25.9	14.8
Community housing rental	%	7.3	3.7	4.2	2.2	1.9	np	2.5	5.0	4.6
Other rental	%	4.0	2.1	1.9	1.1	3.4	1.5	2.1	2.0	2.4
Total	%	51.9	42.0	41.1	48.4	40.1	26.1	28.1	39.6	44.3
Non-independent housing										
Crisis	%	10.1	4.8	7.6	7.2	5.9	7.7	7.5	8.4	7.8
Transitional Housing (incl. rent free)	%	0.9	5.0	1.5	2.0	4.3	–	np	1.1	1.8
Caravan park rental	%	2.4	1.4	1.6	1.3	–	np	np	1.2	1.6
Institutional setting	%	1.4	7.2	1.0	3.5	3.9	np	4.3	5.6	2.4
Improvised dwelling/sleeping rough	%	4.6	7.4	8.7	9.4	3.4	11.1	20.0	14.2	7.8
Boarding/rooming house	%	13.1	14.0	14.7	12.9	14.7	10.2	5.0	9.2	13.5
Other (no tenure)	%	15.6	18.3	23.8	15.1	27.3	43.4	33.1	20.2	20.8
Total	%	48.1	58.0	58.9	51.4	59.5	72.4	69.9	59.9	55.7
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.3	0.4	0.1	0.7	–	0.5	0.2	0.4
Private rental	%	32.9	23.1	26.8	14.5	12.5	21.9	5.5	8.8	25.1

TABLE 18A.25

Table 18A.25 **Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Public housing rental	%	16.8	23.4	18.7	39.6	29.9	26.1	37.3	26.0	22.3
Community housing rental	%	11.5	5.7	8.1	2.3	8.6	1.0	4.5	8.4	7.9
Other rental	%	3.5	3.0	1.5	2.1	1.2	2.0	3.6	3.1	2.3
Total	%	65.1	55.5	55.4	58.7	52.9	51.1	51.4	46.5	58.0
Non-independent housing										
Crisis	%	6.6	7.0	10.0	7.2	6.1	12.7	8.0	15.4	8.5
Transitional Housing (incl. rent free)	%	2.6	3.4	2.3	2.2	3.8	1.5	2.6	5.4	2.7
Caravan park rental	%	1.8	1.0	1.3	1.1	–	np	–	1.0	1.3
Institutional setting	%	1.1	5.4	0.8	2.3	4.4	1.5	np	1.6	1.7
Improvised dwelling/sleeping rough	%	2.7	4.4	3.4	7.1	1.5	5.6	10.4	3.6	3.7
Boarding/rooming house	%	10.1	11.3	11.6	11.7	14.6	8.2	5.5	12.6	11.1
Other (no tenure)	%	10.0	12.0	15.3	9.6	16.6	18.4	21.1	13.7	13.1
Total	%	34.9	44.4	44.6	41.2	47.1	47.9	47.6	53.2	42.0
Total Indigenous clients who needed assistance to obtain or maintain independent housing	no.	4 081	2 621	5 604	1 485	543	334	370	836	15 417
2011-12 (e)										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.5	0.1	–	na	3.2	–	–	0.2
Private rental	%	24.9	17.9	27.1	10.9	na	17.2	11.2	7.1	22.0
Public housing rental	%	13.9	20.6	9.6	32.2	na	8.9	18.6	20.2	15.5
Community housing rental	%	4.1	2.5	3.8	4.6	na	1.9	np	11.0	4.2

TABLE 18A.25

Table 18A.25 **Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Other rental	%	2.4	3.4	2.1	1.2	na	2.6	2.4	2.6	2.3
Total	%	45.5	44.9	42.7	49.0	na	33.7	32.2	40.9	44.2
Non-independent housing										
Crisis	%	9.3	3.3	7.4	5.3	na	4.4	4.9	1.6	6.8
Transitional Housing (incl. rent free)	%	1.4	2.8	0.3	1.8	na	np	4.8	1.1	1.2
Caravan park rental	%	2.0	2.5	2.3	1.3	na	–	–	1.1	1.9
Institutional setting	%	3.0	1.5	1.4	2.4	na	4.0	7.8	4.0	2.3
Improvised dwelling/sleeping rough	%	6.1	8.5	9.6	8.3	na	15.9	13.4	24.6	9.2
Boarding/rooming house	%	16.6	15.0	17.6	14.1	na	15.4	9.9	8.1	15.9
Other (no tenure)	%	16.1	21.4	18.7	17.8	na	26.0	25.3	18.6	18.5
Total	%	54.5	55.1	57.3	51.0	na	65.7	66.1	59.1	55.8
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.9	–	np	na	np	–	–	0.2
Private rental	%	27.2	20.0	27.2	10.5	na	22.3	4.8	6.3	23.0
Public housing rental	%	17.9	26.1	12.5	40.9	na	18.4	29.5	28.7	20.4
Community housing rental	%	7.3	3.5	6.7	3.1	na	3.2	np	11.3	6.2
Other rental	%	2.5	3.8	2.9	2.6	na	np	2.5	2.2	2.8
Total	%	55.2	54.3	49.3	57.1	na	43.8	36.8	48.5	52.7
Non-independent housing										
Crisis	%	8.4	5.1	12.6	4.4	na	12.0	13.1	10.2	9.3
Transitional Housing (incl. rent free)	%	2.0	3.7	2.0	2.1	na	2.5	5.3	1.7	2.3
Caravan park rental	%	2.1	1.2	1.5	1.2	na	np	–	2.1	1.5

TABLE 18A.25

Table 18A.25 **Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Institutional setting	%	2.1	2.8	0.9	2.3	na	4.0	4.9	1.5	1.8
Improvised dwelling/sleeping rough	%	4.4	6.2	5.8	5.5	na	7.0	9.2	7.7	5.4
Boarding/rooming house	%	14.1	12.2	14.4	9.6	na	10.8	11.6	10.1	13.0
Other (no tenure)	%	11.7	14.4	13.6	17.7	na	17.3	18.4	18.2	14.0
Total	%	44.8	45.7	50.7	42.8	na	53.6	62.4	51.5	47.3
Total Indigenous clients who needed assistance to obtain or maintain independent housing	no.	4 375	2 136	5 171	1 609	na	316	287	796	14 388

(a) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

(b) A client's housing tenancy was determined at the end of their last closed support period in 2013.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) Data for 2011-12 have been revised.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia.*

TABLE 18A.26

Table 18A.26 **Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2012-13										
Type of tenure before support										
Non-independent housing										
Crisis	%	24.5	8.8	13.6	12.5	9.9	11.3	8.5	14.4	13.5
Transitional Housing (incl. rent free)	%	3.4	6.1	2.4	4.1	9.1	0.6	2.9	3.0	4.2
Caravan Park rental	%	3.9	3.6	4.1	4.4	1.2	2.4	0.7	5.8	3.6
Institutional setting	%	4.3	8.9	2.8	8.1	5.2	3.6	4.9	11.3	5.8
Improvised dwelling/sleeping rough	%	12.0	16.0	21.0	22.7	6.6	18.0	23.8	20.5	17.0
Boarding/rooming house	%	23.4	28.2	22.6	26.4	31.3	19.1	9.5	17.6	24.6
Other (no tenure)	%	28.5	28.4	33.5	21.8	36.7	45.1	49.6	27.4	31.3
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	2.1	1.9	3.1	1.9	2.6	4.6	4.1	4.2	2.5
Private rental	%	13.2	8.3	9.5	9.1	7.4	8.1	6.3	15.3	9.5
Public housing rental	%	8.3	8.7	8.1	5.5	9.4	8.4	8.3	8.3	8.1
Community housing rental	%	7.7	8.0	8.7	6.9	10.3	12.2	10.6	5.6	8.4
Other rental		4.7	3.7	5.9	2.3	3.9	5.4	3.8	4.5	4.4
Total clients who were living in non-independent housing before support and who obtained independent housing after support	%	36.0	30.6	35.2	25.7	33.6	38.7	33.0	37.9	33.0
Total clients who were living in non-independent housing before support	no.	8 277	17 654	10 201	2 577	1 405	1 343	1 670	813	42 917

TABLE 18A.26

Table 18A.26 **Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>	
2011-12 (e)										
Type of tenure before support										
Non-independent housing										
Crisis	%	22.3	10.1	12.1	15.1	na	9.4	13.5	6.7	13.8
Transitional Housing (incl. rent free)	%	3.7	5.9	1.3	3.6	na	2.4	8.4	4.0	3.9
Caravan Park rental	%	3.9	4.6	4.7	3.4	na	1.4	–	2.6	4.1
Institutional setting	%	5.3	6.0	3.5	8.0	na	4.5	8.5	9.3	5.3
Improvised dwelling/sleeping rough	%	14.1	18.9	21.8	18.2	na	20.7	21.5	30.3	18.6
Boarding/rooming house	%	24.1	29.0	27.3	29.6	na	21.1	10.7	20.9	26.6
Other (no tenure)	%	26.6	25.6	29.3	21.9	na	40.6	37.3	26.3	27.7
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.2	0.1	0.5	na	–	0.5	0.3	0.2
Private rental	%	14.1	13.4	10.7	10.6	na	18.3	5.3	5.0	12.5
Public housing rental	%	7.6	8.5	5.3	18.3	na	11.1	19.9	15.1	8.7
Community housing rental	%	5.9	2.2	5.5	3.2	na	2.8	1.7	4.6	4.2
Other rental		2.1	1.6	2.0	1.0	na	0.6	0.3	0.5	1.7
Total clients who were living in non-independent housing before support and who obtained independent housing after support	%	29.9	26.1	23.6	33.7	na	32.7	27.7	25.5	27.2

TABLE 18A.26

Table 18A.26 **Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who were living in non-independent housing before support	no.	9 079	14 629	9 615	2 446	na	1 457	1 368	775	38 421

- (a) These data are calculated using the numerator 'Total number of clients who, on presentation, were living in non-independent/supported housing and achieved independent housing at the end of support' and the denominator 'Total number of clients who, on presentation, were living in non-independent/supported housing.'
- (b) A client's housing tenancy was determined at the end of their last closed support period in 2013.
- (c) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (e) Data for 2011-12 have been revised.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.27

Table 18A.27 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (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 (c)</i>
2012-13										
Type of tenure after support										
Purchasing/purchased own home	%	2.1	1.5	1.2	2.7	2.9	2.2	2.7	1.0	1.8
Private rental	%	62.0	65.8	61.5	58.8	42.0	50.1	25.0	34.1	60.8
Public housing rental	%	17.4	24.6	23.9	31.4	42.2	38.2	60.8	44.7	25.6
Community housing rental	%	13.7	4.7	10.7	4.6	10.1	6.1	5.6	15.8	8.5
Other Rental	%	4.7	3.3	2.6	2.4	2.8	3.3	5.9	4.3	3.4
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	10 198	20 637	10 845	3 734	1 747	1 051	1 163	579	49 395
2011-12 (d)										
Type of tenure after support										
Purchasing/purchased own home	%	2.9	1.8	1.3	2.2	–	3.9	1.7	2.4	2.0

TABLE 18A.27

Table 18A.27 Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (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 (c)</i>
Private rental	%	61.3	62.7	68.0	56.1	60.0	56.3	25.4	28.8	61.7
Public housing rental	%	18.9	27.7	16.3	33.5	16.0	30.4	66.5	49.0	24.6
Community housing rental	%	12.2	3.9	10.3	5.0	24.1	6.2	4.7	14.7	7.7
Other Rental	%	4.7	4.0	4.2	3.1	–	3.2	1.7	5.1	4.0
Total clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	9 540	16 857	9 915	3 704	56	1 183	1 149	604	42 691

(a) These data are calculated using the numerator 'Total number of clients who achieved independent housing at the end of support, and who did not represent with a need for short-term, medium-term, long term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during the reporting period', and the denominator 'Total Clients who had requested assistance with obtaining or maintaining independent/non-supported housing and who had independent/non-supported housing at the end if support.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Table 18A.27 **Closed support periods, proportion of clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (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 (c)</i>
--	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-----------------

(d) Data for 2011-12 have been revised.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.28

Table 18A.28 **Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (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 (c)</i>
2012-13										
Type of tenure after support										
Purchasing/purchased own home	%	0.8	0.5	0.7	0.2	1.5	–	1.0	0.5	0.7
Private rental	%	50.7	40.8	47.4	25.1	24.7	41.5	11.6	19.0	42.9
Public housing rental	%	25.5	43.1	34.0	66.9	56.8	52.2	71.3	55.8	38.6
Community housing rental	%	17.8	10.7	15.1	4.0	15.4	2.1	9.5	18.2	14.0
Other Rental	%	5.1	4.8	2.7	3.8	1.6	4.2	6.5	6.4	3.9
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	2 536	1 265	2 809	835	279	158	176	373	8 283
2011-12 (d)										
Type of tenure after support										
Purchasing/purchased own home	%	0.6	1.8	–	0.2	–	1.6	–	–	0.4

TABLE 18A.28

Table 18A.28 Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (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 (c)</i>
Private rental	%	49.0	35.4	55.4	18.2	33.3	47.7	7.5	13.2	43.3
Public housing rental	%	32.6	49.7	25.6	71.6	33.3	39.9	82.6	58.5	39.3
Community housing rental	%	13.1	6.0	12.7	5.5	33.3	7.6	2.4	24.0	11.5
Other Rental	%	4.7	7.1	6.3	4.5	–	3.1	7.5	4.2	5.5
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Indigenous clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	2 300	1 087	2 307	885	16	128	96	372	7 081

(a) These data are calculated using the numerator 'Total number of clients who achieved independent housing at the end of support, and who did not represent with a need for short-term, medium-term, long term housing, assistance to sustain tenancy or prevent tenancy failure or eviction or assistance to prevent foreclosures or for mortgage arrears again during the reference year', and the denominator 'Total Clients who had requested assistance with obtaining or maintaining independent/non-supported housing and who had independent/non-supported housing at the end if support.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Table 18A.28 **Closed support periods, proportion of Indigenous clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (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 (c)</i>
--	-------------	------------	------------	------------	-----------	-----------	------------	------------	-----------	-----------------

(d) Data for 2011-12 have been revised.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.29

Table 18A.29 **Proportion of clients experiencing homelessness who had repeat periods of homelessness**

	<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>
2012-13										
Clients who had more than one period of homelessness	%	5.2	3.6	4.3	4.7	3.4	4.6	7.2	4.5	4.0
Clients who experienced homelessness at some time in 2012-13	%	29 455	47 997	24 401	10 311	11 600	3 434	3 437	3 441	130 390
2011-12 (b)										
Clients who had more than one period of homelessness	%	5.9	4.4	5.1	4.7	2.4	5.0	11.8	5.5	4.7
Clients who experienced homelessness at some time in 2011-12	%	28 299	41 234	24 247	9 102	10 067	3 757	3 575	3 347	120 456

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) Data for 2011-12 have been revised.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.30

Table 18A.30 **Proportion of Indigenous clients experiencing homelessness who had repeat periods of homelessness**

	<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>
2012-13										
Clients who had more than one period of homelessness	%	6.5	5.6	5.0	4.0	5.0	4.7	10.7	4.6	4.9
Clients who experienced homelessness at some time in 2012-13	%	7 483	5 105	8 255	3 549	3 212	608	594	2 396	30 402
2011-12 (b)										
Clients who had more than one period of homelessness	%	6.4	6.2	5.3	5.2	3.0	4.3	10.3	5.5	5.2
Clients who experienced homelessness at some time in 2011-12	%	6 873	3 970	8 029	3 409	2 561	645	604	2 257	27 736

(a) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(b) Data for 2011-12 have been revised.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 18A.31

Table 18A.31 **Case management goals achieved after support, all clients (a), (b), (c)**

	<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>
2012-13										
None	%	7.9	7.0	5.1	8.9	6.4	7.7	6.7	6.7	6.9
Some	%	75.8	64.7	65.3	82.1	80.2	82.4	84.9	68.4	70.9
All	%	16.2	28.3	29.6	9.0	13.4	9.9	8.4	24.9	22.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with case management plans	no.	24 092	30 262	25 930	10 089	6 814	2 910	2 104	3 848	103 986
2011-12 (e)										
None	%	7.4	7.5	8.2	8.7	30.2	9.9	8.6	4.9	9.5
Some	%	73.2	63.5	71.9	76.9	49.2	78.3	83.7	71.8	68.8
All	%	19.5	28.9	19.9	14.4	20.7	11.9	7.7	23.3	21.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients with case management plans	no.	25 018	30 671	23 713	11 403	6 481	3 011	2 218	3 483	104 124

- (a) The status of a client's case management goals was determined at the end of their last closed support period in the reference year.
- (b) Case management plan status: if a client reports having a case management plan in any support period within the collection month they are counted as a client who has a case management plan.
- (c) Achievement of case management goals: where a client is recorded as having a case management plan, the achievement of their case management goals are recorded as none, all or some. None: all support periods within the collection month reported 'not at all'. All: all support periods within the collection month reported 'all'. Some: at least one support period within the collection month reported 'up to half', 'half or more' or 'all' where multiple different responses are recorded for the one client within the collection month.
- (d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (e) Data for 2011-12 have been revised.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia.*

Data quality information — Homelessness services, chapter 18

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions. DQI for Homelessness services performance indicators will be progressively introduced in future reports. Technical DQI has been supplied by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers.

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

DQI are available for the following data collections:

Data collections	2
Specialist homelessness services client collection	2

Data collections

Specialist homelessness services client 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.
Measure (computation)	Various
Data source/s	Specialist Homelessness Services Client Collection. The SHSC collects information on people who receive services from agencies that are funded under the NAHA or the NPAH to provide specialist homelessness services. A limited amount of data is also collected about people who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection.

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 provide authoritative information and statistics to promote better health and wellbeing. The Institute 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 data sets based on data from each jurisdiction, to analyse these data sets 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, 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> <p>The SHSC was developed by AIHW in conjunction with the states and</p>
----------------------------------	---

Relevance	<p>territories and is administered by the AIHW.</p> <p>Scope and coverage—clients</p> <p>The SHSC collects information about clients of specialist homelessness agencies, that is, people who receive assistance from agencies funded by state and territory governments to respond to or prevent homelessness. In addition, some information is also collected about unassisted people, that is, any person who seeks services from a specialist homelessness agency and does not receive any services at that time.</p> <p>SHSC data does not cover all homeless people and those at risk of homelessness, but only those who seek assistance from an SHS agency.</p> <p>Not everyone in scope for SHSC is homeless, because specialist homelessness agencies provide services to people who are at risk of homelessness aimed at preventing them from becoming homeless, as well as to people who are currently homeless.</p> <p>Data about clients is submitted based on support periods—a period of support provided by a specialist homelessness service agency to a client. Information about clients is then linked together based on a statistical key (see ‘Statistical Linkage Key (SLK) validity’ below).</p> <p>A client may be of any age—children are clients if they receive specialist homelessness assistance.</p>
Timeliness	<p>Scope and coverage—agencies</p> <p>The SHSC collects information on people who seek and receive services from specialist homelessness agencies. All agencies that receive funding under the NAHA or NPAH to provide specialist homelessness services are in scope for the SHSC in general, but only those who received funding for at least four months during the 2012–13 financial year are in scope for the 2012–13 reporting period. Agencies that are in coverage are those in-scope agencies for which details have been provided to the AIHW by the relevant state/territory department.</p> <p>Of all agencies expected to participate in the collection in at least one month during the 2012–13 reporting period, 76% submitted information for all 12 collection months and 91% submitted data for at least one month.</p> <p>The SHSC began on 1 July 2011. Specialist homelessness agencies provide their data to the AIHW each month, once sufficient data is received and validated ‘snapshots’ are created at particular points in time for reporting purposes.</p> <p>The 2012–13 snapshot contains data submitted to the AIHW for the July 2012 to June 2013 collection months, using responses received and validated as at 25 March 2013.</p>
Accuracy	<p>Potential sources of error</p> <p>As with all data collections, the SHSC estimates are subject to error. These can arise from data coding and processing errors, inaccurate data or missing data. Reported findings are based on data reported by agency workers.</p> <p>Data validation</p> <p>The AIHW receives data from specialist homelessness agencies every month. These data go through two processes of data validation (error checking). Firstly, data validation is incorporated into the client management systems (CMSs) most agencies use to record their data. Secondly, data are submitted through the AIHW online reporting web-portal, Specialist Homelessness Online Reporting (SHOR). SHOR completes a more thorough data validation and reports (to staff of the homelessness agency) any errors that need correcting before data can be accepted.</p> <p>Statistical Linkage Key (SLK) validity</p> <p>An individual client may seek or receive support on more than one</p>

occasion—either from the same agency or from a different agency. Data from individual clients who presented at different agencies and/or at different times is matched based on a statistical linkage key (SLK) which allows client level data to be created. The SLK is constructed from information about the client's date of birth, sex and an alphacode based on selected letters of their name.

If a support period record does not have a valid SLK, it cannot be linked to a client, and thus it is not included in client-level tables (although it is included in support period-level tables). Ninety-three per cent of support periods had a valid SLK in 2012–13.

Incomplete responses

In many support periods, in 2012–13, valid responses were not recorded for all questions—invalid responses were recorded, 'don't know' was selected, or no response was recorded. Support periods with invalid/'don't know'/missing responses were retained in the collection and, no attempt was made to deduce or impute the true value of invalid/'don't know'/missing responses.

Where data relate to the total population the estimate includes clients with missing information. This information has been attributed in proportion with those clients for whom information is available. In tables where the population relates to clients with a particular need or accommodation circumstance, clients with missing needs information are excluded.

Non-response bias

Non-response occurs where there is less than 100% agency participation, less than 100% SLK validity and where there are incomplete responses. However estimates will not necessarily be biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, then there will be no bias. However, no information is yet available to indicate whether or not there is any systematic bias in agency non-participation, SLK validity and incomplete responses.

Imputation

An imputation strategy is used to correct for two types of non-sampling error: agency non-response and data error in the statistical linkage key data item, which is used to link information about individual clients together to provide a complete picture for that client.

This strategy has two parts. The first part addresses agency non-response by using both explicit and implicit imputation and results in agency weights and some explicitly imputed service period records and end dates. The second part addresses the impact of invalid statistical linkage keys (SLKs) on the total number of clients and results in client weights.

Agencies that are out of scope for 9 months in 2012–13 are deemed to be out of scope for the whole period and excluded from all calculations.

Coherence

The SHSC replaces the SAAP NDC, which began in 1996. The SHSC differs from the SAAP NDC in many respects.

The major definitional differences between SAAP and SHSC relate to the capture of information about children and support. In the SAAP NDC, children who accompanied a parent or guardian were counted as accompanying children (with only limited information collected); in the SHSC, children are included as clients (in their own right) if they directly receive a service. In SAAP, support was considered to entail generally 1 hour or more of a worker's time; in SHSC no time-related condition exists.

Accessibility

Published results from 2012–13 are available on the AIHW website. Data not available online or in reports can be obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability

Information on the development of the SHSC, definitions and concepts, and collection materials and processes can be found on the AIHW website,

<www.aihw.gov.au>. Information on definitions, concepts and classifications can also be found in the SHSC's collection manual (AIHW 2011).

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- The key data quality issue related to the use of the specialist homelessness services data is relevance. The data do not capture the whole of the homeless (and at risk) population, rather only people who access specialist homelessness services.