

# Report on Government Services 2015

Volume G:  
Housing and  
homelessness

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for the Steering  
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Review of Government  
Service Provision*

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The Steering Committee welcomes enquiries and suggestions on the information contained in this report. Contact the Secretariat by phone: (03) 9653 2100 or email: [gsp@pc.gov.au](mailto:gsp@pc.gov.au)

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# Foreword

This year marks the twentieth edition of the Report on Government Services — a remarkable milestone for a unique report providing comparative information on the performance of a wide range of government services.

The Report was commissioned in 1993 by Heads of Government (now COAG), with the first report produced in 1995. A new terms of reference issued in 2010 emphasised the dual roles of the Report in improving service delivery, efficiency and performance, and increasing accountability to governments and the public.

Improving the equity and effectiveness of the services included in the Report can affect the community in significant ways. Some services form an important part of the social welfare system (for example, social housing and child protection services), some are provided to people with specific needs (for example, aged care and disability services), and others are typically used by each person in the community at some stage during their life (for example, education and training, health services and police and emergency services). Improving the efficiency of government services can also have economic pay-offs. Governments spent over \$184 billion on the services covered by this Report, representing about 69 per cent of general government expenditure in 2013-14, around 12 per cent of Australia's gross domestic product.

The development of the comprehensive Report we have today involved the dedication and hard work of many people over many years. I commend all governments for their long-term commitment to transparency and accountability. Few exercises that rely on cooperation and consensus across governments and departments continue to thrive over two decades — and it is particularly challenging to maintain government support for a report that is often used to criticise the performance of governments. I also acknowledge the contributions of the previous chairs of the Steering Committee, Bill Scales and Gary Banks, past and present Steering Committee and working group members, and the many staff of the Productivity Commission who provided Secretariat services over the years.

Peter Harris  
Chairman

January 2015



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# 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
Mr Daryl Quinlivan	Acting Chair	Productivity Commission
Mr Mark Thomann	Aust. Govt.	Department of Finance and Deregulation
Ms Sam Reinhardt	Aust. Govt.	The Treasury
Ms Josephine Laduzko	Aust. Govt.	Department of the Prime Minister and Cabinet
Mr Rick Sondalini	NSW	NSW Treasury
Ms Michelle Dumazel	NSW	Department of Premier and Cabinet
Ms Katherine Whetton	Vic	Department of Premier and cabinet
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Mr Chris Chinn	Qld	Department of the Premier and Cabinet
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Mr Barry Thomas	WA	Department of Treasury
Ms Katrina Ball	SA	Department of Treasury and Finance
Mr Chris McGowan	SA	Department of the Premier and Cabinet
Ms Rebekah Burton	Tas	Department of Premier and Cabinet
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Ms Jean Doherty	NT	Department of the Chief Minister
Ms Linda Weatherhead	NT	Department of the Chief Minister
Ms Tracey Scott	NT	Department of Treasury and Finance
Mr Peter Harper		Australian Bureau of Statistics
Mr David Kalisch		Australian Institute of Health & Welfare

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

Ms Madonna Morton	Aust. Govt.	Department of the Prime Minister and Cabinet
Mr Peter Robinson	Aust. Govt.	The Treasury
Ms Janet Schorer	NSW	Department of Premier and Cabinet
Mr David Reynolds	SA	Department of Treasury and Finance
Ms Nicole Masters	ACT	Chief Minister's Directorate
Mr Leigh Eldridge	NT	Department of the Chief Minister
Mr Craig Graham	NT	Department of Treasury and Finance
Mr Bruce Michael	NT	Department of Treasury and Finance



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# Acronyms and 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

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ACTAS	ACT Ambulance Service
ADL	activities of daily living
ADR	Alternative Dispute Resolution
AEDC	Australian Early Development Census
AEDI	Australian Early Development Index
AFAC	Australasian Fire and Emergency Services Authorities Council
AFP	Australian Federal Police
AGD	Attorney-General's Department
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

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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

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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
CWG	Courts Working Group
CCB	Child Care Benefit
CCET	Child care, education and training
CCMS	Child Care Management System
CCR	Child Care Rebate
CDSMAC	Community and Disability Services Ministers' Advisory Council
CEaCS	Childhood Education and Care Survey
CEPS	Australian Research Council Centre of Excellence in Policing and Security
CFA	Country Fire Authority
CFCs	Child and Family Centres
CGC	Commonwealth Grants Commission

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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
CISC	COAG Industry and Skills Council
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
CSIRO	Commonwealth Scientific and Industrial Research Organisation
CSMAC	Community Services Ministers' Advisory Council
CSTDA	Commonwealth State/Territory Disability Agreement
CURF	confidentialised unit record file

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DACC	Defence Assistance to the Civil Community
DDHCS	Department of Disability, Housing and Community Services
DFD	Domestic Final Demand
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
DPIE	Department of Primary Industries and Energy
DPMPC	Data and Performance Measurement Principal Committee
DQI	data quality information
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
ECG	electrocardiogram
EMWG	Emergency Management Working Group
ERP	estimated resident population
FaCS	Department of Family and Community Services

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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

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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
IAEA	International Association for Educational Assessment
ICD	International Classification of Diseases
ICD-10-AM	Australian modification of the International Standard Classification of Diseases and Related Health Problems, version 10
ICILS	International Computer and Information Literacy Study
ICH	Indigenous community housing
ICHO	Indigenous Community Housing Organisation
ICT	information and communication technologies
IEA	International Association for the Evaluation of Educational Achievement
IER	Indigenous Expenditure Report
IGA	Intergovernmental Agreement
IMR	Infant mortality rate
IPD	Implicit Price Deflator
IPS	Independent Public Schools (WA)
IRG	Independent Reference Group
IRSD	Index of Relative Socio-economic Disadvantage
ISO	International Organisation for Standardisation
ISA	Insurance Statistics Australia
ISS	Inclusion Support Subsidy



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ISSR	Institute for Social Science Research
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
LCCSC	Law, Crime and Community Safety Council
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

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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 group	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
NDIA	National Disability Insurance Agency

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NDIS	National Disability Insurance Scheme
NEA	National Education Agreement
NEAT	Department of Natural Resources Environment and the Arts
NECECC	National Early Childhood Education and Care Collection
NECECWC	National Early Childhood Education and Care Workforce Census
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
NHRA	National Health Reform Agreement
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
NNDS	National Notifiable Diseases Surveillance System

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no.	number
NOOSR	National Office of Overseas Skills Recognition
NP	National Partnership
np	not published
NPAs	National Partnership Agreements
NPMC	Navigation Projects Management Committee
NQAITS	National Quality Agenda Information Technology 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
NSPS	National Security and Preparedness Survey
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
NT	Northern Territory
NTCET	Northern Territory Certificate of Education and Training
NTES	National Territory Emergency Services
NVEAC	National VET Equity Advisory Council
NYPR	National Youth Participation Requirement

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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
PIAAC	Programme for the International Assessment of Adult Competencies
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
PSTRE	Problem solving in technology-rich environments
PWI	personal wellbeing index
QE	Qualification Equivalents
QFRS	Queensland Fire and Rescue Service
QFES	Queensland Fire and Emergency Service

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QIAS	Quality Improvement and Accreditation System
Qld	Queensland
QMF	Quality Management Framework
RACGP	Royal Australian College of General Practitioners
RCS	resident classification scale
Report	Report on Government Services
RISS	Remote and Indigenous Service Support
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
SA	South Australia
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
SCRCSPP	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

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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 and Territory Emergency Services
SEW	Survey of Education and Work
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

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The Report	The Report on Government Services
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
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
WSDPC	Workforce Development Supply and Demand Principal Committee
WGIR	Working Group on Indigenous Reform
WHO	World Health Organisation
YAT	Youth Attainment and Transitions
YBFS	Year before full time schooling
YPIRAC	Younger people in residential aged care



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# 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.
Comparability	Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
Completeness	Data are considered complete if all required data are available for all jurisdictions that provide the service.
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).

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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.

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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.

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# 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

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# G Housing and homelessness services sector overview

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### 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](http://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.

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## 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 (NAH SPP), which is an indexed ongoing payment to the states and territories to be spent in the housing and homelessness sector.

While some of the National Partnership Agreements (NPAs) that were established to support the NAHA have expired, two remain active:

- the National Partnership Agreement on Homelessness (NPAH)
- the National Partnership Agreement on Remote Indigenous Housing (NPAH).

## 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 (ICH), 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).

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This Report focuses on social housing and homelessness services funded under the NAH SPP and related 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 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.
- *State owned and managed Indigenous housing (SOMIH)*: dwellings owned and managed by State housing authorities that are allocated only to Aboriginal and Torres Strait Islander households.
- *Community housing*: rental housing provided to low-to-moderate income and/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. 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.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. ICH models vary across jurisdictions and can also include dwellings funded or registered by government. ICH organisations include community organisations such as resource agencies and land councils.

*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.

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## 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 the NPAH. Data are sourced from the Specialist Homelessness Services Collection (SHSC), which collects information about clients of agencies funded by state and territory governments to respond to or prevent homelessness, their needs for assistance, the services they received and the outcomes of this assistance. It also collects information about people who sought assistance but did not receive any services from these agencies.

### *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 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.

### *Specialist Homelessness Services collection (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 or at the beginning of the reference year. Clients are considered to be homeless if they report having no shelter or living in an improvised dwelling, short-term accommodation, or a house, townhouse or flat where tenure type is couch surfing or with no tenure. 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). These criteria are aligned with the ABS statistical definition of homelessness where possible.

*Source:* ABS (2012b); Chapter 18.



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## **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 NPAs. 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 and home purchase 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 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 2013–14, the Australian Government provided \$2.0 billion to State and Territory governments for housing and homelessness services through NPAs in support of the

NAHA (table GA.1). In addition, the Australian Government provided a further \$3.9 billion for CRA in 2013–14 (table GA.12).

Australian, State and Territory governments' total expenditure on housing and homelessness services was \$3.9 billion in 2012–13 (table G.1). Other descriptive data for social housing and homelessness services for 2012–13 are presented in table G.1, and data for each jurisdiction are reported in tables GA.3 and GA.4.

Further information, including 2012–13 and 2013–14 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, 2012–13<sup>a</sup>**

	<i>Net recurrent expenditure</i>	<i>Dwellings<sup>b</sup></i>	<i>Households</i>
	<i>\$m</i>	<i>No.</i>	<i>No.</i>
<i>Social housing</i>			
Public housing	2 543.4	328 340	321 213
SOMIH	102.4	10 084	9 820
Community housing	614.2	65 865	65 632
Indigenous community housing	103.5	na	..
<b>Total</b>	<b>3 363.5</b>	<b>404 289</b>	<b>396 665</b>
<i>Homelessness services</i>			
		<i>Clients ('000)</i>	
	583.1	244.2	..
<b>Total</b>	<b>3 946.6</b>	..	<b>na</b>

<sup>a</sup> Data may not be comparable across jurisdictions or service areas and comparisons could be misleading. Chapters 17 and 18 provide further information. <sup>b</sup> The total number of dwellings at 30 June. .. Not applicable.

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

## Commonwealth Rent Assistance

CRA is an Australian Government 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 ICH 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

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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 \$3.9 billion in 2013–14, increasing from \$3.2 billion in 2009–10 (in real terms) (table GA.12). The average government expenditure per income unit receiving CRA was \$3039 in 2013–14 (table GA.13).

Nationally at 6 June 2014:

- there were 1 315 385 income units receiving CRA (table GA.15)
- the median CRA payment was \$124 per fortnight (table GA.22)
- 76.3 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 2014, 67.4 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, 40.3 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 Aboriginal and Torres Strait Islander 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 for rent, food and utility costs) can potentially lead to unstable housing and increase the risk of homelessness (Memmott and Chambers 2010; CHP 2005).

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Pathways through the homelessness, child protection and youth 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.

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### 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 Aboriginal and Torres Strait Islander community wellbeing, by improving housing outcomes, especially for Aboriginal and Torres Strait Islander people 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.

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## G.2 Sector performance indicator framework

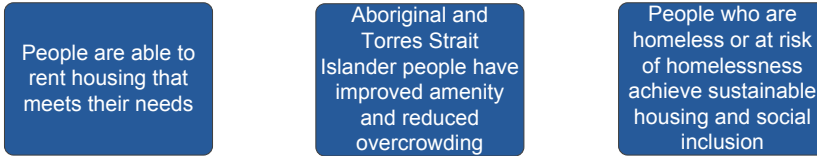
This sector overview is based on a sector performance indicator framework (figure G.1). This framework is made up of the following elements:

- 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.

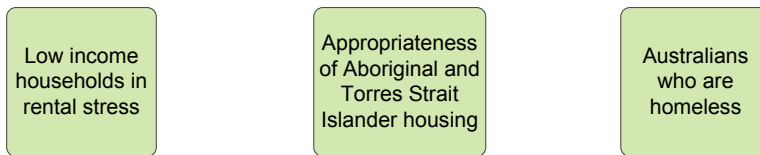
This sector overview provides an overview of relevant performance information. Chapters 17 and 18 and their associated attachment tables provide more detailed information.

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

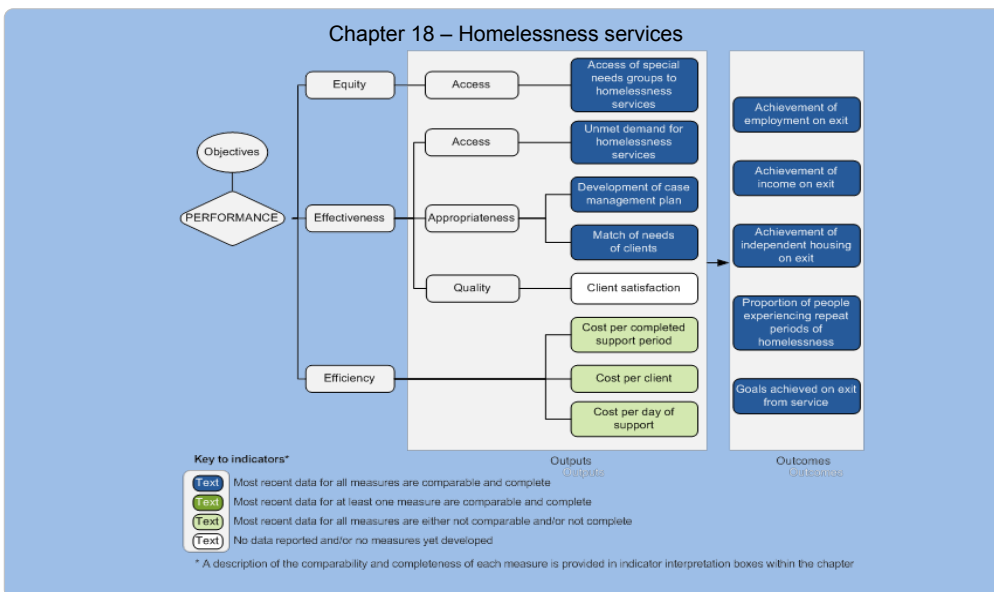
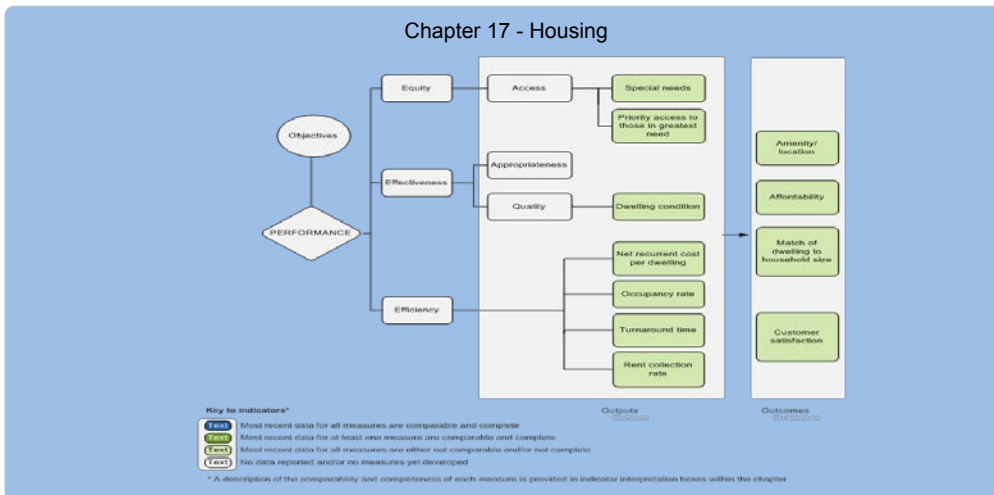
Sector objectives



Sector-wide indicators



Service specific performance indicator frameworks



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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 Commonwealth Rent Assistance (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:

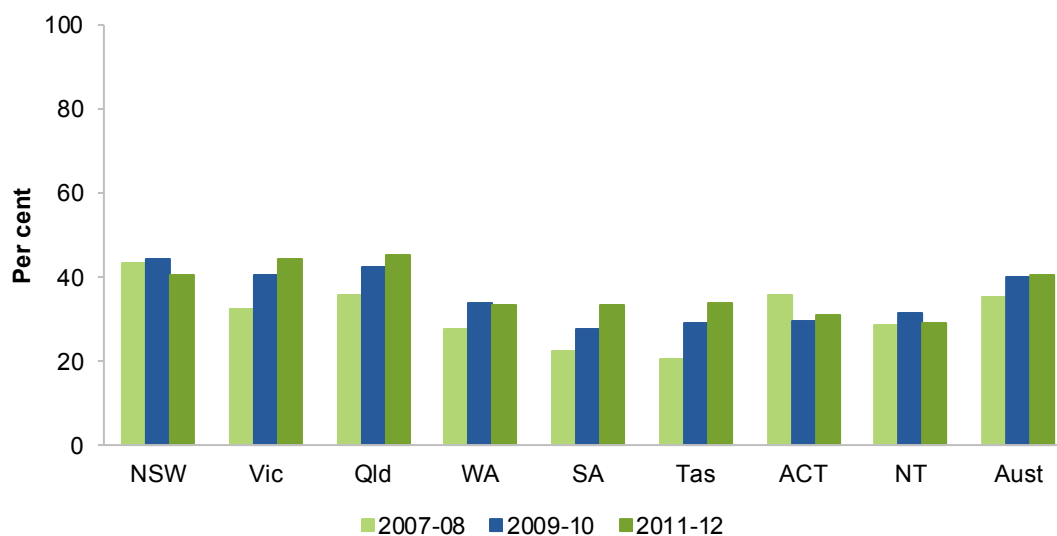
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2011–12 data are available for all jurisdictions.

Data quality information for this indicator are at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

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).

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Figure G.2 Proportion of low income households in rental stress<sup>a</sup>



<sup>a</sup> See notes to source tables for more detailed caveats about the data note.

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

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### Appropriateness of Aboriginal and Torres Strait Islander housing

‘Appropriateness of Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people, particularly those living in remote and discrete communities (COAG 2008).



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## Box G.5 **Appropriateness of Aboriginal and Torres Strait Islander housing**

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

- proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions
- proportion of Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander 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 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing. All required data were not available for Qld and the NT
- incomplete for Indigenous community housing. All required 2014 data were not available for NSW, SA, Tasmania, the ACT, the 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 2014 data were not available for the NT.

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/rogs/2015](http://www.pc.gov.au/rogs/2015).

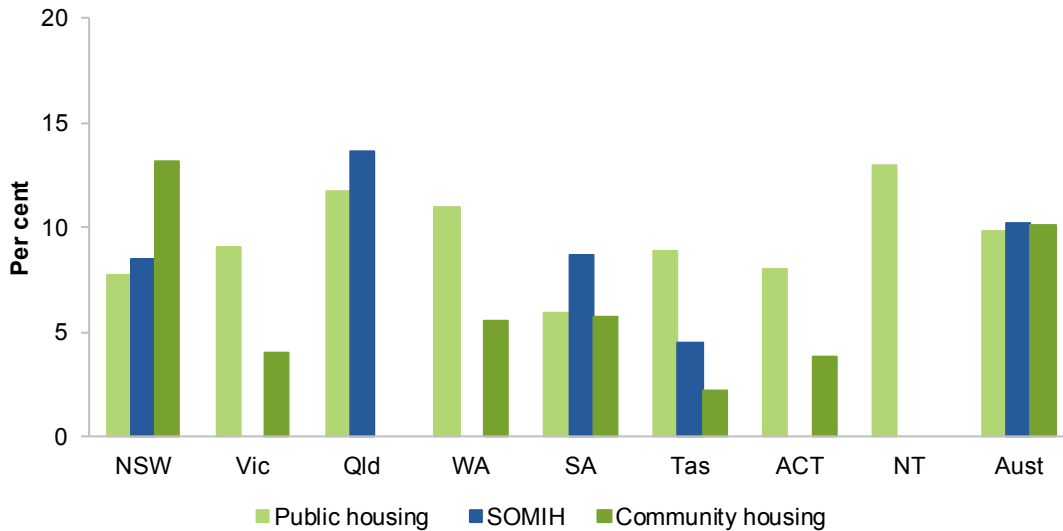
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## Aboriginal and Torres Strait Islander households living in overcrowded conditions

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 Aboriginal and Torres Strait Islander people.

The proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions varied across jurisdictions in 2014 (figure G.3).

**Figure G.3 Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions, at 30 June 2014<sup>a, b, c</sup>**



<sup>a</sup> There are no SOMIH data reported for Victoria, WA, the ACT or the NT as the SOMIH program does not exist in these jurisdictions. <sup>b</sup> Community housing data are not available for Queensland and the Northern Territory. <sup>c</sup> Community housing data for Tasmania and the ACT is nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table GA.6.

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

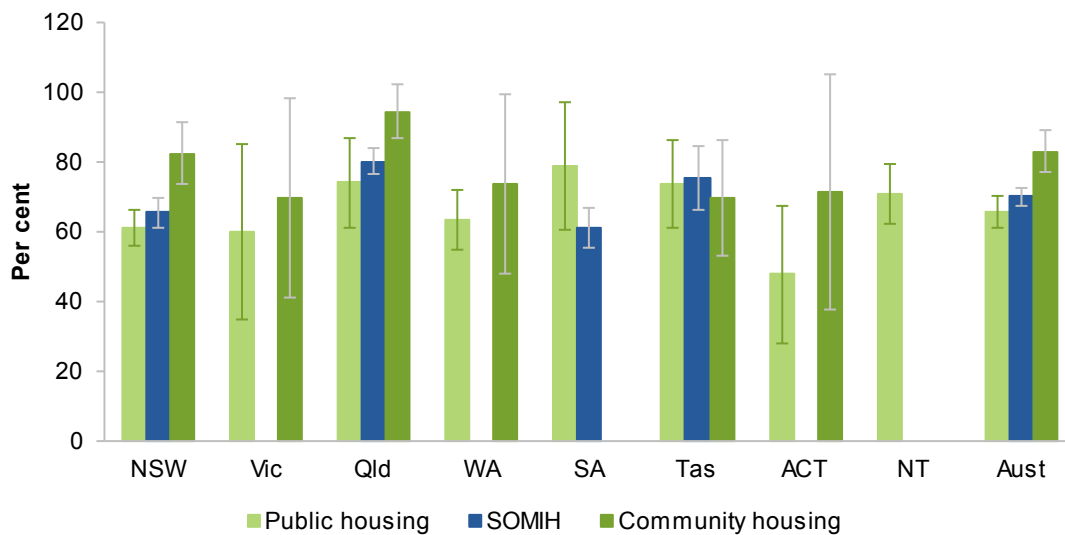
### Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard

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 2014, the NSHS found that:

- for public housing, 65.9 per cent of Aboriginal and Torres Strait Islander households were living in dwellings of an acceptable standard
- for SOMIH, 70.1 per cent of Aboriginal and Torres Strait Islander households were living in dwellings of an acceptable standard
- for community housing, 83.0 per cent of Aboriginal and Torres Strait Islander households were living in dwellings of an acceptable standard (figure G.4).

Figure G.4 **Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014<sup>a, b, c, d</sup>**



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

Source: AIHW (unpublished) *National Social Housing Survey 2014*; 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).

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## 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:

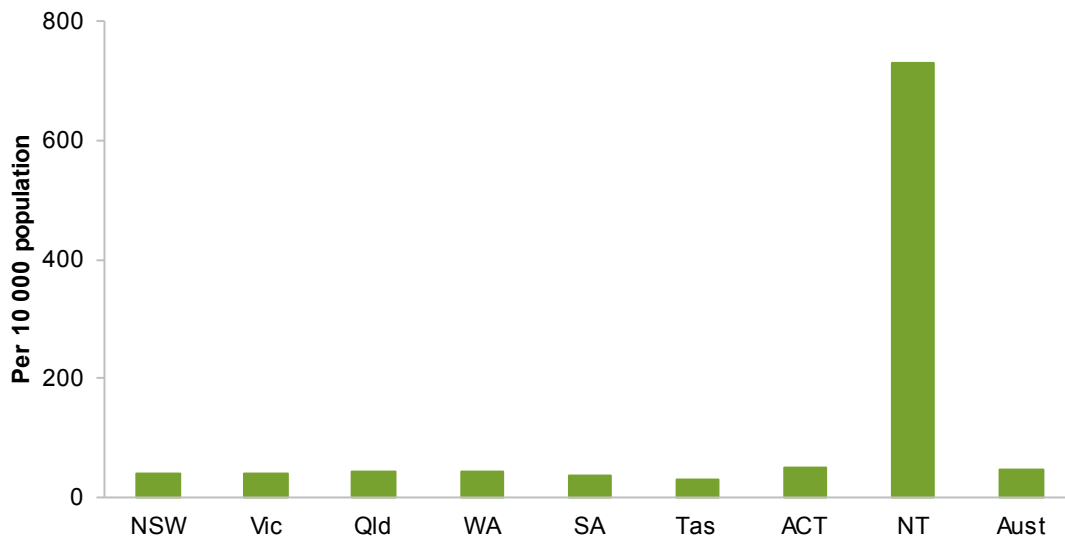
- comparable (subject to caveats) across jurisdictions over time
- complete (subject to caveats) for the current reporting period. All required 2011 data are available for all jurisdictions.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

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 homeless operational groups are included in table GA.8.

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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.

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## 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:

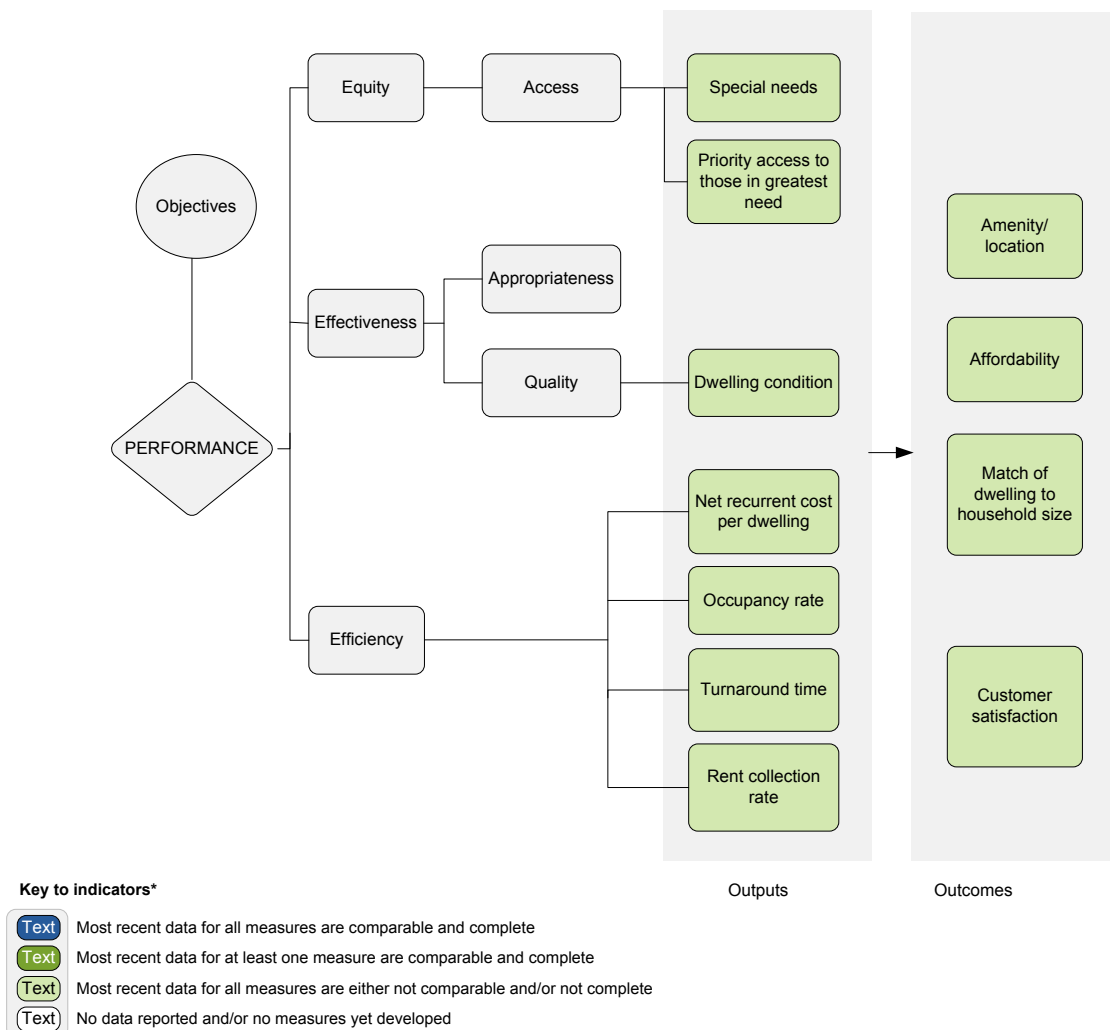
- indicator interpretation boxes, which define the measures used and indicate any significant conceptual or methodological issues with the reported information (chapters 17 and 18)
- caveats and footnotes to the reported data (chapter 17 and attachment 17A; chapter 18 and attachment 18A)
- additional 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 (DQI) for many indicators, based on the ABS Data Quality Framework.

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

## 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 housing<sup>a, b</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
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**Equity (access) indicators**

*Special needs* – proportion of new tenancies allocated to households with special needs (%)

Data comparability and completeness vary for this indicator.

PH 2013–14	68.9	58.4	66.6	63.9	70.2	65.3	57.6	71.8	65.4
SOMIH 2013–14	58.0	..	50.0	..	53.2	77.8	..	..	55.6
CH 2013–14	61.6	49.8	67.0	50.9	55.6	72.3	48.2	na	58.7

Source: tables 17A.9–11.

*Priority access to those in greatest need*– proportion of new allocations of housing to those in greatest need (%)

Data comparability and completeness vary for this indicator.

PH 2013–14	55.5	79.4	96.5	58.0	86.5	85.3	96.9	67.7	74.1
SOMIH 2013–14	21.8	..	98.1	..	93.6	na	..	..	56.3
CH 2013–14	70.2	86.9	95.9	84.1	76.6	29.2	97.0	na	75.1

Source: tables 17A.12–14.

**Effectiveness indicators**

*Dwelling condition*

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	2014	75.9	83.1	88.3	81.9	84.0	80.6	75.7	81.7	81.0
Confidence interval		± 1.3	± 3.2	± 2.8	± 2.9	± 3.0	± 3.6	± 3.8	± 3.6	± 1.0
Relative standard error		0.9	2.0	1.6	1.8	1.8	2.3	2.6	2.2	0.7
SOMIH	2014	65.5	..	80.3	..	61.4	75.6	..	..	70.1
Confidence interval		± 4.2	..	± 3.5	..	± 5.7	± 9.1	..	..	± 2.5
Relative standard error		3.3	..	2.2	..	4.9	6.4	..	..	1.8
CH	2014	87.9	87.7	93.8	94.4	86.4	80.5	87.6	na	89.3
Confidence interval		± 2.1	± 3.5	± 2.5	± 2.5	± 3.7	± 4.7	± 5.9	na	± 1.2
Relative standard error		1.2	2.0	1.4	1.3	2.2	3.0	3.4	na	0.7

Source: tables 17A.15–17.

**Efficiency indicators**

*Net recurrent cost per dwelling* (\$)

Data comparability and completeness vary for this indicator.

PH 2013–14	7 995	5 639	7 116	11 523	8 945	10 644	9 231	16 054	8 101
SOMIH 2013–14	8 750	..	10 830	..	11 760	8 809	..	..	9 988
CH 2012–13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841
ICH 2012–13	7 860	7 689	6 211	10 464	na	9 895	na	na	7 750

Source: tables 17A.19–22.

(Continued)

**Table G.2 (continued)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Occupancy rates (%)</i>										
Data comparability and completeness vary for this indicator.										
	PH 2013–14	98.7	97.8	98.4	96.6	96.4	98.1	98.9	93.2	97.9
	SOMIH 2013–14	97.2	..	96.7	..	95.9	97.2	..	..	96.8
	CH 2013–14	93.9	91.8	97.3	93.7	97.2	95.6	86.9	100.0	94.4
	ICH 2012–13	96.9	97.9	90.8	87.5	74.8	91.9	na	na	91.0

Source: tables 17A.23–26.

*Turnaround time (days)*

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

	PH 2013–14	29.9	32.9	25.3	19.2	na	33.6	37.3	74.0	na
	SOMIH 2013–14	22.9	..	40.8	..	na	44.0	..	..	na

Source: tables 17A.27–28.

*Rent collection rate (%)*

Data comparability and completeness vary for this indicator.

	PH 2013–14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.4	99.7
	SOMIH 2013–14	99.2	..	102.6	..	98.9	98.0	..	..	100.1
	CH 2012–13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	99.3
	ICH 2012–13	91.6	99.8	92.1	88.1	na	105.0	na	73.6	92.7

Source: tables 17A.29–32.

**Outcome indicators**

*Amenity/location (%)*

Data comparability and completeness vary for this indicator.

Amenity important and meeting needs (%)

	PH 2014	81.7	82.5	87.2	86.7	87.7	85.6	81.0	83.1	84.1
	SOMIH 2014	76.3	..	82.8	..	80.0	81.6	..	..	79.2
	CH 2014	84.7	86.4	85.9	89.1	88.9	83.0	82.6	na	85.9

Location important and meeting needs (%)

	PH 2014	87.6	86.3	89.7	88.6	88.3	88.2	88.7	86.8	87.8
	SOMIH 2014	87.7	..	88.7	..	88.3	93.0	..	..	88.3
	CH 2014	85.4	88.5	85.6	88.3	90.3	87.4	82.5	na	86.6

Source: tables 17A.33–37.

*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 2013–14	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
	SOMIH 2013–14	0.5	..	0.5	..	–	–	..	..	0.4
	CH 2013–14	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

Source: table 17A.41.

(Continued)



Table G.2 (continued)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Match of dwelling to household size</i> – proportion of overcrowded households (%)										
Data comparability and completeness vary for this indicator.										
	PH 2013–14	4.7	5.7	4.7	5.0	2.2	3.7	4.8	7.4	4.6
	SOMIH 2013–14	8.5	..	13.6	..	8.7	4.4	..	..	10.2
	CH 2013–14	6.4	2.2	na	1.8	2.1	1.0	0.4	na	4.1
	ICH 2012–13	na	9.9	31.9	27.4	na	na	na	na	na

Source: tables 17A.46–49.

*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	2014	64.8	75.5	83.8	73.0	75.7	73.2	75.7	71.6	72.7
Confidence interval			± 1.5	± 3.6	± 3.2	± 3.4	± 3.4	± 3.9	± 3.8	± 4.0	± 1.2
Relative standard error			1.2	2.4	1.9	2.4	2.3	2.8	2.6	2.9	0.8
	SOMIH	2014	49.1	..	66.8	..	66.2	62.2	..	..	58.3
Confidence interval			± 4.4	..	± 4.1	..	± 5.5	± 10.5	..	..	± 2.7
Relative standard error			4.6	..	3.2	..	4.3	8.6	..	..	2.4
	CH	2014	78.5	76.6	83.2	83.0	82.6	75.7	69.4	na	79.7
Confidence interval			± 2.5	± 4.4	± 3.9	± 3.9	± 4.0	± 5.0	± 8.2	na	± 1.6
Relative standard error			1.6	2.9	2.4	2.4	2.5	3.3	6.0	na	1.0

Source: tables 17A.35, 17A.54–55.

<sup>a</sup> 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. <sup>b</sup> Some data are derived from detailed data in Chapter 17 and Attachment 17A. <sup>c</sup> NSW data includes ACT. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero.

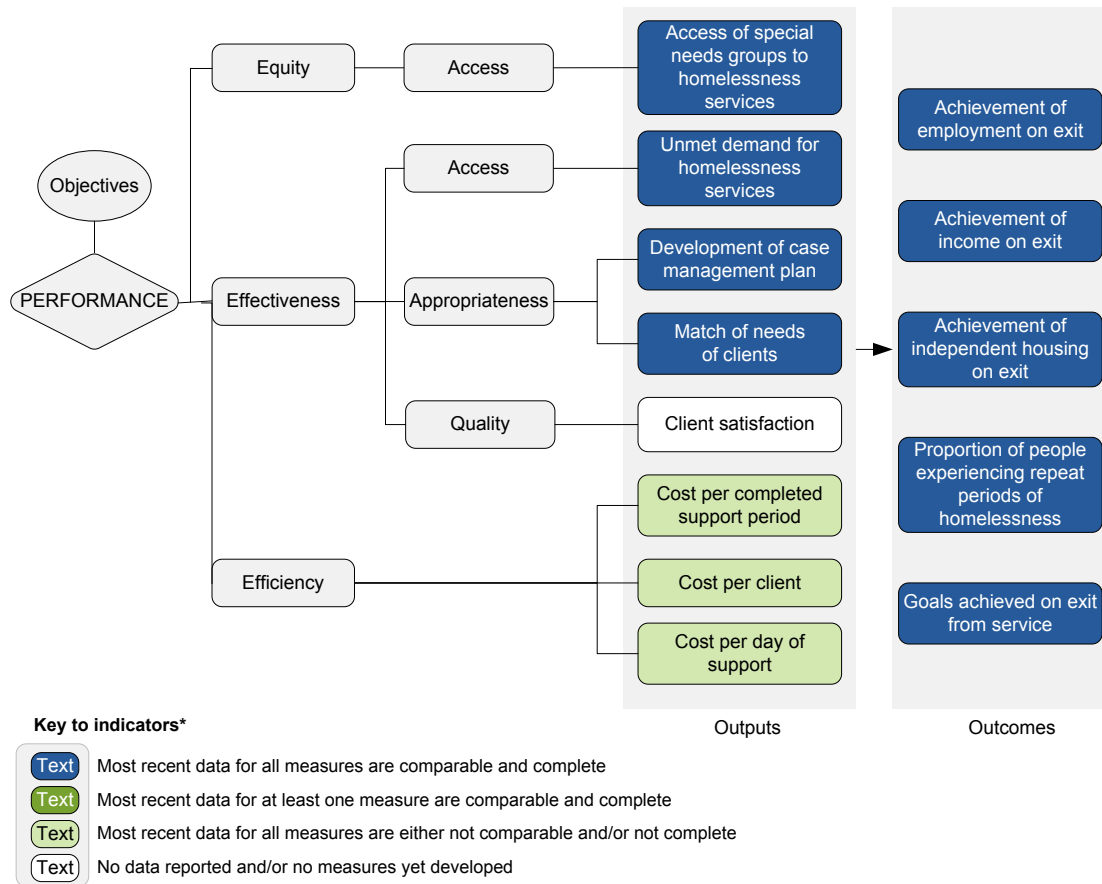
Source: Chapter 17 and Attachment 17A.

## 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**



\* 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 from 2011–12 to 2013–14 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 specialist homelessness services<sup>a, b</sup>**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<b>Equity (access) indicators</b>										
<i>Access of special needs groups to homelessness services — Aboriginal and Torres Strait Islander people, and their representation in the population</i>										
Data for this indicator are comparable, subject to caveats.										
Representation among clients whose accommodation needs were met										
2013–14	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
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										
2013–14	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
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										
2013	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
<i>Access of special needs groups to homelessness services — people born in non-main English-speaking countries, and their representation in the population</i>										
Data for this indicator are comparable, subject to caveats.										
Representation among clients whose accommodation needs were met										
2013–14	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
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										
2013–14	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
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
<i>Access of special needs groups to homelessness services — people with disability, and their representation in the population</i>										
Data for this indicator are comparable, subject to caveats.										
Representation among clients whose accommodation needs were met										
2013–14	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Representation among clients whose need for services other than accommodation was met										
2013–14	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
Representation in the population										
2012	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1

Source: tables 18A.5–8.

**Effectiveness indicators***Closed support periods – Development of a case management plan*

Data for this indicator are comparable, subject to caveats.

2013–14	%	58.5	38.2	72.7	48.2	30.6	48.4	50.1	72.4	48.2
2012–13	%	56.6	33.4	69.7	50.2	36.4	56.9	45.6	63.5	45.7
2011–12	%	55.1	31.5	61.3	58.4	34.0	54.2	43.0	60.5	44.1

(Continued)

**Table G.3 (continued)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Closed support periods – Match of needs of clients</i>										
Data for this indicator are comparable, subject to caveats.										
Accommodation and accommodation related assistance — directly provided by agency visited and provided and referred by agency visited										
2013–14	%	64.0	45.4	59.7	72.9	89.3	49.6	46.1	89.2	58.7
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.11 and 18A.14.

**Efficiency indicators**

*Cost per completed support period*

Data for this indicator not complete or not directly comparable.

2013–14	\$	2 255	1 120	2 010	2 550	1 767	2 903	3 682	1 080	1 683
2012–13	\$	2 248	1 131	1 815	2 535	1 974	2 786	3 863	887	1 674
2011–12	\$	2 246	1 178	1 800	2 588	2 280	2 353	3 969	1 532	1 743

*Cost per client*

Data for this indicator not complete or not directly comparable.

2013–14	\$	2 674	1 910	2 422	3 205	2 696	3 796	4 147	1 339	2 437
2012–13	\$	2 610	1 976	2 194	3 186	2 669	3 303	4 432	1 112	2 407
2011–12	\$	2 589	2 042	2 189	3 225	2 866	2 823	4 111	1 756	2 453

*Cost per day of support*

Data for this indicator not complete or not directly comparable.

2013–14	\$	27	28	38	39	28	50	28	16	30
2012–13	\$	24	29	35	36	25	40	29	30	29

Source: tables 18A.18–20.

**Outcome indicators**

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

Data for this indicator are comparable, subject to caveats.

2013–14	%	20.8	14.5	15.5	15.8	20.2	9.7	23.5	15.0	17.7
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.21

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

Data for this indicator are comparable, subject to caveats.

2013–14	%	92.6	94.3	94.4	93.9	87.5	95.4	95.6	95.6	93.6
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.24.

*Closed support periods – 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 are comparable, subject to caveats.

2013–14	%	64.8	61.7	61.7	62.3	67.2	62.2	62.6	56.4	63.0
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.26.

(Continued)

Table G.3 (continued)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Proportion of people experiencing repeat periods of homelessness</i>										
Data for this indicator are comparable, subject to caveats.										
2013–14	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
2012–13	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
2011–12	%	6.4	4.8	5.5	4.9	2.6	5.2	12.5	6.2	5.1

Source: table 18A.31

*Closed support periods – Case management goals achieved (Proportion of closed support periods with individual case management plan where half or more or all case management goals were achieved)*

Data for this indicator are comparable, subject to caveats.

2013–14	%	64.3	73.3	77.4	57.4	na	56.6	67.6	63.9	72.0
2012–13	%	61.2	70.1	72.0	53.3	90.3	56.7	62.6	56.8	68.0
2011–12	%	61.9	68.3	57.9	53.4	60.5	51.8	58.7	49.2	61.5

Source: table 18A.33

<sup>a</sup> 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. <sup>b</sup> 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.

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### **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 a stable learning environment (Bridge et al 2003). Conversely, public 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 Australian Department of Social Services manages a survey project: Journeys Home: Longitudinal Study of Factors Affecting Housing Stability. The project aims to improve the understanding of, and policy response to, the diverse social, economic and personal factors relating to homelessness and the risk of becoming homeless. The survey of around 1600 income support recipients across Australia, comprises six waves, conducted six months apart, between September 2011 and May 2014. Reports are produced at the conclusion of each wave.

The Journeys Home Research Report No. 5 was released in September 2014. In addition to presenting findings for the first five waves of the Journeys Home study. This report also examined in depth homelessness and employment, health and homelessness, social networks and social support, initiation to substance use and diet and food security (Chigavazira et al 2014).

The AIHW's (AIHW) Housing outcomes for groups vulnerable to homelessness: 1 July 2011 to 31 December 2013 examines the housing outcomes of over 94 000 clients of Specialist Homelessness Services from 1 July 2011 to 31 December 2013 across four

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cohorts: those experiencing domestic and family violence, young people presenting alone, people with problematic drug and alcohol use and those with a current mental health issue. The analysis found that across all four cohorts those clients who were unemployed, had no income or were only receiving income support payments, had a past history of homelessness and more complex presenting issues were least likely to remain in their housing or be able to obtain housing. The poorest housing outcomes were seen among those who had problematic drug and alcohol use. This cohort had the highest rates of homelessness at both the start and finish of support compared to other cohorts (AIHW 2014).

## 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](http://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).

<b>Table GA.1</b>	Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA) (\$ million)
<b>Table GA.2</b>	Housing and homelessness services sector, descriptive statistics, Australia, 2011–12
<b>Table GA.3</b>	Social housing descriptive statistics, 2012–13
<b>Table GA.4</b>	Homelessness services descriptive statistics, 2012–13
<b>Table GA.5</b>	Proportion of low income households in rental stress
<b>Table GA.6</b>	Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions
<b>Table GA.7</b>	Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014
<b>Table GA.8</b>	Rate of homeless persons per 10 000 of the population, 2011
<b>Table GA.9</b>	Supplementary contextual data
<b>Table GA.10</b>	Moving annual vacancy rates in the private housing market, by capital city, June (per cent)
<b>Table GA.11</b>	Median market rents in the private housing market, by capital city, June quarter (dollars/week)

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<b>Table GA.12</b>	Australian Government expenditure for Commonwealth Rent Assistance, 2009–10 to 2013–14 (\$ million)
<b>Table GA.13</b>	Australian Government real expenditure for CRA, per person, 2009–10 to 2013–14 (2013–14 dollars)
<b>Table GA.14</b>	Eligibility and payment scales for CRA, 2014 (\$ per fortnight)
<b>Table GA.15</b>	Income units receiving CRA, 2014
<b>Table GA.16</b>	Number of income units receiving CRA, by age, 2014
<b>Table GA.17</b>	Aboriginal and Torres Strait Islander income units receiving CRA, 2014
<b>Table GA.18</b>	CRA income units, by payment type, 2014
<b>Table GA.19</b>	Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2014
<b>Table GA.20</b>	Geographic location of income units receiving CRA, 2014
<b>Table GA.21</b>	Income units receiving CRA, by special needs and geographic location, 2014
<b>Table GA.22</b>	Median CRA entitlement, by location, 2014
<b>Table GA.23</b>	Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2010 to 2014 (per cent)
<b>Table GA.24</b>	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, 2010 to 2014 (per cent)
<b>Table GA.25</b>	Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent)
<b>Table GA.26</b>	Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (per cent)
<b>Table GA.27</b>	Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent)
<b>Table GA.28</b>	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, 2010 to 2014 (per cent)
<b>Table GA.29</b>	Proportion receiving a Disability Support Pension and CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent)
<b>Table GA.30</b>	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, 2010 to 2014 (per cent)
<b>Table GA.31</b>	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, 2010 to 2014 (per cent)
<b>Table GA.32</b>	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, 2010 to 2014 (per cent)
<b>Table GA.33</b>	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, 2010 to 2014 (per cent)
<b>Table GA.34</b>	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, 2014 (per cent).



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## G.6 Definitions of key terms

<b>Aboriginal and Torres Strait Islander household</b>	A household with at least one resident who has been identified as being of Aboriginal or Torres Strait Islander origin. Other residents of the household may have been identified as being of Aboriginal or Torres Strait Islander origin, non-Indigenous, or have Aboriginal or Torres Strait Islander status unknown.
<b>Affordability</b>	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.
<b>Commonwealth Rent Assistance (CRA)</b>	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.
<b>Dependent child for CRA</b>	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.
<b>Income support recipient</b>	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.
<b>Income unit</b>	<p>An income unit may consist of:</p> <ul style="list-style-type: none"><li>• a single person with no dependent children</li><li>• a sole parent with one or more dependent children</li><li>• a couple (married, registered or defacto) with no dependent children</li><li>• a couple (married, registered or defacto) with one or more dependent children.</li></ul> <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>
<b>Low and moderate incomes</b>	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

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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 administered by the former Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education.

**Primary payment type**

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:

- Disability Support Pension
- Carer Payment
- Age Pension
- Parenting Payment (Single)
- Newstart Allowance
- Youth Allowance
- Austudy
- Parenting Payment (Partnered)
- Family Tax Benefit Part A.

**Rent**

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.

**Sharer**

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.

**Special needs**

Individuals and families with at least one member who either self-identifies as Aboriginal or Torres Strait Islander, receives a Disability Support Pension; is aged 24 years or under; or is aged 75 years or over.

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**Total income from all sources**

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:

- one-time payments
- arrears payments
- advances
- Employment or Education Entry Payments
- Mobility Allowance
- Baby Bonus
- Child Care Tax Rebate.

In most cases, private income reflects the person's current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit part A but no income support payment. Income received includes Energy Supplement amounts paid with income support payments and Family Tax Benefit from June 2014.

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## **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).

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## 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, which concluded in 2012–13, 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).

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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*

Rental markets were tight in some capital cities in June 2014, with vacancy rates in capital cities ranging between 1.7 per cent and 4.4 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 2014 and earlier years 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 2013–14, 40 413 people received the First Home Owner Scheme grant (table GA.9).

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# 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](http://www.pc.gov.au/gsp)).

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<b>Table GA.3</b>	Social housing descriptive statistics, 2012–13
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<b>Table GA.30</b>	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, 2010 to 2014 (per cent)
<b>Table GA.31</b>	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, 2010 to 2014 (per cent)
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<b>Table GA.33</b>	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, 2010 to 2014 (per cent)
<b>Table GA.34</b>	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, 2014 (per cent)

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	2013–14
NAHA Specific Purpose Payment	586.1	1 202.6	1 221.8	1 242.6	1 263.7	1 282.7
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	157.2
on Remote Indigenous Housing	148.8	610.6	675.0	794.1	303.0	535.6
<b>Total expenditure on National Partnership agreements</b>	<b>355.5</b>	<b>923.0</b>	<b>806.5</b>	<b>925.6</b>	<b>459.5</b>	<b>692.8</b>
<b>Total Australian Government expenditure related to the NAHA</b>	<b>941.6</b>	<b>2 125.6</b>	<b>2 028.3</b>	<b>2 168.2</b>	<b>1 723.2</b>	<b>1 975.5</b>
Social Housing Initiative for the Nation Building Economic Stimulus Package (c)	260.0	3 922.0	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 Prime Minister and Cabinet (unpublished); Department of Social Services (unpublished).

Table GA.2 **Housing and homelessness services sector, descriptive statistics, Australia, 2012–13 (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	2 543.4	102.4	614.2	103.5	583.1	3 946.6
<b>Housing</b>							
Number of dwellings	no.	328 340	10 084	65 865	na	..	404 289
Number of households	no.	321 213	9 820	65 632	na	..	396 665
<b>Homelessness services</b>							
Number of clients	'000	..	..	..	..	244.2	..

(a) Data for 2013–14 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. **na** Not available.

Source: tables 17A.1, 17A.5–17A.8, 18A.1–2

Table GA.3 **Social housing descriptive statistics, 2012–13 (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>
<b>Public housing (c)</b>										
Total net recurrent cost	\$m	862.1	393.3	375.5	341.7	306.8	88.6	99.2	76.1	2 543.4
Number of dwellings	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
Number of households	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 790	321 213
<b>SOMIH (c)</b>										
Total net recurrent cost	\$m	38.5	..	40.0	..	21.5	2.4	..	..	102.4
Number of dwellings	no.	4 540	..	3 405	..	1 803	336	..	..	10 084
Number of households	no.	4 452	..	3 286	..	1 754	328	..	..	9 820
<b>Community housing</b>										
Total net recurrent cost	\$m	277.4	119.4	73.2	58.3	42.9	35.9	7.0	na	614.2
Number of dwellings	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
Number of households	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	339	65 632
<b>Indigenous community housing (d)</b>										
Total net recurrent cost	\$m	32.5	14.4	30.5	25.5	na	0.6	na	na	103.5
Number of dwellings (e) (f)	no.	4 734	na	na	na	na	na	na	2 090	na

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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 2013–14 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) *National Housing Assistance Data Repository*; State and Territory governments (unpublished); tables 17A.1, 17A.5–17A.8, 17A.18–17A.22.

Table GA.4 **Homelessness services descriptive statistics, 2012–13 (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	\$m	134.5	181.3	93.6	67.7	56.5	18.3	23.6	7.7	583.1
Total number of clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176

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

*Source:* State and Territory governments (unpublished); Table 18.2; AIHW (unpublished) *Specialist Homelessness Services Collection*.

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 **Proportion of Aboriginal and Torres Strait Islander 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 2014										
Public housing	%	7.7	9.1	11.8	10.9	5.9	8.9	8.1	13.0	9.8
SOMIH	%	8.5	..	13.6	..	8.7	4.5	..	..	10.2
Community housing	%	13.2	4.0	na	5.6	5.7	2.2	3.8	na	10.1
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
Indigenous community housing	%	9.9	31.9	27.4	na	na	na	na	na	na
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	16.1	30.3	31.7	na	na	na	na

(a) Includes households where bedroom details are known.

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

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

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

**Table GA.7 Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014**  
**(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 (Aboriginal and Torres Strait Islander households)	%	61.2	60.0	74.3	63.4	79.1	73.9	48.0	71.1	65.9
Confidence Interval (e)	±	5.4	25.0	12.9	8.7	18.3	12.7	19.7	8.6	4.5
Relative standard error (f)	%	4.5	21.2	8.9	7.0	11.8	8.8	20.9	6.2	3.5
SOMIH (g)	%	65.5	..	80.3	..	61.4	75.6	..	..	70.1
Confidence Interval (e)	±	4.2	..	3.5	..	5.7	9.1	..	..	2.5
Relative standard error (f)	%	3.3	..	2.2	..	4.9	6.4	..	..	1.8
Community housing (Aboriginal and Torres Strait Islander households)	%	82.6	69.8	<i>94.4</i>	73.8	np	70.0	71.4	na	83.0
Confidence Interval (e)	±	8.7	28.8	7.7	25.5	53.9	16.6	33.8	na	6.0
Relative standard error (f)	%	5.3	20.9	4.1	17.5	40.9	12.0	24.0	na	3.7

(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) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(d) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.

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

(f) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(g) Includes a small proportion of non-Aboriginal and Torres Strait Islander households.

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

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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) Includes those accommodated by Specialist Homelessness Services.

(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**

	<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>Housing affordability</b>										
Number of homes sold or built per 1000 low and moderate income households that are affordable by low and moderate income households (a), (b), (c)										
2011–12	Rate	31.5	28.0	20.4	23.2	27.8	37.5	37.1	36.5	27.5
<b>Home purchase assistance</b>										
First Home Owner Scheme Recipients (d)–(p)										
2013–14	no.	8 096	16 476	348	10 886	72	2 643	1 860	32	40 413
First Home Owner Boost Recipients (q)										
2013–14	no.	31	68	- 4	6	- 27	- 1	-	-	73

- (a) Income statistic used: median gross incomes of the 39th–41st 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 35th–45th percentiles of equivalised disposable household incomes was used due to a small sample size in the 39th–41st EDHI percentile range.
- (b) Capital city estimates for the ACT relate to the whole of ACT.
- (c) NT estimates do not include balance of state areas since estimates for NT other than Darwin are not considered reliable.
- (d) Does not include data for any additional first home owner grants provided by individual states and territories in addition to the FHOS and FHOB grants.
- (e) All data reflects the number of grants paid less the number of grants recovered, unless otherwise stated (for Victoria, WA and Tasmania).
- (f) With the exception of NT, jurisdictions are progressively phasing out FHOS to purchasers of established homes. Data is provided separately, unless otherwise stated, for jurisdictions that have implemented the change during 2012–13.
- (g) NSW re-targeted their FHOS to be restricted to new homes only from 1 Oct 2012. Disaggregated data for the re-targeted scheme were not provided therefore figures under the new scheme are subsumed into the 'original' figure.
- (h) Data for Victoria does not include the number of FHOS or FHOB grants recovered. The number of FHOS and FHOB grants to which these recovered sums relate to is not available.
- (i) Queensland's re-targeted FHOS grant was restricted to new homes only and came into effect on 12 September 2012.
- (j) Data for WA do not include the number of FHOS and FHOB grants reclaimed. The number of FHOS and FHOB grants to which the recovered sum relates to is not available.
- (k) South Australia introduced a two-stage process to the re-targeting of their FHOS. The introduction of a \$15,000 grant for new homes (effective 15 October 2012) was complemented by a reduced FHOS grant of \$5000 for first home buyers of established homes (effective 22 November 2012).

Table GA.9 **Supplementary contextual data**

	<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>
(l)	Data for Tasmania do not include the number of FHOS grants recovered. Data does not include First Home Builder Boost, an additional grant to purchasers of new homes.									
(m)	The NT increased the grant to purchasers of established homes in the Darwin area to \$12,000, while increasing the grant to purchasers of new homes in the Darwin area, and all homes in rural NT, to \$25,000. This took effect on 4 December 2012.									
(n)	Scope of FHOS recipients based on original payment of \$7000 to buyers of established and new homes, before the re-targeting process began. Comparable to data in previous reports.									
(o)	Scope of FHOS restricted to the re-targeted FHOS (i.e. FHOS limited to first home buyers of new homes only).									
(p)	Scope of FHOS restricted to the re-targeted FHOS, but paid to first home buyers of established homes. This is applicable to WA, SA (where a transitional payment to buyers of established homes is in place) and NT (where the grant to buyers of established homes has been retained).									
(q)	FHOB grants are a subset of FHOS grants. While the FHOB ceased on 31 December 2009, the continuation of FHOB payments in 2013–14 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	2.9	1.4	2.1	2.1	1.2
2010	%	1.3	2.2	3.7	4.4	1.2	2.2	1.0	2.1
2011	%	1.3	2.8	3.1	3.3	1.6	2.5	1.5	2.8
2012	%	1.6	3.0	2.1	2.2	3.5	3.7	2.3	2.3
2013	%	2.1	3.2	2.0	2.4	3.0	4.7	3.1	2.7
2014	%	1.7	2.9	2.6	3.6	2.7	3.9	4.4	3.6

(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 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
2014								
3 bedroom houses	450	350	370	460	335	330	430	663
2 bedroom flats/units	495	360	365	445	285	280	393	484

(a) Data prior to 2012 have been revised.

Source: Real Estate Institute of Australia (unpublished).

# Commonwealth Rent Assistance



**Table GA.12 Australian Government expenditure for Commonwealth Rent Assistance, 2009–10 to 2013–14 (\$ 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									
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 (d)	1 219.6	809.1	918.2	273.7	266.8	95.5	28.0	17.5	3 628.3
2013–14	1 323.4	889.2	997.6	295.4	290.1	104.1	31.1	18.6	3 949.6
Real expenditure (2013–14 dollars) (e)									
2009–10	1 102.8	700.9	804.8	257.5	227.3	81.2	23.6	15.6	3 213.8
2010–11	1 116.0	710.8	822.3	257.0	231.6	82.9	24.5	15.1	3 260.2
2011–12	1 164.5	752.9	869.5	266.0	249.2	88.8	25.7	16.3	3 433.0
2012–13 (d)	1 229.4	815.6	925.6	275.9	269.0	96.2	28.2	17.6	3 657.6
2013–14	1 323.4	889.2	997.6	295.4	290.1	104.1	31.1	18.6	3 949.6

- (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 and territory data include unknown localities. Australian totals include other territories and unknown addresses.
- (d) Weights used to distribute 2012–13 expenditure across states and territories have been revised.
- (e) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Source: Department of Social Services and FaHCSIA (unpublished); tables 2A.2 and 2A.51.

Table GA.13 Australian Government real expenditure for CRA, per person, 2009–10 to 2013–14 (2013–14 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>
2009–10										
Total expenditure	\$ million	1 102.8	700.9	804.8	257.5	227.3	81.2	23.6	15.6	3 213.8
Expenditure per person in population	\$	155	129	184	114	140	160	66	69	147
Expenditure per income unit	\$	2 999	2 937	3 003	2 913	2 892	2 985	2 745	2 842	2 969
2010–11										
Total expenditure	\$ million	1 116.0	710.8	822.3	257.0	231.6	82.9	24.5	15.1	3 260.2
Expenditure per person in population	\$	155	129	185	111	142	163	67	66	147
Expenditure per income unit	\$	2 921	2 858	2 923	2 840	2 818	2 910	2 658	2 794	2 891
2011–12										
Total expenditure	\$ million	1 164.5	752.9	869.5	266.0	249.2	88.8	25.7	16.3	3 433.0
Expenditure per person in population	\$	161	135	193	111	152	174	69	70	153
Expenditure per income unit	\$	2 971	2 909	2 976	2 882	2 871	2 971	2 733	2 806	2 941
2012–13										
Total expenditure	\$ million	1 229.4	815.6	925.6	275.9	269.0	96.2	28.2	17.6	3 657.6
Expenditure per person in population	\$	167	144	201	112	162	188	74	74	160
Expenditure per income unit	\$	2 970	2 912	2 966	2 856	2 880	2 989	2 709	2 796	2 938
2013–14										
Total expenditure	\$ million	1 323.4	889.2	997.6	295.4	290.1	104.1	31.1	18.6	3 949.6
Expenditure per person in population	\$	177	154	213	116	173	203	81	77	169
Expenditure per income unit	\$	3 071	3 013	3 066	2 954	2 991	3 100	2 833	2 889	3 039

(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 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (sections 2.5–6) for details.

Source: Department of Social Services and FaHCSIA (unpublished); ABS (unpublished) Australian Demographic Statistics, Cat. no. 3101.0 [data available on request]; tables 2A.2 and 2A.51.

Table GA.14 **Eligibility and payment scales for CRA, 2014 (\$ 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	112.00	280.53	126.40
Single, no children, sharer (c)	112.00	224.36	84.27
Couple, no dependant children	182.40	340.80	118.80
Single, 1 or 2 dependant children	147.56	344.87	147.98
Single, 3 or more dependant children	147.56	370.63	167.30
Partnered, 1 or 2 dependant children	218.40	415.71	147.98
Partnered, 3 or more dependant children	218.40	441.47	167.30
Partnered, illness separated	112.00	280.53	126.40
Partnered, temporarily separated	112.00	270.40	118.80

(a) Rates apply to the period 20 March 2014 to 19 September 2014.

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

(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 2014 –19 September 2014.

Table GA.15 **Income units receiving CRA, 2014 (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	173 846	121 563	122 229	39 167	40 317	14 543	4 462	2 652	518 786
Single, no children, sharer	57 549	49 804	47 971	14 173	13 220	3 980	2 661	794	190 154
Single, 1 or 2 dependant children	72 163	47 810	58 428	17 783	18 119	6 113	1 418	1 165	223 004
Single, 3 or more dependant children	17 759	10 320	14 328	3 896	3 812	1 425	269	220	52 031
Partnered, no dependant children	39 186	22 439	29 908	8 532	7 515	2 926	637	442	111 589
Partnered, 1 or 2 dependant children	50 488	34 099	35 928	11 635	10 227	3 134	1 504	773	147 790
Partnered, 3 or more dependant children	22 917	14 142	19 446	5 464	4 080	1 629	578	443	68 701
Partnered, illness or temporary separated	1 082	636	776	347	317	83	21	68	3 330
<b>Total</b>	<b>434 990</b>	<b>300 813</b>	<b>329 014</b>	<b>100 997</b>	<b>97 607</b>	<b>33 833</b>	<b>11 550</b>	<b>6 557</b>	<b>1 315 385</b>
Proportion of CRA recipients									
Single, no dependant children	40.0	40.4	37.2	38.8	41.3	43.0	38.6	40.4	39.4
Single, no children, sharer	13.2	16.6	14.6	14.0	13.5	11.8	23.0	12.1	14.5
Single, 1 or 2 dependant children	16.6	15.9	17.8	17.6	18.6	18.1	12.3	17.8	17.0
Single, 3 or more dependant children	4.1	3.4	4.4	3.9	3.9	4.2	2.3	3.4	4.0
Partnered, no dependant children	9.0	7.5	9.1	8.4	7.7	8.6	5.5	6.7	8.5
Partnered, 1 or 2 dependant children	11.6	11.3	10.9	11.5	10.5	9.3	13.0	11.8	11.2
Partnered, 3 or more dependant children	5.3	4.7	5.9	5.4	4.2	4.8	5.0	6.8	5.2
Partnered, illness or temporary separated	0.2	0.2	0.2	0.3	0.3	0.2	0.2	1.0	0.3
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(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 6 June 2014.

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

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

Source: Department of Social Services (unpublished).

Table GA.16 Number of income units receiving CRA, by age, 2014 (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	8 455	7 019	9 375	2 277	2 566	1 156	679	121	31 648
20–24 years	38 599	32 036	33 325	9 773	10 713	4 259	2 748	558	132 012
25–29 years	42 379	32 227	35 545	11 573	11 442	3 937	1 531	763	139 398
30–39 years	94 993	68 656	73 099	23 571	22 110	6 896	2 529	1 654	293 513
40–49 years	82 759	58 140	59 541	18 099	17 936	5 850	1 753	1 244	245 326
50–59 years	57 344	36 145	38 487	10 561	11 190	3 949	798	798	159 277
60–69 years	51 511	30 805	37 033	10 583	9 362	3 714	688	816	144 518
70–74 years	21 418	12 505	16 441	5 159	3 876	1 483	291	320	61 493
75+ years	37 531	23 280	26 168	9 401	8 412	2 589	533	283	108 199
<b>Total</b>	<b>434 990</b>	<b>300 813</b>	<b>329 014</b>	<b>100 997</b>	<b>97 607</b>	<b>33 833</b>	<b>11 550</b>	<b>6 557</b>	<b>1 315 385</b>

(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 6 June 2014.

(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 **Aboriginal and Torres Strait Islander income units receiving CRA, 2014 (a), (b), (c), (d), (e), (f)**

Type of income unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Number of Aboriginal and Torres Strait Islander income units									
Single, no dependant children	8 731	1 972	6 047	1 392	1 044	587	127	677	20 580
Single, no children, sharer	1 741	494	1 827	405	298	189	40	95	5 090
Single, 1 or 2 dependant children	6 215	1 264	4 280	870	678	519	51	294	14 173
Single, 3 or more dependant children	2 121	376	1 486	290	225	125	na	74	4 715
Partnered, no dependant children	1 411	272	1 196	226	193	159	na	117	3 365
Partnered, 1 or 2 dependant children	2 271	489	2 299	397	334	335	33	95	6 253
Partnered, 3 or more dependant children	1 474	305	1 570	247	170	197	22	70	4 057
Partnered, illness or temporary separated (g)	na	na	na	na	na	na	na	na	226
<b>Total</b>	<b>23 964</b>	<b>5 172</b>	<b>18 705</b>	<b>3 827</b>	<b>2 942</b>	<b>2 111</b>	<b>303</b>	<b>1 422</b>	<b>58 459</b>
Proportion of Aboriginal and Torres Strait Islander income units									
Single, no dependant children	36.4	38.1	32.3	36.4	35.5	27.8	41.9	47.6	35.2
Single, no children, sharer	7.3	9.6	9.8	10.6	10.1	9.0	13.2	6.7	8.7
Single, 1 or 2 dependant children	25.9	24.4	22.9	22.7	23.0	24.6	16.8	20.7	24.2
Single, 3 or more dependant children	8.9	7.3	7.9	7.6	7.6	5.9	na	5.2	8.1
Partnered, no dependant children	5.9	5.3	6.4	5.9	6.6	7.5	na	8.2	5.8
Partnered, 1 or 2 dependant children	9.5	9.5	12.3	10.4	11.4	15.9	10.9	6.7	10.7
Partnered, 3 or more dependant children	6.2	5.9	8.4	6.5	5.8	9.3	7.3	4.9	6.9
Partnered, illness or temporary separated (g)	na	na	na	na	na	na	na	na	0.4
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(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 6 June 2014.

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

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

(d) Break in series from 2013. Due to policy changes to Family Tax Benefit Part A, eligible 16–19 year old full-time secondary students are included from 2013. See Section G.6 for more detail.

(e) Includes income units where one member has self-identified as Aboriginal or Torres Strait Islander. Some members of an income unit may also self-identify as South Sea Islander.

Table GA.17 **Aboriginal and Torres Strait Islander income units receiving CRA, 2014 (a), (b), (c), (d), (e), (f)**

<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>
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(f) Totals may not add up due to rounding.

(g) '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.

**na** Not available.

Source: Department of Social Services (unpublished).

Table GA.18 CRA income units, by payment type, 2014 (a), (b), (c), (d)

Type of income unit	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Number of CRA units										
Disability Support Pension	no.	90 956	64 184	64 432	18 055	19 618	7 858	1 688	1 433	268 229
Age Pension	no.	79 931	48 583	59 341	19 458	16 354	5 497	1 132	990	231 292
Carer Payment	no.	21 007	10 759	10 579	2 201	2 982	1 249	138	123	49 039
Newstart Allowance	no.	90 544	67 257	68 518	22 095	23 941	7 670	1 979	1 416	283 425
Youth Allowance (student)	no.	21 460	22 078	18 038	5 011	5 581	2 252	2 653	147	77 220
Youth Allowance (other)	no.	5 569	4 235	6 046	1 497	2 026	854	246	108	20 581
Austudy	no.	8 023	7 168	6 103	1 950	1 986	632	402	92	26 356
Parenting Payment (Single)	no.	45 006	27 696	36 367	11 442	11 107	3 910	767	698	136 995
Parenting Payment (Partnered) (e)	no.	8 706	5 215	5 488	1 531	1 519	627	156	78	23 320
FTB (only)	no.	57 377	39 878	50 580	16 676	11 538	2 929	2 290	1 424	182 697
Other	no.	6 411	3 760	3 522	1 081	955	355	99	48	16 231
<b>Total</b>	<b>no.</b>	<b>434 990</b>	<b>300 813</b>	<b>329 014</b>	<b>100 997</b>	<b>97 607</b>	<b>33 833</b>	<b>11 550</b>	<b>6 557</b>	<b>1 315 385</b>
Proportion of CRA units										
Disability Support Pension	%	20.9	21.3	19.6	17.9	20.1	23.2	14.6	21.9	20.4
Age Pension	%	18.4	16.2	18.0	19.3	16.8	16.2	9.8	15.1	17.6
Carer Payment	%	4.8	3.6	3.2	2.2	3.1	3.7	1.2	1.9	3.7
Newstart Allowance	%	20.8	22.4	20.8	21.9	24.5	22.7	17.1	21.6	21.5
Youth Allowance (student)	%	4.9	7.3	5.5	5.0	5.7	6.7	23.0	2.2	5.9
Youth Allowance (other)	%	1.3	1.4	1.8	1.5	2.1	2.5	2.1	1.6	1.6
Austudy	%	1.8	2.4	1.9	1.9	2.0	1.9	3.5	1.4	2.0
Parenting Payment (Single)	%	10.3	9.2	11.1	11.3	11.4	11.6	6.6	10.6	10.4
Parenting Payment (Partnered) (e)	%	2.0	1.7	1.7	1.5	1.6	1.9	1.4	1.2	1.8
FTB (only)	%	13.2	13.3	15.4	16.5	11.8	8.7	19.8	21.7	13.9
Other	%	1.5	1.2	1.1	1.1	1.0	1.0	0.9	0.7	1.2
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(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 6 June 2014.



Table GA.18 **CRA income units, by payment type, 2014 (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>
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(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) Values of less than 20 are replaced with 'na'.

(e) 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 **Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2014 (a), (b), (c), (d), (e), (f)**

<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>
Number of Aboriginal and Torres Strait Islander CRA recipients										
Disability Support Pension	no.	6 298	1 376	3 967	746	616	539	83	512	14 139
Age Pension	no.	1 312	257	907	183	104	59	na	85	2 912
Carer Payment	no.	1 537	267	793	118	116	132	na	21	2 992
Newstart Allowance	no.	5 939	1 363	5 320	1 228	897	567	77	377	15 773
Youth Allowance (student)	no.	234	85	165	33	50	43	na	na	622
Youth Allowance (other)	no.	759	199	748	144	148	90	24	25	2 137
Austudy (g)	no.	56	na	63	na	na	na	na	na	184
Parenting Payment (Single)	no.	4 981	961	3 730	801	622	380	36	205	11 717
Parenting Payment (Partnered) (h)	no.	503	120	571	98	80	84	na	22	1 484
FTB (only)	no.	2 137	487	2 248	419	250	187	51	160	5 942
Other	no.	208	57	193	57	59	30	na	na	557
<b>Total</b>	<b>no.</b>	<b>23 964</b>	<b>5 172</b>	<b>18 705</b>	<b>3 827</b>	<b>2 942</b>	<b>2 111</b>	<b>303</b>	<b>1 422</b>	<b>58 459</b>
Proportion of Aboriginal and Torres Strait Islander CRA recipients										
Disability Support Pension	%	26.3	26.6	21.2	19.5	20.9	25.5	27.4	36.0	24.2
Age Pension	%	5.5	5.0	4.8	4.8	3.5	2.8	na	6.0	5.0
Carer Payment	%	6.4	5.2	4.2	3.1	3.9	6.3	na	1.5	5.1
Newstart Allowance	%	24.8	26.4	28.4	32.1	30.5	26.9	25.4	26.5	27.0
Youth Allowance (student)	%	1.0	1.6	0.9	0.9	1.7	2.0	na	na	1.1
Youth Allowance (other)	%	3.2	3.8	4.0	3.8	5.0	4.3	7.9	1.8	3.7
Austudy (g)	%	0.2	na	0.3	na	na	na	na	na	0.3
Parenting Payment (Single)	%	20.8	18.6	19.9	20.9	21.1	18.0	11.9	14.4	20.0
Parenting Payment (Partnered) (h)	%	2.1	2.3	3.1	2.6	2.7	4.0	na	1.5	2.5
FTB (only)	%	8.9	9.4	12.0	10.9	8.5	8.9	16.8	11.3	10.2
Other	%	0.9	1.1	1.0	1.5	2.0	1.4	na	na	1.0
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(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 6 June 2014.

Table GA.19 **Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2014 (a), (b), (c), (d), (e), (f)**

<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>
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(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) Includes income units where one member has self-identified as Aboriginal or Torres Strait Islander. Some members of an income unit may also self-identify as South Sea Islander.

(g) Austudy has not been reported separately by State and Territory, except for NSW and Queensland. It is included with 'Other' for each State and Territory.

(h) 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 **Geographic location of income units receiving CRA, 2014 (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.	235 450	210 256	148 029	79 143	75 880	14 905	11 550	4 668	779 881
Rest of State/Territory	no.	199 359	90 469	180 802	21 741	21 710	18 924	..	1 888	534 913
<b>Total</b>	<b>no.</b>	<b>434 990</b>	<b>300 813</b>	<b>329 014</b>	<b>100 997</b>	<b>97 607</b>	<b>33 833</b>	<b>11 550</b>	<b>6 557</b>	<b>1 315 385</b>
Proportion of CRA income units										
In capital cities	%	54.1	69.9	45.0	78.4	77.7	44.1	100.0	71.2	59.3
Rest of State/Territory	%	45.8	30.1	55.0	21.5	22.2	55.9	..	28.8	40.7
<b>Total</b>	<b>%</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
Proportion of CRA income units										
Single, no dependant children under 20 years old										
In capital cities	%	47.7	66.0	42.1	76.0	75.1	42.6	100.0	66.2	55.3
Rest of State/Territory	%	52.2	34.0	57.9	23.9	24.9	57.3	..	33.8	44.6
Single, no children, sharer										
In capital cities	%	63.1	80.0	51.9	87.6	89.1	54.4	100.0	79.7	68.7
Rest of State/Territory	%	36.9	20.0	48.1	12.3	10.9	45.6	..	20.3	31.3
Single, 1 or 2 dependant children under 20 years old										
In capital cities	%	50.9	65.6	44.1	77.5	78.1	45.6	100.0	75.0	56.9
Rest of State/Territory	%	49.0	34.3	55.9	22.4	21.9	54.4	..	25.0	43.1
Single, 3 or more dependant children under 20 years old										
In capital cities	%	48.3	61.7	44.5	74.4	74.4	44.8	100.0	68.6	54.0
Rest of State/Territory	%	51.6	38.3	55.5	25.6	25.6	55.2	..	31.4	45.9
Partnered, no dependant children under 20 years old										
In capital cities	%	54.0	67.9	41.7	73.6	68.7	36.0	100.0	66.7	55.8
Rest of State/Territory	%	45.9	32.0	58.2	26.2	31.2	64.0	..	33.3	44.1
Partnered, 1 or 2 dependant children under 20 years old										
In capital cities	%	68.8	77.9	47.8	81.3	81.7	44.2	100.0	76.8	67.5
Rest of State/Territory	%	31.2	22.0	52.1	18.5	18.3	55.7	..	23.2	32.4
Partnered, 3 or more dependant children under 20 years old										

Table GA.20 **Geographic location of income units receiving CRA, 2014 (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>
In capital cities	%	62.9	72.4	49.6	78.7	76.2	39.5	100.0	77.9	63.0
Rest of State/Territory	%	37.1	27.6	50.4	21.3	23.8	60.5	..	22.1	37.0
Partnered, illness or temporary separated										
In capital cities	%	48.4	64.0	38.9	70.6	61.5	36.1	100.0	30.9	52.4
Rest of State/Territory	%	51.5	36.0	61.1	29.4	38.5	63.9	..	69.1	47.6

(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 6 June 2014.

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

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

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

.. Not applicable

Source: Department of Social Services (unpublished).

Table GA.21 **Income units receiving CRA, by special needs and geographic location, 2014 (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-Aboriginal and Torres Strait Islander</i>										
Income units	no.	411 026	295 641	310 309	97 170	94 665	31 722	11 247	5 135	1 256 926
Capital city	%	55.7	70.4	45.9	79.2	78.2	44.3	100.0	77.2	60.4
Rest of State/Territory	%	44.2	29.6	54.1	20.7	21.7	55.7	..	22.8	39.5
Non-Aboriginal and Torres Strait Islander income units as proportion of all CRA recipient income units	%	94.5	98.3	94.3	96.2	97.0	93.8	97.4	78.3	95.6
Non-Aboriginal and Torres Strait Islander population, as proportion of total population	%	97.1	99.1	95.7	96.3	97.7	95.1	98.3	70.3	97.0
<i>Aboriginal and Torres Strait Islander (c)</i>										
Income units	no.	23 964	5 172	18 705	3 827	2 942	2 111	303	1 422	58 459
Capital city	%	26.7	43.9	30.7	58.1	61.5	41.1	100.0	49.6	34.8
Rest of State/Territory	%	73.3	56.0	69.2	41.8	38.4	58.8	..	50.4	65.2
Aboriginal and Torres Strait Islander income units as proportion of all CRA recipient income units	%	5.5	1.7	5.7	3.8	3.0	6.2	2.6	21.7	4.4
Aboriginal and Torres Strait Islander population, as proportion of total population	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
<i>Disability Support Pension (d)</i>										
Income units	no.	90 956	64 184	64 432	18 055	19 618	7 858	1 688	1 433	268 229
Capital city	%	46.5	65.8	44.0	76.1	74.9	46.0	100.0	63.8	55.0
Rest of State/Territory	%	53.5	34.2	56.0	23.8	25.1	54.0	..	36.2	45.0
Income units as proportion of all CRA recipient income units	%	20.9	21.3	19.6	17.9	20.1	23.2	14.6	21.9	20.4
Disability Support Pension population, as proportion of total population	%	1.2	1.1	1.4	0.7	1.2	1.5	0.4	0.6	1.2
<i>Aged 24 years or under (e)</i>										

Table GA.21 **Income units receiving CRA, by special needs and geographic location, 2014 (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>
Income units	no.	57 891	47 543	51 790	15 010	16 221	6 480	3 912	874	199 722
Capital city	%	45.9	67.9	51.1	82.6	83.0	48.5	100.0	73.9	59.5
Rest of State/Territory	%	54.1	32.1	48.9	17.4	16.9	51.5	..	26.1	40.5
Income units as proportion of all CRA recipient income units	%	13.3	15.8	15.7	14.9	16.6	19.2	33.9	13.3	15.2
Aged 24 years or under, as proportion of total population	%	0.8	0.8	1.1	0.6	1.0	1.3	1.0	0.4	0.9
<i>Aged 75 years or over (f)</i>										
Income units	no.	34 762	21 499	24 185	8 676	7 901	2 395	495	255	100 170
Capital city	%	52.8	66.5	41.2	76.2	69.8	34.5	100.0	65.5	56.1
Rest of State/Territory	%	47.2	33.4	58.6	23.6	30.2	65.5	..	34.5	43.8
Income units as proportion of all CRA recipient income units	%	8.0	7.1	7.4	8.6	8.1	7.1	4.3	3.9	7.6
Aged 75 years or over, as proportion of total population	%	0.5	0.4	0.5	0.3	0.5	0.5	0.1	0.1	0.4
<b>Total income units</b>	<b>no.</b>	<b>434 990</b>	<b>300 813</b>	<b>329 014</b>	<b>100 997</b>	<b>97 607</b>	<b>33 833</b>	<b>11 550</b>	<b>6 557</b>	<b>1 315 385</b>

(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 6 June 2014.

(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 Aboriginal or Torres Strait Islander. Some members of an income unit may also self-identify as South Sea Islander.

(d) Includes income units where one member was in recipient of Disability Support Pension at 6 June 2014.

(e) Includes income where one member was 24 years old or younger at 6 June 2014.

(f) Includes income where one member was 75 years old or older at 6 June 2014.

.. Not applicable.

Source: Department of Social Services (unpublished); ABS (Australian Bureau of Statistics) (2013) *Australian Demographic Statistics, June 2013*, Cat. no. 3101.0, Canberra; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0.

Table GA.22 Median CRA entitlement, by location, 2014 (a), (b), (c)

<i>Location</i>	<i>Income units</i>	<i>Median fortnightly entitlement</i>	<i>Median fortnightly rent</i>
	no.	\$	\$
Sydney	235 450	126.14	460.00
Rest of NSW	199 359	126.00	370.00
Melbourne	210 256	119.84	400.16
Rest of Victoria	90 469	124.46	360.00
Brisbane	148 029	120.40	430.00
Rest of Queensland	180 802	126.40	415.38
Perth	79 143	118.80	430.00
Rest of WA	21 741	120.12	400.00
Adelaide	75 880	121.80	400.00
Rest of SA	21 710	118.80	350.00
Hobart	14 905	126.40	400.00
Rest of Tasmania	18 924	126.00	370.00
Darwin	4 668	118.80	450.00
Rest of NT	1 888	121.00	391.31
ACT	11 550	117.67	400.00
<b>Total</b>	<b>1 315 385</b>	<b>124.18</b>	<b>400.00</b>

(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 6 June 2014.

(b) Median fortnightly rate is calculated as 14 times the daily rate for 6 June 2014.

(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 Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2010 to 2014 (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2010	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
2014	76.4	74.5	79.1	77.6	71.2	71.2	83.4	78.3	76.3

(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 6 June 2014.

(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 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, 2010 to 2014 (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>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
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/Territory									
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
<b>Total</b>									
<b>With CRA</b>									
<b>Number</b>	<b>158 983</b>	<b>94 765</b>	<b>122 474</b>	<b>38 835</b>	<b>27 878</b>	<b>9 184</b>	<b>4 641</b>	<b>2 281</b>	<b>459 066</b>
<b>Proportion</b>	<b>43.0</b>	<b>39.3</b>	<b>45.1</b>	<b>44.1</b>	<b>35.2</b>	<b>33.6</b>	<b>53.0</b>	<b>43.6</b>	<b>42.1</b>
<b>Without CRA</b>									
<b>Number</b>	<b>268 993</b>	<b>169 065</b>	<b>198 216</b>	<b>62 549</b>	<b>51 113</b>	<b>18 470</b>	<b>6 623</b>	<b>3 684</b>	<b>778 749</b>
<b>Proportion</b>	<b>72.8</b>	<b>70.1</b>	<b>73.0</b>	<b>71.0</b>	<b>64.5</b>	<b>67.6</b>	<b>75.7</b>	<b>70.3</b>	<b>71.4</b>
<i>2011</i>									
Capital City									
With CRA									
Number	99 324	72 958	53 109	29 097	23 709	4 851	4 828	1 832	289 708

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, 2010 to 2014 (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	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
Rest of State/Territory									
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
<b>Total</b>									
<b>With CRA</b>									
<b>Number</b>	<b>155 357</b>	<b>93 921</b>	<b>119 926</b>	<b>36 956</b>	<b>28 573</b>	<b>9 226</b>	<b>4 828</b>	<b>2 276</b>	<b>451 228</b>
<b>Proportion</b>	<b>40.8</b>	<b>37.8</b>	<b>42.7</b>	<b>41.4</b>	<b>34.7</b>	<b>32.6</b>	<b>53.0</b>	<b>41.7</b>	<b>40.1</b>
<b>Without CRA</b>									
<b>Number</b>	<b>263 780</b>	<b>166 210</b>	<b>196 929</b>	<b>60 544</b>	<b>51 874</b>	<b>18 393</b>	<b>6 747</b>	<b>3 683</b>	<b>768 417</b>
<b>Proportion</b>	<b>69.3</b>	<b>66.8</b>	<b>70.1</b>	<b>67.9</b>	<b>63.1</b>	<b>64.9</b>	<b>74.1</b>	<b>67.4</b>	<b>68.3</b>
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

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, 2010 to 2014 (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/Territory									
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
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
<b>Total</b>									
<b>With CRA</b>									
<b>Number</b>	<b>162 242</b>	<b>101 275</b>	<b>123 252</b>	<b>37 710</b>	<b>31 266</b>	<b>10 246</b>	<b>5 127</b>	<b>2 389</b>	<b>473 593</b>
<b>Proportion</b>	<b>41.2</b>	<b>38.5</b>	<b>42.0</b>	<b>41.1</b>	<b>35.6</b>	<b>33.6</b>	<b>53.1</b>	<b>41.2</b>	<b>40.3</b>
<b>Without CRA</b>									
<b>Number</b>	<b>272 953</b>	<b>176 400</b>	<b>203 710</b>	<b>61 673</b>	<b>55 891</b>	<b>20 100</b>	<b>7 173</b>	<b>3 911</b>	<b>801 945</b>
<b>Proportion</b>	<b>69.4</b>	<b>67.1</b>	<b>69.4</b>	<b>67.3</b>	<b>63.6</b>	<b>65.9</b>	<b>74.2</b>	<b>67.4</b>	<b>68.2</b>
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/Territory									
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

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, 2010 to 2014 (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>
<b>Without CRA</b>									
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
<b>Total</b>									
<b>With CRA</b>									
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
<b>Without CRA</b>									
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
<b>2014</b>									
<b>Capital City</b>									
<b>With CRA</b>									
Number	114 631	88 876	61 472	36 049	29 191	5 399	5 936	2 126	343 680
Proportion	49.1	42.7	42.0	46.0	38.9	36.7	52.1	46.4	44.5
<b>Without CRA</b>									
Number	171 467	143 549	99 546	55 026	49 515	10 001	8 372	3 168	540 644
Proportion	73.5	69.0	68.0	70.2	66.0	68.0	73.4	69.2	70.1
<b>Rest of State/Territory</b>									
<b>With CRA</b>									
Number	66 091	24 864	71 602	7 198	4 833	4 831	..	656	180 077
Proportion	33.5	27.7	40.1	33.5	22.5	25.8	..	35.4	34.0
<b>Without CRA</b>									
Number	125 521	52 723	120 898	12 948	11 526	11 018	..	1 191	335 831
Proportion	63.6	58.8	67.6	60.3	53.7	58.9	..	64.3	63.5
<b>Total</b>									

**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, 2010 to 2014 (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>
<b>With CRA</b>									
<b>Number</b>	<b>180 785</b>	<b>113 763</b>	<b>133 111</b>	<b>43 280</b>	<b>34 026</b>	<b>10 232</b>	<b>5 936</b>	<b>2 782</b>	<b>523 919</b>
<b>Proportion</b>	<b>42.0</b>	<b>38.2</b>	<b>40.9</b>	<b>43.3</b>	<b>35.3</b>	<b>30.6</b>	<b>52.1</b>	<b>43.3</b>	<b>40.3</b>
<b>Without CRA</b>									
<b>Number</b>	<b>297 111</b>	<b>196 322</b>	<b>220 552</b>	<b>68 034</b>	<b>61 049</b>	<b>21 021</b>	<b>8 372</b>	<b>4 360</b>	<b>876 830</b>
<b>Proportion</b>	<b>69.0</b>	<b>66.0</b>	<b>67.8</b>	<b>68.1</b>	<b>63.3</b>	<b>62.9</b>	<b>73.4</b>	<b>67.8</b>	<b>67.4</b>

(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 Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (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>
<b>With CRA</b>									
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
2014	42.0	38.2	40.9	43.3	35.3	30.6	52.1	43.3	40.3
<b>Without CRA</b>									
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
2014	69.0	66.0	67.8	68.1	63.3	62.9	73.4	67.8	67.4

(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 **Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (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>
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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>27.0</b>	<b>26.8</b>	<b>35.4</b>	<b>38.1</b>	<b>32.1</b>	<b>29.2</b>	<b>40.0</b>	<b>31.0</b>	<b>31.0</b>
<b>Without CRA</b>	<b>61.7</b>	<b>62.4</b>	<b>64.9</b>	<b>65.3</b>	<b>64.7</b>	<b>61.3</b>	<b>66.5</b>	<b>64.8</b>	<b>63.3</b>
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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>24.8</b>	<b>24.4</b>	<b>34.5</b>	<b>35.6</b>	<b>30.2</b>	<b>28.2</b>	<b>38.4</b>	<b>32.7</b>	<b>29.3</b>
<b>Without CRA</b>	<b>58.5</b>	<b>58.4</b>	<b>63.6</b>	<b>63.7</b>	<b>61.5</b>	<b>57.6</b>	<b>62.1</b>	<b>64.5</b>	<b>60.8</b>
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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>26.0</b>	<b>26.0</b>	<b>34.0</b>	<b>35.8</b>	<b>32.1</b>	<b>28.1</b>	<b>34.7</b>	<b>33.5</b>	<b>29.9</b>
<b>Without CRA</b>	<b>59.4</b>	<b>59.1</b>	<b>63.7</b>	<b>63.4</b>	<b>63.6</b>	<b>61.3</b>	<b>63.9</b>	<b>65.7</b>	<b>61.5</b>
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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>26.9</b>	<b>27.8</b>	<b>34.2</b>	<b>36.3</b>	<b>32.2</b>	<b>29.3</b>	<b>30.9</b>	<b>31.9</b>	<b>30.4</b>
<b>Without CRA</b>	<b>59.7</b>	<b>61.1</b>	<b>63.1</b>	<b>62.4</b>	<b>62.9</b>	<b>59.5</b>	<b>60.9</b>	<b>64.3</b>	<b>61.3</b>



**Table GA.26 Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (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>
2014									
Capital City									
With CRA	36.9	39.4	38.7	42.8	38.4	33.2	38.0	41.7	38.5
Without CRA	68.2	69.7	68.3	69.3	69.1	66.6	68.3	68.5	68.6
Rest of State/Territory									
With CRA	24.7	20.2	32.8	31.4	22.8	22.5	..	29.6	27.3
Without CRA	58.5	55.5	62.8	59.9	52.8	54.5	..	63.8	59.5
<b>Total</b>									
<b>With CRA</b>	<b>27.9</b>	<b>28.7</b>	<b>34.6</b>	<b>38.0</b>	<b>32.4</b>	<b>26.9</b>	<b>38.0</b>	<b>35.6</b>	<b>31.2</b>
<b>Without CRA</b>	<b>61.1</b>	<b>61.8</b>	<b>64.4</b>	<b>65.4</b>	<b>62.8</b>	<b>59.5</b>	<b>68.3</b>	<b>66.1</b>	<b>62.7</b>

(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 Aboriginal or Torres Strait Islander. 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 Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (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>
<b>With CRA</b>									
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
2014	27.9	28.7	34.6	38.0	32.4	26.9	38.0	35.6	31.2
<b>Without CRA</b>									
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
2014	61.1	61.8	64.4	65.4	62.8	59.5	68.3	66.1	62.7

(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 Aboriginal or Torres Strait Islander. 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 **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, 2010 to 2014 (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>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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>34.8</b>	<b>30.6</b>	<b>38.1</b>	<b>38.7</b>	<b>31.8</b>	<b>26.9</b>	<b>30.2</b>	<b>36.1</b>	<b>34.4</b>
<b>Without CRA</b>	<b>78.8</b>	<b>75.8</b>	<b>79.8</b>	<b>79.9</b>	<b>70.5</b>	<b>72.6</b>	<b>75.8</b>	<b>79.9</b>	<b>77.6</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>31.2</b>	<b>28.2</b>	<b>34.0</b>	<b>34.5</b>	<b>29.0</b>	<b>24.7</b>	<b>28.9</b>	<b>32.7</b>	<b>31.1</b>
<b>Without CRA</b>	<b>72.4</b>	<b>69.5</b>	<b>74.0</b>	<b>74.3</b>	<b>65.5</b>	<b>66.7</b>	<b>68.4</b>	<b>73.9</b>	<b>71.5</b>

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, 2010 to 2014 (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>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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>31.8</b>	<b>29.1</b>	<b>34.2</b>	<b>34.6</b>	<b>29.5</b>	<b>26.0</b>	<b>28.1</b>	<b>33.4</b>	<b>31.6</b>
<b>Without CRA</b>	<b>72.9</b>	<b>69.9</b>	<b>73.9</b>	<b>74.7</b>	<b>65.8</b>	<b>67.7</b>	<b>70.8</b>	<b>76.2</b>	<b>71.9</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>30.0</b>	<b>27.6</b>	<b>31.4</b>	<b>33.0</b>	<b>28.0</b>	<b>23.8</b>	<b>26.5</b>	<b>33.0</b>	<b>29.7</b>
<b>Without CRA</b>	<b>70.3</b>	<b>66.7</b>	<b>71.2</b>	<b>72.1</b>	<b>63.7</b>	<b>63.9</b>	<b>69.7</b>	<b>73.3</b>	<b>69.1</b>
<i>2014</i>									
Capital City									
With CRA	37.4	31.8	33.2	35.4	31.9	28.2	28.5	37.3	34.0
Without CRA	75.5	70.4	71.9	74.6	67.6	68.3	70.9	76.6	72.3
Rest of State/Territory									
With CRA	25.3	19.8	30.9	27.6	18.0	19.5	..	30.7	25.6

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, 2010 to 2014 (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>
Without CRA	65.9	59.1	69.6	64.5	55.9	57.7	..	68.3	65.0
<b>Total</b>									
<b>With CRA</b>	<b>30.9</b>	<b>27.7</b>	<b>31.9</b>	<b>33.6</b>	<b>28.4</b>	<b>23.5</b>	<b>28.5</b>	<b>34.9</b>	<b>30.2</b>
<b>Without CRA</b>	<b>70.4</b>	<b>66.5</b>	<b>70.6</b>	<b>72.2</b>	<b>64.7</b>	<b>62.6</b>	<b>70.9</b>	<b>73.6</b>	<b>69.0</b>

(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, 2010 to 2014 (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>
<b>With CRA</b>									
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
2014	30.9	27.7	31.9	33.6	28.4	23.5	28.5	34.9	30.2
<b>Without CRA</b>									
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
2014	70.4	66.5	70.6	72.2	64.7	62.6	70.9	73.6	69.0

(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 **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, 2010 to 2014 (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>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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>45.2</b>	<b>42.6</b>	<b>49.3</b>	<b>48.3</b>	<b>38.7</b>	<b>37.5</b>	<b>56.8</b>	<b>46.7</b>	<b>45.3</b>
<b>Without CRA</b>	<b>78.3</b>	<b>76.0</b>	<b>79.9</b>	<b>77.7</b>	<b>70.4</b>	<b>74.4</b>	<b>81.3</b>	<b>76.6</b>	<b>77.4</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>58.8</b>	<b>58.4</b>	<b>58.1</b>	<b>56.1</b>	<b>52.2</b>	<b>51.5</b>	<b>73.6</b>	<b>53.3</b>	<b>57.8</b>
<b>Without CRA</b>	<b>80.5</b>	<b>80.4</b>	<b>80.3</b>	<b>78.0</b>	<b>77.4</b>	<b>77.9</b>	<b>89.8</b>	<b>72.3</b>	<b>80.0</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>59.8</b>	<b>59.5</b>	<b>57.6</b>	<b>56.7</b>	<b>53.4</b>	<b>53.0</b>	<b>75.0</b>	<b>55.4</b>	<b>58.4</b>
<b>Without CRA</b>	<b>81.1</b>	<b>81.4</b>	<b>80.1</b>	<b>78.6</b>	<b>78.9</b>	<b>80.1</b>	<b>90.2</b>	<b>75.6</b>	<b>80.6</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>60.2</b>	<b>59.2</b>	<b>56.1</b>	<b>55.6</b>	<b>52.6</b>	<b>50.2</b>	<b>72.6</b>	<b>50.7</b>	<b>57.8</b>
<b>Without CRA</b>	<b>80.3</b>	<b>79.9</b>	<b>77.8</b>	<b>75.9</b>	<b>76.5</b>	<b>77.9</b>	<b>87.3</b>	<b>72.0</b>	<b>78.9</b>
<i>2014</i>									

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, 2010 to 2014 (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>
Capital City									
With CRA	66.6	63.6	57.0	60.0	56.1	52.9	71.9	55.4	61.5
Without CRA	83.7	82.9	78.4	79.3	79.0	79.0	88.0	75.2	81.3
Rest of State/Territory									
With CRA	54.9	47.2	53.8	46.0	33.3	42.7	..	45.5	51.6
Without CRA	78.5	72.8	77.0	70.1	64.8	73.1	..	67.0	75.9
<b>Total</b>									
<b>With CRA</b>	<b>60.2</b>	<b>58.2</b>	<b>55.4</b>	<b>57.6</b>	<b>52.3</b>	<b>47.6</b>	<b>71.9</b>	<b>52.9</b>	<b>57.4</b>
<b>Without CRA</b>	<b>80.8</b>	<b>79.6</b>	<b>77.7</b>	<b>77.8</b>	<b>76.6</b>	<b>76.0</b>	<b>88.0</b>	<b>73.1</b>	<b>79.1</b>

(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 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, 2010 to 2014 (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>
<b>With CRA</b>									
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
2014	60.2	58.2	55.4	57.6	52.3	47.6	71.9	52.9	57.4
<b>Without CRA</b>									
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
2014	80.8	79.6	77.7	77.8	76.6	76.0	88.0	73.1	79.1

(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 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 **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, 2010 to 2014 (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>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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>27.0</b>	<b>27.4</b>	<b>33.4</b>	<b>23.8</b>	<b>21.5</b>	<b>24.0</b>	<b>33.3</b>	<b>30.6</b>	<b>27.8</b>
<b>Without CRA</b>	<b>64.1</b>	<b>63.0</b>	<b>68.6</b>	<b>55.6</b>	<b>48.0</b>	<b>61.2</b>	<b>65.3</b>	<b>70.5</b>	<b>62.7</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>24.2</b>	<b>24.1</b>	<b>29.8</b>	<b>20.4</b>	<b>19.6</b>	<b>21.3</b>	<b>33.1</b>	<b>28.9</b>	<b>24.8</b>
<b>Without CRA</b>	<b>57.0</b>	<b>56.3</b>	<b>62.2</b>	<b>50.1</b>	<b>44.3</b>	<b>56.1</b>	<b>62.0</b>	<b>65.3</b>	<b>56.5</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>24.0</b>	<b>24.0</b>	<b>29.3</b>	<b>20.9</b>	<b>19.2</b>	<b>20.8</b>	<b>33.5</b>	<b>26.0</b>	<b>24.6</b>
<b>Without CRA</b>	<b>57.4</b>	<b>56.9</b>	<b>61.9</b>	<b>50.9</b>	<b>44.8</b>	<b>56.9</b>	<b>60.0</b>	<b>60.6</b>	<b>56.8</b>
<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/Territory									
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
<b>Total</b>									
<b>With CRA</b>	<b>23.6</b>	<b>23.8</b>	<b>28.0</b>	<b>21.0</b>	<b>19.2</b>	<b>18.6</b>	<b>31.1</b>	<b>25.2</b>	<b>24.1</b>
<b>Without CRA</b>	<b>54.6</b>	<b>54.3</b>	<b>59.2</b>	<b>48.8</b>	<b>43.0</b>	<b>52.6</b>	<b>57.7</b>	<b>60.2</b>	<b>54.2</b>

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, 2010 to 2014 (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>2014</i>									
Capital City									
With CRA	28.6	25.8	29.8	23.5	21.6	26.2	29.8	27.3	26.8
Without CRA	59.8	55.6	59.0	50.1	45.5	59.5	57.9	61.3	56.1
Rest of State/Territory									
With CRA	18.6	19.1	27.4	18.5	16.8	16.4	..	23.5	21.4
Without CRA	48.4	50.8	58.9	46.4	42.1	51.9	..	53.1	51.9
<b>Total</b>									
<b>With CRA</b>	<b>23.9</b>	<b>23.5</b>	<b>28.3</b>	<b>22.3</b>	<b>20.1</b>	<b>19.8</b>	<b>29.8</b>	<b>26.0</b>	<b>24.4</b>
<b>Without CRA</b>	<b>54.4</b>	<b>54.0</b>	<b>58.9</b>	<b>49.3</b>	<b>44.5</b>	<b>54.6</b>	<b>57.9</b>	<b>58.6</b>	<b>54.2</b>

(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.

.. Not applicable.

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

**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, 2010 to 2014 (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>
<b>With CRA</b>									
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
2014	23.9	23.5	28.3	22.3	20.1	19.8	29.8	26.0	24.4
<b>Without CRA</b>									
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
2014	54.4	54.0	58.9	49.3	44.5	54.6	57.9	58.6	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 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, 2014 (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>
<b>All income units</b>									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA									
Number	45 200	31 044	19 101	13 448	8 342	1 255	2 775	756	121 921
Proportion	19.4	14.9	13.0	17.2	11.1	8.5	24.3	16.5	15.8
Without CRA									
Number	78 615	61 880	40 393	25 027	19 607	3 469	4 503	1 414	234 908
Proportion	33.7	29.8	27.6	31.9	26.1	23.6	39.5	30.9	30.4
Rest of State/Territory									
With CRA									
Number	17 929	5 936	21 729	2 101	940	1 000	..	194	49 830
Proportion	9.1	6.6	12.2	9.8	4.4	5.3	..	10.5	9.4
Without CRA									
Number	43 426	16 247	46 812	4 704	3 216	3 088	..	447	117 941
Proportion	22.0	18.1	26.2	21.9	15.0	16.5	..	24.1	22.3
<b>Total</b>									
<b>With CRA</b>									
<b>Number</b>	<b>63 146</b>	<b>36 986</b>	<b>40 837</b>	<b>15 564</b>	<b>9 282</b>	<b>2 256</b>	<b>2 775</b>	<b>950</b>	<b>171 797</b>
<b>Proportion</b>	<b>14.7</b>	<b>12.4</b>	<b>12.6</b>	<b>15.6</b>	<b>9.6</b>	<b>6.8</b>	<b>24.3</b>	<b>14.8</b>	<b>13.2</b>
<b>Without CRA</b>									
<b>Number</b>	<b>122 073</b>	<b>78 144</b>	<b>87 227</b>	<b>29 757</b>	<b>22 824</b>	<b>6 559</b>	<b>4 503</b>	<b>1 861</b>	<b>352 950</b>
<b>Proportion</b>	<b>28.3</b>	<b>26.3</b>	<b>26.8</b>	<b>29.8</b>	<b>23.7</b>	<b>19.6</b>	<b>39.5</b>	<b>28.9</b>	<b>27.1</b>
<b>Aboriginal and Torres Strait Islander income units (d)</b>									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	12.6	12.9	10.8	14.8	8.9	6.5	14.7	13.9	11.8
Without CRA	26.0	28.8	25.5	30.5	25.2	18.6	29.3	30.3	26.5
Rest of State/Territory									
With CRA	6.0	4.9	9.0	10.3	4.5	4.7	..	7.1	7.1
Without CRA	16.7	14.0	21.2	22.0	17.0	14.3	..	21.4	18.2
<b>Total</b>									
<b>With CRA</b>	<b>7.8</b>	<b>8.4</b>	<b>9.6</b>	<b>12.9</b>	<b>7.2</b>	<b>5.4</b>	<b>14.7</b>	<b>10.5</b>	<b>8.7</b>
<b>Without CRA</b>	<b>19.1</b>	<b>20.5</b>	<b>22.5</b>	<b>27.0</b>	<b>22.1</b>	<b>16.1</b>	<b>29.3</b>	<b>25.8</b>	<b>21.1</b>
<b>Disability Support pension income units (e)</b>									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	10.5	6.9	6.5	9.5	7.2	3.4	8.7	7.2	8.1
Without CRA	23.2	19.4	19.6	22.8	19.2	14.3	17.6	21.3	20.7
Rest of State/Territory									
With CRA	3.8	2.2	5.7	4.9	1.8	1.5	..	5.4	4.0

**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, 2014 (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	13.5	10.3	17.5	15.4	8.9	8.5	..	20.4	13.8
<b>Total</b>									
<b>With CRA</b>	<b>6.9</b>	<b>5.3</b>	<b>6.1</b>	<b>8.4</b>	<b>5.8</b>	<b>2.3</b>	<b>8.7</b>	<b>6.6</b>	<b>6.2</b>
<b>Without CRA</b>	<b>18.0</b>	<b>16.3</b>	<b>18.4</b>	<b>21.0</b>	<b>16.6</b>	<b>11.2</b>	<b>17.6</b>	<b>21.0</b>	<b>17.6</b>
<b>Aged 24 years and under income units (f)</b>									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	35.1	29.8	23.8	26.4	18.7	16.5	41.1	25.8	28.0
Without CRA	53.7	51.3	44.0	47.6	42.1	39.2	62.6	41.2	48.8
Rest of State/Territory									
With CRA	21.2	15.9	21.1	14.6	7.4	11.8	..	13.1	19.1
Without CRA	42.8	35.5	40.8	32.4	23.2	29.2	..	31.8	39.2
<b>Total</b>									
<b>With CRA</b>	<b>27.4</b>	<b>25.2</b>	<b>22.5</b>	<b>24.3</b>	<b>16.8</b>	<b>14.1</b>	<b>41.1</b>	<b>22.6</b>	<b>24.3</b>
<b>Without CRA</b>	<b>47.7</b>	<b>46.1</b>	<b>42.4</b>	<b>45.0</b>	<b>38.9</b>	<b>34.0</b>	<b>62.6</b>	<b>38.8</b>	<b>44.8</b>
<b>Aged 75 years and over income units (g)</b>									
<i>More than 50 per cent of income spent on rent</i>									
Capital City									
With CRA	7.6	6.1	5.7	5.8	4.7	3.8	8.5	5.2	6.3
Without CRA	15.7	14.4	15.2	13.2	11.5	12.8	16.5	16.5	14.5
Rest of State/Territory									
With CRA	3.1	3.5	4.9	4.2	3.5	2.2	..	2.0	3.8
Without CRA	8.9	9.7	14.4	11.0	9.6	8.0	..	9.2	10.9
<b>Total</b>									
<b>With CRA</b>	<b>5.5</b>	<b>5.2</b>	<b>5.2</b>	<b>5.4</b>	<b>4.4</b>	<b>2.7</b>	<b>8.5</b>	<b>4.1</b>	<b>5.2</b>
<b>Without CRA</b>	<b>12.4</b>	<b>12.8</b>	<b>14.7</b>	<b>12.7</b>	<b>10.9</b>	<b>9.7</b>	<b>16.5</b>	<b>14.0</b>	<b>12.9</b>

(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 Aboriginal or Torres Strait Islander. Some members of an income unit may also self-identify as South Sea Islander.

(e) Includes income units where one member was in recipient of Disability Support Pension at 6 June 2014.

(f) Includes income where one member was 24 years old or younger at 6 June 2014.

(g) Includes income where one member was 75 years old or older at 6 June 2014.

.. Not applicable.

Source: Department of Social Services (unpublished).

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## 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 is available for the following performance indicators:

Low income households in rental stress	2
Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions	4
Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard	9
Australians who are homelessness	13

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## 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

<b>Element</b>	Outcome
<b>Indicator</b>	Proportion of low income households in rental stress
<b>Measure (computation)</b>	<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"><li>• Household income is gross household income, excluding Commonwealth Rent Assistance (CRA)</li><li>• Rental expenses is the amount paid in rent, plus any rates payments made by the tenant, less CRA or other ongoing rental assistance.</li><li>• Household is included in the numerator if weekly rent payments exceed 30 per cent of household income.</li></ul> <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>
<b>Data source/s</b>	Survey of Income and Housing (SIH).

#### Data Quality Framework Dimensions

<b>Institutional environment</b>	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.
<b>Relevance</b>	<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 per cent 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 per cent of the population. As a consequence of this exclusion, comparisons between Aboriginal and Torres Strait Islander 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 per cent of all low income renter households) have been included in the denominator but excluded from the numerator.</p>
<b>Timeliness</b>	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.



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**Accuracy****SIH**

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.

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 per cent) were included as part of the final estimates.

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.

At the national level this Performance Indicator for 2011-12 has a relative standard error (RSE) of 3 per cent. RSEs are higher for state and territory measures, and for other disaggregations

**Coherence**

The data items used to construct the measures are consistent between cycles within each data source and support assessment of change over time.

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

**Accessibility**

The unit record data used to compile this measure are available to other users through the Confidentialised Unit Record File (CURFs) released by ABS.

**Interpretability**

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.

**Data Gaps/Issues Analysis****Key data gaps/ issues**

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

- 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.
- The measures of low income households in rental stress produced by the SIH are a point in time measure and not designed to measure sustained rental stress. They would not include rent adjustments yet to be made by the state and territory housing authority.

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## Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions

<b>Outcome:</b>	Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities
<b>Indicator:</b>	Proportion of Aboriginal and Torres Strait Islander households that are living in overcrowded conditions.
<b>Measure: (computation)</b>	<p>The measure is presented as a proportion and is defined as:</p> <ul style="list-style-type: none"><li>• <i>numerator</i> — number of overcrowded Aboriginal and Torres Strait Islander households (calculated using the Canadian National Occupancy Standard)</li><li>• <i>denominator</i> — total number of all Aboriginal and Torres Strait Islander households for which bedroom requirements and dwelling details are known</li></ul>
<b>Data source/s</b>	<p><b><i>Public rental housing and SOMIH</i></b></p> <p>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 as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2013-14 collection year.</p> <p><b><i>Mainstream community housing</i></b></p> <p>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.</p> <p><b><i>Indigenous community housing</i></b></p> <p>Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data from Indigenous Community Housing Organisations (ICHOs).</p> <p>The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. The latest data are for the 2012-14 collection year.</p>
<b>Institutional environment</b>	<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 (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>

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**Relevance**Public 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 dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Aboriginal and Torres Strait Islander community housing organisations, State Housing Authorities or Specialist Homelessness Service 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

Includes all dwellings targeted to Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people.

**Timeliness**Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2014 for public rental housing, SOMIH and mainstream community housing.

Indigenous Community Housing

The reference period for this collection is the 2012–13 financial year and is mostly a 30 June 2013 snapshot, but also captures 2011–12 household activity. The most recent data available are for 2011–12.

**Accuracy**

There are some 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**

PH	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	109,370	63,048	50,570	32,315	38,008	8,250	10,727	4,720

**Excludes:**

Households for which bedroom or required bedroom details unknown	1,096	2,412	0	1	384	3	899	89
<b>Exclusions as a % of total ongoing households</b>	<b>1.0</b>	<b>3.8</b>	<b>0.0</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>8.4</b>	<b>1.9</b>

.. Not applicable.

#### SOMIH exclusions

SOMIH	NSW	Vic	Qld	WA	SA	Tas
Total ongoing households	4,504	..	3,270	..	1,741	275
<b>Excludes:</b>						
Households for which bedroom or required bedroom details unknown	73	..	0	..	67	0
<b>Exclusions as a % of total ongoing households</b>	<b>1.6</b>	<b>..</b>	<b>0.0</b>	<b>..</b>	<b>3.8</b>	<b>0.0</b>

.. 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.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Aboriginal and Torres Strait Islander ongoing households	2,448	492	na	741	187	100	26	na	5,088

Excludes	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Aboriginal and Torres Strait Islander households for which household and tenancy details unknown	5	46	na	26	10	8	0	na	95
<b>Exclusions (%)</b>	<b>0.2</b>	<b>9.3</b>	<b>na</b>	<b>3.5</b>	<b>5.3</b>	<b>8.0</b>	<b>0.0</b>	<b>na</b>	<b>1.9</b>

#### 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.

#### Completeness coverage:

Jurisdictions where coverage of the data for this indicator is less than 95 per cent are:

- Victoria: 81 per cent
- Queensland: 47 per cent
- Western Australia: 72 per cent

#### **Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

#### Public rental housing, SOMIH, mainstream community housing, and Indigenous Community

- 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

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Aboriginal and Torres Strait Islander 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.

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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

- 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 Aboriginal and Torres Strait Islander 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:

#### ***Public housing, SOMIH and community housing***

#### ***Indigenous community housing:***

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- 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.

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## Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Outcome
<b>Indicator</b>	Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard
<b>Measure (computation)</b>	<p><u>Numerator</u>: number of Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander status question multiplied by 100.</p>
<b>Data source/s</b>	<p>AIHW</p> <p>A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	<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 (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</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>
<b>Relevance</b>	<p>The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.</p>
<b>Timeliness</b>	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW</p>

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## Accuracy

from the 19 May-5 June 2014 and in QLD from 3 June-2 July 2014.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

### 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 Aboriginal and Torres Strait Islander status question: 20.1 per cent of PH tenants, 0.9 per cent of SOMIH tenants and 20.2 per cent of CH tenants did not provide a response.

### Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 63.3 per cent.

A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.

Jurisdiction	Sample size	Response rate
<b>Public housing</b>		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
<b>Community housing</b>		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%



TAS	300	29.2%
<b>SOMIH</b>		
NSW	501	54.9%
QLD	500	74.7%
SA	307	18.7%
TAS	83	26.9%

#### Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.

The 2014 NSHS was designed to meet minimum reliability objectives for key variables 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

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.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

#### Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data.

In 2014, the data collected for SOMIH was sourced using two methodologies

## **Coherence**

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(via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

**Accessibility**

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

**Interpretability**

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

**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.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 63.3 per cent for the face-to-face component.

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## 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

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

### Data Quality Framework Dimensions

<b>Institutional environment</b>	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.
<b>Relevance</b>	<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 per cent, 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>
<b>Timeliness</b>	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.
<b>Accuracy</b>	<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 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.</p> <p>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'.</p>
<b>Coherence</b>	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

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	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.
<b>Accessibility</b>	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 <a href="mailto:living.conditions@abs.gov.au">living.conditions@abs.gov.au</a> for more information.
<b>Interpretability</b>	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**

<b>Key data gaps/ issues</b>	<p>The Steering Committee notes the following key data gaps/issues:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> </ul>
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# 17 Housing

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### Attachment tables

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

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### 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.
- *State owned and managed Indigenous housing (SOMIH)*: dwellings owned and managed by State housing authorities that are allocated only to Aboriginal and Torres Strait Islander households.
- *Community housing*: rental housing provided to low-to-moderate income and/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. 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.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. ICH models vary across jurisdictions and can also include dwellings funded or registered by government. ICH organisations include community organisations such as resource agencies and land councils.

*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 the 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).

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**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
- Aboriginal and Torres Strait Islander 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).

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## Improvements in the 2015 Report

Improvements to the reporting of housing in this edition include:

- updated data for the indicators ‘dwelling condition’, ‘amenity/location’ and ‘customer satisfaction’. These are based on the 2014 National Social Housing Survey (NSHS) and were last updated for the 2013 Report
- new data and data quality information (DQI) for services provided to households with a member with disability for the ‘dwelling condition’, ‘amenity/location’ and ‘customer satisfaction’ indicators, based on data from the 2014 NSHS.

## 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 provided by 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 Social Services (DSS)
- 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)



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- some Aboriginal and Torres Strait Islander 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 Prime Minister and Cabinet 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.56).

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

The average Aboriginal and Torres Strait Islander household is larger than the average non-Indigenous household. In 2011, the average household with at least one Aboriginal and Torres Strait Islander 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.12–34)

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- 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 \$4.2 billion in 2013–14, increasing from \$3.7 billion in 2012–13 (2013–14 dollars) (table 17.1). In 2013–14, this expenditure included \$2.6 billion for public housing and \$101.0 million for SOMIH (table 17A.2).

The Australian Government provided \$2.0 billion in 2013–14 to State and Territory governments for housing assistance through the 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.

State and Territory government capital expenditure for social housing was \$1.2 billion in 2013–14, which was partly funded by the Australian Government through the NAH SPP (table 17A.1).

The Australian Government also provided \$3.9 billion for CRA (table GA.12).

**Table 17.1 State and Territory government net recurrent expenditure on social housing (\$million) (2013–14 dollars)<sup>a, b, c</sup>**

	<i>NSW<sup>d</sup></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	1 364.7	1 028.0	464.2	611.9	357.5	114.5	103.0	329.9	4 373.7
2010–11	2 150.8	939.7	551.9	590.8	347.8	117.2	99.0	302.6	5 099.7
2011–12	1 213.4	418.1	549.5	727.7	372.4	109.4	106.1	166.6	3 663.4
2012–13	1 211.3	419.6	538.9	763.3	441.4	107.3	110.7	76.8	3 669.2
2013–14	1 903.8	431.4	488.3	714.1	401.4	113.7	109.6	80.4	4 242.6

<sup>a</sup> The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. <sup>b</sup> 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. <sup>c</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51) See Chapter 2 (sections 2.5–6) for details. <sup>d</sup> The increase in NSW's expenditure from 2012–13 to 2013–14 mainly relates to the vesting of Nation Building properties (\$461m) to Community Housing Providers, which in accounting terms is treated as a grant.

Sources: State and Territory governments (unpublished); table 17A.2 and 2A.51.

## 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/or to those with special needs, and aims to provide a choice of housing location, physical type and management arrangements. Nationally at 30 June 2014, there were 317 008 households and 323 803 public housing dwellings (tables 17A.3 and 17A.4). Table 17A.57 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.43.

### 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 Aboriginal and Torres Strait Islander Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Aboriginal and

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Torres Strait Islander tenants. Nationally at 30 June 2014, there were 9790 households and 10 113 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 2013–14, State government net recurrent expenditure on SOMIH was \$114.6 million nationally (table 17A.1).

The SOMIH program does not operate in all jurisdictions. In 2013–14, SOMIH operated in NSW, Queensland, SA 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 Aboriginal and Torres Strait Islander 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 and Torres Strait Islander housing.

## Community housing

Community housing is rental housing provided to low-to-moderate income and/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. 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.

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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.

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### 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 in-scope 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).

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At 30 June 2014, 67 046 households<sup>1</sup> were assisted with community housing and there were 71 036 community housing tenancy rental units in Australia (tables 17A.3 and 17A.4). Table 17A.58 presents the proportion of all households residing in community housing in each jurisdiction in 2011 (an estimated 0.7 per cent nationally).

### Indigenous community housing

Indigenous community housing (ICH) is housing funded by Australian, State and Territory governments that is 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.59–62.

### Urban, regional and remote concentrations

The proportion of social housing dwellings located in urban, regional and remote areas, for public housing, SOMIH and community housing, using the Australian Statistical Geography Standard remoteness area structure (ASGS remoteness areas) is shown in table 17.2. Data for Indigenous community housing may be included in future reports.

<sup>1</sup>Community housing households are the number of occupied tenancy (rental) units on 30 June 2014, which may differ to the actual number of households residing in these dwellings.

**Table 17.2 Regional and remote area concentrations of social housing, at 30 June 2014 (per cent)<sup>a</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
Major cities	83.4	72.8	67.8	68.7	77.6	..	99.9	..	73.7
Inner regional	13.0	22.2	16.0	8.2	3.9	78.0	0.1	..	14.7
Outer regional	3.0	5.0	14.1	10.3	16.4	21.2	..	69.6	9.0
Remote	0.2	–	1.4	8.4	1.8	0.6	..	26.9	1.8
Very remote	0.1	..	0.6	4.4	0.2	0.1	..	3.5	0.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<i>SOMIH</i>									
Major cities	44.7	..	13.4	..	61.4	..	..	..	36.0
Inner regional	31.6	..	18.4	..	6.8	88.0	..	..	24.3
Outer regional	17.4	..	39.4	..	18.6	12.0	..	..	24.8
Remote	4.6	–	9.0	..	5.2	–	..	..	6.1
Very remote	1.8	..	19.7	..	8.0	–	..	..	8.8
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>
<i>Community housing</i>									
Major cities	68.5	75.0	52.2	79.4	84.4	..	99.8	..	64.6
Inner regional	25.4	21.7	21.9	9.1	6.9	67.0	0.2	..	23.6
Outer regional	5.9	3.2	20.2	7.8	7.5	32.4	..	45.3	10.1
Remote	0.2	0.1	2.2	2.9	1.2	0.6	..	43.8	1.1
Very remote	–	..	3.5	0.8	0.1	..	..	10.8	0.7
<b>Total</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

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

Source: AIHW (unpublished) *National Housing Assistance Data Repository*, tables 17A.5–7.

## 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.59), once an applicant has been confirmed as Aboriginal and



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Torres Strait Islander. Terms of tenure for SOMIH 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).

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. Performance indicators reported in this chapter are aligned with housing performance indicators in the most recent version of the NAHA, where relevant.

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#### **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 Aboriginal and Torres Strait Islander community wellbeing by improving housing outcomes, especially for people living in remote communities.

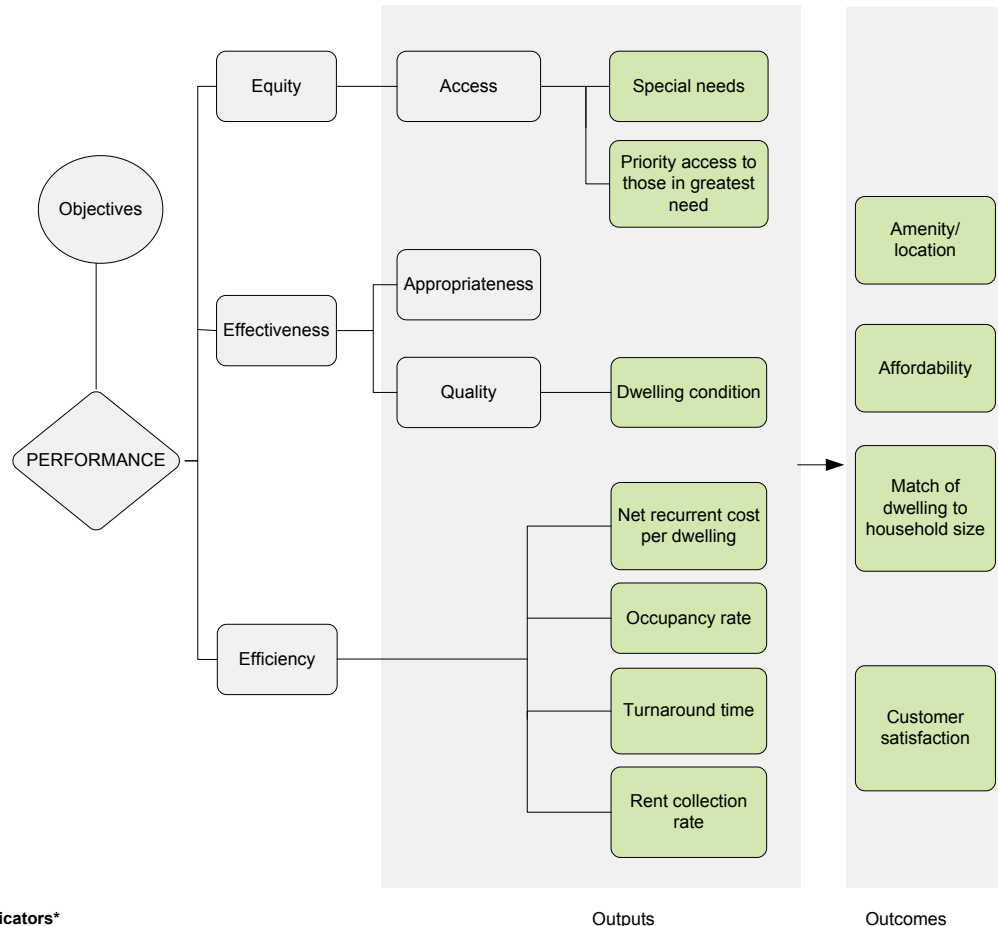
The NAHA provides the framework for the Australian Government and State and Territory governments to work together to improve housing outcomes for Australians. Under the NAHA, Australian, State and Territory governments agreed to a number of outcomes relating to housing, including that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation (COAG 2009).

*Source:* COAG (2009).

The performance indicator framework shows which data are comparable in the 2015 Report (figure 17.1). For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and data completeness from a Report-wide perspective (section 1.6).

Different delivery contexts and locations influence the equity, effectiveness and efficiency of housing services. 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 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. Table 17A.64 and related data quality information (DQI) 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 are not known and ICH data reflect only those dwellings for which details are known. ICH data are not reported for a number of the social housing performance indicators due to issues with data quality and availability.

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, in addition to material in the chapter or sector overview and 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 2015 Report can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

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).

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## 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 Aboriginal and Torres Strait Islander 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 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2013–14 data are not available for the Northern Territory.

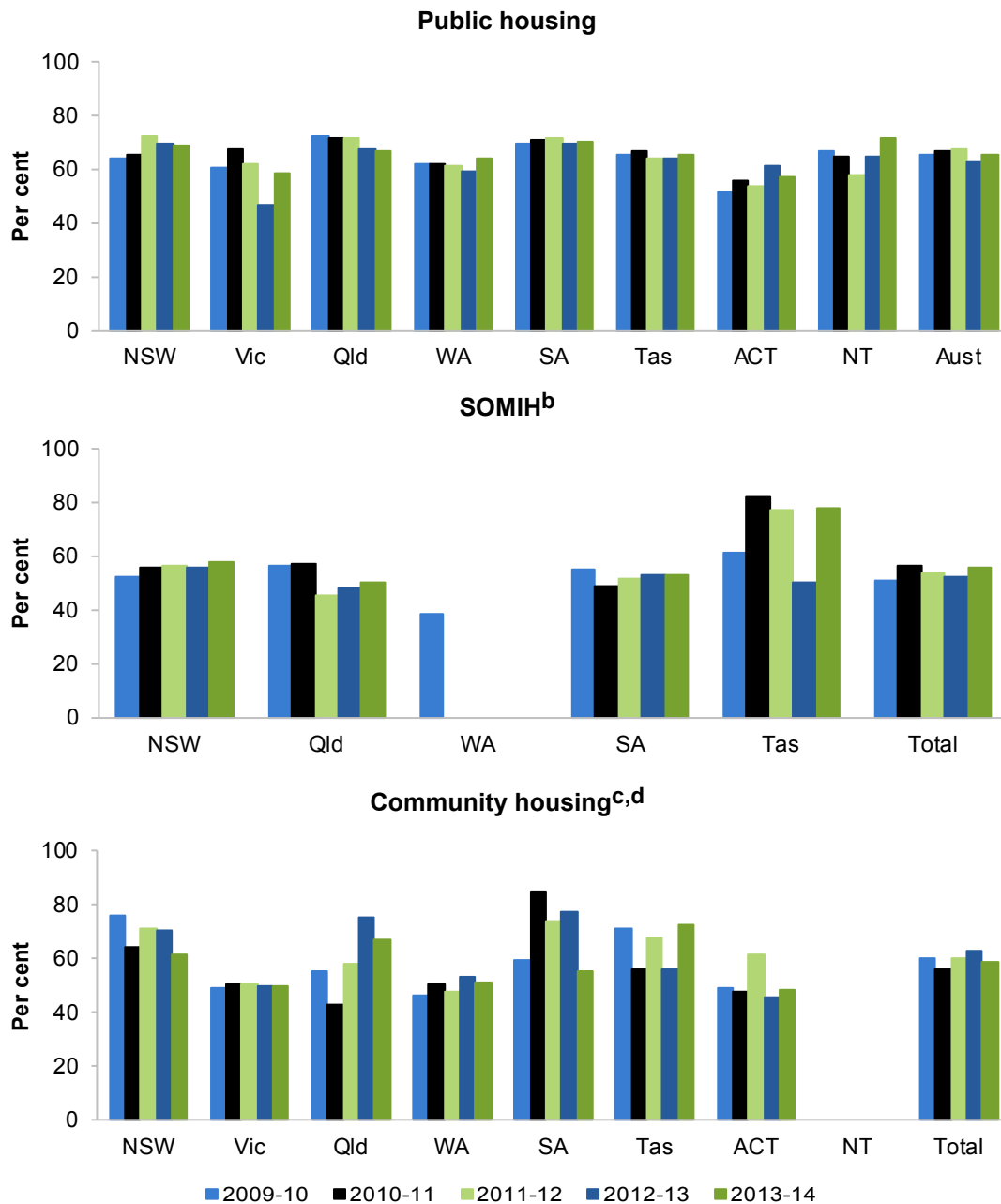
Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

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 2013–14:

- 65.4 per cent of new public housing tenancies were allocated to households with special needs, increasing slightly from 65.3 per cent in 2009–10
- 55.6 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 51.3 per cent in 2009–10
- 58.7 per cent of new community housing tenancies were allocated to households with special needs, decreasing from 60.2 per cent in 2009–10 (figure 17.2).

Figure 17.2 New tenancies allocated to households with special needs (per cent)<sup>a</sup>



<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.9–11 provide further information. <sup>b</sup> There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. <sup>c</sup> Data for the NT are not available. <sup>d</sup> National totals 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) *National Housing Assistance Data Repository*; tables 17A.9–11.

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### *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 2013–14 data are available for all jurisdictions providing the service
- incomplete for SOMIH for the current reporting period. All required 2013–14 data are not available for Tasmania
- incomplete for community housing for the current reporting period. All required 2013–14 data are not available for the Northern Territory.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

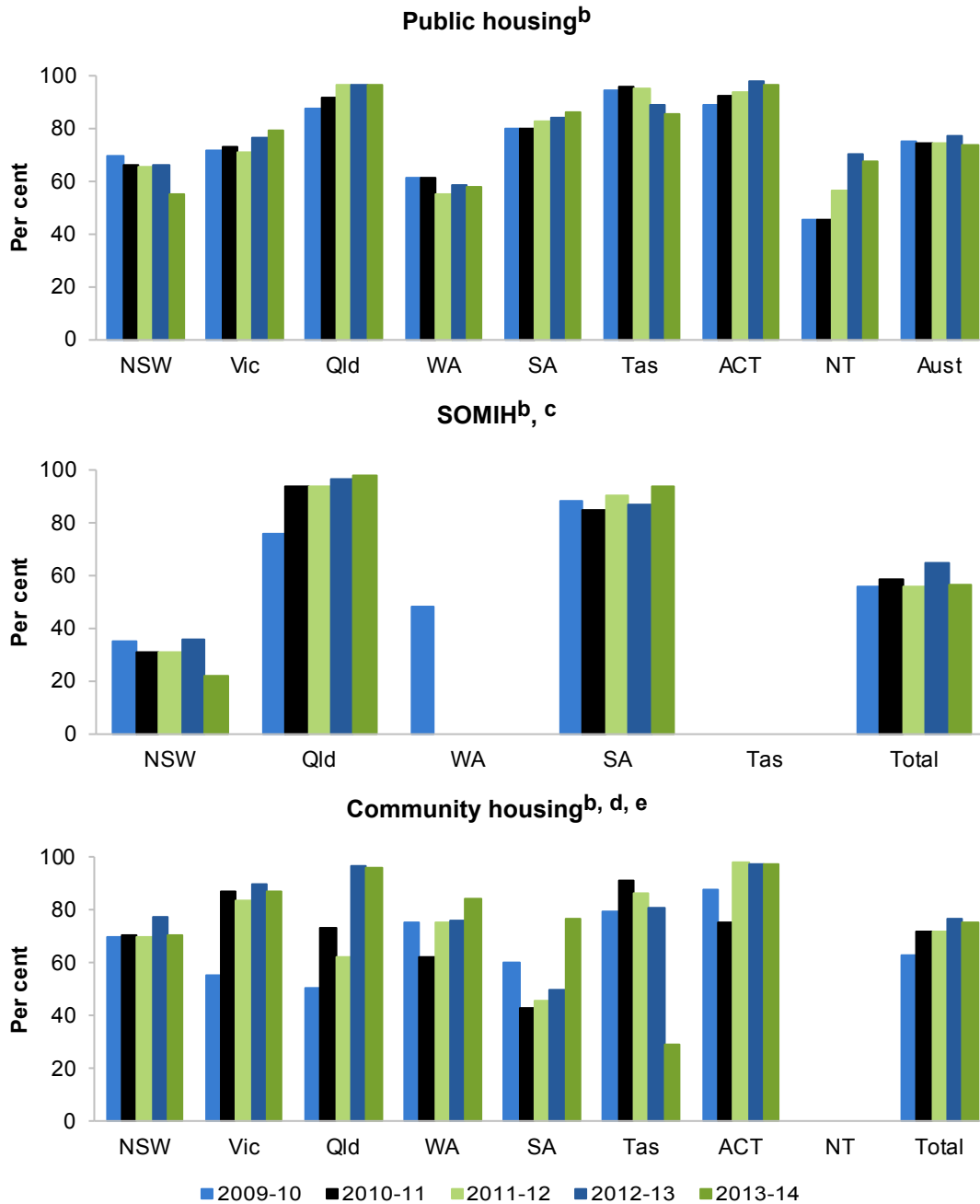
The proportions of new allocations to those households in greatest need for public housing, SOMIH and community housing are reported in figure 17.3. Nationally in 2013–14, 74.1 per cent of new public housing allocations, 56.3 per cent of new SOMIH allocations

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and 75.1 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)<sup>a</sup>



<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.12–14 provide further information. <sup>b</sup> From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need. <sup>c</sup> 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 are not available. <sup>d</sup> Data for the NT are not available. <sup>e</sup> National totals 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) *National Housing Assistance Data Repository*; tables 17A.12–14.

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 2014, within particular timeframes. Nationally, of all new households that were allocated public housing within three months, 86.6 per cent were households in greatest need. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2014, 76.9 per cent were households in greatest need (table 17.3).

**Table 17.3 Proportion of new allocations to those in greatest need, 2013–14**

	<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	77.2	86.2	97.4	66.9	92.6	83.2	98.6	50.0	86.6
3 < 6 months	76.7	80.1	98.9	85.0	89.6	88.0	97.4	71.4	86.4
6 months to < 1 year	65.0	82.5	95.9	78.5	88.4	86.9	97.0	89.3	82.0
1 < 2 years	42.6	83.2	94.5	75.1	85.7	87.2	84.1	83.7	72.6
2+ years	36.9	57.2	91.1	36.4	63.7	87.5	94.3	52.1	46.1
<b>Overall</b>	<b>55.5</b>	<b>79.4</b>	<b>96.5</b>	<b>58.0</b>	<b>86.5</b>	<b>85.3</b>	<b>96.9</b>	<b>67.7</b>	<b>74.1</b>
<i>SOMIH</i>									
Under 3 months	43.2	..	98.4	..	98.5	na	..	..	76.9
3 < 6 months	42.9	..	100.0	..	100.0	na	..	..	71.7
6 months to < 1 year	17.7	..	95.0	..	100.0	na	..	..	52.0
1 < 2 years	7.2	..	100.0	..	90.0	na	..	..	29.8
2+ years	10.7	..	95.2	..	37.5	na	..	..	25.6
<b>Overall</b>	<b>21.8</b>	<b>..</b>	<b>98.1</b>	<b>..</b>	<b>93.6</b>	<b>na</b>	<b>..</b>	<b>..</b>	<b>56.3</b>

<sup>a</sup> Further information on these data is provided in tables 17A.12–13. **na** Not available.  
 .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*, tables 17A.12–13.

## Effectiveness — quality

### *Dwelling condition*

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

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### 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.

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

- for public housing, SOMIH and community housing, comparable (subject to caveats) across jurisdictions for the most current reporting period
- complete for public housing and SOMIH for the most current reporting period (subject to caveats). All required 2014 (public housing and SOMIH) data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2014 data are not available for the NT
- incomplete for Indigenous community housing (ICH) for the most current reporting period. It is expected that data to enumerate 'dwelling condition' for ICH will be available from the 2014 National Aboriginal and Torres Strait Islander Social Survey for inclusion in the 2016 Report.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

Nationally in 2014, the NSHS found that:

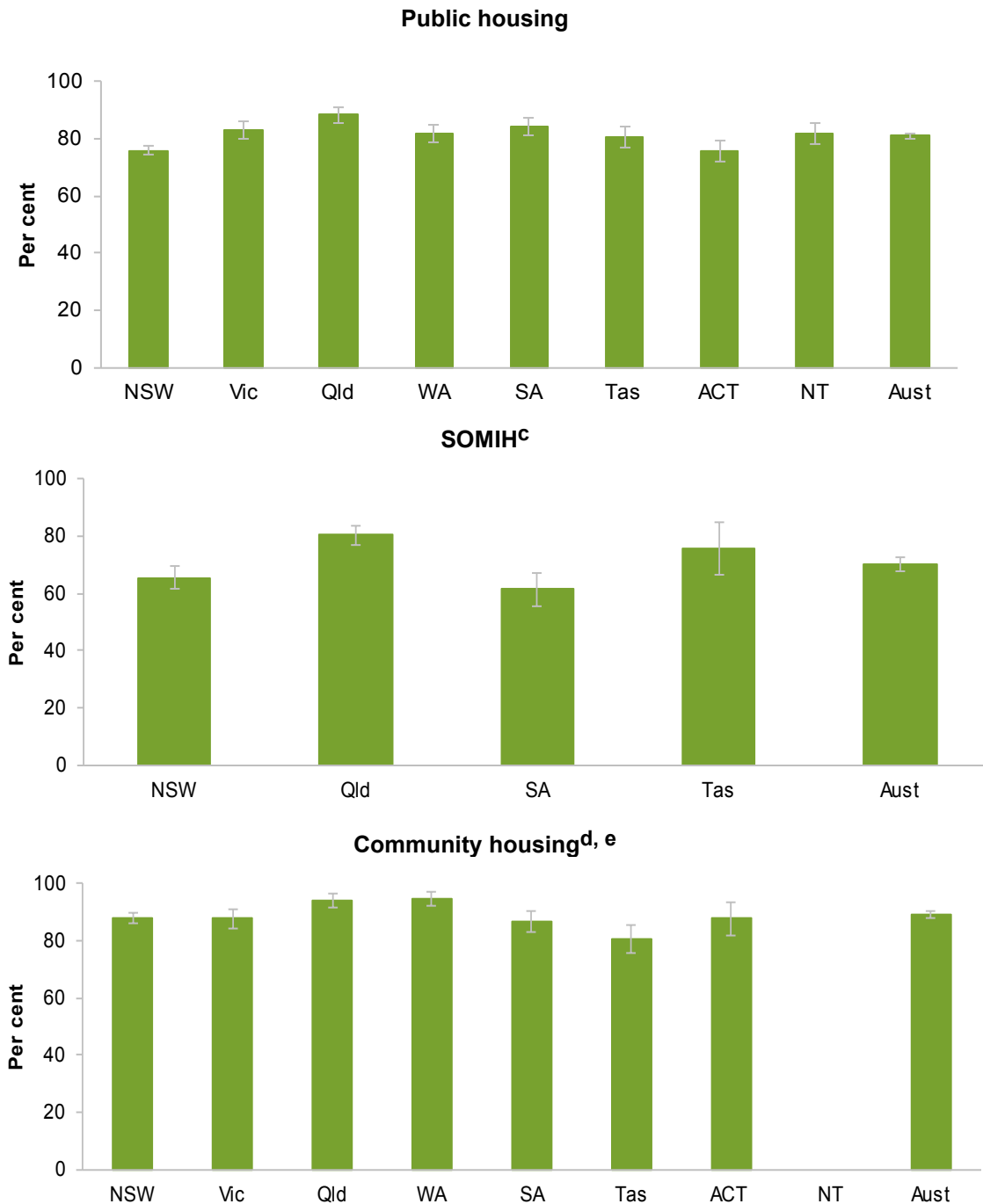
- for public housing, 81.0 per cent of all dwellings and 65.9 per cent of Aboriginal and Torres Strait Islander dwellings had at least four working facilities and not more than two major structural problems
- for SOMIH, 70.1 per cent of all dwellings had at least four working facilities and not more than two major structural problems
- for community housing, 89.3 per cent of all dwellings and 83.0 per cent of Aboriginal and Torres Strait Islander dwellings had at least four working facilities and not more than two major structural problems (figure 17.4 and tables 17A.15–17).

Data for Aboriginal and Torres Strait Islander households and households with a member with disability are available in tables 17A.15–17.

Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Confidence intervals at 95 per cent and relative standard errors for these data are in attachment tables 17A.15–17.

Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2014<sup>a, b</sup>



<sup>a</sup> Error bars represent the 95 per cent confidence intervals associated with each point estimate. <sup>b</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.15–17 provide further information. <sup>c</sup> There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH was transferred to other housing programs. <sup>d</sup> Includes a small proportion of non-Indigenous households. <sup>e</sup> Data for the NT are not available.

Source: AIHW (unpublished) *National Social Housing Survey 2014*; tables 17A.15–17.

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Dwelling condition data for Indigenous community housing for 2006 are included in earlier Reports.

## 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).

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#### **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 and SOMIH for the current reporting period (subject to caveats). All required 2013–14 are available for all jurisdictions providing the service
- incomplete for community housing for the most current reporting period. All required 2012–13 data are not available for the Northern Territory
  - incomplete for Indigenous community housing for the current reporting period. All required data were not available for SA and the NT.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

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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.

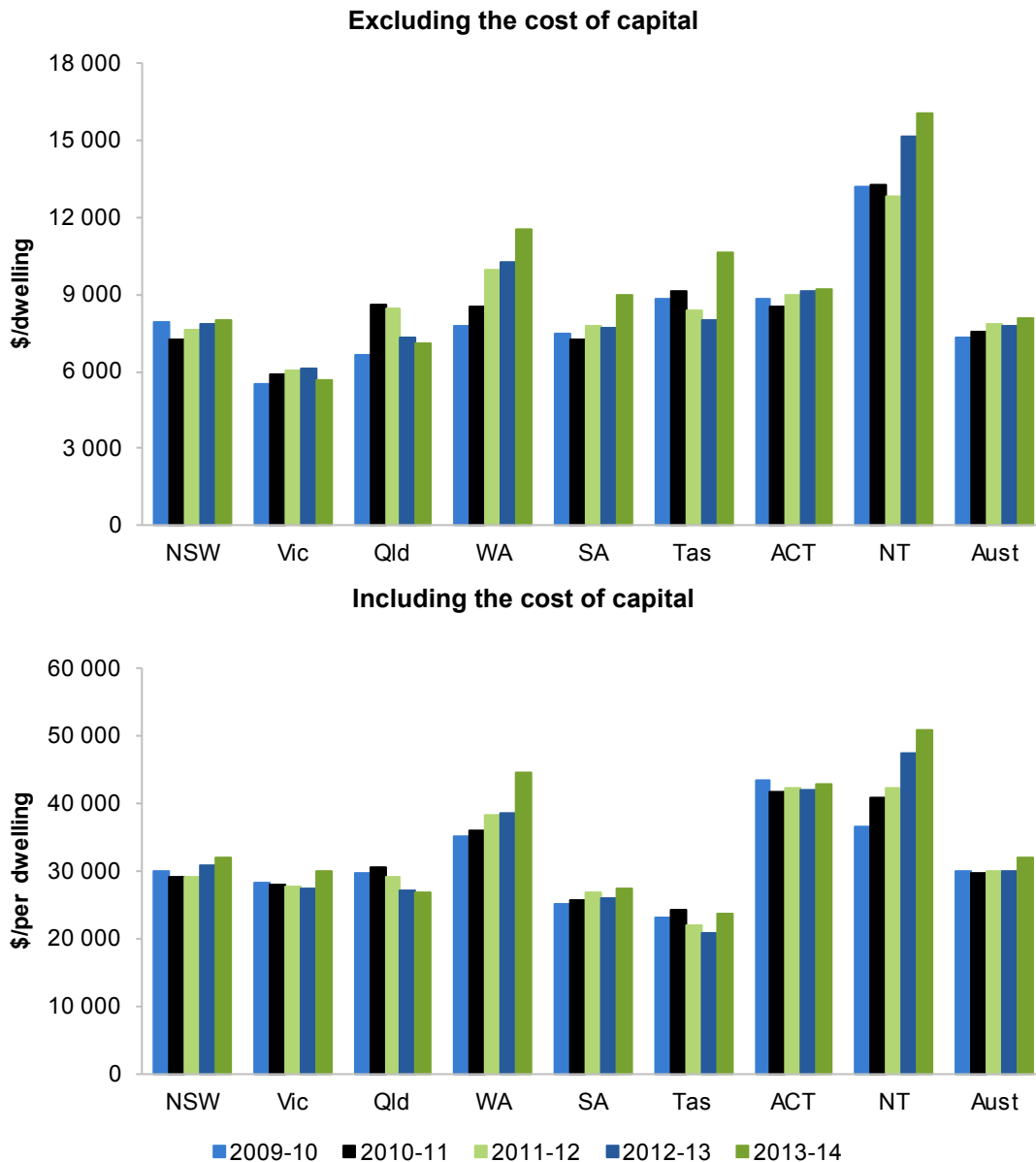
Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, 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.63.

Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions. (Chapter 1 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally in 2013–14, net recurrent cost per dwelling (excluding the user cost of capital) for public housing was \$8101 and the cost per dwelling including capital costs was \$31 968 (figure 17.5). More detailed information on public housing expenditure is reported in nominal terms in table 17A.18 and in real terms in table 17A.19, including data from 2004–05 to 2013–14.

Figure 17.5 Net recurrent cost per dwelling – public housing (2013–14 dollars)<sup>a, b</sup>



<sup>a</sup> Further information pertinent to these data is provided in table 17A.20. <sup>b</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

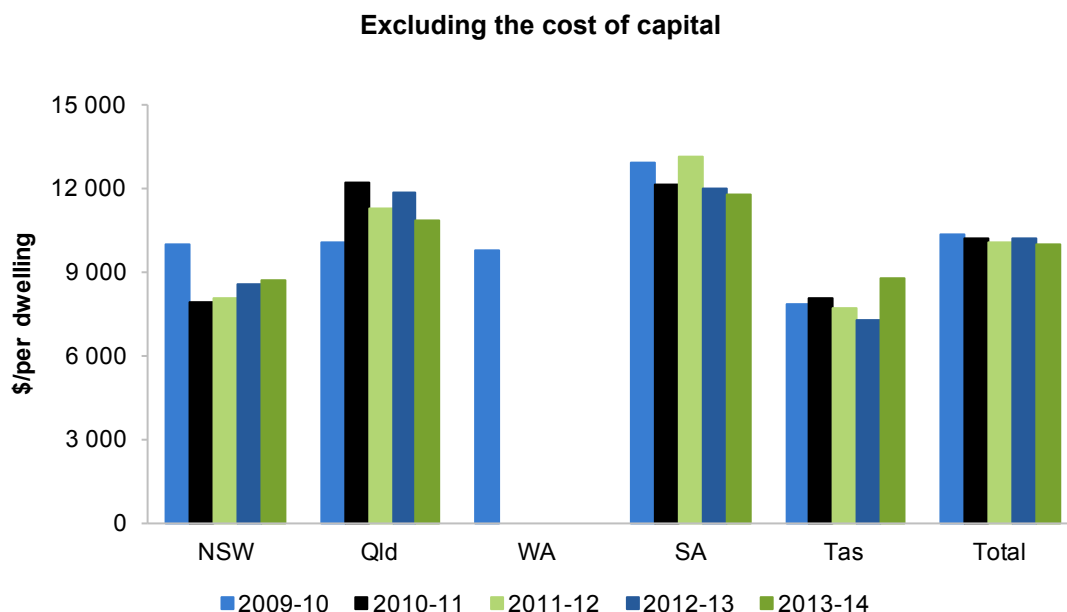
Source: State and Territory governments (unpublished); tables 17A.19 and 2A.51.

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$9988 in 2013–14 (figure 17.6). Table 17A.20 contains data for the years 2004–05 to 2013–14. 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 Aboriginal and Torres Strait Islander 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 17.6 Net recurrent cost per dwelling — SOMIH (2013–14 dollars)<sup>a, b, c</sup>



<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.21 provides further information. <sup>b</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. <sup>c</sup> There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs.

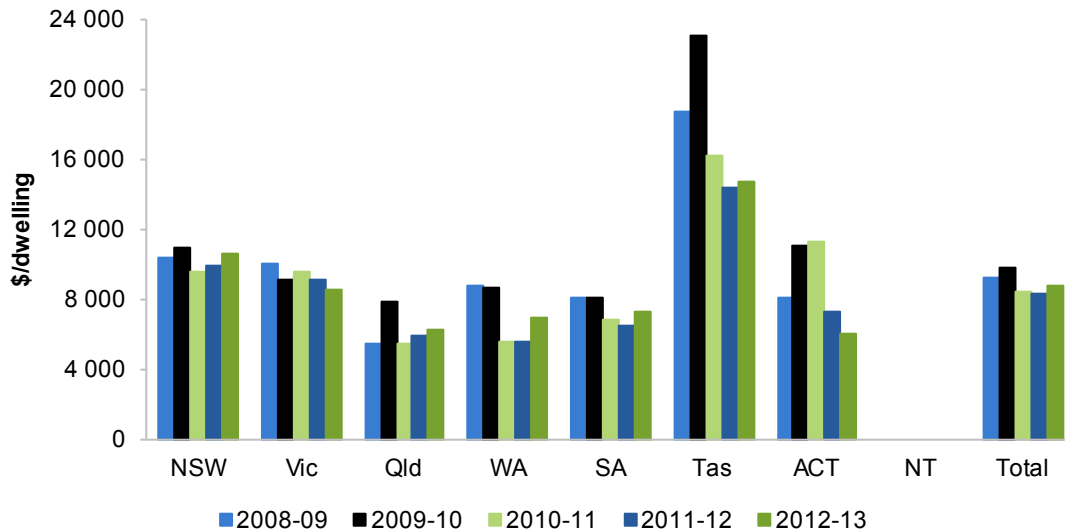
Source: State and Territory governments (unpublished); tables 17A.20 and 2A.51.

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



Nationally, the net recurrent cost per community housing tenancy at 30 June 2013 was \$8841 (figure 17.7). Table 17A.21 contains data from 2004–05 to 2012–13.

**Figure 17.7 Net recurrent cost per tenancy — community housing (2012–13 dollars)<sup>a, b, c, d</sup>**



<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.22 provides further information. <sup>b</sup> 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.51). See Chapter 2 (sections 2.5–6) for details. <sup>c</sup> Data for the NT are not available. <sup>d</sup> National totals 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 275); tables 17A.21 and 2A.51.

In 2012–13, the net current costs per Indigenous community housing dwelling, for jurisdictions where the data were available, was \$7750 (table 17.4).

This page has been changed since the Report release in January 2015. See errata at [www.pc.gov.au/research/recurring/report-on-government-services/2015/housing-and-homelessness](http://www.pc.gov.au/research/recurring/report-on-government-services/2015/housing-and-homelessness).

**Table 17.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2012–13 dollars)<sup>a, b, c</sup>**

	<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<sup>d</sup></i>	<i>Aust<sup>e</sup></i>
2008–09	6 666	6 571	4 126	7 058	3 648	..	11 234	na	8 353	5 853
2009–10	15 429	9 751	4 858	7 375	4 303	11 726	na	na	..	8 125
2010–11	10 996	5 006	5 715	9 353	na	5 119	na	na	..	7 561
2011–12	10 015	6 529	6 478	9 527	na	9 418	na	na	..	8 099
2012–13	7 860	7 689	6 211	10 464	na	9 895	na	na	na	7 750

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.23 provides further information. <sup>b</sup> 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.51). See Chapter 2 (sections 2.5–6) for details. <sup>c</sup> Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). <sup>d</sup> 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. <sup>e</sup> Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. **..** Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.22 and 2A.51.

### *Occupancy rate*

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

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### Box 17.9      **Occupancy rates**

'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.

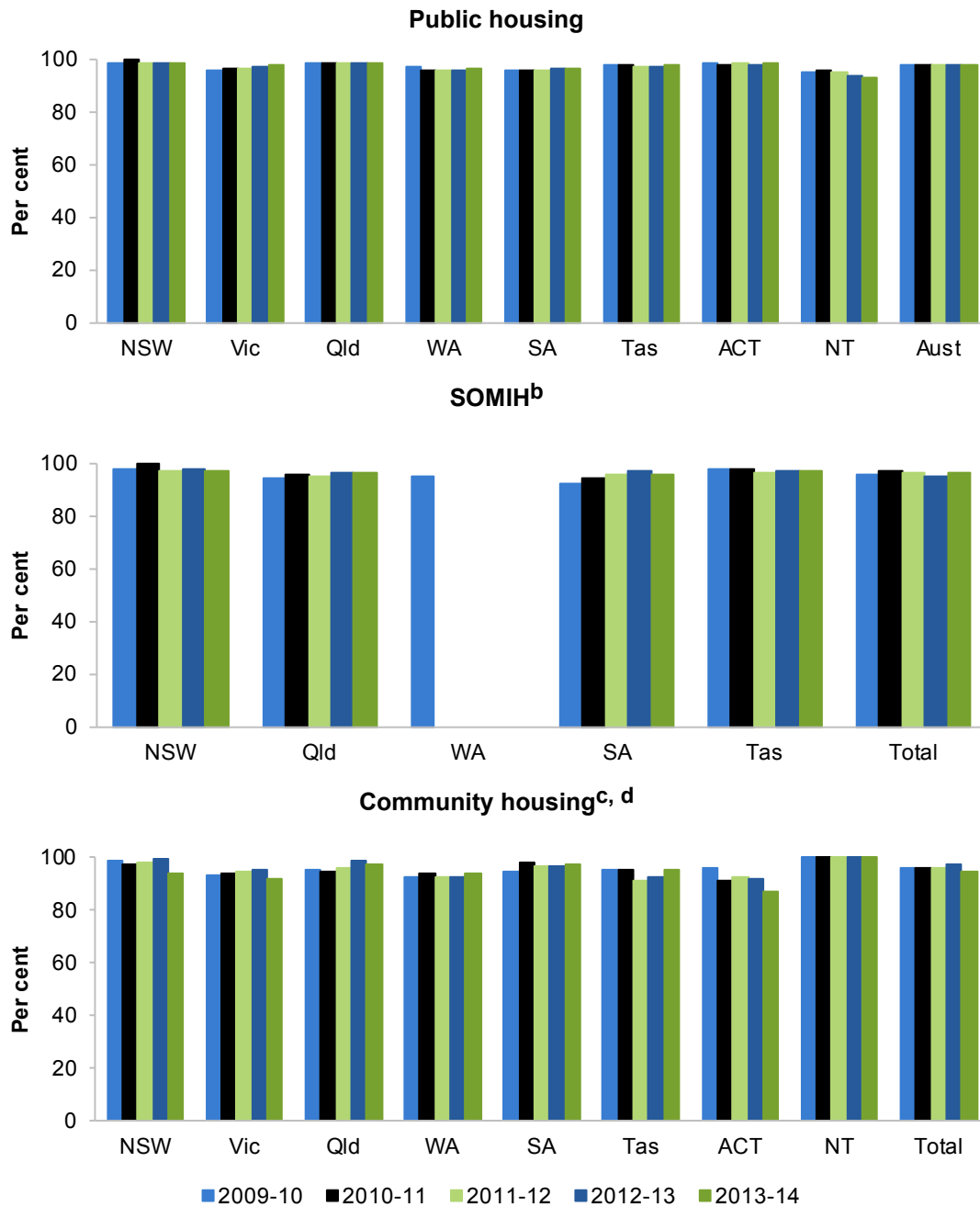
Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported are:

- 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 2013–14 data are available for all jurisdictions providing the service
- incomplete for Indigenous community housing for the current reporting period. All required 2013–14 data were not available for the following jurisdictions providing the service:
  - the NT.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

Nationally at 30 June 2014, the proportion of total rental stock occupied was 97.9 per cent for public housing, 96.8 per cent for SOMIH, and 94.4 per cent for community housing (figure 17.8).

Figure 17.8 Occupancy rates, at 30 June<sup>a</sup>



<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.24–26 provide further information. <sup>b</sup> There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. <sup>c</sup> Occupancy rates in the NT are based on the assumption that all dwellings are occupied. <sup>d</sup> National totals 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) *National Housing Assistance Data Repository*; tables 17A.23–25.

Nationally, 91.0 per cent of Indigenous community housing was occupied at 30 June 2013, 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)<sup>a, b</sup>**

	<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<sup>c</sup></i>	<i>Aust</i>
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
2013	96.9	97.9	90.8	87.5	74.8	91.9	na	na	na	91.0

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.27 provides further information. <sup>b</sup> Results for this indicator are based on those dwellings for which occupancy status was known. <sup>c</sup> 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 (unpublished) *National Housing Assistance Data Repository*; table 17A.26.

### *Turnaround time*

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

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## 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.

The indicator includes vacancies for dwellings that:

- are available to rent through normal processes, including dwellings that are undergoing normal maintenance
- are newly constructed or purchased from when the certificate of occupancy was completed or the keys were received
- have undergone major redevelopment work from when the certificate of occupancy was completed or the keys were received
- are considered hard-to-let.

There are differences across jurisdictions in how vacancies are reported that limit data comparability across jurisdictions.

This indicator is sensitive to jurisdictional differences e.g. in stock profiles, policies on the maintenance of properties after they have been vacated, eligibility criteria and stock allocation policies, capital works and disability modification programs, and legislation e.g. covering abandoned goods policies.

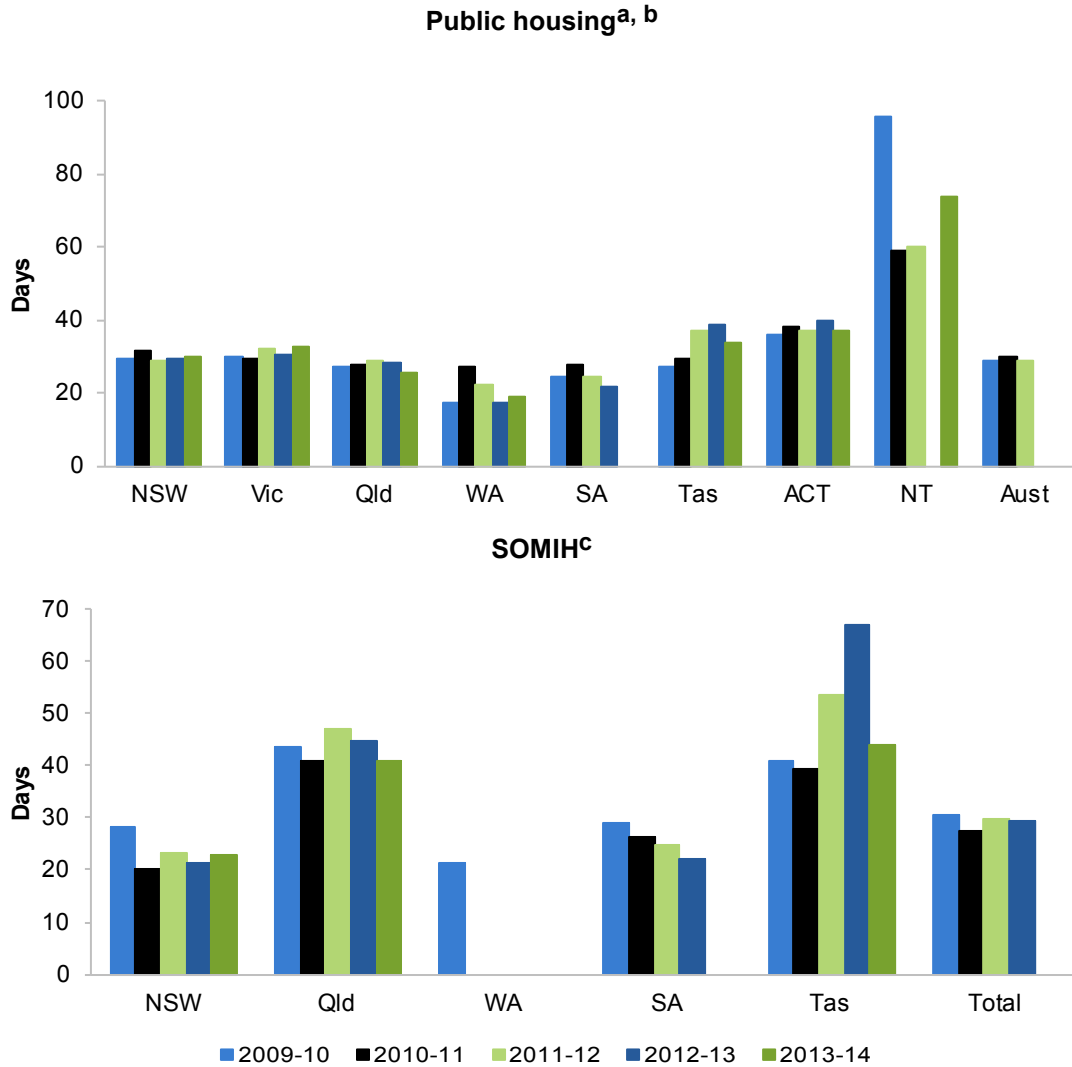
Data for this indicator are reported for public housing and SOMIH. Data reported are:

- 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 2013–14 data are available for all jurisdictions providing the service
- incomplete for public housing. All required 2013–14 data were not available for the following jurisdictions providing the service:
  - SA.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

The average turnaround time for vacant public housing and SOMIH stock varied across jurisdictions in 2013–14 (figure 17.9).

Figure 17.9 Average turnaround time



<sup>a</sup> Data for the NT and Australia total for 2012–13 are unavailable. <sup>b</sup> Data for SA and Australia total for 2013–14 are unavailable. <sup>c</sup> There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.27 and 17A.28.

### 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).

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### 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 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing and ICH for the current reporting period. All required 2013–14 data were not available for the following jurisdictions providing the service:
- the NT (community housing) and SA (ICH).

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

In 2013–14, the national rent collection rate was 99.7 per cent for public housing and 100.1 per cent for SOMIH. In 2012–13, the national rent collection rate was 99.3 per cent for community housing, and 92.7 per cent for Indigenous community housing (table 17.6). However, complete data for community housing and ICH were not available for all jurisdictions, and these data may be an underestimate.



**Table 17.6 Rent collection rate (per cent)<sup>a, b</sup>**

	<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 Gov</i>
<i>Public housing</i>										
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
2013–14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.4	..	99.7
<i>SOMIH<sup>c</sup></i>										
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
2013–14	99.2	..	102.6	..	98.9	98.0	..	..	..	100.1
<i>Community housing</i>										
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
2012–13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	..	99.3
<i>Indigenous community housing</i>										
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
2012–13	91.6	99.8	92.1	88.1	na	105.0	na	73.6	na	92.7

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.29–32 provide further information. <sup>b</sup> Rent collection rate may be greater than 100 per cent due to collection of rental arrears. <sup>c</sup> There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing program. **na** Not available. **..** Not applicable.

Source: State and Territory Governments (unpublished); AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.29–32.

## 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).

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## *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 meeting 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 with 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 2014 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2014 data were not available for the Northern Territory.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

Data for amenity/location 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 2014 survey are reported for public housing, community housing and SOMIH. Data from earlier surveys (2012, 2010 [public housing and community housing] and 2007 [public housing, community housing and SOMIH]) were included in earlier reports.

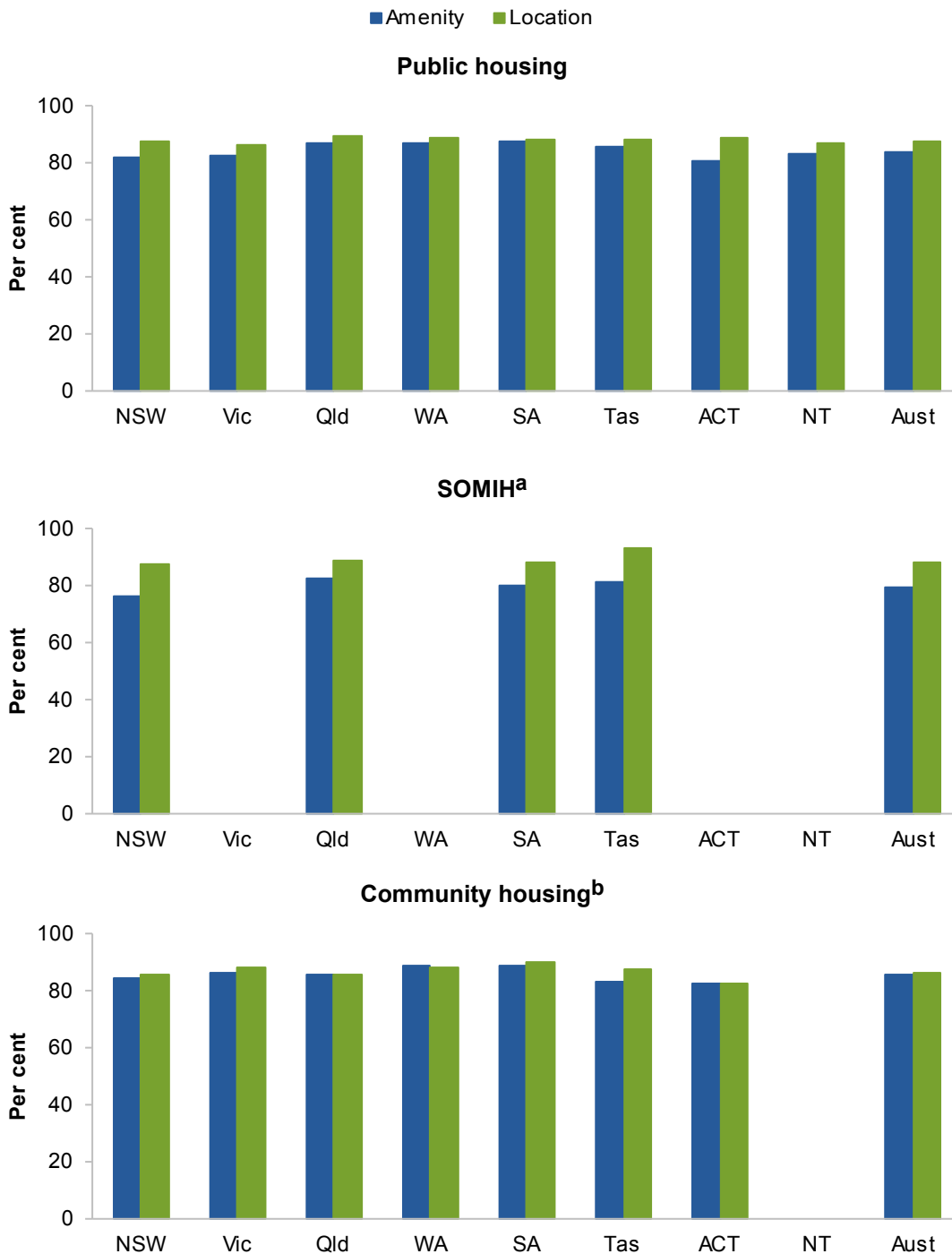
Caution should be used when comparing the public housing, SOMIH and community housing results, due to the different demographic profile of Aboriginal and Torres Strait Islander tenants and the method of data collection.

Nationally in 2014, the NSHS found that:

- for public housing, 84.1 per cent of tenants rated amenity as important and meeting their needs, and 87.8 per cent rated location as important and meeting their needs (tables 17A.33–34 and figure 17.10)

- 
- for SOMIH, 79.2 per cent of tenants rated amenity as important and meeting their needs and 88.3 per cent of tenants rated location as important and meeting their needs (table 17A.35 and figure 17.10)
  - for community housing, 85.9 per cent of tenants rated amenity as important and meeting their needs, and 86.6 per cent rated location as important and meeting their needs (tables 17A.36–37 and figure 17.10).

Figure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent)



<sup>a</sup> There are no SOMIH data reported for Victoria, WA, ACT and the NT. <sup>b</sup> There are no community housing data reported for the NT.

Source: AIHW (unpublished) *National Social Housing Survey 2014*, tables 17A.33–37.

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The precision of survey estimates depends on a range of factors including the survey sample size. Further information, including 95 per cent confidence intervals and relative standard errors, is presented tables 17A.33–37.

Data for households with a member with disability are available in tables 17A.33–37.

*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).

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## 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
  - 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
  - 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 that 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:

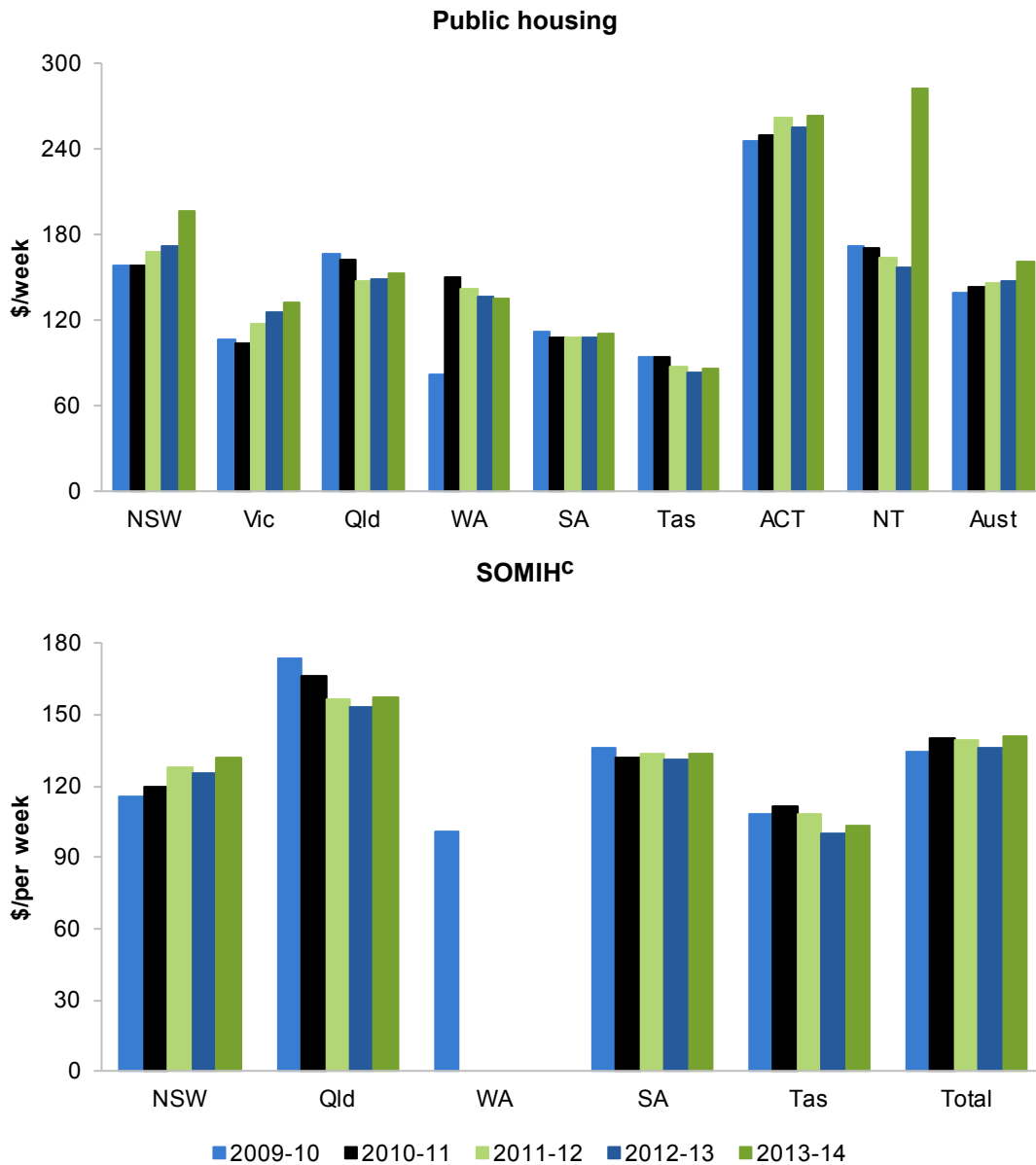
- comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2013–14 data were not available for Qld and the NT.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

### *Average weekly rental subsidy*

Nationally, the average weekly subsidy per rebated household in public housing was \$162 at 30 June 2014, increasing from \$139 at 30 June 2010 (in real terms). For SOMIH, the average weekly subsidy per rebated household was \$141 at 30 June 2014, increasing from \$135 at 30 June 2010 (in real terms). These subsidies varied across jurisdictions (figure 17.11).

Figure 17.11 Average weekly subsidy per rebated household at 30 June (2013–14 dollars)<sup>a, b</sup>



<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.38–39 provide further information. <sup>b</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. <sup>c</sup> 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) *National Housing Assistance Data Repository*, tables 17A.38–39 and 2A.51.

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*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.40–41.

At 30 June 2014:

- 97.4 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
- 93.5 per cent of all households in SOMIH were low income households, of which 0.4 per cent were spending more than 30 per cent of their gross income on rent
- 92.5 per cent of all households in community housing were low income households, of which 9.0 per cent were spending more than 30 per cent of their gross income on rent (tables 17A.40–41 and table 17.7).

Further information on the proportion of income paid in rent by low income households is provided in tables 17A.42–45.

These results should be interpreted with care, as income data for some 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.59–61.

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 as some community housing providers are unable to exclude CRA from household income or rent). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–34).



**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)<sup>a</sup>**

	<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<sup>b</sup></i>
<i>Public housing</i>									
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
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
<i>SOMIH<sup>c</sup></i>									
2011	0.3	..	0.2	..	–	–	..	..	0.2
2012	0.5	..	1.1	..	–	–	..	..	0.7
2013	0.5	..	0.8	..	–	–	..	..	0.5
2014	0.5	..	0.5	..	–	–	..	..	0.4
<i>Community housing<sup>d</sup></i>									
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5
2012	3.8	–	na	5.0	1.2	26.5	–	na	3.5
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.41 provides further information. <sup>b</sup> Australian totals may not represent national totals because complete data are not available for all jurisdictions. <sup>c</sup> There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. <sup>d</sup> Due to inconsistencies in community housing reporting of CRA, comparisons across jurisdictions, over time or across providers may be misleading. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.41.

### *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.

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### 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:

- there should be no more than two persons 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 room
- children five years of age or over, of different sexes, should not share a bedroom
- children less than 18 years of age and of the same sex may reasonably share a bedroom
- single household members aged 18 years or over should have 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. State and Territory governments' housing authorities bedroom entitlement policies may differ from the CNOS.

The agreed methodology for determining overcrowding requires the age, sex and relationship status of all tenants within a household to be known, as well as the number of bedrooms within the dwelling. Only households with complete information available are included in the calculation of the indicator.

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:

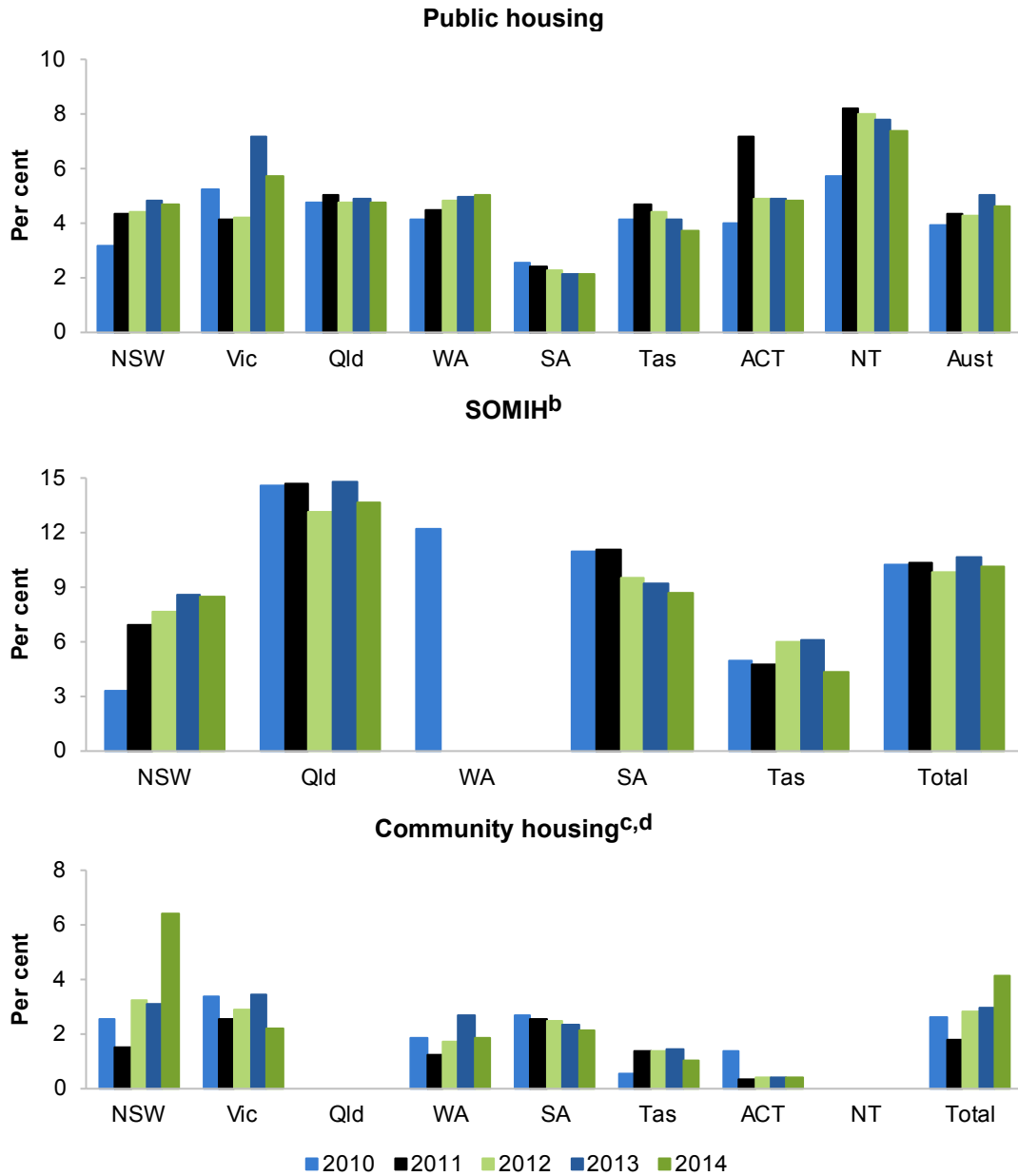
- comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2013–14 data were not available for Qld and the NT.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2014, 4.6 per cent of households in public housing were overcrowded, 10.2 per cent of SOMIH households were overcrowded and 4.1 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.53.

Figure 17.12 Overcrowded households, at 30 June (per cent)<sup>a</sup>



<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.46–48 provide further information. <sup>b</sup> There are no SOMIH data reported for Victoria (from 2009–10) for WA (2010–11) as SOMIH was transferred to other housing programs. <sup>c</sup> Data for Queensland and the NT from 2010 are not available. <sup>d</sup> National totals 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) *National Housing Assistance Data Repository*; tables 17A.46–48.

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

**Table 17.8 Proportion of overcrowded households in Indigenous community housing, at 30 June (per cent)<sup>a, b</sup>**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2009	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	..	28.5
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	30.8
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	26.1
2013	na	9.9	31.9	27.4	na	na	na	na	..	na

<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.49 provides further information. <sup>b</sup> 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 (unpublished) *National Housing Assistance Data Repository*; table 17A.49.

Other information relating to overcrowding of Aboriginal and Torres Strait Islander households in social housing includes:

- people living in overcrowded conditions in public housing and SOMIH, by remoteness area (tables 17A.50–51)
- the number of bedrooms required for people living in overcrowded conditions in Indigenous community housing (table 17A.52).

### *Customer satisfaction*

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

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### 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 with data for 2012 and earlier surveys
- 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 2014 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2014 data were not available for the following jurisdictions providing the service:
  - Northern Territory.

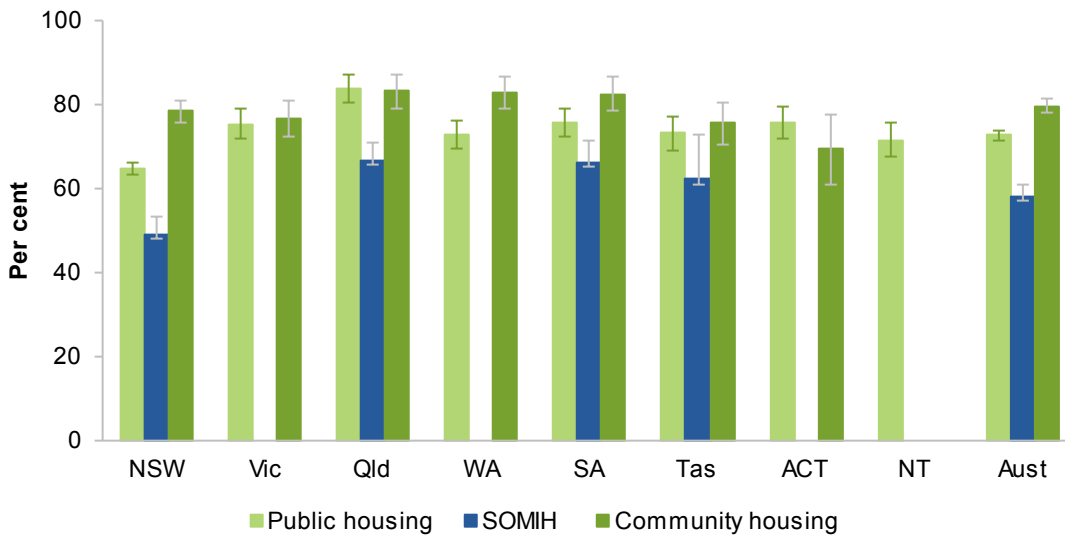
Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

Data for this indicator are sourced from the NSHS. Data from the 2014 survey are reported for public and community housing and SOMIH. Data from earlier surveys (2012, 2010 and 2007) were included in earlier reports.

Nationally in 2014, the NSHS found that:

- for public housing, 72.7 per cent of tenants in public housing were either satisfied (43.8 per cent) or very satisfied (28.9 per cent) with the service provided by the State or Territory housing authority (table 17A.54 and figure 17.13)
- for SOMIH, 58.3 per cent of SOMIH respondents were either satisfied (44.9 per cent) or very satisfied (13.4 per cent) with the service provided by the State housing authority (table 17A.35)
- for community housing, 79.7 per cent of tenants were either satisfied (42.8 per cent) or very satisfied (36.9 per cent) with the services provided by their community housing organisation (table 17A.55).

Figure 17.13 **Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2014<sup>a, b, c, d</sup>**



<sup>a</sup> Error bars represent the 95 per cent confidence intervals associated with each point estimate. <sup>b</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.35 and 17A.54–55 provide further information. <sup>c</sup> There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH was transferred to other housing programs. <sup>d</sup> Community housing data for the NT are not available.

Source: AIHW (unpublished) *National Social Housing Survey 2014*; tables 17A.35 and 17A.54–55.

The levels of satisfaction varied across jurisdictions.

Data for households with a member with disability are available in tables 17A.54–55.

Confidence intervals at 95 per cent and relative standard errors for these data are in tables 17A.35 and 17A.54–55.

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The next NSHS is expected to be conducted in 2016.

## **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.

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## Australian Government comments

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In 2014, governments have continued to work together under the NAHA to improve housing affordability, reduce homelessness and reduce Aboriginal and Torres Strait Islander housing disadvantage. The NAHA is currently supported by two National Partnership Agreements:

- the \$5.5 billion National Partnership Agreement on Remote Indigenous Housing will help address significant overcrowding, homelessness and poor housing conditions over 10 years (2008–2018). At 30 June 2014, over 2556 (61 per cent) of new houses had been delivered against a 2018 target of 4200 and the refurbishment target of 4876 had been exceeded with 6726 existing dwellings refurbished
- the one year 2014–15 National Partnership Agreement on Homelessness under which the Australian Government invested \$115 million to be matched by states and territories. The 2014–15 funding is provided to enable critical homelessness services to continue to 30 June 2015. Homelessness support services funded under the NPAH include prevention and early intervention services, outreach and supported accommodation services for rough sleepers.

Commonwealth Rent Assistance (CRA) is a non-taxable income support supplement payable to individuals and families who rent accommodation in the private rental market and community housing. CRA rates are based on a customer's family situation and the amount of rent they pay. At 6 June 2014, 1 315 385 individuals and families were receiving CRA. In 2013–14 Australian Government expenditure on CRA was \$3.95 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 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 the prevailing market rate. At 30 September 2014, more than 23 000 dwellings had been built and were tenanted or available for rent.

The Australian Government has also initiated a number of review processes that have recently been completed or are underway, which will touch upon housing policy settings. The review processes include the:

- National Commission of Audit
- Forrest Review of Indigenous Employment and Training
- McClure Review of the Welfare System
- White Paper on Reform of the Federation
- White Paper on Reform of Australia's Tax System.

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The House of Representatives has recently concluded an inquiry into 'Foreign Investment in Residential Real Estate' while the Senate is expected to report in March 2015 on its inquiry into affordable housing.



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## **New South Wales Government comments**

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

The NSW Government manages more than 116 000 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 5600 dwellings and in addition Aboriginal housing providers manage around 5000 dwellings.

The NSW Government has taken significant steps to address the challenges facing the social housing system. The NSW Government will continue to pursue reform to ensure that NSW has a sustainable social housing system that provides a safety net for the most vulnerable in our community as well as opportunities for people to achieve greater independence.

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. We have introduced an Aboriginal community housing provider registration system, a new rent policy and time limited subsidies for approved providers. These programs aim to assist Aboriginal community housing providers to strengthen their capacity and establish a foundation for future growth. We are currently reviewing the program to streamline and improve our work with the Aboriginal housing sector and plan for the next phase of work.

A more comprehensive approach to regional planning is being developed and implemented, which will deliver more opportunities for affordable housing, engaging government, local councils, the private and community sectors.

The NSW Government is also working with the Commonwealth through the National Rental Affordability Scheme. The NSW Government has allocated \$260 million to support the delivery of over 6,800 new affordable rental homes for lower income families in NSW, of which over 2500 have been delivered by the end of June 2014.

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### **Victorian Government comments**

“ Social housing continues to be a vital part of the wider human services system in Victoria. A wide range of social housing construction projects between government and its development partners are underway including:

- the \$80 million New Norlane initiative that will deliver 320 new affordable homes. In 2013–14, the project delivered its target of 53 public housing homes, achieving a total of 86 public housing homes to 30 June 2014
- the \$160 million Olympia Housing initiative that continues to deliver improvements to the quality and diversity of public housing in and near Heidelberg West. This initiative will see more than 600 new homes built over 10 years to replace outdated and unsuitable properties in the Heidelberg West area. A total of 41 new homes are complete and construction is underway for a further 22 homes
- the Carlton redevelopment that will provide 246 new social housing homes and over 800 private homes across three sites. All new social housing homes have now been delivered with the balance of private housing scheduled for completion by late 2019
- construction at the Valley Park redevelopment in Westmeadows that will deliver 144 new social housing homes in a mixed housing development.

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## Queensland Government comments

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In 2013–14, Queensland made significant progress on a range of reforms set out in the *Homelessness to Housing Strategy 2020* and *Housing 2020* to deliver a more efficient, integrated and responsive housing assistance system for vulnerable Queenslanders in housing need.

The Queensland Government delivered 2934 new social and affordable housing dwellings, and reformed tenancy management and the way public housing rent is charged to increase equity and fairness. In 2014–15, Queensland aims to deliver an additional 1800 new social and affordable housing dwellings.

Progress has been made to expand service delivery role for non-government housing providers. The Logan Renewal Initiative is the first major step in the reform to achieve the large scale transfer of the management of public housing and redevelopment of housing stock in the Logan area, resulting in enhanced service delivery outcomes through local decision making, increased supply of social and affordable housing, reduced social housing concentration and better alignment of the portfolio with housing need. A procurement process for the transfer of management of social housing to the non-government sector in the Gold Coast area is currently underway. Through these two significant social housing outsourcing initiatives, tenancy and property management associated with a large number of dwellings will be transferred to non-government housing providers.

Home ownership for Aboriginal and Torres Strait Islander communities remains a priority with 27 social housing dwellings released for purchase in 2013–14. In 2013–14, the State Government delivered 210 new constructions, commenced 91 constructions, upgraded 373 dwellings and delivered 305 serviced lots of land for use in the social construction program in Aboriginal and Torres Strait Islander communities. Additional 40-year leasing agreements have also been completed in discrete Aboriginal and Torres Strait Islander local government areas.

The Queensland Government provided assistance to low-income households to access or remain in the private rental market by providing \$16.5 million as incentives to investors to support over 7500 affordable private rental dwellings.

In the past year the Queensland Government provided more than 22 800 new households with interest free bond loans, issued more than 4000 rental grants and assisted over 12 700 households through the *RentConnect* program.

The Queensland Government's social housing reforms have led to a further reduction in social housing waiting list numbers (using an integrated measure) from approximately 22 000 to around 18 500 between July 2013 and June 2014. The number of people waiting for social housing is at its lowest since implementation of the social housing wait list. The decrease has been achieved by providing new dwellings, a variety of alternative housing assistance products, improvements to frontline services and reform initiatives.

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### **Western Australian Government comments**

Since the launch of the State Government's Affordable Housing Strategy in 2010, we have changed our approach, widening our primary focus from public housing to affordable housing, and transforming ourselves to meet future challenges. We have the unique ability to leverage our commercial operations to provide social housing outcomes for the most vulnerable. Through partnerships and innovation, we have delivered affordable home ownership opportunities and a social housing safety net for thousands of Western Australians. We cannot address housing affordability on our own and will continue to encourage and work with the private sector, other government agencies and the community sector to improve the supply of land and housing, affordable home ownership opportunities and social housing.

We are proud of our many achievements during this year. We have provided 16 000 affordable housing opportunities for Western Australians since the Affordable Housing Strategy commenced. We developed with our joint venture partners more than 2000 residential lots. Thirty-two per cent were in the lower quartile price range and 83 per cent were at or below the median land price. Our subsidiary, Keystart Home Loans, assisted more than 3900 Western Australian to purchase a home with new loans valuing \$1428 million. All of this was achieved while continuing to provide more than 40 000 social housing places to those who are unable to secure a home in the private housing market.

We also maintained our focus on regional housing. The Authority continued to deliver its commitments under the *Royalties for Regions – Housing for Workers* initiative with the completion of service worker accommodation in Port Hedland and the Osprey key worker village. We also managed more than 5000 houses for government workers in the regions to support the delivery of essential services.

The Authority made available safe and secure affordable accommodation facilities across the North West for more than 55 Aboriginal trainees and apprentices seeking to establish themselves in employment, apprenticeships or training. The facilities include support services to assist residents to relocate from remote communities, develop independent living skills, and eventually progress into sustainable housing alternatives.

In November 2013, we were honoured to accept the State's top public sector management prize for Improving Aboriginal Outcomes, awarded for our Transitional Housing Program in the East Kimberley.

Western Australia has led the nation in achieving targets set under the National Partnership Agreement on Remote Indigenous Housing, exceeding targets for the fifth consecutive year. This is a momentous achievement that has seen 497 new homes built and 1299 refurbished, delivering improved housing in remote Aboriginal communities.

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## South Australian Government comments

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Housing plays a central part in helping people improve their social and economic opportunities. In August 2013, the Housing SA Blueprint 2013-2018 was released, outlining the organisation's approach to implement its vision of 'Connecting People to Place'. To move towards this vision, a new service delivery model has been designed to assist vulnerable and at risk people through earlier engagement to achieve sustainable outcomes. The model was implemented in four regions on 1 July 2014 – two across metropolitan Adelaide and two in country South Australia.

New roles have been developed to support the model. Tenancy Practitioners provide tailored supports to assist tenants to connect to their community and local services. They also provide case work support and work closely with other services to respond to disruptive behaviour, debt and child safety. Social Workers, Aboriginal Consultants, Community Development Project Officers and Community Response Coordinators deliver a multi-disciplinary specialist service to people experiencing high levels of risk and vulnerability. Specialist services are available via consultation with Regional Managers, irrespective of participation in the new service model, enabling all clients to receive this service.

Housing SA is implementing an extensive evaluation strategy to monitor the implementation of the new service model over a 12 month period, prior to extending the new service model to remaining regions.

South Australia, with widespread support from its community housing sector, is committed to the National Regulatory System for community housing. Community housing providers have already commenced registering, with a number of providers having successfully completed the process to be registered under the national system. The Community Housing Providers (National Law) South Australia) Act 2013 was developed in partnership with the sector and included extensive public consultation. The Act's purpose is to govern the funding of community housing and introduce the National Regulatory System in South Australia.

The first stage of the Better Places, Stronger Communities Project will transfer the management of approximately 1100 tenanted public housing dwellings to community housing providers. Once the successful providers have been announced, they will commence housing and tenancy management.

In addition, to support increased demand likely to be generated through the National Disability Insurance Scheme, the South Australian Government has established a new Disability Housing Organisation, Access 2 Place Ltd, within the community housing sector. Access 2 Place Ltd will provide disability-specific tenancy and property management for social housing assets.

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## Tasmanian Government comments

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*Better Housing Futures* is a recent Tasmanian Government reform to improve the quality of social housing. In 2013–14 under *Better Housing Futures*, management of 2188 public housing properties was transferred to the community sector. In addition, 34 Aboriginal housing properties were transferred. Community housing organisations can provide better housing, improved maintenance and an increase in supply of affordable housing because they have more ways to fund their housing services, such as accessing Commonwealth Rent Assistance. They also have more staff working in the community and more place-based services for clients.

The *Better Housing Futures* management transfer reduced the number of households managed by public housing, explaining the decline in households assisted by public housing (from 10 819 in 2012–13 to 8250 in 2013–14). Conversely, the community housing sector experienced large increases in households assisted (from 2255 to 4577). The *Better Housing Futures* management transfer also explains the community housing sector's significant drop in the proportion of new allocations to those in greatest need. The 2188 tenancies transferred were counted as new tenancies for the providers but were already in stable housing and therefore did not exhibit greatest need characteristics.

There was improved performance in a number of areas of public housing: an increase in new households allocated housing (from 971 in 2012–13 to 996 in 2013–14), a reduction in turnaround time for vacant dwelling stock to be rented (from 39 days to 34 days), and an increased occupancy rate (from 97.1 per cent to 98.1 per cent).

*Housing Connect* was introduced as a major reform initiative in Tasmania in 2013–14. It represents a new model to access housing assistance and the provision of specialist homelessness services support across the State. The *Housing Connect Front Door* provides a one stop shop for people accessing all forms of housing assistance and support including (but not restricted to) social housing, private rental assistance, emergency accommodation and specialist support. The increase in the public housing wait list from 1853 applicants to 2227 applicants can be explained by the improved access and alternative assessment method resulting from *Housing Connect*. It may also demonstrate an increase in demand due to economic conditions and constrained affordability in the housing market.

Housing Tasmania is facilitating a stakeholder-developed *State Affordable Housing Strategy*. This is a framework for improving access to affordable homes over the next decade. The Strategy will address the full spectrum of housing, from home ownership to affordable rental, public and community housing and crisis accommodation. It will consider innovative partnerships between government, community and the private sector to increase access to affordable housing and support vulnerable Tasmanians.

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## Australian Capital Territory Government comments

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Housing ACT continues to operate in a context of increasing demand for public housing and a growing pressure around available supply. This raises unique issues for managing both the expectations of applicants seeking assistance and those of other organisations working in the sector.

In response, Housing ACT is conducting several discussion sessions with stakeholders from community organisations and other areas of government. These sessions, held in late 2014, will articulate the challenges inherent to a limited supply environment. Sector partners will be able to contribute to innovative solutions, particularly regarding access to other tenure types.

More broadly, Housing ACT is working within the framework of the *Human Services Blueprint (the Blueprint)* to align its service delivery approach with this project. The *Blueprint*, which crosses Government and the community sector, provides a multi-year plan to improve the delivery of human services in Canberra. The overarching aim of the *Blueprint* is to support Canberrans to access the appropriate support when it is needed. Another key feature of the *Blueprint* is its integrated approach. Where required, it facilitates a joined-up response from the community, health, education and justice systems.

This collaborative approach is reflected in the *One Human Services Gateway Project*, which brings together a number of government and community services in an accessible service hub. Housing ACT was a key partner in the development of the *One Human Services Gateway* and continues to work with collocated services to ensure that vulnerable Canberrans receive appropriate support when needed, without having to navigate multiple access systems.

Another key feature of Housing ACT's commitment to the provision of housing support in the current environment is the *Modernising Tenancy Service Delivery Model*. A staged implementation commenced in July 2014. The new service delivery model provides a targeted, differentiated and needs-based service for tenants of Housing ACT. By employing a three-tiered approach, the model governs the level of contact and support required by public housing tenants.

Housing ACT is also working towards a long-term strategy to align its asset portfolio with demand. This encompasses urban renewal along the Northbourne Avenue corridor and the redevelopment of public housing more generally. A Public Housing Renewal Taskforce has been established to guide the renewal program and will redevelop in excess of one per cent of the ACT portfolio per annum.

A long-term approach is also evident in a disability/housing forum series that took place in mid-2014. Each forum considered various challenges and opportunities the National Disability Insurance Scheme will bring to social and community housing providers, the housing industry and support organisations in the ACT. Housing ACT and Disability ACT jointly delivered the series, creating a platform for collaborative, innovative approaches to the provision of sustainable housing options for people with disability.

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## Northern Territory Government comments

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In 2013–14, the Northern Territory continued focusing on providing safe, affordable and appropriate housing to Territorians.

The Northern Territory carried out the *Real Housing for Growth Plan* which aims to increase housing supply and ease housing cost pressure to support the attraction and retention of key workers in the Territory.

During 2013–14, achievements under the *Real Housing for Growth Plan* include:

- a total of \$13.2 million was invested to release the land and construct affordable dwellings in Palmerston
- a major refurbishment of 30-unit public housing complex in Alice Springs was completed
- contracts have been entered into for the delivery of 171 dwellings under the head leasing initiative, with 9 dwellings delivered and available for rent in Tennant Creek
- thirty-seven HomeBuild Access Loans were funded helping Territorians
- bond assistance loans were provided to 217 eligible clients to access the private rental market
- over \$5 million in funding was provided for urban public housing tenancy support programs that aim to build understanding of tenant obligations and responsibilities.

During 2013–14, 139 new houses and 107 refurbishments were completed in a number of remote Indigenous communities across the Northern Territory under the National Partnership Agreement on Remote and Indigenous Housing. In addition, 520 upgrades were completed under the National Partnership Agreement on Stronger Futures in the Northern Territory.

In these two capital programs, Indigenous employees have made up 27 per cent of the construction workforce. In remote communities with public housing, Indigenous employment was 72 per cent in tenancy management and 54 per cent in property management.

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 coordinated support to tenants experiencing difficulties managing their tenancy in an effort to promote tenancy sustainability. Public Housing Safety Officers are an innovative, cost effective, tool for an early intervention response to anti-social behaviour creating a safer environment for the community, and are an integral part of the overall strategy.

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## 17.6 Definitions of key terms

<b>Aboriginal and Torres Strait Islander household</b>	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.
<b>Administration costs</b>	<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"><li>• employee expenses (for example, superannuation, compensation, accrued leave and training)</li><li>• supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses)</li><li>• rent</li><li>• grants and subsidies (excluding rental subsidies)</li><li>• expenditure incurred by other government agencies on behalf of the public housing agency</li><li>• contracted public housing management services.</li></ul>
<b>Assessable income</b>	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.
<b>Canadian National Occupancy Standard (CNOS)</b>	<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"><li>• there should be no more than two people per bedroom</li><li>• a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom)</li><li>• couples and parents should have a separate bedroom</li><li>• children less than five years of age, of different sexes, may reasonably share a bedroom</li><li>• children five years of age or over, of the opposite sex, should not share a bedroom</li><li>• children less than 18 years of age and of the same sex may reasonably share a bedroom; and</li><li>• single household members aged 18 years or over should have a separate bedroom.</li></ul>
<b>Comparability</b>	Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
<b>Completeness</b>	Data are considered complete if all required data are available for all jurisdictions that provide the service.
<b>Confidence intervals</b>	Survey data, for example data from the NSHS, are subject to sampling error because they are based on samples of the total population. Where survey data are shown in charts in this report, error bars are included, showing 95 per cent confidence intervals. There is a 95 per cent chance that the true value of the data item lies within the interval shown by the error bars.
<b>Depreciation costs</b>	Depreciation calculated on a straight-line basis at a rate that realistically

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	represents the useful life of the asset (as per the Australian Accounting Standards 13–17).
<b>Disability</b>	Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.
<b>Dwelling</b>	<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"> <li>• a separate house</li> <li>• a semi-detached, row or terrace house, townhouse, etc.</li> <li>• a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc.</li> <li>• an improvised home, tent, camper</li> <li>• a house or flat attached to a shop, office, etc.</li> <li>• a boarding/rooming house unit.</li> </ul>
<b>Greatest need</b>	<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"> <li>• they were homeless</li> <li>• their life or safety was at risk in their accommodation</li> <li>• their health condition was aggravated by their housing</li> <li>• their housing was inappropriate to their needs</li> <li>• they had very high rental housing costs.</li> </ul> <p>A low-income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance.</p>
<b>Household</b>	<p>The grouping of people living in a dwelling. Household composition is based on couple and parent-child relationships. A <i>single-family</i> household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant's children. <i>Group households</i> consist of 2 or more tenants aged 16 or over who are not in a couple or parent-child relationship. <i>Mixed households</i> are households not described by the other two types—for example, multiple single-family households.</p> <p>For the purpose of the public housing, SOMIH and community and Indigenous community housing 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>
<b>Low income household</b>	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.
<b>Maintenance costs</b>	Costs incurred to maintain the value of the asset or to restore an asset to its

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	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.														
<b>Market rent</b>	Aggregate market rent that would be collected if the public rental housing properties were available in the private market.														
<b>New household</b>	Households that commence receiving assistance during the relevant reporting period (financial year). A new household is recorded if the composition of the household changes i.e. if someone enters or leaves the household.														
<b>Occupancy rate</b>	The number of dwellings occupied as a proportion of total dwellings.														
<b>Occupied dwelling</b>	Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.														
<b>Overcrowding</b>	A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard.														
<b>Priority access to those in greatest need</b>	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.														
<b>Principal tenant</b>	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.														
<b>Proxy occupancy standard</b>	<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> <table border="0"> <thead> <tr> <th style="text-align: left;"><i>Household structure</i></th> <th style="text-align: left;"><i>Bedrooms required</i></th> </tr> </thead> <tbody> <tr> <td>Single adult only</td> <td>1</td> </tr> <tr> <td>Single adult (group)</td> <td>1 (per adult)</td> </tr> <tr> <td>Couple with no children</td> <td>2</td> </tr> <tr> <td>Sole parent or couple with one child</td> <td>2</td> </tr> <tr> <td>Sole parent or couple with two or three children</td> <td>3</td> </tr> <tr> <td>Sole parent or couple with four children</td> <td>4</td> </tr> </tbody> </table> <p>For sole parent or couple households with four or more children the dwelling size in terms of bedrooms should be the same value as the number of children in the household.</p>	<i>Household structure</i>	<i>Bedrooms required</i>	Single adult only	1	Single adult (group)	1 (per adult)	Couple with no children	2	Sole parent or couple with one child	2	Sole parent or couple with two or three children	3	Sole parent or couple with four children	4
<i>Household structure</i>	<i>Bedrooms required</i>														
Single adult only	1														
Single adult (group)	1 (per adult)														
Couple with no children	2														
Sole parent or couple with one child	2														
Sole parent or couple with two or three children	3														
Sole parent or couple with four children	4														
<b>Rebated household</b>	A household that receives housing assistance and pays less than the market rent value for the dwelling.														
<b>Remoteness areas</b>	<p>An aggregation of non-continuous geographical areas which share common characteristics of remoteness. The delimitation criteria for remoteness areas (RAs) are based on the Accessibility/Remoteness Index or Australia (ARIA+) which measures the remoteness of a point based on the road distance to the nearest urban centre. Within the Australian Statistical Geography Standard, each RA is created from a grouping of Statistical Areas Level 1 having a particular degree of remoteness.</p> <p>Remoteness areas comprise the following six categories:</p> <ul style="list-style-type: none"> <li>• major cities of Australia</li> <li>• inner regional Australia</li> <li>• outer regional Australia</li> </ul>														

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	<ul style="list-style-type: none"> <li>• remote Australia</li> <li>• very remote Australia</li> <li>• migratory — off-shore — shipping.</li> </ul>
<b>Rent charged</b>	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.
<b>Special needs household</b>	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.
<b>Tenancy (rental) unit</b>	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.
<b>Tenantable dwelling</b>	A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable.
<b>Total gross household income</b>	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.
<b>Transfer household</b>	A household, either rebated or market renting, that relocates (transfers) from one dwelling to another within the same social housing program. In the community housing data collection, a transfer household is a household that transfers within a single community housing organisation's portfolio (not across the sector). This leads to under-reporting of transfers.
<b>Turnaround time</b>	The average time taken in days for vacant dwellings, which are available for letting, to be occupied.
<b>Underutilisation</b>	A situation where a dwelling contains two or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard.
<b>Untenantable dwelling</b>	A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.

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## 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](http://www.pc.gov.au/gsp)).

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## 17.8 References

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# 17A Housing — attachment

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

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

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

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

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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 (a)</i>	<i>Aust (b)</i>
2009–10										
Net recurrent expenditure on public housing	\$ million	837.3	327.2	314.2	223.8	286.3	92.5	88.0	61.5	2 230.7
Net recurrent expenditure on SOMIH	\$ million	38.4	..	30.6	19.6	22.5	2.5	..	..	113.6
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 248.7</b>	<b>940.6</b>	<b>424.8</b>	<b>559.9</b>	<b>327.1</b>	<b>104.8</b>	<b>94.2</b>	<b>301.9</b>	<b>4 001.9</b>
Capital expenditure	\$ million	1 771.7	599.0	781.4	411.0	311.4	56.7	72.9	218.1	4 222.4
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>3 020.4</b>	<b>1 539.7</b>	<b>1 206.2</b>	<b>970.9</b>	<b>638.5</b>	<b>161.5</b>	<b>167.1</b>	<b>520.0</b>	<b>8 224.3</b>
Net recurrent expenditure on social housing per person in the population	\$	176	174	97	247	202	207	263	1 325	183
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	..	39.8	..	21.6	2.7	..	..	96.4
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>2 066.9</b>	<b>903.0</b>	<b>530.4</b>	<b>567.7</b>	<b>334.2</b>	<b>112.6</b>	<b>95.2</b>	<b>290.8</b>	<b>4 900.8</b>
Capital expenditure	\$ million	1 321.2	595.6	850.1	511.8	314.0	106.8	89.6	447.9	4 237.1
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>3 388.1</b>	<b>1 498.6</b>	<b>1 380.5</b>	<b>1 079.5</b>	<b>648.2</b>	<b>219.4</b>	<b>184.8</b>	<b>738.7</b>	<b>9 137.9</b>
Net recurrent expenditure on social housing per person in the population	\$	288	164	120	245	205	221	261	1 263	221
2011–12										
Net recurrent expenditure on public housing	\$ million	834.4	381.1	429.4	330.9	311.0	92.1	95.7	63.6	2 538.2
Net recurrent expenditure on SOMIH	\$ million	35.4	..	37.4	..	23.6	–	..	..	96.4
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 185.5</b>	<b>408.5</b>	<b>536.9</b>	<b>711.0</b>	<b>363.9</b>	<b>106.9</b>	<b>103.7</b>	<b>162.8</b>	<b>3 579.1</b>
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 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 (a)</i>	<i>Aust (b)</i>
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>1 618.9</b>	<b>904.2</b>	<b>971.8</b>	<b>944.5</b>	<b>587.3</b>	<b>205.9</b>	<b>146.2</b>	<b>509.3</b>	<b>5 888.2</b>
Net recurrent expenditure on social housing per person in the population	\$	164	73	119	298	221	209	280	701	159
2012–13										
Net recurrent expenditure on public housing	\$ million	862.1	393.3	375.5	341.7	306.8	88.6	99.2	76.1	2 543.4
Net recurrent expenditure on SOMIH	\$ million	38.5	..	40.0	..	21.5	2.4	..	..	102.4
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 201.6</b>	<b>416.2</b>	<b>534.6</b>	<b>757.2</b>	<b>437.9</b>	<b>106.4</b>	<b>109.8</b>	<b>76.1</b>	<b>3 639.9</b>
Capital expenditure	\$ million	313.6	256.8	367.7	139.5	133.6	40.5	31.7	23.7	1 307.2
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>1 515.3</b>	<b>673.0</b>	<b>902.3</b>	<b>896.7</b>	<b>571.5</b>	<b>147.0</b>	<b>141.5</b>	<b>99.9</b>	<b>4 947.1</b>
Net recurrent expenditure on social housing per person in the population	\$	164	73	116	306	263	208	289	321	159
2013–14										
Net recurrent expenditure on public housing	\$ million	885.8	363.5	365.5	385.6	352.6	89.5	100.1	80.4	2 623.3
Net recurrent expenditure on SOMIH	\$ million	40.5	..	36.6	..	21.3	2.5	..	..	101.0
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 903.8</b>	<b>431.4</b>	<b>488.3</b>	<b>714.1</b>	<b>401.4</b>	<b>113.7</b>	<b>109.6</b>	<b>80.4</b>	<b>4 242.6</b>
Capital expenditure	\$ million	361.8	232.3	236.8	181.4	167.9	17.0	1.8	15.4	1 214.4
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>2 265.6</b>	<b>663.7</b>	<b>725.1</b>	<b>895.5</b>	<b>569.2</b>	<b>130.7</b>	<b>111.4</b>	<b>95.8</b>	<b>5 457.0</b>
Net recurrent expenditure on social housing per person in the population	\$	255	74	104	280	239	221	285	331	182

(a) 2012–13 data have been revised.

(b) Australian total includes jurisdictions reporting only.

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 (a)</i>	<i>Aust (b)</i>
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(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. – Nil or rounded to zero.

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

TABLE 17A.2

Table 17A.2 State and Territory Government real expenditure on social housing (2013–14 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	915.1	357.6	343.4	244.6	312.9	101.1	96.2	67.2	2 438.0
Net recurrent expenditure on SOMIH	\$ million	42.0	..	33.4	21.4	24.6	2.7	..	..	124.1
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 364.7</b>	<b>1 028.0</b>	<b>464.2</b>	<b>611.9</b>	<b>357.5</b>	<b>114.5</b>	<b>103.0</b>	<b>329.9</b>	<b>4 373.7</b>
Capital expenditure	\$ million	1 936.3	654.7	854.0	449.2	340.4	62.0	79.7	238.4	4 614.6
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>3 301.0</b>	<b>1 682.7</b>	<b>1 318.3</b>	<b>1 061.1</b>	<b>697.8</b>	<b>176.5</b>	<b>182.7</b>	<b>568.3</b>	<b>8 988.3</b>
Net recurrent expenditure on social housing per person in the population	\$	190	187	105	264	219	224	282	1 432	197
2010–11										
Net recurrent expenditure on public housing	\$ million	809.9	382.4	446.5	288.4	300.2	103.3	94.0	67.1	2 491.9
Net recurrent expenditure on SOMIH	\$ million	33.6	..	41.4	..	22.4	2.8	..	..	100.3
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>2 150.8</b>	<b>939.7</b>	<b>551.9</b>	<b>590.8</b>	<b>347.8</b>	<b>117.2</b>	<b>99.0</b>	<b>302.6</b>	<b>5 099.7</b>
Capital expenditure	\$ million	1 374.9	619.8	884.6	532.5	326.8	111.1	93.2	466.1	4 409.1
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>3 525.6</b>	<b>1 559.4</b>	<b>1 436.5</b>	<b>1 123.3</b>	<b>674.5</b>	<b>228.3</b>	<b>192.3</b>	<b>768.7</b>	<b>9 508.7</b>
Net recurrent expenditure on social housing per person in the population	\$	300	171	124	255	213	230	271	1 314	230
2011–12										
Net recurrent expenditure on public housing	\$ million	854.0	390.1	439.5	338.7	318.4	94.2	98.0	65.1	2 598.0
Net recurrent expenditure on SOMIH	\$ million	36.3	..	38.3	..	24.1	–	..	..	98.7
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 213.4</b>	<b>418.1</b>	<b>549.5</b>	<b>727.7</b>	<b>372.4</b>	<b>109.4</b>	<b>106.1</b>	<b>166.6</b>	<b>3 663.4</b>
Capital expenditure	\$ million	443.6	507.4	445.2	239.0	228.7	101.4	43.6	354.7	2 363.5

Table 17A.2 State and Territory Government real expenditure on social housing (2013–14 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>
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>1 657.0</b>	<b>925.5</b>	<b>994.7</b>	<b>966.7</b>	<b>601.2</b>	<b>210.8</b>	<b>149.7</b>	<b>521.3</b>	<b>6 026.9</b>
Net recurrent expenditure on social housing per person in the population	\$	167	75	122	305	226	214	286	717	163
2012–13										
Net recurrent expenditure on public housing	\$ million	869.0	396.5	378.5	344.5	309.3	89.3	100.0	76.8	2 563.9
Net recurrent expenditure on SOMIH	\$ million	38.8	..	40.4	..	21.6	2.5	..	..	103.3
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 211.3</b>	<b>419.6</b>	<b>538.9</b>	<b>763.3</b>	<b>441.4</b>	<b>107.3</b>	<b>110.7</b>	<b>76.8</b>	<b>3 669.2</b>
Capital expenditure	\$ million	316.1	258.8	370.7	140.6	134.7	40.9	32.0	23.9	1 317.8
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>1 527.5</b>	<b>678.4</b>	<b>909.6</b>	<b>903.9</b>	<b>576.1</b>	<b>148.1</b>	<b>142.6</b>	<b>100.7</b>	<b>4 987.0</b>
Net recurrent expenditure on social housing per person in the population	\$	165	74	117	309	266	209	292	324	160
2013–14										
Net recurrent expenditure on public housing	\$ million	885.8	363.5	365.5	385.6	352.6	89.5	100.1	80.4	2 623.3
Net recurrent expenditure on SOMIH	\$ million	40.5	..	36.6	..	21.3	2.5	..	..	101.0
<b>Total net recurrent expenditure on social housing (c)</b>	<b>\$ million</b>	<b>1 903.8</b>	<b>431.4</b>	<b>488.3</b>	<b>714.1</b>	<b>401.4</b>	<b>113.7</b>	<b>109.6</b>	<b>80.4</b>	<b>4 242.6</b>
Capital expenditure	\$ million	361.8	232.3	236.8	181.4	167.9	17.0	1.8	15.4	1 214.4
<b>Total State and Territory Government expenditure for social housing</b>	<b>\$ million</b>	<b>2 265.6</b>	<b>663.7</b>	<b>725.1</b>	<b>895.5</b>	<b>569.2</b>	<b>130.7</b>	<b>111.4</b>	<b>95.8</b>	<b>5 457.0</b>
Net recurrent expenditure on social housing per person in the population	\$	255	74	104	280	239	221	285	331	182

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (sections 2.5–6) for details.

(b) Australian total includes jurisdictions reporting only.



Table 17A.2 **State and Territory Government real expenditure on social housing (2013–14 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>
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(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. – Nil or rounded to zero.

*Source:* State and Territory Governments (unpublished); tables 2A.2 and 2A.51.

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>
<b>Public housing</b>										
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
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
<b>SOMIH</b>										
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
2014	no.	4 632	..	3 383	..	1 815	283	..	..	10 113

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>
<b>Community housing</b>										
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
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
<b>Indigenous community housing (d)</b>										
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
2013	no.	4 734	1 960	4 777	2 439	1 100	62	..	2 090	17 162

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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.

(d) NSW and NT: 2013 data include funded and unfunded dwellings. Vic, Qld, WA, SA and Tas: due to data quality issues related to unfunded dwellings, 2013 data include only funded dwellings.

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>
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.. Not applicable.

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

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>Public housing</b>										
2004	no.	123 105	62 647	48 490	30 016	44 529	11 375	10 823	5 269	336 254
2005	no.	122 570	62 961	48 455	30 123	43 882	11 414	10 642	5 217	335 264
2006	no.	121 529	63 159	49 011	29 819	43 096	11 487	10 712	5 155	333 968
2007	no.	120 187	63 278	49 677	30 142	42 527	11 526	10 627	5 121	333 085
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2009	no.	117 242	62 565	50 579	30 616	40 774	11 364	10 620	4 976	328 736
2010	no.	114 421	62 593	51 041	30 558	40 206	11 266	10 737	4 904	325 726
2011	no.	111 448	62 928	51 262	32 519	39 876	11 132	10 836	4 907	324 908
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 790	321 213
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 720	317 008
<b>SOMIH</b>										
2006	no.	4 041	1 248	2 822	2 138	1 791	346	—	—	12 386
2007	no.	4 135	1 280	2 925	2 151	1 790	341	—	—	12 622
2008	no.	4 104	1 002	2 980	2 172	1 778	339	—	—	12 375
2009	no.	4 083	198	3 048	2 152	1 758	343	—	—	11 582
2010	no.	4 122	..	3 147	2 088	1 753	341	..	..	11 451
2011	no.	4 233	..	3 243	..	1 749	339	..	..	9 564
2012	no.	4 372	..	3 230	..	1 756	334	..	..	9 692
2013	no.	4 452	..	3 286	..	1 754	328	..	..	9 820
2014	no.	4 504	..	3 270	..	1 741	275	..	..	9 790
<b>Community housing</b>										
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

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>
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	339	65 632
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	338	67 046

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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) *National Housing Assistance Data Repository*.

Table 17A.5 **Descriptive data — public housing, at 30 June (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										
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
2014	no.	100 508	54 325	48 985	29 309	33 404	7 207	10 143	4 197	288 078
Total new households assisted										
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
2013–14	no.	5 989	4 202	3 656	2 657	2 160	998	608	341	20 611
Total new Aboriginal and Torres Strait Islander households assisted										
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
2013–14	no.	1 105	334	923	1 045	390	138	77	208	4 220
Households relocating from one public housing dwelling to another										
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
2013–14	no.	2 578	1 538	1 282	1 335	752	320	278	314	8 397
Total rent charged										
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

Table 17A.5 Descriptive data — public housing, at 30 June (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>
2012–13	\$'000	731 631	403 967	311 921	201 533	251 425	73 118	81 795	31 712	2 087 102
2013–14	\$'000	782 812	425 686	323 309	206 256	258 954	72 137	80 817	32 194	2 182 165
Total Aboriginal and Torres Strait Islander households										
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
2014	no.	10 600	1 890	6 062	8 124	1 942	527	779	1 962	31 886
Total new greatest need applicants on waiting list										
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
2014	no.	10 726	9 852	12 993	2 884	2 925	1 581	1 607	656	43 224
Total applicants on waiting list (excluding applicants for transfer) (d) (e)										
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
2014	no.	57 791	34 625	15 013	20 003	19 515	2 227	2 300	3 092	154 566
Total applicants for transfer (d)										
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
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
2014	no.	7 585	7 288	2 382	1 885	3 620	284	1 019	591	24 654
Total tenantable dwellings										
2010	no.	115 585	63 108	51 209	30 802	40 945	11 315	10 766	4 946	328 676



Table 17A.5 Descriptive data — public housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011	no.	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
2014	no.	110 773	64 216	50 760	32 679	38 871	8 336	10 781	4 741	321 157
Total untenable dwellings										
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
2014	no.	17	36	604	620	251	50	25	170	1 773
Total number of dwellings undergoing major redevelopment										
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
2014	no.	15	219	4	168	300	27	42	98	873
Total dwellings										
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
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
Total occupied dwellings										
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	328 340
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 666	316 954

Table 17A.5 Descriptive data — public housing, at 30 June (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 rents charged for week of 30 June										
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
2014	\$'000	15 472	8 333	6 270	3 976	4 820	1 009	1 549	670	42 099
Total market rent value of all dwellings for which rent was charged for week of 30 June										
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
2014	\$'000	35 245	15 538	13 773	7 942	8 511	1 634	4 217	1 857	88 715
Total dwellings in major cities (f) (g)										
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
2014	no.	92 382	46 935	34 829	23 003	30 608	..	10 837	..	238 594
Total dwellings in inner regional areas (f) (g)										
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
2014	no.	14 385	14 285	8 212	2 732	1 548	6 562	11	..	47 735
Total dwellings in outer regional areas (f) (g)										
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

Table 17A.5 **Descriptive data — public housing, at 30 June (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>
2013	no.	3 343	3 268	7 332	3 446	6 641	2 771	..	3 524	30 325
2014	no.	3 305	3 225	7 265	3 448	6 482	1 786	..	3 487	28 998
Total dwellings in remote areas (f) (g)										
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
2014	no.	244	26	734	2 817	703	53	..	1 346	5 923
Total dwellings in very remote areas (f) (g)										
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
2014	no.	66	..	328	1 468	82	12	..	176	2 132

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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 Aboriginal and Torres Strait Islander 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. **na** Not available. – Nil or rounded to zero.

Table 17A.5 **Descriptive data — public housing, at 30 June (a), (b)**

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<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>
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Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

**Table 17A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<b>Total households paying less than market rent</b>							
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
2014	no.	3 041	2 817	..	1 525	245	7 628
<b>Total new households assisted</b>							
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
2013–14	no.	374	258	..	109	36	777
<b>Households relocating from one State owned and managed Indigenous housing dwelling to another</b>							
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
2013–14	no.	141	103	..	47	6	297
<b>Total rent charged</b>							
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
2013–14	\$'000	49 682	25 063	..	12 863	–	87 608
<b>Total new greatest need applicants on waiting list</b>							
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
2014	no.	304	3 400	..	123	na	3 827
<b>Total applicants on waiting list (excluding applicants for transfer) (c)</b>							
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
2014	no.	2 409	3 808	..	1 744	47	8 008
<b>Total applicants for transfer (c), (d)</b>							
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
2014	no.	543	557	..	193	5	1 298

**Table 17A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<b>Total tenable dwellings</b>							
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
2014	no.	4 625	3 306	..	1 788	283	10 002
<b>Total untenable dwellings</b>							
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
2014	no.	7	77	..	2	—	86
<b>Total number of dwellings undergoing major redevelopment</b>							
2010	no.	—	22	27	14	—	63
2011	no.	—	26	..	26	—	52
2012	no.	—	1	..	41	1	43
2013	no.	—	3	..	15	—	18
2014	no.	—	—	..	25	—	25
<b>Total dwellings</b>							
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
2014	no.	4 632	3 383	..	1 815	283	10 113
<b>Total occupied dwellings, at 30 June</b>							
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
2014	no.	4 504	3 270	..	1 741	275	9 790
<b>Total rents charged for week of 30 June</b>							
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
2014	\$'000	929	484	..	250	37	1 700
<b>Total market rent value of all dwellings for which rent was charged for week of 30 June</b>							
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
2014	\$'000	1 331	926	..	453	62	2 772

**Table 17A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total dwellings in major cities, at 30 June (e) (f)							
2010	no.	1 759	459	612	1 132	..	3 962
2011	no.	1 840	457	..	1 120	..	3 417
2012	no.	1 958	453	..	1 113	..	3 524
2013	no.	2 012	457	..	1 109	..	3 578
2014	no.	2 071	455	..	1 115	..	3 641
Total dwellings in inner regional areas, at 30 June (e) (f)							
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
2014	no.	1 462	624	..	123	249	2 458
Total dwellings in outer regional areas, at 30 June (e) (f)							
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
2014	no.	805	1 333	..	337	34	2 509
Total dwellings in remote areas, at 30 June (e) (f)							
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
2014	no.	212	306	..	94	–	612
Total dwellings in very remote areas, at 30 June (e) (f)							
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
2014	no.	83	666	..	146	–	895

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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.

Table 17A.6 **Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
(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						
	.. Not applicable. <b>na</b> Not available. – Nil or rounded to zero.						

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



Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
Total new households assisted (f)										
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
2013–14	no.	3 158	2 292	2 367	1 651	996	1 759	168	na	12 391
Total new Aboriginal and Torres Strait Islander households assisted (g)										
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
2013–14	no.	485	101	527	248	72	25	8	na	1 466
Total rent charged to tenants for year ending 30 June (h)										
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
2012–13	\$'000	194 801	111 006	59 991	50 457	42 745	10 776	3 952	na	473 729
Total Aboriginal and Torres Strait Islander households (g)										
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
2014	no.	2 448	492	1 094	741	187	100	26	na	5 088
Total number of new applicants on waiting list who have a greatest need										
2010	no.	na	5 611	14 440	495	755	398	161	na	21 860
2011	no.	na	7 599	16 834	na	559	na	na	na	24 992
2012	no.	na	10 892	21 578	114	691	na	–	na	33 275

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
2013	no.	na	11 163	19 021	407	719	na	10	na	31 320
2014	no.	na	7 729	18 915	757	732	355	348	na	28 836
Total applicants on waiting list (excluding applicants for transfer) (i), (j)										
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
2014	no.	na	16 811	19 295	1 002	5 307	449	518	na	43 382
Total applicants for transfer (k)										
2013	no.	na	551	96	411	114	na	6	na	1 178
2014	no.	na	627	98	437	8	7	na	na	1 177
Total tenantable tenancy rental units										
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
2014	no.	25 550	13 472	11 545	6 832	5 934	4 738	603	338	69 012
Total untenable tenancy rental units										
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
2014	no.	42	390	122	135	35	49	7	—	780
Total tenancy rental units (l)										
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	5 360	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 **Descriptive data — community housing, at 30 June (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
Total occupied tenancy rental units										
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 559
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	55 159
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 345
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	339	65 632
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	338	67 046
Total rents charged for week ending 30 June, where both rent charged and household income are known (m)										
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
2014	\$'000	3 228	1 455	995	711	568	286	48	27	7 317
Total tenancy rental units by ASGS remoteness - major cities (n)										
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
2014	no.	18 444	9 722	6 086	5 041	5 058	..	609	..	44 960
Total tenancy rental units by ASGS remoteness - inner regional areas (n)										
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
2014	no.	6 840	2 814	2 553	577	412	3 218	1	..	16 415
Total tenancy rental units by ASGS remoteness - outer regional areas (n)										
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 Descriptive data — community housing, at 30 June (a)

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</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
2014	no.	1 584	413	2 356	498	451	1 556	..	151	7 009
Total tenancy rental units by ASGS remoteness - remote areas (n)										
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
2014	no.	41	8	257	183	69	31	..	146	734
Total tenancy rental units by ASGS remoteness - very remote areas (n)										
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
2014	no.	6	..	408	50	4	..	..	36	504
Total tenancy rental units by the ASGS remoteness areas (n)										
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
2014	no.	26 915	12 957	11 660	6 349	5 994	4 805	610	333	69 622
Total community housing providers										
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
2014	no.	120	102	265	34	80	72	5	37	715

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</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 and in the treatment of Commonwealth Rent Assistance (CRA) entitlements 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 <a href="http://www.pc.gov.au/rogs/2015">www.pc.gov.au/rogs/2015</a> .								
(b)	For 2013–14, unit record level data was reported. Finalised aggregate data were provided for earlier years.								
(c)	For 2012–13 and 2013–14, there were a large number of records with unresolved inconsistencies in the reported data.								
(d)	Transfer of tenancy management from public housing properties to the community housing sector has led to an increase in total tenancy rental units with a corresponding impact on related performance indicators.								
(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. Due to rounding national totals may not equal the sum of jurisdictions' data items.								
(f)	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. Included are households that transferred from another community housing organisation or from other forms of social housing.								
(g)	Data for new and total Aboriginal and Torres Strait Islander households assisted should be interpreted with caution. These data may undercount Aboriginal and Torres Strait Islander households due to how data are collected and recorded. In 2010–11, a number of households previously identified as Aboriginal or Torres Strait Islander had a status of unknown.								
(h)	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. Qld: Variation is a result of the inclusion of financial data for the Affordable Housing Program. As this program is relatively new the 2012-13 financial data figures did not include rent collected and rent charged. SA: Improvement to accredited social housing management software has allowed organisation to separate out financial data. This had led to more accurate reporting.								
(i)	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 community housing waiting list and are included in the total reported in table 17A.5.								
(j)	Vic and Qld: Data 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.								
(k)	ACT: Total applicants on the waiting list in 2014 includes those on the integrated social housing waiting list (not reported in previous years). It is not possible to separately identify applicants requesting a transfer to another community housing organisation.								
(l)	Data for 'Total tenancy rental units' within New South Wales, Victoria, Western Australia, South Australia, Tasmania and the Australian Capital Territory reflects the number of tenancies reported by community housing organisations participating in the data collection. Within Queensland and the Northern Territory, this data reflects government administrative data.								
(m)	Some organisations were unable to exclude CRA entitlements from rent calculations.								
(n)	The Australian Statistical Geography Standard (ASGS) remoteness area is assigned based on the reported postcode of each dwelling. '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.								

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
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**na** Not available. **..** Not applicable. **-** Nil or rounded to zero. **np** Not published.

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

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
Number of permanent dwellings managed by funded ICHOs (k)											
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
2013	no.	2 991	1 960	4 777	2 439	1 100	62	..	2 065	..	15 394
Number of permanent dwellings managed by funded and unfunded ICHOs (l)											
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	2 699	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
2013	no.	4 734	np	np	np	np	np	..	2 090	..	na
Number of improvised dwellings managed by funded ICHOs (l), (m)											
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
2013	no.	np	np	na	np	na	np	..	308	..	na
Total number of households living in permanent dwellings managed by funded ICHOs (n)											
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
2013	no.	1 296	1 866	2 633	3 301	793	57	..	2 065	..	12 011
Total rent collected by funded ICHOs (o)											
2008–09	\$'000	11 933	5 278	11 718	3 467	417	..	131	4 098	4 541	41 585
2009–10	\$'000	10 832	10 422	13 832	4 276	690	213	na	2 782	..	43 047

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
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
2012–13	\$'000	6 992	15 965	16 992	6 072	1 472	275	..	2 453	..	50 221
Total rent charged by funded ICHOs (p)											
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
2012–13	\$'000	7 558	16 002	18 458	6 893	na	262	..	3 872	..	53 046
Total recurrent expenditure for funded ICHOs (q)											
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
2012–13	\$'000	43 636	14 695	30 491	25 521	6 572	613	..	7 639	..	129 169
Total capital expenditure for funded ICHOs (q)											
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
2012–13	\$'000	19 796	2 636	79 712	129 310	23 649	37	..	na	..	255 140
Total net recurrent costs for funded ICHOs (q)											
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
2012–13	\$'000	32 461	14 440	30 491	25 521	na	613	..	na	..	103 527



Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
Total number of occupied permanent dwellings managed by funded ICHOs (r)											
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
2013	no.	1 169	1 838	2 633	2 133	495	57	..	na	..	8 325
Total number of households requiring two or more additional bedrooms (s)											
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
2013	no.	na	25	363	236	na	na	..	na	..	na
Total number of households requiring one or more additional bedrooms (s)											
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
2013	no.	na	157	714	483	na	na	..	na	..	na
Total number of additional bedrooms required (s)											
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
2013	no.	na	188	1 346	925	na	na	..	na	..	na
Total number of households for which household groups and dwelling details were known (funded ICHOs) (s)											
2009	no.	4 423	1 080	3 963	1 531	547	..	22	na	271	11 837
2010	no.	1 581	1 180	3 959	1 171	552	–	na	na	..	8 443

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
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
2013	no.	na	1 580	2 239	1 764	na	na	..	na	..	na
Total number of bedrooms in permanent dwellings (funded ICHOs)											
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
2013	no.	3 580	5 416	15 436	7 337	1 854	176	..	na	..	33 799
Total number of people living in permanent dwellings (funded ICHOs) (t)											
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
2013	no.	3 531	5 114	9 242	8 467	na	119	..	na	..	26 473
Number of currently funded ICHOs											
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
2013	no.	75	16	35	7	33	2	..	27	..	195
Number of funded and unfunded ICHOs											
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
2013	no.	205	17	35	7	34	2	..	28	..	328

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
(a)	Data provided may not be comparable across jurisdictions and over time due to variations in response rates and completeness. Comparisons need to be made with caution. Further information about the data in this table can be found at <a href="http://www.pc.gov.au/rogs/2015">www.pc.gov.au/rogs/2015</a> .									
(b)	Since 2009–10, the focus of the ICH collection has been on the data from funded organisations. Only ICHO and dwelling numbers are reported for unfunded organisations (these estimates are indicative only as states and territories may not have access to complete information for these providers). It is expected that upon completion of National Regulatory System for Community Housing (NRSCH) implementation in July 2015, better estimates can be provided based on registrar records.									
(c)	Data for 2012–13 and 2011–12 are based on organisations that received ICH funding during the reported financial year and are not comparable to data for previous years that were based on funded and unfunded organisations.									
(d)	Accurate and timely ICH data are difficult to obtain due to the nature of ICH organisations and challenges in collecting information in remote areas.									
(e)	Under the NPARIH reforms, there have been significant transfers of property and tenancy management functions from ICHOs to state/territory housing authorities.									
(f)	<b>NSW:</b> the scope of the 2012–13 collection included Aboriginal Community Housing providers funded by the Aboriginal Housing Office (AHO) as at 30 June 2013. Prior to 2012–13, the scope of the collection was Aboriginal Community Housing providers that were actively registered with the AHO. The data for total number of bedrooms in permanent dwellings (funded ICHOs), total number of people living in permanent dwellings (funded ICHOs) and total number of occupied permanent dwellings managed by funded ICHOs are not for all funded ICHOs, but for only 38 funded organisations that provided data as at 30 June 2013.									
(g)	<b>SA:</b> data for 2012–13 reflect ICHO owned dwellings where tenancies are managed by the State Housing Authority. New system implementation led to the discovery of incompleteness and accuracy issues in the reported data for overcrowding, occupancy and households. As a result, some data are unavailable.									
(h)	<b>ACT:</b> reported no in-scope providers in the 2012–13 collection.									
(i)	<b>NT:</b> For 2012–13, no data are collected on outstation dwellings. The NT relies on the information collected by 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. This number has increased to 4639 in 2009–10 due to further transfers during 2009–10. These dwellings are currently not captured by the ICH data collection or the public housing data collection. The NT housing authority has expressed a desire to report these dwellings within the public housing collection in the future.									
(j)	National totals may not equal the sum of jurisdictions' data items due to rounding.									
(k)	For NSW, the data provided is for permanent dwellings managed by Aboriginal Community Housing providers (ACHPs) that are registered with the NSW Aboriginal Housing Office (AHO) as Approved providers or head lease providers and provided data as at June 2013.									
(l)	Data have been suppressed due to concerns about quality of data on unfunded organisations.									

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
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- (m) Data for improvised dwellings are not available for Queensland, Tasmania and South Australia.
- (n) For WA, coverage of data for additional bedrooms and total number of households for which household groups and dwelling details are known was 72.3 percent in 2012–13. Coverage of data for households living in permanent dwellings was 95 percent. This is an improvement from 2011–12 and is a result of better survey response rates and accurate data.
- (o) For NSW, data for average weekly rent collected data relate to refurbished properties managed by the aboriginal community housing providers which are not all in-scope properties. For Qld, data for rent collected are based on quarterly reports from local government authorities only. Rent information is not collected from ICHOs.
- (p) For Tasmania, given there are only two ICHOs, fluctuations in the financial data reported may appear as significant when comparing figures from previous years.
- (q) For NSW, data relate to expenditure by Aboriginal Housing Office and exclude expenditure by Aboriginal housing organisations (due to data availability).
- (r) Some jurisdictions are able to report how many households reside in a dwelling. For SA, new system implementation led to discovering incompleteness and accuracy issues in the reported data for occupancy and data are unavailable.
- (s) The availability and completeness coverage of data varies. Caution should be used when comparing data across jurisdictions and years. Data for Australian totals are not reported due to insufficient data for jurisdictions.
- (t) For SA, new system implementation led to discovering incompleteness and accuracy issues in the reported data for people living in permanent dwellings. As a result, 2012–13 data are unavailable.

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

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

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>
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
2013–14	68.9	58.4	66.6	63.9	70.2	65.3	57.6	71.8	65.4

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) These data are calculated using the numerator 'number of newly allocated tenancies to households with special needs for whom special needs status is known' and the denominator 'total number of newly allocated tenancies'.

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

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

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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
2013–14	58.0	50.0	..	53.2	77.8	55.6

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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.

.. Not applicable.

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

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (d)</i>
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
2013–14	61.6	49.8	67.0	50.9	55.6	72.3	48.2	na	58.7

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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.7.

(c) Households for which Aboriginal or Torres Strait Islander 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 indicator.

(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) *National Housing Assistance Data Repository*.

TABLE 17A.12

Table 17A.12 **Greatest need allocations as a proportion of all new allocations — public 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>Aust</i>
<b>2009–10</b>									
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
<b>Overall total</b>	<b>69.5</b>	<b>72.0</b>	<b>87.7</b>	<b>61.0</b>	<b>80.3</b>	<b>94.8</b>	<b>89.2</b>	<b>45.7</b>	<b>74.9</b>
<b>2010–11</b>									
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
<b>Overall total</b>	<b>66.2</b>	<b>73.1</b>	<b>92.1</b>	<b>61.2</b>	<b>80.1</b>	<b>96.2</b>	<b>92.5</b>	<b>45.2</b>	<b>74.7</b>
<b>2011–12</b>									
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
<b>Overall total</b>	<b>65.6</b>	<b>70.8</b>	<b>96.4</b>	<b>55.2</b>	<b>83.1</b>	<b>94.9</b>	<b>94.0</b>	<b>56.5</b>	<b>74.2</b>
<b>2012–13</b>									
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
<b>Overall total</b>	<b>66.4</b>	<b>76.7</b>	<b>96.4</b>	<b>58.4</b>	<b>83.9</b>	<b>89.3</b>	<b>98.2</b>	<b>70.1</b>	<b>77.3</b>
<b>2013–14</b>									
Proportion of greatest need allocations in:									
< 3 months	77.2	86.2	97.4	66.9	92.6	83.2	98.6	50.0	86.6
3 months to < 6 months	76.7	80.1	98.9	85.0	89.6	88.0	97.4	71.4	86.4
6 months to <1 year	65.0	82.5	95.9	78.5	88.4	86.9	97.0	89.3	82.0
1 year to < 2 years	42.6	83.2	94.5	75.1	85.7	87.2	84.1	83.7	72.6
2+ years	36.9	57.2	91.1	36.4	63.7	87.5	94.3	52.1	46.1
<b>Overall total</b>	<b>55.5</b>	<b>79.4</b>	<b>96.5</b>	<b>58.0</b>	<b>86.5</b>	<b>85.3</b>	<b>96.9</b>	<b>67.7</b>	<b>74.1</b>



**Table 17A.12 Greatest need allocations as a proportion of all new allocations — public 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>Aust</i>
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- (a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (b) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need.

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

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

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2009–10						
Proportion of new allocations to those in greatest need in:						
< 3 months	46.2	75.3	36.1	93.1	na	62.0
3 months to < 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 year to < 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
<b>Overall total</b>	<b>34.8</b>	<b>75.8</b>	<b>48.0</b>	<b>88.7</b>	<b>na</b>	<b>55.9</b>
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
<b>Overall total</b>	<b>31.2</b>	<b>93.6</b>	<b>..</b>	<b>84.6</b>	<b>na</b>	<b>58.6</b>
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
<b>Overall total</b>	<b>31.0</b>	<b>93.8</b>	<b>..</b>	<b>90.5</b>	<b>na</b>	<b>55.7</b>
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
<b>Overall total</b>	<b>35.5</b>	<b>96.8</b>	<b>..</b>	<b>87.2</b>	<b>na</b>	<b>64.6</b>

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

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2013–14						
Proportion of new allocations to those in greatest need in:						
Under 3 months	43.2	98.4	..	98.5	na	76.9
3 < 6 months	42.9	100.0	..	100.0	na	71.7
6 months to < 1 year	17.7	95.0	..	100.0	na	52.0
1 < 2 years	7.2	100.0	..	90.0	na	29.8
2+ years	10.7	95.2	..	37.5	na	25.6
<b>Overall total</b>	<b>21.8</b>	<b>98.1</b>	<b>..</b>	<b>93.6</b>	<b>na</b>	<b>56.3</b>

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need.

na Not available. .. Not applicable.

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

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

	NSW (b)	Vic (c)	Qld (d)	WA	SA (e)	Tas (f)	ACT	NT	Total (g)
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	96.9	76.3	49.8	81.0	97.5	na	76.7
2013–14	70.2	86.9	95.9	84.1	76.6	29.2	97.0	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/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (b) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need.
- (c) 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.
- (d) Data for 2012–13 have been revised.
- (e) Improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.
- (f) The large decrease recorded in the proportion of greatest needs allocations from 2012–13 to 2013–14 is due largely to the transfer of properties late in the reporting year.
- (g) 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) *National Housing Assistance Data Repository*.

Table 17A.15 **Dwelling condition, public housing, 2014 (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 of households with at least four working facilities and not more than two major structural problems (b)										
		75.9	83.1	88.3	81.9	84.0	80.6	75.7	81.7	81.0
Confidence Interval (d)	±	1.3	3.2	2.8	2.9	3.0	3.6	3.8	3.6	1.0
Relative standard error (e)	%	0.9	2.0	1.6	1.8	1.8	2.3	2.6	2.2	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
		61.2	60.0	74.3	63.4	79.1	73.9	48.0	71.1	65.9
Confidence Interval (d)	±	5.4	25.0	12.9	8.7	18.3	12.7	19.7	8.6	4.5
Relative standard error (e)	%	4.5	21.2	8.9	7.0	11.8	8.8	20.9	6.2	3.5
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		68.8	76.9	82.5	79.5	79.0	81.9	60.0	78.9	75.0
Confidence Interval (d)	±	2.7	6.8	6.2	6.1	6.5	6.2	9.7	7.4	2.2
Relative standard error (e)	%	2.0	4.5	3.8	3.9	4.2	3.9	8.3	4.8	1.5
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		53.0	50.0	67.8	68.5	80.0	76.1	np	71.7	61.4
Confidence Interval (d)	±	9.3	40.5	20.7	17.9	35.3	18.4	np	17.8	8.2
Relative standard error (e)	%	8.9	41.1	15.5	13.3	22.4	12.3	np	12.6	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) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. Data with RSEs over 50 per cent are not published.

(c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

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

(e) See section 2.6 of the statistical context chapter for more information on RSEs.

(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Table 17A.15 **Dwelling condition, public housing, 2014 (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>
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**np** Not published.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.16 **Dwelling condition, SOMIH, 2014 (per cent) (a), (b), (c), (d)**

		<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Proportion of households with at least four working facilities and not more than two major structural problems						
		65.5	<i>80.3</i>	<i>61.4</i>	75.6	70.1
Confidence Interval (e)	±	4.2	3.5	5.7	9.1	2.5
Relative standard error (f)	%	3.3	2.2	4.9	6.4	1.8
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (g)						
		55.6	<i>77.7</i>	62.8	57.2	64.1
Confidence Interval (e)	±	13.1	10.8	12.2	26.1	7.2
Relative standard error (f)	%	12.0	7.0	9.9	23.2	5.7

- (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) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.
- (c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (d) Includes a small proportion of non-Indigenous households.
- (e) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (f) See section 2.6 of the statistical context chapter for more information on RSEs.
- (g) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.17 Dwelling condition, community housing, 2014 (per cent) (a), (b), (c)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Proportion of households with at least four working facilities and not more than two major structural problems										
		87.9	87.7	93.8	<i>94.4</i>	86.4	<i>80.5</i>	87.6	na	89.3
Confidence Interval (d)	±	2.1	3.5	2.5	2.5	3.7	4.7	5.9	na	1.2
Relative standard error (e)	%	1.2	2.0	1.4	1.3	2.2	3.0	3.4	na	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
		82.6	69.8	<i>94.4</i>	73.8	np	70.0	71.4	na	83.0
Confidence Interval (d)	±	8.7	28.8	7.7	25.5	53.9	16.6	33.8	na	6.0
Relative standard error (e)	%	5.3	20.9	4.1	17.5	40.9	12.0	24.0	na	3.7
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		83.9	86.0	91.1	91.7	<i>77.9</i>	<i>77.6</i>	73.9	na	85.1
Confidence Interval (d)	±	4.6	7.1	5.9	7.1	9.3	8.3	13.9	na	2.8
Relative standard error (e)	%	2.8	4.2	3.3	3.9	6.1	5.4	9.6	na	1.7
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		71.6	66.3	92.3	np	<i>100.0</i>	66.6	..	na	76.1
Confidence Interval (d)	±	18.4	55.5	15.1	np	..	31.9	..	na	12.6
Relative standard error (e)	%	12.8	41.7	8.1	np	..	23.9	..	na	8.3

- (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) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.
- (c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (d) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (e) See section 2.6 of the statistical context chapter for more information on RSEs.



Table 17A.17 **Dwelling condition, community housing, 2014 (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>
(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.									

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

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (f)
2004–05									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>4 743</b>	<b>3 735</b>	<b>4 476</b>	<b>5 119</b>	<b>4 885</b>	<b>6 175</b>	<b>8 153</b>	<b>9 475</b>	<b>4 801</b>
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>22 925</b>	<b>18 301</b>	<b>18 883</b>	<b>16 983</b>	<b>14 495</b>	<b>17 873</b>	<b>30 281</b>	<b>24 017</b>	<b>19 887</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>5 122</b>	<b>4 233</b>	<b>4 719</b>	<b>5 382</b>	<b>5 283</b>	<b>6 813</b>	<b>7 685</b>	<b>9 304</b>	<b>5 145</b>
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>22 721</b>	<b>19 000</b>	<b>20 402</b>	<b>19 456</b>	<b>16 088</b>	<b>18 171</b>	<b>30 477</b>	<b>24 174</b>	<b>20 625</b>
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									

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (f)
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>5 778</b>	<b>4 541</b>	<b>5 162</b>	<b>7 553</b>	<b>5 990</b>	<b>6 752</b>	<b>6 842</b>	<b>9 502</b>	<b>5 768</b>
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>23 497</b>	<b>19 584</b>	<b>22 093</b>	<b>30 568</b>	<b>17 538</b>	<b>18 323</b>	<b>31 616</b>	<b>25 011</b>	<b>22 529</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>6 010</b>	<b>4 831</b>	<b>5 286</b>	<b>8 173</b>	<b>6 256</b>	<b>7 305</b>	<b>7 086</b>	<b>10 918</b>	<b>6 064</b>
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>23 938</b>	<b>22 190</b>	<b>25 073</b>	<b>37 977</b>	<b>18 755</b>	<b>20 075</b>	<b>35 747</b>	<b>28 301</b>	<b>24 733</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>6 549</b>	<b>4 848</b>	<b>6 146</b>	<b>7 000</b>	<b>6 342</b>	<b>7 948</b>	<b>7 736</b>	<b>13 201</b>	<b>6 366</b>

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA (e)	Tas	ACT	NT	Aust (f)
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>24 653</b>	<b>25 458</b>	<b>26 655</b>	<b>35 596</b>	<b>21 013</b>	<b>21 130</b>	<b>36 672</b>	<b>32 881</b>	<b>26 074</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 237</b>	<b>5 029</b>	<b>6 077</b>	<b>7 104</b>	<b>6 815</b>	<b>8 069</b>	<b>8 106</b>	<b>12 058</b>	<b>6 691</b>
Depreciation	2 338	2 133	1 911	2 693	1 707	2 290	1 267	3 689	2 170
Indicative user cost of capital									
Land	10 814	10 238	11 597	13 526	8 363	3 377	22 407	11 299	10 900
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>27 572</b>	<b>25 882</b>	<b>27 250</b>	<b>32 182</b>	<b>23 142</b>	<b>21 323</b>	<b>39 810</b>	<b>33 540</b>	<b>27 345</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>6 977</b>	<b>5 658</b>	<b>8 255</b>	<b>8 191</b>	<b>6 929</b>	<b>8 777</b>	<b>8 167</b>	<b>12 769</b>	<b>7 227</b>
Depreciation	2 552	2 190	2 027	2 744	1 769	2 300	1 235	4 358	2 295
Indicative user cost of capital									

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA (e)	Tas	ACT	NT	Aust (f)
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
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>27 905</b>	<b>26 802</b>	<b>29 328</b>	<b>34 665</b>	<b>24 831</b>	<b>23 349</b>	<b>40 091</b>	<b>39 376</b>	<b>28 642</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 429</b>	<b>5 884</b>	<b>8 290</b>	<b>9 762</b>	<b>7 604</b>	<b>8 219</b>	<b>8 740</b>	<b>12 518</b>	<b>7 671</b>
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038
Total assets	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>28 546</b>	<b>27 109</b>	<b>28 559</b>	<b>37 391</b>	<b>26 398</b>	<b>21 461</b>	<b>41 238</b>	<b>41 427</b>	<b>29 285</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 751</b>	<b>6 087</b>	<b>7 267</b>	<b>10 152</b>	<b>7 667</b>	<b>7 951</b>	<b>9 058</b>	<b>15 052</b>	<b>7 746</b>
Depreciation	2 720	2 460	1 964	3 220	1 790	2 446	1 348	5 126	2 470
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	7 418	7 547	9 347	14 769	9 080

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA (e)	Tas	ACT	NT	Aust (f)
Total assets	20 836	18 976	18 165	25 677	17 273	11 137	31 618	29 248	20 272
Interest payments	629	367	325	641	714	837	363	2 083	562
Total capital costs	22 927	21 069	19 804	28 256	18 350	12 746	32 603	32 291	22 180
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>30 572</b>	<b>27 097</b>	<b>27 028</b>	<b>38 275</b>	<b>25 953</b>	<b>20 681</b>	<b>41 661</b>	<b>47 165</b>	<b>29 847</b>
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2013–14									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 995</b>	<b>5 639</b>	<b>7 116</b>	<b>11 523</b>	<b>8 945</b>	<b>10 644</b>	<b>9 231</b>	<b>16 054</b>	<b>8 101</b>
Depreciation	2 850	2 458	1 883	3 363	1 716	3 070	1 342	7 422	2 559
Indicative user cost of capital									
Land	11 347	12 953	10 947	16 109	9 856	3 702	23 206	14 886	12 167
Other assets	10 425	9 364	7 244	14 436	7 284	7 501	9 385	14 774	9 698
Total assets	21 772	22 317	18 191	30 544	17 139	11 202	32 590	29 659	21 865
Interest payments	595	342	315	640	169	1 072	348	2 071	480
Total capital costs	24 027	24 433	19 759	33 267	18 687	13 199	33 585	35 011	23 944
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>31 915</b>	<b>30 010</b>	<b>26 830</b>	<b>44 689</b>	<b>27 558</b>	<b>23 843</b>	<b>42 816</b>	<b>50 907</b>	<b>31 968</b>
No. of dwellings (at 30 June)	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803

(a) Data are presented in nominal terms. Refer to table 17A.20 for data reported in real terms (2013–14 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) Data for 2012–13 have been revised.

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

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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– Nil or rounded to zero.

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

Table 17A.19 Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
2004–05									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>6 257</b>	<b>4 927</b>	<b>5 905</b>	<b>6 753</b>	<b>6 444</b>	<b>8 147</b>	<b>10 756</b>	<b>12 501</b>	<b>6 333</b>
Depreciation	2 468	2 337	1 814	1 953	1 619	2 774	1 423	3 366	2 181
Indicative user cost of capital									
Land	13 906	7 823	9 800	7 257	5 746	3 370	19 591	7 624	10 197
Other assets	8 167	9 105	7 910	7 470	6 619	10 663	8 971	11 075	8 194
Total assets	22 073	16 929	17 710	14 727	12 366	14 033	28 562	18 700	18 391
Interest payments	503	–	475	977	1 241	1 297	676	2 813	615
Total capital costs	24 038	19 266	19 049	15 703	12 743	15 510	29 309	19 253	19 957
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>30 244</b>	<b>24 143</b>	<b>24 912</b>	<b>22 405</b>	<b>19 123</b>	<b>23 579</b>	<b>39 949</b>	<b>31 685</b>	<b>26 236</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>6 451</b>	<b>5 331</b>	<b>5 943</b>	<b>6 778</b>	<b>6 654</b>	<b>8 581</b>	<b>9 679</b>	<b>11 718</b>	<b>6 480</b>
Depreciation	2 349	2 278	1 875	2 120	1 604	2 395	1 361	3 498	2 136
Indicative user cost of capital									
Land	12 636	7 573	10 406	8 519	6 685	3 351	18 963	9 227	10 026
Other assets	7 768	8 798	8 006	8 088	6 562	9 782	9 110	8 844	7 997
Total assets	20 404	16 371	18 411	16 607	13 247	13 132	28 073	18 071	18 023
Interest payments	535	–	493	922	1 173	1 148	624	2 730	605
Total capital costs	22 219	18 649	19 793	17 804	13 679	14 379	28 810	18 838	19 555
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>28 616</b>	<b>23 929</b>	<b>25 696</b>	<b>24 504</b>	<b>20 262</b>	<b>22 885</b>	<b>38 384</b>	<b>30 446</b>	<b>25 976</b>
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									



Table 17A.19 **Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 013</b>	<b>5 511</b>	<b>6 265</b>	<b>9 166</b>	<b>7 269</b>	<b>8 194</b>	<b>8 303</b>	<b>11 532</b>	<b>7 000</b>
Depreciation	2 380	2 248	1 915	2 226	1 630	2 406	1 395	3 076	2 156
Indicative user cost of capital									
Land	12 238	7 295	10 926	14 977	6 968	3 791	19 523	9 881	10 577
Other assets	7 605	8 763	8 231	11 832	6 596	9 069	9 731	8 597	8 311
Total assets	19 843	16 058	19 157	26 809	13 565	12 860	29 254	18 477	18 888
Interest payments	646	–	483	1 022	1 112	1 142	582	2 627	639
Total capital costs	21 577	18 306	20 589	28 013	14 083	14 124	30 067	18 926	20 405
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>28 515</b>	<b>23 766</b>	<b>26 812</b>	<b>37 097</b>	<b>21 283</b>	<b>22 237</b>	<b>38 369</b>	<b>30 354</b>	<b>27 341</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 013</b>	<b>5 637</b>	<b>6 168</b>	<b>9 537</b>	<b>7 300</b>	<b>8 524</b>	<b>8 269</b>	<b>12 740</b>	<b>7 076</b>
Depreciation	2 394	2 239	1 965	2 722	1 646	2 552	1 565	3 084	2 224
Indicative user cost of capital									
Land	11 744	8 758	12 932	19 242	7 686	3 850	22 969	11 007	11 607
Other assets	7 503	9 311	8 682	13 864	6 239	9 655	9 446	9 097	8 619
Total assets	19 247	18 069	21 615	33 105	13 925	13 505	32 415	20 104	20 226
Interest payments	634	–	448	966	916	1 077	537	2 820	598
Total capital costs	21 007	20 308	23 131	34 861	14 655	14 979	33 443	20 369	21 852
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>27 932</b>	<b>25 892</b>	<b>29 256</b>	<b>44 314</b>	<b>21 884</b>	<b>23 425</b>	<b>41 711</b>	<b>33 024</b>	<b>28 860</b>
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									

Table 17A.19 Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 351</b>	<b>5 441</b>	<b>6 898</b>	<b>7 856</b>	<b>7 117</b>	<b>8 920</b>	<b>8 682</b>	<b>14 816</b>	<b>7 144</b>
Depreciation	2 428	2 305	2 126	3 064	1 819	2 415	1 400	3 495	2 324
Indicative user cost of capital									
Land	11 026	11 617	12 769	17 532	8 274	4 022	22 238	11 898	11 802
Other assets	7 574	9 263	8 595	12 481	7 406	9 435	9 334	9 167	8 640
Total assets	18 600	20 880	21 364	30 013	15 680	13 457	31 572	21 065	20 441
Interest payments	615	–	416	901	968	1 014	496	2 381	575
Total capital costs	20 413	23 185	23 074	32 176	16 531	14 859	32 476	22 179	22 191
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>27 668</b>	<b>28 572</b>	<b>29 916</b>	<b>39 951</b>	<b>23 583</b>	<b>23 715</b>	<b>41 158</b>	<b>36 904</b>	<b>29 263</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 910</b>	<b>5 496</b>	<b>6 642</b>	<b>7 764</b>	<b>7 448</b>	<b>8 818</b>	<b>8 859</b>	<b>13 179</b>	<b>7 313</b>
Depreciation	2 555	2 331	2 088	2 943	1 865	2 503	1 384	4 032	2 371
Indicative user cost of capital									
Land	11 819	11 189	12 675	14 783	9 140	3 690	24 488	12 349	11 912
Other assets	8 552	9 323	8 832	10 614	7 861	9 344	9 237	9 518	8 918
Total assets	20 371	20 512	21 506	25 396	17 001	13 035	33 725	21 867	20 830
Interest payments	602	–	390	833	943	972	460	2 340	551
Total capital costs	22 324	22 843	23 205	27 506	17 923	14 565	34 649	23 558	22 651
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>30 134</b>	<b>28 287</b>	<b>29 781</b>	<b>35 172</b>	<b>25 292</b>	<b>23 304</b>	<b>43 508</b>	<b>36 655</b>	<b>29 885</b>
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									

Table 17A.19 **Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 261</b>	<b>5 888</b>	<b>8 590</b>	<b>8 523</b>	<b>7 211</b>	<b>9 133</b>	<b>8 498</b>	<b>13 287</b>	<b>7 520</b>
Depreciation	2 655	2 279	2 110	2 856	1 841	2 393	1 285	4 535	2 388
Indicative user cost of capital									
Land	11 454	10 652	11 979	14 108	9 962	4 513	22 851	13 485	11 637
Other assets	8 399	9 122	8 253	11 390	7 809	9 256	9 498	11 987	8 870
Total assets	19 852	19 774	20 232	25 498	17 771	13 769	32 349	25 472	20 507
Interest payments	632	–	358	722	916	912	414	2 227	537
Total capital costs	21 876	22 053	21 983	27 632	18 695	15 251	33 220	27 780	22 358
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>29 038</b>	<b>27 889</b>	<b>30 518</b>	<b>36 072</b>	<b>25 838</b>	<b>24 297</b>	<b>41 718</b>	<b>40 974</b>	<b>29 805</b>
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									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 604</b>	<b>6 023</b>	<b>8 486</b>	<b>9 992</b>	<b>7 783</b>	<b>8 413</b>	<b>8 945</b>	<b>12 813</b>	<b>7 851</b>
Depreciation	2 435	2 278	2 063	3 192	1 861	2 434	1 385	6 588	2 382
Indicative user cost of capital									
Land	10 426	10 421	11 055	14 269	10 330	3 763	22 703	13 674	11 136
Other assets	9 578	9 077	8 024	11 602	8 127	8 318	9 538	11 554	9 251
Total assets	20 004	19 498	19 079	25 872	18 457	12 080	32 241	25 228	20 387
Interest payments	690	–	343	680	1 014	879	362	2 152	558
Total capital costs	21 749	21 776	20 800	28 384	19 304	13 635	33 264	29 664	22 211
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>29 218</b>	<b>27 747</b>	<b>29 231</b>	<b>38 271</b>	<b>27 019</b>	<b>21 967</b>	<b>42 209</b>	<b>42 402</b>	<b>29 974</b>
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									

Table 17A.19 Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 814</b>	<b>6 136</b>	<b>7 326</b>	<b>10 234</b>	<b>7 728</b>	<b>8 015</b>	<b>9 131</b>	<b>15 173</b>	<b>7 809</b>
Depreciation	2 742	2 480	1 979	3 246	1 805	2 466	1 359	5 167	2 490
Indicative user cost of capital									
Land	11 242	10 236	10 779	14 200	9 935	3 618	22 451	14 596	11 282
Other assets	9 762	8 893	7 532	11 684	7 478	7 608	9 422	14 888	9 153
Total assets	21 004	19 129	18 311	25 884	17 413	11 227	31 873	29 484	20 435
Interest payments	634	370	327	646	720	844	366	2 100	566
Total capital costs	23 111	21 239	19 963	28 483	18 498	12 848	32 866	32 552	22 359
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>30 819</b>	<b>27 316</b>	<b>27 246</b>	<b>38 583</b>	<b>26 163</b>	<b>20 848</b>	<b>41 997</b>	<b>47 545</b>	<b>30 088</b>
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2013–14									
<b>Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)</b>	<b>7 995</b>	<b>5 639</b>	<b>7 116</b>	<b>11 523</b>	<b>8 945</b>	<b>10 644</b>	<b>9 231</b>	<b>16 054</b>	<b>8 101</b>
Depreciation	2 850	2 458	1 883	3 363	1 716	3 070	1 342	7 422	2 559
Indicative user cost of capital									
Land	11 347	12 953	10 947	16 109	9 856	3 702	23 206	14 886	12 167
Other assets	10 425	9 364	7 244	14 436	7 284	7 501	9 385	14 774	9 698
Total assets	21 772	22 317	18 191	30 544	17 139	11 202	32 590	29 659	21 865
Interest payments	595	342	315	640	169	1 072	348	2 071	480
Total capital costs	24 027	24 433	19 759	33 267	18 687	13 199	33 585	35 011	23 944
<b>Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)</b>	<b>31 915</b>	<b>30 010</b>	<b>26 830</b>	<b>44 689</b>	<b>27 558</b>	<b>23 843</b>	<b>42 816</b>	<b>50 907</b>	<b>31 968</b>
No. of dwellings (at 30 June)	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Table 17A.19 **Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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(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 2012–13 have been revised.

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

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); table 17A.3; table 2A.51.

Table 17A.20 **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							
2004–05	5 057	4 794	6 134	6 857	4 116	4 886	5 451
2005–06	5 364	6 208	6 582	7 589	6 931	5 551	6 354
2006–07	5 818	4 078	7 471	7 627	6 674	6 430	6 476
2007–08	6 229	4 929	8 139	10 726	9 513	6 504	8 014
2008–09	7 052	4 436	9 019	8 981	10 620	7 141	8 484
2009–10	9 152	..	9 214	8 947	11 859	7 163	9 503
2010–11	7 630	..	11 748	..	11 670	7 777	9 816
2011–12	7 913	..	11 022	..	12 885	7 536	9 856
2012–13	8 478	..	11 757	..	11 909	7 238	10 157
2013–14	8 750	..	10 830	..	11 760	8 809	9 988
Real cost per dwelling (2013–14 dollars) (d)							
2004–05	6 671	6 325	8 093	9 046	5 430	6 446	7 191
2005–06	6 756	7 819	8 290	9 558	8 729	6 991	8 003
2006–07	7 061	4 948	9 067	9 256	8 100	7 803	7 859
2007–08	7 268	5 751	9 497	12 516	11 100	7 590	9 351
2008–09	7 914	4 978	10 122	10 080	11 920	8 014	9 521
2009–10	10 002	..	10 070	9 778	12 960	7 829	10 386
2010–11	7 940	..	12 225	..	12 144	8 093	10 215
2011–12	8 099	..	11 282	..	13 188	7 714	10 088
2012–13	8 546	..	11 852	..	12 005	7 296	10 239
2013–14	8 750	..	10 830	..	11 760	8 809	9 988

(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 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

.. Not applicable.

Source: State governments (unpublished); table 17A.3; table 2A.51.

Table 17A.21 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic (e), (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (g)</i>	<i>Tas (f)</i>	<i>ACT (f) (h)</i>	<i>NT</i>	<i>Total (i)</i>
Nominal cost per tenancy									
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	9 356	5 345	5 400	6 629	15 699	10 971	na	8 149
2011–12	9 844	9 050	5 816	5 564	6 456	14 140	7 249	na	8 222
2012–13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841
Real cost per tenancy (2012–13 dollars) (j)									
2004–05	12 304	8 726	7 211	10 488	9 156	14 876	na	na	10 136
2005–06	10 408	8 455	5 574	11 769	9 390	11 934	na	na	9 264
2006–07	10 325	9 582	4 557	7 931	8 422	11 832	8 051	na	8 544
2007–08	10 236	8 391	5 410	5 736	6 954	13 916	9 046	na	8 154
2008–09	10 355	10 031	5 526	8 764	8 122	18 747	8 071	na	9 231
2009–10	11 036	9 159	7 877	8 744	8 090	23 115	11 137	na	9 892
2010–11	9 655	9 655	5 516	5 573	6 841	16 201	11 321	na	8 409
2011–12	10 004	9 197	5 911	5 654	6 561	14 370	7 367	na	8 356
2012–13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) Data presented here are for the 2012–13 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 (i) providers: community housing organisations responsible for the day-to-day management of community housing dwellings and tenancies; and (ii) administrators: state and territory government bodies with the responsibility of administering community housing programs.

(d) These data exclude the costs of capital.

Table 17A.21 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

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

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

(g) Data for 2011–12 have been revised.

(h) 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. For 2012–13 and 2011–12, the total number of ACT tenancies includes organisations reporting under the regulatory framework.

(i) 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.

(j) 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.51). See Chapter 2 (sections 2.5–6) for details.

**na** Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.51.



Table 17A.22 **Net recurrent cost per dwelling — Indigenous community housing (2012–13 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>
2008–09	6 666	6 571	4 126	7 058	3 648	..	11 234	na	8 353	5 853
2009–10	15 429	9 751	4 858	7 375	4 303	11 726	na	na	..	8 125
2010–11	10 996	5 006	5 715	9 353	na	5 119	na	na	..	7 561
2011–12	10 015	6 529	6 478	9 527	na	9 418	na	na	..	8 099
2012–13	7 860	7 689	6 211	10 464	na	9 895	..	na	..	7 750

(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.51). See Chapter 2 (sections 2.5–6) 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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(c) 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 (unpublished) *National Housing Assistance Data Repository*; table 2A.51.

Table 17A.23 **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									
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
2014	98.7	97.8	98.4	96.6	96.4	98.1	98.9	93.2	97.9

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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) *National Housing Assistance Data Repository*.

Table 17A.24 **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							
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	95.3
2014	97.2	..	96.7	..	95.9	97.2	96.8

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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) *National Housing Assistance Data Repository*.

Table 17A.25 **Community housing occupancy rates at 30 June (per cent) (a)**

	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (f)	<i>Total</i> (g)
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
2014	93.9	91.8	97.3	93.7	97.2	95.6	86.9	100.0	94.4

- (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/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (b) Data may exclude some new dwellings which are unavailable for rent e.g. new constructions, purchases and dwellings newly managed by community organisations, for example, due to transfers of dwelling management and new headlease agreements.
- (c) Occupancy data was unavailable from a large organisation in 2012.
- (d) 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.
- (e) 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.
- (f) It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.
- (g) 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) *National Housing Assistance Data Repository*.

Table 17A.26 **Indigenous community housing occupancy rates (per cent) (a), (b), (c), (d)**

	<i>NSW (e)</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 (f)</i>
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
2013	96.9	97.9	90.8	87.5	74.8	91.9	..	na	..	91.0

- (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/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (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 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) 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.
- (f) Australian totals may not represent national totals because data were not available for all jurisdictions.

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

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

Table 17A.27 **Average turnaround times for vacant stock — public housing (days) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (d) (e)</i>	<i>Aust (b) (e)</i>
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
2013–14	29.9	32.9	25.3	19.2	na	33.6	37.3	74.0	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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) Data for 2013–14 are unavailable.

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

(d) 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.

(e) Data for 2012–13 are unavailable.

**na** Not available.

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

Table 17A.28 **Average turnaround times for vacant stock — SOMIH**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas (c)</i>	<i>Total (b)</i>
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
2013–14	22.9	40.8	..	na	44.0	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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) Data for 2013–14 are unavailable.

(c) 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) *National Housing Assistance Data Repository*.

Table 17A.29 **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>
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
2013–14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.4	99.7

(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) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.

Source: State and Territory governments (unpublished).



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

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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
2013–14	99.2	102.6	..	98.9	98.0	100.1

(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) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.

.. Not applicable.

Source: State governments (unpublished).

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
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
2012–13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	99.3

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) Data presented here are for the 2012–13 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 may be greater than 100 per cent due to collection of rental arrears.

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

(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) *National Housing Assistance Data Repository*.

Table 17A.32 **Indigenous community housing rent collection rate (per cent) (a), (b), (c), (d)**

	<i>NSW (e)</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>
2008–09	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
2012–13	91.6	99.8	92.1	88.1	na	105.0	..	73.6	..	92.7

- (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/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (b) 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) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.
- (d) Calculations only include those ICHOs for which both rent collected and rent charged were known.
- (e) 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 (unpublished) *National Housing Assistance Data Repository*.

Table 17A.33 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (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 households										
Size of dwelling		86.4	80.9	87.0	84.9	88.8	84.3	82.0	84.9	85.3
Confidence Interval (d)	±	1.3	3.9	3.3	3.3	2.9	3.8	3.9	3.9	1.1
Relative standard error (e)	%	0.7	2.5	1.9	2.0	1.7	2.3	2.4	2.3	0.7
Modifications for special needs		74.7	78.2	84.7	86.2	85.3	82.7	77.9	74.0	79.8
Confidence Interval (d)	±	2.1	5.2	4.6	4.1	4.2	5.5	5.8	6.0	1.7
Relative standard error (e)	%	1.4	3.4	2.8	2.4	2.5	3.4	3.8	4.2	1.1
Ease of access and entry		87.9	90.1	89.9	94.4	94.7	93.3	90.8	91.0	90.4
Confidence Interval (d)	±	1.2	2.8	3.0	1.9	2.0	2.5	2.9	2.9	0.9
Relative standard error (e)	%	0.7	1.6	1.7	1.0	1.1	1.4	1.6	1.7	0.5
Car parking		82.0	80.9	82.8	85.1	90.3	88.4	81.6	85.6	83.5
Confidence Interval (d)	±	1.5	3.9	3.8	3.2	2.8	3.3	3.9	3.8	1.3
Relative standard error (e)	%	1.0	2.5	2.3	1.9	1.6	1.9	2.4	2.2	0.8
Yard space and fencing		79.1	80.4	89.1	88.4	85.9	84.3	75.8	83.9	82.9
Confidence Interval (d)	±	1.5	3.8	3.2	2.7	3.1	3.6	4.5	3.7	1.2
Relative standard error (e)	%	1.0	2.4	1.8	1.6	1.9	2.2	3.0	2.2	0.7
Privacy of home		83.6	84.7	86.5	85.6	84.0	85.4	80.9	80.8	84.5
Confidence Interval (d)	±	1.2	3.3	3.1	2.9	3.1	3.4	3.7	3.8	1.1
Relative standard error (e)	%	0.8	2.0	1.8	1.7	1.9	2.1	2.3	2.4	0.6
Safety/security of home		78.0	82.3	90.0	82.2	84.5	81.0	77.9	81.3	82.1
Confidence Interval (d)	±	1.4	3.4	2.7	3.1	3.0	3.7	3.9	3.7	1.1
Relative standard error (e)	%	0.9	2.1	1.5	1.9	1.8	2.3	2.5	2.3	0.7
<b>Average</b>		<b>81.7</b>	<b>82.5</b>	<b>87.2</b>	<b>86.7</b>	<b>87.7</b>	<b>85.6</b>	<b>81.0</b>	<b>83.1</b>	<b>84.1</b>
Households with a member with disability (f)										
Size of dwelling		81.3	79.6	91.0	81.3	84.8	80.2	81.5	88.1	82.9

Table 17A.33 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (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>
Confidence Interval (d)	±	2.6	7.2	4.9	7.1	6.3	7.1	9.1	7.0	2.2
Relative standard error (e)	%	1.6	4.6	2.8	4.4	3.8	4.5	5.7	4.0	1.3
Modifications for special needs		<i>68.6</i>	<i>70.5</i>	<i>76.6</i>	<i>80.7</i>	<i>80.5</i>	<i>77.6</i>	<i>75.6</i>	<i>60.2</i>	<i>73.2</i>
Confidence Interval (d)	±	3.4	8.6	8.2	7.5	7.7	8.3	10.1	11.1	2.9
Relative standard error (e)	%	2.5	6.2	5.5	4.7	4.9	5.4	6.8	9.4	2.0
Ease of access and entry		84.0	83.7	84.6	<i>91.7</i>	<i>93.5</i>	90.0	87.1	87.1	86.1
Confidence Interval (d)	±	2.3	6.3	6.3	4.5	4.4	5.1	7.1	6.6	2.0
Relative standard error (e)	%	1.4	3.8	3.8	2.5	2.4	2.9	4.2	3.9	1.2
Car parking		78.7	76.9	87.7	85.6	85.2	<i>89.1</i>	81.2	82.8	81.8
Confidence Interval (d)	±	2.9	7.7	5.7	6.1	6.5	5.4	9.2	8.0	2.4
Relative standard error (e)	%	1.9	5.1	3.3	3.6	3.9	3.1	5.8	4.9	1.5
Yard space and fencing		<i>74.1</i>	<i>74.9</i>	<i>92.4</i>	85.0	83.4	86.2	71.6	85.2	79.9
Confidence Interval (d)	±	3.0	7.8	4.6	6.3	6.3	5.9	10.0	6.9	2.3
Relative standard error (e)	%	2.1	5.3	2.5	3.8	3.9	3.5	7.1	4.2	1.5
Privacy of home		78.6	80.7	<i>89.7</i>	81.4	79.1	86.1	80.0	77.5	81.3
Confidence Interval (d)	±	2.5	6.6	5.0	6.4	6.8	5.8	8.3	8.0	2.1
Relative standard error (e)	%	1.6	4.2	2.8	4.0	4.4	3.4	5.3	5.3	1.3
Safety/security of home		72.2	75.6	<i>89.4</i>	78.2	76.3	79.3	77.2	78.4	76.9
Confidence Interval (d)	±	2.7	7.1	5.1	6.7	7.0	6.6	8.6	7.9	2.2
Relative standard error (e)	%	1.9	4.8	2.9	4.4	4.7	4.2	5.7	5.1	1.5
<b>Average</b>		<b>76.8</b>	<b>77.4</b>	<b>87.3</b>	<b>83.4</b>	<b>83.3</b>	<b>84.1</b>	<b>79.2</b>	<b>79.9</b>	<b>80.3</b>

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) Caution should be used if comparing 2014 results to results from previous surveys.

(c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

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

Table 17A.33 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (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>
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(e) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.34 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (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 households										
Shops and banking		91.0	92.0	93.9	90.9	92.9	93.3	94.7	90.2	92.1
Confidence Interval (d)	±	1.0	2.4	2.2	2.3	2.2	2.4	2.2	3.0	0.8
Relative standard error (e)	%	0.5	1.3	1.2	1.3	1.2	1.3	1.2	1.7	0.4
Public transport		91.6	90.0	91.4	87.2	91.5	88.3	93.0	91.5	90.8
Confidence Interval (d)	±	0.9	2.8	2.8	3.0	2.7	3.5	2.6	3.0	0.9
Relative standard error (e)	%	0.5	1.6	1.6	1.7	1.5	2.0	1.4	1.7	0.5
Parks and recreational facilities		90.2	90.5	91.0	93.2	92.7	89.0	92.2	90.0	91.0
Confidence Interval (d)	±	1.2	3.2	3.2	2.3	2.9	3.9	3.1	3.9	1.0
Relative standard error (e)	%	0.7	1.8	1.8	1.3	1.6	2.2	1.7	2.2	0.6
Emergency services, medical services, hospitals		92.1	92.8	94.7	91.5	94.0	92.2	92.3	88.8	92.8
Confidence Interval (d)	±	0.9	2.3	2.0	2.3	2.0	2.6	2.6	3.0	0.7
Relative standard error (e)	%	0.5	1.2	1.1	1.3	1.1	1.4	1.4	1.7	0.4
Child care facilities		88.9	82.4	90.6	90.2	89.0	85.5	88.4	82.8	87.6
Confidence Interval (d)	±	2.5	7.4	5.7	5.5	7.7	8.8	7.2	7.7	2.4
Relative standard error (e)	%	1.4	4.6	3.2	3.1	4.4	5.2	4.1	4.7	1.4
Education/training facilities		87.7	84.4	84.9	83.8	87.5	84.8	86.1	87.8	86.0
Confidence Interval (d)	±	1.9	5.2	5.6	5.2	5.4	6.0	5.5	5.2	1.8
Relative standard error (e)	%	1.1	3.1	3.4	3.2	3.1	3.6	3.3	3.0	1.1
Employment/place of work		84.2	77.9	87.5	88.7	81.1	84.4	85.0	86.8	83.3
Confidence Interval (d)	±	2.1	6.0	5.1	4.2	6.0	5.8	5.3	5.6	1.9
Relative standard error (e)	%	1.3	3.9	3.0	2.4	3.8	3.5	3.2	3.3	1.2
Community and support services		87.3	88.8	90.9	91.7	84.6	89.2	89.5	85.0	88.4
Confidence Interval (d)	±	1.3	3.3	3.2	2.4	3.8	3.7	3.7	4.1	1.1
Relative standard error (e)	%	0.8	1.9	1.8	1.4	2.3	2.1	2.1	2.5	0.6

Table 17A.34 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (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>
Family and friends		87.3	86.7	85.9	90.2	89.8	92.9	88.8	88.6	87.8
Confidence Interval (d)	±	1.1	3.2	3.4	2.5	2.7	2.5	3.1	3.3	1.0
Relative standard error (e)	%	0.7	1.9	2.0	1.4	1.6	1.4	1.8	1.9	0.6
Safety/security of neighbourhood		75.2	77.2	86.6	79.0	80.0	81.9	77.3	76.5	78.6
Confidence Interval (d)	±	1.4	3.8	3.1	3.3	3.4	3.7	3.9	4.0	1.2
Relative standard error (e)	%	1.0	2.5	1.8	2.1	2.2	2.3	2.6	2.6	0.8
<b>Average</b>		<b>87.6</b>	<b>86.3</b>	<b>89.7</b>	<b>88.6</b>	<b>88.3</b>	<b>88.2</b>	<b>88.7</b>	<b>86.8</b>	<b>87.8</b>
Households with a member with disability (f)										
Shops and banking		88.0	87.1	94.3	88.3	88.0	94.8	94.5	91.0	89.3
Confidence Interval (d)	±	2.0	5.5	3.8	5.1	5.5	3.7	4.7	5.6	1.7
Relative standard error (e)	%	1.2	3.2	2.1	3.0	3.2	2.0	2.6	3.2	1.0
Public transport		89.2	88.3	87.9	81.2	88.8	85.0	89.6	87.4	88.0
Confidence Interval (d)	±	2.0	5.8	6.3	7.3	6.0	7.0	6.9	7.3	1.9
Relative standard error (e)	%	1.1	3.4	3.6	4.6	3.4	4.2	3.9	4.3	1.1
Parks and recreational facilities		86.5	87.2	86.1	91.5	88.2	91.1	86.6	90.6	87.4
Confidence Interval (d)	±	2.6	7.1	7.8	5.7	7.2	5.9	9.3	7.9	2.3
Relative standard error (e)	%	1.5	4.1	4.6	3.2	4.2	3.3	5.5	4.4	1.3
Emergency services, medical services, hospitals		89.8	90.4	93.3	89.5	91.2	92.7	88.1	87.3	90.7
Confidence Interval (d)	±	1.8	4.6	4.3	4.7	4.8	4.3	7.0	6.1	1.5
Relative standard error (e)	%	1.0	2.6	2.3	2.7	2.7	2.4	4.0	3.5	0.9
Child care facilities		82.7	81.7	82.6	80.1	84.6	82.5	77.2	89.7	82.3
Confidence Interval (d)	±	5.4	14.6	14.1	16.3	19.7	18.1	19.9	13.6	5.1
Relative standard error (e)	%	3.3	9.1	8.7	10.3	11.8	11.2	13.1	7.7	3.2
Education/training facilities		84.5	82.4	84.2	74.3	86.9	87.2	80.9	88.4	83.4
Confidence Interval (d)	±	3.7	10.5	10.2	12.4	10.7	10.5	12.8	10.8	3.5



Table 17A.34 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (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>
Relative standard error (e)	%	2.2	6.5	6.2	8.5	6.3	6.1	8.1	6.2	2.1
Employment/place of work		78.2	70.6	87.9	77.4	70.8	85.2	82.7	91.7	77.8
Confidence Interval (d)	±	4.7	13.1	9.2	13.1	15.3	13.5	14.0	11.0	4.4
Relative standard error (e)	%	3.0	9.4	5.3	8.6	11.0	8.0	8.6	6.1	2.9
Community and support services		83.4	84.6	85.5	86.8	79.8	86.3	84.6	81.3	84.0
Confidence Interval (d)	±	2.5	6.4	6.7	5.7	7.4	6.7	8.4	8.1	2.2
Relative standard error (e)	%	1.5	3.9	4.0	3.4	4.7	3.9	5.1	5.1	1.3
Family and friends		83.0	82.8	80.8	84.3	83.5	93.0	86.0	87.2	83.3
Confidence Interval (d)	±	2.4	6.4	7.0	6.1	6.5	4.4	7.7	6.6	2.1
Relative standard error (e)	%	1.4	4.0	4.4	3.7	4.0	2.4	4.6	3.8	1.3
Safety/security of neighbourhood		69.1	72.1	83.9	83.0	73.3	83.4	71.5	70.0	74.3
Confidence Interval (d)	±	2.8	7.5	6.3	5.9	7.5	6.2	9.1	8.4	2.4
Relative standard error (e)	%	2.1	5.3	3.8	3.6	5.2	3.8	6.5	6.1	1.6
<b>Average</b>		<b>83.4</b>	<b>82.7</b>	<b>86.7</b>	<b>83.6</b>	<b>83.5</b>	<b>88.1</b>	<b>84.2</b>	<b>86.5</b>	<b>84.0</b>

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(b) Caution should be used if comparing 2014 results to results from previous surveys.

(c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

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

(e) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.35 **Amenity, location and customer satisfaction with SOMIH, 2014 (per cent) (a) (b), (c), (d)**

		NSW	Qld	SA	Tas	Total
<b>All households</b>						
Proportion of tenants rating amenity as important and meeting their needs		76.3	82.8	80.0	81.6	79.2
Confidence Interval (e)	±	2.2	2.0	3.4	5.8	1.4
Relative standard error (f)	%	0.1	0.1	0.1	0.2	0.1
Proportion of tenants rating location as important and meeting their needs		87.7	88.7	88.3	93.0	88.3
Confidence Interval (e)	±	1.8	1.8	3.5	3.6	1.2
Relative standard error (f)	%	0.1	0.1	0.1	0.1	0.1
<i>Customer Satisfaction (g)</i>						
Sample size		494	497	296	82	1 369
Percentage of tenants who were:						
Very satisfied		8.5	16.9	18.7	20.7	13.4
Confidence Interval (e)	±	2.5	3.3	4.8	8.8	1.8
Relative standard error (f)	%	14.8	10.0	13.2	21.6	6.9
Satisfied		40.6	49.9	47.5	41.4	44.9
Confidence Interval (e)	±	4.3	4.4	6.0	10.7	2.7
Relative standard error (f)	%	5.4	4.5	6.4	13.1	3.1
Dissatisfied		32.3	16.5	18.3	25.6	24.4
Confidence Interval (e)	±	3.6	3.0	3.8	6.4	2.1
Relative standard error (f)	%	8.6	11.6	17.5	33.6	6.4
Satisfied or very satisfied		49.1	66.8	66.2	62.2	58.3
Confidence Interval (e)	±	4.4	4.1	5.5	10.5	2.7
Relative standard error (f)	%	4.6	3.2	4.3	8.6	2.4
<b>Households with a member with disability (h)</b>						
Proportion of tenants rating amenity as important and meeting their needs		71.5	77.0	75.6	85.6	74.9
Confidence Interval (e)	±	7.0	6.0	6.6	10.0	3.8
Relative standard error (f)	%	0.3	0.3	0.3	0.4	0.2
Proportion of tenants rating location as important and meeting their needs		83.3	85.4	90.1	91.9	86.8
Confidence Interval (e)	±	7.4	5.9	4.0	8.6	3.2
Relative standard error (f)	%	0.3	0.2	0.1	0.3	0.1
<i>Customer Satisfaction (g)</i>						
Percentage of tenants who were:						
Satisfied or very satisfied		38.5	60.2	62.2	70.6	53.0
Confidence Interval (e)	±	13.0	12.5	11.7	21.9	7.2
Relative standard error (f)	%	17.1	10.5	9.5	15.7	6.9

Table 17A.35

**Amenity, location and customer satisfaction with  
SOMIH, 2014 (per cent) (a) (b), (c), (d)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
(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 <a href="http://www.aihw.gov.au/housing/nshs/public_and_Indigenous_housing.cfm">www.aihw.gov.au/housing/nshs/public_and_Indigenous_housing.cfm</a> .				
(b)	Caution should be used if comparing 2014 results to results from previous surveys.				
(c)	Includes a small proportion of non-Indigenous households.				
(d)	Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.				
(e)	95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.				
(f)	See section 2.6 of the statistical context chapter for more information on relative standard errors.				
(g)	Comparisons of estimates of customer satisfaction between 2010 and 2012 (included in earlier Reports) should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.				
(h)	Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.				

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.36 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (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>
All households									
Size of dwelling	88.5	85.7	85.5	86.2	90.5	86.4	88.6	na	87.5
Confidence Interval (f) ±	2.3	4.3	4.3	4.5	3.5	4.8	6.7	na	1.5
Relative standard error (g) %	1.3	2.5	2.6	2.7	2.0	2.8	3.8	na	0.9
Modifications for special needs	78.2	83.3	87.8	84.9	82.1	74.1	75.9	na	81.3
Confidence Interval (f) ±	4.0	7.1	5.4	5.9	7.3	7.5	11.9	na	2.5
Relative standard error (g) %	2.6	4.4	3.1	3.5	4.5	5.2	8.0	na	1.5
Ease of access and entry	89.7	94.5	91.5	93.3	92.8	87.7	87.6	na	91.2
Confidence Interval (f) ±	2.1	2.7	3.4	2.9	3.2	4.3	6.6	na	1.3
Relative standard error (g) %	1.2	1.5	1.9	1.6	1.8	2.5	3.8	na	0.7
Car parking	80.0	86.9	79.0	88.5	90.6	85.2	78.6	na	82.9
Confidence Interval (f) ±	3.1	4.1	5.2	3.8	3.5	4.9	9.0	na	1.8
Relative standard error (g) %	2.0	2.4	3.4	2.2	2.0	2.9	5.9	na	1.1
Yard space and fencing	84.3	84.0	83.0	89.1	87.7	82.3	83.9	na	84.8
Confidence Interval (f) ±	2.8	4.5	5.4	3.9	4.0	5.3	8.0	na	1.7
Relative standard error (g) %	1.7	2.7	3.3	2.2	2.3	3.3	4.9	na	1.0
Privacy of home	87.2	85.4	85.5	91.0	91.4	82.4	83.0	na	87.2
Confidence Interval (f) ±	2.2	3.9	3.9	3.1	3.2	4.8	7.2	na	1.4
Relative standard error (g) %	1.3	2.3	2.4	1.8	1.8	3.0	4.4	na	0.8
Safety/security of home	85.1	84.7	89.1	90.3	87.0	83.0	80.8	na	86.4
Confidence Interval (f) ±	2.3	4.0	3.5	3.3	3.8	4.6	7.4	na	1.4
Relative standard error (g) %	1.4	2.4	2.0	1.9	2.2	2.8	4.7	na	0.8
<b>Average</b>	<b>84.7</b>	<b>86.4</b>	<b>85.9</b>	<b>89.1</b>	<b>88.9</b>	<b>83.0</b>	<b>82.6</b>	<b>na</b>	<b>85.9</b>
Households with a member with disability (h)									
Size of dwelling	89.5	74.6	83.9	87.6	92.0	81.0	96.5	na	86.2
Confidence Interval (f) ±	4.2	10.2	8.9	9.4	6.7	8.7	6.8	na	3.1

Table 17A.36 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (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>
Relative standard error (g) %	2.4	7.0	5.4	5.5	3.7	5.4	3.6	na	1.8
Modifications for special needs	73.0	77.6	86.3	81.6	80.8	69.3	64.9	na	76.9
Confidence Interval (f) ±	6.7	12.3	8.6	12.4	10.7	10.5	19.6	na	4.2
Relative standard error (g) %	4.7	8.1	5.0	7.7	6.8	7.7	15.4	na	2.7
Ease of access and entry	87.5	89.9	92.6	85.6	86.8	82.8	86.5	na	88.2
Confidence Interval (f) ±	4.4	7.3	5.9	9.3	8.1	7.7	11.1	na	2.7
Relative standard error (g) %	2.5	4.1	3.2	5.6	4.7	4.7	6.6	na	1.6
Car parking	77.8	84.9	85.2	84.3	93.4	84.0	70.3	na	82.0
Confidence Interval (f) ±	6.1	8.3	9.6	10.2	6.2	8.0	16.4	na	3.6
Relative standard error (g) %	4.0	5.0	5.7	6.1	3.4	4.9	11.9	na	2.2
Yard space and fencing	83.0	78.7	83.1	80.9	85.9	84.0	75.2	na	82.3
Confidence Interval (f) ±	5.4	9.0	10.9	11.3	8.5	8.3	16.1	na	3.5
Relative standard error (g) %	3.3	5.8	6.7	7.1	5.1	5.0	10.9	na	2.2
Privacy of home	84.7	78.9	73.7	88.3	86.5	78.6	75.1	na	81.9
Confidence Interval (f) ±	4.6	8.5	10.1	8.3	7.8	8.5	14.2	na	3.2
Relative standard error (g) %	2.8	5.5	7.0	4.8	4.6	5.5	9.6	na	2.0
Safety/security of home	83.2	74.6	84.8	86.0	76.3	79.6	78.6	na	81.6
Confidence Interval (f) ±	4.8	9.0	8.2	9.7	9.6	8.0	13.2	na	3.2
Relative standard error (g) %	2.9	6.1	4.9	5.7	6.4	5.1	8.5	na	2.0
<b>Average</b>	<b>82.7</b>	<b>79.9</b>	<b>84.2</b>	<b>84.9</b>	<b>86.0</b>	<b>79.9</b>	<b>78.1</b>	<b>na</b>	<b>82.7</b>

(a) Further information about the quality of data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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 2014 results to results from previous surveys.

(d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(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.

Table 17A.36

**Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (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>
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(g) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(h) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

.. Not applicable.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.37 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
All households										
Shops and banking		89.0	91.8	91.5	88.1	96.5	91.1	93.0	na	90.4
Confidence Interval (g)	±	2.1	3.1	3.4	4.0	2.1	3.6	5.0	na	1.3
Relative standard error (h)	%	1.2	1.7	1.9	2.3	1.1	2.0	2.8	na	0.7
Public transport		86.8	87.8	84.3	86.8	91.4	92.1	89.4	na	87.1
Confidence Interval (g)	±	2.4	3.9	4.8	4.5	3.5	4.0	6.6	na	1.6
Relative standard error (h)	%	1.4	2.3	2.9	2.7	1.9	2.2	3.7	na	0.9
Parks and recreational facilities		88.8	92.8	86.8	95.1	92.7	84.7	91.6	na	90.0
Confidence Interval (g)	±	2.6	3.3	4.7	3.0	3.6	5.7	6.5	na	1.6
Relative standard error (h)	%	1.5	1.8	2.7	1.6	2.0	3.4	3.6	na	0.9
Emergency services, medical services, hospitals		89.9	92.7	90.7	87.6	95.2	89.3	85.7	na	90.5
Confidence Interval (g)	±	2.0	2.9	3.4	3.9	2.5	3.9	7.0	na	1.3
Relative standard error (h)	%	1.1	1.6	1.9	2.3	1.3	2.2	4.1	na	0.7
Child care facilities (i)		82.5	89.0	81.6	87.4	90.2	85.0	71.4	na	84.4
Confidence Interval (g)	±	6.5	8.4	13.9	11.7	9.1	11.1	23.8	na	4.3
Relative standard error (h)	%	4.0	4.8	8.7	6.8	5.1	6.7	16.9	na	2.6
Education/training facilities		82.8	87.2	78.3	87.7	89.5	91.0	86.1	na	84.1
Confidence Interval (e)	±	4.2	6.2	9.5	7.2	6.2	6.4	11.3	na	2.8
Relative standard error	%	2.6	3.6	6.2	4.2	3.5	3.6	6.7	na	1.7
Employment/place of work		80.3	84.4	81.7	85.4	84.5	83.7	71.8	na	82.1
Confidence Interval (g)	±	4.6	6.1	8.2	7.2	6.8	7.6	14.2	na	2.8
Relative standard error (h)	%	2.9	3.7	5.1	4.3	4.1	4.6	10.0	na	1.7
Community and support services		87.1	88.5	88.4	86.8	88.9	88.8	79.5	na	87.6
Confidence Interval (g)	±	2.7	4.2	4.2	4.7	4.5	4.5	9.6	na	1.7

Table 17A.37 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Relative standard error (h)	%	1.6	2.4	2.4	2.8	2.6	2.6	6.1	na	1.0
Family and friends		86.8	87.4	85.3	94.0	89.9	89.4	85.6	na	87.7
Confidence Interval (g)	±	2.3	3.7	4.2	2.7	3.5	4.1	7.0	na	1.5
Relative standard error (h)	%	1.4	2.2	2.5	1.5	2.0	2.3	4.2	na	0.8
Safety/security of neighbourhood		80.2	83.6	87.1	84.1	83.7	79.0	70.8	na	82.4
Confidence Interval (g)	±	2.6	4.1	3.7	4.3	4.2	5.0	8.7	na	1.6
Relative standard error (h)	%	1.7	2.5	2.2	2.6	2.5	3.2	6.2	na	1.0
<b>Average</b>		<b>85.4</b>	<b>88.5</b>	<b>85.6</b>	<b>88.3</b>	<b>90.3</b>	<b>87.4</b>	<b>82.5</b>	<b>na</b>	<b>86.6</b>
Households with a member with disability (j)										
Shops and banking		85.0	92.0	95.3	88.4	98.5	90.6	93.7	na	89.4
Confidence Interval (g)	±	4.7	5.7	4.6	8.8	2.8	6.2	8.5	na	2.6
Relative standard error (h)	%	2.8	3.1	2.4	5.1	1.5	3.5	4.6	na	1.5
Public transport		82.2	88.1	83.9	87.5	84.5	94.8	83.9	na	84.6
Confidence Interval (g)	±	5.5	7.3	9.8	10.2	9.3	5.8	14.5	na	3.4
Relative standard error (h)	%	3.4	4.2	6.0	5.9	5.6	3.1	8.8	na	2.1
Parks and recreational facilities		85.3	92.8	90.9	100.0	93.5	80.4	82.4	na	88.9
Confidence Interval (g)	±	5.7	6.1	7.7	..	7.1	10.0	15.8	na	3.2
Relative standard error (h)	%	3.4	3.3	4.3	..	3.9	6.3	9.8	na	1.8
Emergency services, medical services, hospitals		87.8	92.2	92.4	90.0	94.0	90.1	83.1	na	89.9
Confidence Interval (g)	±	4.2	5.6	6.0	8.3	5.7	6.1	12.3	na	2.5
Relative standard error (h)	%	2.4	3.1	3.3	4.7	3.1	3.5	7.5	na	1.4
Child care facilities (i)		78.7	87.3	100.0	100.0	100.0	90.1	66.7	na	84.7
Confidence Interval (g)	±	13.3	16.8	..	..	..	18.9	54.4	na	8.5
Relative standard error (h)	%	8.5	9.7	..	..	..	10.5	41.1	na	5.1



Table 17A.37 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (f)
Education/training facilities (i)		75.1	83.3	92.5	91.2	80.0	83.3	80.0	na	79.5
Confidence Interval (g)	±	9.2	13.5	14.3	16.6	17.7	15.1	25.0	na	6.2
Relative standard error (h)	%	6.2	8.2	7.8	9.2	11.2	9.2	15.9	na	3.9
Employment/place of work		78.9	81.1	82.1	90.9	79.0	80.1	81.8	na	80.6
Confidence Interval (g)	±	9.9	12.7	18.8	17.2	18.5	14.4	23.0	na	6.2
Relative standard error (h)	%	6.4	8.0	11.6	9.6	11.9	9.1	14.3	na	3.9
Community and support services		84.4	80.5	90.4	92.9	86.7	89.5	74.5	na	85.9
Confidence Interval (g)	±	5.2	9.2	6.9	7.7	8.6	6.5	15.3	na	3.2
Relative standard error (h)	%	3.2	5.8	3.9	4.2	5.1	3.7	10.4	na	1.9
Family and friends		85.3	80.5	86.8	<i>94.4</i>	81.2	90.3	85.5	na	85.4
Confidence Interval (g)	±	4.8	8.3	8.2	6.3	9.3	6.4	11.8	na	3.1
Relative standard error (h)	%	2.9	5.3	4.8	3.4	5.8	3.6	7.0	na	1.8
Safety/security of neighbourhood		76.8	74.9	81.8	78.7	78.4	73.7	52.7	na	77.2
Confidence Interval (g)	±	5.4	9.3	8.9	11.2	9.4	8.9	16.9	na	3.5
Relative standard error (h)	%	3.6	6.4	5.5	7.3	6.1	6.1	16.3	na	2.3
<b>Average</b>		<b>82.0</b>	<b>85.3</b>	<b>89.6</b>	<b>91.4</b>	<b>87.6</b>	<b>86.3</b>	<b>78.4</b>	<b>na</b>	<b>84.6</b>

(a) Further information about the quality of data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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 2014 results to results from previous surveys.

(d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(e) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.

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

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

(h) See section 2.6 of the statistical context chapter for more information on RSEs.

(i) The number of respondents indicating a need for assistance with core activities who rate these location aspects as important is relatively low.

Table 17A.37

**Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (f)
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(j) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

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

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

**Table 17A.38 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									
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
2014	197	133	153	135	110	87	263	283	162
Real average weekly subsidy per rebated household (2013–14 dollars) (d)									
2010	159	107	166	82	112	95	246	172	139
2011	159	104	162	150	109	95	249	170	143
2012	168	118	148	143	108	88	262	165	146
2013	171	126	149	137	108	84	255	158	147
2014	197	133	153	135	110	87	263	283	162

- (a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.
- (b) Data for 2012-13 and 2013–14 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 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.51.

**Table 17A.39 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							
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
2014	132	..	157	..	133	104	141
Real average weekly subsidy per rebated household (2013–14 dollars) (b)							
2010	115	..	173	101	136	109	135
2011	120	..	167	..	132	111	140
2012	128	..	156	..	133	108	139
2013	125	..	153	..	131	100	136
2014	132	..	157	..	133	104	141

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

(b) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

.. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.53.

Table 17A.40 **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>
<b>Public housing</b>										
Number of low income households in public housing										
2013	no.	98 467	52 887	48 292	31 663	33 211	9 254	10 631	4 679	289 084
2014	no.	98 530	53 190	47 776	31 762	32 357	7 067	10 613	4 597	285 892
Low income households as a proportion of all households in public housing										
2013	%	99.1	98.3	94.8	98.2	97.5	92.6	99.0	98.8	97.7
2014	%	98.5	97.9	94.5	98.3	97.4	91.3	98.9	98.5	97.4
<b>SOMIH</b>										
Number of low income households in SOMIH										
2013	no.	2 814	..	2 927	..	1 395	269	..	..	7 405
2014	no.	2 967	..	2 911	..	1 368	228	..	..	7 474
Low income households as a proportion of all households in SOMIH										
2013	%	98.5	..	89.1	..	96.5	90.0	..	..	93.9
2014	%	97.6	..	89.0	..	95.7	90.1	..	..	93.5
<b>Community housing</b>										
Number of low income households in community housing										
2012–13	no.	22 654	10 438	na	5 132	4 557	1 264	477	na	44 522
2013–14	no.	21 542	10 758	na	5 661	4 591	1 752	464	na	44 768
Low income households as a proportion of all households in community housing										
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
2013–14	%	93.0	90.2	na	97.3	91.1	88.9	98.9	na	92.5

(a) Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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.40 **Low income households in social housing, at 30 June (a), (b), (c), (d)**

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

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

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

Table 17A.41 **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 (f)</i>	<i>NT (g)</i>	<i>Aust (h)</i>
<b>Public housing</b>									
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
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
<b>SOMIH</b>									
2011	0.3	..	0.2	..	–	–	..	..	0.2
2012	0.5	..	1.1	..	–	–	..	..	0.7
2013	0.5	..	0.8	..	–	–	..	..	0.5
2014	0.5	..	0.5	..	–	–	..	..	0.4
<b>Community housing</b>									
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
2013–14	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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) A data system improvement implemented in 2013–14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.

(g) Of the 6.9 percent in 2014, 4.4 percent are eligible tenants with an expired rebate and 2.5 percent are ineligible tenants who have elected not to provide updated household income data.

Table 17A.41 **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 (f)</i>	<i>NT (g)</i>	<i>Aust (h)</i>
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(h) Australian totals may not represent national totals because complete data are not available for all jurisdictions.

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

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



**Table 17A.42 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>
2010	77.8	77.8	77.1	68.2	75.0	74.2	73.2	na	75.0
2011	77.0	77.0	61.0	74.6	77.1	74.2	76.7	na	73.1
2012	78.5	78.5	62.2	78.2	76.3	74.4	77.1	na	74.8
2013	77.4	77.4	65.2	74.2	77.6	73.9	77.5	na	75.1
2014	76.5	77.8	61.7	77.0	80.3	75.8	78.3	na	75.8

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (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) *National Housing Assistance Data Repository*.

**Table 17A.43 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) (h)	NT (d)	Aust
Less than or equal to 20 per cent									
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
2014	4.3	20.5	38.3	30.3	6.9	27.4	27.3	59.0	18.5
More than 20 per cent but not more than 25 per cent									
2011	86.3	85.6	65.3	64.0	74.8	22.9	22.9	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
2014	92.4	78.3	61.2	64.0	93.1	72.5	72.5	31.5	79.3
More than 25 per cent but not more than 30 per cent									
2011	1.3	np	0.1	2.4	1.8	1.8	0.2	2.8	0.9
2012	1.6	–	0.1	3.9	–	–	1.1	2.5	1.1
2013	1.7	0.7	–	4.7	–	–	0.2	1.1	1.3
2014	2.9	0.9	0.4	4.3	–	0.0	0.1	2.7	1.7
Greater than 30 per cent									
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
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	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).
- (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.
- (h) A data system improvement implemented in 2013-14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.

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

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

**Table 17A.44 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>SA</i>	<i>Tas</i>	<i>Aust</i>
Less than or equal to 20 per cent						
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
2014	15.6	..	63.0	27.0	45.6	37.1
More than 20 per cent but not more than 25 per cent						
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
2014	82.8	..	35.9	73.0	54.4	61.9
More than 25 per cent but not more than 30 per cent						
2011	0.9	..	np	–	np	0.5
2012	1.1	..	0.3	–	–	0.5
2013	1.4	..	0.1	–	–	0.6
2014	1.1	..	0.6	–	–	0.7
Greater than 30 per cent						
2011	0.3	..	0.2	–	–	0.2
2012	0.5	..	1.1	–	–	0.7
2013	0.5	..	0.8	–	–	0.5
2014	0.5	..	0.5	–	–	0.4

(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

(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) *National Housing Assistance Data Repository*.

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

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (d)
Less than or equal to 20 per cent									
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	29.4	10.2	na	24.0
2013	17.6	25.0	na	19.5	23.7	29.4	13.8	na	21.3
2014	14.6	26.8	na	20.5	49.9	29.9	19.0	na	23.0
More than 20 per cent but not more than 25 per cent									
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
2014	70.8	48.9	na	50.5	37.6	35.4	80.0	na	58.1
More than 25 per cent but not more than 30 per cent									
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	14.6	1.9	na	10.5
2013	6.3	18.0	na	8.9	23.2	14.3	3.4	na	10.4
2014	4.2	19.5	na	18.6	8.8	11.7	1.0	na	10.4
Greater than 30 per cent									
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
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

(a) Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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) 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) *National Housing Assistance Data Repository*.

**Table 17A.46 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>
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
2014	4.7	5.7	4.7	5.0	2.2	3.7	4.8	7.4	4.6

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

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

**Table 17A.47 Proportion of overcrowded households at 30 June — SOMIH**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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
2014	8.5	13.6	..	8.7	4.4	10.2

(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/rogs/2015](http://www.pc.gov.au/rogs/2015).

.. Not applicable.

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

**Table 17A.48 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>
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
2014	6.4	2.2	na	1.8	2.1	1.0	0.4	na	4.1

- (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/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (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) *National Housing Assistance Data Repository*.

Table 17A.49 **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>
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	..	28.5
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	30.8
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	26.1
2013	na	9.9	31.9	27.4	na	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/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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 (unpublished) *National Housing Assistance Data Repository*.



**Table 17A.50 Proportion of Aboriginal and Torres Strait Islander 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
2013–14									
Major cities	8.7	9.6	11.3	12.1	5.5	..	8.1	..	9.9
Inner regional	6.9	7.5	8.9	10.4	4.6	8.3	2.0	..	7.9
Outer regional	5.5	11.1	14.1	8.8	6.4	10.4	..	11.7	10.3
Remote	4.9	20.0	11.0	10.4	8.6	16.6	..	14.4	11.1
Very remote	5.6	..	13.7	11.5	4.2	–	..	16.5	11.9

(a) Calculated as the number of Aboriginal and Torres Strait Islander households in public rental housing living in overcrowded conditions as a proportion of all Aboriginal and Torres Strait Islander 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 use the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to earlier

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

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

Table 17A.51 **Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness (per cent) (a), (b)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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
2013–14					
Major cities	8.4	13.0	7.6	..	8.8
Inner regional	9.0	9.1	7.6	3.7	8.4
Outer regional	7.8	14.1	11.0	10.2	11.7
Remote	8.6	11.9	10.4	17.3	10.6
Very remote	9.4	18.6	11.3	–	16.6

(a) Calculated as the number of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions as a proportion of all Aboriginal and Torres Strait Islander 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 earlier years.

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

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

Table 17A.52 **Proportion of households in Indigenous community housing living in overcrowded conditions, for which overcrowding conditions are known (per cent) (a)**

	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
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
<b>Total (bedroom details known)</b>	<b>na</b>	<b>5.7</b>	<b>13.9</b>	<b>32.9</b>	<b>52.0</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>..</b>	<b>na</b>
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
<b>Total (bedroom details known)</b>	<b>na</b>	<b>9.7</b>	<b>16.1</b>	<b>30.3</b>	<b>31.7</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>
2012–13										
1 bedroom needed	na	8.4	15.7	14.0	na	na	na	na	na	na
2 or more bedrooms are needed	na	1.6	16.2	13.4	na	na	na	na	na	na
<b>Total (bedroom details known)</b>	<b>na</b>	<b>9.9</b>	<b>31.9</b>	<b>27.4</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>	<b>na</b>

(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 Data Repository*.

Table 17A.53 **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									
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
2014	14.8	14.9	14.2	12.1	25.8	15.2	16.2	6.9	15.7
Proportion of households in SOMIH with underutilisation									
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
2014	25.5	..	16.4	..	28.4	19.6	..	..	22.8
Proportion of households in community housing with underutilisation									
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	27.6	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
2014	9.8	7.8	na	9.6	24.6	13.6	1.9	na	11.0

(a) Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

(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.

Table 17A.53 **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>
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na Not available. .. Not applicable.

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

Table 17A.54 **Customer satisfaction — public housing (a), (b), (c), (d)**

<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>
All households										
Sample size (e), (f)										
2012	no.	4 821	500	635	493	492	474	636	510	8 561
2014	no.	4 775	568	548	925	605	485	490	484	8 880
Very satisfied										
2012	%	22.2	32.7	46.3	25.0	37.9	32.5	25.8	32.0	31.0
Confidence Interval (g)	±	1.1	4.1	3.9	3.8	4.3	4.1	3.3	3.8	1.0
2014	%	21.1	29.2	39.9	29.9	37.1	37.1	24.7	29.8	28.9
Confidence Interval (g)	±	1.2	3.8	4.2	3.5	3.9	4.1	3.8	4.1	1.3
Relative standard error (h)	%	3.0	6.6	5.3	6.0	5.3	7.0	7.9	7.0	2.2
Satisfied										
2012	%	33.9	33.6	34.0	32.4	35.0	32.8	44.2	38.3	34.2
Confidence Interval (g)	±	1.3	4.1	3.7	4.1	4.2	4.1	3.7	4.0	1.0
2014	%	43.7	46.3	43.9	43.1	38.6	43.7	51.0	41.8	43.8
Confidence Interval (g)	±	1.5	4.1	4.3	3.8	3.9	4.4	4.4	4.4	1.3
Relative standard error (h)	%	1.8	4.5	5.0	4.5	5.1	5.2	4.4	5.4	1.6
Satisfied or very satisfied										
2012	%	56.0	66.3	80.3	57.4	72.9	65.3	70.0	70.3	65.2
Confidence Interval (g)	±	1.3	4.1	3.7	4.1	4.2	4.1	3.7	4.0	1.0
2014	%	64.8	75.5	83.8	73.0	75.7	73.2	75.7	71.6	72.7
Confidence Interval (g)	±	1.5	3.6	3.2	3.4	3.4	3.9	3.8	4.0	1.2
Relative standard error (h)	%	1.2	2.4	1.9	2.4	2.3	2.8	2.6	2.9	0.8
Households with a member with disability (i)										
2014										
Very satisfied	%	19.7	27.0	38.6	29.5	33.3	27.4	19.1	15.8	26.6
Confidence Interval (g)	±	2.2	6.9	7.9	7.1	7.4	7.0	7.8	6.6	2.3
Relative standard error (h)	%	5.7	13.0	10.4	12.4	11.3	13.0	20.8	21.1	4.4

Table 17A.54 **Customer satisfaction — public housing (a), (b), (c), (d)**

<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>
Satisfied	%	38.8	36.7	42.5	40.6	38.5	48.5	53.9	44.8	39.8
Confidence Interval (g)	±	2.8	7.5	8.1	7.6	7.6	7.8	9.9	8.8	2.5
Relative standard error (h)	%	3.6	10.4	9.7	9.5	10.1	8.2	9.4	10.0	3.2
Satisfied or very satisfied	%	58.5	63.7	81.1	70.1	71.7	75.8	73.0	60.6	66.4
Confidence Interval (g)	±	2.8	7.5	6.3	7.0	7.1	6.7	8.9	8.6	2.4
Relative standard error (h)	%	2.4	6.0	4.0	5.1	5.0	4.5	6.2	7.3	1.8

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (b) Care should be taken in interpreting small differences in results as the data are subject to sampling error. The standard error is the measure of the expected variability of the value for the population being measured. Data are not comparable over time due to differences in survey sample design and the methodology used to collect the data.
- (c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (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) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.
- (g) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (h) See section 2.6 of the statistical context chapter for more information on relative standard errors.
- (i) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

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

<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 (e)</i>
All households										
Sample size (f)										
2012	no.	1 073	364	379	377	354	270	105	na	2 922
2014	no.	1 032	358	364	349	346	288	121	na	2 858
Very satisfied										
2012	%	32.9	37.8	44.7	46.5	44.9	57.2	29.5	na	38.8
Confidence Interval (g)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
2014	%	33.4	37.8	40.1	44.2	40.3	34.1	30.6	na	36.9
Confidence Interval (g)	±	2.9	5.0	5.2	5.3	5.2	5.5	8.2	na	1.9
Relative standard error (h)	%	4.4	6.8	6.6	6.1	6.5	8.2	13.7	na	2.6
Satisfied										
2012	%	36.7	35.0	35.9	28.9	34.6	30.9	41.9	na	35.1
Confidence Interval (g)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
2014	%	45.0	38.8	43.1	38.7	42.3	41.6	38.9	na	42.8
Confidence Interval (g)	±	3.0	5.1	5.3	5.2	5.2	5.7	8.7	na	2.0
Relative standard error (h)	%	3.4	6.7	6.2	6.9	6.3	7.0	11.4	na	2.3
Satisfied or very satisfied										
2012	%	69.6	72.9	80.6	75.4	79.4	88.0	71.4	na	73.9
Confidence Interval (g)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
2014	%	78.5	76.6	83.2	83.0	82.6	75.7	69.4	na	79.7
Confidence Interval (g)	±	2.5	4.4	3.9	3.9	4.0	5.0	8.2	na	1.6
Relative standard error (h)	%	1.6	2.9	2.4	2.4	2.5	3.3	6.0	na	1.0
Households with a member with disability (i)										
2014										
Very satisfied	%	29.0	38.0	39.7	37.2	39.8	25.5	30.7	na	33.4
Confidence Interval (g)	±	5.5	9.6	10.5	12.4	10.6	8.5	14.5	na	3.7
Relative standard error (h)	%	9.6	12.8	13.5	16.9	13.5	16.9	24.1	na	5.7



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

<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 (e)</i>
Satisfied	%	45.1	35.8	36.8	40.7	39.7	43.2	35.9	na	41.4
Confidence Interval (g)	±	6.0	9.5	10.2	12.6	10.6	9.6	15.1	na	3.9
Relative standard error (h)	%	6.8	13.6	14.1	15.7	13.5	11.4	21.4	na	4.8
Satisfied or very satisfied	%	74.2	73.9	76.5	78.0	79.5	68.6	66.7	na	74.8
Confidence Interval (g)	±	5.3	8.7	8.8	10.4	8.7	9.0	14.9	na	3.4
Relative standard error (h)	%	3.6	6.0	5.9	6.8	5.6	6.7	11.3	na	2.3

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).
- (b) Care should be taken in interpreting small differences in results as the data are subject to sampling error. The standard error is the measure of the expected variability of the value for the population being measured. Data are not comparable over time due to differences in survey sample design and the methodology used to collect the data.
- (c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (e) 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.
- (f) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.
- (g) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (h) See section 2.6 of the statistical context chapter for more information on relative standard errors.
- (i) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

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

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

# Contextual information

Table 17A.56 **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
<b>Total renters (b)</b>	<b>29.7</b>	<b>28.7</b>	<b>30.3</b>
<b>All households (c)</b>	<b>100.0</b>	<b>100.0</b>	<b>100.0</b>

(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 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.59 **Public housing policy context, 2014 (f)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
<b>Eligibility</b>								
Income limit per week (\$)	560	501 (Limit is for single person)	609 (single person, no children), \$755 (single person with one child, \$877 (single person with two children), \$999 (single person with three or more children)	430	970 (single, no children); Limits vary depending on household type	501	\$669 (single with no dependants); \$836 (family of two people); \$836 plus \$112 each (family of three or more people).	1 540
Other asset limits (\$)	Nil	30 000	\$87 125 (single household) and \$108 250 (two or more person household)	38 400	339 250	35 000	40 000	116 275
Minimum age (years)	Generally 18 years (can be 16 or 17 under special circumstances)	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
<b>Waiting list</b>								
Segment by	Single list of approved clients	Priority (four segments - three priority segments and one 'wait turn' segment)	Need (Four segments)	Need	Need (four segments)	Category 1-4 where 1 = highest priority	Need (three segments)	Integrated waiting list allocated by application date
<b>Tenure</b>								
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

Table 17A.59 Public housing policy context, 2014 (f)

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
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
<b>Rebated rent setting</b>								
Rent-to-income ratio (%)	25–30	25	25	25	25	25	25	23 (maximum)

(a) At 30 June.

(b) *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.

*Minimum age*: Generally, an applicant must be at least 18 years of age before a provider can consider them for social housing. However, a provider will consider applicants aged between 16 and 17 under these conditions: i) They meet all the general eligibility criteria for social housing, and ii) They have an income, and iii) Social housing is the best way to meet their accommodation needs, and iv) 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*: 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.

*Tenancy review criteria*: Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; Three month: the need for continuing emergency temporary accommodation; Six-month: repayment or demonstrated commitment to repayment of outstanding debt.

*Rent to Income Ratio*: Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.

- (c) 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: 25 per cent of assessable income and 15 per cent of Centrelink family payments and Maintenance Payments. Limits are for a single person.
- (d) Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.
- (e) 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.

Table 17A.59 **Public housing policy context, 2014 (f)**

	<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i> (d)	<i>WA</i> (e)	<i>SA</i> (f)	<i>Tas</i> (g)	<i>ACT</i> (h)	<i>NT</i> (i)
(f)	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.							
(g)	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.							
(h)	Tenure/Tenancy Review: The Public Rental Housing Assistance Program provides for a review where a tenant's income exceeds \$94,000 for two consecutive years and their income is sustainable in the longer term. The Fixed Term Tenancies Policy was implemented in August 2012 to assist Housing ACT to require tenants with poor tenancy history to access support and to oblige them to follow additional tenancy terms for a 12 month period in order to re-enter the public housing system with the possibility that tenancy maybe terminated if terms were not followed.							
(i)	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.60 **SOMIH housing policy context, 2014 (a)**

	<i>NSW (b)</i>	<i>Qld (c)</i>	<i>SA (d)</i>	<i>Tas (e)</i>
<b>Eligibility</b>				
Income limit per week (\$)	560	609 (single person, no children), \$755 (single person with one child, \$877 (single person with two children), \$999 (single person with three or more children).	970 (single, no children); Limits vary depending on household type	501
Other asset limits (\$)	None	\$87 125 (single household) and \$108 250 (two or more person household)	339 250	35 000
Minimum age (years)	Generally 18 years (can be 16 or 17 under special circumstances)	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	2, 5 or 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	Yes	Subject to review	Ongoing leases only apply to tenants housed before 1 October 2010	na
Tenancy review	Yes	Based on ongoing need and eligibility	Probationary and fixed terms leases reviewed prior to end of lease	na



Table 17A.60 **SOMIH housing policy context, 2014 (a)**

	NSW (b)	Qld (c)	SA (d)	Tas (e)
Rent-to-income ratio (%)	25–30	25	na	na

(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 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

*Minimum age:* Generally, an applicant must be at least 18 years of age before a provider can consider them for social housing. However, a provider will consider applicants aged between 16 and 17 under these conditions: i) They meet all the general eligibility criteria for social housing, and ii) They have an income, and iii) Social housing is the best way to meet their accommodation needs, and iv) The provider is satisfied they are able to meet tenancy

*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:* 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.

*Tenancy review criteria:* Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; *Three month:* the need for continuing emergency temporary accommodation; *Six-month:* repayment or demonstrated commitment to repayment of outstanding debt.

*Rent to Income Ratio:* Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.

(c) Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.

(d) **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.

(e) **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).

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## 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 is available for the following data collections and performance indicators:

Data collections	3
Public housing data collection	3
State owned and managed Indigenous housing data collection	6
Community housing data collection	8
Indigenous community housing (ICH) data collection	12
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<b>Performance indicators</b>	21
Special needs	21
Priority access to those with greatest need	24
Dwelling condition	27
Access to social housing by people with disability	31
Net recurrent cost per dwelling — Public housing	35
Net recurrent cost per dwelling — State owned and managed Indigenous housing	37
Net recurrent cost per tenancy — Community housing	39
Net recurrent cost per dwelling — Indigenous community housing (ICH)	41
Occupancy rates — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)	44
Turnaround time — Public housing and SOMIH	48
Rent collection rate — Public housing	50

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Rent collection rate — State owned and managed Indigenous housing	51
Rent collection rate — Community housing and Indigenous community housing	52
Amenity	56
Location	61
Affordability	66
Match of dwelling to household size — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)	72
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## Data collections

### Public housing data collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

#### Indicator definition and description

<b>Element</b>	Various
<b>Indicator</b>	Various — all public housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
<b>Measure (computation)</b>	Various
<b>Data source/s</b>	Australian Institute of Health and Welfare (AIHW). Data sets are provided annually to the AIHW by jurisdictions. The annual data collection captures 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

<b>Institutional environment</b>	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 ( <a href="http://www.aihw.gov.au">www.aihw.gov.au</a> ). 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.
<b>Relevance</b>	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. Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.
<b>Timeliness</b>	Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2015 are for 2013-14 (the most current data available).
<b>Accuracy</b>	There are some known accuracy issues with the data collected: <ul style="list-style-type: none"><li>• 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;</li><li>• 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;</li><li>• for some jurisdictions, information about disability is not mandatory to report under program eligibility requirements;</li><li>• Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements;</li></ul>

- many jurisdictions do not update income information for non-rebated households, outputs produced that require income information may not be complete and accurate;
- 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 to very small cell sizes which may be volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

#### New South Wales

- Since a system change in 2010, NSW continues to report 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 as missing.
- Data on 'number of Aboriginal and Torres Strait Islander households at 30 June' is incomplete and unreliable so is substituted with estimates based on data from the 2011 census.

#### **Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors 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 2013-14, 2,222 public housing dwellings were transferred to be managed by the community sector, and 238 new tenancies were unable to be coded as new allocations or transfers due to system issues.

#### **Accessibility**

Annual data is reported in *Housing Assistance in Australia*, which is available publically on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to [info@aihw.gov.au](mailto:info@aihw.gov.au). Data requests are charged on a cost-recovery basis.

#### **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 data manual which is available upon request from the AIHW.

#### **Data Gaps/Issues Analysis**

##### **Key data gaps/ issues**

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

- Some known data quality issues are associated with the public housing

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administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.

- Data substitution may be used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, total number of Aboriginal and Torres Strait Islander households at 30 June, and gross and assessable income.

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## 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

<b>Element</b>	Various
<b>Indicator</b>	Various — all state owned and managed Indigenous housing (SOMIH) indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
<b>Measure (computation)</b>	Various
<b>Data source/s</b>	Australian Institute of Health and Welfare (AIHW). 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

<b>Institutional environment</b>	<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 (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</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>
<b>Relevance</b>	<p>The data collected are an administrative by-product of the management of State Owned and Managed Indigenous Housing (SOMIH) programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. Separately funded SOMIH programs are managed in only four jurisdictions – New South Wales, Queensland, South Australia and Tasmania.</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>
<b>Timeliness</b>	Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2013-14 (the most current data available).
<b>Accuracy</b>	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none"><li>• 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;</li><li>• 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;</li><li>• for some jurisdictions, information about disability is not mandatory to report under program eligibility requirements;</li><li>• Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements;</li><li>• many jurisdictions do not update income information for non-rebated households, outputs produced that require income information may not be</li></ul>

- 
- complete and accurate;
  - 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 to very small cell sizes which may be volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

New South Wales

- Since a system change in 2010, NSW continues to report 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 as missing.

Queensland

- Individual Aboriginal and Torres Strait Islander status is not collected. SOMIH households are assumed to be Aboriginal and Torres Strait Islander households.

**Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors 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 authorities' bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

**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 may be 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.



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## 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

<b>Element</b>	Various
<b>Indicator</b>	Various
<b>Measure (computation)</b>	Various
<b>Data source/s</b>	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from Community Housing Organisations (CHO's) via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about CHO's, 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

<b>Institutional environment</b>	<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 (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</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>
<b>Relevance</b>	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous CHO's). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. 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 among those that are not registered or funded by the state/territory housing authority and some inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by CHO's.</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>
<b>Timeliness</b>	Data are collected annually, either for the full financial year ending 30 June or as at 30 June.
<b>Accuracy</b>	<p>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. Data are incomplete for some jurisdictions due to non-reporting or under reporting by CHO's. The response rate differs between jurisdictions – as outlined below.</p> <ul style="list-style-type: none"><li>• New South Wales - Of the 120 community housing organisations, 32 responded to the survey accounting for 98 per cent of the total dwelling portfolio.</li><li>• Victoria - Of the 102 community housing organisations, 80 responded to the</li></ul>

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survey accounting for 99 per cent of the total dwelling portfolio.

- Queensland - Of the 265 community housing organisations, 101 provided administrative data accounting for approximately 70 per cent of the total dwelling portfolio.
- Western Australia - Of the 34 registered community housing organisations, 28 responded to the survey accounting for 97 per cent of the total dwelling portfolio.
- South Australia – of the 80 community housing organisations, 79 responded to the survey accounting for 100 per cent of the total dwelling coverage.
- Tasmania - Of the 72 community housing organisations, 43 responded to the survey accounting for 97 per cent of the total dwelling portfolio.
- The Australian Capital Territory – All of the 5 community housing organisations responded to the survey accounting for 100 per cent of the dwelling portfolio.
- The Northern Territory – Administrative data only was provided for all 37 community housing organisations.

There are some 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. Aboriginal and Torres Strait Islander 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.
- waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, CHO's may additionally maintain and allocate housing to households on their own waiting list.

Specific known State/Territory issues are:

#### New South Wales

Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHOs provide unit record data. Over time this will result in improved data quality, however, as 2013-14 is the first time under the new system, some data quality issues have arisen. These will be addressed during 2014-15.

#### Victoria

- In 2013-14, there continues to be a large number of records with

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inconsistencies in the data reported by community housing organisations. The jurisdiction is working with organisations to identify and resolve these, and improve data.

#### South Australia

- Updated accredited social housing management software has allowed organisations to separate out financial data that was previously reported together. This has led to the collection of improved rent data.

#### Tasmania

- There were a large number of records with unknown responses.

### **Coherence**

Data for individual jurisdictions may not be comparable across reporting periods, nor with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

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. Comparisons of waitlist data from years prior to 2010-11 should not be made with data from subsequent years due to the implementation of integrated waitlists with the potential for applicants to be counted in waitlist data across more than one social housing collection.

Specific known State/Territory issues are:

#### Victoria

- In 2013-14, there continues to be a large number of records with inconsistencies in the data reported by community housing organisations. The jurisdiction is working with organisations to identify and resolve these, and improve data.

#### Queensland

- Affordable Housing Program data has been included for the first time in 2013-14 data. This data was not available in prior years. As rent setting policies under this program are based on a discount to market, and not as a proportion of income, the inclusion of this data would tend to increase the proportion of income allocated to rent.
- Improvements have been made in the identification of households containing a member identifying as Aboriginal and Torres Strait Islander, with a disability and with a non-English speaking background.
- From 2011-12, system improvements have led to better data capture for new tenancies resulting in improved coverage and data quality.

#### South Australia

- Improvement in reporting methods has led to increased data provision and decrease in missing data.
- In previous years the waitlist data was reported based solely on the Community Housing Customer Register. Applicants for NRAS properties were registered on a separate waitlist. Since 2012-13, wait list data has been reported together for applicants for community housing and applicants for affordable housing. As affordable housing rent setting policies are

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based on a discount to market, and not as a proportion of income (the norm for community housing), the inclusion of this data would tend to increase the proportion of income allocated to rent.

Tasmania

- Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14. This has led to a doubling of in scope dwellings. This has increased the total tenancy rental units and affected related performance indicators. Due to relatively short transfer period before reporting, some data (particularly financial data) related to these transfers was not available. Indicators relying on such data that are reported as proportions may not have moved in line with the increase in tenancy rental units.

Northern Territory

- Changes to stock holdings have altered breakdowns of the total number of tenancy rental units by remoteness.

**Accessibility**

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<[www.aihw.gov.au/housing-assistance-publications/](http://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](http://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](http://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.
- Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this undercoverage.

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## 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 held by jurisdictional funding bodies as well as survey data obtained 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** 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](http://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** The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted.

An ICHO is any Aboriginal and/or Torres Strait Islander organisation that is responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.

The data collection only includes information about ICHOs that received government funding for the provision of housing assistance within the financial year, with the exception of counts of known unfunded ICHOs (D19b) and the number of permanent dwellings managed by these unfunded ICHOs (D1b).

**Timeliness** Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13. Data is currently reported a year later than other housing and homelessness data collections as some jurisdictions are unable to submit data for data cleaning and compilation until late September due to audit timelines.

**Accuracy** Reported findings are based on data reported by jurisdictions to the AIHW. There are some known issues with the accuracy of data collected:

- In Victoria and Tasmania, data was sourced from a survey of ICHOs specifically designed to meet national reporting requirements. In other jurisdictions, data was drawn from existing administrative records e.g. based

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- on a previous survey or dwelling audits. This limits data comparability across jurisdictions e.g. due to data currency, data completeness and missing data.
- In 2012-13, New South Wales, Queensland, South Australia and Western Australia were unable to provide complete dwelling and household-level data and instead provided some data at the aggregate ICHO-level. This limits data comparability across jurisdictions, particularly due to data completeness and missing data.
  - Data was not provided for all ICHOs – the data may not be representative of all ICHOs operating within 2012-13, the dwellings they managed or the households they assisted.
  - Complete data was not reported for all ICHOs as per the national standards reflecting inconsistencies in the data recorded about individual households/dwellings within ICH administrative systems, missing records and proxy data being reported where the required data was not captured as per the national standard.
  - High rates of unknown values were reported for some data items.
  - This collection does not include an Aboriginal and Torres Strait Islander identifier - all households are assumed to include at least one Aboriginal and Torres Strait Islander member.

Specific State/Territory issues are:

New South Wales

- Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHO's provide unit record data. Over time this will result in improved data quality, however, as 2013-14 is the first time under the new system, some data quality issues have arisen. These will be addressed during 2014-15. NSW is now able to report information about funded ICHOs, the dwellings they managed and the households they assisted. Prior to 2012-13, NSW reported proxy information about providers that were actively registered with the Aboriginal Housing Office. Some of these registered providers were not funded. This change in the population reported within the data collection may have contributed to the reported decrease in the number of funded ICHOs in 2012-13 and the reported changes across a number of descriptive data and performance indicators.
- Information on additional bedrooms required for a household is not available.

Victoria:

- In 2012-13, data quality continued to improve, with an improved survey response rate and coverage for household and rent data compared to previous years.

Queensland, Western Australia and South Australia

- Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. The performance indicator results for these dwellings may differ to the results for dwellings where tenancy management services were provided by ICHOs.

Queensland

- From 2012-13, data about households living in permanent dwellings are not comparable with previous data. From 2012-13, missing household records are no longer imputed by QLD. Prior to 2012-13, this data was imputed based on

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the assumption that there was one household living in each permanent dwelling. This change in methodology contributes to a large reported decrease in the number of households assisted and the number of overcrowded households.

- Information on rent is not collected from ICHOs. Where tenancy management services were provided by the state housing authority, this information was extracted from government administrative systems. Where tenancy management services were provided by local government councils, this information was based on quarterly reports. The rent collection rate and average weekly rent collected may differ between dwellings where tenancy management services were provided by government bodies compared with ICHOs.
- Data for improvised dwellings is not available.

#### Western Australia

- For 2012-13, where only partial information that is required to calculate overcrowding was known, WA imputed the remaining information. This change in methodology contributed to the reported increase in the number of households included in the calculation of overcrowding and may have contributed to the reported decrease in overcrowding.

#### South Australia

- From 2012-13, information is only reported for tenancies managed by the state housing authority and not tenancies managed by ICHOs (with the exception of an estimated count of permanent dwellings managed by funded ICHOs). This change in methodology contributed to the reported decrease in the size of the sector and variations in performance indicator results.
- A new system implementation in 2012-13 led to unexpected data quality issues in the reported data for additional bedrooms and occupancy. As a result data for overcrowding and occupancy for 2012-13 is unavailable for national reporting.

#### Tasmania

- Information on households, including the number of additional bedrooms required, is not reported by Tasmanian ICHOs. As a result, this information is not available for national reporting.
- A new arrears policy was implemented in 2012-13. This contributed to improvements in data quality for rent.

#### Northern Territory

- The NT government has advised that approximately 4000 dwellings were transferred from Indigenous housing to remote public housing during 2008-09, a further 631 dwellings were transferred in 2009-10 and no further transfers have occurred since. These dwellings are not currently reported in either the ICH data collection or the public housing data collection. As a result, total social housing in the NT continues to be under-reported, and performance indicator results are not reflective of total social housing stock.

Performance indicators, reported as proportions have been adjusted for non-response by excluding unknown values and missing responses 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. In the absence of an independent and reliable national data set containing information about the size and characteristics of the ICH sector, no other attempt was made to correct the data for errors e.g. where no information was provided for an ICHO, where there were missing records for specific households/dwellings managed by an ICHO, for missing records, or for unknown values.

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**Coherence**

Where coverage of data is less than 95 per cent, details are included in the DQS for the relevant performance indicators. These are available from <http://www.pc.gov.au>

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQS in the relevant edition of this report.

From 2009–10, the scope of most data items within the ICH collection was restricted to ICHOs that received funding within the financial year. This is consistent with the scope of the 2006–07 and earlier collections. In comparison, in the 2008–09 and 2007–08 collections, more data items reflected the performance of both funded and unfunded ICHOs.

Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009, responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.

Specific State/Territory issues are:

Victoria

- From 2009–10 both Aboriginal Housing Victoria and ICHO activity was reported, since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.

Tasmania

- In previous collections, one property used as a health and welfare centre was incorrectly reported. This property is no longer reported within the collection, contributing to some variations over time.

South Australia

- From 2012-13, data is only reported for tenancies managed by the state housing authority. Prior to 2012-13, all dwelling and household data was based on tenancy and asset audit data.

Australian Capital Territory

- ACT reported having no in-scope providers in 2012-13.

**Accessibility**

Annual data is reported in *Housing Assistance in Australia*, which is available publicly on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to [info@aihw.gov.au](mailto:info@aihw.gov.au). Data requests are charged on a cost-recovery basis.

**Interpretability**

Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (<http://www.aihw.gov.au/publication-detail/?id=60129543695>).

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



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### **Data Gaps/Issues Analysis**

- Key data gaps/ issues**
- This data collection undercounts total sector activity, due to missing data for some in-scope ICHOs.
  - This data collection may not accurately represent the characteristics of the sector, due to issues including data not being provided for some in-scope ICHOs, incomplete data being reported for some ICHOs, unknown values being reported for some data items.
  - The community housing data development work being undertaken under the Housing and Homelessness Data Network's work plan for 2014-15 is designed to address longstanding data quality issues associated with community housing data in the long-term.

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## 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

<b>Element</b>	Outcome
<b>Indicator</b>	<i>Amenity/location</i> (Public Housing (PH), State Owned and Managed Indigenous Housing (SOMIH) and Community Housing (CH)) <i>Customer satisfaction</i> (PH, SOMIH and CH) <i>Dwelling condition</i> (PH, SOMIH and CH)
<b>Measure (computation)</b>	Various
<b>Data source/s</b>	AIHW A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program

### Data Quality Framework Dimensions

<b>Institutional environment</b>	<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 (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</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>
<b>Relevance</b>	<p>The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.</p>
<b>Timeliness</b>	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.</p> <p>Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July. Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant</p>

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## Accuracy

satisfaction relate to the 12 months up to the time of the survey.

### 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 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below). Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and fit-for-purpose, representing a response rate for the 2014 survey of 32.4 per cent, considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent . A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.

Jurisdiction	Sample size	Response rate
<b>PH</b>		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
<b>CH</b>		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
<b>SOMIH</b>		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

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### Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,

The 2014 NSHS was designed to meet minimum reliability objectives for key variables 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

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.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

### Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data.

## **Coherence**

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions) Trend data should therefore be interpreted with caution.

Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

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**Accessibility** Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

**Interpretability** Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

### **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.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

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## Performance indicators

### Special needs

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

#### Indicator definition and description

<b>Element</b>	Equity – access
<b>Indicator</b>	<p>The proportion of new tenancies for public housing, SOMIH and community housing that are allocated to households with special needs</p> <p><i>Derivation: Households with special needs are those that satisfy at least one of the following conditions:</i></p> <ul style="list-style-type: none"><li>• <i>the Aboriginal and Torres Strait Islander household definition;</i></li><li>• <i>or that have a household member with a disability;</i></li><li>• <i>or where the principal tenant is aged 24 years or under;</i></li><li>• <i>or where the principal tenant is aged 75 years or more.</i></li></ul>
<b>Measure (computation)</b>	<p><u>Definition</u>: the proportion of new tenancies allocated to households with special needs.</p> <p><u>Numerator</u>: the number of newly allocated tenancies to households with special needs, for whom special needs status is known</p> <p><u>Denominator</u>: total number of newly allocated tenancies</p> <p><u>Computation</u>: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.</p>
<b>Data source/s</b>	<p><b><i>Public housing and SOMIH</i></b></p> <p>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.</p> <p><b><i>Community housing</i></b></p> <p>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.</p>

#### Data Quality Framework Dimensions

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	<p><b><i>Public housing and SOMIH</i></b></p> <ul style="list-style-type: none"><li>• 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.</li><li>• Not all data items required are available for all households. Only households with complete information have been included in the calculation.</li></ul> <p><b><i>Community housing</i></b></p> <p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation</p>

(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 2014.

**Accuracy**

There are some 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 accuracy issues with the data collected:

For National Rental Affordability Scheme (NRAS) properties, managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory data about applicants (including their special needs status), data about applicants (including their special needs status) were unavailable. This may affect the reported proportion for this indicator.

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

New Households assisted by special needs status ( known or not known) by jurisdiction									
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
New households with special needs assisted	3,158	2,292	2,367	1,651	996	1,759	168	na	12,391
<b>Excludes:</b>									
New households with unknown special needs status	78	138	357	178	158	1,080	0	na	1,989
<b>Exclusions (%)</b>	<b>2.5%</b>	<b>6.0%</b>	<b>15.1%</b>	<b>10.8%</b>	<b>15.9%</b>	<b>61.4%</b>	<b>0.0%</b>	<b>na</b>	<b>16.1%</b>

Specific State/Territory issues are:

Tasmania:

Due to the transfer of 2,222 properties from Public Housing and SOMIH portfolios to the Community Housing sector late within the collection cycle, a significant proportion of the data required to measure this indicator was not

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**Coherence** provided, contributing to the high exclusion rate. Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

***Community housing***

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

Specific State/Territory issues are:

South Australia:

- The number of new households where special needs status is known has increased, and improved collection method has led to a significant reduction in the number of records that contained an unknown value between 2012-13 and 2013-14. In prior years, the proportion of special needs households assisted may have been overstated, as households that did not satisfy the special needs criteria may have been over represented in households with unknown special needs status, and therefore excluded from the calculation of this indicator. The proportion of new households with special needs assisted decreased from 77.4 per cent in 2012-13 to 55.6 per cent in 2013-14. This may be a correction that aligns closer to the actual underlying proportion, and should not be taken to reflect a significant decrease in special needs allocations.

**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:

- Data set sourced via a survey of community housing organisations. There is variable coverage across jurisdictions.
- The data sets for public housing and SOMIH have inaccuracies to varying degrees.
- Not all data items required are available for all households. Only households with complete information have been included in these calculations.



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## Priority access to those with greatest need

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

### **Indicator definition and description**

<b>Element</b>	Equity – access
<b>Indicator</b>	<i>Priority access to those in greatest need</i> for public housing, SOMIH and community housing
<b>Measure (computation)</b>	<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.
<b>Data source/s</b>	<b><i>Public housing and SOMIH</i></b> 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.  <b><i>Community housing</i></b> Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey collection tool 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**

<b>Institutional environment</b>	See ‘Data collections’ data quality information (Page 3).
<b>Relevance</b>	<b><i>Public housing and SOMIH:</i></b> <ul style="list-style-type: none"><li>• 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.</li><li>• Not all data items required are available for all households. Only households with complete information have been included in the calculation.</li></ul> Specific state/territory issues are: <u>Tasmania</u> : While need assessments for Tasmanian SOMIH applicants are made, details are not recorded in the Tasmanian Housing Information System. As such, greatest need status and allocations are not reported for Tasmanian SOMIH applicants.

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	<p><b>Community housing:</b></p> <p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.</p>
<b>Timeliness</b>	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2015 are for the 2013-14 financial year, which are the most recent available.
<b>Accuracy</b>	<p>There are some accuracy issues with the data collected:</p> <p><b>Public housing and SOMIH</b></p> <ul style="list-style-type: none"> <li>• 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</li> <li>• Not all data items required are available for all households and only households with complete information have been included in the calculation.</li> </ul> <p><i>Specific state/territory issues are:</i></p> <p><u>New South Wales:</u></p> <p>From 2012, the rent and income information for applicants in the private rental market is no longer collected and so is not available to determine greatest need due to 'very high rental housing costs'. As a result data reported against this measure is likely to be understated.</p> <p><b>Community housing</b></p> <p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations.</p> <p>There are some accuracy issues with the data collected:</p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• data may not be collected and reported in a manner consistent with national data definitions; and</li> <li>• 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.</li> </ul>
<b>Coherence</b>	Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

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## **Public housing and SOMIH**

Specific state/territory issues are:

### New South Wales:

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**

Variability occurs 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:

South Australia:The proportion of new allocations to households in greatest need has increased from 49.8 per cent in 2012-13 to 76.6 per cent in 2013-14, as improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.

### Tasmania

- Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14. Due to relatively short transfer period before reporting, some data (particularly special needs, greatest need and financial data) related to these transfers was not available. Indicators relying on such data that are reported as proportions have not moved in line with the increase in tenancy rental units. In 2013-14, the proportion of new allocations to those in greatest need (29.2 per cent) is understated compared 2012-13 (81 per cent).

**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:

- 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.
- Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this under-coverage.
- Not all data items required are available for all households. Only households with complete information have been included.

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## Dwelling condition

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – effectiveness – quality
<b>Indicator</b>	Dwelling condition for public housing, community and SOMIH
<b>Measure (computation)</b>	<p>Definition: The proportion of households that have four working facilities and no more than two major structural problems.</p> <p><u>Numerator</u>: number of tenants who indicated that their household has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.</p> <p><u>Denominator</u>: number of tenants who gave a valid answer to the facilities and structural problems question multiplied by 100.</p> <p><u>Computation</u>: Number of tenants who said their household has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100.</p>
<b>Data source/s</b>	<p>AIHW</p> <p>A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
<b>Timeliness</b>	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.</p> <p>Fieldwork for the SOMIH face-to-face component was undertaken in NSW</p>

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from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

## 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 Aboriginal and Torres Strait Islander status question: 20.1 per cent of PH tenants, 0.9 per cent of SOMIH tenants and 20.2 per cent of CH tenants did not provide a response.

A small proportion did not provide an answer to the household facilities question (0.8 per cent for PH; 0.3 per cent for SOMIH; 1.2 per cent for CH) or the structural problems question (7.0 per cent for PH; 1.5 per cent for SOMIH; 8.7 per cent for CH).

### Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

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.

Jurisdiction	Sample size	Response rate
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%

NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
<b>MIH</b>		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

#### Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.

The 2014 NSHS was designed to meet minimum reliability objectives for key variables 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

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.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW. No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

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### Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data.

### **Coherence**

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions 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 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

### **Accessibility**

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

### **Interpretability**

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

## **Data Gaps/Issues Analysis**

### **Key data gaps/ issues**

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.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

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## Access to social housing by people with disability

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Equity – access
<b>Indicator</b>	This indicator is used to identify households where at least one member always or sometimes needs assistance with core activities, and provides a basis for further disaggregations of measures of Amenity/location, Customer satisfaction, Dwelling condition for Public Rental Housing (PH), State Owned and Managed Indigenous Housing (SOMIH) and Community Housing (CH). <b>See also the DQI for these indicators.</b>
<b>Measure (computation )</b>	<p><u>Definition</u>: The proportion of households with at least one household member with 'disability' or 'long-term health condition lasting six months or more' who needs assistance with core activities.</p> <p>Derivation: Any person in the household who always or sometimes needs assistance with self-care activities, body movement activities or communication activities <b>AND</b> the reason for needing assistance is either 'disability' or 'long-term health condition lasting six months or more'.</p> <p><u>Numerator</u>: Number of households where at least one member always or sometimes needs assistance with core activities</p> <p><u>Denominator</u>: Number of all households</p> <p><u>Computation</u>: Calculated separately for public rental housing, SOMIH and Community housing and expressed as a percentage.</p>
<b>Data source/s</b>	A private sector data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview, and in South Australia and Tasmania SOMIH data were collected via postal and online (self-completion). For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	The 2014 NSHS includes 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.
<b>Timeliness</b>	<p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.</p> <p>Fieldwork for the SOMIH face-to-face component of the 2014 survey was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.</p>
<b>Accuracy</b>	<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.</p>



### Response rates

The accuracy of the outputs related to Core Activity Need for Assistance from the 2014 NSHS are affected by the response rates for the questions on assistance required for self-care, mobility and communication.

Rate of Non Response	Housing type (per cent)			
	Question	PH	CH	SOMIH
	Self-care yourself	10.0%	9.7%	3.2%
	*Self-care household	21.9%	19.3%	7%
	Mobility yourself	9.5%	9.9%	2.9%
	*Mobility household	22.3%	20.6%	6.8%
	Communication yourself	9.0%	8.6%	3.2%
	*Communication household	22%	19.8%	6.9%
	Long-term health condition	6.5%	6.3%	3.6%
	Disability	6.5%	6.3%	3.6%

\* The denominator is based on households where the household was described as other than a single person living alone.

### Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes. For more information refer to the NSHS Collection DQI.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

The weighted estimate of the total number of households in PH, CH and SOMIH housing requiring assistance with core activities, and the weighted estimate of the total number of households in PH CH and SOMIH Housing were calculated and are provided below:

Public Housing	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Households requiring assistance with core activities	32101	17949	12945	7165	9657	3294	2040	977
All Households	109,369	62,967	46,847	29,281	36,960	10,415	10,404	3,843

Proportion requiring assistance	29%	29%	28%	24%	26%	32%	20%	25%
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Community Housing	NSW	Vic	Qld	WA	SA	Tas	ACT
Households requiring assistance with core activities number	6723	2131	2336	1090	999	714	170
All Households number	26,194	7,801	10,011	6,310	4,051	2,056	519
Proportion requiring assistance	26%	27%	23%	17%	25%	35%	33%

SOMIH	NSW	Qld	SA	Tas
Households requiring assistance with core activities number	498	385	388	64
All Households number	4,488	3,171	1,715	311
Proportion requiring assistance	11%	12%	23%	21%

### Coherence

Commencing with the 2014 survey, the NSHS collected information on whether and to what extent a long term health condition or disability restricts core activities for the respondent or someone in the household. The information is consistent with data collected in the Specialist Homelessness Services Collection and based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the Survey of Disability, Ageing and Caring (SDAC). This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities – self-care, body movements or communication.

Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

### 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.

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## **‘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**

<b>Element</b>	Output – efficiency
<b>Indicator</b>	Net recurrent cost per dwelling for Public housing
<b>Measure (computation)</b>	<u>Numerator</u> : Net recurrent costs <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
<b>Data source/s</b>	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**

<b>Institutional environment</b>	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.
<b>Relevance</b>	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"><li>• Variations in scope and/or definitions between administrative systems.</li><li>• Variations in how programs operate across jurisdictions; and</li><li>• Jurisdictions may use more than one source of data which may impact on data quality.</li></ul>
<b>Timeliness</b>	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.
<b>Accuracy</b>	There may be some accuracy issues with the data collected as new information systems are commissioned.
<b>Coherence</b>	Coherence over time has been affected by the following, and makes comparisons over time potentially misleading: <ul style="list-style-type: none"><li>• Changes to the scope of the collection over time preventing comparisons between years.</li><li>• Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes</li><li>• 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.</li></ul>
<b>Accessibility</b>	Data are reported are available publicly in the Report on Government Services.
<b>Interpretability</b>	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social

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housing financial data collection manual upon request from the Steering Committee.

**Data Gaps/Issues Analysis — The Secretariat will complete this section**

**Key data gaps/ issues**

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

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

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## 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

<b>Element</b>	Output – efficiency
<b>Indicator</b>	Net recurrent cost per dwelling for State owned and managed Indigenous housing (SOMIH)
<b>Measure (computation)</b>	<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
<b>Data source/s</b>	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

<b>Institutional environment</b>	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.
<b>Relevance</b>	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"><li>• Variations in scope and/or definitions between administrative systems.</li><li>• Variations in how programs operate across jurisdictions; and</li><li>• Jurisdictions may use more than one source of data which may impact on data quality.</li></ul>
<b>Timeliness</b>	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.
<b>Accuracy</b>	There may be some accuracy issues with the data collected arising from information systems changes.
<b>Coherence</b>	Coherence over time has been affected by the following, and makes comparisons over time potentially misleading: <ul style="list-style-type: none"><li>• Changes to the scope of the collection over time preventing comparisons between years.</li><li>• Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes</li></ul> 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.
<b>Accessibility</b>	Annual data as reported are available publicly in the Report on Government Services.
<b>Interpretability</b>	Metadata and definitions relating to this data source can be found in the

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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.

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## Net recurrent cost per tenancy — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – efficiency
<b>Indicator</b>	<i>Net recurrent cost per tenancy for community housing</i>
<b>Measure (computation)</b>	<u>Numerator</u> : Total net recurrent costs for year ending 30 June 2013 <u>Denominator</u> : Total number of tenancy (rental) units at 30 June 2013
<b>Data source</b>	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

<b>Institutional environment</b>	See ‘Data collections’ data quality information (Page 3).
<b>Relevance</b>	<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>
<b>Timeliness</b>	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012–13.
<b>Accuracy</b>	<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 accuracy issues with the data collected:</p> <ul style="list-style-type: none"><li>• 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;</li><li>• 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,</li><li>• data about National Rental Affordability Scheme (NRAS) properties</li></ul>

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managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were not reported.

Specific State/Territory issues are:

Tasmania

- Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14.
- Due to relatively short transfer period before reporting, some data (particularly financial data), related to these transfers was not available. Indicators relying on financial data, such as net recurrent cost have not moved in line with the increase in tenancy rental units.

**Coherence**

Comparisons across reporting periods, jurisdictions and other social housing sectors may be affected by variability in the programs reported in the community housing data collection by different state and territory governments, and in survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

South Australia

- Data supplied for 2011-12 were incorrect. Revised data have been provided.

**Accessibility**

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<[www.aihw.gov.au/housing-assistance-publications/](http://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](http://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](http://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.



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## 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

<b>Element</b>	Output – efficiency
<b>Indicator</b>	<i>Net recurrent cost per dwelling</i> for ICH
<b>Measure (computation)</b>	<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.
<b>Data source/s</b>	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

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.
<b>Timeliness</b>	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.
<b>Accuracy</b>	There are known accuracy issues with the data collected. <ul style="list-style-type: none"><li>• This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member.</li><li>• Care should be used when comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.</li><li>• 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 Aboriginal and Torres Strait Islander households for which household groups and dwelling details are known.</li><li>• 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.</li></ul> <p><u>Completeness coverage:</u></p> <ul style="list-style-type: none"><li>• New South Wales: 21 per cent</li><li>• Queensland: 48.5 per cent</li><li>• Northern Territory: 0.0 per cent</li></ul>

- South Australia: 0.0 per cent
- National: 69.5 per cent

Specific State/Territory issues:

New South Wales

- Data for recurrent expenses does not reflect the whole sector. It comprises of \$4.9 million spent by funded aboriginal housing providers that provided data as at June 2013 and \$27.51 million spent by AHO as recurrent expenses on the Aboriginal community housing sector.

Queensland

- The increase in the number of dwellings transitioning to the department for tenancy management has contributed to an increase in maintenance work and the recurrent expenditure.

**Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, in 2009-10, the scope of the ICH collection was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2012-13), 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 prevent comparisons between years. Largely, restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

New South Wales:

- In the 2012-13 collection, the ICH sector reported data from Aboriginal Community Housing Providers that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from Aboriginal Community Housing Providers (ACHPs) that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies

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since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) program, which was previously managed by the Commonwealth. Thus, care is advised when comparing data with earlier reference periods.

**Accessibility** Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

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

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

### **Data Gaps/Issues Analysis**

**Key data gaps/** [Steering committee to update notes.]

**issues**

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

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
- This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

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## Occupancy rates — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – efficiency
<b>Indicator</b>	<i>Occupancy rates</i> for public housing, SOMIH, mainstream community housing and ICH.
<b>Measure (computation)</b>	<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.
<b>Data source/s</b>	<b><i>Public housing and SOMIH</i></b> 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. <b><i>Mainstream community housing</i></b> 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. <b><i>Indigenous community housing</i></b> 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 (conducted 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

<b>Institutional environment</b>	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 ( <a href="http://www.aihw.gov.au">www.aihw.gov.au</a> ).
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The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and 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 is managed by the State Housing Authority or by a 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 Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people. All data items exclude dwellings managed by unfunded organisations unless specified otherwise (for example D1b - number of dwellings managed by funded *and unfunded* ICHOs; and D19b - number of funded *and unfunded* ICHOs).

**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 2014.

***Indigenous community housing***

The reference period for this indicator for ICH is at 30 June 2013, based on the 2012-13 data collection.

**Accuracy**

There are 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 across jurisdictions, 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 accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have

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inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and

- not all organisations capture and report occupancy status – data may not be collected and reported in a manner fully consistent with national data definitions.

Specific State/Territory issues:

New South Wales

- Unit record level data was provided for the first time in 2013-14. Some providers have reported incomplete tenancy data, resulting in occupancy rates being understated.

Northern Territory

- Unit record level data is not collected. The jurisdiction imputes this data and reports that all tenantable rental units are occupied.

***Indigenous community housing***

Complete data was not available for all dwellings or ICHOs in every jurisdiction, and so may not fully reflect the entire funded portion of the jurisdiction. To compensate for poor coverage, the denominator only includes households for which household groups and dwelling details are known.

The coverage rates of ICHOs for jurisdictions where coverage is less than 95 per cent are

- Northern Territory: 0 per cent
- Queensland: 61 per cent.
- The overall coverage at the National level is 89 per cent.

Specific State/Territory issues:

Queensland

- Data related to occupancy is not available for all Aboriginal and Torres Strait Islander community housing properties as household information is not collected from the dwellings owned by ICH providers. Previously, this information was calculated by dividing total households by total available dwellings and assuming one household per dwelling.

Northern Territory

- Information related to occupancy is not reported for ICH.

South Australia

- Due to the implementation of a new system data are not available for 2012-13.

Western Australia

- WA's state housing authority's administrative systems from which the collection is drawn have inaccuracies to varying degrees. The data reported for the calculation of dwelling utilisation did not comply with national data definitions. Therefore, data for 2012-13 may not be reliable or comparable with previous years or data from other jurisdictions.

**Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

***Mainstream community housing***

Data for individual jurisdictions may not be comparable across reporting

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periods, nor with other social housing sectors due to differences in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

### ***Indigenous community housing***

Data is collected from ICHOs using a survey collection tool. Not all ICHOs respond to the request for data each year. Variability in the ICHOs that provide data each year may affect coherence.

#### **New South Wales**

- For 2012-13 Aboriginal Community Housing Providers were in scope for the collection if they were funded. This was a change in scope from previous years. Prior to 2012-13, Aboriginal Community Housing Providers (ACHPs) that were in-scope for the collection were those that were actively registered with the Aboriginal Housing Office (AHO), regardless of their funding status. For the purposes of the collection up to 2012-13, active registration was used as a proxy for funding, although active registration did not mean that a provider was actually funded. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

**Accessibility** Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

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

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

### **Data Gaps/Issues Analysis**

**Key data gaps/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 vary in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

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## Turnaround time

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – efficiency
<b>Indicator</b>	<i>Turnaround time</i> for public housing and SOMIH
<b>Measure (computation)</b>	<p><u>Definition</u>: The average time taken to rent housing stock through normal processes.</p> <p><u>Numerator</u>: Total number of days that dwellings were vacant.</p> <p><u>Denominator</u>: Total number of vacancy episodes</p> <p><u>Computation</u>: calculated separately for public rental housing and SOMIH and expressed in days.</p> <p>Some vacancy episodes are excluded from the calculation of this indicator.</p>
<b>Data source/s</b>	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

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	<p>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 reference period.</p> <p>The indicator is measured as the total number of days that dwellings were vacant for the year ending 30 June, divided by the total number of vacancy episodes for the year ending 30 June.</p>
<b>Timeliness</b>	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2015 are as at 30 June, 2014, which are the most recent available.
<b>Accuracy</b>	<p>The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.</p> <p>Jurisdictions have different data collection and reporting practices in a number of areas which limit data comparability across jurisdictions. Data are not comparable across jurisdictions as there is considerable variation across jurisdictions in the mix of dwellings included in the categories of vacancy and considerable variation in the length of vacancies in those categories.</p> <p>In Victoria, Queensland, Western Australia and Tasmania between 82 per cent and 100 per cent of vacancies are those 'available to rent through normal processes'. For New South Wales, the Australian Capital Territory and the Northern Territory vacancies 'available to rent through normal processes' account for between 24 per cent and 82 per cent of vacancies. The remainder include vacancies for newly constructed/purchased dwellings, dwellings that have undergone major redevelopment work and dwellings that are considered hard-to-let.</p>



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Specific state/territory issues are:

SA: Data was not provided for 2013-14 reporting due new contracting arrangements for dwelling maintenance which did not fully capture the required information. Data is expected to be provided from 2014-15.

**Coherence** Data may not be comparable to previous years due to differences in the accuracy and availability of the data over time. Turnaround time figures were unavailable for the Northern Territory in 2012-13 and for South Australia in 2013-14. Please refer to the turnaround time indicator data quality statement for each year when comparing data across years.

Data from 2011-12 are not comparable with earlier data as categories for recording vacancies changed. Turnaround times before 2011-12 were recorded as either 'normal' or 'not normal'. From 2011-12 five vacancy codes exist which provide a greater level of granularity and consistency across jurisdictions.

**Accessibility** Annual data is reported in *Housing Assistance in Australia*, which is available publicly on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to [info@aihw.gov.au](mailto:info@aihw.gov.au). Data requests are charged on a cost-recovery basis.

**Interpretability** Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (<http://www.aihw.gov.au/publication-detail/?id=60129543695>).

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:

- there are differences across jurisdictions in how vacancy episodes and reasons for vacancies are reported which limit data comparability across jurisdictions, and
- this indicator is sensitive to a number of jurisdictional differences e.g. in stock profiles, policies on the maintenance of properties after they have been vacated, eligibility criteria and stock allocation policies, capital works and disability modification programs, outsourcing arrangements and legislative requirements e.g. covering abandoned goods policies.

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## ‘Rent collection rate’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – efficiency
<b>Indicator</b>	<i>Rent collection rate</i> for Public housing
<b>Measure (computation)</b>	<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.
<b>Data source/s</b>	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

<b>Institutional environment</b>	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.
<b>Relevance</b>	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.
<b>Timeliness</b>	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
<b>Accuracy</b>	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.
<b>Coherence</b>	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
<b>Accessibility</b>	Annual data as reported are available publicly in the Report on Government Services.
<b>Interpretability</b>	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

<b>Key data gaps/issues</b>	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none"><li>• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.</li></ul>
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## **'Rent collection rate' — State owned and managed Indigenous housing**

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

### **Indicator definition and description**

<b>Element</b>	Output – efficiency
<b>Indicator</b>	<i>Rent collection rate</i> for Public housing
<b>Measure (computation)</b>	<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.
<b>Data source/s</b>	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**

<b>Institutional environment</b>	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.
<b>Relevance</b>	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.
<b>Timeliness</b>	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
<b>Accuracy</b>	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.
<b>Coherence</b>	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
<b>Accessibility</b>	Annual data as reported are available publicly in the Report on Government Services.
<b>Interpretability</b>	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**

<b>Key data gaps/issues</b>	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none"><li>• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.</li></ul>
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## Rent collection rate — Community housing and Indigenous community housing

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** *Rent collection rate* for ICH

**Measure (computation)** Definition: Total rent collected as a proportion of the rent charged

#### ***Indigenous community housing***

Numerator: Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June

Denominator: Total rent charged by funded ICHOs for the year ending 30 June

Computation: Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.

#### ***Mainstream community Housing***

Numerator: Total rent collected by funded Community Housing Organisations (CHOs) for the year ending 30 June

Denominator: Total rent charged by funded CHOs for the year ending 30 June

Computation: Total rent collected by funded CHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.

**Data source/s** ***Indigenous community housing***

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.

#### ***Mainstream community housing***

Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

### Data Quality Framework Dimensions

**Institutional environment** See 'Data collections' data quality information (Page 3).

**Relevance** ***Indigenous community housing***

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ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.

***Mainstream community housing:***

- Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Additional jurisdiction-specific inclusions and exclusions also apply.
- The data collected by the jurisdictions conform well in terms of the reference period; however due to the jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

**Timeliness**

***Indigenous community housing***

Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.

***Mainstream community housing***

Data are collected annually, for the financial year ending 30 June. The mainstream community housing data reported in RoGS 2015 are as at 30 June, 2014, which are the most recent available.

**Accuracy**

***Indigenous community housing***

There are known issues with the accuracy of data collected:

- This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member.
- Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.
- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Aboriginal and Torres Strait Islander 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 per cent in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 40 per cent

- South Australia: 73.2 per cent
- Northern Territory: 84.7 per cent
- National: 77.5 per cent

Specific State/Territory issues:

#### Queensland

- Rent data is extracted from internal financial systems or based on local councils' quarterly reports and is not collected From ICH providers for dwellings they own and manage.

#### South Australia

- Data on rent charged to tenants is unavailable.

#### **Mainstream community housing**

The administrative data and survey data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

### **Coherence**

#### **Indigenous community housing and mainstream community housing**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

#### **Indigenous community housing**

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection in 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2010–11), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time are preventing comparisons between years. Largely restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

#### New South Wales

- In the 2012-13 collection, the ICH sector reported data from Aboriginal

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Community Housing Providers that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from Aboriginal Community Housing Providers (ACHPs) that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

- For 2012-13, rent collected is based on 'Approved providers' only. NSW Aboriginal Housing Authority is currently undertaking a major reform process – Build and Grow. ICHO's participating in the process are separated into two categories. Approved providers and head leased providers. Rents collected from 'headlease providers' will not be used until the current repairs and maintenance program has been completed and rents have risen to a comparable level. Prior to 2012-13, rent collected is based on both 'Approved providers' and 'head leased providers'.

#### Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. From 2009-10 Victoria reported on an additional 18 agencies assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Thus, care is advised when comparing 2012-13 data with earlier reference periods.
- Variation in the completeness of household composition data may impact on the coherence of dwelling utilisation data.

**Accessibility** Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

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

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

#### Data Gaps/Issues Analysis

**Key data gaps/ issues** [Steering committee to update notes.]

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

- Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included.
- ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

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## Amenity

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – effectiveness – quality
<b>Indicator</b>	<i>Amenity</i> for public housing (PH), community housing (CH) and State Owned and Managed Indigenous Housing (SOMIH)
<b>Measure (computation)</b>	<p><u>Definition:</u> The proportion of all 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>
<b>Data source/s</b>	AIHW <p>A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
<b>Timeliness</b>	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two



jurisdictions (New South Wales and Queensland).

The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May–5 June and in QLD from 3 June–2 July.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

## 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 (1.3 per cent for PH; 0.4 per cent for SOMIH; 1.3 per cent for CH), however the number of missing cases varies for each feature (see table below).

Missing data (proportion)	PH	SOMIH	CH
<b>Importance</b>			
Size of home	7.3	2.1	5.5
Number of bedrooms	9.4	3.3	8.1
Modifications for special needs	10.0	2.6	8.3
Easy access and entry	6.3	1.9	5.9
Car parking	6.2	1.4	4.7
Yard space and fencing	5.6	1.2	5.1
Privacy of the home	5.8	1.8	4.6
Safety and security within the home	5.2	1.6	3.9
Safety and security outside of the home within the neighbourhood	4.2	1.1	4.1
Energy efficiency	4.8	1.2	4.3
Water efficiency	4.7	1.4	4.3
Thermal comfort	5.5	1.9	4.8
<b>Meets needs</b>			
Size of home	8.4	2.6	7.6
Number of bedrooms	12.5	3.5	11.0
Modifications for special needs	10.7	5.8	10.4
Easy access and entry	9.7	3.5	8.1

Car parking	8.8	3.5	7.7
Yard space and fencing	8.4	2.6	8.4
Privacy of the home	9.5	3.8	8.4
Safety and security within the home	9.4	3.0	8.1
Safety and security outside of the home within the neighbourhood	8.1	2.6	7.6
Energy efficiency	8.6	3.6	7.9
Water efficiency	8.2	3.8	7.6
Thermal comfort	8.0	2.9	7.3

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.

Jurisdiction	Sample size	Response rate
<b>PH</b>		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%

<b>CH</b>		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
<b>SOMIH</b>		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

#### Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,

The 2014 NSHS was designed to meet minimum reliability objectives for key variables 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, minimum sample sizes were set for each housing program. An additional overall 5,350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

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.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

#### Sampling error

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The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data.

**Coherence**

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

**Accessibility**

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

**Interpretability**

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

**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.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

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## 'Location'

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

### **Indicator definition and description**

<b>Element</b>	Output – effectiveness – quality
<b>Indicator</b>	<i>Location</i> for public housing, community and SOMIH
<b>Measure (computation)</b>	<p><u>Definition</u>: The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects</p> <p><u>Numerator</u>: Number of tenants who said the location aspect is important and meets their needs</p> <p><u>Denominator</u>: Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs)</p> <p><u>Computation</u>: Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
<b>Data source/s</b>	AIHW <p>A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMICH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

### **Data Quality Framework Dimensions**

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
<b>Timeliness</b>	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two

jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).

The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May–5 June and in QLD from 3 June–2 July.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

## 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 location (1.5 per cent for PH; 0.5 per cent for SOMIH; 1.7 per cent for CH), however the number of missing cases varies for each facility/service (see table below).

Missing data (proportion)			
<b>Importance</b>			
Shops and banking facilities	3.3	1.2	3.1
Public transport	4.3	1.5	4.3
Parks and recreational facilities	6.6	2.3	5.4
Emergency services, medical services and hospitals	3.8	1.4	3.5
Child care facilities	8.0	2.3	7.3
Education and training facilities	7.6	1.8	7.0
Employment or place of work	7.6	2.2	6.6
Community and support services	5.8	1.6	5.4
Family and friends	4.9	1.7	4.7
<b>Meets needs</b>			
Shops and banking facilities	6.9	2.9	6.6
Public transport	7.7	4.8	7.5
Parks and recreational facilities	9.4	4.6	9.1
Emergency services, medical services and hospitals	7.8	3.7	7.8

Child care facilities	8.7	4.0	8.5
Education and training facilities	8.9	3.6	8.5
Employment or place of work	8.6	3.7	8.5
Community and support services	8.2	3.5	8.1
Family and friends	8.0	3.0	7.8

#### Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

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.

Jurisdiction	Sample size	Response rate
<b>PH</b>		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
<b>CH</b>		
NSW	1061	26.3%
VIC	367	40.8%

QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
<b>SOMIH</b>		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

#### Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,

The 2014 NSHS was designed to meet minimum reliability objectives for key variables 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

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.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

#### Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50



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per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data.

#### **Coherence**

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions). Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

#### **Accessibility**

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

#### **Interpretability**

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

#### **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.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

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## Affordability

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments. Similar data quality information is included in the Steering Committee's Report to the COAG Reform Council on the National Affordable Housing Agreement.

### Indicator definition and description

<b>Element</b>	Outcome
<b>Indicator</b>	The level of housing affordability for low income households of public rental housing, SOMIH and community housing
<b>Measure (computation)</b>	<p><u>Definition</u>: the proportion of rental households in the <i>National Housing Assistance Data Repository</i> (NHADR) for the relevant year, with equivalised gross household income at or below the bottom 40 per cent income quintile cut off for the <i>ABS Survey of Income and Housing</i>, that spend more than 30 per cent of that income on rent.</p> <p><u>Numerator</u>: number of low income rental households spending more than 30 per cent of their equivalised gross household income on rent</p> <p><u>Denominator</u>: total number of low income rental households</p> <p><u>Computation</u>: calculated separately for public housing, SOMIH and community housing and expressed as a percentage.</p> <p><i>Low income households</i></p> <p>The ABS defines low income households as those households in the bottom 40 per cent of the equivalised disposable (gross income less taxes) household income distribution based on the <i>Survey of Income and Housing</i>. For this indicator, the AIHW identifies low income households by using equivalised <b>gross</b> household income data sourced from the AIHW's <i>National Housing Assistance Data Repository</i> and applying the bottom 40 per cent per cent quintile cut-offs from the equivalised <u>gross</u> household income distribution of the <i>ABS Survey of Income and Housing</i>. Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household.</p> <p><u>Computation for numerator</u></p> <p><b>Public housing and SOMIH:</b></p> <p>(a) Household income is the gross household income</p> <p>(b) Rental expenses is the amount of rent charged to the household;</p> <p><b>Community housing:</b></p> <p>(a) Household income is gross household income excluding CRA</p> <p>(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</p> <p><b>Public housing, SOMIH and community housing:</b></p> <p>The numerator is the count of households where (b) exceeds 30 per cent of (a).</p> <p><u>Computation for denominator</u>: count of all low income households with income and rental details known.</p>

### **Data source/s** *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed Indigenous

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housing dwellings, households assisted and households on the waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

**Community housing**

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey of community housing providers 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.

**ABS Survey of Income and Housing**

The 2013-14 **ABS Survey of Income and Housing** low-income cut-offs (that is, the 40th percentile of equivalised gross household incomes for the 2012-13 financial year) were not available so the 2011-12 cut-offs were used in their place.

**Data Quality Framework Dimensions**

**Institutional environment**

See 'Data collections' data quality information (Page 3).

**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.
- 2013-14 ABS Survey of Income and Housing low-income cut-offs were not available so the 2011-12 cut-offs were used in their place. As a result, a small number of low income households falling between the 2011-12 and 2013-14 cut-offs have been excluded from the calculation of this indicator.

**Community housing:**

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding those managed by Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a Specialist Homelessness Services agency.

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 2015 are for the 2013-14 financial year.

**Accuracy**

There are some 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 is not current for some households not in receipt of a rental rebate; this may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent.

where disaggregation has resulted in small cell sizes within the data cells that could compromise confidentiality, the data in these cells have been suppressed to protect confidentiality.

*State/Territory specific issues:*

New South Wales.

From 2012, NSW only collects rent and income information from households when they apply for a subsidy; it is no longer collected or updated for tenants not seeking such assistance. In 2013-14, 32.8 per cent of SOMIH households (1,463) and 8.7 per cent of public rental households (9,299) were excluded from affordability calculations due to missing income information.

South Australia.

SA does not collect gross income, and uses assessable income to estimate equivalised 'gross' income which is then used in determining low income status. In 2013-14, 17.9 per cent of SOMIH households (312) and 12.6 per cent of public rental households (4,783) were excluded from affordability calculations due to missing income information.

Australian Capital Territory

A data system improvement implemented in 2013–14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.

**Community housing**

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information tabulated below was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total Low income households	21,542	10,758	na	5,661	4,591	1,752	464	na	44,768
<b>Excludes:</b>									
Low income households with unknown gross income and rent details	31	127	na	104	39	5	0	na	306
<b>Exclusions (%)</b>	<b>0.1</b>	<b>1.2</b>	<b>na</b>	<b>1.8</b>	<b>0.8</b>	<b>0.3</b>	<b>0.0</b>	<b>na</b>	<b>0.7</b>

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There are some 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;
- all jurisdictions have noted that there are inconsistencies in how the adjustment for CRA is applied by different organisations. Some organisations deduct CRA from rent (which is appropriate); others add CRA to gross income (this overstates rent as a proportion of income) and others fail to adjust for CRA altogether. Where CRA was added to gross income, rent will be overstated as a proportion of gross income; and the number of low income households could be understated, as gross income may incorrectly have been boosted past the bottom 40 per cent quintile cut-offs from the ABS Survey of Income and Housing. The impact of inappropriate CRA adjustments has not been quantified for any jurisdiction.
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- data about National Rental Affordability Scheme (NRAS) properties managed by some community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

*State/Territory specific issues:*

Victoria

In 2013-14, there continues to be unresolved inconsistencies in the data reported by community housing organisations. The jurisdiction is working with the relevant organisations to identify the source of errors and amend the reporting methodology to improve data quality.

South Australia

Updated accredited social housing management software has allowed organisations to separate out financial data relating to CRA and rent. This has improved data quality as the proportion of equivalised gross income spent on rent can now be calculated after rent is adjusted appropriately for CRA.

**Coherence**

Data cannot be fully compared with previous years as modifications in reporting methodology and improved compliance processes may have contributed significantly to changes observed between 2013-14 and prior years.

**Public housing and SOMIH**

*State/Territory specific issues:*

New South Wales.

- Data from 2009-10 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the jurisdiction. From 2010-11 onwards, organisations provide the unit record data to the jurisdiction. This has resulted in improved data quality.
- SOMIH data for 2009-10 and earlier reporting periods may not be comparable due to a change in the way income is calculated.

**Community Housing:** Organisations and jurisdictions have progressively identified and corrected inconsistencies in how the adjustment for CRA is applied, and data across particular years may no longer be comparable (based on the timing of the correction). Depending on the methodology used in prior years, the number of low income households may have been understated (for example in years where CRA was added to gross income) or the proportion of

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gross income paid as rent may have been overstated ( in years where CRA was not deducted from rent).

The increased reporting of data for NRAS dwellings managed by community housing organisations is a factor contributing to an increase in the proportion of households paying more than 30 per cent as rent in community housing . As NRAS rents are set at 20-25 per cent discount to prevailing market rates, and community housing rents are set as a percentage of assessable income, NRAS market based rents tend to be higher. An increase in NRAS rental properties in CHO portfolios would explain higher proportions of household incomes being paid as rent.

*State/Territory specific issues:*

Western Australia:

Community housing organisations manage a mix of housing programs and charge rents based on a mix of income based and market based rent setting policies. Community housing tenants pay 25 per cent of gross income as rent (after rent is adjusted for CRA); Affordable Housing (including NRAS) tenants pay 30 per cent of gross income as rent (after rent adjusted for CRA); and tenants who failed to verify incomes pay 75 per cent of market rent.

Queensland:

Affordable Housing Program data has been included for some organisations for the first time in 2013-14. This data was not available 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:

- Data cannot be compared with previous years due to a change in the definition of low income, with CRA no longer included in household income from 2010-11 onwards.
- This indicator defines low income households as those in the bottom 40 per cent of equivalised gross household income. They are not directly comparable to 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.
- **Community Housing:** a higher proportion of low income households may appear to be in rental stress as some providers cannot exclude CRA when rent data is provided. In these cases rent will be overstated as a proportion of gross income.

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## 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.

### Indicator definition and description

<b>Element</b>	Outcome
<b>Indicator</b>	<i>Match of dwelling to household size</i> for public housing, SOMIH, mainstream community housing and ICH.
<b>Measure (computation)</b>	<p><u>Definition</u>: the proportion of households where dwelling size is not appropriate due to overcrowding.</p> <p><u>Numerator</u>: number of overcrowded households, calculated using the Canadian National Occupancy Standard (CNOS).</p> <p><u>Denominator</u>: the number of households.</p> <p><u>Computation</u>: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.</p>
<b>Data source/s</b>	<p><b><i>Public rental housing and SOMIH</i></b></p> <p>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 as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2013-14 collection year.</p> <p><b><i>Mainstream community housing</i></b></p> <p>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.</p> <p><b><i>Indigenous community housing</i></b></p> <p>Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data from Indigenous Community Housing Organisations (ICHOs).</p> <p>The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. The latest data are for the 2012-14 collection year.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	<p><b><i>Public housing and SOMIH</i></b></p> <ul style="list-style-type: none"><li>• The data collected are an administrative by-product of the management of</li></ul>

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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.

#### ***Mainstream community housing***

Community housing dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Indigenous community housing organisations, State Housing Authorities or Specialist Homelessness Service 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:***

- The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted. An ICHO is any Aboriginal and/or Torres Strait Islander organisation that are responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.
- There were no in-scope ICHOs reported within the Australian Capital Territory within 2012-13.

### **Timeliness**

#### ***Public rental housing, SOMIH and mainstream community housing***

Data are collected annually. The reference period for this indicator is 30 June 2014 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 2012-13. Data are currently reported a year later than other housing data collections as some jurisdictions are unable to submit data within national reporting timelines.

### **Accuracy**

There are some accuracy issues with the data collected. The agreed methodology for determining overcrowding requires the age, sex and relationship status of all tenants within a household to be known, as well as the number of bedrooms within the dwelling. Only households with complete information available are included in the calculation of the indicator.

#### ***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 recoding 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	109,370	63,048	50,570	32,315	38,008	8,250	10,727	4,720
<b>Excludes:</b>								
Households for which bedroom or required bedroom details unknown	1,096	2,412	0	1	384	3	899	89
<b>Exclusions as a % of total ongoing households</b>	<b>1.0</b>	<b>3.8</b>	<b>0.0</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>8.4</b>	<b>1.9</b>

SOMIH	NSW	Vic	Qld	WA	SA	Tas
Total ongoing households	4,504	..	3,270	..	1,741	275
<b>Excludes:</b>						
Households for which bedroom or required bedroom details unknown	73	..	0	..	67	0
<b>Exclusions as a % of total ongoing households</b>	<b>1.6</b>	<b>..</b>	<b>0.0</b>	<b>..</b>	<b>3.8</b>	<b>0.0</b>

.. Not applicable.

State/Territory specific issues:

- 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 some duplication in the reported number 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.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total ongoing households	24,805	13,101	na	6,529	5,809	4,577	530	na	66,708
<b>Excludes:</b>									
Households for which household and tenancy details unknown	128	975	na	64	128	2,348	3	na	3,646
<b>Exclusions (%)</b>	<b>0.5</b>	<b>7.4</b>	<b>na</b>	<b>1.0</b>	<b>2.2</b>	<b>51.3</b>	<b>0.6</b>	<b>na</b>	<b>5.5</b>

Specific State/Territory issues:

Tasmania:

Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14. Tenancy details for these dwellings were not available for reporting in 2013-14.

***Indigenous community housing***

- Overcrowding could not be determined for all households due to incomplete coverage of ICHOs and some household records not containing all the data required in this calculation.
- Data were not available for New South Wales, South Australia, Tasmania and Northern Territory. Due to poor coverage, a national value is not provided.
- Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority.

Completeness coverage:

Jurisdictions where coverage of the data for this indicator was less than 95 per cent are:

- Victoria: 81 per cent
- Queensland: 47 per cent
- Western Australia: 72 per cent

**Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

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***Public rental housing and SOMIH, mainstream community housing, Indigenous community housing***

From 2009-10, the CNOS has been used to calculate bedroom requirements. Prior to this the Proxy Occupancy Standard was used.

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 a 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***

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

*State/Territory specific issues:*

New South Wales:

Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHO's provide unit record data. Over time this will result in improved data quality, however, as 2013-14 is the first time under the new system, some data quality issues have arisen. These will be addressed during 2014-15.

***Indigenous community housing***

From 2009–10, overcrowding was only calculated for households assisted by ICHOs that received funding within the financial year, rather than both funded and unfunded ICHOs (as per earlier years).

Data for individual jurisdictions may not be comparable over time due to differences in the accuracy of individual annual data sets e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. These issues are documented in the data quality statements reported in the relevant edition of this report.

*State/Territory specific issues:*

Victoria

- From 2009–10 both Aboriginal Housing Victoria and ICHO activity are reported. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.

Queensland

- From 2012-13, missing household records are no longer imputed. Prior to 2012-13, this data was imputed based on the assumption that there was one

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household living in each permanent dwelling. Discontinuation of imputation has contributed to a decrease in the number of overcrowded households.

#### Western Australia

- For 2012-13, where only partial information was available, WA imputed the remaining information. This change in methodology contributed to increase in the number of households included in the calculation of overcrowding and may have contributed to decrease in the rate of overcrowding since 2011-12.

**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:***

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- 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.

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## Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

**Outcome:** Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities

**Indicator:** Proportion of Aboriginal and Torres Strait Islander households that are living in overcrowded conditions

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

- *numerator* — number of overcrowded Aboriginal and Torres Strait Islander households (calculated using the Canadian National Occupancy Standard under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard)
- *denominator* — total number of all Aboriginal and Torres Strait Islander 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 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 as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2013-14 collection year.

### *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 held by jurisdictional funding bodies as well as 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. The latest data are for the 2012-14 collection year.

**Institutional environment** See 'Data collections' data quality information (Page 3).

**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 dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Indigenous community housing organisations, State Housing

Authorities or Specialist Homelessness Service 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

Includes all dwellings targeted to Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander people.

**Timeliness**

Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2014 for public rental housing, SOMIH and mainstream community housing.

Indigenous Community Housing

The reference period for this collection is the 2012–13 financial year and is mostly a 30 June 2013 snapshot, but also captures 2011–12 household activity. The most recent data available are for 2011–12.

**Accuracy**

There are some 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**

PH	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	109,370	63,048	50,570	32,315	38,008	8,250	10,727	4,720
<b>Excludes:</b>								
Households for which bedroom or required bedroom details unknown	1,096	2,412	0	1	384	3	899	89
<b>Exclusions as a % of total ongoing households</b>	<b>1.0</b>	<b>3.8</b>	<b>0.0</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>8.4</b>	<b>1.9</b>

.. Not applicable.

**SOMIH exclusions**

SOMIH	NSW	Vic	Qld	WA	SA	Tas
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Total ongoing households	4,504	..	3,270	..	1,741	275
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**Excludes:**

Households for which bedroom or required bedroom details unknown	73	..	0	..	67	0
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**Exclusions as a % of total ongoing households**

	1.6	..	0.0	..	3.8	0.0
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.. 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.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Aboriginal and Torres Strait Islander ongoing households	2,448	492	na	741	187	100	26	na	5,088
<b>Excludes:</b>									
Aboriginal and Torres Strait Islander households for which household and tenancy details unknown	5	46	na	26	10	8	0	na	95
<b>Exclusions (%)</b>	0.2%	9.3%	na	3.5%	5.3%	8.0%	0.0%	na	1.9%

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 Aboriginal and Torres Strait Islander households for which household groups and dwelling details are known. Due to poor coverage, a national value is not provided.

Completeness coverage:

Jurisdictions where coverage of the data for this indicator is less than 95 per cent are:

- Victoria: 81 per cent

- *Queensland: 47 per cent*
- *Western Australia: 72 per cent*

## **Coherence**

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

### Public rental housing, SOMIH, mainstream community housing, and Indigenous Community

- 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

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.

### Indigenous community housing

- 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 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.



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## **Data Gaps/Issues Analysis**

### **Key data gaps/ issues**

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

#### ***Indigenous community housing:***

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- 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.

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## Customer satisfaction

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Output – effectiveness – quality
<b>Indicator</b>	<i>Dwelling condition</i> for public housing, community and SOMIH
<b>Measure (computation)</b>	<p><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.</p> <p><u>Numerator:</u> Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided.</p> <p><u>Denominator:</u> Number of tenants who gave a valid answer to the satisfaction question.</p> <p><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.</p>
<b>Data source/s</b>	AIHW <p>A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See 'Data collections' data quality information (Page 3).
<b>Relevance</b>	The 2014 NSHS includes 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. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
<b>Timeliness</b>	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14</p>

August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

## 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 small proportion of tenants did not provide a response to the overall satisfaction question (2.5 per cent for PH; 1.4 per cent for SOMIH; 2.1 per cent for CH).

### Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face-to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

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.

Jurisdiction	Sample size	Response rate
<b>PH</b>		
NSW	4,991	40.0 %
VIC	585	36.2 %
QLD	564	43.3 %
SA	619	45.5 %
ACT	504	24.7 %
WA	954	27.3 %
TAS	506	34.9 %
NT	509	27.3 %
<b>CH</b>		

NSW	1061	26.3 %
VIC	367	40.8 %
QLD	370	35.9 %
SA	354	32.8 %
ACT	124	24.0 %
WA	361	37.1 %
TAS	300	29.2 %
<b>SOMIH</b>		
NSW	501	53.0 %
QLD	500	64.3 %
SA	307	18.7 %
TAS	83	26.9 %

#### Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.

The 2014 NSHS was designed to meet minimum reliability objectives for key variables 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, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

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.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

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### Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent 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 based on self-reported data.

#### **Coherence**

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions 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. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

#### **Accessibility**

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

#### **Interpretability**

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

### **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.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

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# 18 Homelessness services

## CONTENTS

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### 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](http://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.

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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 (NAHSPP), 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 NAHSPP.

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. The NAHA outcomes include:

- 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 responsible housing market
- Aboriginal and Torres Strait Islander people have the same housing opportunities (in relation to homelessness services, housing rental, housing purchase and access to housing through an efficient and responsive housing market) as other Australians
- Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities.

The NPAH contributes to the NAHA outcome to help “people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion”. The NPAH outcomes are:

- fewer people will become homeless and fewer of these people 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 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

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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.

Under the initial NPAH (\$1.1 billion over four years), which concluded on 30 June 2013, more than 180 initiatives provided housing and support services for people who would otherwise have been homeless.

Following a one-year transitional NPAH 2013–14, a further one year Agreement was implemented for 2014–15 in which the Australian Government provides \$115 million in funding. 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 this 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 were last published in the 2013 Report.

Improvements to the reporting of homelessness services in this edition include:

- the expansion of the ‘access of special needs groups to homelessness services’ indicator to include a measure for people with disability, enumerated by data from the SHSC
- the inclusion of data quality information (DQI) for the measure ‘access to homelessness services by clients with disability’ and the indicator ‘clients experiencing repeat periods of homelessness’.

## **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.<sup>1</sup> Some community housing organisations provide short-term and transitional accommodation and some specialist homelessness agencies provide long-term accommodation. The Housing and homelessness sector overview provides some information on the interconnections between these and other services.

## **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).

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

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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’<sup>2</sup> (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). Aboriginal and Torres Strait Islander people are more likely to be both under-enumerated and overrepresented in the homeless population (ABS 2012c).<sup>3</sup>

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 2013–14 (or at the beginning of 2013–14 for clients who were existing clients on 1 July 2013). 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:

- no shelter or improvised dwelling: includes where dwelling type is no dwelling/street/park/in the open, motor vehicle, improvised building/dwelling, caravan, cabin, boat, tent; or tenure type is renting or living rent-free in a caravan park
- short-term temporary accommodation: dwelling type is boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast; or tenure type is renting or

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<sup>2</sup> The ABS categorises a dwelling as severely crowded 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).

<sup>3</sup> 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).

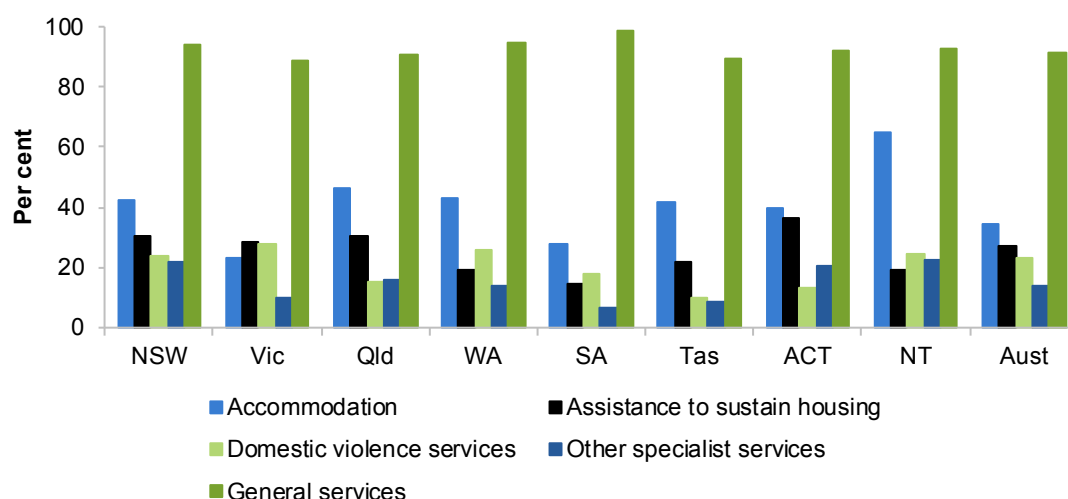
living rent-free in boarding/rooming house, renting or living rent-free in emergency accommodation or transitional housing

- house, townhouse or flat (couch surfing or with no tenure): tenure type is no tenure; or conditions of occupancy are living with relatives fee free, couch surfing.

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 an estimated 254 001 people in 2013–14 (table 18A.1). Besides general services (91.5 per cent), services commonly provided included accommodation (34.4 per cent), assistance to sustain housing (26.9 per cent), domestic violence services (22.9 per cent), and other specialist services (13.7 per cent). These results varied across jurisdictions (figure 18.1).

Figure 18.1 **Composition of support provided, all clients, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*, 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 2013–14 was \$619.1 million, compared to \$587.8 million in 2012–13 (2013–14 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

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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 \$27 in 2013–14, though the amount of funding per person varied across jurisdictions (table 18A.4).

## **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).

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. Performance indicators reported in this chapter are aligned with homelessness services performance indicators in the most recent version of the NAHA, where relevant.

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### **Box 18.1 Objectives for government funded specialist homelessness services**

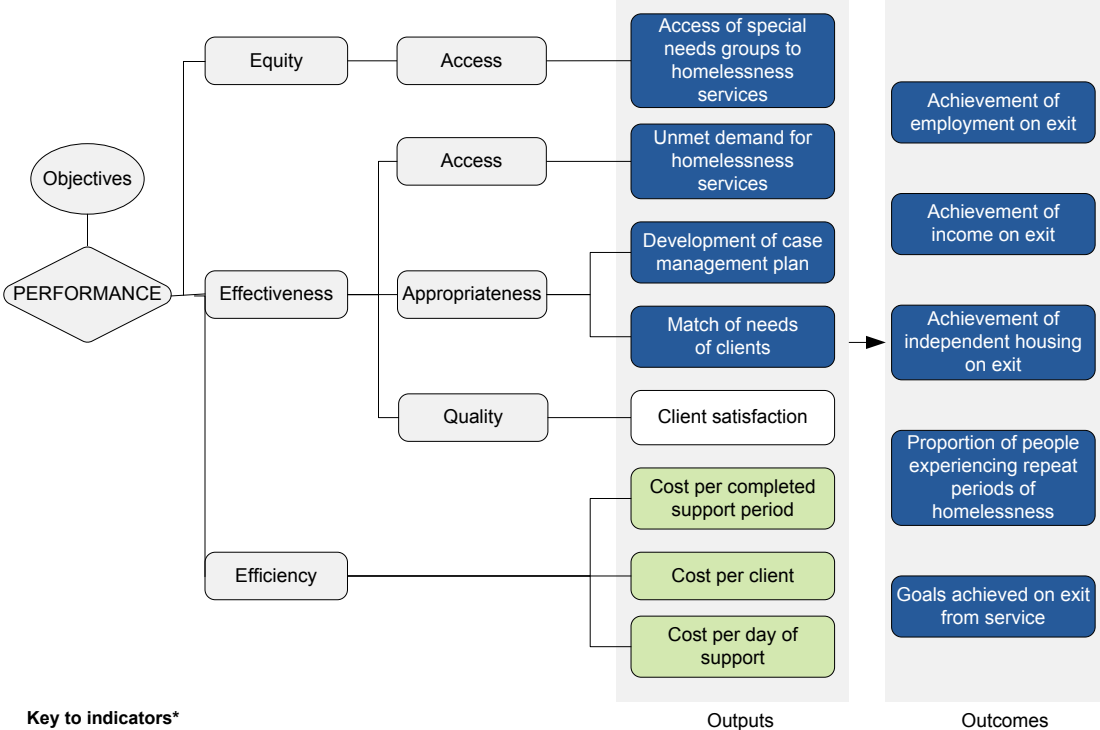
The overall aim of specialist homelessness services is to provide transitional supported accommodation and a range of related support services, to help people who are homeless or at imminent risk of homelessness to achieve the maximum possible degree of self-reliance and independence. Within this aim,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

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of homelessness services (figure 18.2). The performance indicator framework shows which data are comparable in the 2015 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and completeness from a Report-wide perspective (section 1.6).

Different delivery contexts and locations influence the equity, effectiveness and efficiency of homelessness services. 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 Aboriginal and Torres Strait Islander 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).

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Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators, in addition to material in the chapter or sector overview and 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 2015 Report can be found at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

### **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). All specialist homelessness services 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. Data are also collected about people who request assistance from a specialist homelessness agency but do not receive an assessment of their needs, direct services or a referral to another service.

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.

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.

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### *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 Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (non-MESC) and people with disability among all people whose needs for accommodation and other services were met, and the representation of these groups in the population.

Disability for this indicator is defined as people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication).

This indicator includes three measures:

- the number of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability whose demand for accommodation was met divided by the total number of clients whose demand for accommodation was met
- the number of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability 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 Aboriginal and Torres Strait Islander, non-MESC clients and people with disability 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 Aboriginal and Torres Strait Islander, non-MESC clients and people with disability use different types of services.

Data reported for these measures are:

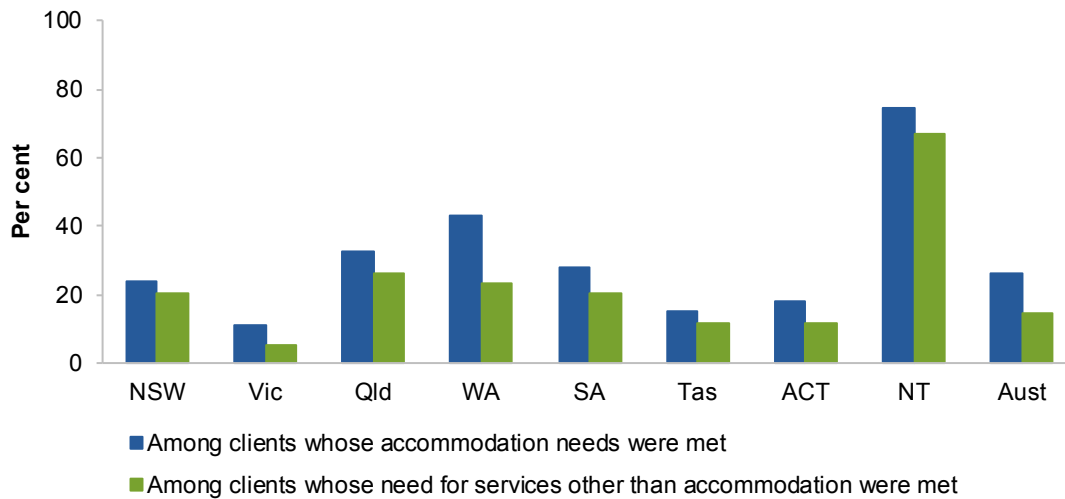
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for people with disability is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

### *Access of Aboriginal and Torres Strait Islander people to homelessness services*

Nationally, Aboriginal and Torres Strait Islander people made up 26.3 per cent of all clients whose needs for accommodation were met, and 14.4 per cent of all clients whose needs for services other than accommodation were met in 2013–14. These results varied across jurisdictions (figure 18.3).

Figure 18.3 **Proportion of Aboriginal and Torres Strait Islander clients, among all clients, whose needs for accommodation and services other than accommodation were met, 2013–14**



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

Nationally in 2013–14, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (22.9 per cent) than their representation in the population (3.0 per cent) (table 18.1).

Table 18.1 **Proportion of Aboriginal and Torres Strait Islander people represented in specialist homelessness services, and in the population<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
In specialist homelessness services, 2013–14	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9
In the population, 2013	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0

<sup>a</sup> See notes to table 18A.8 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2013) *Australian Demographic Statistics, June 2013*, Cat. no. 3101.0, Canberra; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; table 18A.8; tables 2A.1 and 2A.14.

#### *Access of people born in non–main English speaking countries to homelessness services*

Nationally, people born in non–main English speaking countries made up 11.0 per cent of all clients whose needs for accommodation were met, and 10.6 per cent of all clients whose needs for services other than accommodation were met in 2013–14. These results varied

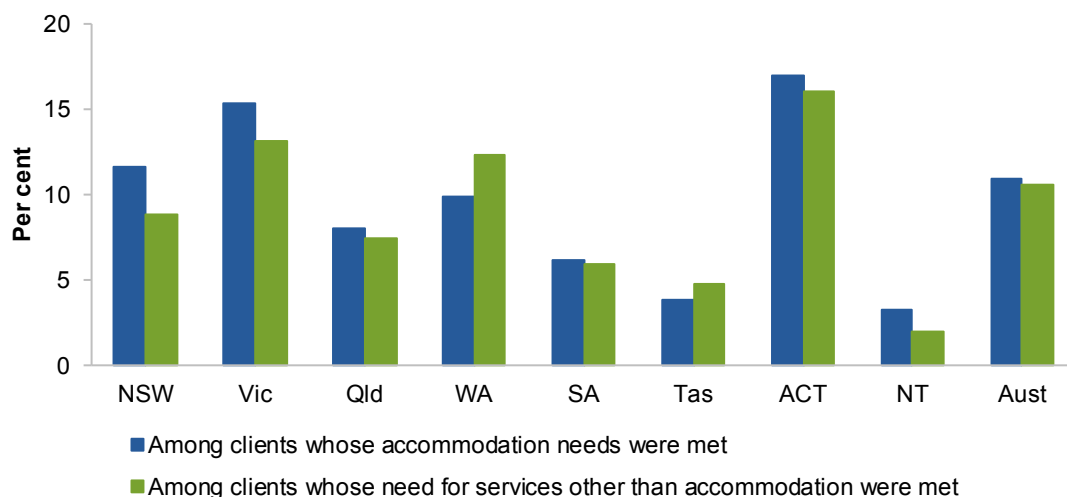


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across jurisdictions (figure 18.4).

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**Figure 18.4 Proportion of clients born in non-main English speaking countries, among all clients, whose needs for accommodation and services other than accommodation were met, 2013–14<sup>a</sup>**



<sup>a</sup> Non-main English speaking 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*, Australia; table 18A.6.

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Nationally, people born in non-main English speaking countries had a lower representation amongst all people accessing specialist homelessness services (12.3 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<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
In specialist homelessness services, 2013–14	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population, 2011	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7

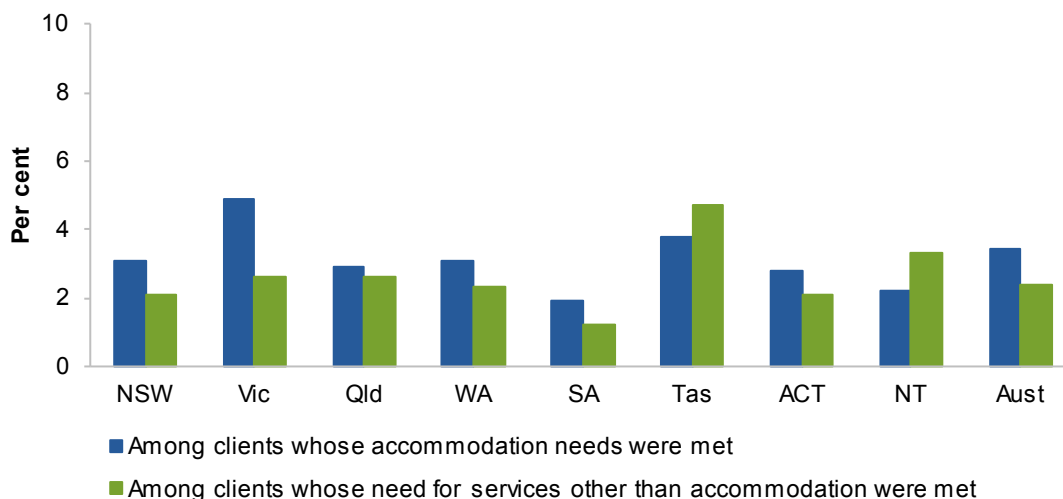
<sup>a</sup> See notes to table 18A.8 for more details.

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*, Australia; table 18A.8.

### Access of people with disability to homelessness services

Nationally, people with disability made up 3.4 per cent of all clients whose needs for accommodation were met, and 2.4 per cent of all clients whose needs for services other than accommodation were met in 2013–14. These results varied across jurisdictions (figure 18.5).

**Figure 18.5 Proportion of clients with disability whose needs for accommodation and services other than accommodation were met, 2013–14<sup>a</sup>**



<sup>a</sup> See notes to table 18A.7 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.7.

Nationally, people with disability had a lower representation amongst all people accessing specialist homelessness services (4.0 per cent) than this group’s representation in the population (6.1 per cent) (table 18.3).

**Table 18.3 Proportion of clients with disability represented in specialist homelessness services, and in the population<sup>a</sup>**

	<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, 2013–14	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population, 2012	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1

<sup>a</sup> See notes to table 18A.8 for more details.

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; ABS (2013) *Disability, Ageing and Carers, Australia, 2012*, Cat. no. 4430.0; AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.8.

Additional data on representation of special needs groups in specialist homelessness services are presented in tables 18A.5–8.

Data for 2011–12 and 2012–13 are included in tables 18A.5–6 and 18A.8.

#### *Unmet demand for homelessness services*

‘Unmet demand for homelessness services’ is an indicator of governments’ objective to ensure all Australians have equitable access to homelessness 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.

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## Box 18.4 Unmet demand for homelessness services

Specialist homelessness services (SHS) 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 SHS agencies but receive no assistance – excluding clients who received an assessment or a referral (unassisted requests for services), and for the clients who received some form of assistance. These two components are part of the overall picture of unmet demand for SHS.

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 with 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 with 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 some central intake models 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 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2013–14, clients with unmet need for accommodation accounted for 24.0 per cent of the total demand for accommodation (figure 18.5), compared with 22.1 per cent in 2012–13 (table 18A.10). These results varied across jurisdictions.

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 2013–14 (figure 18.6 and table 18A.10). This result varied across jurisdictions (figure 18.6).

**Figure 18.6 Proportion of clients with unmet need for accommodation and services other than accommodation, 2013–14<sup>a, b, c</sup>**



<sup>a</sup> 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. <sup>b</sup> Data for 'services other than accommodation' for SA are nil or rounded to zero. <sup>c</sup> See notes to table 18A.10 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.10.

The number of average daily unassisted requests for accommodation and services other than accommodation are included in table 18A.9.

### 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).

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### Box 18.5      **Development of a case management plan**

'Development of a case management plan' is defined as the number of closed support periods with an agreed case management plan divided by the total number of closed support periods. Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

A high or increasing proportion of support periods where clients have an agreed case management plan 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). In South Australia, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management, but only the one reported by the agency who leads the case management can be recorded as having a case management plan.

Data reported for this indicator are:

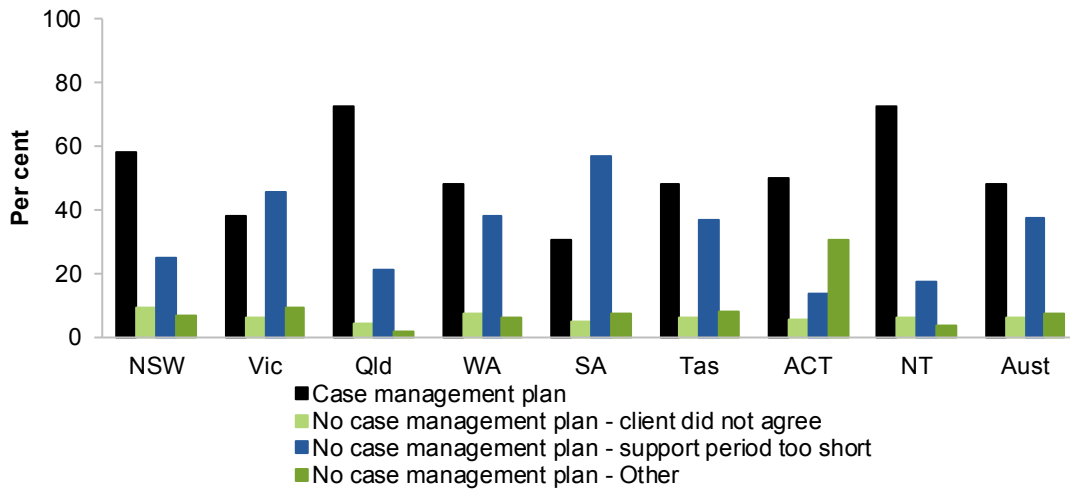
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

The basis on which this indicator is enumerated has changed since the 2014 Report from clients to closed support periods. Data for 2012–13 and 2011–12 have been revised to reflect this change.

Data quality information for this indicator is under development.

Nationally, there was an agreed case management plan for clients in 48.2 per cent of closed support periods in 2013–14 (compared with 57.1 per cent of closed support periods for Aboriginal and Torres Strait Islander clients). These proportions varied across jurisdictions (figure 18.7 and tables 18A.11–12).

Figure 18.7 Closed support periods, proportion with an agreed case management plan, all clients, 2013–14<sup>a, b</sup>



<sup>a</sup> Victoria and ACT data are not directly comparable with other states and territories due to their central intake models. <sup>b</sup> See notes to table 18A.11 for more details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.11.

Data for 2012–13 and 2011–12 on the proportion of support periods where clients had an agreed case management plan are included in tables 18A.11–12.

### 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).

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## 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
- number 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
- number 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
- number 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
- number of clients (12–18 years) with closed support periods who needed education and/or training assistance and who were enrolled in 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 some central intake models 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 2013–14 data are available for all jurisdictions.

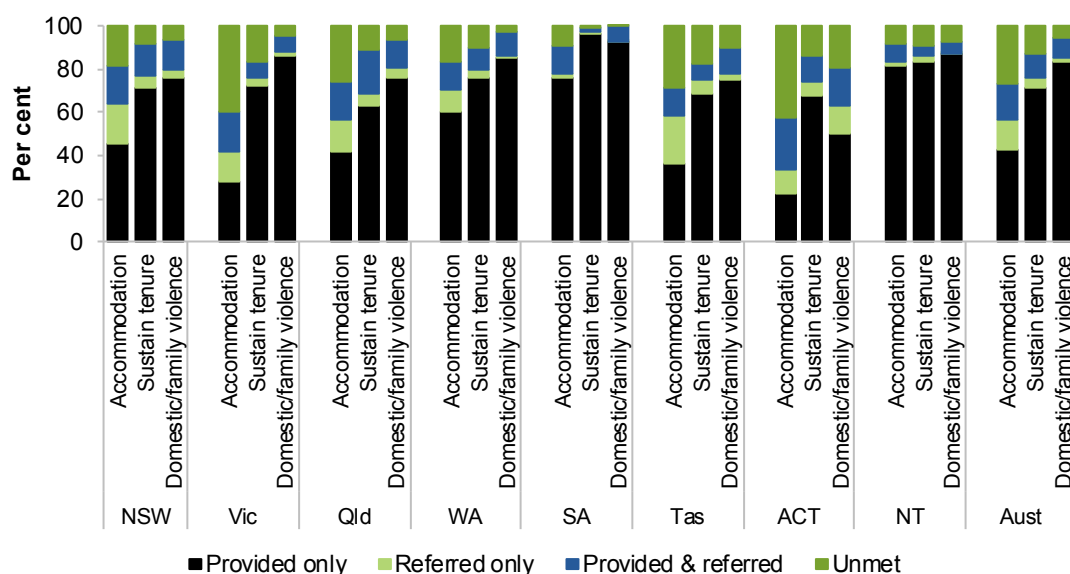
Data quality information for this indicator is under development.

Nationally in 2013–14, 51.2 per cent of all clients with closed support periods 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 (58.7 per cent). A further 14.2 per cent of these clients were referred to other organisations for this assistance (figure 18.8 and table 18A.14). 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 (82.9 per cent), and



directly provide or directly provide and refer domestic and family violence–related assistance to 92.8 per cent of clients seeking this type of service (figure 18.8).

**Figure 18.8 Closed support periods — support needs of all clients, 2013–14<sup>a</sup>**

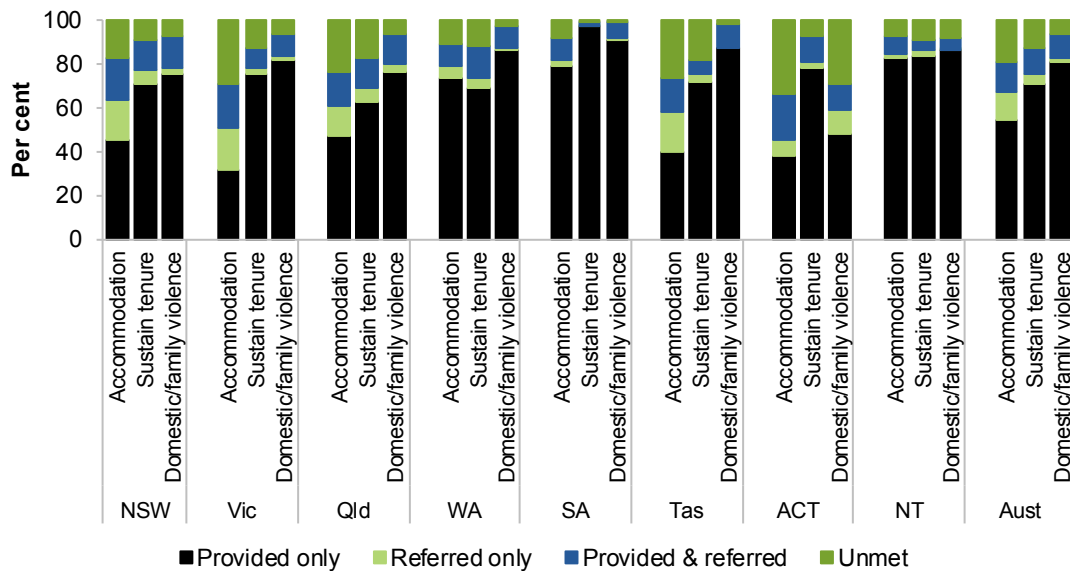


<sup>a</sup> Victoria and ACT have central intake models which mean that their data are not directly comparable with other states and territories.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.14.

Nationally in 2013–14, 56.2 per cent of all Aboriginal and Torres Strait Islander clients 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 (69.2 per cent). A further 12.2 per cent of these clients were referred to other organisations for this assistance (figure 18.8 and table 18A.15). 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 (82.8 per cent) and directly provide or directly provide and refer domestic and family violence–related assistance to 91.9 per cent of clients seeking this type of service (figure 18.9).

Figure 18.9 **Closed support periods — support needs of Aboriginal and Torres Strait Islander clients, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.15.

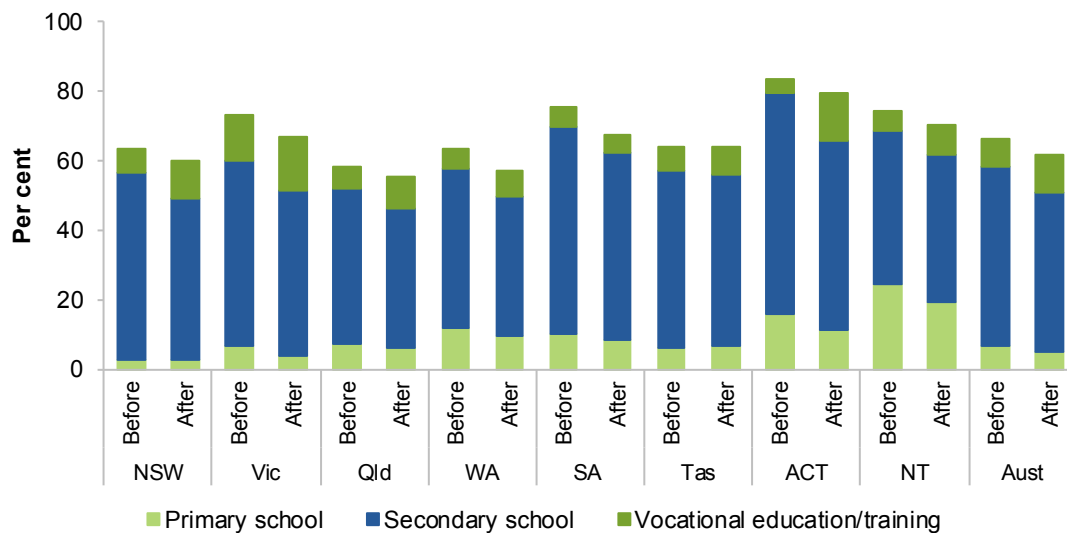
The support needs of clients born in non-main English speaking countries are included in table 18A.16.

A summary of support needs of clients is presented in table 18A.13.

Data for 2012–13 and 2011–12 are included in tables 18A.13–16.

Nationally, of young clients (aged 12–18 years) who needed assistance to obtain or maintain education and/or training in 2013–14, 68.4 per cent were enrolled in formal study or training after support, compared with 67.9 per cent in 2012–13 (table 18A.17). Amongst this 68.4 per cent, the proportion of clients who were enrolled in vocational education/training increased from 8.1 per cent before support to 11.2 per cent after support. The proportion of clients who were enrolled in secondary school decreased from 51.4 per cent before support to 45.5 per cent after support. These proportions varied across jurisdictions (figure 18.10).

**Figure 18.10 Closed support periods — proportion of clients (12 to 18 years) who needed education and/or training assistance who were enrolled in formal study or training after support, educational enrolment status before and after support, 2013–14**



Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.17.

Additional data on the educational enrolment status of clients before and after support are presented in table 18A.17, including data for 2012–13 and 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.

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## 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 variations in costs.

### *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).

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#### **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, service delivery across more agencies or changes in client need.

Data reported for this indicator are:

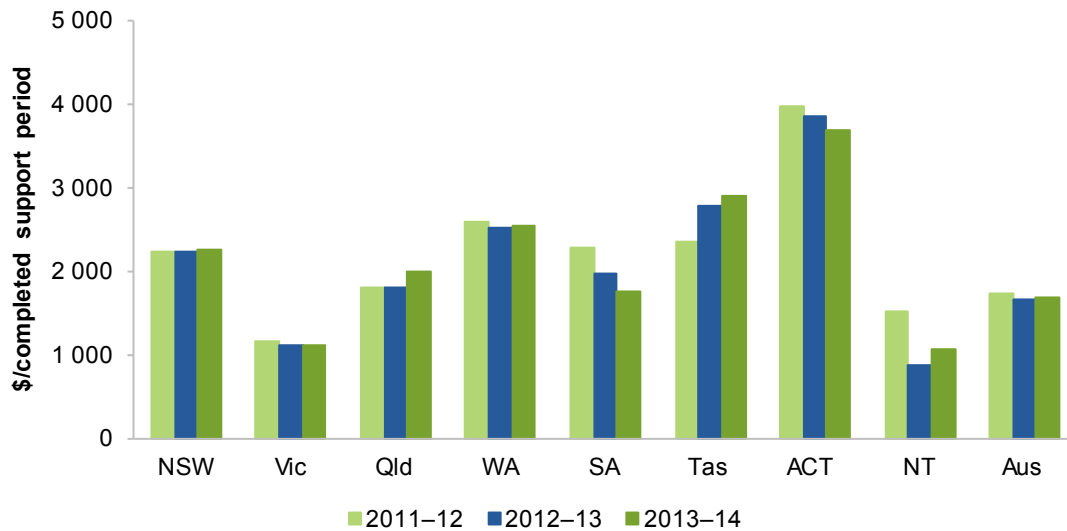
- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

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Nationally, the recurrent cost per completed support period was \$1683 in 2013–14, compared with \$1674 in 2012–13 (table 18A.18). This cost varied significantly across jurisdictions (figure 18.11).

Figure 18.11 **Real recurrent cost per completed support period, 2013–14 dollars<sup>a, b</sup>**



<sup>a</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. <sup>b</sup> See notes to table 18A.18 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; Australian, State and Territory governments (unpublished); tables 18A.18 and 2A.51.

### 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 less complex client needs.

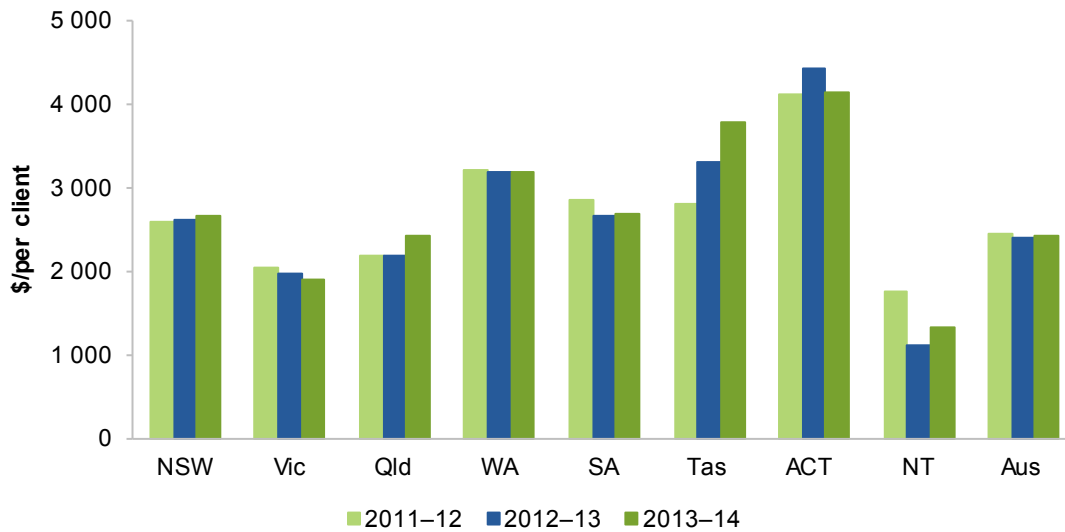
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2013–14 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 \$2437 in 2013–14, compared with \$2407 in 2012–13 (table 18A.19). This cost varied significantly across jurisdictions (figure 18.12).

**Figure 18.12 Real recurrent cost per client accessing homelessness services, 2013–14 dollars<sup>a, b</sup>**



<sup>a</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. <sup>b</sup> See notes to table 18A.19 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; Australian, State and Territory governments (unpublished); tables 18A.19 and 2A.51.

### *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).

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### 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, less complex client needs or longer waiting times for services.

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 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

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Nationally, the recurrent cost per day of support for clients averaged \$30 in 2013–14, compared with \$29 in 2012–13 (table 18A.20). This cost varied significantly across jurisdictions (figure 18.13).

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Figure 18.13 Real recurrent cost per day of support for clients, 2013–14 dollars<sup>a, b, c</sup>



<sup>a</sup> The number of support days for 2011–12 are not available. <sup>b</sup> See notes to table 18A.20 for more information. <sup>c</sup> Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; Australian, State and Territory governments (unpublished); tables 18A.20 and 2A.51.

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## **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).



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### 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 Aboriginal and Torres Strait Islander 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:

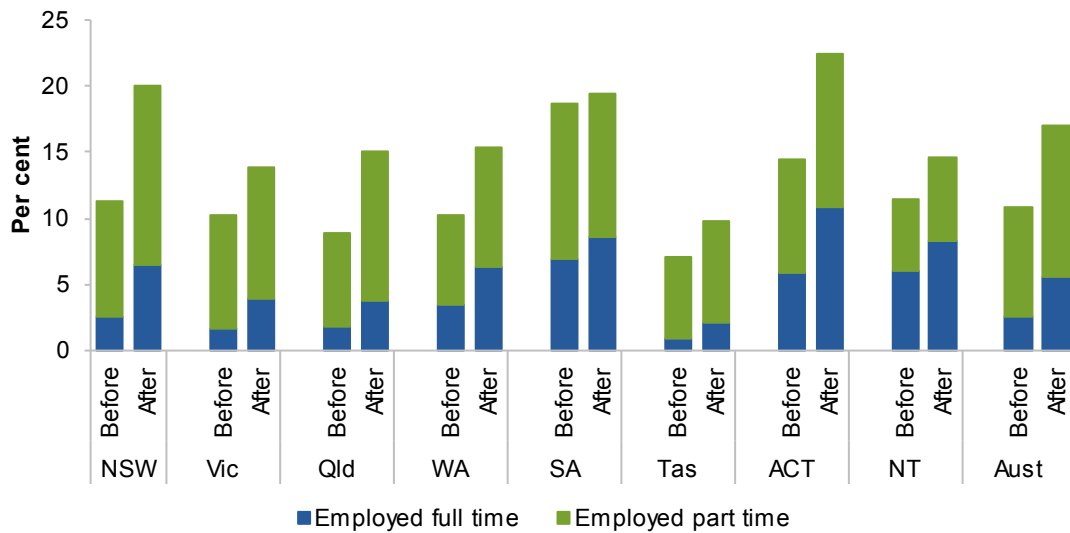
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions

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 2013–14, 17.7 per cent were employed either part-time or full-time after support, compared with 10.9 per cent before support. Amongst the 17.7 per cent employed after support, 5.6 per cent were employed full-time and 11.5 per cent were employed part time after support. Proportions varied across jurisdictions (figure 18.14 and table 18A.21).

Nationally, of those Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, 12.6 per cent were employed either part-time or full-time after support, compared with 8.0 per cent before support. Amongst the 12.6 per cent employed after support, 4.5 per cent were employed full time and 8.0 per cent were employed part time after support. These proportions varied across jurisdictions (table 18A.22).

Figure 18.14 **Closed support periods — proportion of clients who needed employment and/or training assistance, by full/part time employment status before and after support, 2013–14<sup>a</sup>**



<sup>a</sup> See notes to table 18A.21 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.21.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, and were unemployed before support, 4.6 per cent were employed full time and 7.1 per cent were employed part time after support (figure 18.15 and table 18A.23).

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2013–14, and were not in the labour force before support, 2.6 per cent were employed full time and 7.9 per cent were employed part time after support (figure 18.15 and table 18A.23).

**Figure 18.15 Closed support periods — labour force status of clients after support who were unemployed or not in the labour force before support 2013–14**



<sup>a</sup> 'Employed full time after support' where not in labour force before support is nil or rounded to zero for SA..

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.23.

Data for 2012–13 and 2011–12 are included in table 18A.23.

### *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).

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### 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 Aboriginal and Torres Strait Islander clients.

Data reported for these measures are:

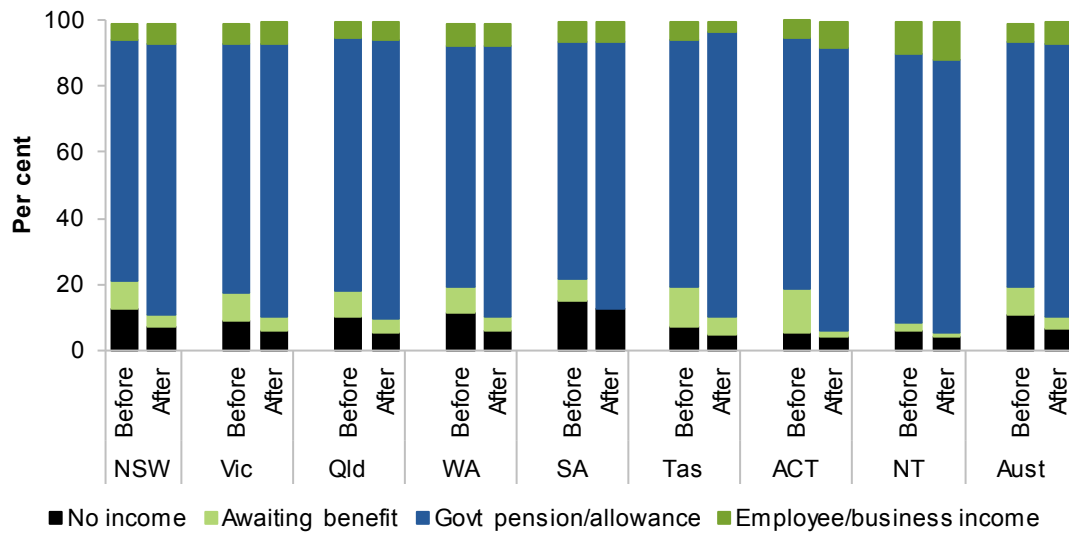
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14) data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, of clients who needed income assistance when entering homelessness services in 2013–14, 93.6 per cent had an income source after support, compared with 93.9 per cent in 2012–13 (table 18A.24). Amongst the 93.6 per cent, the proportion whose reported source of income was a government pension/allowance increased from 74.4 per cent before support to 82.6 per cent after support and the proportion of clients whose reported source of income was employee/business income increased from 5.7 per cent before support to 6.5 per cent after support. Proportions varied across jurisdictions (figure 18.16).

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2013–14, 94.9 per cent had an income source after support, compared with 95.2 per cent in 2012–13 (table 18A.25). Amongst the 94.9 per cent, the proportion whose reported source of income was a government pension/allowance increased from 83.6 per cent before support to 88.4 per cent after support. The proportion of clients whose reported source of income was employee/business income increased from 2.8 per cent before support to 3.8 per cent after support. Proportions varied across jurisdictions (figure 18.17).

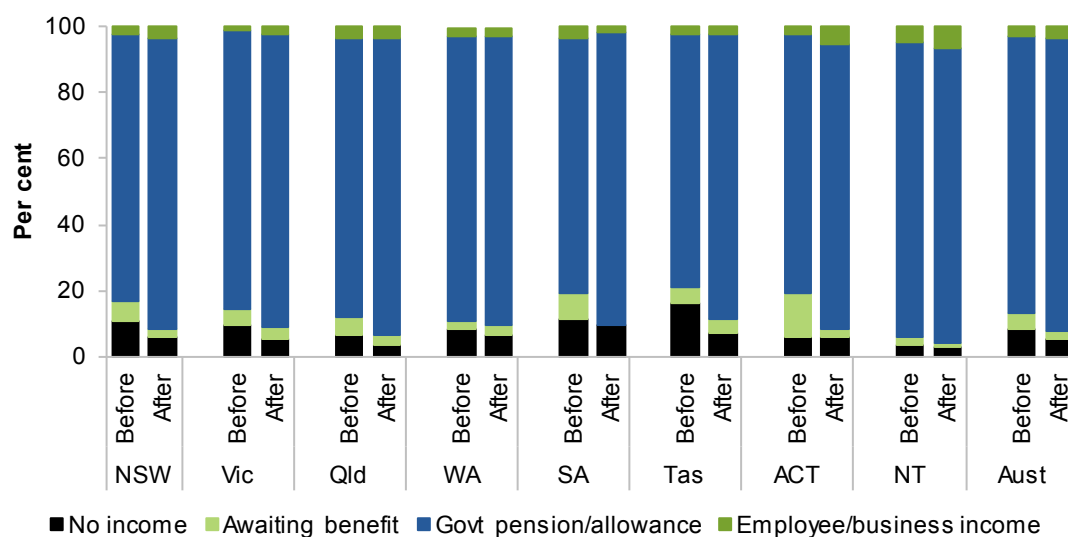
Figure 18.16 Closed support periods — proportion of clients who needed income assistance and who had an income source after support, by income source, 2013–14<sup>a</sup>



<sup>a</sup> 'Awaiting benefit' after support is nil or rounded to zero for SA.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.24.

Figure 18.17 **Closed support periods — proportion of Aboriginal and Torres Strait Islander clients who needed income assistance and who had an income source after support, by income source, 2013–14<sup>a</sup>**



<sup>a</sup> 'Awaiting benefit' after support is nil or rounded to zero for SA.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.25.

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### *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 had an identified need for assistance for ‘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 had an 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 an identified 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 an identified need for 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 Aboriginal and Torres Strait Islander clients.

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

This indicator compares the proportion of clients with closed support periods 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 2013–14 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, of clients who had an identified need for assistance with obtaining or maintaining independent housing, 63.0 per cent achieved independent housing in 2013–14, compared with 61.2 per cent in 2012–13 (figure 18.18). This included clients who moved

or returned to private rental housing (39.0 per cent), and to public or community rental housing (20.9 per cent) (table 18A.26).

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.26 and 18A.27).

**Figure 18.18 Closed support periods – proportion of clients who needed assistance to obtain or maintain independent housing and who obtained or maintained independent housing after support<sup>a, b</sup>**



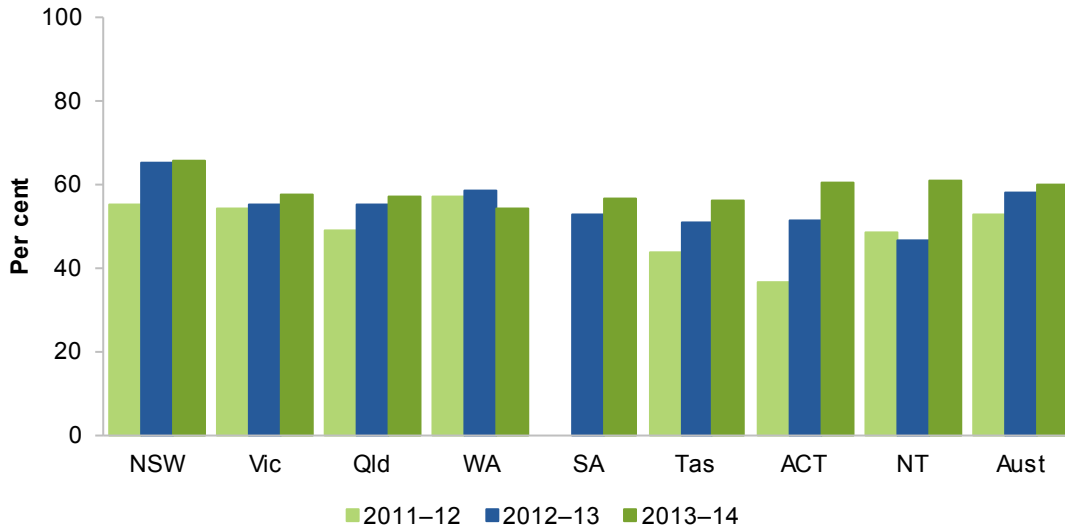
<sup>a</sup> SA collection methodology for 2011–12 does not allow for this type of analysis. <sup>b</sup> See notes to table 18A.26 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.26.

Nationally, of Aboriginal and Torres Strait Islander clients who had an identified need for assistance with obtaining or maintaining independent housing 60.2 per cent achieved independent housing in 2013–14, compared with 58.0 per cent in 2012–13 (figure 18.19). This included clients who moved or returned to private rental housing (26.3 per cent), and to public or community rental housing (31.1 per cent) (table 18A.27).



**Figure 18.19 Closed support periods — proportion of Aboriginal and Torres Strait Islander clients, among all clients, who needed assistance to obtain or maintain independent housing who obtained or maintained independent housing after support<sup>a, b</sup>**



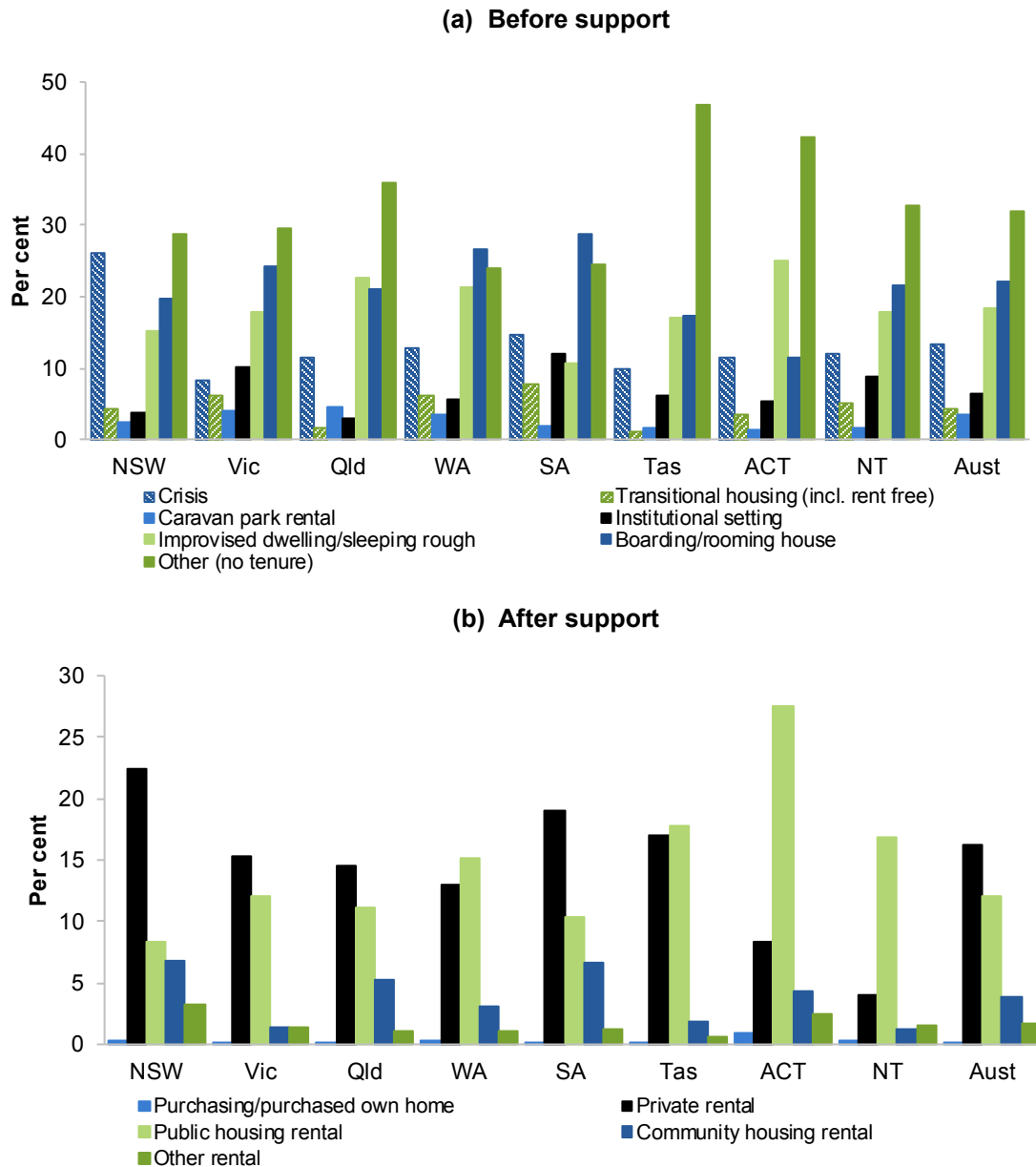
<sup>a</sup> SA collection methodology for 2011–12 does not allow for this type of analysis. <sup>b</sup> See notes to table 18A.27 for more information

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.27.

Data for 2012–13 and 2011–12 are included in tables 18A.26–27.

Amongst clients who were living in non-independent housing and who needed assistance to obtain independent housing, 34.2 per cent achieved independent housing in 2013–14, compared with 33.0 per cent in 2012–13 (table 18A.28). This included clients who moved to private rental housing (16.3 per cent), and to public housing (12.1 per cent) or community rental housing (3.9 per cent) (figure 18.20).

Figure 18.20 **Closed support periods — proportion of clients who were living in non-independent housing before support who obtained independent housing after support, by tenure type, 2013–14<sup>a</sup>**

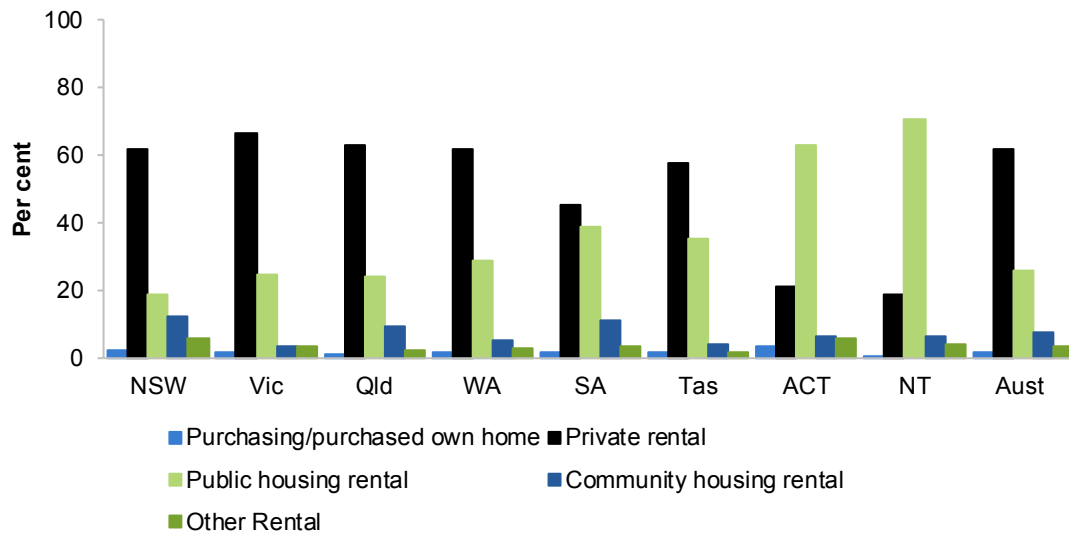


<sup>a</sup> See notes to table 18A.28 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.28.

Nationally, 61.8 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 2013–14, went in to private rental after support (figure 18.21).

**Figure 18.21 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, 2013–14<sup>a</sup>**



<sup>a</sup> See notes to table 18A.29 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.29.

Data for 2012–13 and 2011–12 are included in table 18A.29.

Data for Aboriginal and Torres Strait Islander clients are included in table 18A.30.

#### *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).

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## Box 18.14 Clients experiencing repeat periods of homelessness

'Clients 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' in the reporting period, divided by the number of SHS clients who experienced homelessness at least once in the reporting period.

This is a proxy measure as it only captures homelessness people who access specialist homelessness services rather than all those in the population who experience homelessness.

A client is defined as being homeless in each month where at least one of the following describes their housing situation:

- *dwelling type* is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast
- *tenure type* is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure
- *conditions of occupancy* is Couch surfer.

A client is defined as being "not homeless" in each month where they have provided a response and none of the above conditions are met.

Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:

- hospital (excluding psychiatric)
- psychiatric hospital/unit
- disability support
- rehabilitation
- adult correctional facility
- youth/juvenile justice correctional centre
- boarding school/residential college
- aged care facility
- immigration detention centre

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:

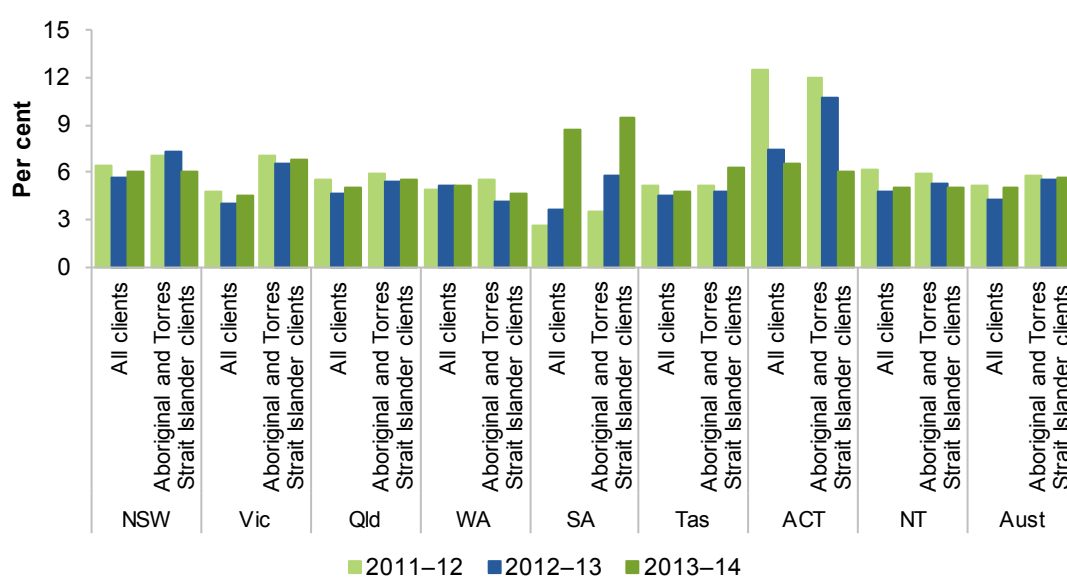
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions.

The basis on which this indicator is enumerated has changed since the 2014 Report. Data for 2012–13 and 2011–12 have been revised to reflect this change.

Data quality information for this indicator is at [www.pc.gov.au/rogs/2015](http://www.pc.gov.au/rogs/2015).

Nationally, 5.0 per cent of all clients who experienced homelessness at some time in 2013–14, had more than one period of homelessness in 2013–14 compared with 4.3 per cent in 2012–13 (figure 18.22). The proportion of Aboriginal and Torres Strait Islander clients who experienced homelessness at some time in 2013–14 and who had more than one period of homelessness in 2013–14 increased from 5.5 per cent in 2012–13 to 5.7 per cent in 2013–14. These proportions varied across jurisdictions (figure 18.22).

**Figure 18.22 Clients who had more than one period of homelessness, all clients and Aboriginal and Torres Strait Islander clients<sup>a</sup>**



<sup>a</sup> See notes to tables 18A.31–32 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; tables 18A.31–32.

### 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 closed support periods with an individual case management plan where 'no goals', up to half the goals', 'half or more of the goals' or 'all goals' have been achieved.

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:

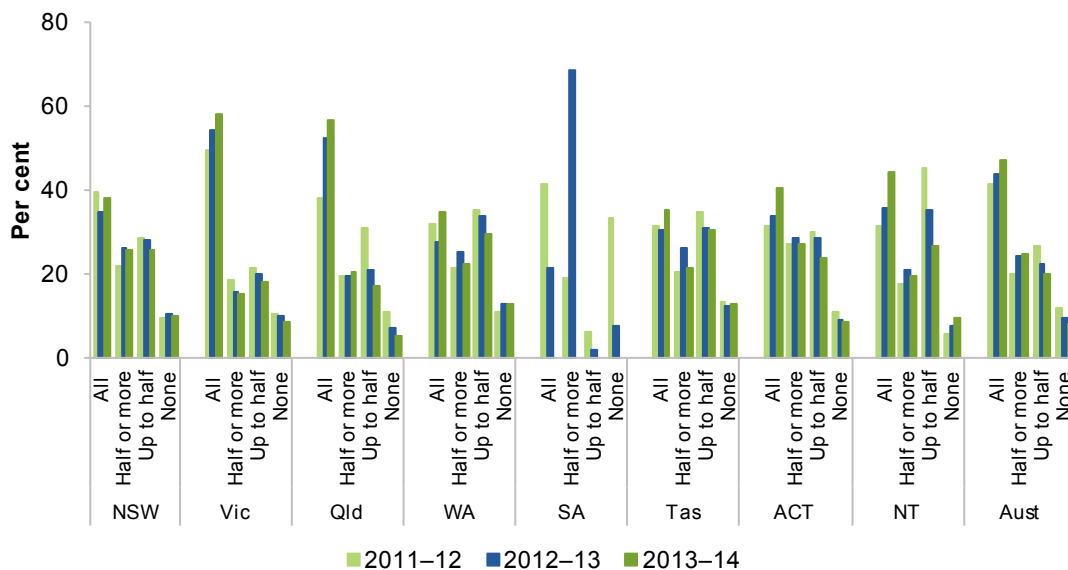
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013–14 data are available for all jurisdictions

The basis on which this indicator is enumerated has changed from the 2014 Report. Data for 2012–13 and 2011–12 have been revised to reflect this change.

Data quality information for this indicator is under development.

Nationally, all or half or more case management goals were achieved at the end of support for 72.0 per cent of closed support periods with individual case management plans in 2013–14 compared with 68.0 per cent in 2012–13 (figure 18.23 and table 18A.33).

Figure 18.23 Closed support periods, case management goals achieved, 2013–14<sup>a</sup>



<sup>a</sup> See notes to table 18A.33 for more information.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; table 18A.33.

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## **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 2016 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.

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### Australian Government comments

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The Australian Government has committed to the National Partnership Agreement on Homelessness (NPAH) for one year, from June 2014. The Australian Government will provide up to \$115 million under the NPAH, which will be matched by states and territories. The 2014–15 funding is provided to enable critical homelessness services to continue for another 12 months until 30 June 2015. Homelessness support services funded under the NPAH include prevention and early intervention services, outreach and supported accommodation services for rough sleepers.

The Department of Social Services (DSS), through the Reconnect program, provides community and family focused early intervention and support for young people who are homeless, or at risk of homelessness. Reconnect services provide counselling, group work, mediation and practical support to the whole family, to help break the cycle of homelessness.

DSS manages *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 of around 1600 income support recipients across Australia, comprises six waves conducted six months apart, between September 2011 and May 2014. Reports are produced at the conclusion of each wave.

The *Journeys Home Research Report No. 5* was released on 11 September 2014. In addition to presenting findings for the first five waves of the Journeys Home study, Report No. 5 also examined in depth homelessness and employment, health and homelessness, social networks and social support, substance use and diet and food security.

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### **New South Wales Government comments**

“ NSW allocated \$138.5 million in 2013–14 from the National Affordable Housing Agreement (NAHA) to Specialist Homelessness Services (SHS) to assist people who are homeless or at risk of becoming homeless.

The NSW Government continued the work begun in 2012–13 to improve the capacity of the SHS sector to deliver better outcomes for people who are homeless, including better aligning resources to need.

The Going Home Staying Home reforms are central to NSW plans to re-shape the NSW SHS system to break the cycle of homelessness while also providing a strong safety net for those in need. At the heart of Going Home Staying Home is the delivery of better integrated services.

New services have been designed building on the lessons learned from the National Partnership Agreement on Homelessness (NPAH) projects and with a focus on four core service responses: prevention and early intervention, rapid rehousing, crisis and intensive responses.

In 2014–15, 157 new specialist homelessness services will assist more than 54 000 people who are experiencing, or are at risk of, homelessness, including:

- almost 12 000 women (an increase of more than 5 per cent)
- almost 18 000 family members, most of whom are women and children (an increase of more than 13 per cent)
- more than 15 000 young people (an increase of 3 per cent)
- all newly contracted services commenced full service delivery on 1 November 2014.

The NSW Government’s investment through the NPAH continued to focus on driving service reform. The integration of homelessness, housing and mainstream support services has been a key outcome of the NPAH in NSW to date, with:

- improved interagency collaboration at a district and local level
  - innovative approaches targeted at specific cohorts being delivered
  - better referral networks and strong interagency partnerships in place.
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## Victorian Government comments

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Notable achievements in 2013–14 include:

- the second stage for seven Innovation Action Projects commenced. These projects trial new ways of delivering homelessness services in Victoria, targeting young people, older persons and families, including those experiencing family violence. An independent evaluation of stage one found these projects were delivering promising outcomes and warranted further trial. Funding of \$5.9 million has been allocated to extend the trials to June 2015, bringing the total funding for the initiative to \$30.9 million over a three-year period from July 2012 to June 2015
- a 40 bed youth foyer co-located with Holmesglen Institute was officially opened. Youth foyers give young people a stable place to live while they undertake courses that lead to employment. The foyers also provide support services such as life skills development courses, mental and physical health support, mentoring and employment assistance. A second youth foyer at Kangan Institute’s Broadmeadows campus was completed in May 2014.
- two Strengthening Risk Management demonstration projects, focused on women at risk of death or serious injury using collaborative approaches across family violence services, police, courts, child protection, housing and other services. Following a successful evaluation, key elements of the projects will be rolled out state-wide.

Approximately 30 stand-alone-refuge properties operate across Victoria to support women and children escaping family violence. In addition, a range of other housing responses support women to access and maintain housing in the private rental market and, where appropriate, support women and children to remain safely in the family home.

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## Queensland Government comments

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In 2013–14, the Queensland Government provided over \$105 million to support delivery of 216 specialist homelessness services for target groups, including young people, families, adults, and women and children escaping domestic and family violence, which are subject to contracts with the Department of Housing and Public Works.

The Queensland Government has progressed implementation of the *Housing 2020* and *Homelessness-to-Housing Strategy 2020*. The strategies aim to achieve a flexible, efficient and responsive housing assistance system for the most vulnerable Queenslanders, featuring a stronger delivery role for community housing and homelessness providers, and providing lower-income households with the help they need to secure appropriate and affordable housing in the private market.

The Queensland Government has progressed development of a Housing Assistance Triage approach to better integrate access, assessment and referral processes across the housing and homelessness sectors, to be trialled initially on the Gold Coast. The system will provide rapid and coordinated assistance to homeless Queenslanders, and will inform the development of a state-wide triage approach to be rolled out across Queensland in future years.

As part of the implementation of the National Partnership Agreement on Homelessness 2013–14, the Queensland Homelessness Information Platform was rolled out across Queensland. The platform which entails a Common Homelessness Assessment and Referral Tool and the Vacancy Capacity Management is operational across most of the state and more than 1300 service users were trained. Over 23 000 requests for assistance have been recorded in the Queensland Homelessness Information Platform and over 10 000 homelessness and domestic violence assessments and referrals were completed.

During 2013–14, several specialist homelessness service initiatives helped people who are homeless or at risk of homelessness. These include *Homestay Support* and *Street to Home* programs which provide critical service system responses to people who are homeless or at risk of homelessness throughout Queensland and require support to obtain or maintain their tenancies. For closed support periods, five *Street to Home* services assisted more than 700 rough sleepers and chronically homeless people to transition to stable housing. This program will be expanded in 2014–15 by providing additional dwellings to support rough sleepers. Another initiative, the *RentConnect* program has been expanded to 18 locations and provided personal assistance to over 12 700 new households.

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## Western Australian Government comments

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

Through the one year 2013–14 transitional NPAH (which contained a capital component), and joint Commonwealth and State Government funding, WA continued to invest in new, innovative and effective homelessness accommodation and support initiatives.

Since September 2011, an interim Foyer facility in Mount Lawley has provided case management, support and accommodation for 14 homeless young people and outreach support to 33 young people in the community. A *Place to Call Home* funding of \$23 million was provided to the WA Department of Housing for the construction of Foyer Oxford on site at the Central Institute of Technology in Leederville. Construction was completed in mid-January 2014 and the facility opened in early February 2014 with capacity to house up to 98 young people, including 88 young people aged 16 to 25 who are homeless or at risk of homelessness. This includes young people leaving the child protection system and up to 24 young parents and their children.

Foyer Oxford support services include case management, links to education and training and parenting support. Foyer Oxford drives long-term positive outcomes for its residents through education, training and sustainable employment and was named the State's Best Sustainable Development for 2014 at the Urban Development Institute of Australia Awards.

Other initiatives to meet the increasing demand for individuals and families experiencing homelessness in WA during 2013–14 include:

- the opening of an acute homeless night shelter for men and the integration of this service as part of the response for inner-city rough sleepers (Tom Fisher House)
- a new homeless assessment and referral service which aims to streamline responses for people who are homeless by improving their access to accommodation and support services (Entrypoint Perth)
- a new women's refuge in regional WA (Geographe House)
- an inner-city single men's accommodation and support service (Beacon)
- construction of the Derby Aboriginal Short Stay Accommodation Services was completed, for the provision of short stay accommodation for Aboriginal and Torres Strait Islander people visiting Derby from surrounding communities. A similar, successful model has been operating in Kalgoorlie since 2012.

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### **South Australian Government comments**

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South Australia has continued the development of an integrated network to deliver homelessness services across the state. The homelessness sector is currently comprised of 40 government and non-government organisations providing 75 programs over 97 outlets. A key feature of this system is that all services can act as a gateway for entry. Clients receive an assessment to determine response needs wherever they first make contact, and are then referred to the most appropriate service for further assistance.

In 2013–14, total homelessness sector funding of \$58.92m in South Australia comprised of \$17.74m from the National Partnership Agreement on Homelessness, \$39.4m from the National Affordable Housing Agreement and \$1.78m of other state funding.

In October 2013, a major evaluation of the reforms to the homelessness sector was completed. The study showed a high level achievement in relation to the implementation of the homelessness sector reforms and significant improvements in client and worker satisfaction levels across a broad range of service elements.

An important strategy to support inter-agency collaboration has been the development of the Homeless to Home (H2H) electronic case management system. In 2013–14 further technical enhancements were made to the system to reflect user preferences and improve functionality and efficiency.

A new Case Management Framework and associated training has been developed to promote consistency, best practice and the further integration of the Specialist Homelessness Sector, the Domestic and Family Violence Sector and mainstream agencies. The framework complements H2H, and is intended to be practiced in conjunction with the case management system. Training has been delivered to 285 staff across metropolitan and regional services.

A new Contract Performance Management Procedure was implemented in December 2013. This procedure provides a robust, streamlined performance review based on risk, which enables the assessment of performance of homelessness services agencies against the master and service agreements.

South Australia was successful in securing \$6.75m through the National Development Fund to build an additional Common Ground facility in the Adelaide Central Business District. This funding was matched through a South Australian Government contribution of \$2.8m, and funds raised by Common Ground. The new site will provide 52 accommodation units for vulnerable individuals and families. Five of the seven floors have been completed, and it is expected that the accommodation will be ready for occupation in January 2015.

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## Tasmanian Government comments

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In 2013–14, Tasmania’s homelessness services performed near or better than the national average for:

- clients achieving independent housing on exit, at 62.2 per cent (a significant improvement on Tasmania’s performance of 53.6 per cent in 2012–13)
- the proportion of clients experiencing repeat periods of homelessness, at 4.8 per cent
- the number of people on a case plan, at 48.4 per cent
- clients achieving an income on exit, at 95.4 per cent of those who required income assistance.

A number of strategies are being developed to improve the outcomes for clients of homelessness services in Tasmania.

*Housing Connect* has reformed the way Specialist Homelessness Services are provided in Tasmania. Through a single assessment, a shared waiting list and an integrated service system, *Housing Connect* allocates housing and support to people who need assistance with housing or who are homeless. Integration of housing and homelessness services connects vulnerable people to permanent housing, breaking the cycle of homelessness, while ongoing support to people with high needs prevents a return to housing crisis.

Since opening its door in October 2013, *Housing Connect* has provided over 5600 instances of Specialist Homelessness Services referrals, tenancy support and case management support.

Housing Tasmania has also engaged the not-for-profit peak body Shelter Tasmania to develop a *Consumer Engagement Strategy* in partnership with the University of Tasmania. The Strategy will encourage active participation and engagement of people who are or who have been homeless, so that their experiences inform future planning and service delivery. The Strategy will give people a voice and support the development of better services. This will help Tasmanians in need to break the cycle of homelessness.

Funded by the National Partnership Agreement on Homelessness, a *Workforce Development Strategy* for homelessness services is also being undertaken by Housing Tasmania. The Strategy will contribute to the continuous quality improvement of the workforce to meet current and future demands of a changing sector. The Strategy will identify the right kind of training and resources that will support staff working in shelters and crisis support services. It will build on the existing skills and professionalism of the workforce to equip it to meet the challenges of the future.

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## **Australian Capital Territory Government comments**

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The ACT Government continues to work with the specialist homelessness sector to improve the circumstance of people experiencing, or people at risk of homelessness, in the Territory.

In 2013–14, the ACT entered into the one-year transitional National Partnership Agreement on Homelessness (NPAH). This ensured the continuation of existing specialist homelessness service delivery in the Territory and progression of the reforms that commenced under the 2009 Agreement. Seven services continue to receive matched-funding under the NPAH:

- First Point — central intake service for homelessness and housing support
- Supportive Tenancy Service — intensive case management across a range of tenures: public housing, private housing and home ownership
- Managed Accommodation Program — accommodation and support for men and women with highly complex needs exiting the corrections system
- Youth Integrated Education and Accommodation Program — supported accommodation for young people experiencing homelessness who are engaged in education, employment or training
- Street to Home — assertive engagement with people experiencing chronic homelessness, particularly rough sleepers;
- Building Housing Partnerships: Transitional Support and Head Tenancies — intensive support to break the cycle of homelessness and disadvantage
- Housing Accommodation Support Initiative — tenancy and clinical support for tenants residing in public housing with a mental illness.

Work on the ACT's 40 unit Common Ground initiative is progressing. Common Ground is an assertive intervention which addresses homelessness by providing safe, secure, supported accommodation.

The new funding model for the ACT specialist homelessness sector has been implemented and homelessness services entered into new Service Funding Agreements on 1 October 2013. The funding model guarantees no reduction in the number of accommodation places for people experiencing homelessness in the ACT and provides a transparent and equitable framework for the Territory.

The Outcomes Reporting Framework for the specialist homelessness sector commenced on 1 January 2014. The move from outputs to outcomes enables the ACT to report directly against the outcomes of both the NPAH and National Affordable Housing Agreement. In addition, the Framework uses agency data recorded on the Specialist Homelessness Information Platform which directly aligns with ACT Government efforts to reduce red tape for the community sector.

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## Northern Territory Government comments

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In 2013–14, the Northern Territory and Australian Governments invested \$10.32 million to deliver 17 initiatives under the National Partnership Agreement on Homelessness (NPAH). This investment was directed towards service delivery across a number of existing homelessness programs. Under the NPAH, achievements in Northern Territory have included:

- assisting over 767 clients (including children) to sustain successful tenancies through the Tenancy Support Program
- providing a response to over 240 young people at risk of homelessness through youth support services in Darwin region, Katherine, Alice Springs and Tennant Creek
- providing case management support to 87 clients (including children) in the Percy Court Managed and Supported Accommodation program which comprises of 28 units
- assisting over 160 clients with transitional after care services relating to intensive alcohol and/or other drug rehabilitation and transitional accommodation as well as outreach services to families
- Provided 66 beds for short-term accommodation at Akangkentye Hostel South Terrace Alice Springs.

In 2013–14, the Northern Territory Government allocated over \$6.9 million to support non-government organisations to deliver specialist homelessness services across the Northern Territory under the National Affordable Housing Agreement (NAHA).

The Northern Territory Government undertook a review of the NT Specialist Homelessness Services Sector and a separate review of the Tenancy Support Program. The outcomes of the reviews will influence Northern Territory Government direction into the future.

In 2013–14, the Northern Territory Government continued to offer training and support to agencies participating in the Specialist Homelessness Services Collection. In addition, over 120 people received training and support from the Northern Territory Government.

In partnership with NT Shelter, the Northern Territory Government sponsored the homelessness summit in May 2014. The event brought together over 170 participants from the specialist homelessness sector, mainstream services, Indigenous organisations and Government. The forum provided an opportunity to share ideas and strategies for reducing homelessness in the Northern Territory.

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## 18.6 Definitions of key terms

### *Based on the SHS client collection*

<b>Age</b>	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.
<b>Client</b>	<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"><li>• 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</li><li>• 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</li><li>• 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.</li></ul>
<b>Closed support period</b>	A support period that had finished on or before the end of the reporting period — 30 June 2014.
<b>Comparability</b>	Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
<b>Completeness</b>	Data are considered complete if all required data are available for all jurisdictions that provide the service
<b>Disability</b>	<p>SHS clients who have identified as having a long-term health condition or disability who need assistance with core activities (including needing assistance with self-care, mobility or communication).</p> <p>From July 2013, the SHSC collects information on whether, and to what extent, a long-term health condition or disability restricts clients' everyday activities across the following three life areas:</p>

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	<ul style="list-style-type: none"> <li>• self-care—the client needs help/supervision with self-care (e.g. showering or bathing, dressing or undressing, using the toilet or eating food)</li> <li>• mobility—the client needs help/supervision with mobility (e.g. moving around the house, moving around outside the home, or getting into or out of a chair)</li> <li>• communication—the client needs help/supervision with communication (e.g. understanding or being understood by other people, including people they know).</li> </ul> <p>The information is consistent with data collected in the 2011 Census and the 2014 National Social Housing Survey. Questions are based on the 'Core Activity Need for Assistance' concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation', using similar criteria to the ABS's Survey of Disability, Ageing and Carers (SDAC).</p>
<b>Homelessness operational group</b>	ABS uses rules to classify people who were enumerated in the Census on Census night as homeless (or not) under the statistical definition of homelessness. Six broad sets of rules are used which give rise to the homeless operational groups: 'Persons who are in improvised dwellings, tents or sleeping out', 'Persons in supported accommodation for the homeless', 'Persons staying temporarily in other households', 'Persons staying in boarding houses', 'Persons in other temporary lodging' and 'Persons in 'severely' crowded dwellings'.
<b>Labour force status</b>	Reported data excludes clients aged under 15.
<b>Main source of income</b>	Reported data excludes clients aged under 15.
<b>Non-main English speaking countries</b>	Non-main English speaking countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
<b>No tenure</b>	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.
<b>Non-conventional accommodation</b>	Non-conventional accommodation is defined as: <ul style="list-style-type: none"> <li>• living on the streets</li> <li>• sleeping in parks</li> <li>• squatting</li> <li>• staying in cars or railway carriages</li> <li>• living in improvised dwellings</li> <li>• living in long grass..</li> </ul>
<b>Ongoing support period</b>	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"> <li>• no support end-date is provided</li> <li>• no after-support information is provided</li> </ul>

- 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 (2013–14=100).

**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 2013 to 30 June 2014.

**Short-term or emergency accommodation** Short-term or emergency accommodation includes:

- 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.).
- The following short-term accommodation options are not included:
  - 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, caravans).

**Specialist homelessness agency** 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

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- 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

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- 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.

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## 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](http://www.pc.gov.au/gsp)).

<b>Table 18A.1</b>	Composition of support provided, all clients
<b>Table 18A.2</b>	Nominal expenditure on homelessness services
<b>Table 18A.3</b>	Total recurrent expenditure on homelessness services (2013–14 dollars)
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<b>Table 18A.5</b>	Proportion of Aboriginal and Torres Strait Islander clients, among all clients, whose needs for accommodation and services other than accommodation were met
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<b>Table 18A.8</b>	Proportion of Aboriginal and Torres Strait Islander, on-MESC clients and clients with disability, represented in specialist homelessness services and in the population
<b>Table 18A.9</b>	Average daily unassisted requests for accommodation and services other than accommodation
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<b>Table 18A.16</b>	Closed support periods, support needs of clients born in non-MESC
<b>Table 18A.17</b>	Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support
<b>Table 18A.18</b>	Recurrent cost per completed support period (2013–14 dollars)
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who needed employment and/or training assistance, and who were employed after support

- Table 18A.23** 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.24** Closed support periods, proportion of clients who needed income assistance and who had an income source after support
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- Table 18A.28** Closed support periods, proportion of clients who were living in non-independent housing before support who obtained independent housing after support
- Table 18A.29** 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.30** Closed support periods, proportion of Aboriginal and Torres Strait Islander 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.31** Proportion of clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.32** Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness
- Table 18A.33** Closed support periods, case management goals achieved after support

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## 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)
- various years, *Specialist homelessness services collection*, Canberra.
- COAG Reform Council 2010, *National Affordable Housing Agreement: Baseline performance report for 2008–09*, [www.coagreformcouncil.gov.au/reports/housing.cfm](http://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](http://www.pc.gov.au/gsp)).

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- Table 18A.31** Proportion of clients experiencing homelessness who had repeat periods of homelessness
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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>
2013–14										
Accommodation	%	42.6	23.2	46.3	43.4	27.5	41.7	39.7	64.9	34.4
Assistance to sustain housing	%	30.3	28.8	30.8	19.5	14.5	21.6	36.7	19.4	26.9
Mental health services	%	8.1	3.9	3.8	4.6	0.3	3.2	7.2	2.1	4.3
Family services	%	10.6	5.0	5.6	7.9	4.0	5.0	10.1	5.7	6.4
Disability services	%	0.7	0.4	0.4	0.3	–	0.4	1.1	0.4	0.4
Drug/alcohol assistance	%	5.7	1.6	1.7	2.6	0.2	1.5	6.1	2.4	2.4
Legal/financial services	%	6.7	4.3	4.7	4.1	0.8	2.5	7.9	6.1	4.5
Immigration/cultural services	%	7.4	5.0	3.9	9.1	4.1	0.8	6.7	17.2	5.7
Domestic violence services	%	23.6	27.7	15.5	25.9	17.9	9.7	13.4	24.5	22.9
Other specialist services	%	22.0	10.2	15.8	14.0	6.3	8.4	20.8	22.5	13.7
General services	%	93.9	88.6	90.7	94.5	99.0	89.6	92.1	92.9	91.5
Total support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Total support periods	no.	74 983	191 589	61 223	31 844	39 442	10 136	8 151	10 573	427 941
Total closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Total clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
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	0.0	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

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>
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										
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
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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2013–14										
State/Territory government expenditure										
Administrative expenditure	\$m	3.7	2.7	4.6	1.8	2.3	0.6	0.5	–	16.2
Service delivery expenditure	\$m	134.7	188.1	101.4	66.9	56.1	24.6	21.6	9.5	602.9
<b>Total</b>	\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Proportion of total expenditure										
Administrative expenditure	%	2.7	1.4	4.3	2.6	4.0	2.2	2.3	–	2.6
Service delivery expenditure	%	97.3	98.6	95.7	97.4	96.0	97.8	97.7	100.0	97.4
<b>Total</b>	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2012–13										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	2.2	3.3	1.4	2.5	0.4	0.5	0.2	14.8
Service delivery expenditure	\$m	130.2	179.0	90.3	66.3	54.0	17.9	23.1	7.5	568.3
<b>Total</b>	\$m	134.5	181.3	93.6	67.7	56.5	18.3	23.6	7.7	583.1
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
<b>Total</b>	%	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
<b>Total</b>	\$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
<b>Total</b>	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 18A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (a)</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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(a) Expenditure for 2012–13 has been revised to include additional homelessness expenditure.

(b) Data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(c) Expenditure for 2012–13 has been revised to exclude Australian Government expenditure which was included in earlier years.

– Nil or rounded to zero.

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

Table 18A.3 **Total recurrent expenditure on homelessness services, 2013–14 dollars, (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Nominal funding										
2013–14	\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
2012–13	\$m	134.5	181.3	93.6	67.7	56.5	18.3	23.6	7.7	583.1
2011–12	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Real funding (2013–14 dollars)										
2013–14	\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
2012–13	\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
2011–12	\$m	134.9	175.9	93.0	68.3	55.9	17.4	23.0	11.6	580.0

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

(b) Expenditure for 2012–13 has been revised to include additional expenditure.

(c) Data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(d) Expenditure for 2012–13 has been revised to exclude Australian Government expenditure which was included in earlier years.

*Source:* State and Territory governments (unpublished); Table 18.2; Table 2A.51.



**Table 18A.4 Real recurrent homelessness expenditure per person in the residential population, 2013–14 dollars (a), (b)**

	<i>NSW</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2013–14	18.55	32.94	22.59	26.93	34.81	48.85	57.63	39.32	26.55
2012–13	18.45	32.17	20.46	27.60	34.27	36.00	62.68	32.66	25.66
2011–12	18.61	31.56	20.61	28.63	33.97	33.92	62.13	49.74	25.79

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

(b) Population data used to derive rates are revised to the ABS' final 2011 Census rebased estimates and projections. Population data for all Australians for all years are estimates. See Chapter 2 (tables 2A.1–2) for details.

(c) Victorian homelessness expenditure for 2012–13 has been revised to include additional homelessness expenditure.

(d) Data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(e) Expenditure for 2012–13 has been revised to exclude Australian Government expenditure which was included in earlier years.

*Source:* Australian State and Territory governments (unpublished); Tables 18A, 2A.2 and 2A.51.

TABLE 18A.5

Table 18A.5 **Proportion of Aboriginal and Torres Strait Islander 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>
2013–14										
Accommodation services	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
Services other than accommodation	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 551	8 327	14 031	7 357	5 371	970	862	5 442	55 288
Total clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
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 Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander 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.

**na** Not available.

Table 18A.5 **Proportion of Aboriginal and Torres Strait Islander 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>
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*Source:* AIHW (unpublished) *Specialist Homelessness Services Collection*.

**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>
2013–14										
Accommodation services	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
Services other than accommodation	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
Total non-MESC clients with met demand	no.	5 196	13 086	3 274	2 036	1 251	268	869	201	25 935
Total clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
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 (MESC) 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.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.7 **Proportion of clients with disability whose needs for accommodation and services other than accommodation were met (a), (b), (c)**

	<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>
2013–14										
Accommodation services	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Services other than accommodation	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
Total clients with disability with met demand	no.	1 821	4 555	1 440	667	615	337	184	241	9 656
Total clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533

- (a) Clients with disability are defined as those people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with a disability accessing specialist homelessness services and the measure may underestimate the number of clients with a disability who need support to access and maintain housing.
- (b) Data from the disability questions in the SHSC have been collected from July 2013. Response rates for these questions in 2013–14 varied between jurisdictions and were initially low but increased over the year – although the rate did not increase proportionately with the decrease in 'not known' responses (it decreased slightly) because those clients who did not have a disability accounted for the majority of the increased response rate. Reporting in the last quarter of the year is likely to be more indicative of the true level of disability among SHS clients.
- (c) A client with a need for assistance with core activities can have their needs met for both accommodation services and services other than accommodation. Therefore the sum of the rows does not add to the total.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.8 Proportion of Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability represented in specialist homelessness services, and in the population (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>
2013–14										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9
In the population (2013)	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
People born in non-MESC										
In specialist homelessness services	%	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population (2011)	%	24.6	25.4	19.8	29.2	21.5	11.3	23.5	15.2	23.7
People with disability										
In specialist homelessness services	%	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
2012–13										
Aboriginal and Torres Strait Islander 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										
Aboriginal and Torres Strait Islander 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

**Table 18A.8 Proportion of Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESOC) and people with disability represented in specialist homelessness services, and in the population (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>
(a)	Non-main English speak countries (MESOC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.									
(b)	Clients with disability are defined as people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with a disability accessing specialist homelessness services and the measure may underestimate the number of clients with a disability who need support to access and maintain housing.									
(c)	Data on representation in the community are reported for different years due to the availability of data and are sourced from the ABS.									

*Source:* AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2013) *Australian Demographic Statistics, June 2013, Cat. no. 3101.0, Canberra*; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026, Cat. no. 3238.0*; ABS (2012), *2 011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex, Cat. no. 2001*; tables 2A.1 and 2A.14.

TABLE 18A.9

Table 18A.9 **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>
2013–14										
Accommodation services	no.	78.8	44.1	88.6	50.2	1.6	12.7	1.7	14.0	291.7
Services other than accommodation	no.	14.0	47.9	9.0	7.9	1.0	0.7	0.7	2.7	83.9
No service need identified	no.	10.2	9.8	15.7	7.5	–	1.0	0.2	3.1	47.5
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	0.0	0.8	0.2	2.7	46.4
2011–12										
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) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

(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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



TABLE 18A.10

Table 18A.10 Proportion of clients with unmet needs 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>
2013–14										
Accommodation services	%	16.0	34.0	24.0	16.0	10.0	25.0	36.0	9.0	24.0
Services other than accommodation	%	0.5	1.6	0.9	0.4	–	2.1	0.6	1.7	1.0
Clients with identified need for accommodation who <b>were not</b> provided with a service	no.	5 267	15 041	7 726	2 002	692	1 286	1 416	475	33 648
Total clients with need for accommodation	no.	32 577	44 223	32 435	12 609	6 729	5 065	3 962	5 216	139 446
Clients with identified need for services other than accommodation who <b>were not</b> provided with a service	no.	102	876	103	34	na	33	8	32	1 190
Total clients with need for services other than accommodation		19 048	55 400	11 314	8 828	14 926	1 549	1 375	1 907	114 124
<b>Total clients</b>	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
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 <b>were not</b> 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 <b>were not</b> provided with a service	no.	94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation		18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
<b>Total clients</b>	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
2011–12										
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

Table 18A.10 **Proportion of clients with unmet needs 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>
Clients with identified need for accommodation who <b>were not</b> 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 <b>were not</b> 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
<b>Total clients</b>	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

(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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.11

Table 18A.11 **Closed support periods, proportion of clients with a case management plan (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>
2013–14										
Yes – Case management plan (e)	%	58.5	38.2	72.7	48.2	30.6	48.4	50.1	72.4	48.2
No case management plan										
Client did not agree to one	%	9.2	6.2	4.2	7.3	5.0	6.4	5.4	6.5	6.4
Support period too short	%	25.3	46.0	21.2	38.5	57.0	36.8	13.8	17.3	37.6
Other	%	7.0	9.5	2.0	6.1	7.4	8.4	30.6	3.8	7.8
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 (f)	no.	61 032	169 484	52 569	26 903	26 144	8 633	6 013	8 820	359 597
2012–13										
Yes – Case management plan (e)	%	56.6	33.4	69.7	50.2	36.4	56.9	45.6	63.5	45.7
No case management plan										
Client did not agree to one	%	10.2	7.4	3.7	8.1	5.5	7.4	6.3	6.3	7.2
Support period too short	%	24.0	48.4	24.8	37.9	54.3	32.0	11.7	28.1	38.9
Other	%	9.2	10.7	1.8	3.8	3.8	3.7	36.4	2.1	8.2
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 (f)	no.	59 982	161 171	51 439	26 669	26 050	6 615	6 157	8 714	346 797
2011–12										
Yes – Case management plan (e)	%	55.1	31.5	61.3	58.4	34.0	54.2	43.0	60.5	44.1
No case management plan										
Client did not agree to one	%	9.3	6.9	5.0	8.5	11.9	9.3	5.9	4.0	7.5
Support period too short	%	28.3	52.0	31.1	28.4	48.5	31.0	13.3	32.3	40.8
Other	%	7.3	9.6	2.6	4.8	5.7	5.6	37.8	3.1	7.7
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 (f)	no.	59 243	148 343	51 154	26 191	24 504	7 316	5 803	7 515	330 068

Table 18A.11 **Closed support periods, proportion of clients with a case management plan (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>
(a)	Case management is dealt differently by different jurisdictions and data may not be comparable.									
(b)	This measure previously used client numbers. It is now based on closed support periods. Data for 2012–13 and 2011–12 have been revised.									
(c)	Data include clients for whom a case management plan may not have been appropriate, e.g. people accessing a drop-in centre, a meals service or an information/referral service.									
(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)	Includes support periods where client was included on another person's case management plan									
(f)	Excludes support periods with invalid responses.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.12 Closed support periods, proportion of Aboriginal and Torres Strait Islander clients with a case management plan (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 (d)</i>	<i>NT</i>	<i>Aust (e)</i>
<b>2013–14</b>										
Yes – Case management plan (f)	%	67.4	44.4	66.7	47.1	31.8	51.7	62.5	70.8	57.1
No case management plan										
Client did not agree to one	%	7.9	10.2	4.9	14.6	4.9	4.8	3.6	6.6	8.0
Support period too short	%	19.3	37.3	26.1	29.3	56.1	33.6	11.8	19.3	28.9
Other	%	5.5	8.2	2.4	9.0	7.2	9.9	22.1	3.3	5.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (g)	no.	12 070	10 598	15 735	9 426	5 268	1 109	948	6 544	61 698
<b>2012–13</b>										
Yes – Case management plan (f)	%	62.6	38.4	63.7	49.4	38.0	56.2	57.7	60.5	54.2
No case management plan										
Client did not agree to one	%	9.0	10.9	4.5	16.7	6.1	6.6	5.0	7.3	8.9
Support period too short	%	21.7	41.8	30.1	30.1	53.2	33.3	7.5	30.5	32.1
Other	%	6.8	9.0	1.7	3.8	2.7	3.9	29.7	1.7	4.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (g)	no.	11 452	9 750	14 464	8 883	4 797	873	976	5 855	57 050
<b>2011–12</b>										
Yes – Case management plan (f)	%	58.6	35.2	58.7	56.1	38.8	50.1	42.7	57.6	52.5
No case management plan										
Client did not agree to one	%	9.8	9.7	5.6	10.9	12.4	11.0	8.9	4.2	8.5
Support period too short	%	25.3	50.8	32.7	28.5	43.1	34.2	18.7	36.2	34.3
Other	%	6.3	4.3	3.0	4.4	5.7	4.7	29.8	2.0	4.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 18A.12 **Closed support periods, proportion of Aboriginal and Torres Strait Islander clients with a case management plan (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 (d)</i>	<i>NT</i>	<i>Aust (e)</i>
Total Aboriginal and Torres Strait Islander clients with closed support periods (g)	no.	11 377	8 387	14 002	8 532	4 325	927	839	5 315	53 704

- (a) Case management is dealt differently by different jurisdictions and data may not be comparable.
- (b) This measure previously used client numbers. It is now based on closed support periods. Data for 2012–13 and 2011–12 have been revised.
- (c) Includes support periods for high volume agencies such as day or meal centres where a case management plan may not be appropriate.
- (d) Includes support periods for central intake agencies (where a case management plan is not appropriate) in 'other' rather than in 'support period too short'.
- (e) 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.
- (f) Includes support periods where client was included on another person's case management plan
- (g) Excludes support periods with invalid responses.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (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>
2013–14										
All clients										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2
Referred only	%	1.1	1.4	1.8	0.5	–	4.1	0.8	0.2	1.3
Provided & referred	%	43.2	27.9	51.4	32.6	17.1	37.5	45.3	30.3	34.6
Not provided or referred	%	1.7	4.5	3.1	1.0	–	3.4	1.8	0.8	2.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	38 041	80 845	35 406	16 990	15 885	5 091	3 433	5 394	198 770
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.7	55.7	46.1	70.5	82.4	53.9	56.3	66.7	58.4
Referred only	%	1.3	1.2	1.5	0.6	–	1.8	0.6	0.3	1.0
Provided & referred	%	44.8	38.3	49.7	28.0	17.6	41.9	41.9	32.3	38.4
Not provided or referred	%	2.3	4.8	2.6	0.9	–	2.4	1.2	0.8	2.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	9 651	6 369	11 731	6 659	3 876	753	521	4 265	44 789
Non-MESC clients										
Provided only	%	53.2	61.6	37.3	47.5	80.6	56.0	56.0	69.9	57.1
Referred only	%	1.1	2.2	2.7	0.7	–	5.9	–	–	1.8
Provided & referred	%	44.8	30.8	57.6	50.4	19.4	34.6	42.9	30.1	37.5
Not provided or referred	%	1.0	5.4	2.4	1.3	–	3.5	1.1	–	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 705	11 427	2 648	1 535	983	226	567	140	21 072
2012–13										
All clients										
Provided only	%	57.9	65.0	44.0	63.8	86.8	64.5	51.5	66.7	61.7
Referred only	%	0.8	2.2	1.9	0.5	–	0.5	1.9	0.7	1.5
Provided & referred	%	39.6	27.5	51.2	34.8	13.1	31.8	43.3	30.9	33.6

TABLE 18A.13

Table 18A.13 Support needs of clients, summary (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>
Not provided or referred	%	1.7	5.2	2.9	0.8	–	3.3	3.3	1.7	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	36 031	75 732	34 360	16 502	14 997	4 328	3 293	5 386	188 170
Aboriginal and Torres Strait Islander clients										
Provided only	%	54.8	55.7	44.2	68.6	86.7	57.8	41.4	66.5	58.3
Referred only	%	0.6	1.2	1.8	0.4	0.1	0.7	2.5	0.4	1.0
Provided & referred	%	42.2	39.2	52.1	30.0	13.2	38.2	51.8	31.9	38.8
Not provided or referred	%	2.4	3.9	1.9	1.1	–	3.3	4.2	1.2	2.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	8 919	6 095	11 132	5 963	3 535	684	536	4 116	41 576
non-MESC clients										
Provided only	%	58.1	59.1	37.7	45.2	83.1	63.7	50.4	58.1	56.2
Referred only	%	1.0	3.3	2.9	0.3	–	–	1.0	1.3	2.4
Provided & referred	%	40.0	30.6	57.4	53.6	16.9	34.3	45.5	39.3	37.0
Not provided or referred	%	0.8	7.1	2.0	0.9	–	2.0	3.1	1.3	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 252	10 422	2 388	1 614	839	152	531	161	19 197
2011–12										
All clients										
Provided only	%	53.4	65.6	42.3	61.6	na	56.1	33.1	57.6	57.1
Referred only	%	1.7	2.2	3.2	1.2	na	3.5	4.2	1.1	2.3
Provided & referred	%	43.5	28.1	50.8	36.2	na	37.1	51.4	38.9	37.4
Not provided or referred	%	1.4	4.1	3.8	1.0	na	3.3	11.3	2.4	3.3
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	37 969	71 148	34 625	16 490	na	4 771	3 446	5 111	171 852
Aboriginal and Torres Strait Islander clients										
Provided only	%	48.9	53.7	40.1	66.5	na	56.5	31.6	54.0	50.8



Table 18A.13 **Support needs of clients, summary (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	%	2.0	1.9	2.8	1.2	na	2.8	3.1	0.8	2.0
Provided & referred	%	47.6	41.1	54.6	31.4	na	39.5	54.9	44.1	45.2
Not provided or referred	%	1.4	3.4	2.5	0.9	na	1.2	10.4	1.1	2.0
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	9 082	5 122	10 495	5 858	na	704	497	3 865	36 539
non-MESC clients										
Provided only	%	51.1	55.9	33.7	44.7	na	46.7	29.0	57.5	50.0
Referred only	%	1.9	3.2	3.3	1.5	na	1.6	2.5	5.1	2.7
Provided & referred	%	46.0	36.9	60.5	53.3	na	50.1	55.9	34.0	44.2
Not provided or referred	%	1.0	4.1	2.5	0.5	na	1.6	12.6	3.5	3.1
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 540	7 682	2 064	1 661	na	192	464	158	15 649

(a) Not all clients have a need recorded.

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

(c) SA collection methodology 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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
2013–14										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	46.0	27.6	42.1	60.5	75.9	36.3	22.0	81.2	42.5
Referred only	%	17.8	14.5	14.8	10.2	1.6	22.2	11.1	2.2	14.2
Provided and referred	%	18.0	17.8	17.6	12.4	13.4	13.3	24.1	8.0	16.2
Not provided or referred	%	18.2	40.1	25.5	16.9	9.1	28.2	42.7	8.6	27.1
Clients for whom need was identified	no.	22 350	31 732	25 528	9 904	4 099	3 821	2 456	4 110	101 851
<b>Assistance to sustain tenure</b>										
Provided only	%	71.9	72.8	63.1	76.0	96.8	68.8	68.0	83.8	71.4
Referred only	%	5.3	3.3	5.8	4.0	0.4	6.6	5.8	2.6	4.3
Provided and referred	%	15.0	7.5	19.9	9.9	1.8	7.0	12.9	4.3	11.5
Not provided or referred	%	7.8	16.4	11.2	10.1	1.0	17.6	13.4	9.2	12.7
Clients for whom need was identified	no.	12 161	26 967	12 294	3 294	1 698	1 170	1 357	852	58 669
<b>Mental health</b>										
Provided only	%	26.8	30.2	22.9	25.1	12.9	34.9	25.7	40.8	27.0
Referred only	%	27.7	21.1	35.3	27.2	65.1	13.6	39.5	23.9	27.8
Provided and referred	%	24.9	16.3	18.4	27.3	11.0	10.6	10.1	14.6	19.9
Not provided or referred	%	20.6	32.4	23.4	20.4	11.0	40.8	24.8	20.7	25.3
Clients for whom need was identified	no.	4 582	4 234	2 592	1 172	163	260	609	154	13 211
<b>Family</b>										
Provided only	%	38.3	42.1	39.1	35.3	67.5	53.3	34.1	28.6	40.3
Referred only	%	19.2	18.5	22.9	25.9	15.2	15.8	25.0	25.0	20.6
Provided and referred	%	31.5	22.2	25.3	26.5	16.3	19.3	30.6	33.8	26.3
Not provided or referred	%	11.1	17.2	12.7	12.3	1.0	11.6	10.3	12.5	12.8
Clients for whom need was identified	no.	4 472	4 103	2 609	1 677	517	315	417	430	14 214
<b>Disability</b>										
Provided only	%	19.1	25.3	26.8	23.9	9.0	23.2	28.3	25.7	23.8

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
Referred only	%	28.0	20.6	32.7	27.9	54.8	39.0	39.5	12.7	27.0
Provided and referred	%	24.6	12.3	9.8	14.4	–	11.3	13.1	29.4	16.1
Not provided or referred	%	28.2	41.7	30.8	33.8	36.2	26.5	19.1	32.2	33.1
Clients for whom need was identified	no.	424	474	232	108	11	46	72	32	1 368
<b><i>Drug/alcohol</i></b>										
Provided only	%	42.7	34.7	25.1	34.8	15.9	40.3	26.6	36.3	35.7
Referred only	%	14.9	15.5	26.0	19.8	62.7	18.8	8.5	15.4	18.0
Provided and referred	%	22.1	16.6	15.1	18.4	11.9	10.6	50.7	13.2	19.7
Not provided or referred	%	20.4	33.1	33.9	26.9	9.5	30.3	14.3	35.1	26.7
Clients for whom need was identified	no.	2 883	1 678	1 217	654	95	104	290	227	6 818
<b><i>Legal/financial</i></b>										
Provided only	%	31.1	50.9	28.2	21.4	14.4	46.5	50.0	51.3	37.0
Referred only	%	29.2	19.1	35.5	38.9	69.3	20.3	17.2	23.1	28.8
Provided and referred	%	25.1	12.1	23.0	23.1	12.7	7.2	20.5	14.4	19.1
Not provided or referred	%	14.7	17.9	13.2	16.5	3.6	26.0	12.3	11.1	15.1
Clients for whom need was identified	no.	3 516	4 324	2 937	1 145	362	172	317	465	12 907
<b><i>Domestic/family violence</i></b>										
Provided only	%	76.3	86.5	75.8	84.9	93.1	75.2	50.5	87.0	83.2
Referred only	%	3.2	1.3	5.1	1.3	0.1	3.0	12.5	0.3	2.2
Provided and referred	%	13.9	7.6	12.6	10.9	6.6	12.1	17.6	5.1	9.6
Not provided or referred	%	6.5	4.6	6.5	2.9	0.2	9.7	19.4	7.6	5.1
Clients for whom need was identified	no.	8 827	23 459	5 923	4 472	2 813	514	529	1 533	47 355
<b><i>Immigration/cultural services</i></b>										
Provided only	%	47.6	68.5	49.6	76.6	86.1	72.9	38.5	88.1	64.7
Referred only	%	14.2	5.8	16.7	8.5	3.6	9.0	24.4	5.4	9.8
Provided and referred	%	33.2	19.5	28.3	12.2	10.3	15.0	32.0	3.9	21.0
Not provided or referred	%	4.9	6.2	5.4	2.7	–	3.1	5.1	2.5	4.5

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
Clients for whom need was identified	no.	2 689	3 686	1 388	1 658	616	33	257	1 139	11 234
<b><i>Other specialised services</i></b>										
Provided only	%	42.0	48.3	26.6	35.6	41.6	48.0	37.2	53.4	40.0
Referred only	%	19.8	16.6	27.2	29.0	46.4	15.5	28.7	12.3	22.7
Provided and referred	%	30.8	21.4	38.4	26.7	11.1	20.1	27.1	26.4	28.2
Not provided or referred	%	7.4	13.7	7.9	8.7	0.9	16.3	7.0	8.0	9.1
Clients for whom need was identified	no.	9 420	8 409	7 745	3 150	1 632	491	922	1 611	32 322
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>38 202</b>	<b>80 849</b>	<b>35 407</b>	<b>16 990</b>	<b>15 885</b>	<b>5 091</b>	<b>3 433</b>	<b>5 394</b>	<b>198 936</b>
2012–13										
<b><i>Accommodation/accommodation related assistance</i></b>										
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
<b><i>Assistance to sustain tenure</i></b>										
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
<b><i>Mental health</i></b>										
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

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
Clients for whom need was identified	no.	3 940	3 492	2 646	1 188	130	256	455	256	11 776
<b>Family</b>										
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
<b>Disability</b>										
Provided only	%	21.8	23.6	21.8	27.2	–	20.8	28.4	23.1	23.1
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
<b>Drug/alcohol</b>										
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
<b>Legal/financial</b>										
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
<b>Domestic/family violence</b>										
Provided only	%	77.0	85.2	78.6	84.7	92.7	78.9	47.1	75.7	82.5

TABLE 18A.14

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
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
<b><i>Immigration/cultural services</i></b>										
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
<b><i>Other specialised services</i></b>										
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
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>36 061</b>	<b>75 738</b>	<b>34 535</b>	<b>16 508</b>	<b>14 997</b>	<b>4 328</b>	<b>3 293</b>	<b>5 387</b>	<b>188 394</b>
2011–12										
<b><i>Accommodation/accommodation related assistance</i></b>										
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
<b><i>Assistance to sustain tenure</i></b>										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
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
<b><i>Mental health</i></b>										
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
<b><i>Family</i></b>										
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
<b><i>Disability</i></b>										
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
<b><i>Drug/alcohol</i></b>										
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

Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
<b><i>Legal/financial</i></b>										
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
<b><i>Domestic/family violence</i></b>										
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
Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725
<b><i>Immigration/cultural services</i></b>										
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
<b><i>Other specialised services</i></b>										
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
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>37 990</b>	<b>71 150</b>	<b>34 629</b>	<b>16 504</b>	<b>13 160</b>	<b>4 785</b>	<b>3 446</b>	<b>5 111</b>	<b>184 589</b>

(a) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.



Table 18A.14 **Closed support periods, support needs of clients by service assistance type, 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>
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(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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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>
2013–14										
<b>Accommodation/accommodation related assistance</b>										
Provided only	%	45.0	31.4	47.3	73.4	79.6	40.2	38.0	82.8	54.9
Referred only	%	18.9	19.0	13.5	6.1	1.9	17.7	7.5	1.4	12.2
Provided and referred	%	18.5	20.5	15.8	9.7	10.1	15.6	21.2	8.2	14.3
Not provided or referred	%	17.6	29.1	23.4	10.8	8.4	26.5	33.3	7.5	18.6
Clients for whom need was identified	no.	5 430	2 841	8 144	4 287	1 077	541	355	3 104	25 190
<b>Assistance to sustain tenure</b>										
Provided only	%	70.9	75.2	62.6	68.9	97.3	71.7	78.3	83.3	70.9
Referred only	%	6.2	2.9	6.2	4.8	0.5	3.9	3.0	3.0	5.0
Provided and referred	%	14.1	9.4	13.7	14.9	1.0	6.4	12.0	5.1	11.9
Not provided or referred	%	8.8	12.4	17.5	11.4	1.3	18.0	6.7	8.5	12.1
Clients for whom need was identified	no.	3 109	1 762	3 054	702	401	159	226	597	9 765
<b>Mental health</b>										
Provided only	%	23.8	29.3	24.3	25.5	29.9	45.9	30.5	32.1	26.1
Referred only	%	24.9	22.8	34.6	25.1	44.5	10.7	25.4	25.5	27.4
Provided and referred	%	24.9	15.4	19.8	31.1	4.3	5.3	9.3	15.1	21.3
Not provided or referred	%	26.4	32.5	21.3	18.2	21.3	38.1	34.9	27.3	25.2
Clients for whom need was identified	no.	812	380	526	227	23	38	72	78	2 040
<b>Family</b>										
Provided only	%	38.9	43.4	38.9	37.4	54.8	48.2	49.6	26.7	39.0
Referred only	%	19.0	19.1	22.1	18.5	26.2	18.6	15.1	25.0	20.3
Provided and referred	%	30.1	25.1	28.3	31.3	16.8	30.8	27.2	35.8	29.4
Not provided or referred	%	12.0	12.4	10.8	12.8	2.2	2.3	8.0	12.6	11.3
Clients for whom need was identified	no.	1 156	419	795	580	90	44	78	363	3 424
<b>Disability</b>										

TABLE 18A.15

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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>
Provided only	%	9.4	14.2	17.7	15.1	–	75.1	82.1	19.4	16.4
Referred only	%	37.1	37.2	27.3	19.4	100.0	24.9	–	13.6	30.6
Provided and referred	%	24.1	17.3	8.8	23.4	–	–	–	33.9	18.8
Not provided or referred	%	29.5	31.4	46.2	42.1	–	–	17.9	33.0	34.2
Clients for whom need was identified	no.	96	35	58	27	2	4	6	15	239
<b><i>Drug/alcohol</i></b>										
Provided only	%	39.1	31.3	25.8	35.2	12.3	45.7	25.5	24.4	32.4
Referred only	%	16.9	23.7	24.2	17.9	50.8	4.2	14.9	19.4	20.2
Provided and referred	%	21.3	13.5	16.6	21.3	16.4	4.1	46.8	12.1	18.9
Not provided or referred	%	22.6	31.4	33.5	25.5	20.5	46.0	12.8	44.1	28.4
Clients for whom need was identified	no.	607	187	346	193	24	25	49	164	1 507
<b><i>Legal/financial</i></b>										
Provided only	%	31.4	42.6	27.3	28.4	12.1	39.1	43.1	44.9	33.0
Referred only	%	27.5	25.9	38.0	32.1	72.9	26.0	18.3	26.3	31.6
Provided and referred	%	24.9	9.2	20.9	19.2	6.0	–	24.4	16.2	19.4
Not provided or referred	%	16.2	22.4	13.7	20.3	9.0	34.9	14.2	12.6	16.1
Clients for whom need was identified	no.	760	313	631	291	67	18	29	368	2 396
<b><i>Domestic/family violence</i></b>										
Provided only	%	75.9	81.6	76.4	86.3	91.2	87.5	48.1	86.3	81.1
Referred only	%	2.7	2.4	3.7	0.7	0.4	–	10.9	0.2	2.1
Provided and referred	%	13.8	10.0	13.7	10.1	7.8	10.9	11.9	5.5	10.8
Not provided or referred	%	7.6	6.0	6.2	2.9	0.6	1.6	29.2	8.1	6.0
Clients for whom need was identified	no.	1 974	1 291	1 738	1 556	500	64	96	1 235	8 194
<b><i>Immigration/cultural services</i></b>										
Provided only	%	47.8	87.1	48.5	85.4	93.0	72.7	29.1	87.5	73.4
Referred only	%	17.7	2.3	24.1	5.6	3.7	27.3	27.1	6.1	9.9
Provided and referred	%	30.4	7.5	22.0	6.3	3.3	–	39.8	4.0	13.5

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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>
Not provided or referred	%	4.1	3.1	5.4	2.6	–	–	3.9	2.5	3.3
Clients for whom need was identified	no.	1 141	1 086	444	664	301	11	52	997	4 541
<b><i>Other specialised services</i></b>										
Provided only	%	36.5	51.5	28.7	42.0	30.2	51.6	41.7	51.8	39.8
Referred only	%	20.5	16.3	25.0	22.9	57.5	10.8	28.7	12.7	21.8
Provided and referred	%	35.6	21.5	38.6	28.0	11.1	18.0	24.5	28.0	30.7
Not provided or referred	%	7.4	10.7	7.7	7.1	1.2	19.6	5.1	7.5	7.6
Clients for whom need was identified	no.	1 986	826	1 760	1 010	324	62	122	1 359	7 166
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>9 688</b>	<b>6 369</b>	<b>11 733</b>	<b>6 659</b>	<b>3 876</b>	<b>753</b>	<b>521</b>	<b>4 265</b>	<b>44 822</b>
2012–13										
<b><i>Accommodation/accommodation related assistance</i></b>										
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
<b><i>Assistance to sustain tenure</i></b>										
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
<b><i>Mental health</i></b>										
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

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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>
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
<b>Family</b>										
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
<b>Disability</b>										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8
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
<b>Drug/alcohol</b>										
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
<b>Legal/financial</b>										
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

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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>
<b>Domestic/family violence</b>										
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
<b>Immigration/cultural services</b>										
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
Clients for whom need was identified	no.	842	1 020	501	639	355	24	67	430	3 748
<b>Other specialised services</b>										
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
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>8 925</b>	<b>6 095</b>	<b>11 175</b>	<b>5 962</b>	<b>3 535</b>	<b>684</b>	<b>536</b>	<b>4 116</b>	<b>41 625</b>
2011–12										
<b>Accommodation/accommodation related assistance</b>										
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

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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.	5 442	2 385	7 516	4 000	na	432	375	2 840	22 574
<b>Assistance to sustain tenure</b>										
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
<b>Mental health</b>										
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
Clients for whom need was identified	no.	716	303	512	250	na	36	44	154	1 919
<b>Family</b>										
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
<b>Disability</b>										
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
<b>Drug/alcohol</b>										
Provided only	%	33.7	20.1	13.6	39.2	na	19.4	9.5	25.3	26.6

Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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	%	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
<b><i>Legal/financial</i></b>										
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
<b><i>Domestic/family violence</i></b>										
Provided only	%	75.5	79.2	72.0	86.1	na	74.3	45.7	77.5	77.9
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
<b><i>Immigration/cultural services</i></b>										
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
<b><i>Other specialised services</i></b>										
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



Table 18A.15 **Closed support periods, support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander 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.	2 007	749	2 061	1 190	na	99	104	944	6 940
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>8 159</b>	<b>3 985</b>	<b>9 233</b>	<b>5 334</b>	<b>2 290</b>	<b>621</b>	<b>436</b>	<b>3 522</b>	<b>33 026</b>

- (a) Jurisdictions which operate central intake models 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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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>
2013–14										
<b><i>Accommodation/accommodation related assistance</i></b>										
Provided only	%	51.3	25.3	33.8	33.5	76.7	38.1	23.2	80.2	34.2
Referred only	%	16.9	14.9	19.8	21.2	1.3	23.7	11.3	3.6	16.4
Provided and referred	%	22.5	16.3	24.0	11.2	15.7	13.0	24.1	7.2	18.0
Not provided or referred	%	9.3	43.5	22.4	34.1	6.2	25.2	41.4	9.0	31.5
Clients for whom need was identified	no.	2 199	5 367	1 846	1 088	230	147	404	117	11 249
<b><i>Assistance to sustain tenure</i></b>										
Provided only	%	74.7	66.7	61.8	63.3	96.4	55.0	64.7	96.6	67.4
Referred only	%	5.0	3.7	6.3	3.9	–	8.7	6.4	–	4.3
Provided and referred	%	13.8	6.1	19.1	12.5	3.6	14.8	11.9	3.4	9.8
Not provided or referred	%	6.5	23.5	12.8	20.4	–	21.5	17.0	–	18.4
Clients for whom need was identified	no.	940	3 363	810	468	83	49	203	33	5 864
<b><i>Mental health</i></b>										
Provided only	%	28.2	29.2	22.3	26.2	–	12.4	20.3	16.7	27.1
Referred only	%	31.3	22.2	31.7	32.0	71.7	15.0	32.9	33.5	28.8
Provided and referred	%	24.1	14.7	25.5	23.6	21.2	24.0	19.8	–	20.1
Not provided or referred	%	16.5	33.9	20.5	18.2	7.1	48.6	26.9	49.8	24.1
Clients for whom need was identified	no.	487	515	213	91	14	8	71	7	1 369
<b><i>Family</i></b>										
Provided only	%	44.6	35.5	40.7	35.3	60.5	60.1	35.8	47.0	39.8
Referred only	%	12.6	17.9	21.7	18.5	26.6	9.9	15.4	18.5	16.9
Provided and referred	%	32.1	25.3	26.6	34.2	12.9	19.8	38.2	34.5	29.2
Not provided or referred	%	10.7	21.3	11.0	12.1	–	10.2	10.6	–	14.2
Clients for whom need was identified	no.	405	420	144	142	23	10	60	7	1 189
<b><i>Disability</i></b>										

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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 only	%	21.2	29.9	23.6	21.2	–	–	27.3	–	25.9
Referred only	%	17.0	21.7	29.7	57.1	–	–	51.7	–	27.2
Provided and referred	%	35.8	9.4	5.6	7.4	–	–	10.6	–	15.4
Not provided or referred	%	26.1	39.0	41.0	14.3	–	100.0	10.4	–	31.6
Clients for whom need was identified	no.	36	66	18	15	–	1	10	–	144
<b><i>Drug/alcohol</i></b>										
Provided only	%	53.5	43.5	36.3	58.9	32.8	–	39.2	100.0	48.1
Referred only	%	9.9	11.8	12.8	15.1	67.2	50.0	22.3	–	12.3
Provided and referred	%	18.4	13.2	15.1	11.1	–	–	38.5	–	16.9
Not provided or referred	%	18.2	31.5	35.7	14.9	–	50.0	–	–	22.7
Clients for whom need was identified	no.	156	77	40	28	3	2	14	1	310
<b><i>Legal/financial</i></b>										
Provided only	%	31.3	40.9	25.1	14.3	26.2	22.5	42.8	46.0	32.0
Referred only	%	31.5	22.3	33.4	46.1	52.9	22.2	17.5	13.9	30.1
Provided and referred	%	23.8	17.7	32.5	30.5	20.9	11.1	30.0	26.6	23.9
Not provided or referred	%	13.4	19.2	9.0	9.1	–	44.3	9.7	13.6	14.0
Clients for whom need was identified	no.	463	534	275	184	24	9	64	8	1 533
<b><i>Domestic/family violence</i></b>										
Provided only	%	77.8	79.4	81.3	85.2	90.9	74.7	53.8	90.5	80.0
Referred only	%	1.6	1.1	3.1	1.8	–	3.9	9.1	–	1.6
Provided and referred	%	16.6	16.3	11.4	8.9	9.1	8.0	23.5	9.5	14.8
Not provided or referred	%	4.0	3.2	4.2	4.1	–	13.4	13.7	–	3.6
Clients for whom need was identified	no.	1 071	2 658	719	361	276	25	91	32	5 179
<b><i>Immigration/cultural services</i></b>										
Provided only	%	43.5	60.5	48.5	70.7	78.2	73.7	32.7	21.2	57.6
Referred only	%	12.8	6.5	12.4	10.4	2.5	–	26.3	–	9.5
Provided and referred	%	37.2	26.5	34.9	17.1	19.3	19.5	35.8	56.8	27.9

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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>
Not provided or referred	%	6.5	6.5	4.3	1.8	–	6.7	5.2	22.1	5.0
Clients for whom need was identified	no.	810	1 833	666	790	202	15	121	9	4 402
<b><i>Other specialised services</i></b>										
Provided only	%	43.3	41.7	36.9	37.2	45.8	46.1	36.1	66.6	41.1
Referred only	%	21.2	14.9	22.8	26.2	38.3	7.6	26.8	13.2	20.8
Provided and referred	%	29.4	26.7	34.4	28.4	15.9	34.3	31.0	13.5	28.6
Not provided or referred	%	6.1	16.7	5.9	8.1	–	12.0	6.1	6.7	9.5
Clients for whom need was identified	no.	1 100	1 113	649	385	126	26	135	16	3 476
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>3 711</b>	<b>11 427</b>	<b>2 648</b>	<b>1 535</b>	<b>983</b>	<b>226</b>	<b>567</b>	<b>140</b>	<b>21 078</b>
2012–13										
<b><i>Accommodation/accommodation related assistance</i></b>										
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
<b><i>Assistance to sustain tenure</i></b>										
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
<b><i>Mental health</i></b>										
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

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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	%	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
<b>Family</b>										
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
<b>Disability</b>										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5
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
<b>Drug/alcohol</b>										
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
<b>Legal/financial</b>										
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	28	10	9	–	–	3	10	15
Clients for whom need was identified	no.	362	458	231	241	17	5	66	10	1 358

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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>
<b><i>Domestic/family violence</i></b>										
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
<b><i>Immigration/cultural services</i></b>										
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
<b><i>Other specialised services</i></b>										
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
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>3 252</b>	<b>10 422</b>	<b>2 401</b>	<b>1 620</b>	<b>839</b>	<b>152</b>	<b>531</b>	<b>161</b>	<b>19 215</b>
2011–12										
<b><i>Accommodation/accommodation related assistance</i></b>										
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

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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.	2 083	3 103	1 529	902	na	135	379	133	8 160
<b>Assistance to sustain tenure</b>										
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
<b>Mental health</b>										
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
Clients for whom need was identified	no.	534	448	138	125	na	7	51	12	1 278
<b>Family</b>										
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
<b>Disability</b>										
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
<b>Drug/alcohol</b>										
Provided only	%	53.5	18.3	14.3	45.7	na	–	18.2	33.3	37.6

TABLE 18A.16

Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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	%	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
<b><i>Legal/financial</i></b>										
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
<b><i>Domestic/family violence</i></b>										
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
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
<b><i>Immigration/cultural services</i></b>										
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
<b><i>Other specialised services</i></b>										
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



Table 18A.16 **Closed support periods, support needs of clients, by service assistance type, 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.	1 089	985	512	478	na	29	159	30	3 222
<b>Total clients who needed homelessness services</b>	<b>no.</b>	<b>3 540</b>	<b>7 682</b>	<b>2 064</b>	<b>1 661</b>	<b>711</b>	<b>192</b>	<b>464</b>	<b>158</b>	<b>16 331</b>

- (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) Jurisdictions which operate central intake models 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.

na Not available. – Nil or rounded to zero.

Source AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status 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>
2013–14										
Educational enrolment status <b>before</b> support										
Not a student	%	32.1	21.8	36.2	32.6	20.5	28.4	14.0	22.7	29.2
Student										
Primary school	%	3.3	6.6	7.5	11.8	10.2	6.3	16.2	24.5	6.7
Secondary school	%	53.4	53.2	44.6	45.9	59.4	51.0	63.4	44.1	51.4
University student	%	0.2	0.6	1.1	0.8	–	1.3	1.3	0.9	0.6
Vocational education/training	%	7.1	13.3	6.2	5.8	6.0	6.6	3.9	6.0	8.1
Other education/training	%	3.9	4.4	4.6	3.1	3.8	6.4	1.3	1.8	4.1
Total	%	67.9	78.2	63.8	67.4	79.5	71.6	86.0	77.3	70.8
Educational enrolment status <b>after</b> support										
Not a student	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6
Student										
Primary school	%	2.7	3.9	6.1	9.5	8.4	6.5	11.5	19.6	5.1
Secondary school	%	46.2	47.4	40.1	40.0	54.0	49.7	54.3	42.3	45.5
University student	%	1.2	1.3	1.8	1.5	–	1.3	1.3	0.9	1.3
Vocational education/training	%	11.0	15.8	9.0	7.5	5.1	7.9	13.9	8.5	11.2
Other education/training	%	4.5	5.8	6.4	3.6	5.6	9.0	1.3	1.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	65.7	74.2	63.4	62.0	73.2	74.4	82.4	73.0	68.4
Total clients aged 12–18 years who needed education and/or training assistance and who were not enrolled in formal study or training after support	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status 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	<b>no.</b>	2 069	1 204	870	369	149	107	118	146	4 958
2012–13										
Educational enrolment status <b>before</b> 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
Educational enrolment status <b>after</b> 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 enrolled in formal study or training after support	%	64.2	72.5	53.8	69.7	90.4	75.6	80.5	62.5	67.9

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status 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 enrolled in formal study or training after support	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
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										
Educational enrolment status <b>before</b> 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
Educational enrolment status <b>after</b> 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

Table 18A.17 **Closed support periods, proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status 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 enrolled in formal study or training after support	%	69.4	68.0	61.8	63.6	na	68.0	63.7	60.4	66.5
Total clients aged 12–18 years who needed education and/or training assistance and who were not enrolled in 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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.18 Recurrent cost per completed support period, 2013–14 dollars (a), (b), (c)

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
2013–14									
Recurrent allocation (d)									
\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Closed support periods									
no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Cost per completed support period									
\$	2 255	1 120	2 010	2 550	1 767	2 903	3 682	1 080	1 683
2012–13									
Recurrent allocation									
\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
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									
\$	2 248	1 131	1 815	2 535	1 974	2 786	3 863	887	1 674
2011–12									
Recurrent allocation									
\$m	134.9	175.9	93.0	68.3	55.9	17.4	23.0	11.6	580.0
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									
\$	2 246	1 178	1 800	2 588	2 280	2 353	3 969	1 532	1 743

(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 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Table 18A.18 **Recurrent cost per completed support period, 2013–14 dollars (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (b)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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(d) Queensland data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

*Source:* Australian State and Territory governments (unpublished); AIHW (unpublished) *Specialist Homelessness Services Collection*; Table 18A.3; Table 2A.51.

Table 18A.19 Recurrent cost per client accessing homelessness services, 2013–14 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>
2013–14									
Recurrent allocation (d)									
\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Reported number of clients									
no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
Estimated cost per client									
\$	2 674	1 910	2 422	3 205	2 696	3 796	4 147	1 339	2 437
2012–13									
Recurrent allocation									
\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
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									
\$	2 610	1 976	2 194	3 186	2 669	3 303	4 432	1 112	2 407
2011–12									
Recurrent allocation									
\$m	134.9	175.9	93.0	68.3	55.9	17.4	23.0	11.6	580.0
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									
\$	2 589	2 042	2 189	3 225	2 866	2 823	4 111	1 756	2 453

(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 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.



Table 18A.19 **Recurrent cost per client accessing homelessness services, 2013–14 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>
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(d) Queensland data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

Source: Australian State and Territory governments (unpublished) *Specialist Homelessness Services Collection*; Table 18A.3; Table 2A.51.

Table 18A.20 **Recurrent cost per day of support for clients, 2013–14 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>
2013–14									
Recurrent allocation (e)									
\$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
Number of support days									
'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Cost per support day									
\$	26.61	27.61	37.80	39.36	28.09	50.46	27.99	15.90	30.01
2012–13									
Recurrent allocation									
\$m	135.6	182.7	94.4	68.2	57.0	18.4	23.8	7.7	587.8
Number of support days									
'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Cost per support day									
\$	23.77	29.34	34.80	35.94	25.50	39.94	29.14	13.73	28.51

- (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) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.
- (d) The number of support days for 2011–12 are not available.
- (e) Queensland data for 2013–14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

Source: Australian State and Territory governments (unpublished); AIHW (unpublished) *Specialist Homelessness Services Collection*; Table 18A.2; Table 2A.51.

Table 18A.21 **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>
2013–14										
Labour force status <b>before</b> support										
Employed full–time	%	2.5	1.7	1.8	3.4	6.9	0.9	5.8	6.0	2.6
Employed part–time	%	8.8	8.6	7.1	6.9	11.8	6.1	8.7	5.4	8.3
Unemployed	%	53.9	50.0	64.2	61.4	42.6	61.7	54.4	50.8	55.6
Not in labour force	%	34.8	39.6	26.9	28.2	38.7	31.3	31.2	37.7	33.5
Labour force status <b>after</b> support										
Employed full–time	%	6.4	3.9	3.8	6.3	8.6	2.1	10.8	8.3	5.6
Employed part–time	%	13.7	9.9	11.3	9.0	10.9	7.7	11.7	6.3	11.5
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	20.8	14.5	15.5	15.8	20.2	9.7	23.5	15.0	17.7
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	79.2	85.5	84.5	84.2	79.8	90.3	76.5	85.0	82.3
Total clients who needed employment and/or training support	no.	3 503	2 836	1 973	1 080	374	187	396	319	10 340
2012–13										
Labour force status <b>before</b> 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 <b>after</b> support										

Table 18A.21 **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	%	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 <b>were</b> 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 <b>were not</b> 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										
Labour force status <b>before</b> 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 <b>after</b> support										
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 <b>were</b> employed after support	%	23.7	15.4	15.7	22.4	na	13.4	20.6	28.0	20.1

Table 18A.21 **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>
Total clients who needed employment and training assistance and who <b>were not</b> 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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.22 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
2013–14										
Labour force status <b>before</b> support										
Employed full–time	%	1.3	0.8	2.5	2.0	5.1	–	3.5	3.7	2.0
Employed part–time	%	7.9	7.2	4.6	2.6	7.6	–	11.0	3.6	6.0
Unemployed	%	56.8	48.3	66.8	65.5	46.8	67.2	67.1	50.6	59.1
Not in labour force	%	34.0	43.7	26.1	29.9	40.6	32.8	18.4	42.1	32.9
Labour force status <b>after</b> support										
Employed full–time	%	4.1	3.2	3.9	4.5	10.4	8.1	14.5	3.1	4.5
Employed part–time	%	11.4	10.2	5.7	3.9	6.3	–	–	5.0	8.0
Total clients who needed employment and/or training assistance and who <b>were</b> employed after support	%	15.8	13.5	9.6	8.5	16.8	8.1	14.5	8.1	12.6
Total clients who needed employment and training assistance and who <b>were not</b> employed after support	%	84.2	86.5	90.4	91.5	83.2	91.9	85.5	91.9	87.4
Total clients who needed employment and/or training support	no.	746	201	447	249	66	17	49	200	1 913
2012–13										
Labour force status <b>before</b> 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 <b>after</b> support										
Employed full–time	%	5.7	np	1.8	8.4	np	–	np	9.6	4.4

Table 18A.22 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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	%	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 <b>were</b> 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 <b>were not</b> 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										
Labour force status <b>before</b> 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 <b>after</b> support										
Employed full-time	%	4.1	np	5.4	7.8	na	np	–	17.2	5.7
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 <b>were</b> 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 <b>were not</b> employed after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1

Table 18A.22 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



**Table 18A.23 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**

	<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>
2013–14										
Of those unemployed before support										
Employed full time after support	%	6.0	4.4	2.9	3.8	4.0	2.2	9.0	3.2	4.6
Employed part time after support	%	9.1	4.8	8.6	4.3	2.0	6.8	5.1	3.1	7.1
Of those not in the labour force before support										
Employed full time after support	%	2.7	1.5	2.4	4.4	–	2.2	7.8	4.8	2.6
Employed part time after support	%	10.1	6.8	6.8	8.4	1.0	2.2	9.3	3.6	7.9
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										
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) SA collection methodology for 2011-12 does not allow for this type of analysis.

Table 18A.23 **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**

	<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>
(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.										

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.24 **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>
2013–14										
Source of income <b>before</b> support										
No income	%	12.4	9.2	9.9	11.3	14.9	7.0	5.4	6.1	10.6
Awaiting benefit	%	8.8	8.4	8.1	7.6	7.0	12.1	13.0	2.1	8.4
Government pension/allowance	%	72.6	75.1	76.6	73.4	71.6	74.9	76.3	81.9	74.4
Employee/business income	%	5.0	6.2	4.8	6.7	5.7	5.5	5.3	9.6	5.7
Other	%	1.1	1.1	0.7	1.0	0.8	0.4	–	0.2	0.9
Source of income <b>after</b> support										
No income	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Awaiting benefit	%	3.4	4.2	3.9	4.2	–	5.6	1.8	0.9	3.7
Government pension/allowance	%	81.9	83.0	84.4	82.0	81.1	86.3	85.2	82.6	82.6
Employee/business income	%	6.4	6.4	5.4	6.5	5.9	3.1	7.8	11.5	6.5
Other	%	0.9	0.7	0.6	1.2	0.5	0.4	1.0	0.6	0.8
Total clients who needed income assistance and who <b>had</b> an income source after support	%	92.6	94.3	94.4	93.9	87.5	95.4	95.6	95.6	93.6
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081

Table 18A.24 **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 <b>before</b> 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 <b>after</b> 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 <b>had</b> 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 <b>not have</b> an income source after support	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762

Table 18A.24 **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>
2011–12										
Source of income <b>before</b> 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 <b>after</b> 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 <b>had</b> 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 <b>not have</b> an income source after support	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
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 2014.

Table 18A.24 **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>
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(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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
2013–14										
Source of income <b>before</b> support										
No income	%	11.0	9.3	6.4	8.1	11.3	16.2	6.0	3.8	8.2
Awaiting benefit	%	5.9	5.3	5.7	2.6	8.1	4.6	13.4	2.2	5.2
Government pension/allowance	%	80.8	84.1	84.6	86.6	77.2	77.0	78.1	89.1	83.6
Employee/business income	%	2.1	1.2	3.1	2.2	3.3	2.3	2.6	4.9	2.8
Other	%	0.3	–	0.2	0.5	–	–	–	–	0.2
Source of income <b>after</b> support										
No income	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1
Awaiting benefit	%	2.5	3.6	3.0	3.2	–	4.6	2.6	1.4	2.7
Government pension/allowance	%	87.6	88.8	90.3	87.2	88.5	86.1	86.3	89.1	88.4
Employee/business income	%	3.8	2.3	3.3	2.2	1.7	2.3	5.1	6.5	3.8
Other	%	–	–	–	0.8	–	–	–	–	0.1
Total clients who needed income assistance and who <b>had</b> an income source after support	%	93.9	94.7	96.6	93.4	90.3	93.0	94.0	97.0	94.9
Total clients who needed income assistance and who did <b>not have</b> an income source after support	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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.	929	287	926	338	108	53	55	392	2 965
2012–13										
Source of income <b>before</b> 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 <b>after</b> 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 <b>had</b> an income source after support	%	95.1	97.9	94.7	96.9	84.6	83.6	100.0	97.4	95.2



Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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 <b>not have</b> an income source after support	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626
2011–12										
Source of income <b>before</b> 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 <b>after</b> 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

Table 18A.25 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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 <b>had</b> an income source after support	%	96.4	94.3	96.8	96.8	na	96.9	100.0	95.7	96.2
Total clients who needed income assistance and who did <b>not have</b> 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 2014.

(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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.26

Table 18A.26 **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>
2013–14										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.1	0.8	1.1	1.3	1.1	1.2	–	1.2
Private rental	%	30.4	38.3	37.3	36.4	23.1	31.2	14.3	12.6	35.1
Public housing rental	%	7.9	9.0	8.1	10.4	22.7	10.6	20.0	35.0	9.7
Community housing rental	%	4.1	1.4	3.4	2.4	4.9	2.1	2.3	4.2	2.7
Other rental	%	3.0	2.8	1.8	1.9	2.7	1.6	4.1	2.1	2.5
Total	%	47.1	52.6	51.4	52.2	54.7	46.6	41.9	53.9	51.2
Non-independent housing										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5
Transitional Housing (incl. rent free)	%	2.2	2.8	0.8	2.9	3.4	0.6	1.9	2.3	2.1
Caravan park rental	%	1.3	1.9	2.2	1.7	0.8	1.0	0.7	0.8	1.7
Institutional setting	%	2.0	4.9	1.4	2.7	5.4	3.3	3.2	4.1	3.1
Improvised dwelling/sleeping rough	%	8.0	8.4	11.0	10.2	4.9	9.1	14.5	8.3	9.0
Boarding/rooming house	%	10.5	11.5	10.2	12.7	13.1	9.2	6.7	10.0	10.8
Other (no tenure)	%	15.2	14.0	17.4	11.5	11.2	24.9	24.5	15.1	15.6
Total	%	52.9	47.4	48.6	47.7	45.4	53.4	58.0	46.0	48.8
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.6	1.1	0.9	0.8	2.1	0.1	0.9
Private rental	%	39.8	41.5	38.7	38.4	29.5	35.4	13.3	10.5	39.0

Table 18A.26 **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	%	12.3	15.2	14.9	17.8	26.9	22.2	39.4	40.0	16.3
Community housing rental	%	7.8	2.1	6.0	3.4	7.7	2.7	4.1	3.7	4.6
Other rental	%	3.6	2.0	1.5	1.6	2.2	1.1	3.7	2.1	2.2
Total	%	64.8	61.7	61.7	62.3	67.2	62.2	62.6	56.4	63.0
Non-independent housing										
Crisis	%	7.8	4.4	7.3	6.7	3.5	5.3	6.8	12.8	6.0
Transitional Housing (incl. rent free)	%	3.1	2.4	1.9	2.3	2.8	0.8	2.8	4.4	2.4
Caravan park rental	%	1.2	1.8	1.8	1.4	1.1	0.5	0.1	0.5	1.5
Institutional setting	%	1.8	4.1	1.1	1.2	2.1	2.0	3.4	0.5	2.4
Improvised dwelling/sleeping rough	%	4.2	4.9	5.3	6.4	2.6	3.5	3.8	5.3	4.7
Boarding/rooming house	%	8.6	11.2	10.1	12.6	12.7	8.9	7.2	10.0	10.2
Other (no tenure)	%	8.6	9.4	10.9	7.0	8.2	16.9	13.4	10.2	9.8
Total	%	35.3	38.2	38.4	37.6	33.0	37.9	37.5	43.7	37.0
Total clients who needed assistance to obtain or maintain independent housing	no.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772
2012–13										
Type of tenure <b>before</b> 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

Table 18A.26 **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	%	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 <b>after</b> 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
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

Table 18A.26 **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)	%	3.4	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										
Type of tenure <b>before</b> 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
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

Table 18A.26 **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>
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 <b>after</b> 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
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

Table 18A.26 **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>
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 the reference year.
- (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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
2013–14										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	0.7	0.6	0.3	0.1	np	1.3	1.6	np	0.5
Private rental	%	23.8	20.0	26.4	11.7	10.8	25.5	3.8	7.1	22.1
Public housing rental	%	14.9	16.6	11.6	24.9	24.6	11.0	25.4	43.6	16.6
Community housing rental	%	5.9	2.6	4.3	2.4	6.8	1.0	6.0	5.5	4.5
Other rental	%	3.1	4.0	2.1	2.4	5.0	0.3	4.2	2.2	2.7
Total	%	48.4	43.8	44.7	41.5	47.2	39.1	41.0	58.4	46.4
Non-independent housing										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2
Transitional Housing (incl. rent free)	%	1.9	4.2	0.7	2.5	3.6	–	4.5	1.8	1.8
Caravan park rental	%	0.9	2.5	1.8	0.3	0.3	0.7	0.5	0.3	1.4
Institutional setting	%	1.5	5.5	1.2	2.5	6.0	3.0	0.9	2.6	2.2
Improvised dwelling/sleeping rough	%	7.0	9.5	10.5	10.0	7.3	10.9	14.4	6.7	8.8
Boarding/rooming house	%	11.5	11.7	13.4	16.3	13.3	10.3	4.7	8.7	12.4
Other (no tenure)	%	18.4	18.7	21.1	20.4	14.6	27.9	26.0	16.4	19.8
Total	%	51.6	56.2	55.4	58.5	52.7	60.8	59.1	41.5	53.6
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.5	0.1	0.7	–	0.3	1.6	0.2	0.4

TABLE 18A.27

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
Private rental	%	32.3	24.5	28.8	13.4	14.3	28.6	7.4	5.1	26.3
Public housing rental	%	18.5	26.6	19.3	34.2	28.0	24.3	47.1	49.7	23.9
Community housing rental	%	11.1	3.6	7.0	3.9	10.8	2.3	1.3	4.7	7.2
Other rental	%	3.2	2.4	2.1	2.2	3.6	0.7	3.3	1.4	2.4
Total	%	65.6	57.6	57.3	54.4	56.7	56.2	60.7	61.1	60.2
Non-independent housing										
Crisis	%	6.1	4.2	7.9	6.0	7.3	6.9	9.5	10.3	6.6
Transitional Housing (incl. rent free)	%	2.7	3.9	2.2	2.1	3.6	2.0	2.0	3.9	2.7
Caravan park rental	%	0.9	1.4	1.5	0.2	1.3	0.4	0.5	–	1.1
Institutional setting	%	1.6	4.8	1.0	1.1	3.0	3.1	3.4	0.7	1.8
Improvised dwelling/sleeping rough	%	3.6	4.7	4.8	8.3	3.3	4.3	4.7	5.3	4.5
Boarding/rooming house	%	8.5	10.2	11.5	15.1	13.8	9.5	5.7	7.4	10.4
Other (no tenure)	%	11.2	13.2	14.0	12.8	10.9	17.7	13.5	11.4	12.8
Total	%	34.6	42.4	42.9	45.6	43.2	43.9	39.3	39.0	39.9
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing	<b>no.</b>	4 872	2 905	6 028	1 424	610	445	396	947	17 199
2012–13										
Type of tenure <b>before</b> support										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
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
<b>Total</b>	%	<b>51.9</b>	<b>42.0</b>	<b>41.1</b>	<b>48.4</b>	<b>40.1</b>	<b>26.1</b>	<b>28.1</b>	<b>39.6</b>	<b>44.3</b>
<b>Non-independent housing</b>										
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
<b>Total</b>	%	<b>48.1</b>	<b>58.0</b>	<b>58.9</b>	<b>51.4</b>	<b>59.5</b>	<b>72.4</b>	<b>69.9</b>	<b>59.9</b>	<b>55.7</b>
<b>Type of tenure after support</b>										
<b>Independent housing</b>										
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
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

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
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 Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing										
	<b>no.</b>	<b>4 081</b>	<b>2 621</b>	<b>5 604</b>	<b>1 485</b>	<b>543</b>	<b>334</b>	<b>370</b>	<b>836</b>	<b>15 417</b>
2011–12										
Type of tenure <b>before</b> 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
Other rental	%	2.4	3.4	2.1	1.2	na	2.6	2.4	2.6	2.3

TABLE 18A.27

Table 18A.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
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 <b>after</b> 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.27 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing	<b>no.</b>	<b>4 375</b>	<b>2 136</b>	<b>5 171</b>	<b>1 609</b>	<b>na</b>	<b>316</b>	<b>287</b>	<b>796</b>	<b>14 388</b>

(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 the reference year.

(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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.28 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>
2013–14										
Type of tenure <b>before</b> support										
Non-independent housing										
Crisis	%	25.9	8.3	11.5	12.6	14.5	9.9	11.3	11.8	13.3
Transitional Housing (incl. rent free)	%	4.3	6.0	1.6	6.0	7.6	1.1	3.3	5.1	4.3
Caravan Park rental	%	2.4	4.0	4.6	3.5	1.9	1.8	1.3	1.8	3.5
Institutional setting	%	3.8	10.2	2.9	5.6	11.9	6.2	5.5	8.9	6.4
Improvised dwelling/sleeping rough	%	15.1	17.8	22.6	21.4	10.8	17.0	25.0	18.0	18.4
Boarding/rooming house	%	19.8	24.2	21.0	26.7	28.8	17.3	11.5	21.7	22.2
Other (no tenure)	%	28.8	29.6	35.8	24.1	24.6	46.7	42.2	32.8	31.9
Type of tenure <b>after</b> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.1	0.2	0.3	0.2	0.2	0.9	0.3	0.2
Private rental	%	22.4	15.3	14.5	13.0	19.0	17.0	8.4	4.1	16.3
Public housing rental	%	8.4	12.1	11.2	15.1	10.4	17.8	27.6	16.8	12.1
Community housing rental	%	6.8	1.4	5.3	3.1	6.7	1.8	4.4	1.2	3.9
Other rental		3.3	1.4	1.1	1.1	1.3	0.6	2.5	1.6	1.7
Total clients who were living in non-independent housing before support and who obtained independent housing after support	%	41.2	30.3	32.2	32.6	37.6	37.4	43.8	24.0	34.2
Total clients who were living in non-independent housing before support	no.	10 050	18 996	10 577	2 715	1 177	1 768	1 573	633	46 265

**Table 18A.28 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 <b>before</b> 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 <b>after</b> 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.28 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										
Type of tenure <b>before</b> 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 <b>after</b> 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.28 **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 the reference year.
- (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.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.29 **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>
2013–14										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	2.0	1.5	1.0	1.8	1.5	1.4	3.4	0.2	1.5
Private rental	%	61.5	66.8	62.7	61.7	45.1	57.5	21.3	18.9	61.8
Public housing rental	%	18.7	24.9	24.1	28.5	38.7	35.1	63.0	70.5	25.8
Community housing rental	%	12.1	3.4	9.6	5.5	11.3	4.3	6.5	6.6	7.3
Other Rental	%	5.7	3.4	2.5	2.6	3.4	1.8	5.8	3.8	3.6
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.	11 750	22 518	12 451	3 421	1 626	1 958	1 632	744	55 564
2012–13										
Type of tenure <b>after</b> 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

Table 18A.29 **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>
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 <b>after</b> support										
Purchasing/purchased own home	%	2.9	1.8	1.3	2.2	–	3.9	1.7	2.4	2.0
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

Table 18A.29 **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>
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.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 18A.30 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
2013–14										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	0.6	1.0	0.2	1.3	–	0.6	2.7	0.3	0.6
Private rental	%	50.1	41.3	50.5	25.2	25.1	52.5	13.0	8.7	43.8
Public housing rental	%	27.5	47.2	33.5	62.4	48.3	41.3	76.2	80.9	39.5
Community housing rental	%	16.8	6.3	12.0	7.2	19.7	4.4	2.3	7.7	11.9
Other Rental	%	4.9	4.2	3.8	3.8	6.9	1.3	5.8	2.4	4.2
Total Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and who had independent/non-supported housing at the end of support	no.	3 043	1 483	3 102	744	320	233	229	556	9 569
2012–13										
Type of tenure <b>after</b> support										
Purchasing/purchased own home	%	0.8	0.5	0.7	0.2	1.5	–	1.0	0.5	0.7

Table 18A.30 **Closed support periods, proportion of Aboriginal and Torres Strait Islander 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	%	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 Aboriginal and Torres Strait Islander 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	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander 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
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

**Table 18A.30 Closed support periods, proportion of Aboriginal and Torres Strait Islander 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>
Total Aboriginal and Torres Strait Islander 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 Aboriginal and Torres Strait Islander 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 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 2014.

(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.

– Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.



Table 18A.31 **Proportion of clients experiencing homelessness who had repeat periods of homelessness (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>
2013–14										
Clients who had more than one period of homelessness	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who experienced homelessness at some time in 2013–14	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012–13										
Clients who had more than one period of homelessness	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who experienced homelessness at some time in 2012–13	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011–12										
Clients who had more than one period of homelessness	%	6.4	4.8	5.5	4.9	2.6	5.2	12.5	6.2	5.1
Clients who experienced homelessness at some time in 2011–12	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) Prior to 2013–14, the calculation included 'tenure type' of 'no tenure' where dwelling type was 'Institution'. However, in-line with the definition of homelessness, regardless of tenure or conditions of occupancy, any client will not be considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre. Data for 2011–12 and 2012–13 have been revised to exclude clients in these categories.

**Table 18A.31 Proportion of clients experiencing homelessness who had repeat periods of homelessness (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>
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(b) Improvements were introduced in SA at the beginning of 2013–14 to the recording of housing status for clients. The improvement initially increased the proportion of clients with housing status recorded as “unknown”, with this proportion progressively reducing through the year. This has resulted in the measure of repeat periods of homelessness being over-stated for the 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.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

**Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness (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>
<b>2013–14</b>										
Clients who had more than one period of homelessness	%	6.0	6.8	5.6	4.7	9.4	6.3	6.0	5.0	5.7
Clients who experienced homelessness at some time in 2013–14	no.	7 192	5 155	8 421	3 917	2 669	667	557	2 505	30 498
<b>2012–13</b>										
Clients who had more than one period of homelessness	%	7.3	6.6	5.4	4.2	5.8	4.8	10.7	5.3	5.5
Clients who experienced homelessness at some time in 2012–13	no.	6 455	4 261	7 356	3 120	2 664	543	526	2 061	25 962
<b>2011–12</b>										
Clients who had more than one period of homelessness	%	7.0	7.0	5.9	5.5	3.5	5.1	12.0	5.9	5.8
Clients who experienced homelessness at some time in 2011–12	no.	6 003	3 301	7 061	3 106	2 114	566	505	1 892	23 664

(a) Prior to 2013–14, the calculation included 'tenure type' of 'no tenure' where dwelling type was 'Institution'. However, in-line with the definition of homelessness, regardless of tenure or conditions of occupancy, any client will not be considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre. Data for 2011–12 and 2012–13 have been revised to exclude clients in these categories.

**Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness who had repeat periods of homelessness (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>
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(b) Improvements were introduced in SA at the beginning of 2013–14 to the recording of housing status for clients. The improvement initially increased the proportion of clients with housing status recorded as “unknown”, with this proportion progressively reducing through the year. This has resulted in the measure of repeat periods of homelessness being over-stated for the 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.

*Source:* AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 18A.33

Table 18A.33 **Closed support periods, case management goals achieved 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>
2013–14										
<i>Proportion of closed support periods with individual case management plan where</i>										
No goals achieved	%	9.9	8.5	5.4	13.1	na	13.0	8.7	9.6	8.1
Up to half the goals achieved	%	25.9	18.2	17.3	29.5	na	30.4	23.7	26.5	20.0
Half or more of the goals achieved	%	26.0	15.3	20.7	22.6	na	21.4	27.1	19.5	25.0
All the goals achieved	%	38.3	58.0	56.7	34.8	na	35.2	40.5	44.4	47.0
Total support periods with individual case management plans	no.	27 915	47 424	28 994	9 001	14 916	3 282	2 422	4 666	138 620
Total support periods where client is part of another person's case management plan	no.	7 915	18 149	9 254	3 967	–	907	593	1 735	42 520
Total support periods with case management plans	no.	35 830	65 573	38 247	12 968	14 916	4 189	3 015	6 401	181 139
2012–13										
<i>Proportion of closed support periods with individual case management plan where</i>										
No goals achieved	%	10.6	10.0	7.1	12.9	7.7	12.5	8.9	7.9	9.5
Up to half the goals achieved	%	28.2	19.9	20.8	33.8	1.9	30.8	28.5	35.3	22.5
Half or more of the goals achieved	%	26.2	15.8	19.4	25.4	68.8	26.2	28.8	21.1	24.3
All the goals achieved	%	35.0	54.3	52.6	27.9	21.5	30.5	33.8	35.7	43.7
Total support periods with individual case management plans	no.	26 986	42 220	26 560	9 032	11 696	2 874	2 220	4 383	125 971
Total support periods where client is part of another person's case management plan	no.	7 144	11 986	9 364	4 426	–	892	593	1 151	35 555
Total support periods with case management plans	no.	34 130	54 206	35 925	13 458	11 696	3 766	2 812	5 534	161 526
2011–12										
<i>Proportion of closed support periods with individual case management plan where</i>										
No goals achieved	%	9.6	10.4	10.9	11.2	33.2	13.2	11.1	5.6	12.0

Table 18A.33 **Closed support periods, case management goals achieved 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>
Up to half the goals achieved	%	28.5	21.3	31.2	35.5	6.3	34.9	30.3	45.2	26.6
Half or more of the goals achieved	%	22.2	18.5	19.5	21.6	19.0	20.4	27.3	17.5	20.1
All the goals achieved	%	39.7	49.8	38.4	31.8	41.5	31.4	31.4	31.7	41.4
Total support periods with individual case management plans	no.	26 728	36 895	23 064	11 436	8 328	2 908	1 950	3 921	115 229
Total support periods where client is part of another person's case management plan	no.	6 232	10 870	8 514	3 985	–	1 092	544	645	31 882
Total support periods with case management plans	no.	32 960	47 765	31 578	15 421	8 328	3 999	2 494	4 566	147 110

- (a) This indicator was previously measured on the basis of the number of clients. It is now based on closed support periods. Data for 2012–13 and 2011–12 have been revised.
- (b) Changes made as part of general systems improvements introduced at the beginning of 2013-14 resulted in an error that caused data entries for some items to inaccurately display as 'half or more' in the reported extracts. As this error was only identified in September 2014, data for these items have been excluded.
- (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.
- Nil or rounded to zero. **na** Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

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## 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 is available for the following data collections and performance indicators:

Specialist homelessness services client collection	2
Performance indicators	5
Access to specialist homelessness services by clients with disability	5
Clients experiencing repeat periods of homelessness	7

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## Data collection

### 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

<b>Element</b>	Various
<b>Indicator</b>	Various.
<b>Measure (computation)</b>	Various
<b>Data source/s</b>	Specialist Homelessness Services Client Collection (SHSC) 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 clients 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

<b>Institutional environment</b>	<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 (<a href="http://www.aihw.gov.au">www.aihw.gov.au</a>).</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>
<b>Relevance</b>	<p><b>Scope and coverage—clients</b></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, rather it captures 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>



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A client may be of any age—children are clients if they receive specialist homelessness assistance.

**Scope and coverage—agencies**

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 2013–14 financial year are in scope for the 2013–14 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.

Of the agencies expected to participate in the collection in at least one month during the 2013–14 reporting period, 96.2 per cent of agencies provided data for each month where they were expected to participate, 2 per cent provided data for some but not all of the months where data was expected, and just under 1.8 per cent failed to provide data for any month.

**Timeliness**

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. The 2013–14 snapshot contains data submitted to the AIHW for the July 2013 to June 2014 collection months, using responses received and validated as at 10 August 2014.

**Accuracy**

**Potential sources of error**

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.

**Data validation**

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.

**Statistical Linkage Key (SLK) validity**

An individual client may seek or receive support on more than one 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-four per cent of support periods had a valid SLK in 2013–14.

**Incomplete responses**

In many support periods, in 2013–14, 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

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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 per cent agency participation, less than 100 per cent 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 2013–14 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**

Results are published on the AIHW website. Data not available online or in reports can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to [info@aihw.gov.au](mailto: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](http://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.

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## Access to specialist homelessness services by people with disability

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

### Indicator definition and description

<b>Element</b>	Equity – access
<b>Indicator</b>	<i>Access to Specialist Homelessness Services by people with disability</i>
<b>Measure (computation)</b>	<p><u>Definition:</u> The proportion of SHS clients who identified as having a long-term health condition or disability who needed assistance with core activities and whose need for accommodation or services other than accommodation were met.</p> <p><u>Derivation:</u> A client is defined as having a need for assistance with core activities if at any time during their support period in the reporting year the client indicated that he/she 'Always/sometimes need help and/or supervision' with self-care, mobility or communication.</p> <p><u>Numerator:</u> the number of clients where the client needed assistance with core activities, and whose needs for accommodation or services other than accommodation were met.</p> <p><u>Denominator:</u> Total number of clients who sought assistance from SHS services whose needs for accommodation or services other than accommodation were met.</p>
<b>Data source/s</b>	<p>Specialist Homelessness Services Client Collection.</p> <p>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 clients who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection.</p>

### Data Quality Framework Dimensions

<b>Institutional environment</b>	See General SHSC DQI.
<b>Relevance</b>	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. Consequently, SHSC data does not capture disability information for unassisted persons. Data may not be complete for all clients who are assisted.
<b>Timeliness</b>	This indicator sources data from the SHSC submitted to the AIHW for the July 2013 to June 2014 collection months, using responses received and validated as at 10 August 2014.

**Accuracy**Missing Data

The question pertaining to disability was included for the first time in July 2013. The question was asked of new clients and existing client information was progressively updated through the year. Only 54 per cent of clients had this information at the end of the first quarter, and this increased progressively to 78 per cent of clients by the end of the last quarter. The 12 month average response rate was 65 per cent.

<b>National: Response rates for the question on disability impacting core activities</b>														
	1	2	3	4	5	6	7	8	9	10	11	12	Avg of 12 mths	Avg of 3 mths
Propn Need help %	11.9	11.4	11.0	10.6	10.5	10.3	9.9	9.7	9.4	9.5	9.5	9.4	10.3	9.5
Propn Need Help or use aid %	40.3	49.4	53.7	57.9	61.4	64.4	67.4	71.2	75.8	77.4	77.9	78.0	64.6	77.8
Valid response rate %	59.7	50.6	46.3	42.1	38.6	35.6	32.6	28.8	24.2	22.6	22.1	22.0	35.4	22.2

**Coherence**

From 2013, the SHSC commenced collecting information on whether, and to what extent, a long term health condition or disability restricts core activities for the client. The information is consistent with data collected in the 2011 Census and the 2014 National Social Housing Survey. Questions are based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the ABS's Survey of Disability, Ageing and Carers (SDAC). This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities self-care, body movements or communication.

These data were not collected in previous years.

**Accessibility**

See General SHSC DQI.

**Interpretability**

See General SHSC DQI.

**Data Gaps/Issues Analysis**

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

Data from the SHSC to enumerate this measure primarily concerns clients with need for assistance in core activities of daily living, such as self-care, mobility and communication and do not measure the total number of people with a disability accessing specialist homelessness services. Consequently, the indicator may under-represent clients with a disability who need support to access and maintain housing.

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## Clients experiencing repeat periods of homelessness

Data quality information for this data collection has been drafted by the AIHW.

### Indicator definition and description

<b>Element</b>	Outcomes
<b>Indicator</b>	<p><i>Clients experiencing repeat periods of homelessness</i></p> <p>This is a proxy measure as it only captures homelessness people who access specialist homelessness services rather than all those in the population who experience homelessness.</p> <p>'Homeless' definition: A client is defined as being homeless in each month where at least one of the following describes their housing situation:</p> <ul style="list-style-type: none"><li>• <i>dwelling type</i> is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast</li><li>• <i>tenure type</i> is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure</li><li>• <i>conditions of occupancy</i> is Couch surfer</li></ul> <p>'Not Homeless' definition: A client is defined as being "not homeless" in each month where they have provided a response and none of the above conditions are met.</p> <p>Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:</p> <ul style="list-style-type: none"><li>• hospital (excluding psychiatric)</li><li>• psychiatric hospital/unit</li><li>• disability support</li><li>• rehabilitation</li><li>• adult correctional facility</li><li>• youth/juvenile justice correctional centre</li><li>• boarding school/residential college</li><li>• aged care facility</li><li>• immigration detention centre</li></ul>
<b>Measure (computation)</b>	<p><u>Definition</u>: Proportion of people experiencing repeat periods of homelessness</p> <p><u>Numerator</u>: number of SHS clients who change status from 'homeless' to 'not homeless' and back to 'homeless during the reporting period.'</p> <p><u>Denominator</u>: number of SHS clients who experienced homelessness at any time during the reporting period.</p> <p><u>Computation</u>: Presented as a <i>proportion</i>.</p>
<b>Data source/s</b>	AIHW — Specialist Homelessness Services collection (SHSC).

### Data Quality Framework Dimensions

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**Institutional environment**

See General SHSC DQI.

**Relevance**

SHSC data does not cover all homeless people but only those who seek assistance from an SHS agency. The financial year is the time frame for the indicator. By only counting homeless people within a financial year, persons who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.

**Timeliness**

See General SHSC DQI.

**Accuracy**

The repeat homelessness indicator relies on an assessment of the homelessness status of clients in each month where they are supported by SHS agencies. This assessment is based on the dwelling type, tenure type and conditions of occupancy reported for the client in each month, and the total number of clients is estimated from those records where the required data is available. In 2013-14, 47,395 clients or nearly 19% of clients were excluded from the derivation of the repeat homelessness indicator due to missing data.

**Proportion of not stated for homelessness**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Homeless not stated	8948	21378	3434	5436	5359	736	765	1539	47395
Per cent not stated	17.3	21.4	7.8	25.4	24.7	11.1	14.3	21.6	18.7
Total clients	51786	99892	43751	21437	21655	6614	5338	7123	254001

**State/Territory specific issues:****South Australia**

Improvements to the recording of housing status were introduced in SA in July 2013. This improvement initially increased the proportion of clients with housing status recorded as 'unknown,' with this proportion progressively decreasing throughout the 2013-14 financial year. This has resulted in the measure of repeat homelessness being overstated for the year.

**Coherence**

Both the numerator and the denominator are drawn from the SHSC and have been produced using the same estimation methods.

The denominator has been defined as the total number of SHS clients who experienced homelessness at any time during the financial year reference period as it is the measure that will provide the most reliable comparison with the indicator numerator.

**Accessibility**

See General SHSC DQI.

**Interpretability**

See General SHSC DQI.