# G Housing and homelessness services sector overview

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## G.1 Introduction

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

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

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

### Context

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

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

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

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

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

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

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

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

### Sector scope

This Report includes detailed information on two specific services: social housing and homelessness services. Social housing broadly encompasses public housing, State owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing (ICH), and is reported in chapter 17 (box G.1).

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

This Report focuses on social housing and homelessness services funded under the NAH SPP and related NPAs, and provided through the framework of the NAHA and the related NPAs which support it.

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

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

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| Box G.1 Scope of social housing |
| Social housing is rental housing provided by not–for–profit, non–government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. The forms of social housing included in this Report are:   * *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities. * *State owned and managed Indigenous housing (SOMIH)*: dwellings owned and managed by State housing authorities that are allocated only to Aboriginal and Torres Strait Islander households. * *Community housing*: rental housing provided to low–to–moderate income and/or special needs households, managed by community-based organisations that lease properties from government or have received a capital or recurrent subsidy from government. Community housing models vary across jurisdictions. Community housing organisations typically receive some form of government assistance, such as direct funding or the provision of land and property, but a number of community housing organisations are entirely self–funded. * *Indigenous community housing (ICH):* dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. ICH models vary across jurisdictions and can also include dwellings funded or registered by government. ICH organisations include community organisations such as resource agencies and land councils.   *Crisis and transitional housing* is an additional form of social housing, but it is not separately identified in this Report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above. |
| *Source*: Chapter 17. |
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| Box G.2 Scope of homelessness services |
| Under the NAHA, governments have committed to undertake reforms in the housing sector to improve integration between homelessness services and mainstream services, and reduce the rate of homelessness. Government funded specialist homelessness services provide assistance to individuals and families who are homeless or at risk of becoming homeless.  Data reported in Chapter 18 of this Report are for government funded specialist homelessness services delivered under the NAHA and the NPAH. Data are sourced from the Specialist Homelessness Services Collection (SHSC), which collects information about clients of agencies funded by state and territory governments to respond to or prevent homelessness, their needs for assistance, the services they received and the outcomes of this assistance. It also collects information about people who sought assistance but did not receive any services from these agencies.  *Definition of homelessness*  Definitions of homelessness range from objective measures in which homelessness means having ‘no roof’, to broader, more subjective definitions founded on culturally and historically determined ideas of 'home'.  *Australian Bureau of Statistics definition*  The ABS definition of homelessness is informed by a broader understanding of homelessness as ‘home’lessness, not ‘roof’lessness. Data on homelessness from the 2011, 2006 and 2001 censuses are based on the ABS methodology (ABS 2012a) and a statistical definition of homelessness (ABS 2012b), which were both developed following consultation with the homelessness sector.  Data on homeless people are categorised by the ABS (2012b) according to their living situation. When a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:   * is in a dwelling that is inadequate, or * has no tenure, or if their initial tenure is short and not extendable, or * does not allow them to have control of, and access to space for social relations.   *Specialist Homelessness Services collection (SHSC) definition*  All clients of specialist homelessness services are either homeless or at risk of homelessness. ‘Homeless’ status is derived for a client based on the client’s housing circumstances at the beginning of their first support period or at the beginning of the reference year. Clients are considered to be homeless if they report having no shelter or living in an improvised dwelling, short–term accommodation, or a house, townhouse or flat where tenure type is couch surfing or with no tenure. All other clients not meeting these criteria are considered to be at risk of homelessness (excluding clients who did not provide sufficient information to make this assessment). These criteria are aligned with the ABS statistical definition of homelessness where possible. |
| *Source*: ABS (2012b); Chapter 18. |
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### Profile of the housing and homelessness sector

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

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

### Roles and responsibilities

The Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility:

* The Australian, State and Territory governments jointly fund specialist homelessness services
* The Australian Government provides funding for housing and homelessness services to State and Territory governments through the NAH SPP and related NPAs. The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation
* State and Territory governments fund, administer and deliver social housing and homelessness services, and provide financial support to renters through private rental assistance and home purchase assistance. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation
* Local governments are responsible for most building approvals, urban planning and development processes, and may be involved in providing community housing
* Non–government organisations provide housing through the community housing sector and deliver most homelessness services with some local government participation.

### Government funding and expenditure

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

In 2013–14, the Australian Government provided $2.0 billion to State and Territory governments for housing and homelessness services through NPAs in support of the NAHA (table GA.1). In addition, the Australian Government provided a further $3.9 billion for CRA in 2013–14 (table GA.12).

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

Further information, including 2012–13 and 2013–14 financial data for public housing, SOMIH and homelessness services, is presented in chapters 17 and 18.

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| Table G.1 Housing and homelessness services sector, selected descriptive statistics, Australia, 2012–13**a** |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  |  | Net recurrent expenditure | Dwellingsb | Households | |  |  | *$m* | *No.* | *No.* | | *Social housing* | |  |  |  | |  | Public housing | 2 543.4 | 328 340 | 321 213 | |  | SOMIH | 102.4 | 10 084 | 9 820 | |  | Community housing | 614.2 | 65 865 | 65 632 | |  | Indigenous community housing | 103.5 | na | .. | |  | **Total** | **3 363.5** | **404 289** | **396 665** | |  |  |  |  |  | |  |  |  | *Clients (‘000)* |  | | *Homelessness services* | | 583.1 | 244.2 | .. | | **Total** | | **3 946.6** | **..** | **na** | |
| a Data may not be comparable across jurisdictions or service areas and comparisons could be misleading. Chapters 17 and 18 provide further information. b The total number of dwellings at 30 June.  .. Not applicable. |
| *Sources*: Chapters 17 and 18; table GA.2. |
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**Commonwealth Rent Assistance**

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

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

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

Nationally at 6 June 2014:

* there were 1 315 385 income units receiving CRA (table GA.15)
* the median CRA payment was $124 per fortnight (table GA.22)
* 76.3per cent of all CRA recipients were paying enough rent to be eligible to receive the maximum rate of CRA (table GA.23).

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

Nationally in June 2014, 67.4 per cent of CRA recipients would have paid more than 30 per cent of their gross income on rent if CRA were not provided. However, with CRA provided, 40.3 per cent of CRA recipients spent more than 30 per cent of their income on rent (table GA.24).

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

### Social and economic factors affecting demand for services

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

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

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

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

Demand for housing assistance and service support may continue even after recipients have gained stable employment and financial circumstances are improved. A study of workforce participation of women living in public housing in Australia found that job insecurity and low wages are the main incentives for tenants to continue to live in public housing (Saugeres and Hulse 2010).

### Service–sector objectives

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

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| Box G.3 Objectives for housing and homelessness services |
| The overarching objective of housing and homelessness services is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. Further, government services are to be provided in a collaborative, equitable and efficient manner.  The specific objectives of the services that comprise the housing and homelessness services sector are summarised below:  *Social housing* aims to assist people unable to access alternative suitable housing options, through the delivery of affordable, appropriate, flexible and diverse social housing. Some forms of social housing specifically aim to contribute to Aboriginal and Torres Strait Islander community wellbeing, by improving housing outcomes, especially for Aboriginal and Torres Strait Islander people living in remote communities (chapter 17).  *Government funded specialist homelessness services* aim to provide transitional supported accommodation and a range of related support services, to help people who are homeless or at imminent risk of homelessness to achieve stable and long term independent housing (chapter 18). |
| *Source*: COAG (2008); Chapters 17 and 18. |
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## G.2 Sector performance indicator framework

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

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

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

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| Figure G.1 Housing and homelessness services sector performance indicator framework |
| Figure G. 1 Housing and homelessness services sector performance indicator framework   More details can be found within the text surrounding this image. |
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This section includes high level indicators of housing and homelessness outcomes. Many factors are likely to influence these outcomes — not solely the performance of government services. However, these outcomes inform the development of appropriate policies and the delivery of government services.

#### Low income households in rental stress

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

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| Box G.4 Low income households in rental stress |
| ‘Low income households in rental stress’ is defined as the proportion of low income renter households spending more than 30 per cent of their gross household income on rent.  Low income renter households are defined as those in the bottom 40 per cent of equivalised disposable household incomes (that is, the bottom two income quintiles). Equivalised disposable income is an indicator of disposable household income after taking into account household size and composition (ABS 2010a). Household income and rent expenditure exclude Commonwealth Rent Assistance (CRA).  A low or decreasing proportion of households in rental stress implies greater housing affordability.  The housing outcome indicator ‘affordability’ provides additional information on rental stress (chapter 17).  Data reported for these measures are:   * comparable (subject to caveats) across jurisdictions and over time * complete for the current reporting period. All required 2011–12 data are available for all jurisdictions.   Data quality information for this indicator are at www.pc.gov.au/rogs/2015. |
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Nationally, the proportion of low income households in rental stress increased from 35.4 per cent in 2007–08 to 40.7 per cent in 2011–12, though this varied across jurisdictions (figure G.2).

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| Figure G.2 Proportion of low income households in rental stress**a** |
| |  | | --- | | Figure G.2 Proportion of low income households in rental stress  More details can be found within the text surrounding this image. | |
| a See notes to source tables for more detailed caveats about the data note. |
| *Source*: ABS (unpublished) *Survey of Income and Housing 2007–08, 2009–10 and 2011–12*; table GA.5. |
|  |
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#### Appropriateness of Aboriginal and Torres Strait Islander housing

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

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| Box G.5 Appropriateness of Aboriginal and Torres Strait Islander housing |
| ‘Appropriateness of Aboriginal and Torres Strait Islander housing’ is an indicator of the effectiveness and quality of Indigenous housing. Two measures are reported:   * proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions * proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard.   Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS) under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard.  For all housing tenures, acceptable standard is defined as a dwelling with four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.  A low proportion of households living in overcrowded conditions is desirable. A high proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard is desirable.  Data comparability and completeness vary for this indicator. Data reported are:  *Overcrowding:*   * for public housing and SOMIH, comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years * not comparable across public housing, SOMIH, community housing and Indigenous community housing * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for Qld and the NT * incomplete for Indigenous community housing. All required 2014 data were not available for NSW, SA, Tasmania, the ACT, the NT and Australia.   *Dwellings of an acceptable standard*   * comparable (subject to caveats) across jurisdictions for the current reporting period * incomplete for community housing. All required 2014 data were not available for the NT.   Related information on the appropriateness of social housing is presented for the outcome indicators ‘match of dwelling to household size’ and ‘amenity/location’ in chapter 17.  Data quality information for this indicator is at www.pc.gov.au/rogs/2015. |
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#### Aboriginal and Torres Strait Islander households living in overcrowded conditions

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

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

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| Figure G.3 Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions, at  30 June 2014**a, b, c** |
| |  | | --- | | Figure G.3 Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions, at  30 June 2014  More details can be found within the text surrounding this image. | |
| a There are no SOMIH data reported for Victoria, WA, the ACT or the NT as the SOMIH program does not exist in these jurisdictions. b Community housing data are not available for Queensland and the Northern Territory. cCommunity housing data for Tasmania and the ACT is nil or rounded to zero. |
| *Source*: AIHW (unpublished) *National Housing Assistance Data Repository*; table GA.6. |
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Data for Indigenous community housing are presented in table GA.6.

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

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

Nationally in 2014, the NSHS found that:

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

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| Figure G.4 Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014**a, b, c, d** |
| |  | | --- | | Figure G.4 Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 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. bThere are no SOMIH data reported for Victoria, WA, the ACT or the NT as the SOMIH program does not exist in these jurisdictions. c Community housing data are not published for SA. d Community housing data are not available for the NT. |
| *Source*: AIHW (unpublished) *National Social Housing Survey* 2014; table GA.7. |
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#### Australians who are homeless

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

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| Box G.6 Australians who are homeless |
| ‘Australians who are homeless’ is defined as the proportion of Australians who are homeless. For this indicator, people are defined as homeless when a person does not have suitable accommodation alternatives and their current living arrangement:   * is in a dwelling that is inadequate; or * has no tenure, or if their initial tenure is short and not extendable; or * does not allow them to have control of, and access to space for social relations (see box G.2).   The ABS has developed six homeless operational groups to present estimates of homelessness (ABS 2012c):   * people who are in improvised dwellings, tents or sleeping out * people in supported accommodation for the homeless * people staying temporarily with other households * people staying in boarding houses * people in other temporary lodging, and * people in 'severely' crowded dwellings.   Data for this indicator are:   * comparable (subject to caveats) across jurisdictions over time * complete (subject to caveats) for the current reporting period. All required 2011 data are available for all jurisdictions.   Data quality information for this indicator is at www.pc.gov.au/rogs/2015. |
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Nationally in 2011, approximately 49 Australians per 10 000 people in the population were homeless on Census night (figure G.5). Data for the six homeless operational groups are included in table GA.8.

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| Figure G.5 Rate of homelessness, 2011 (per 10 000 population) |
| |  | | --- | | Figure G.5 Rate of homelessness, 2011 (per 10 000 population)  More details can be found within the text surrounding this image. | |
| *Source*: ABS *Census of Population and Housing: Estimating Homelessness*, 2012, Cat. no. 2049.0; table GA.8. |
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### Service–specific performance indicator frameworks

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

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

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

#### Housing

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

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| Figure G.6 Social housing performance indicator framework |
| |  | | --- | | Figure G.6 Social housing performance indicator framework   More details can be found within the text surrounding this image. | |
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An overview of the performance indicator results for the most recent reporting period is presented in table G.2. Results are reported separately for public housing, SOMIH, community housing and Indigenous community housing. Data for Indigenous community housing are not reported for a number of performance indicators due to issues with data quality and availability. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 17 and in the footnotes in attachment 17A.

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| Table G.2 Performance indicators for housing**a, b** | | | | | | | | | | |
|  | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| **Equity (access) indicators** | | | | | | | | | | | |
| *Special needs* – proportion of new tenancies allocated to households with special needs (%)  Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 68.9 | 58.4 | 66.6 | 63.9 | 70.2 | 65.3 | 57.6 | 71.8 | 65.4 |
| SOMIH | | 2013–14 | 58.0 | .. | 50.0 | .. | 53.2 | 77.8 | .. | .. | 55.6 |
| CH | | 2013–14 | 61.6 | 49.8 | 67.0 | 50.9 | 55.6 | 72.3 | 48.2 | na | 58.7 |
| Source: tables 17A.9–11. | | | | | | | | | | | |
| *Priority access to those in greatest need*– proportion of new allocations of housing to those in greatest need (%)  Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 55.5 | 79.4 | 96.5 | 58.0 | 86.5 | 85.3 | 96.9 | 67.7 | 74.1 |
| SOMIH | | 2013–14 | 21.8 | .. | 98.1 | .. | 93.6 | na | .. | .. | 56.3 |
| CH | | 2013–14 | 70.2 | 86.9 | 95.9 | 84.1 | 76.6 | 29.2 | 97.0 | na | 75.1 |
| Source: tables 17A.12–14. | | | | | | | | | | | |
| **Effectiveness indicators** | | | | | | | | | | | |
| *Dwelling condition* Data for this indicator are not directly comparable. | | | | | | | | | | | |
| Proportion of households with at least four working facilities and not more than two major structural problems (%) | | | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | PH | 2014 | *75.9* | 83.1 | 88.3 | 81.9 | 84.0 | 80.6 | 75.7 | 81.7 | 81.0 | | Confidence interval |  | ± 1.3 | ± 3.2 | ± 2.8 | ± 2.9 | ± 3.0 | ± 3.6 | ± 3.8 | ± 3.6 | ± 1.0 | | Relative standard error |  | 0.9 | 2.0 | 1.6 | 1.8 | 1.8 | 2.3 | 2.6 | 2.2 | 0.7 | | SOMIH | 2014 | 65.5 | .. | *80.3* | .. | *61.4* | 75.6 | .. | .. | 70.1 | | Confidence interval |  | ± 4.2 | .. | ± 3.5 | .. | ± 5.7 | ± 9.1 | .. | .. | ± 2.5 | | Relative standard error |  | 3.3 | .. | 2.2 | .. | 4.9 | 6.4 | .. | .. | 1.8 | | CH | 2014 | 87.9 | 87.7 | 93.8 | 94.4 | 86.4 | 80.5 | 87.6 | na | 89.3 | | Confidence interval |  | ± 2.1 | ± 3.5 | ± 2.5 | ± 2.5 | ± 3.7 | ± 4.7 | ± 5.9 | na | ± 1.2 | | Relative standard error |  | 1.2 | 2.0 | 1.4 | 1.3 | 2.2 | 3.0 | 3.4 | na | 0.7 | | | | | | | | | | | | |
| Source: tables 17A.15–17. | | | | | | | | | | | |
| **Efficiency indicators** | | | | | | | | | | | |
| *Net recurrent cost per dwelling* ($) Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 7 995 | 5 639 | 7 116 | 11 523 | 8 945 | 10 644 | 9 231 | 16 054 | 8 101 |
| SOMIH | | 2013–14 | 8 750 | .. | 10 830 | .. | 11 760 | 8 809 | .. | .. | 9 988 |
| CH | | 2012–13 | 10 681 | 8 558 | 6 270 | 6 949 | 7 282 | 14 757 | 6 095 | na | 8 841 |
| ICH | | 2012–13 | 7 860 | 7 689 | 6 211 | 10 464 | na | 9 895 | na | na | 7 750 |
| Source: tables 17A.19–22. | | | | | | | | | | | |
| (Continued) | | | | | | | | | | | |
| Table G.2 (continued) | | | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | | | | | | | | | | | |
| *Occupancy rates* (%) Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 98.7 | 97.8 | 98.4 | 96.6 | 96.4 | 98.1 | 98.9 | 93.2 | 97.9 |
| SOMIH | | 2013–14 | 97.2 | .. | 96.7 | .. | 95.9 | 97.2 | .. | .. | 96.8 |
| CH | | 2013–14 | 93.9 | 91.8 | 97.3 | 93.7 | 97.2 | 95.6 | 86.9 | 100.0 | 94.4 |
| ICH | | 2012–13 | 96.9 | 97.9 | 90.8 | 87.5 | 74.8 | 91.9 | na | na | 91.0 |
| Source: tables 17A.23–26. | | | | | | | | | | | |
| *Turnaround time* (days) Data for this indicator are comparable and complete, subject to caveats. | | | | | | | | | | | |
| PH | | 2013–14 | 29.9 | 32.9 | 25.3 | 19.2 | na | 33.6 | 37.3 | 74.0 | na |
| SOMIH | | 2013–14 | 22.9 | .. | 40.8 | .. | na | 44.0 | .. | .. | na |
| Source: tables 17A.27–28. | | | | | | | | | | | |
| *Rent collection rate* (%) Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 99.6 | 98.8 | 100.0 | 102.7 | 99.7 | 98.0 | 99.6 | 99.4 | 99.7 |
| SOMIH | | 2013–14 | 99.2 | .. | 102.6 | .. | 98.9 | 98.0 | .. | .. | 100.1 |
| CH | | 2012–13 | 97.6 | 100.3 | 100.9 | 101.0 | 100.6 | 100.9 | 96.0 | na | 99.3 |
| ICH | | 2012–13 | 91.6 | 99.8 | 92.1 | 88.1 | na | 105.0 | na | 73.6 | 92.7 |
| Source: tables 17A.29–32. | | | | | | | | | | | |
| **Outcome indicators** | | | | | | | | | | | |
| *Amenity/location* (%) Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| Amenity important and meeting needs (%) | | | | | | | | | | | |
| PH | | 2014 | 81.7 | 82.5 | 87.2 | 86.7 | 87.7 | 85.6 | 81.0 | 83.1 | 84.1 |
| SOMIH | | 2014 | 76.3 | .. | 82.8 | .. | 80.0 | 81.6 | .. | .. | 79.2 |
| CH | | 2014 | 84.7 | 86.4 | 85.9 | 89.1 | 88.9 | 83.0 | 82.6 | na | 85.9 |
| Location important and meeting needs (%) | | | | | | | | | | | |
| PH | | 2014 | 87.6 | 86.3 | 89.7 | 88.6 | 88.3 | 88.2 | 88.7 | 86.8 | 87.8 |
| SOMIH | | 2014 | 87.7 | .. | 88.7 | .. | 88.3 | 93.0 | .. | .. | 88.3 |
| CH | | 2014 | 85.4 | 88.5 | 85.6 | 88.3 | 90.3 | 87.4 | 82.5 | na | 86.6 |
| Source: tables 17A.33–37. | | | | | | | | | | | |
| *Affordability* – proportion of low income households spending more than 30 per cent of their gross income on rent (%)  Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 0.4 | 0.3 | 0.1 | 1.4 | – | 0.1 | 0.1 | 6.9 | 0.5 |
| SOMIH | | 2013–14 | 0.5 | .. | 0.5 | .. | – | – | .. | .. | 0.4 |
| CH | | 2013–14 | 10.4 | 4.9 | na | 10.4 | 3.7 | 23.0 | – | na | 9.0 |
| Source: table 17A.41. | | | | | | | | | | | |
| (Continued) | | | | | | | | | | | |
| Table G.2 (continued) | | | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | | | | | | | | | | | |
| *Match of dwelling to household size* – proportion of overcrowded households (%)  Data comparability and completeness vary for this indicator. | | | | | | | | | | | |
| PH | | 2013–14 | 4.7 | 5.7 | 4.7 | 5.0 | 2.2 | 3.7 | 4.8 | 7.4 | 4.6 |
| SOMIH | | 2013–14 | 8.5 | .. | 13.6 | .. | 8.7 | 4.4 | .. | .. | 10.2 |
| CH | | 2013–14 | 6.4 | 2.2 | na | 1.8 | 2.1 | 1.0 | 0.4 | na | 4.1 |
| ICH | | 2012–13 | na | 9.9 | 31.9 | 27.4 | na | na | na | na | na |
| Source: tables 17A.46–49. | | | | | | | | | | | |
| *Customer satisfaction* – proportion of tenants who were satisfied or very satisfied with the services provided by their State or Territory housing authority or community housing organisation (%) | | | | | | | | | | | |
| PH | | 2014 | *64.8* | 75.5 | *83.8* | 73.0 | 75.7 | 73.2 | 75.7 | 71.6 | 72.7 |
| Confidence interval | |  | ± 1.5 | ± 3.6 | ± 3.2 | ± 3.4 | ± 3.4 | ± 3.9 | ± 3.8 | ± 4.0 | ± 1.2 |
| Relative standard error | |  | 1.2 | 2.4 | 1.9 | 2.4 | 2.3 | 2.8 | 2.6 | 2.9 | 0.8 |
| SOMIH | | 2014 | 49.1 | .. | 66.8 | .. | 66.2 | 62.2 | .. | .. | 58.3 |
| Confidence interval | |  | ± 4.4 | .. | ± 4.1 | .. | ± 5.5 | ± 10.5 | .. | .. | ± 2.7 |
| Relative standard error | |  | 4.6 | .. | 3.2 | .. | 4.3 | 8.6 | .. | .. | 2.4 |
| CH | | 2014 | 78.5 | 76.6 | 83.2 | 83.0 | 82.6 | 75.7 | 69.4 | na | 79.7 |
| Confidence interval | |  | ± 2.5 | ± 4.4 | ± 3.9 | ± 3.9 | ± 4.0 | ± 5.0 | ± 8.2 | na | ± 1.6 |
| Relative standard error | |  | 1.6 | 2.9 | 2.4 | 2.4 | 2.5 | 3.3 | 6.0 | na | 1.0 |
| Source: tables 17A.35, 17A.54–55. | | | | | | | | | | | |

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

*Source*: Chapter 17 and Attachment 17A.

#### Homelessness services

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

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

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| --- |
| Figure G.7 Government funded specialist homelessness services performance indicator framework |
| |  | | --- | | Figure G.7 Government funded specialist homelessness services performance indicator framework   More details can be found within the text surrounding this image. | |
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An overview of the performance indicator results from 2011–12 to 2013–14 is presented in table G.3. Data reported are for homelessness services provided under the NAHA and NPAH and are sourced from the SHSC. Information to assist the interpretation of these data can be found in the indicator interpretation boxes in chapter 18 and in the footnotes in attachment 18A.

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| Table G.3 Performance indicators for specialist homelessness services**a, b**   |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | **Equity (access) indicators** | | | | | | | | | | | | *Access of special needs groups to homelessness services — Aboriginal and Torres Strait Islander people, and their representation in the population*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | Representation among clients whose accommodation needs were met | | | | | | | | | | | | 2013–14 | % | 24.0 | 11.3 | 32.6 | 43.4 | 27.9 | 15.1 | 18.2 | 74.8 | 26.3 | | 2012–13 | % | 23.2 | 11.0 | 31.6 | 39.8 | 24.3 | 14.9 | 18.6 | 69.5 | 25.3 | | 2011–12 | % | 23.6 | 10.1 | 30.4 | 40.4 | na | 14.9 | 16.1 | 71.8 | 25.1 | | Representation among clients whose need for services other than accommodation was met | | | | | | | | | | | | 2013–14 | % | 20.4 | 5.2 | 26.1 | 23.5 | 20.3 | 12.0 | 11.6 | 67.1 | 14.4 | | 2012–13 | % | 19.4 | 5.4 | 25.1 | 22.4 | 18.4 | 13.4 | 10.2 | 68.1 | 14.1 | | 2011–12 | % | 18.6 | 4.7 | 22.6 | 22.2 | na | 14.3 | 9.9 | 59.0 | 12.7 | | Representation in the population | | | | | | | | | | | | 2013 | % | 2.9 | 0.9 | 4.3 | 3.7 | 2.3 | 4.9 | 1.7 | 29.7 | 3.0 | | *Access of special needs groups to homelessness services — people born in non–main English–speaking countries, and their representation in the population*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | Representation among clients whose accommodation needs were met | | | | | | | | | | | | 2013–14 | % | 11.7 | 15.4 | 8.0 | 9.9 | 6.2 | 3.9 | 17.0 | 3.3 | 11.0 | | 2012–13 | % | 11.4 | 14.4 | 7.6 | 10.3 | 6.5 | 3.5 | 16.8 | 3.6 | 10.6 | | 2011–12 | % | 11.0 | 12.8 | 6.7 | 10.6 | na | 4.0 | 14.4 | 4.1 | 9.7 | | Representation among clients whose need for services other than accommodation was met | | | | | | | | | | | | 2013–14 | % | 8.9 | 13.2 | 7.5 | 12.3 | 6.0 | 4.8 | 16.1 | 2.0 | 10.6 | | 2012–13 | % | 7.8 | 13.1 | 7.2 | 13.8 | 5.5 | 3.5 | 16.2 | 1.8 | 10.3 | | 2011–12 | % | 8.5 | 10.5 | 5.6 | 12.2 | na | 4.0 | 14.3 | 2.5 | 9.4 | | Representation in the population | | | | | | | | | | | | 2011 | % | 24.6 | 25.4 | 19.8 | 29.2 | 21.5 | 11.3 | 23.5 | 15.2 | 23.7 | | *Access of special needs groups to homelessness services — people with disability, and their representation in the population*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | Representation among clients whose accommodation needs were met | | | | | | | | | | | | 2013–14 | % | 3.1 | 4.9 | 2.9 | 3.1 | 1.9 | 3.8 | 2.8 | 2.2 | 3.4 | | Representation among clients whose need for services other than accommodation was met | | | | | | | | | | | | 2013–14 | % | 2.1 | 2.6 | 2.6 | 2.3 | 1.2 | 4.7 | 2.1 | 3.3 | 2.4 | | Representation in the population | | | | | | | | | | | | 2012 | % | 6.4 | 6.4 | 5.5 | 4.9 | 6.9 | 7.7 | 5.2 | 3.8 | 6.1 | | Source: tables 18A.5–8. | | | | | | | | | | | | **Effectiveness indicators** | | | | | | | | | | | | *Closed support periods – Development of a case management plan*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | 2013–14 | % | 58.5 | 38.2 | 72.7 | 48.2 | 30.6 | 48.4 | 50.1 | 72.4 | 48.2 | | 2012–13 | % | 56.6 | 33.4 | 69.7 | 50.2 | 36.4 | 56.9 | 45.6 | 63.5 | 45.7 | | 2011–12 | % | 55.1 | 31.5 | 61.3 | 58.4 | 34.0 | 54.2 | 43.0 | 60.5 | 44.1 | | (Continued) | | | | | | | | | | | |  | | | | | | | | | | | | Table G.3 (continued) | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | | | | | | | | | | | | *Closed support periods – Match of needs of clients*  Data for this indicator are comparable, subject to caveats.  Accommodation and accommodation related assistance — directly provided by agency visited and provided and referred by agency visited | | | | | | | | | | | | 2013–14 | % | 64.0 | 45.4 | 59.7 | 72.9 | 89.3 | 49.6 | 46.1 | 89.2 | 58.7 | | 2012–13 | % | 63.0 | 44.5 | 63.0 | 73.2 | 95.9 | 67.0 | 43.6 | 89.5 | 59.7 | | 2011–12 | % | 64.4 | 42.7 | 60.0 | 73.6 | na | 61.0 | 43.8 | 86.1 | 57.7 | | Source: tables 18A.11 and 18A.14. | | | | | | | | | | | | **Efficiency indicators** | | | | | | | | | | | | *Cost per completed support period*  *Data for this indicator not complete or not directly comparable*. | | | | | | | | | | | | 2013–14 | $ | 2 255 | 1 120 | 2 010 | 2 550 | 1 767 | 2 903 | 3 682 | 1 080 | 1 683 | | 2012–13 | $ | 2 248 | 1 131 | 1 815 | 2 535 | 1 974 | 2 786 | 3 863 | 887 | 1 674 | | 2011–12 | $ | 2 246 | 1 178 | 1 800 | 2 588 | 2 280 | 2 353 | 3 969 | 1 532 | 1 743 | | *Cost per client*  Data for this indicator not complete or not directly comparable. | | | | | | | | | | | | 2013–14 | $ | 2 674 | 1 910 | 2 422 | 3 205 | 2 696 | 3 796 | 4 147 | 1 339 | 2 437 | | 2012–13 | $ | 2 610 | 1 976 | 2 194 | 3 186 | 2 669 | 3 303 | 4 432 | 1 112 | 2 407 | | 2011–12 | $ | 2 589 | 2 042 | 2 189 | 3 225 | 2 866 | 2 823 | 4 111 | 1 756 | 2 453 | | *Cost per day of support*  Data for this indicator not complete or not directly comparable. | | | | | | | | | | | | 2013–14 | $ | 27 | 28 | 38 | 39 | 28 | 50 | 28 | 16 | 30 | | 2012–13 | $ | 24 | 29 | 35 | 36 | 25 | 40 | 29 | 30 | 29 | | Source: tables 18A.18–20. | | | | | | | | | | | | **Outcome indicators** | | | | | | | | | | | | *Closed support periods – Achievement of employment on exit (proportion of clients who needed employment and/or training assistance who were employed after support)*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | 2013–14 | % | 20.8 | 14.5 | 15.5 | 15.8 | 20.2 | 9.7 | 23.5 | 15.0 | 17.7 | | 2012–13 | % | 21.9 | 14.8 | 16.5 | 16.2 | 15.7 | 14.9 | 26.0 | 24.8 | 18.8 | | 2011–12 | % | 23.7 | 15.4 | 15.7 | 22.4 | na | 13.4 | 20.6 | 28.0 | 20.1 | | Source: table 18A.21 | | | | | | | | | | | | *Closed support periods – Achievement of income on exit (proportion of clients who needed income assistance who had an income source after support)*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | 2013–14 | % | 92.6 | 94.3 | 94.4 | 93.9 | 87.5 | 95.4 | 95.6 | 95.6 | 93.6 | | 2012–13 | % | 93.4 | 94.0 | 94.5 | 96.0 | 85.4 | 91.6 | 97.2 | 95.5 | 93.9 | | 2011–12 | % | 94.5 | 95.0 | 94.7 | 93.4 | na | 92.4 | 96.5 | 95.1 | 94.5 | | Source: table 18A.24. | | | | | | | | | | | | *Closed support periods – Achievement of independent housing on exit (proportion of clients who needed assistance to obtain or maintain independent housing who obtained or maintained independent housing after support)*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | 2013–14 | % | 64.8 | 61.7 | 61.7 | 62.3 | 67.2 | 62.2 | 62.6 | 56.4 | 63.0 | | 2012–13 | % | 63.8 | 61.3 | 59.3 | 64.0 | 64.5 | 53.6 | 47.9 | 45.2 | 61.2 | | 2011–12 | % | 57.5 | 59.2 | 54.3 | 66.5 | na | 52.1 | 52.4 | 48.3 | 58.0 | | Source: table 18A.26. | | | | | | | | | | | | (Continued) | | | | | | | | | | | | Table G.3 (continued) | | | | | | | | | | | | |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust | | | | | | | | | | | | | *Proportion of people experiencing repeat periods of homelessness*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | 2013–14 | % | 6.1 | 4.5 | 5.0 | 5.2 | 8.7 | 4.8 | 6.5 | 5.0 | 5.0 | | 2012–13 | % | 5.7 | 4.0 | 4.7 | 5.1 | 3.7 | 4.5 | 7.4 | 4.8 | 4.3 | | 2011–12 | % | 6.4 | 4.8 | 5.5 | 4.9 | 2.6 | 5.2 | 12.5 | 6.2 | 5.1 | | Source: table 18A.31 | | | | | | | | | | | | *Closed support periods – Case management goals achieved (Proportion of closed support periods with individual case management plan where half or more or all case management goals were achieved)*  Data for this indicator are comparable, subject to caveats. | | | | | | | | | | | | 2013–14 | % | 64.3 | 73.3 | 77.4 | 57.4 | na | 56.6 | 67.6 | 63.9 | 72.0 | | 2012–13 | % | 61.2 | 70.1 | 72.0 | 53.3 | 90.3 | 56.7 | 62.6 | 56.8 | 68.0 | | 2011–12 | % | 61.9 | 68.3 | 57.9 | 53.4 | 60.5 | 51.8 | 58.7 | 49.2 | 61.5 | | Source: table 18A.33 | | | | | | | | | | |   a Caveats for these data are available in Chapter 18 and Attachment 18A. Refer to the indicator interpretation boxes in chapter 18 for information to assist with the interpretation of data presented in this table. b Some data are derived from detailed data in Chapter 18 and Attachment 18A. **na** Not available. – Nil or rounded to zero.  *Source*: Chapter 18 and Attachment 18A. |
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## G.3 Cross–cutting and interface issues

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

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

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

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

### National research developments

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

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

The AIHW’s (AIHW) Housing outcomes for groups vulnerable to homelessness: 1 July 2011 to 31 December 2013 examines the housing outcomes of over 94 000 clients of Specialist Homelessness Services from 1 July 2011 to 31 December 2013 across four cohorts: those experiencing domestic and family violence, young people presenting alone, people with problematic drug and alcohol use and those with a current mental health issue. The analysis found that across all four cohorts those clients who were unemployed, had no income or were only receiving income support payments, had a past history of homelessness and more complex presenting issues were least likely to remain in their housing or be able to obtain housing. The poorest housing outcomes were seen among those who had problematic drug and alcohol use. This cohort had the highest rates of homelessness at both the start and finish of support compared to other cohorts (AIHW 2014).

## G.4 Future directions in performance reporting

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

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

## G.5 List of attachment tables

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

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| --- | --- |
| **Table GA.1** | Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA) ($ million) |
| **Table GA.2** | Housing and homelessness services sector, descriptive statistics, Australia, 2011–12 |
| **Table GA.3** | Social housing descriptive statistics, 2012–13 |
| **Table GA.4** | Homelessness services descriptive statistics, 2012–13 |
| **Table GA.5** | Proportion of low income households in rental stress |
| **Table GA.6** | Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions |
| **Table GA.7** | Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014 |
| **Table GA.8** | Rate of homeless persons per 10 000 of the population, 2011 |
| **Table GA.9** | Supplementary contextual data |
| **Table GA.10** | Moving annual vacancy rates in the private housing market, by capital city, June (per cent) |
| **Table GA.11** | Median market rents in the private housing market, by capital city, June quarter (dollars/week) |
| **Table GA.12** | Australian Government expenditure for Commonwealth Rent Assistance, 2009–10 to 2013–14 ($ million) |
| **Table GA.13** | Australian Government real expenditure for CRA, per person, 2009–10 to 2013–14 (2013–14 dollars) |
| **Table GA.14** | Eligibility and payment scales for CRA, 2014 ($ per fortnight) |
| **Table GA.15** | Income units receiving CRA, 2014 |
| **Table GA.16** | Number of income units receiving CRA, by age, 2014 |
| **Table GA.17** | Aboriginal and Torres Strait Islander income units receiving CRA, 2014 |
| **Table GA.18** | CRA income units, by payment type, 2014 |
| **Table GA.19** | Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2014 |
| **Table GA.20** | Geographic location of income units receiving CRA, 2014 |
| **Table GA.21** | Income units receiving CRA, by special needs and geographic location, 2014 |
| **Table GA.22** | Median CRA entitlement, by location, 2014 |
| **Table GA.23** | Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2010 to 2014 (per cent) |
| **Table GA.24** | Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (per cent) |
| **Table GA.25** | Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent) |
| **Table GA.26** | Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (per cent) |
| **Table GA.27** | Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent) |
| **Table GA.28** | Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (per cent) |
| **Table GA.29** | Proportion receiving a Disability Support Pension and CRA, paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent) |
| **Table GA.30** | Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (per cent) |
| **Table GA.31** | Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent) |
| **Table GA.32** | Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, by geographic location, 2010 to 2014 (per cent) |
| **Table GA.33** | Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, 2010 to 2014 (per cent) |
| **Table GA.34** | Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2014 (per cent). |

## G.6 Definitions of key terms

|  |  |
| --- | --- |
| **Aboriginal and Torres Strait Islander household** | A household with at least one resident who has been identified as being of Aboriginal or Torres Strait Islander origin. Other residents of the household may have been identified as being of Aboriginal or Torres Strait Islander origin, non-Indigenous, or have Aboriginal or Torres Strait Islander status unknown. |
| **Affordability** | Affordability (without CRA) is calculated for all income units receiving CRA by dividing Rent by Total Income from all sources. The CRA entitlement for the reference fortnight in June is included in Total Income from all sources for the calculation of affordability with CRA. |
| **Commonwealth Rent Assistance (CRA)** | A fortnightly supplement paid to two types of renter in private and community housing: income support recipients (for example, people receiving the Disability Support Pension), and low– and moderate–income families with children. Payment of CRA continues as long as recipients meet income tests for their primary payment and continue to pay a predetermined amount of rent. |
| **Dependent child for CRA** | Dependent child has a wider meaning under Social Security and Family Assistance law than is used in this chapter in relation to CRA. In this chapter, a dependent child is one in respect of whom an adult member of the income unit receives Family Tax Benefit (FTB) Part A at more than the base rate. Prior to 1 January 2012, children aged 16 or older attracted the base rate of FTB Part A so are not included in the count of dependent children. From January 2012 children aged 16 to 19 years attending secondary school may now receive more than the base rate of FTB Part A. Figures from June 2013 include 16 to 19 years olds who receive more than the base rate of FTB Part A. Some children under 20 years of age attract the base rate of FTB Part A only and may not be eligible to be counted for CRA entitlement. |
| **Income support recipient** | Recipients in receipt of a payment made under social security law. Under the Machinery of Government changes announced on the 18 September 2013 Income Support Payments administered under social security law are now the responsibility of the Department of Social Services. Family Tax Benefit is paid under family assistance law and is not an income support payment. |
| **Income unit** | An income unit may consist of:   * a single person with no dependent children * a sole parent with one or more dependent children * a couple (married, registered or defacto) with no dependent children * a couple (married, registered or defacto) with one or more dependent children.   A non–dependent child living at home, including one who is receiving an income support payment in their own right, is regarded as a separate income unit. Similarly, a group of non–related adults sharing accommodation are counted as separate income units. |
| **Low and moderate incomes** | Individuals and families receive CRA with either an income support payment or FTB Part A. While income support recipients are generally thought of as low income, those receiving FTB Part A can have higher incomes and still be eligible for a part rate of Rent Assistance. For this reason, CRA recipients are not defined as those on low incomes. |
| **Machinery of Government Changes** | Prior to the Machinery of Government changes announced on 18 September 2013, the main income support payments administered by the former Department of Families, Housing, Community Services and Indigenous affairs (FaHCSIA) were Age Pension, Disability Support Pension and Carer Payment, while the main income support payments administered by former Department of Education, Employment and Workplace Relations were Newstart Allowance, Youth Allowance (other), Parenting Payment (Single) and Parenting Payment (Partnered). Youth Allowance (student) and Austudy were administered by the former Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education. |
| **Primary payment type** | Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. The primary payment is determined using a hierarchy of payment types, with precedence given to pensions, then other social security payments and then the Family Tax Benefit part A. No extra weight is given to the payment type with which CRA is paid. Specifically, the hierarchy for the main payments is:   * Disability Support Pension * Carer Payment * Age Pension * Parenting Payment (Single) * Newstart Allowance * Youth Allowance * Austudy * Parenting Payment (Partnered) * Family Tax Benefit Part A. |
| **Rent** | Amount payable as a condition of occupancy of a person’s home. Rent includes site fees for a caravan, mooring fees and payment for services provided in a retirement village. Rent encompasses not only a formal tenancy agreement, but also informal agreements between family members, including the payment of board or board and lodgings. Where a person pays board and lodgings and cannot separately identify the amount paid for lodgings, two thirds of the payment is deemed to be for rent. |
| **Sharer** | Some single people are subject to a lower maximum (sharer) rate of CRA. The lower rate may apply to a single person (with no dependent children) who shares a major area of accommodation. The lower rate does not apply to those receiving Disability Support Pension or Carer Payment, those in nursing homes or boarding house accommodation, or those paying for both board and lodgings. |
| **Special needs** | Individuals and families with at least one member who either self–identifies as Aboriginal or Torres Strait Islander, receives a Disability Support Pension; is aged 24 years or under; or is aged 75 years or over. |
| **Total income from all sources** | Income received by the recipients or partner, excluding income received by a dependent. It includes regular social security payments and any maintenance and other private income taken into account for income testing purposes. It does not include:   * one–time payments * arrears payments * advances * Employment or Education Entry Payments * Mobility Allowance * Baby Bonus * Child Care Tax Rebate.   In most cases, private income reflects the person’s current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit part A but no income support payment. Income received includes Energy Supplement amounts paid with income support payments and Family Tax Benefit from June 2014. |

## G.7 Appendix – Private housing market contextual information

### Housing market demand, supply and affordability

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

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

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

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

#### Housing affordability

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

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| Box G.7 Government assistance for affordable housing |
| A range of government initiatives and programs are designed to help households to pay for housing, and to increase the supply of affordable housing. These initiatives include:   * direct assistance to first home buyers through schemes such as the First Home Owners Grant and the First Home Owners Boost (FHOB). Until 2012–13, the FHOB was funded by the Australian government and administered by the states and territories. Funding for FHOB ceased on 31 December 2009 * funding for Indigenous home ownership programs (the Home Ownership Program [HOP] funded and administered by Indigenous Business Australia [IBA] and the Home Ownership on Indigenous Land Program [HOIL] jointly funded by FaHCSIA and IBA). On 1 July 2012, IBA’s HOP, and HOIL Program were integrated into a single Indigenous Home Ownership program * stamp duty concessions or exemptions for first home buyers * incentives to save for first home ownership through First Home Saver Accounts * State and Territory Government funding to assist low income households with home purchases or mortgage repayments * Commonwealth Rent Assistance paid on an ongoing basis to income support and family tax benefit recipients in the private rental market and community housing * funding for provision and management of social (public and community) housing and related reforms through the National Affordable Housing Specific Purpose Payment * incentives for institutional investors and community housing providers to build new affordable rental properties * Commonwealth, State and Territory land and planning measures to increase the supply of affordable housing * Housing Affordability Fund grants to improve planning and infrastructure provision. |
| *Source*: Australian, State and Territory governments (unpublished). |
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The Housing chapter (chapter 17) reports on government assistance for social housing, but does not report on government assistance for purchasing housing or other forms of housing assistance. Information on housing affordability by region in Australia is available in the State of the Regions Report 2013–14: the housing shortage and housing affordability (ALGA 2013). The Steering Committee’s annual report to the COAG Reform Council on NAHA performance information, which concluded in 2012–13, includes a range of housing data, some of which are reported below.

##### Affordable housing for low and moderate income households

Low income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007).

Housing stress is considered to occur when households spend more than 30 per cent of their income on rent or mortgage payments. The number of homes sold that are affordable by low and moderate income households per 1000 low or moderate income households indicates the level of home purchase affordability. Nationally in 2011–12, 27.5 homes sold were affordable by low and moderate income households per 1000 low or moderate income households (table GA.9).

##### Private rental markets

Rental markets were tight in some capital cities in June 2014, with vacancy rates in capital cities ranging between 1.7 per cent and 4.4 per cent (table GA.10). Capital city median rents in the private market varied across jurisdictions.

Data for median rents for three bedroom houses and two bedroom flats or units in capital cities in the June quarter of 2014 and earlier years are reported in table GA.11.

### Home ownership and government assistance to home buyers

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

Governments provide financial assistance to people purchasing homes, particularly first home owners and low income home owners. Nationally in 2013–14, 40 413 people received the First Home Owner Scheme grant (table GA.9).

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