# 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. |
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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. |
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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). |
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#### Links to other government services

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

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

#### Improvements in the 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)
* 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)
* 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).

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| Table 17.1 State and Territory government net recurrent expenditure on social housing ($million) (2013–14 dollars)**a, b, c** |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSWd | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | 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 | |
| a The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. b Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010–11. The end of this additional funding is reflected in the contraction of expenditure between 2010–11 and 2011–12. c 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 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. |
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### 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 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.

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:   1. *housing cooperatives*, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative 2. *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 3. *regional or local housing associations*, providing property and tenancy management services, and support services to tenants 4. *specialist providers* are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups 5. *broad service delivery* are organisations that provide housing and other welfare services, such as aged care and disability services 6. *vertically integrated providers of affordable housing* are involved in all stages of providing affordable housing, from construction to property and tenancy management 7. *community ownership and/or management*, where housing is owned and/or managed by  not–for–profit or community housing associations 8. *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 9. *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 households1 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.

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.

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| Table 17.2 Regional and remote area concentrations of social housing, at 30 June 2014 (per cent)**a** | |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | | Aust | | Public housing | | | | | | | | | | 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 | | **Total** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | | **100.0** | | SOMIH | | | | | | | | | | 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 | | **Total** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | | **100.0** | | Community housing | | | | | | | | | | 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 | | **Total** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | | **100.0** | | |
| a Further information pertinent to these data is provided in tables 17A.5–7. 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. |
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#### 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 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.

## 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). |
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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).

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| Figure 17.1 Social housing performance indicator framework |
| |  | | --- | | Figure 17.1 Social housing performance indicator framework  More details can be found within the text surrounding this image. | |
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## 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.

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. |
|  |

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).

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| Figure 17.2 New tenancies allocated to households with special needs (per cent)**a** |
| |  | | --- | | **Public housingFigure 17.2 New tenancies allocated to households with special needs (per cent)  Public housing  More details can be found within the text surrounding this image. SOMIH**b**Figure 17.2 New tenancies allocated to households with special needs (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**c,d  Figure 17.2 New tenancies allocated to households with special needs (per cent)  Community housing  More details can be found within the text surrounding this image. **Figure 17.2 New tenancies allocated to households with special needs (per cent)  Legend to figure  More details can be found within the text surrounding this image.** | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.9–11 provide further information. bThere are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. c Data for the NT are not available. dNational 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).

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| 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. |
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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 and 75.1 per cent of new community housing allocations were to those households in greatest need (figure 17.3).

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| Figure 17.3 New allocations to those in greatest need (per cent)**a** |
| |  | | --- | | **Public housing**b  **Figure 17.3 New allocations to those in greatest need (per cent)  Public housing  More details can be found within the text surrounding this image. SOMIH**b**,** c  **Figure 17.3 New allocations to those in greatest need (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**b, d, e  Figure 17.3 New allocations to those in greatest need (per cent)  Community housing  More details can be found within the text surrounding this image. **Figure 17.3 New allocations to those in greatest need (per cent)  Legend  to figure  More details can be found within the text surrounding this image.** | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.12–14 provide further information. 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 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. d Data for the NT are not available. eNational 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. |
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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, 76.9per cent were households in greatest need (table 17.3).

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| Table 17.3 Proportion of new allocations to those in greatest need,  2013–14 |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | Public housing | | 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 | | **Overall** | **55.5** | **79.4** | **96.5** | **58.0** | **86.5** | **85.3** | **96.9** | **67.7** | **74.1** | |  |  |  |  |  |  |  |  |  |  | | SOMIH | | 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 | | **Overall** | **21.8** | **..** | **98.1** | **..** | **93.6** | **na** | **..** | **..** | **56.3** | |
| a 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. |
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#### 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. |
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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, 70.1per 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.

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| Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2014**a, b** |
| **Public housing**   |  | | --- | | **Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2014  Public housing  More details can be found within the text surrounding this image. SOMIH**c**Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2014  SOMIH  More details can be found within the text surrounding this image. Community housing**d, e**Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2014  Community housing  More details can be found within the text surrounding this image.** | |
| a Error bars represent the 95 per cent confidence intervals associated with each point estimate. b Data may not be comparable across jurisdictions and over time and comparisons could be misleading.  Tables 17A.15–17 provide further information. c There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH was transferred to other housing programs. d Includes a small proportion of  non–Indigenous households. e 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. |
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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.

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| Figure 17.5 Net recurrent cost per dwelling – public housing  (2013–14 dollars)**a, b** |
| **Excluding the cost of capitalFigure 17.5 Net recurrent cost per dwelling – public housing  (2013–14 dollars)  Excluding the cost of capital  More details can be found within the text surrounding this image. Including the cost of capital**   |  | | --- | | Figure 17.5 Net recurrent cost per dwelling – public housing  (2013–14 dollars)  Including the cost of capital  More details can be found within the text surrounding this image. | |
| a Further information pertinent to these data is provided in table 17A.20. bTime 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. |
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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.

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| Figure 17.6 Net recurrent cost per dwelling — SOMIH (2013–14 dollars)**a, b, c** |
| **Excluding the cost of capital**   |  | | --- | | Figure 17.6 Net recurrent cost per dwelling — SOMIH (2013–14 dollars)  Excluding the cost of capital  More details can be found within the text surrounding this image. | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.21 provides further information.b Time series financial data are adjusted to 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. c There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs. |
| *Source*: State and Territory governments (unpublished); tables 17A.20 and 2A.51. |
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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.

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| Figure 17.7 Net recurrent cost per tenancy — community housing  (2012–13 dollars)**a, b, c, d** |
| |  | | --- | | Figure 17.7 Net recurrent cost per tenancy — community housing  (2012–13 dollars)  Excluding the cost of capital  More details can be found within the text surrounding this image. | |
| a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.22 provides further information. bTime 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. c Data for the NT are not available. dNational 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. |
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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.

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| Table 17.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2012–13 dollars)**a, b, c** |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govd | Auste | |  |  |  |  |  |  |  |  |  |  |  | | 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 | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.23 provides further information. b Time series financial data are adjusted to 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. c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). dData 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. e 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. |
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##### 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. |
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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 94.4per cent for community housing (figure 17.8).

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| Figure 17.8 Occupancy rates, at 30 June**a** |
| **Public housingFigure 17.8 Occupancy rates, at 30 June  Public housing  More details can be found within the text surrounding this image.  SOMIH**b   |  | | --- | | **Figure 17.8 Occupancy rates, at 30 June  SOMIH  More details can be found within the text surrounding this image.  Community housing**c, d  Figure 17.8 Occupancy rates, at 30 June  Community housing  More details can be found within the text surrounding this image. | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.24–26 provide further information. b There are no SOMIH data reported for Victoria (from  2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. c Occupancy rates in the NT are based on the assumption that all dwellings are occupied. dNational 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. |
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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.

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| Table 17.5 Occupancy rates for Indigenous community housing, at 30 June (per cent)**a, b** |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govc | Aust | | 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 | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.27 provides further information. b Results for this indicator are based on those dwellings for which occupancy status was known. cIncludes 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. |
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##### 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. |
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The average turnaround time for vacant public housing and SOMIH stock varied across jurisdictions in 2013–14 (figure 17.9).

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| Figure 17.9 Average turnaround time |
| **Public housing**a, b   |  | | --- | | **Figure 17.9 Average turnaround time   Public housing  More details can be found within the text surrounding this image. SOMIH**c  Figure 17.9 Average turnaround time   SOMIH  More details can be found within the text surrounding this image. Figure 17.9 Average turnaround time   Legend to figure  More details can be found within the text surrounding this image. | |
| a Data for the NT and Australia total for 2012–13 are unavailable. b Data for SA and Australia total for  2013–14 are unavailable. c 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. |
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##### 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. |
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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.

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| Table 17.6 Rent collection rate (per cent)**a, b** |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Gov | Aust | | Public housing | | 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 | | SOMIHc | | 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 | | Community housing | | 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 | | Indigenous community housing | | 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 | |
| a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.29–32 provide further information. b. Rent collection rate may be greater than 100 per cent due to collection of rental arrears. c 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. |
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#### Outcomes

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

##### Amenity/location

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

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| 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. |
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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).

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| Figure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent) |
| |  | | --- | | **Figure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent)  Legend to figure  More details can be found within the text surrounding this image. Public housingFigure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent)  Public housing  More details can be found within the text surrounding this image.** | | **SOMIH**a**Figure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**b**Figure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent)  Community housing  More details can be found within the text surrounding this image.** | |
| a There are no SOMIH data reported for Victoria, WA, ACT and the NT. b 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. |
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##### 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).

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| Figure 17.11 Average weekly subsidy per rebated household at 30 June (2013–14 dollars)**a, b** |
| **Public housingFigure 17.11 Average weekly subsidy per rebated household at 30 June (2013–14 dollars)  Public housing  More details can be found within the text surrounding this image. SOMIH**c   |  | | --- | | Figure 17.11 Average weekly subsidy per rebated household at 30 June (2013–14 dollars)  SOMIH  More details can be found within the text surrounding this image. | |
| a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.38–39 provide further information. 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. cThere 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 9.0per 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).

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| Table 17.7 Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent)**a** |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Austb | | Public housing | | | | | | | | | | | 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 | | SOMIHc | | | | | | | | | | | 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 | | Community housingd | | | | | | | | | | | 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 | |
| a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.41 provides further information. b Australian totals may not represent national totals because complete data are not available for all jurisdictions. c There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. d 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. |
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##### 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. |
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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.

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| Figure 17.12 Overcrowded households, at 30 June (per cent)**a** |
| **Public housingFigure 17.12 Overcrowded households, at 30 June (per cent)  Public housing  More details can be found within the text surrounding this image. SOMIH**b   |  | | --- | | **Figure 17.12 Overcrowded households, at 30 June (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**c,d**Figure 17.12 Overcrowded households, at 30 June (per cent)  Community housing  More details can be found within the text surrounding this image.** | |
| a Data may not be comparable across jurisdictions and comparisons could be misleading.  Tables 17A.46–48 provide further information. b There are no SOMIH data reported for Victoria (from  2009–10) for WA (2010–11) as SOMIH was transferred to other housing programs. cData for Queensland and the NT from 2010 are not available.dNational 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. |
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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.

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| Table 17.8 Proportion of overcrowded households in Indigenous community housing, at 30 June (per cent)**a, b** |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Gov | Aust | | 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 and comparisons could be misleading. Table 17A.49 provides further information. b Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. **—** nil or rounded to zero. **..** not applicable. |
| *Source*: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.49. |
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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. |
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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).

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| Figure 17.13 Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2014**a, b, c, d** |
| |  | | --- | | Figure 17.13 Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2014  More details can be found within the text surrounding this image. | |
| a Error bars represent the 95 per cent confidence intervals associated with each point estimate. b Data may not be comparable across jurisdictions and over time and comparisons could be misleading.  Tables 17A.35 and 17A.54–55 provide further information. c There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH was transferred to other housing programs. d Community housing data for the NT are not available. |
| *Source:* AIHW (unpublished) *National Social Housing Survey* 2014; tables 17A.35 and 17A.54–55. |
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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.

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

## Definitions of key terms

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| **Aboriginal and Torres Strait Islander household** | A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander. |
| **Administration costs** | Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:   * employee expenses (for example, superannuation, compensation, accrued leave and training) * supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses) * rent * grants and subsidies (excluding rental subsidies) * expenditure incurred by other government agencies on behalf of the public housing agency * contracted public housing management services. |
| **Assessable income** | The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. Definition may vary across jurisdictions. |
| **Canadian National Occupancy Standard (CNOS)** | A standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:   * there should be no more than two people per bedroom * a household of one unattached individual may reasonably occupy a bed–sit (i.e. have no bedroom) * couples and parents should have a separate bedroom * children less than five years of age, of different sexes, may reasonably share a bedroom * children five years of age or over, of the opposite sex, should not share a bedroom * children less than 18 years of age and of the same sex may reasonably share a bedroom; and * single household members aged 18 years or over should have a separate bedroom. |
| **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. |
| **Confidence intervals** | 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. |
| **Depreciation costs** | Depreciation calculated on a straight–line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17). |
| **Disability** | 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’. |
| **Dwelling** | A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus, a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is 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:   * a separate house * a semi–detached, row or terrace house, townhouse, etc. * a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc. * an improvised home, tent, camper * a house or flat attached to a shop, office, etc. * a boarding/rooming house unit. |
| **Greatest need** | Applies to low–income households if, at the time of allocation, household members were subject to one or more of the following circumstances:   * they were homeless * their life or safety was at risk in their accommodation * their health condition was aggravated by their housing * their housing was inappropriate to their needs * they had very high rental housing costs.   A low–income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance. |
| **Household** | The grouping of people living in a dwelling. Household composition is based on couple and parent–child relationships. A *single-family* household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant’s children. *Group households* consist of 2 or more tenants aged 16 or over who are not in a couple or parent–child relationship. *Mixed households* are households not described by the other two types—for example, multiple single-family households.  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. |
| **Low income household** | 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. |
| **Maintenance costs** | Costs incurred to maintain the value of the asset or to restore an asset to its original condition. The definition includes day–to–day maintenance reflecting general wear and tear, cyclical maintenance, performed as part of a planned maintenance program and other maintenance, such as repairs as a result of vandalism. |
| **Market rent** | Aggregate market rent that would be collected if the public rental housing properties were available in the private market. |
| **New household** | Households that commence receiving assistance during the relevant reporting period (financial year). A new household is recorded if the composition of the household changes i.e. if someone enters or leaves the household. |
| **Occupancy rate** | The number of dwellings occupied as a proportion of total dwellings. |
| **Occupied dwelling** | Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority. |
| **Overcrowding** | A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard. |
| **Priority access to those in greatest need** | Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need. |
| **Principal tenant** | The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments. |
| **Proxy occupancy standard** | A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a household.  Household structure Bedrooms required  Single adult only 1  Single adult (group) 1 (per adult)  Couple with no children 2  Sole parent or couple with one child 2  Sole parent or couple with two or three children 3  Sole parent or couple with four children 4  For sole parent or couple households with four or more children the dwelling size in terms of bedrooms should be the same value as the number of children in the household. |
| **Rebated household** | A household that receives housing assistance and pays less than the market rent value for the dwelling. |
| **Remoteness areas** | 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.  Remoteness areas comprise the following six categories:   * major cities of Australia * inner regional Australia * outer regional Australia * remote Australia * very remote Australia * migratory — off-shore — shipping. |
| **Rent charged** | The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received. |
| **Special needs household** | Households that have a member with disability, a main tenant aged  under 25 or 75 and over, or households defined as Indigenous households. Indigenous households in SOMIH are not considered special needs households, as SOMIH is an Indigenous–targeted program. For SOMIH, special needs households are those that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over. |
| **Tenancy (rental) unit** | A tenancy (rental) unit is the unit of accommodation for which a rental agreement can be made. In the majority of cases, there will be only one tenancy (rental) unit within a dwelling; in a small number of cases (for example, boarding houses, special group homes, semi–institutional dwellings), there may be more than one tenancy (rental) unit. |
| **Tenantable dwelling** | A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable. |
| **Total gross household income** | The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self–employment, government pensions, benefits and allowances; and other income comprising investments and other regular income. CRA payments are not included as income. |
| **Transfer household** | A household, either rebated or market renting, that relocates (transfers) from one dwelling to another within the same social housing program. 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. |
| **Turnaround time** | The average time taken in days for vacant dwellings, which are available for letting, to be occupied. |
| **Underutilisation** | A situation where a dwelling contains two or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard. |
| **Untenantable dwelling** | A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June. |

## 17.7 List of attachment tables

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

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