Report on Government Services 2016

Volume G: Housing and homelessness

Produced by the Productivity Commission for the Steering Committee for the Review of Government Service Provision

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Publications enquiries

The Productivity Commission acts as the Secretariat for the Steering Committee for the Review of Government Service Provision. This report and previous editions are available from the Productivity Commission website at www.pc.gov.au.

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

Foreword

This year marks the twenty-first edition of the Report on Government Services — comparing the performance of governments in the efficient and effective delivery of a wide range of services aimed at improving the wellbeing of all Australians.

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

Improving the equity and effectiveness of the services included in the Report can affect the community in significant ways. Some services form an important part of the social welfare system (for example, social housing and child protection services), some are provided to people with specific needs (for example, disability services), and others are typically used by each person in the community at some stage during their life (for example, education and training, health services and aged care services).

Improving the efficiency of government services can also have significant economic pay-offs. Governments spent over $192 billion on the services covered by this Report, representing around 67.9 per cent of total government expenditure, equivalent to about 12 per cent of Australia's gross domestic product.

I commend all governments for their continuing commitment to transparency and accountability. The challenge for the future is to harness this important information source to look at what works to improve service delivery for all Australians.

I would like to thank the Steering Committee for its direction and oversight of this Report, the working group members that provide advice and input, and the Review Secretariat within the Productivity Commission which supports the Steering Committee and working groups and produces the Report.

Peter Harris
Chairman

January 2016

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Steering Committee

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

Mr Peter Harris	Chairman	Productivity Commission
Ms Patricia Scott	Commissioner	Productivity Commission
Mr Nicholas Hunt	Aust. Govt.	Department of Finance
Mr Jonathan Rollings	Aust. Govt.	The Treasury
Ms Josephine Laduzko	Aust. Govt.	Department of the Prime Minister and Cabinet
Mr Rick Sondalini	NSW	NSW Treasury
Ms Michelle Dumazel	NSW	Department of Premier and Cabinet
Ms Brigid Monagle	Vic	Department of Premier and Cabinet
Mr Jeremy Nott	Vic	Department of Treasury and Finance
Ms Nicole Tabb	Qld	Department of the Premier and Cabinet
Ms Janelle Thurlby	Qld	Queensland Treasury
Mr Kurt Sibma	WA	Department of Treasury
Vacant	WA	Department of the Premier and Cabinet
Ms Tammie Pribanic	SA	Department of Treasury and Finance
Mr Chris McGowan	SA	Department of the Premier and Cabinet
Ms Rebekah Burton	Tas	Department of Premier and Cabinet
Mr Geoffrey Rutledge	ACT	Chief Minister, Treasury and Economic Development Directorate
Ms Jean Doherty	NT	Department of the Chief Minister
Ms Linda Weatherhead	NT	Department of the Chief Minister
Ms Nardia Harris	NT	Department of Treasury and Finance
Dr Paul Jelfs		Australian Bureau of Statistics
Mr Andrew Kettle		Australian Institute of Health & Welfare

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

Mr Daryl Quinlivan	Acting Chair	Productivity Commission
Mr Peter Robinson	Aust. Govt.	The Treasury
Ms Sam Reinhardt	Aust. Govt.	The Treasury
Ms Katherine Whetton	Vic	Department of Premier and Cabinet
Ms Bronwen FitzGerald	Vic	Department of Premier and Cabinet
Mr Chris Chinn	Qld	Department of the Premier and Cabinet
Ms Marion Burchell	WA	Department of the Premier and Cabinet
Ms Lorissa Kelly	WA	Department of the Premier and Cabinet
Mr Barry Thomas	WA	Department of Treasury
Ms Katrina Ball	SA	Department of Treasury and Finance
Ms Tracey Scott	NT	Department of Treasury and Finance
Ms Kerry Flanagan		Australian Institute of Health & Welfare
Mr David Kalisch		Australian Institute of Health & Welfare
Mr Peter Harper		Australian Bureau of Statistics

Terms of Reference

The Report on Government Services

Outputs and objectives

1. The Steering Committee will measure and publish annually data on the equity, efficiency and cost effectiveness of government services through the Report on Government Services (ROGS).
2. The ROGS facilitates improved service delivery, efficiency and performance, and accountability to governments and the public by providing a repository of meaningful, balanced, credible, comparative information on the provision of government services, capturing qualitative as well as quantitative change. The Steering Committee will seek to ensure that the performance indicators are administratively simple and cost effective.
3. The ROGS should include a robust set of performance indicators, consistent with the principles set out in the Intergovernmental Agreement on Federal Financial Relations; and an emphasis on longitudinal reporting, subject to a program of continual improvement in reporting.
4. To encourage improvements in service delivery and effectiveness, ROGS should also highlight improvements and innovation.

Steering Committee authority

5. The Steering Committee exercises overall authority within the ROGS reporting process, including determining the coverage of its reporting and the specific performance indicators that will be published, taking into account the scope of National Agreement reporting and avoiding unnecessary data provision burdens for jurisdictions.
6. The Steering Committee will implement a program of review and continuous improvement that will allow for changes to the scope of the ROGS over time, including reporting on new service areas and significant service delivery areas that are jurisdiction-specific.

Reporting to COAG

7. The Steering Committee will review the ROGS every three years and advise COAG on jurisdictions' compliance with data provision requirements and of potential improvements in data collection. It may also report on other matters, for example, ROGS's scope, relevance and usefulness; and other matters consistent with the Steering Committee's terms of reference and charter of operations.

G Housing and homelessness services sector overview

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Attachment tables

Attachment tables are identified in references throughout this sector overview by a 'GA' prefix (for example, table GA.1). A full list of attachment tables is provided at the end of this sector overview, and the attachment tables are available on the website at www.pc.gov.au/rogs/2016.

G.1 Introduction

This sector overview provides an introduction to the Housing (chapter 17) and Homelessness services (chapter 18) chapters of this Report and provides contextual information along with high level performance information.

This sector overview also includes descriptive data on Commonwealth Rent Assistance (CRA), which is financial assistance for people who pay rent and receive a Centrelink payment, including for the first time, unpublished CRA data disaggregated by remoteness areas.

Policy context

Housing and homelessness assistance is an important element of governments' social policy and welfare frameworks, and plays an important role in enabling social and economic participation. 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 NSW 2015).

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 homelessness services.)

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 (box G.1).

Box G.1 National Affordable Housing Agreement and related National Partnerships

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations and was updated in 2012 to include performance benchmarks.

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

- people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion (supported by the National Partnership Agreement on Homelessness, due to expire on 30 June 2017)
- 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 the same housing opportunities (in relation to homelessness services, housing rental, housing purchase and access to housing through an efficient and responsive housing market) as other Australians
- Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities (supported by the National Partnership Agreement on Remote Indigenous Housing, due to expire on 30 June 2018).

Source: COAG Intergovernmental Agreement on Federal Financial Relations (2015).

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

Governments provide other forms of support for housing and homelessness including: home purchase assistance and private rental assistance. Housing outcomes are influenced by many factors apart from government assistance, and contextual information is available on some of these factors, including housing affordability and private rental markets (Appendix G.7).

Sector scope

This Report includes detailed information on two specific services: social housing and homelessness services. 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. 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.2). Homelessness services in this Report encompass government funded specialist homelessness services, and are reported in chapter 18 (box G.3).

Box G.2 Scope of social housing

Social housing assistance data covers:

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities, and is generally accessed by people on low incomes and/or those with special needs.
- *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 (box 17.3 explains the different models of community housing)
- *Indigenous community housing (ICH):* dwellings owned or leased and managed by ICH organisations and community councils in all 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, and might be indirectly reported through the other forms of social housing described above.

Source: Chapter 17.

Box G.3 Scope of homelessness services

Data in this Report are for government funded specialist homelessness services. 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 are 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: Chapter 18.

Profile of the housing and homelessness sector

Detailed profiles for the services within the housing and homelessness services sector are reported in chapters 17 and 18, and cover size and scope of the individual service types, roles and responsibilities of each level of government and for non-government organisations, along with funding and expenditure.

Funding

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

The Australian Government provided $1.9 billion in 2014-15 to State and Territory governments for housing assistance and homelessness services through the NAH SPP and related National Partnership agreements (table GA.1). In addition, the Australian Government provided a further $4.2 billion for CRA in 2014-15 (table GA.13).

Net recurrent expenditure by housing and homelessness services for the most recent reporting year is outlined in table G.1. Summary data for each jurisdiction are reported in tables GA.3 and GA.4, with further information presented in chapters 17 and 18.

This page has changed since an earlier version of the Report.
See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Table G.1 **Housing and homelessness services sector, selected descriptive statistics, Australia, 2014-15[a]**

	Net recurrent expenditure[b]	*Dwellings[c]*	*Households*	*Clients*
	$m	*no.*	*no.*	*no.*
Social housing				
Public housing	2 729.4	321 627	314 963	..
SOMIH	110.4	10 035	9 732	..
Community housing	616.1	72 105	69 171	..
ICH (2013-14)	109.4	15 545	12 775	..
Homelessness services	707.2	..	..	255 657

a See table GA.2 for detailed caveats. **b** Net recurrent expenditure is for 2013-14 for Community housing and ICH. **c** For Community housing dwelling is total tenancy rental units at 30 June 2015. For ICH, dwelling is number of permanent dwellings as at 30 June 2014. .. Not applicable.

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

Commonwealth Rent Assistance

CRA helps eligible people meet the cost of rental housing in the private market. It 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[1].

Australian Government expenditure on CRA was $4.2 billion in 2014-15, increasing from $3.3 billion in 2010-11 (in real terms) (table GA.13). The average government expenditure per income unit[2] receiving CRA was $3127 in 2014-15 (table GA.14).

Nationally in June 2015, there were 1 343 431 income units receiving CRA (table GA.16), with 77.8 per cent of all CRA recipients paying enough rent to be eligible to receive the maximum rate of CRA (an increase from 74.5 per cent in 2011) (table GA.27).

- The median CRA payment in 2015 was $128 per fortnight, with median rent being $415 per fortnight (table GA.26).

1 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. Further information on the eligibility and payment rates for CRA are presented in table GA.15.

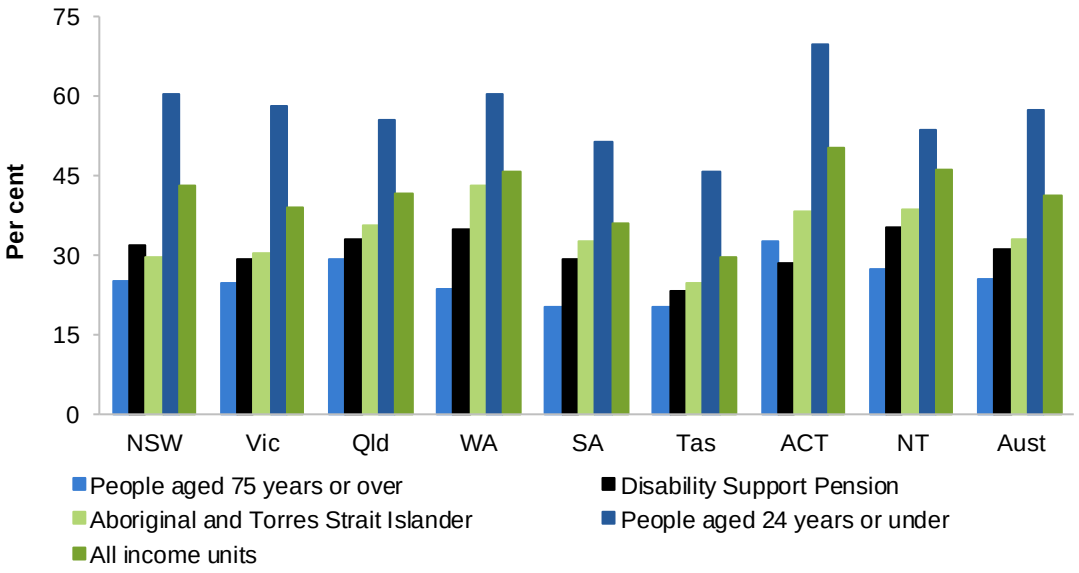
2 'Income unit' may consist of: a single person with no dependent children, a sole parent with one or more dependent children, a couple (married, registered or de facto) with no dependent children, a couple (married, registered or de facto) with one or more dependent children. A non–dependent child living 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. Payment scales for these income units are available in table GA.14.

CRA and rental stress

The CRA program aims to reduce the incidence of rental stress for people on low incomes. Rental stress is defined as more than 30 per cent of household income being spent on rent, and is a separate sector-wide indicator reported in section G.2. Although CRA is indexed to the Consumer Price Index, 'rental costs have been increasing faster than the [Consumer Price Index], which means that payments are losing real value for individuals over time' (Commonwealth of Australia 2014).

Nationally in June 2015, 68.5 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, even with CRA, 41.2 per cent of recipients still spent more than 30 per cent of their income on rent (figure G.1 and table GA.28). (Social housing households in rental stress are reported separately in Chapter 17.)

Figure G.1 **Proportion of income units receiving CRA with more than 30 per cent of income spent on rent, by special needs group, 2015[a]**



a See tables GA.24–33 for detailed definitions, footnotes and caveats.

Source: Department of Social Services and FaHCSIA (unpublished); table GA.28.

Nationally in 2015, the proportion of income units receiving CRA and classified as being in rental stress:

- 57.5 per cent had a member aged 24 years or under
- 32.8 per cent had a member who was an Aboriginal and Torres Strait Islander person
- 31.2 per cent had a member who received the disability support pension

- 25.5 per cent had a member aged 75 years or older (figure G.1).

Tables GA.13–35 present a range of detailed data on CRA, including Australian Government expenditure; additional information on CRA recipients, including Aboriginal and Torres Strait Islander recipients and those with special needs; and previously unpublished CRA data disaggregated by remoteness areas (which shows the proportion of CRA income units in rental stress was higher in capital cities (45.5 per cent) compared to other areas (35.1 per cent)) (table GA.29).

Social and economic factors affecting demand for services

According to the 2014 General Social Survey, approximately 2.5 million people aged 15 years or over have experienced homelessness at some time in their lives, of whom around 1.4 million had experienced at least one episode in the last 10 years. Amongst this 2.5 million people, in their most recent episode of homelessness 15.0 per cent sought assistance from housing service providers, 7.9 per cent sought crisis accommodation/supported accommodation for the homeless, 7.0 per cent sought a church or community organisation and 6.7 per cent contacted a counselling service (ABS 2015).

Demand for housing and homelessness services is influenced by family and relationship breakdown, a shortage of affordable housing, long-term unemployment and financial hardship, mental health issues and substance abuse. In 2014-15, an estimated 36 per cent of specialist homelessness services clients received assistance as a result of experiencing family or domestic violence (AIHW 2015b).

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 pressures can potentially lead to unstable housing and increase the risk of homelessness (Memmott and Chambers 2010; CHP 2005).

Factors affecting the ability to remain in housing or obtain housing are also significant. AIHW analysis of homelessness services data over the 2.5 years to 31 December 2013 found that those clients who were unemployed, had no income or were only receiving income support payments, had a past history of homelessness and/or 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).

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).

Productivity Commission research on the links between housing assistance and employment, using administrative datasets from the Australian, WA and SA governments (2003 to 2013), found that receiving public housing assistance is unlikely to impact tenants participation in employment, and that it is 'the characteristics of individuals, and not the characteristics of the housing assistance that they receive that matter to participation' (PC 2015).

Service-sector objectives

The overarching service-sector objectives in box G.4 draw together the objectives from each of the specific services (described in chapters 17 and 18), as well as reflecting the objectives set out in the NAHA (box G.1).

Box G.4 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 assistance aims to help people unable to access alternative suitable housing options, through the delivery of affordable, appropriate, flexible and diverse social housing that meets their needs; and for Aboriginal and Torres Strait Islander people to have improved amenity and reduced overcrowding (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 the maximum possible degree of self-reliance and independence (chapter 18).

Sources: COAG (2012); Chapters 17 and 18.

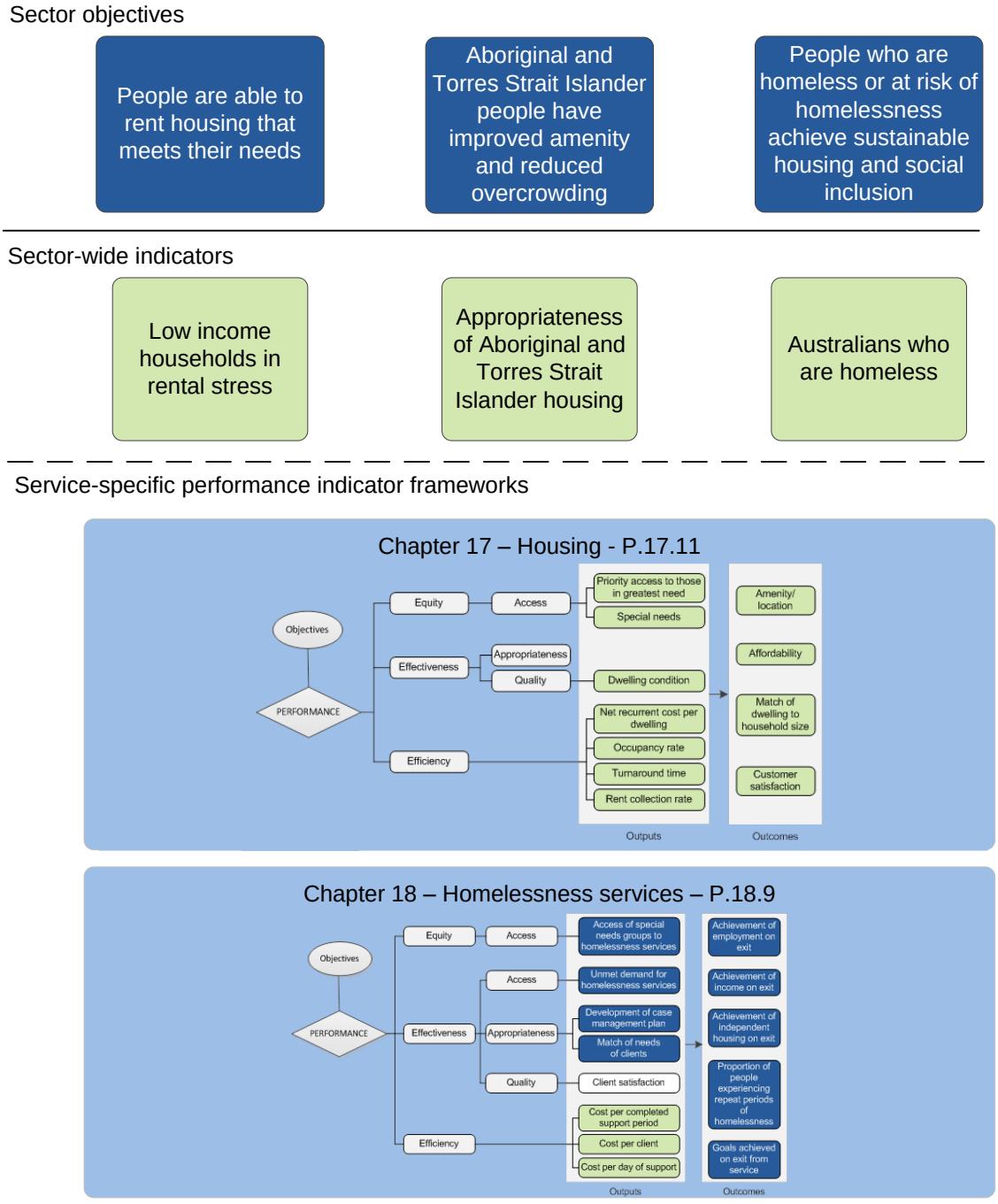
G.2 Sector performance indicator framework

This sector overview is based on a sector performance indicator framework (figure G.2). 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.
- 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.

Figure G.2 **Housing and homelessness services sector performance indicator framework**



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

Sector-wide indicators

This section includes high level indicators of housing and homelessness outcomes. While many factors affect outcomes — not solely the performance of government services — outcomes inform the development of appropriate policies and delivery of government services.

Data Quality Information (DQI) is included where available for performance indicators in this Report. The purpose of DQI is to provide structured and consistent information about the quality of data used to report on performance indicators, in addition to material in the chapter or sector overview and attachment tables. All DQI for the 2016 Report can be found at www.pc.gov.au/rogs/2016.

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.5).

Box G.5 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 with equivalised disposable household incomes in the bottom 40 per cent. Equivalised disposable income is an indicator of disposable household income after taking into account household size and composition (ABS 2010a). Household income and rent expenditure exclude CRA.

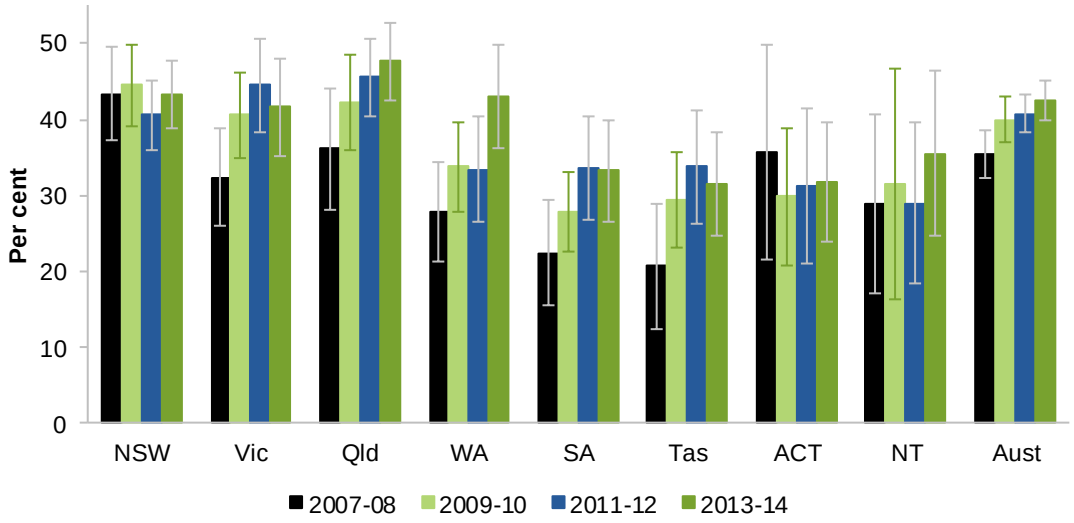
A low or decreasing proportion of households in rental stress implies greater housing affordability. The housing outcome indicator 'affordability' provides additional information on rental stress (chapter 17). Data include 95 per cent confidence intervals (in the form of error bars in figures). Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013-14 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Nationally, the proportion of low income renter households in rental stress increased from 35.4 per cent in 2007-08 to 42.5 per cent in 2013-14, though this varied across jurisdictions (figure G.3).

Figure G.3 **Proportion of low income households in rental stress**[a]



[a] See box G.5 and table GA.5 for detailed definitions, footnotes and caveats.

Source: ABS (unpublished) Survey of Income and Housing (various years); table GA.5.

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.6).

Box G.6 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 for this indicator.

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

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

A low proportion of Aboriginal and Torres Strait Islander households in social housing living in overcrowded conditions is desirable.

(continued next page)

Box G.6 (continued)

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

Data reported for this measure are:

- not comparable across public housing, SOMIH, community housing and ICH
- comparable across jurisdiction (subject to caveats) and complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2014-15 data are available for all jurisdictions providing the service
- not comparable across jurisdictions and are incomplete for:
  - community housing (all required 2014-15 data not available for Queensland and the NT)
  - ICH (all required 2014 data not available for NSW, SA, Tasmania and the NT).

Proportion of Aboriginal and Torres Strait Islander households in social housing living in dwellings of an acceptable 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 high proportion of Aboriginal and Torres Strait Islander households in social housing living in dwellings of an acceptable standard is desirable.

Data for this measure include 95 per cent confidence intervals (in the form of error bars in figures). Data reported for this measure are:

- comparable (subject to caveats) across jurisdictions and complete for the most recent reporting period for public housing, SOMIH, and community housing from the National Social Housing Survey. All required 2014 data available for all jurisdictions
- incomplete for community housing for the current reporting period. All required 2014 data are not available for the NT
- comparable (subject to caveats) and complete and for ICH for the most current reporting period (2012-13). These ICH data are not comparable with data for other social housing types.

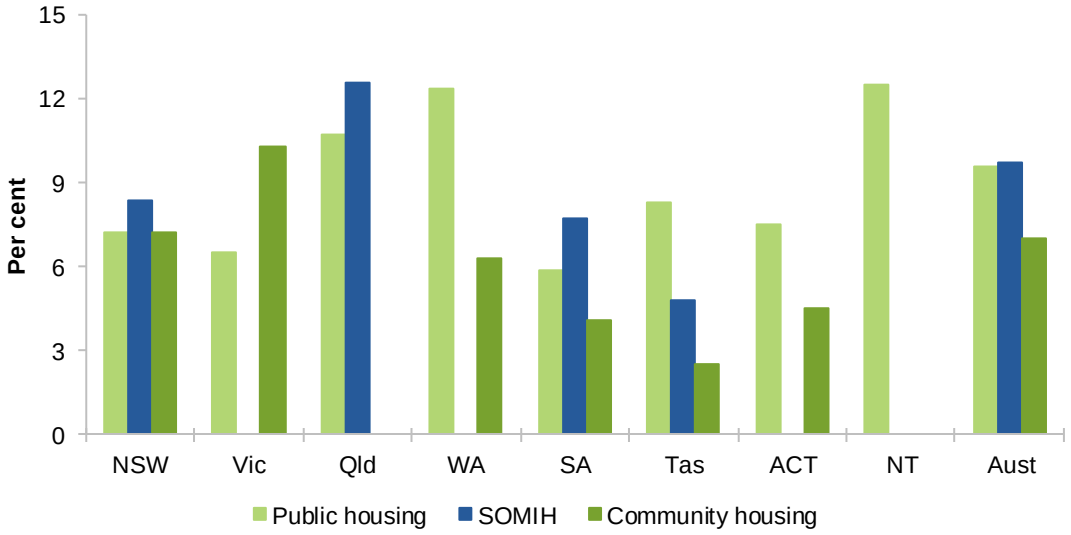
Related information on the appropriateness of social housing is presented for the outcome indicators 'match of dwelling to household size' and 'amenity/location' in chapter 17.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Aboriginal and Torres Strait Islander households in social housing living in overcrowded conditions

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, and across social housing programs in 2015 (figure G.4).

Figure G.4 **Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions, by social housing type, at 30 June 2015[a, b]**



[a] See box G.6 and table GA.6 for detailed definitions, footnotes and caveats. [b] SOMIH is not applicable in Victoria, WA, the ACT, and the NT. Community housing data are not available for Queensland and the NT.

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

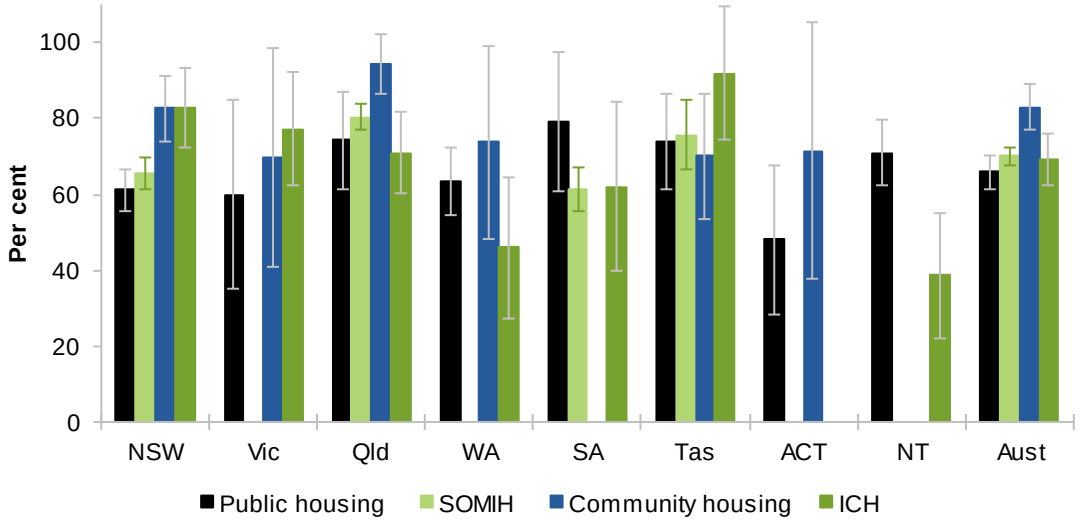
Data for Indigenous community housing for 2012-13 are presented in table GA.8.

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

Nationally in 2014, the majority of Aboriginal and Torres Strait Islander respondents lived in dwellings of an acceptable standard (65.9 per cent for public housing; 70.1 per cent for SOMIH and 83.0 per cent for community housing) (figure G.5).

Nationally in 2012-13, for ICH tenants, 69.2 per cent of all dwellings were reported to be of an acceptable standard (GA.8).

Figure G.5 **Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard[a, b]**



a See box G.5 and tables GA.7-8 for detailed definitions, footnotes and caveats. **b** There were no ICH respondents in the survey sample for the ACT and community housing data were not available for the NT. SOMIH is not applicable in Victoria, WA, the ACT and the NT.

Source: ABS (unpublished) National Aboriginal and Torres Strait Islander Health Survey 2012-13, AIHW (unpublished) National Social Housing Survey 2014; tables GA.7-8.

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.7).

Box G.7 **Australians who are homeless**

'Australians who are homeless' is defined as the proportion of Australians who are homeless, and is presented as a rate per 10 000 population.

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.

Data are reported for six homeless operational groups:

- 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.

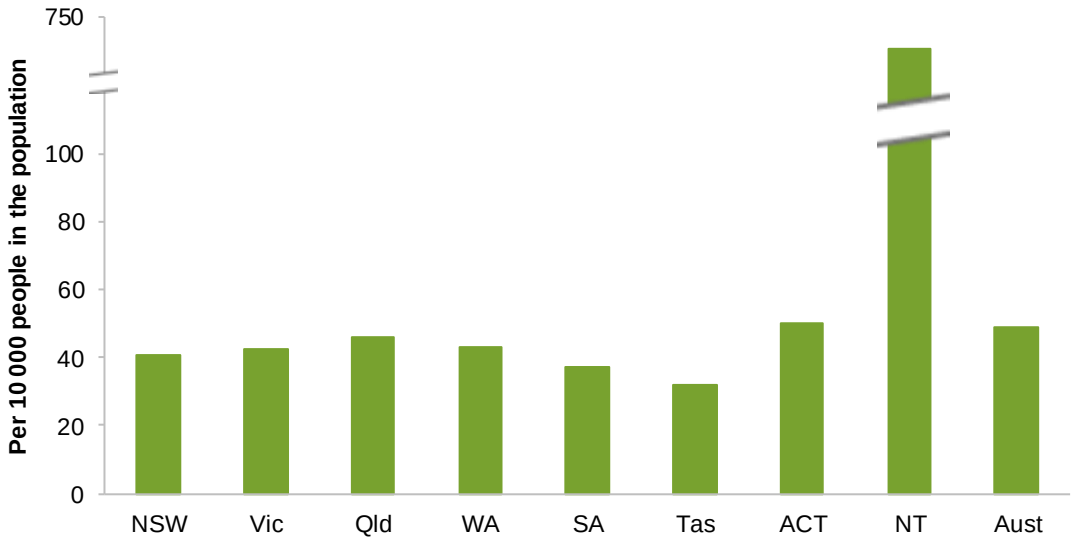
Data for this indicator are:

- 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/2016.

Nationally in 2011, approximately 48.9 Australians per 10 000 people in the population were homeless on Census night (figure G.6). Data for the six homeless operational groups are included in table GA.9.

Figure G.6 **Rate of homelessness, 2011 (per 10 000 population)[a]**



[a] See box G.7 and table GA.9 for detailed definitions, footnotes and caveats.

Source: ABS (2012) *Census of Population and Housing: Estimating Homelessness*, Cat. no. 2049.0; table GA.9.

Service-specific performance indicator frameworks

This section summarises information from the performance indicator frameworks for Housing (chapter 17) and Homelessness services (chapter 18).

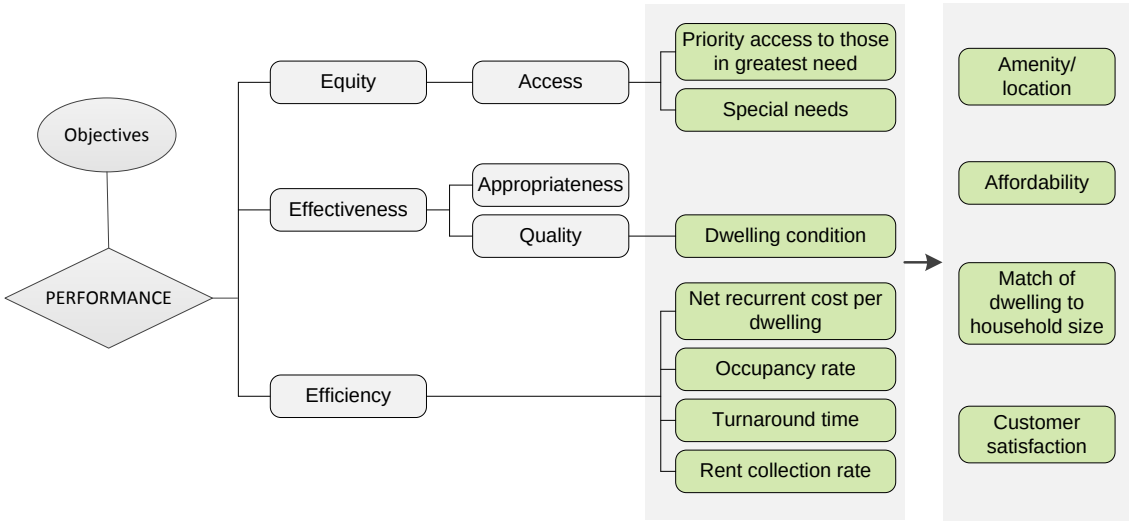
Each performance indicator framework provides comprehensive information on the equity, effectiveness and efficiency of specific government services.

Additional information is available in each chapter and associated attachment tables to assist the interpretation of these results.

Housing

The performance indicator framework for social housing is presented in figure G.7. An overview of the housing performance indicator results are presented in table G.2.

Figure G.7 **Social housing performance indicator framework**



Key to indicators*

Text — Most recent data for all measures are comparable and complete

Text — Most recent data for at least one measure are comparable and complete

Text — Most recent data for all measures are either not comparable and/or not complete

Text — No data reported and/or no measures yet developed

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

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See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Table G.2 **Performance indicator results for housing**[a, b, c]

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Equity — Access indicators									
Priority access to those in greatest need									
Proportion of new allocations of housing to those in greatest need, 2014-15 (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	48.0	82.1	95.9	74.9	82.4	80.5	96.7	61.6	73.7
SOMIH	12.9	..	96.5	..	91.1	na	..	..	51.8
CH	72.5	84.9	85.9	79.4	83.1	51.7	97.9	na	73.4
Source: Attachment table 17A.9–11.									
Special needs									
Proportion of new tenancies allocated to households with special needs, 2014-15 (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	68.0	57.7	67.2	54.1	67.2	60.6	66.5	69.8	63.7
SOMIH	55.6	..	51.9	..	50.0	63.0	..	..	53.8
CH	57.7	46.7	62.6	49.4	60.5	67.5	61.5	na	55.5
Source: Attachment table 17A.12–14.									
Equity — Effectiveness indicators									
Dwelling condition									
Proportion of households with at least four working facilities and not more than two major structural problems, 2014 (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	75.9	83.1	88.3	81.9	84.0	80.6	75.7	81.7	81.0
	± 1.3	± 3.2	± 2.8	± 2.9	± 3.0	± 3.6	± 3.8	± 3.6	± 1.0
SOMIH	65.5	..	80.3	..	61.4	75.6	..	..	70.1
	± 4.2		± 3.5		± 5.7	± 9.1			± 2.5
CH	87.9	87.7	93.8	94.4	86.4	80.5	87.6	na	89.3
	± 2.1	± 3.5	± 2.5	± 2.5	± 3.7	± 4.7	± 5.9		± 1.2
Source: Attachment tables 17A.15–17.									
Efficiency indicators									
Net recurrent cost per dwelling									
Net recurrent cost per dwelling, 2014-15 (CH and ICH = 2013-14) ($)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	8 133	7 055	7 880	11 061	9 284	8 379	9 630	14 741	8 486
SOMIH	9 186	..	13 102	..	12 288	7 766	..	..	10 999
CH	10 380	8 788	7 261	10 046	9 600	na	6 638	na	9 264
ICH	4 052	7 792	9 544	10 353	na	3 792	..	na	8 615
Source: Attachment table 17A.19–23.									

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See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Table G.2 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Occupancy rates									
Occupancy rates, 2015 (ICH = 2014) (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	98.7	98.0	98.3	97.7	95.8	98.3	98.0	94.7	97.9
SOMIH	97.6	..	96.6	..	95.8	98.6	..	..	97.0
CH	93.0	94.0	97.0	95.0	96.0	96.0	87.0	100.0	94.4
ICH	96.7	98.5	94.1	91.3	88.7	100.0	..	na	94.6
Source: Attachment table 17A.24–27.									
Turnaround time									
Average turnaround times for vacant stock, 2014-15 (days)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	29.9	29.1	24.3	21.5	na	26.9	34.1	93.1	na
SOMIH	28.0	..	38.5	..	na	27.2	..	..	na
Source: Attachment table 17A.28–29.									
Rent collection rate									
Rent collection rate, 2014-15 (CH and ICH = 2013-14) (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	99.5	98.8	100.2	100.0	99.8	98.5	99.3	98.5	99.5
SOMIH	94.0	..	100.3	..	97.4	98.4	..	..	96.3
CH	97.7	100.4	99.9	99.9	99.6	109.0	98.7	na	99.2
ICH	92.5	100.1	82.1	89.7	na	99.5	..	na	89.9
Source: Attachment table 17A.30–33.									
Outcome indicators									
Amenity/location									
Data comparability and completeness vary for this indicator (chapter 17)									
Amenity important and meeting needs, 2014 (%)									
PH	80.8	81.8	87.1	85.7	86.7	85.2	80.5	82.2	83.4
SOMIH	75.9	..	82.9	..	79.8	82.0	..	..	79.0
CH	84.2	86.0	86.1	88.4	88.2	82.5	81.1	na	85.5
Location important and meeting needs, 2014 (%)									
PH	88.9	87.3	90.1	89.7	89.2	88.8	90.0	87.9	88.9
SOMIH	89.4	..	89.3	..	89.4	93.8	..	..	89.5
CH	86.0	89.1	85.4	88.8	91.0	88.3	83.8	na	87.1
Source: Attachment table 17A.34–39.									

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Table G.2 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Affordability									
Proportion of low income households spending more than 30 per cent of their gross income on rent, 2014-15 (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	1.5	0.4	–	1.5	–	0.1	0.1	7.7	0.9
SOMIH	0.8	..	–	..	–	–	..	..	0.3
CH	7.6	0.1	na	17.7	9.0	27.8	0.4	na	8.7
Source: Attachment table 17A.43.									
Match of dwelling to household size									
Proportion of overcrowded households, 2014-15 (%) (ICH = 2013-14)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	4.6	4.5	4.5	6.3	1.9	3.7	5.0	7.3	4.4
SOMIH	8.4	..	12.6	..	7.7	4.8	..	..	9.7
CH	4.8	5.1	na	1.8	2.1	1.8	0.3	na	3.9
ICH	na	6.1	28.0	20.1	na	na	..	na	na
Source: Attachment table 17A.48–51.									
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, 2014 (%)									
Data comparability and completeness vary for this indicator (chapter 17)									
PH	64.8	75.5	83.8	73.0	75.7	73.2	75.7	71.6	72.7
	± 1.5	± 3.6	± 3.2	± 3.4	± 3.4	± 3.9	± 3.8	± 4.0	± 1.2
SOMIH	49.1	..	66.8	..	66.2	62.2	..	..	58.3
	± 4.4		± 4.1		± 5.5	± 10.5			± 2.7
CH	78.5	76.6	83.2	83.0	82.6	75.7	69.4	na	79.7
	± 2.5	± 4.4	± 3.9	± 3.9	± 4.0	± 5.0	± 8.2		± 1.6
Source: Attachment table 17A.55–57.									

PH = Public Housing. **CH =** Community Housing.

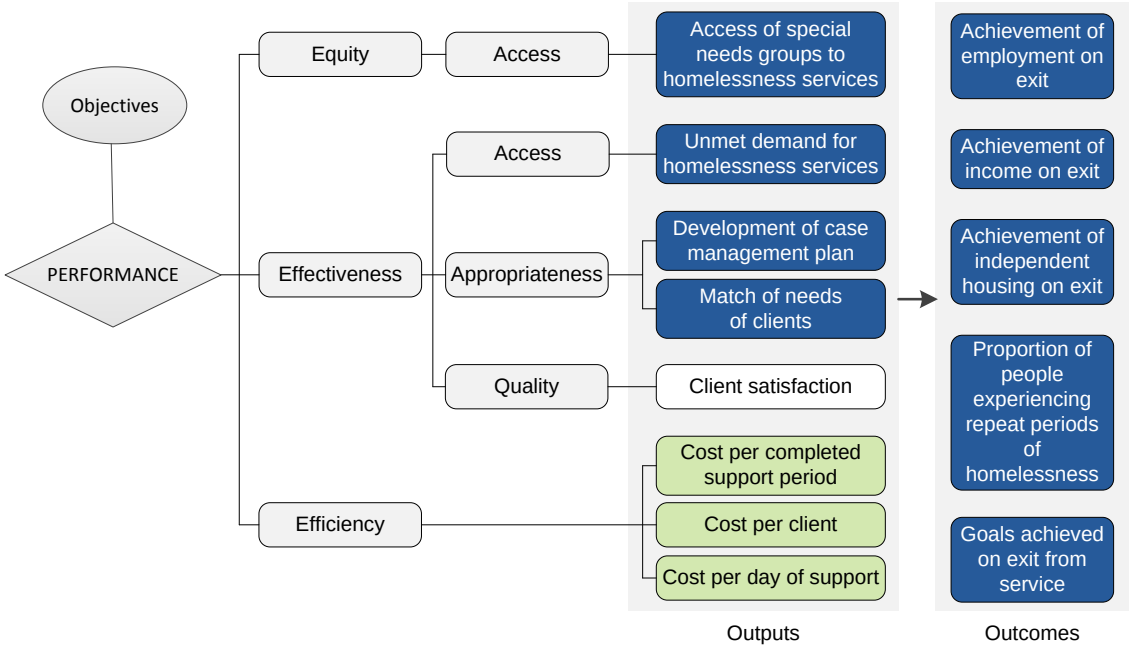
a Caveats for these data are available in Chapter 17 and Attachment 17A. Refer to the indicator interpretation boxes in chapter 17 for information to assist with the interpretation of data presented in this table. **b** Some data are derived from detailed data in Chapter 17 and Attachment 17A. **c** Some percentages reported in this table include 95 per cent confidence intervals. **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.8. An overview of the homelessness service performance indicator results are presented in table G.3.

Figure G.8 Government funded specialist homelessness services performance indicator framework



Key to indicators*

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

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

Table G.3 **Performance indicator results for homelessness services[a, b]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Equity — Access indicators									
Access of special needs groups — Aboriginal and Torres Strait Islander people									
Data for this indicator are comparable subject to caveats (chapter 18)									
Representation among clients whose accommodation needs were met, 2014-15									
%	26.6	11.9	34.1	48.5	31.3	15.2	21.0	76.2	28.1
Representation among clients whose need for services other than accommodation were met, 2014-15									
%	22.2	5.5	28.3	22.3	19.8	13.0	11.5	67.9	15.4
Representation in the population, June 2015									
%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
Source: Attachment table 18A.5 and table 18A.8.									
Access of special needs groups — people born in non-main English-speaking countries									
Data for this indicator are comparable subject to caveats (chapter 18)									
Representation among clients whose accommodation needs were met, 2014-15									
%	10.5	15.2	7.6	8.8	5.9	4.2	17.2	3.3	10.5
Representation among clients whose need for services other than accommodation were met, 2014-15									
%	7.3	12.5	6.7	10.0	5.7	4.9	17.5	2.3	9.8
Representation in the population, 2011									
%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
Source: Attachment table 18A.6 and table 18A.8.									
Access of special needs groups — people with disability									
Data for this indicator are comparable subject to caveats (chapter 18)									
Representation among clients whose accommodation needs were met, 2014-15									
%	4.1	5.8	3.0	3.9	2.7	5.0	4.0	2.8	4.1
Representation among clients whose need for services other than accommodation were met, 2014-15									
%	2.9	2.8	2.9	7.0	1.8	4.2	2.7	3.3	3.0
Representation in the population, 2013									
%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
Source: Attachment table 18A.7 and table 18A.8.									
Effectiveness — Access indicators									
Unmet demand for homelessness services									
Data for this indicator are not comparable but are complete (chapter 18)									
Proportion of clients with unmet need for accommodation, 2014-15									
%	22.9	31.8	27.4	16.3	19.1	19.7	33.9	9.9	25.9
Source: Attachment table 18A.10.									
Proportion of clients with unmet need for services other than accommodation, 2014-15									
%	1.6	2.9	0.9	0.1	–	1.7	0.6	0.8	1.8
Source: Attachment table 18A.10.									

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Table G.3 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Effectiveness — Appropriateness indicators									
Development of case management plan									
Proportion of clients with a case management plan (closed support periods), 2014-15									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	51.8	39.7	86.1	45.3	33.6	41.9	59.4	69.1	49.3
Source: Attachment table 18A.11.									
Match of client needs									
Proportion of clients with a need for accommodation and accommodation related assistance that were directly provided, or directly provided and referred, with a service, 2014-15									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	52.9	47.8	57.2	71.9	79.2	45.3	47.5	88.2	56.0
Source: Attachment table 18A.14.									
Efficiency indicators									
Cost per completed support period									
Recurrent cost per completed support period, 2014-15									
Data for this indicator not complete or not comparable (chapter 18)									
$	3 068	1 184	2 326	2 362	1 771	2 534	3 844	1 289	1 864
Source: Attachment table 18A.18.									
Cost per client									
Recurrent cost per client accessing homelessness services, 2014-15									
Data for this indicator not complete or not comparable (chapter 18)									
$	3 759	2 048	2 792	3 073	2 799	4 030	4 144	1 533	2 766
Source: Attachment table 18A.19.									
Cost per day of support									
Recurrent cost per day of support for clients, 2014-15									
Data for this indicator not complete or not comparable (chapter 18)									
$	45.98	29.20	41.22	44.82	30.38	54.30	25.48	18.32	35.95
Source: Attachment table 18A.20.									
Outcome indicators									
Achievement of employment on exit									
Proportion of clients who needed employment and/or training assistance who were employed after support (closed support periods), 2014-15									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	20.6	16.9	17.2	19.8	22.7	16.5	23.7	17.0	19.1
Source: Attachment table 18A.21.									

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Table G.3 (continued)

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Achievement of income on exit									
Proportion of clients who needed income assistance who had an income source after support (closed support periods), 2014-15									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	92.8	93.5	93.1	94.4	88.3	91.5	94.9	93.6	92.9
Source: Attachment table 18A.24.									
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 (closed support periods), 2014-15									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	63.0	62.0	65.1	56.5	63.5	68.9	65.7	66.4	63.5
Source: Attachment table 18A.26.									
Proportion of people experiencing repeat periods of homelessness									
Proportion of clients experiencing homelessness who had repeat periods of homelessness, 2014-15 (%)									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Source: Attachment table 18A.31.									
Goals achieved on exit from service									
Proportion of closed support periods with individual case management plan where half or more or all case management goals were achieved, 2014-15 (%)									
Data for this indicator are comparable subject to caveats (chapter 18)									
%	59.2	72	80.7	54.6	81.0	56.0	68.4	63.9	70.7
Source: Attachment 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.

Source: Chapter 18 and Attachment 18A.

G.3 Cross-cutting and interface issues

Australian and international research identifies a strong association between housing, health status, living standards and wellbeing (Thompson and Phibbs 2011; Morris 2010). A lack of adequate and affordable housing contributes to housing stress and homelessness, and is detrimental to people's physical and mental health. 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). 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).

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. This type of analysis assists government and non-government agencies to provide more targeted prevention and support services (AIHW 2012). An update to this research using 2011-12 to 2013-14 Specialist homelessness services collection data, juvenile justice data, and state child protection data will be released in 2016 by the AIHW. An AIHW data linkage project, matching cohorts in the Alcohol and Other Drug Treatment Services National Minimum Data set and the Specialist homelessness services collection, will investigate transitions between these two sectors, focusing on comorbidities among the 40 000 clients of both services linked in the two data sets. 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 strategy that fits its purpose, goals, available resources and the 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).

National research developments

The Australian Department of Social Services managed the survey project: Journeys Home: Longitudinal Study of Factors Affecting Housing Stability. The project aimed 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 was of around 1600 income support recipients across Australia, in six waves, conducted six months apart, between September 2011 and concluding in May 2015.

The final Journeys Home Research Report (No. 6) in addition to presenting findings for the six waves of the study, examined children's outcomes, including school attendance, and respondents' mobile phone and internet use (Bevitt et al 2015). The report identifies risk and protective factors associated with homelessness.

- The current circumstances of people which appear to be a significant factor in homelessness include: recent family breakdowns; health problems; general health and psychological distress; job loss and reliance on welfare payments; risky drinkers; and

illicit substance abusers. Homelessness and recent experiences of physical and sexual violence are also closely related.

- Some of the other significant groups being more likely to be homeless are: males; older people (those over 45 years of age); Aboriginal and Torres Strait Islander people; single people; and people who have been incarcerated, whether in juvenile detention, adult prison, or on remand.

G.4 Future directions in performance reporting

This housing and homelessness sector overview will continue to be developed in future reports, with the Housing and Homelessness services chapters both containing separate sections 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 available on the website (www.pc.gov.au/rogs/2016).

Table GA.1	Australian Government nominal expenditure relating to the National Affordable Housing Agreement (NAHA) ($million)
Table GA.2	Housing and homelessness services sector, descriptive statistics, Australia, 2014-15
Table GA.3	Social housing descriptive statistics
Table GA.4	Homelessness services descriptive statistics, 2014-15
Table GA.5	Proportion of low income households in rental stress, by State and Territory, by location
Table GA.6	Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program
Table GA.7	Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014
Table GA.8	Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, Indigenous community housing, 2012-13 (per cent)
Table GA.9	Rate of homeless persons per 10 000 of the population, 2011
Table GA.10	Supplementary contextual data
Table GA.11	Moving annual vacancy rates in the private housing market, by capital city, June (per cent)
Table GA.12	Median market rents in the private housing market, by capital city, June quarter (dollars/week)
Table GA.13	Australian Government expenditure for Commonwealth Rent Assistance, 2010-11 to 2014-15 ($ million)

Table GA.14 Australian Government real expenditure for CRA, per person, 2010-11 to 2014-15 (2014-15 dollars)

Table GA.15 Eligibility and payment scales for CRA, 2015 ($ per fortnight)

Table GA.16 Income units receiving CRA, 2015

Table GA.17 Number of income units receiving CRA, by age, 2015

Table GA.18 Number of income units with dependent children receiving CRA, 2015

Table GA.19 Aboriginal and Torres Strait Islander income units receiving CRA, 2015

Table GA.20 CRA income units, by payment type, 2015

Table GA.21 Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2015

Table GA.22 CRA income units, by remoteness 2015

Table GA.23 CRA income units, by payment type, by remoteness, Australia 2015

Table GA.24 Geographic location of income units receiving CRA, 2015

Table GA.25 Income units receiving CRA, by special needs and geographic location, 2015

Table GA.26 Median CRA entitlement, by location, 2015

Table GA.27 Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2010 to 2015 (per cent)

Table GA.28 Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by special needs (per cent)

Table GA.29 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 (per cent)

Table GA.30 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 (per cent)

Table GA.31 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 (per cent)

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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 receiving more than the base rate of Family Tax Benefit Part A. Payment of CRA continues as long as recipients are eligible for their primary payment and continue to pay rent above the applicable threshold.

Canadian National Occupancy Standard

A standardised measure of housing utilisation and overcrowding that 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 5 years of age of different sexes may reasonably share a bedroom
- children 5 years 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.

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 old 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 de facto) with no dependent children
- a couple (married, registered or de facto) 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.

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.

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.8).

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 2015-16: the housing shortage and housing affordability (ALGA 2015).

Box G.8 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 former First Home Owners Boost programs
- funding for Indigenous home ownership programs (the Home Ownership Program funded and administered by Indigenous Business Australia
- 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
- CRA paid on an ongoing basis to income support and Family Tax Benefit Part A 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 NAH SPP
- 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).

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 2013-14, 45.0 homes sold

were affordable by low and moderate income households per 1000 low or moderate income households (table GA.10).

Private rental markets

Rental markets were tight in some capital cities in 2014-15, with trend median vacancy rates in capital cities ranging between 1.9 per cent (Sydney) and 6.0 per cent (Darwin) (table GA.11).

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 2015 and earlier years are reported in table GA.12.

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 2014-15, 53 062 people received the First Home Owner Scheme grant (table GA.10).

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GA Housing and homelessness services sector overview — attachment

Definitions for the indicators and descriptors in this attachment are in section G.6 of the sector overview. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

This file is available in Adobe PDF format on the Review web page (www.pc.gov.au/rogs/2016).

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Table GA.35 General Government Final Consumption Expenditure, Chain price Index (GGFCE)

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15									
NAHA Specific Purpose Payment	418.2	325.4	262.6	142.7	93.5	28.5	21.4	13.5	1 305.8
National Partnership agreements (in support of the NAHA)									
on Homelessness	35.7	22.8	34.1	15.0	8.9	3.4	1.5	5.3	126.7
on Remote Indigenous Housing	60.7	2.5	143.5	146.9	27.8	2.5	–	71.0	454.7
Total expenditure on National Partnership agreements	96.4	25.3	177.6	161.9	36.6	5.9	1.5	76.3	581.4
Total Australian Government expenditure related to the NAHA	**514.6**	**350.7**	**440.1**	**304.6**	**130.1**	**34.3**	**22.9**	**89.8**	**1 887.2**
2013-14									
NAHA Specific Purpose Payment	409.6	311.6	256.5	138.9	94.1	30.0	22.5	19.6	1 282.7
National Partnership agreements (in support of the NAHA)									
on Homelessness	33.0	30.1	31.5	18.7	15.4	4.0	5.5	5.2	143.2
on Remote Indigenous Housing	44.6	–	177.5	191.3	36.4	–	–	85.7	535.6
Total expenditure on National Partnership agreements	77.6	30.1	209.0	209.9	51.8	4.0	5.5	90.9	678.8
Total Australian Government expenditure related to the NAHA	**487.2**	**341.7**	**465.5**	**348.8**	**145.8**	**34.0**	**28.0**	**110.5**	**1 961.5**
2012-13									
NAHA Specific Purpose Payment	403.0	299.7	251.2	134.4	94.9	31.5	23.6	25.4	1 263.7
National Partnership agreements (in support of the NAHA)									
on Homelessness	41.4	31.2	39.7	19.6	12.0	2.6	2.4	7.6	156.5
on Remote Indigenous Housing	18.5	2.5	96.9	55.4	5.7	2.5	–	121.5	303.0
Total expenditure on National Partnership agreements	59.9	33.7	136.6	75.0	17.6	5.1	2.4	129.1	459.5
Total Australian Government expenditure related to the NAHA	**463.0**	**333.4**	**387.8**	**209.3**	**112.5**	**36.6**	**26.0**	**154.6**	**1 723.2**
2011-12									
NAHA Specific Purpose Payment	395.8	288.0	245.1	130.2	95.2	32.7	24.4	31.1	1 242.6
National Partnership agreements (in support of the NAHA)									

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
on Homelessness	34.5	25.9	33.4	16.6	10.0	2.6	2.4	6.2	131.5
on Remote Indigenous Housing	36.0	2.5	145.3	171.8	45.5	3.1	–	389.9	794.1
Total expenditure on National Partnership agreements	70.5	28.4	178.7	188.4	55.5	5.7	2.4	396.1	925.6
Total Australian Government expenditure related to the NAHA	**466.4**	**316.4**	**423.8**	**318.6**	**150.7**	**38.4**	**26.8**	**427.2**	**2 168.2**
Social Housing Initiative for the Nation Building Economic Stimulus Package (a)	–	63.8	39.5	20.0	30.7	4.6	1.4	2.0	162.0
2010-11									
NAHA Specific Purpose Payment	387.9	276.7	240.0	126.8	95.1	33.5	25.2	36.6	1 221.8
National Partnership agreements (in support of the NAHA)									
on Homelessness	35.2	24.9	32.1	15.9	9.6	4.5	2.3	6.0	130.5
on Remote Indigenous Housing	22.9	3.2	70.2	85.9	19.4	2.1	–	471.4	675.0
Total expenditure on National Partnership agreements	58.1	28.1	102.3	101.8	29.0	6.6	2.3	477.4	805.5
Total Australian Government expenditure related to the NAHA	**446.0**	**304.8**	**342.3**	**228.5**	**124.1**	**40.1**	**27.5**	**513.9**	**2 027.3**
Social Housing Initiative for the Nation Building Economic Stimulus Package (a)	482.6	203.2	302.6	155.5	84.9	29.7	22.5	13.2	1 294.0

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

– Nil or rounded to zero.

Source : Australian Treasury (2015) *Final Budget Outcome, 2014-15 (and previous years)* , Canberra.

Table GA.2 **Housing and homelessness services sector, descriptive statistics, Australia, 2014-15**

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	Total net recurrent expenditure	*Number of dwellings*	*Households*	*Clients*
	$m	*no.*	*no.*	*no.*
Public housing	2 729.4	321 627	314 963	..
SOMIH	110.4	10 035	9 732	..
Community housing	616.1	72 105	69 171	..
Indigenous community housing (2013-14) (a), (b), (c)	109.4	15 545	12 775	..
Homelessness services	707.2	..	..	255 657

(a) Data for Indigenous community housing and net recurrent cost data for community housing are for 2013-14 (data not available for 2014-15).

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

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

.. Not applicable.

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

Table GA.3 **Social housing descriptive statistics (a)**

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (b)
2014-15										
Public housing										
Total net recurrent cost	$m	896.4	457.3	403.8	369.0	356.4	60.9	104.3	81.3	2 729.4
Number of dwellings	no.	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
Number of households	no.	108 732	63 125	50 371	32 602	37 766	7 109	10 611	4 647	314 963
SOMIH										
Total net recurrent cost	$m	43.0	..	44.0	..	21.7	1.7	..	..	110.4
Number of dwellings	no.	4 641	..	3 355	..	1 817	222	..	..	10 035
Number of households	no.	4 530	..	3 242	..	1 741	219	..	..	9 732
Community housing (c)										
Total net recurrent cost	$m	na	na	na	na	na	na	na	na	na
Number of dwellings	no.	28 214	12 689	11 585	6 608	5 942	6 109	663	295	72 105
Number of households	no.	26 220	13 111	11 199	6 410	5 701	5 956	574	na	69 171
2013-14										
Community housing (c)										
Total net recurrent cost	$m	274.3	125.4	84.7	66.3	57.4	na	8.0	na	616.1
Indigenous community housing (c) (d)										
Total net recurrent cost	$m	27.6	13.4	43.8	24.3	na	0.3	..	na	109.4
Number of dwellings (e)	no.	2 746	1 966	5 013	2 493	1 102	73	..	2 152	15 545
Number of households	no.	2 945	1 699	2 522	3 379	–	78	..	2 152	12 775

(a) See notes to source tables for more detailed caveats about the data. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

Table GA.3 **Social housing descriptive statistics (a)**

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (b)

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

(c) Data for Indigenous community housing and net recurrent cost data for community housing are not available for 2014-15.

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

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

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

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

Table GA.4 **Homelessness services descriptive statistics, 2014-15 (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total net recurrent cost	$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Total number of clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657

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

Source : State and Territory governments (unpublished); Table 18A.1-2; AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table GA.5 **Proportion of low income households in rental stress, by State and Territory, by location (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (d)	*NT* (e)	*Aust*
All of State or Territory										
Proportion of low income rental households in rental stress										
2013-14	%	43.3 ± 4.5	41.6 ± 6.5	47.6 ± 5.0	42.9 ± 6.8	33.2 ± 6.7	31.5 ± 6.9	31.7 ± 7.8	35.5 ±10.8	42.5 ± 2.7
2011-12	%	40.6 ± 4.6	44.5 ± 6.2	45.5 ± 5.1	33.4 ± 6.9	33.6 ± 6.8	33.8 ± 7.5	31.2 ±10.2	29.0 ±10.6	40.7 ± 2.5
2009-10	%	44.5 ± 5.3	40.6 ± 5.6	42.3 ± 6.3	33.8 ± 5.9	27.8 ± 5.2	29.4 ± 6.2	29.9 ± 9.0	31.4 ±15.2	40.0 ± 3.0
2007-08	%	43.4 ± 6.1	32.4 ± 6.4	36.1 ± 8.0	27.8 ± 6.5	22.4 ± 6.9	20.7 ± 8.3	35.7 ±14.2	28.8 ±11.8	35.4 ± 3.2
Number of low income rental households in rental stress										
2013-14	no.	205 664	115 086	142 253	55 448	34 459	9 879	7 554	4 857	575 199
2011-12	no.	171 039	119 066	114 933	43 096	31 644	11 074	6 876	3 901	501 630
Number of low income households										
2013-14	no.	475 431	276 535	299 030	129 372	103 901	31 400	23 841	13 693	1 353 204
2011-12	no.	421 210	267 298	252 872	129 076	94 176	32 800	22 050	13 465	1 232 947
Capital city										
Proportion of low income rental households in rental stress										
2013-14	%	54.4 ± 6.6	45.2 ± 8.0	48.2 ± 6.7	46.4 ± 8.8	34.7 ± 8.1	38.2 ±10.8	31.7 ± 7.8	38.5 ±11.9	47.1 ± 3.7
2011-12	%	43.4 ± 5.5	51.9 ± 8.2	44.4 ± 6.3	33.9 ± 9.2	36.6 ± 8.5	41.7 ±12.6	31.2 ±10.2	28.1 ±11.8	43.1 ± 3.2
2009-10	%	46.9 ± 5.4	47.9 ± 6.6	43.2 ± 9.2	37.1 ± 7.4	32.1 ± 6.3	34.4 ± 9.3	29.9 ± 9.0	33.5 ±16.9	43.0 ± 2.8
2007-08	%	42.6 ± 7.8	37.3 ± 8.0	29.8 ±10.9	30.9 ± 7.9	25.7 ± 8.2	23.5 ±13.2	35.7 ±14.2	37.6 ±13.2	36.0 ± 4.1
Number of low income rental households in rental stress										
2013-14	no.	144 971	91 338	70 639	47 203	28 848	5 383	7 554	4 277	400 213
2011-12	no.	121 338	96 357	56 144	34 473	26 788	6 649	6 876	3 275	351 901
Number of low income households										
2013-14	no.	266 461	202 028	146 696	101 811	83 130	14 087	23 841	11 123	849 178
2011-12	no.	279 373	185 651	126 327	101 779	73 167	15 945	22 050	11 637	815 928

Table GA.5 **Proportion of low income households in rental stress, by State and Territory, by location (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (d)	*NT* (e)	*Aust*
Balance of state										
Proportion of low income rental households in rental stress										
2013-14	%	29.0 ± 5.9	31.9 ± 9.0	47.0 ± 6.6	29.9 ± 7.9	27.0 ± 8.9	26.0 ± 8.6	..	22.6 ±26.1	34.7 ± 3.4
2011-12	%	35.0 ± 7.9	27.8 ± 8.8	46.5 ± 9.3	31.6 ± 9.1	23.1 ± 7.4	26.3 ± 7.0	..	np	35.9 ± 4.3
2009-10	%	40.6 ± 9.3	25.9 ± 9.8	41.4 ± 8.9	23.5 ± 9.1	15.5 ± 6.6	24.9 ± 8.4	..	np	34.9 ± 5.5
2007-08	%	44.8 ±14.0	17.4 ±10.2	41.2 ± 9.6	13.6 ±11.6	12.4 ±13.4	18.3 ±12.0	..	np	34.2 ± 6.7
Number of low income rental households in rental stress										
2013-14	no.	60 692	23 748	71 615	8 245	5 611	4 496	..	580	174 987
2011-12	no.	49 701	22 709	58 789	8 624	4 855	4 425	..	np	149 728
Number of low income households										
2013-14	no.	208 971	74 506	152 334	27 561	20 771	17 313	..	2 570	504 026
2011-12	no.	141 837	81 648	126 545	27 297	21 009	16 855	..	np	417 018

(a) Low income households are defined as the 40 per cent of households with equivalised disposable household income (excluding CRA) at or below the 40th percentile, calculated for capital city and balance of state, on a state-by-state basis.

(b) The percentages reported in this table include 95 per cent confidence intervals (for example, 80.0 per cent ± 2.7 per cent).

(c) Totals may not add due to rounding.

(d) Greater capital city areas estimates for the ACT relate to total ACT.

(e) Households in SA1s defined as Very Remote were excluded, accounting for about 23 per cent of the population of NT.

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

Source: ABS (unpublished) *Survey of Income and Housing, 2013-14* (and previous years) [data available on request].

Table GA.6 Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)

	Unit	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
30 June 2015										
Public housing										
Households living in overcrowded conditions	no.	580	122	674	1 019	118	35	57	249	2 854
Total Aboriginal and Torres Strait Islander households	no.	8 070	1 876	6 327	8 224	2 001	421	758	1 988	29 665
Proportion of households in overcrowded conditions	%	7.2	6.5	10.7	12.4	5.9	8.3	7.5	12.5	9.6
SOMIH										
Households living in overcrowded conditions	no.	371	..	410	..	130	10	..	..	921
Total Aboriginal and Torres Strait Islander households	no.	4 408	..	3 242	..	1 682	209	..	..	9 541
Proportion of households in overcrowded conditions	%	8.4	..	12.6	..	7.7	4.8	..	..	9.7
Community housing										
Households living in overcrowded conditions	no.	151	34	na	43	9	2	1	na	240
Total Aboriginal and Torres Strait Islander households	no.	2 428	362	1 223	707	224	108	22	na	5 074
Proportion of households in overcrowded conditions	%	7.2	10.3	na	6.3	4.1	2.5	4.5	na	7.0
Indigenous community housing										
Households living in overcrowded conditions	no.	na	na	na	na	na	na	na	na	na
Total Aboriginal and Torres Strait Islander households	no.	na	na	na	na	na	na	na	na	na
Proportion of households in overcrowded conditions	%	na	na	na	na	na	na	na	na	na
30 June 2014										
Public housing										
Households living in overcrowded conditions	no.	593	163	713	889	113	47	55	247	2 820
Total Aboriginal and Torres Strait Islander households	no.	7 677	1 799	6 062	8 123	1 900	527	682	1 902	28 672
Proportion of households in overcrowded conditions	%	7.7	9.1	11.8	10.9	5.9	8.9	8.1	13.0	9.8
SOMIH										
Households living in overcrowded conditions	no.	378	..	446	..	145	12	..	..	981
Total Aboriginal and Torres Strait Islander households	no.	4 431	..	3 270	..	1 674	266	..	..	9 641

Table GA.6 **Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)**

	Unit	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Proportion of households in overcrowded conditions	%	8.5	..	13.6	..	8.7	4.5	..	..	10.2
Community housing										
Households living in overcrowded conditions	no.	322	18	na	40	10	2	1	na	393
Total Aboriginal and Torres Strait Islander households	no.	2 443	446	na	715	177	92	26	na	3 899
Proportion of households in overcrowded conditions	%	13.2	4.0	na	5.6	5.7	2.2	3.8	na	10.1
Indigenous community housing										
Households living in overcrowded conditions	no.	na	82	706	427	na	na	..	na	na
Total Aboriginal and Torres Strait Islander households	no.	na	1 355	2 522	2 128	na	na	..	na	na
Proportion of households in overcrowded conditions	%	na	6.1	28.0	20.1	na	na	..	na	na
30 June 2013										
Public housing										
Households living in overcrowded conditions	no.	564	184	758	856	113	69	47	257	2 848
Total Aboriginal and Torres Strait Islander households	no.	6 624	1 780	5 791	7 405	1 815	772	616	1 776	26 579
Proportion of households in overcrowded conditions	%	8.5	10.3	13.1	11.6	6.2	8.9	7.6	14.5	10.7
SOMIH										
Households living in overcrowded conditions	no.	376	..	485	..	155	19	..	..	1 035
Total Aboriginal and Torres Strait Islander households	no.	4 393	..	3 286	..	1 677	311	..	..	9 667
Proportion of households in overcrowded conditions	%	8.6	..	14.8	..	9.2	6.1	..	..	10.7
Community housing										
Households living in overcrowded conditions	no.	na	10	na	33	8	–	–	na	51
Total Aboriginal and Torres Strait Islander households	no.	na	300	na	597	179	67	23	na	1 166
Proportion of households in overcrowded conditions	%	na	3.3	na	5.5	4.5	0.0	0.0	na	4.4
Indigenous community housing										
Households living in overcrowded conditions	no.	na	157	714	483	na	na	na	na	na
Total Aboriginal and Torres Strait Islander households	no.	na	1 580	2 239	1 764	na	na	na	na	na

Table GA.6 Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)

	Unit	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Proportion of households in overcrowded conditions	%	na	9.9	31.9	27.4	na	na	na	na	na
30 June 2012										
Public housing										
Households living in overcrowded conditions	no.	482	83	686	894	118	75	38	281	2 657
Total Aboriginal and Torres Strait Islander households	no.	6 250	1 420	5 274	7 516	1 809	767	523	1 985	25 544
Proportion of households in overcrowded conditions	%	7.7	5.8	13.0	11.9	6.5	9.8	7.3	14.2	10.4
SOMIH										
Households living in overcrowded conditions	no.	328	..	426	..	167	20	..	..	941
Total Aboriginal and Torres Strait Islander households	no.	4 291	..	3 230	..	1 756	334	..	..	9 611
Proportion of households in overcrowded conditions	%	7.6	..	13.2	..	9.5	6.0	..	..	9.8
Community housing										
Households living in overcrowded conditions	no.	na	10	na	20	8	2	–	na	40
Total Aboriginal and Torres Strait Islander households	no.	na	297	na	406	204	34	27	na	968
Proportion of households in overcrowded conditions	%	na	3.4	na	4.9	3.9	5.9	0.0	na	4.1
Indigenous community housing										
Households living in overcrowded conditions	no.	na	150	721	492	177	na	na	na	na
Total Aboriginal and Torres Strait Islander households	no.	na	1 550	2 164	1 622	558	na	na	na	na
Proportion of households in overcrowded conditions	%	na	9.7	33.3	30.3	31.7	na	na	na	na

(a) Includes households where bedroom details are known.

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

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

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

Table GA.7 **Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2014 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Public housing										
Aboriginal and Torres Strait Islander households	%	61.2	60.0	74.3	63.4	79.1	73.9	48.0	71.1	65.9
Confidence Interval (d)	±	5.4	25.0	12.9	8.7	18.3	12.7	19.7	8.6	4.5
Relative standard error (e)	%	4.5	21.2	8.9	7.0	11.8	8.8	20.9	6.2	3.5
SOMIH (f)	%	65.5	..	*80.3*	..	*61.4*	75.6	..	..	70.1
Confidence Interval (d)	±	4.2	..	*3.5*	..	*5.7*	9.1	..	..	2.5
Relative standard error (e)	%	3.3	..	*2.2*	..	*4.9*	6.4	..	..	1.8
Community housing										
Aboriginal and Torres Strait Islander households	%	82.6	69.8	*94.4*	73.8	np	70.0	71.4	na	83.0
Confidence Interval (d)	±	8.7	28.8	*7.7*	25.5	53.9	16.6	33.8	na	6.0
Relative standard error (e)	%	5.3	20.9	*4.1*	17.5	40.9	12.0	24.0	na	3.7

(a) Excludes Indigenous Community Housing

(b) A dwelling is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food and sewerage) and not more than two major structural problems.

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

(d) The percentages reported in this table include 95 per cent confidence intervals (for example, 80.0 per cent ± 2.7 per cent). See section 2.6 of the statistical context chapter for more information on confidence intervals.

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

(f) Includes a small proportion of non–Aboriginal and Torres Strait Islander households.

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

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

Table GA.8 **Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, Indigenous community housing, 2012-13 (per cent) (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (d)	*NT*	*Aust*
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
Proportion	%	*82.8*	77.3	71.0	*45.9*	*62.0*	*92.0*	..	*38.6*	69.2
Confidence Interval (e)	±	*10.3*	14.8	10.8	*18.8*	*22.3*	*17.5*	..	*16.4*	6.8
Relative standard error (f)	%	*6.3*	9.8	7.8	*20.9*	*18.3*	*9.7*	..	*21.7*	5.0

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

(b) Comprises renting households with a Landlord type of Indigenous Housing Organisation or Community Housing.

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

(d) No households in the ACT survey sample had a Landlord type of Indigenous Housing Organisation or Community Housing.

(e) The percentages reported in this table include 95 per cent confidence intervals (for example, 80.0 per cent ± 2.7 per cent). See section 2.6 of the statistical context chapter for more information on confidence intervals.

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

.. Not applicable.

Source: ABS Australian Aboriginal and Torres Strait Islander Health Survey (NATSIHS component).

Table GA.9 **Rate of homeless persons per 10 000 of the population, 2011 (a)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Homelessness operational groups									
People who are in improvised dwellings, tents or sleeping out	2.8	2.0	3.7	4.1	1.6	3.2	0.8	40.0	3.2
People in supported accommodation for the homeless (b)	7.1	14.7	8.7	4.2	10.1	9.7	30.9	27.0	9.9
People staying temporariliy with other households (c)	7.1	6.2	9.9	9.7	8.7	10.1	8.8	20.4	8.1
People staying in boarding houses	9.4	8.2	8.7	6.0	6.1	4.8	1.4	20.5	8.2
People in other temporary lodging	0.4	0.2	0.4	0.3	0.2	0.5	0.1	1.0	0.3
People living in 'severely' crowded dwellings (d)	14.0	11.3	14.3	18.6	10.7	3.7	7.8	621.8	19.2
Total homeless persons	**40.8**	**42.6**	**45.8**	**42.8**	**37.5**	**31.9**	**50.0**	**730.7**	**48.9**

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

(b) Includes those accommodated by Specialist Homelessness Services.

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

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

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

Table GA.10 **Supplementary contextual data**

Housing affordability

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of homes sold or built per 1000 low and moderate income households that are affordable by low and moderate income households (a)										
2013-14	Rate	37.3	40.0	66.1	30.7	50.1	55.8	62.2	55.1	45.0
2011-12	Rate	31.5	28.0	20.4	23.2	27.8	37.5	37.1	36.5	27.5
2009-10	Rate	41.8	41.1	21.1	29.7	29.3	35.9	50.6	71.0	35.5
2007-08	Rate	24.1	43.7	20.7	8.0	31.3	35.6	37.3	43.7	27.9

(a) Income statistic used: median gross incomes of the 59th–61st percentiles of equivalised disposable household incomes for all states and territories.

Source : ABS (unpublished) Survey of Income and Housing, 2013-14 (and previous years) [data available on request]

Home purchase assistance (a), (b), (c)

	Unit	*NSW (d)*	*Vic (e)*	*Qld (f)*	*WA(g)*	*SA (h)*	*Tas (i)*	*ACT(j)*	*NT (k)*	*Aust*
First Home Owner Scheme Recipients (including: 'original' (l); 're-targeted - new homes' (m); and 're-targeted - established homes' (n) recipients										
2014-15	no.	8 710	11 464	6 158	19 222	3 469	1 652	1 530	857	53 062
2013-14	no.	8 096	16 476	5 316	19 806	9 139	2 643	1 860	899	64 235
2012-13	no.	17 823	34 366	12 757	19 277	7 684	2 011	2 850	1 107	97 875
2011-12	no.	37 410	31 373	19 657	15 192	6 900	1 901	2 615	1 023	100 879
2010-11	no.	32 512	30 683	15 870	12 584	6 567	2 016	2 623	743	103 598
First Home Owner Boost Recipients (o)										
2014-15	no.	1	- 119	–	18	- 19	- 2	1	–	- 120
2013-14	no.	31	68	- 4	6	- 27	- 1	–	–	73
2012-13	no.	41	418	- 9	20	- 12	- 1	4	- 1	460
2011-12	no.	415	1 491	77	102	37	14	99	6	2 241
2010-11	no.	2 506	7 365	1 110	1 450	708	221	690	47	14 097

(a) Does not include data for any additional first home owner grants provided by individual states and territories in addition to the FHOS and FHOB grants.

Table GA.10 **Supplementary contextual data**

(b) All data reflect the number of grants paid less the number of grants recovered, unless otherwise stated (for Victoria, WA and Tasmania). Where numbers are negative, this indicates that grants recovered under the FHOS or FHOB exceeded grants paid.

(c) Jurisdictions are progressively phasing out FHOS to purchasers of established homes. Data are provided separately, unless otherwise stated, for jurisdictions that have implemented the change during 2014-15.

(d) NSW re-targeted their FHOS to be restricted to new homes only from 1 Oct 2012. Disaggregated data for the re-targeted scheme were not provided. Therefore figures under the new scheme are subsumed into the 'original' figure.

(e) Data for Victoria do not include the number of FHOS grants recovered. The value of reclaimed FHOS grants was $11,241,602 in 2014-15. The number of FHOS grants to which the recovered sum relates to is not available.

(f) Queensland's re-targeted FHOS grant was restricted to new homes only and came into effect on 12 September 2012.

(g) Data for WA do not include the number of FHOS and FHOB grants reclaimed. For WA the value of reclaimed FHOS grants and FHOB grants was $1,447,231 and $119,000 respectively in 2014-15. The number of FHOS and FHOB grants to which the recovered sum relates to is not available.

(h) South Australia introduced a two-stage process to the re-targeting of their FHOS. The introduction of a $15 000 grant for new homes (effective 15 October 2012) was complemented by a reduced FHOS grant of $5000 for first home buyers of established homes (effective 22 November 2012).

(i) Data for Tasmania do not include the number of FHOS grants recovered (but does include the number of FHOB grants recovered). Data does not include First Home Builder Boost, an additional grant to purchasers of new homes.

(j) The ACT's re-targeted FHOS grant was restricted to new homes only and increased to $12 500 (effective 1 September 2013).

(k) From 13 May 2014 to 31 December 2014, purchasers of established homes in the Darwin area could access a grant of $12 000, while purchasers of established homes in rural NT could access a grant of $25 000. From 1 January 2014, there are no longer grants available for established homes. New homes can obtain a grant of $26 000.

(l) Scope of FHOS recipients based on original payment of $7000 to buyers of established and new homes, before the re-targeting process began. Comparable to data in previous reports.

(m) Scope of FHOS restricted to the re-targeted FHOS (i.e. FHOS limited to first home buyers of new homes only).

(n) Scope of FHOS restricted to the re-targeted FHOS, but paid to first home buyers of established homes. This is applicable to WA (although WA announced an intention to abolish the FHOG for established homes in its 2015-16 State Budget), SA (where a transitional payment to buyers of established homes is in place) and NT (where the grant to buyers of established homes was available up until 31 December 2014).

(o) FHOB grants are a subset of FHOS grants. While the FHOB ceased on 31 December 2009, the continuation of FHOB payments in 2014-15 reflects the 12 month application period and the timeframes allowed for the construction of new homes.

– Nil or rounded to zero.

Source: Valuer General (unpublished); Australian Government Department of Treasury (unpublished) State and Territory Revenue Office data.

Table GA.11 Moving annual vacancy rates in the private housing market, by capital city, June (per cent) (a), (b)

	Unit	*Sydney*	*Melbourne*	*Brisbane*	*Perth*	*Adelaide*	*Hobart*	*Canberra*	*Darwin*
2015	%	1.9	3.1	2.6	4.3	na	3.2	3.8	6.0
2014	%	1.7	2.9	2.6	2.7	3.6	4.4	3.9	3.6
2013	%	2.1	3.2	2.0	3.0	2.4	3.1	4.7	2.7
2012	%	1.6	3.0	2.1	3.5	2.2	2.3	3.7	2.3
2011	%	1.3	2.8	3.1	1.6	3.3	1.5	2.5	2.8

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

(b) Data prior to 2014 have been revised from the previous Report.

na Not available.

Source: Real Estate Institute of Australia (unpublished).

Table GA.12 **Median market rents in the private housing market, by capital city, June quarter (dollars/week)**

	Sydney	*Melbourne*	*Brisbane*	*Perth*	*Adelaide*	*Hobart*	*Canberra*	*Darwin*
2015								
3 bedroom houses	460	360	375	430	340	340	430	612
2 bedroom flats/units	500	380	370	400	285	280	390	448
2014								
3 bedroom houses	450	350	370	460	335	330	430	663
2 bedroom flats/units	495	360	365	445	285	280	393	484
2013								
3 bedroom houses	420	340	360	480	320	330	450	656
2 bedroom flats/units	470	360	360	460	280	270	435	485
2012								
3 bedroom houses	420	340	350	440	320	330	460	560
2 bedroom flats/units	450	360	350	410	275	265	450	409
2011								
3 bedroom houses	400	340	350	390	320	330	450	540
2 bedroom flats/units	450	350	350	370	270	270	440	404

Source: Real Estate Institute of Australia (unpublished).

Commonwealth Rent Assistance

Table GA.13 **Australian Government expenditure for Commonwealth Rent Assistance, 2010-11 to 2014-15 ($ million) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Nominal expenditure									
2014-15	1 385.8	944.4	1 063.1	315.3	306.3	113.2	34.6	19.4	4 182.1
2013-14	1 323.4	889.2	997.6	295.4	290.1	104.1	31.1	18.6	3 949.6
2012-13	1 219.6	809.1	918.2	273.7	266.8	95.5	28.0	17.5	3 628.3
2011-12	1 137.7	735.6	849.5	259.9	243.5	86.8	25.1	15.9	3 354.0
2010-11	1 072.5	683.1	790.2	247.0	222.6	79.7	23.5	14.5	3 133.1
Real expenditure (2014-15 dollars) (d)									
2014-15	1 385.8	944.4	1 063.1	315.3	306.3	113.2	34.6	19.4	4 182.1
2013-14	1 346.3	904.6	1 014.8	300.5	295.1	105.9	31.7	19.0	4 017.9
2012-13	1 257.3	834.1	946.6	282.2	275.1	98.4	28.8	18.0	3 740.5
2011-12	1 188.8	768.7	887.7	271.6	254.4	90.7	26.2	16.6	3 504.7
2010-11	1 138.5	725.2	838.9	262.2	236.3	84.6	24.9	15.4	3 326.0

(a) Actual expenditure on Rent Assistance is reported at a national level. These State and Territory figures apportion national expenditure to States and Territories based on the amount of fortnightly rent assistance payments paid to recipients in each state and territory over the financial year. Income units are averaged over 26 fortnights.

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

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

(d) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15 = 100) (table GA.35). See Chapter 2 (sections 2.5–6) for details.

Source: Department of Social Services and FaHCSIA (unpublished); Table GA.35.

Table GA.14 **Australian Government real expenditure for CRA, per person, 2010-11 to 2014-15 (2014-15 dollars) (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15										
Total expenditure	$ million	1 385.8	944.4	1 063.1	315.3	306.3	113.2	34.6	19.4	4 182.1
Expenditure per person in population	$	195	174	243	139	189	223	97	85	177
Expenditure per income unit	$	3 158	3 099	3 150	3 046	3 088	3 199	2 946	2 964	3 127
2013-14										
Total expenditure	$ million	1 346.3	904.6	1 014.8	300.5	295.1	105.9	31.7	19.0	4 017.9
Expenditure per person in population	$	188	165	229	130	181	208	87	82	172
Expenditure per income unit	$	3 124	3 065	3 119	3 005	3 043	3 153	2 882	2 939	3 092
2012-13										
Total expenditure	$ million	1 257.3	834.1	946.6	282.2	275.1	98.4	28.8	18.0	3 740.5
Expenditure per person in population	$	173	150	210	118	167	192	78	78	163
Expenditure per income unit	$	3 037	2 978	3 033	2 921	2 945	3 056	2 771	2 859	3 004
2011-12										
Total expenditure	$ million	1 188.8	768.7	887.7	271.6	254.4	90.7	26.2	16.6	3 504.7
Expenditure per person in population	$	162	135	193	110	153	177	69	70	156
Expenditure per income unit	$	3 033	2 970	3 038	2 942	2 931	3 033	2 790	2 865	3 003
2010-11										
Total expenditure	$ million	1 138.5	725.2	838.9	262.2	236.3	84.6	24.9	15.4	3 326.0
Expenditure per person in population	$	153	125	179	103	141	165	65	63	150
Expenditure per income unit	$	2 980	2 916	2 982	2 897	2 875	2 969	2 712	2 851	2 949

(a) Actual expenditure on Rent Assistance is reported at a national level. These State and Territory figures apportion national expenditure to States and Territories based on the amount of fortnightly rent assistance payments paid to recipients in each state and territory over the financial year. Income units are averaged over 26 fortnights.

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

Table GA.14 **Australian Government real expenditure for CRA, per person, 2010-11 to 2014-15 (2014-15 dollars) (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15 = 100) (table GA.35). See Chapter 2 (sections 2.5–6) for details.

Source : Department of Social Services and FaHCSIA (unpublished); ABS (unpublished) Australian Demographic Statistics, Cat. no. 3101.0 [data available on request]; tables 2A.2 and GA.35.

Table GA.15 **Eligibility and payment scales for CRA, 2015 ($ per fortnight) (a), (b)**

Type of income unit	*Minimum rent to be eligible for CRA*	*Minimum rent to be eligible for maximum CRA*	*Maximum CRA*	*Average fortnightly CRA* (c)
Single — no dependant children	114.00	285.20	128.40	112.51
Single — no children, sharer (d)	114.00	228.13	85.60	79.17
Single — 1 or 2 dependant children	150.08	350.75	150.50	120.63
Single — 3 or more dependant children	150.08	376.88	170.10	142.62
Partnered — no dependant children	185.40	346.47	120.80	107.77
Partnered — 1 or 2 dependant children	222.18	422.85	150.50	111.52
Partnered — 3 or more dependant children	222.18	448.98	170.10	130.83
Partnered — illness separated (e)	114.00	285.20	128.40	127.74
Partnered — temporarily separated (e)	114.00	275.07	120.80	126.75

(a) Rates apply to the period 20 March 2015 to 19 September 2015.

(b) Rates of assistance depend on family situation and the number of eligible Rent Assistance children.

(c) Average forngithly Rent Assistance is per income unit.

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

(e) Rate per person.

Source : Department of Human Services, *A guide to Australian Government payments* , 1 July 2014 –19 September 2014.

Table GA.16 **Income units receiving CRA, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of CRA recipients									
Single — no dependant children	181 746	128 326	131 899	41 999	42 480	16 298	4 694	2 760	550 235
Single — no children, sharer	50 643	45 620	43 783	13 365	12 380	3 499	2 310	802	172 407
Single — 1 or 2 dependant children	72 995	48 800	60 874	18 777	18 454	6 677	1 599	1 121	229 299
Single — 3 or more dependant children	17 760	10 307	14 922	4 111	3 807	1 653	289	245	53 094
Partnered — no dependant children	39 303	22 637	30 580	8 543	7 546	3 170	664	375	112 822
Partnered — 1 or 2 dependant children	50 823	35 087	36 784	11 737	10 622	3 197	1 670	790	150 711
Partnered — 3 or more dependant children	23 567	15 102	20 220	5 631	4 301	1 758	646	441	71 667
Partnered — illness or temporary separated	970	611	807	347	293	81	np	np	3 196
Total	**437 807**	**306 490**	**339 869**	**104 510**	**99 883**	**36 333**	**11 888**	**6 605**	**1 343 431**
Proportion of CRA recipients									
Single — no dependant children	41.5	41.9	38.8	40.2	42.5	44.9	39.5	41.8	41.0
Single — no children, sharer	11.6	14.9	12.9	12.8	12.4	9.6	19.4	12.1	12.8
Single — 1 or 2 dependant children	16.7	15.9	17.9	18.0	18.5	18.4	13.5	17.0	17.1
Single — 3 or more dependant children	4.1	3.4	4.4	3.9	3.8	4.5	2.4	3.7	4.0
Partnered — no dependant children	9.0	7.4	9.0	8.2	7.6	8.7	5.6	5.7	8.4
Partnered — 1 or 2 dependant children	11.6	11.4	10.8	11.2	10.6	8.8	14.0	12.0	11.2
Partnered — 3 or more dependant children	5.4	4.9	5.9	5.4	4.3	4.8	5.4	6.7	5.3
Partnered — illness or temporary separated	0.2	0.2	0.2	0.3	0.3	0.2	np	np	0.2
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

(c) Due to recent policy changes to Family Tax Benefit Part A, eligible 16-19 year old full-time secondary students are included from 2014. Section G.6 Definitions of key terms and indicators has more detail.

Table GA.16 **Income units receiving CRA, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(d) Values of less than 20 are replaced with 'np'.

(e) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

np Not published.

Source : Department of Social Services (unpublished).

Table GA.17 **Number of income units receiving CRA, by age, 2015 (a), (b), (c), (d)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Age of CRA income units									
less than 20 years	7 542	6 124	8 506	2 078	2 265	1 015	638	105	28 274
20–24 years	36 122	30 614	32 785	9 439	10 399	4 076	2 469	581	126 492
25–29 years	41 006	32 071	35 769	11 771	11 384	3 927	1 554	790	138 275
30–39 years	94 284	69 452	75 106	24 523	22 798	7 488	2 814	1 608	298 083
40–49 years	83 324	59 864	62 231	18 928	18 530	6 418	1 903	1 261	252 466
50–59 years	58 813	37 574	40 483	11 270	11 774	4 503	866	848	166 137
60–69 years	54 266	32 648	39 407	11 192	9 881	4 248	736	823	153 207
70–74 years	22 848	13 534	17 598	5 401	4 130	1 766	321	292	65 894
75+ years	39 602	24 609	27 984	9 908	8 722	2 892	587	297	114 603
Total	**437 807**	**306 490**	**339 869**	**104 510**	**99 883**	**36 333**	**11 888**	**6 605**	**1 343 431**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

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

(d) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

Source : Department of Social Services (unpublished).

Table GA.18 **Number of income units with dependent children receiving CRA, 2015 (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of income units with dependent children	165 145	109 296	132 800	40 256	37 184	13 285	4 204	2 597	504 771
Number of dependent children in income units (d)	327 147	211 789	269 557	78 968	70 650	26 516	7 975	5 224	997 835
Total number of children in income units (e)	**476 041**	**301 020**	**386 933**	**109 388**	**99 209**	**38 906**	**10 065**	**7 168**	**1 428 744**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

(c) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

(d) Dependent children who are counted as eligible Rent Assistance children in an income unit.

(e) Total number of children aged under 25 years recorded in Centrelink Administrative data as living with parents.

Source : Department of Social Services (unpublished).

Table GA.19 **Aboriginal and Torres Strait Islander income units receiving CRA, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of Aboriginal and Torres Strait Islander income units									
Single — no dependant children	9 368	2 141	6 877	1 677	1 189	759	141	759	22 914
Single — no children, sharer	1 651	466	1 832	455	297	149	43	105	4 998
Single — 1 or 2 dependant children	6 695	1 373	4 850	1 061	776	621	65	297	15 738
Single — 3 or more dependant children	2 296	407	1 673	363	229	174	np	np	5 245
Partnered — no dependant children	1 397	280	1 207	206	200	197	np	np	3 560
Partnered — 1 or 2 dependant children	2 401	519	2 487	446	336	378	32	102	6 701
Partnered — 3 or more dependant children	1 585	341	1 721	285	192	248	22	69	4 463
Partnered — illness or temporary separated	52	np	63	23	np	np	np	58	221
Total	**25 445**	**5 538**	**20 710**	**4 516**	**3 230**	**2 529**	**337**	**1 532**	**63 840**
Proportion of Aboriginal and Torres Strait Islander income units									
Single — no dependant children	36.8	38.7	33.2	37.1	36.8	30.0	41.8	49.5	35.9
Single — no children, sharer	6.5	8.4	8.8	10.1	9.2	5.9	12.8	6.9	7.8
Single — 1 or 2 dependant children	26.3	24.8	23.4	23.5	24.0	24.6	19.3	19.4	24.7
Single — 3 or more dependant children	9.0	7.3	8.1	8.0	7.1	6.9	np	np	8.2
Partnered — no dependant children	5.5	5.1	5.8	4.6	6.2	7.8	np	np	5.6
Partnered — 1 or 2 dependant children	9.4	9.4	12.0	9.9	10.4	14.9	9.5	6.7	10.5
Partnered — 3 or more dependant children	6.2	6.2	8.3	6.3	5.9	9.8	6.5	4.5	7.0
Partnered — illness or temporary separated	0.2	np	0.3	0.5	np	np	np	3.8	0.3
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

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

Table GA.19 **Aboriginal and Torres Strait Islander income units receiving CRA, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(d) Due to recent policy changes to Family Tax Benefit Part A, eligible 16-19 year old full-time secondary students are included from 2014. Section G.6 Definitions of key terms and indicators has more detail.

(e) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

np Not published.

Source : Department of Social Services (unpublished).

Table GA.20 **CRA income units, by payment type, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of CRA units										
Disability Support Pension	no.	89 558	64 047	65 155	17 573	19 478	8 943	1 792	1 334	267 893
Age Pension	no.	84 733	51 746	63 254	20 553	17 205	6 252	1 265	989	246 008
Carer Payment	no.	22 425	11 876	11 809	2 366	3 296	1 532	151	126	53 582
Newstart Allowance	no.	93 384	70 278	74 872	25 152	25 643	8 213	2 101	1 663	301 316
Youth Allowance (student)	no.	19 320	20 521	16 495	4 465	5 370	1 927	2 310	128	70 541
Youth Allowance (other)	no.	5 265	4 025	5 989	1 558	1 784	747	225	103	19 698
Austudy	no.	7 078	6 983	6 042	1 838	1 994	585	390	81	24 992
Parenting Payment (Single)	no.	43 881	27 154	37 024	11 703	10 903	4 211	900	681	136 458
Parenting Payment (Partnered)	no.	8 697	5 447	5 681	1 496	1 630	647	162	85	23 845
FTB (only)	no.	57 491	40 817	50 201	16 735	11 650	2 936	2 478	1 353	183 663
Other	no.	5 975	3 596	3 347	1 071	930	340	114	62	15 435
Total	**no.**	**437 807**	**306 490**	**339 869**	**104 510**	**99 883**	**36 333**	**11 888**	**6 605**	**1 343 431**
Proportion of CRA units										
Disability Support Pension	%	20.5	20.9	19.2	16.8	19.5	24.6	15.1	20.2	19.9
Age Pension	%	19.4	16.9	18.6	19.7	17.2	17.2	10.6	15.0	18.3
Carer Payment	%	5.1	3.9	3.5	2.3	3.3	4.2	1.3	1.9	4.0
Newstart Allowance	%	21.3	22.9	22.0	24.1	25.7	22.6	17.7	25.2	22.4
Youth Allowance (student)	%	4.4	6.7	4.9	4.3	5.4	5.3	19.4	1.9	5.3
Youth Allowance (other)	%	1.2	1.3	1.8	1.5	1.8	2.1	1.9	1.6	1.5
Austudy	%	1.6	2.3	1.8	1.8	2.0	1.6	3.3	1.2	1.9
Parenting Payment (Single)	%	10.0	8.9	10.9	11.2	10.9	11.6	7.6	10.3	10.2
Parenting Payment (Partnered)	%	2.0	1.8	1.7	1.4	1.6	1.8	1.4	1.3	1.8
FTB (only)	%	13.1	13.3	14.8	16.0	11.7	8.1	20.8	20.5	13.7
Other	%	1.4	1.2	1.0	1.0	0.9	0.9	1.0	0.9	1.1

Table GA.20 **CRA income units, by payment type, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

(c) Totals may not add due to rounding

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

(e) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

Source : Department of Social Services (unpublished).

Table GA.21 **Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2015 (a), (b), (c), (d), (e), (f)**

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of Aboriginal and Torres Strait Islander CRA recipients										
Disability Support Pension	no.	6 463	1 459	4 312	744	659	704	86	531	14 959
Age Pension	no.	1 432	278	1 044	224	115	92	np	np	3 293
Carer Payment	no.	1 681	317	918	156	137	151	np	np	3 397
Newstart Allowance	no.	6 645	1 505	6 299	1 620	1 055	659	85	425	18 294
Youth Allowance (student)	no.	248	69	200	34	65	49	np	np	681
Youth Allowance (other)	no.	777	182	732	170	155	83	26	38	2 164
Austudy (g)	no.	59	na	71	na	na	na	na	na	177
Parenting Payment (Single)	no.	5 244	1 007	4 136	967	657	454	52	203	12 720
Parenting Payment (Partnered)	no.	568	120	571	94	78	101	np	np	1 564
FTB (only)	no.	2 151	542	2 239	449	274	203	51	155	6 064
Other	no.	177	59	188	58	35	33	np	np	527
Total	**no.**	**25 445**	**5 538**	**20 710**	**4 516**	**3 230**	**2 529**	**300**	**1 352**	**63 840**
Proportion of Aboriginal and Torres Strait Islander CRA recipients										
Disability Support Pension	%	25.4	26.3	20.8	16.5	20.4	27.8	25.5	34.7	23.4
Age Pension	%	5.6	5.0	5.0	5.0	3.6	3.6	np	np	5.2
Carer Payment	%	6.6	5.7	4.4	3.5	4.2	6.0	np	np	5.3
Newstart Allowance	%	26.1	27.2	30.4	35.9	32.7	26.1	25.2	27.7	28.7
Youth Allowance (student)	%	1.0	1.2	1.0	0.8	2.0	1.9	np	np	1.1
Youth Allowance (other)	%	3.1	3.3	3.5	3.8	4.8	3.3	7.7	2.5	3.4
Austudy (g)	%	0.2	na	0.3	na	na	na	na	na	0.3
Parenting Payment (Single)	%	20.6	18.2	20.0	21.4	20.3	18.0	15.4	13.3	19.9
Parenting Payment (Partnered)	%	2.2	2.2	2.8	2.1	2.4	4.0	np	np	2.4
FTB (only)	%	8.5	9.8	10.8	9.9	8.5	8.0	15.1	10.1	9.5
Other	%	0.7	1.1	0.9	1.3	1.1	1.3	np	np	0.8

Table GA.21 **Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2015 (a), (b), (c), (d), (e), (f)**

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**89.0**	**88.3**	**100.0**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

(c) Totals may not add due to rounding

(d) Values of less than 20 are replaced with 'np'.

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

(f) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

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

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

Source : Department of Social Services (unpublished).

Table GA.22 **CRA income units, by remoteness 2015 (a), (b), (c)**

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of CRA units										
Major Cities	no.	291 049	220 943	210 473	79 843	74 818	..	11 829	..	888 964
Inner Regional Australia	no.	115 417	70 223	75 286	11 741	10 658	25 437	48	..	308 811
Outer Regional Australia	no.	28 905	14 992	49 683	9 236	11 805	10 401	..	4 800	129 823
Remote Australia	no.	1 622	139	2 546	2 811	2 113	401	..	1 588	11 220
Very Remote Australia	no.	471	..	1 561	717	436	79	..	206	3 470
Total	**no.**	**437 807**	**306 490**	**339 869**	**104 510**	**99 883**	**36 333**	**11 888**	**6 605**	**1 343 431**
Proportion of CRA units										
Major Cities	%	66.5	72.1	61.9	76.4	74.9	..	99.5	..	66.2
Inner Regional Australia	%	26.4	22.9	22.2	11.2	10.7	70.0	0.4	..	23.0
Outer Regional Australia	%	6.6	4.9	14.6	8.8	11.8	28.6	..	72.7	9.7
Remote Australia	%	0.4	–	0.7	2.7	2.1	1.1	..	24.0	0.8
Very Remote Australia	%	0.1	..	0.5	0.7	0.4	0.2	..	3.1	0.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

(c) Totals may not add due to rounding

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

Source : Department of Social Services (unpublished).

Table GA.23 **CRA income units, by payment type, by remoteness, Australia 2015 (a), (b), (c), (d)**

Type of income unit	*Unit*	*Major Cities*	*Inner Regional Australia*	*Outer Regional Australia*	*Remote Australia*	*Very Remote Australia*	*Australia*
Number of CRA units							
Disability Support Pension	no.	162 985	72 586	29 012	2 398	734	267 893
Age Pension	no.	154 966	61 198	26 064	2 550	949	246 008
Newstart Allowance	no.	200 133	66 546	30 805	2 817	810	301 316
Youth Allowance	no.	66 265	18 139	5 294	299	77	90 239
Parenting Payment (Single)	no.	82 693	35 908	15 955	1 358	437	136 458
Parenting Payment (Partnered) (e)	no.	16 460	5 006	2 185	135	44	23 845
FTB (only)	no.	138 010	30 605	13 440	1 199	283	183 663
Other	no.	67 452	18 823	7 068	464	136	94 009
Total	**no.**	**888 964**	**308 811**	**129 823**	**11 220**	**3 470**	**1 343 431**
Number of Aboriginal and Torres Strait Islander CRA units							
Disability Support Pension	no.	5 444	4 914	3 616	665	312	14 959
Age Pension	no.	989	960	931	231	180	3 293
Newstart Allowance	no.	7 019	5 290	4 801	760	409	18 294
Youth Allowance (student)	no.	1 296	932	517	64	30	2 845
Parenting Payment (Single)	no.	4 760	3 895	3 339	477	242	12 720
Parenting Payment (Partnered) (e)	no.	651	501	362	35	na	1 564
FTB (only)	no.	2 859	1 613	1 336	165	88	6 064
Other	no.	1 565	1 384	941	151	na	4 101
Total	no.	**24 583**	**19 489**	**15 843**	**2 548**	**1 335**	**63 840**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

Table GA.23 **CRA income units, by payment type, by remoteness, Australia 2015 (a), (b), (c), (d)**

Type of income unit	*Unit*	*Major Cities*	*Inner Regional Australia*	*Outer Regional Australia*	*Remote Australia*	*Very Remote Australia*	*Australia*

(c) Other also includes Austudy and Carer Payment.

(d) ARIA totals include other territories and unknown addresses.

na Not available.

Source : Department of Social Services (unpublished).

Table GA.24 **Geographic location of income units receiving CRA, 2015 (a), (b), (c), (d), (e)**

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of CRA income units										
In capital cities	no.	234 877	213 453	151 906	81 678	77 365	15 658	11 888	4 804	791 629
Rest of State/Territory	no.	202 586	92 844	187 643	22 662	22 465	20 664	..	1 796	550 664
Total	**no.**	**437 807**	**306 490**	**339 869**	**104 510**	**99 883**	**36 333**	**11 888**	**6 605**	**1 343 431**
Proportion of CRA income units										
In capital cities	%	53.6	69.6	44.7	78.2	77.5	43.1	100.0	72.7	58.9
Rest of State/Territory	%	46.3	30.3	55.2	21.7	22.5	56.9	..	27.2	41.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Proportion of CRA income units										
Single, no dependant children under 20 years old										
In capital cities	%	47.8	66.0	41.8	75.8	74.8	41.1	100.0	68.7	55.2
Rest of State/Territory	%	52.1	34.0	58.1	24.1	25.1	58.9	..	31.1	44.7
Single, no children, sharer										
In capital cities	%	62.3	79.7	51.7	87.7	89.5	56.0	100.0	82.0	68.6
Rest of State/Territory	%	37.7	20.2	48.2	12.2	10.4	44.0	..	18.0	31.3
Single, 1 or 2 dependant children under 20 years old										
In capital cities	%	50.1	65.1	43.8	76.9	77.3	45.5	100.0	75.5	56.4
Rest of State/Territory	%	49.8	34.8	56.1	22.9	22.6	54.5	..	24.5	43.6
Single, 3 or more dependant children under 20 years old										
In capital cities	%	47.0	61.0	44.0	73.2	75.0	42.2	100.0	73.1	53.2
Rest of State/Territory	%	52.9	38.9	56.0	26.7	24.9	57.8	..	26.9	46.8
Partnered, no dependant children under 20 years old										
In capital cities	%	53.6	67.8	41.7	74.5	68.9	35.9	100.0	69.6	55.7
Rest of State/Territory	%	46.3	32.1	58.2	25.2	31.0	64.1	..	30.4	44.2
Partnered, 1 or 2 dependant children under 20 years old										

Table GA.24 Geographic location of income units receiving CRA, 2015 (a), (b), (c), (d), (e)

Type of income unit	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
In capital cities	%	69.1	78.5	48.4	82.4	82.0	44.7	100.0	78.1	68.1
Rest of State/Territory	%	30.9	21.4	51.5	17.5	17.9	55.3	..	21.9	31.9
Partnered, 3 or more dependant children under 20 years old										
In capital cities	%	62.9	73.3	49.6	78.3	76.2	38.8	100.0	73.7	63.2
Rest of State/Territory	%	37.0	26.6	50.3	21.6	23.7	61.1	..	26.3	36.8
Partnered, illness or temporary separated										
In capital cities	%	46.9	59.9	40.6	71.8	61.4	37.0	100.0	31.0	51.5
Rest of State/Territory	%	52.7	39.8	59.4	28.0	38.6	63.0	..	69.0	48.3

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

(b) As a result of recent changes to eligibility for FTB (A), income units now include full-time secondary students aged 16 to 19 years who are eligible Rent Assistance children.

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

(d) Totals may not add due to rounding.

(e) Rent Assistance figures for 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

.. Not applicable

Source : Department of Social Services (unpublished).

Table GA.25 **Income units receiving CRA, by special needs and geographic location, 2015 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Non-Indigenous										
Income units	no.	412 362	300 952	319 159	99 994	96 653	33 804	11 551	5 073	1 279 591
Proportion of income units in:										
Capital city	%	55.3	70.1	45.6	79.1	78.0	43.4	99.9	78.6	60.1
Rest of State/Territory	%	44.6	29.8	54.3	20.7	22.0	56.6	na	21.3	39.8
Income units as proportion of all CRA recipient income units	**%**	**94.2**	**98.2**	**93.9**	**95.7**	**96.8**	**93.0**	**97.2**	**76.8**	**95.2**
Non-Indigenous population, as proportion of total population (June 2014)	%	97.1	99.1	95.7	96.4	97.6	95.0	98.3	70.5	97.0
Aboriginal and Torres Strait Islander (c)										
Income units	no.	25 445	5 538	20 710	4 516	3 230	2 529	337	1 532	63 840
Proportion of income units in:										
Capital city	%	26.5	43.7	30.2	56.5	61.8	39.0	96.7	53.2	34.6
Rest of State/Territory	%	73.5	56.2	69.7	43.4	38.2	61.0	na	46.8	65.3
Income units as proportion of all CRA recipient income units	**%**	**5.8**	**1.8**	**6.1**	**4.3**	**3.2**	**7.0**	**2.8**	**23.2**	**4.8**
Aboriginal and Torres Strait Islander population, as proportion of total population (June 2014)	%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
Disability support pension (d)										
Income units	no.	89 558	64 047	65 155	17 573	19 478	8 943	1 792	1 334	267 893
Proportion of income units in:										
Capital city	%	45.9	65.6	43.9	75.8	74.3	43.7	99.8	62.7	54.5
Rest of State/Territory	%	54.0	34.4	56.1	24.0	25.6	56.3	na	37.3	45.4
Income units as proportion of all CRA recipient income units	**%**	**20.5**	**20.9**	**19.2**	**16.8**	**19.5**	**24.6**	**15.1**	**20.2**	**19.9**

Table GA.25 **Income units receiving CRA, by special needs and geographic location, 2015 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Disability Support Pension population, as proportion of total population (June 2014)	%	1.2	1.1	1.4	0.7	1.2	1.7	0.5	0.5	1.1
Aged 24 years or under (e)										
Income units	no.	45 689	38 188	43 100	12 088	13 253	5 315	3 163	730	161 534
Proportion of income units in:										
Capital city	%	43.5	66.5	50.4	81.8	82.4	47.7	99.7	75.1	58.2
Rest of State/Territory	%	56.3	33.4	49.5	18.1	17.6	52.3	na	24.5	41.7
Income units as proportion of all CRA recipient income units	**%**	**10.4**	**12.5**	**12.7**	**11.6**	**13.3**	**14.6**	**26.6**	**11.1**	**12.0**
People aged 24 years or under, as proportion of total population (June 2014)	%	0.6	0.7	0.9	0.5	0.8	1.0	0.8	0.3	0.7
Aged 75 years or over (f)										
Income units	no.	40 859	25 205	28 933	10 164	8 927	2 987	592	310	117 980
Proportion of income units in:										
Capital city	%	52.4	66.2	41.1	75.8	69.8	34.4	100.0	70.0	55.7
Rest of State/Territory	%	47.5	33.7	58.7	23.9	30.2	65.6	na	30.0	44.1
Income units as proportion of all CRA recipient income units	**%**	**9.3**	**8.2**	**8.5**	**9.7**	**8.9**	**8.2**	**5.0**	**4.7**	**8.8**
People aged 75 years or over, as proportion of total population (June 2014)	%	0.5	0.4	0.6	0.4	0.5	0.6	0.2	0.1	0.5
Total income units	no.	437 807	306 490	339 869	104 510	99 883	36 333	11 888	6 605	1 343 431

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

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

(c) Includes income units where one member has self-identified as Aboriginal or Torres Strait Islander.

Table GA.25 **Income units receiving CRA, by special needs and geographic location, 2015 (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(d) Includes income units where one member was in recipient of Disability Support Pension at 26 June 2015.

(e) Includes income where one member was 24 years old or younger at 26 June 2015.

(f) Includes income where one member was 75 years old or older at 26 June 2015.

na Not available.

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

Table GA.26 **Median CRA entitlement, by location, 2015 (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Income units										
Capital city (d)	no.	234 877	213 453	151 906	77 365	81 678	15 658	11 864	4 804	791 629
Rest of State/Territory	no.	202 586	92 844	187 643	22 465	22 662	20 664	..	1 796	550 664
Total	no.	437 807	306 490	339 869	104 510	99 883	36 333	11 888	6 605	1 343 431
Median fortnightly entitlement										
Capital city (d)	$	128.40	124.50	124.50	127.96	122.19	128.40	120.80	124.50	
Rest of State/Territory	$	128.40	128.40	128.40	124.50	124.88	128.40	..	124.50	
Total	$									128.40
Median fortnightly rent										
Capital city (d)	$	495.00	420.00	448.00	415.38	450.00	400.00	430.00	475.50	
Rest of State/Territory	$	380.00	370.00	430.00	360.00	400.00	380.00	..	400.00	
Total	$									415.38

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

(b) Median fortnightly rate is calculated as 14 times the daily rate for 26 June 2015.

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

(d) Capital cities are: Sydney, Melbourne, Brisbane, Perth, Adelaide, Hobart, the ACT, and Darwin.

.. Not applicable.

Source: Department of Social Services (unpublished).

Table GA.27 **Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2010 to 2015 (per cent) (a), (b)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2015	78.1	76.1	80.2	79.5	73.2	72.3	83.6	81.2	77.8
2014	76.4	74.5	79.1	77.6	71.2	71.2	83.4	78.3	76.3
2013	76.0	74.4	79.4	76.7	70.7	71.6	82.7	79.2	76.1
2012	74.7	73.0	78.6	76.2	69.8	70.9	81.8	75.7	75.0
2011	74.3	72.2	78.4	75.8	68.9	70.2	81.1	75.6	74.5

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015.

(b) Some income units pay enough rent to be entitled to the maximum rate yet only receive a part rate of assistance because of an income test on the payment with which rent assistance is paid.

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

Table GA.28 **Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by special needs, 2015 (per cent) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
All Income units									
With CRA	43.1	39.1	41.8	45.6	36.0	29.5	50.3	46.2	41.2
Without CRA	70.2	66.7	68.8	70.0	64.9	63.5	72.1	69.9	68.5
Aboriginal and Torres Strait Islander income units (d)									
With CRA	29.7	30.3	35.4	43.1	32.6	24.7	38.4	38.5	32.8
Without CRA	63.5	63.1	66.2	69.5	65.3	58.2	66.8	68.8	64.8
Disability Support Pension income units (e)									
With CRA	32.0	29.2	32.9	35.0	29.1	23.0	28.6	35.4	31.2
Without CRA	72.3	68.2	72.1	74.0	67.6	64.1	72.3	74.3	70.8
Income units which includes a member aged 24 years or under (f)									
With CRA	60.5	58.2	55.6	60.2	51.2	45.6	69.6	53.7	57.5
Without CRA	80.9	79.4	78.1	80.0	76.6	75.4	85.6	73.8	79.2
Income units which includes a member aged 75 years or over (g)									
With CRA	25.2	24.8	29.4	23.7	20.3	20.1	32.7	27.2	25.5
Without CRA	56.5	55.7	60.6	51.6	47.4	57.8	60.5	60.8	56.3

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015. Excludes a small number of income units where income details are incomplete.

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

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

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

(e) Includes income units where one member was in recipient of Disability Support Pension at 26 June 2015.

(f) Includes income where one member was 24 years old or younger at 26 June 2015.

(g) Includes income where one member was 75 years old or older at 26 June 2015.

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

Table GA.29 **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, 2015 (per cent) (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Capital City					*Number*					
With CRA	no.	117 312	91 789	64 097	39 032	30 321	5 487	5 882	2 374	356 294
Without CRA	no.	173 436	146 392	103 307	58 107	51 661	10 531	8 429	3 402	555 265
Rest of State/Territory										
With CRA	no.	69 594	26 746	76 132	8 022	5 202	5 120	..	615	191 434
Without CRA	no.	130 620	55 619	127 809	14 132	12 370	12 298	..	1 119	353 970
Total										
With CRA	no.	187 065	118 626	140 347	47 114	35 548	10 610	5 892	2 993	548 223
Without CRA	no.	304 299	202 154	231 334	72 356	64 063	22 835	8 442	4 526	910 046
Capital City					*Proportion*					
With CRA	%	50.4	43.5	42.7	48.3	39.6	35.5	50.3	50.3	45.5
Without CRA	%	74.5	69.4	68.7	71.9	67.5	68.1	72.1	72.0	70.9
Rest of State/Territory										
With CRA	%	34.7	29.1	41.1	35.8	23.4	25.0	..	35.2	35.1
Without CRA	%	65.1	60.5	68.9	63.2	55.7	60.1	..	64.0	65.0
Total										
With CRA	**%**	**43.1**	**39.1**	**41.8**	**45.6**	**36.0**	**29.5**	**50.3**	**46.2**	**41.2**
Without CRA	**%**	**70.2**	**66.7**	**68.8**	**70.0**	**64.9**	**63.5**	**72.1**	**69.9**	**68.5**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015. Excludes a small number of income units where income details are incomplete.

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

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

.. Not applicable.

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

Table GA.30 **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, 2015 (per cent) (a), (b)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Capital City										
With CRA	%	39.0	40.3	40.4	48.3	37.3	31.4	38.8	46.0	40.4
Without CRA	%	70.9	69.1	69.8	74.0	70.9	64.2	67.8	72.6	70.5
Rest of State/Territory										
With CRA	%	26.3	22.5	33.2	36.4	24.9	20.4	..	29.9	28.7
Without CRA	%	60.8	58.5	64.6	63.5	56.3	54.4	..	64.5	61.7
Total										
With CRA	**%**	**29.7**	**30.3**	**35.4**	**43.1**	**32.6**	**24.7**	**38.4**	**38.5**	**32.8**
Without CRA	**%**	**63.5**	**63.1**	**66.2**	**69.5**	**65.3**	**58.2**	**66.8**	**68.8**	**64.8**

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

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

.. Not applicable.

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

Table GA.31 **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, 2015 (per cent) (a), (b)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Capital City										
With CRA	%	38.7	33.2	34.3	37.0	32.6	28.1	28.6	37.8	35.1
Without CRA	%	77.1	71.7	73.3	76.4	70.5	68.8	72.3	75.8	73.8
Rest of State/Territory										
With CRA	%	26.2	21.3	31.9	28.8	18.9	19.1	..	31.2	26.5
Without CRA	%	68.3	61.7	71.2	66.7	59.2	60.5	..	71.8	67.2
Total										
With CRA	**%**	**32.0**	**29.2**	**32.9**	**35.0**	**29.1**	**23.0**	**28.6**	**35.4**	**31.2**
Without CRA	**%**	**72.3**	**68.2**	**72.1**	**74.0**	**67.6**	**64.1**	**72.3**	**74.3**	**70.8**

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

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

.. Not applicable.

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

Table GA.32 **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, 2015 (per cent) (a), (b)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Capital City										
With CRA	%	67.3	63.8	57.3	62.5	54.7	50.1	69.6	57.8	61.6
Without CRA	%	84.0	82.4	78.8	81.4	78.7	78.7	85.6	75.7	81.3
Rest of State/Territory										
With CRA	%	55.2	46.9	53.9	49.9	34.9	41.5	..	40.6	51.7
Without CRA	%	78.5	73.4	77.4	73.5	66.6	72.4	..	67.6	76.3
Total										
With CRA	**%**	**60.5**	**58.2**	**55.6**	**60.2**	**51.2**	**45.6**	**69.6**	**53.7**	**57.5**
Without CRA	**%**	**80.9**	**79.4**	**78.1**	**80.0**	**76.6**	**75.4**	**85.6**	**73.8**	**79.2**

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

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

.. Not applicable.

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

Table GA.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, by geographic location, 2015 (per cent) (a), (b)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Capital City										
With CRA	%	30.2	27.4	30.6	25.1	22.4	26.1	32.7	30.1	28.2
Without CRA	%	62.0	57.3	60.6	52.4	48.6	61.7	60.5	65.3	58.2
Rest of State/Territory										
With CRA	%	19.6	19.7	28.6	19.2	15.6	16.9	..	20.4	22.2
Without CRA	%	50.4	52.4	60.6	48.7	44.6	55.7	..	50.5	53.9
Total										
With CRA	**%**	**25.2**	**24.8**	**29.4**	**23.7**	**20.3**	**20.1**	**32.7**	**27.2**	**25.5**
Without CRA	**%**	**56.5**	**55.7**	**60.6**	**51.6**	**47.4**	**57.8**	**60.5**	**60.8**	**56.3**

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

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

.. Not applicable.

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

Table GA.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, 2015 (per cent) (a), (b), (c)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
All income units										
Capital City					*Number*					
With CRA	no.	47 066	31 966	19 562	14 792	8 669	1 254	2 617	910	126 836
Without CRA	no.	81 057	64 421	42 649	27 316	20 787	3 509	4 380	1 654	245 773
Rest of State/Territory										
With CRA	no.	18 953	6 379	22 877	2 340	1 027	1 018	..	189	52 784
Without CRA	no.	46 368	17 920	50 564	5 382	3 446	3 264	..	452	127 398
Total										
With CRA	no.	66 089	38 380	42 486	17 157	9 704	2 273	2 623	1 101	179 821
Without CRA	no.	127 547	82 416	93 298	32 745	24 248	6 775	4 388	2 110	373 549
Capital City					*Proportion*					
With CRA	%	20.2	15.1	13.0	18.3	11.3	8.1	22.4	19.3	16.2
Without CRA	%	34.8	30.5	28.4	33.8	27.2	22.7	37.5	35.0	31.4
Rest of State/Territory										
With CRA	%	9.5	6.9	12.3	10.5	4.6	5.0	..	10.8	9.7
Without CRA	%	23.1	19.5	27.3	24.1	15.5	16.0	..	25.8	23.4
Total										
With CRA	**%**	**15.2**	**12.7**	**12.6**	**16.6**	**9.8**	**6.3**	**22.4**	**17.0**	**13.5**
Without CRA	**%**	**29.4**	**27.2**	**27.8**	**31.7**	**24.6**	**18.9**	**37.5**	**32.6**	**28.1**
Aboriginal and Torres Strait Islander income units (d)										
Capital City					*Proportion*					
With CRA	%	12.9	13.0	10.7	19.0	9.3	7.7	11.9	17.0	12.6
Without CRA	%	27.8	28.5	26.5	35.7	26.4	18.7	27.2	33.5	28.1

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, 2015 (per cent) (a), (b), (c)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Rest of State/Territory										
With CRA	%	6.3	4.7	8.9	11.3	5.5	4.4	..	7.6	7.2
Without CRA	%	17.6	14.8	22.3	25.3	18.1	13.5	..	24.0	19.4
Total										
With CRA	**%**	**8.1**	**8.3**	**9.5**	**15.6**	**7.8**	**5.7**	**11.5**	**12.6**	**9.1**
Without CRA	**%**	**20.3**	**20.8**	**23.6**	**31.2**	**23.2**	**15.5**	**26.6**	**29.1**	**22.4**
Disability Support pension income units (e)										
Capital City					*Proportion*					
With CRA	%	11.4	7.5	6.7	10.4	7.3	3.3	8.7	8.0	8.6
Without CRA	%	24.7	20.7	20.4	24.2	20.6	15.6	18.1	23.1	21.9
Rest of State/Territory										
With CRA	%	4.2	2.5	5.9	5.5	2.0	1.3	..	4.5	4.2
Without CRA	%	14.9	11.8	18.5	16.6	9.9	8.9	..	22.4	15.1
Total										
With CRA	**%**	**7.5**	**5.8**	**6.3**	**9.2**	**6.0**	**2.2**	**8.7**	**6.7**	**6.6**
Without CRA	**%**	**19.4**	**17.7**	**19.4**	**22.4**	**17.8**	**11.8**	**18.0**	**22.9**	**18.8**
Aged 24 years and under income units (f)										
Capital City					*Proportion*					
With CRA	%	34.7	29.1	21.8	25.1	17.2	15.5	39.2	27.9	26.7
Without CRA	%	54.2	51.9	44.3	49.3	40.6	37.0	60.1	46.1	48.9
Rest of State/Territory										
With CRA	%	21.1	15.7	20.0	15.5	8.9	10.2	..	14.1	18.6
Without CRA	%	43.4	35.5	40.7	35.9	24.0	29.8	..	33.5	39.5
Total										

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, 2015 (per cent) (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
With CRA	**%**	**27.0**	**24.6**	**20.9**	**23.4**	**15.7**	**12.8**	**39.3**	**24.8**	**23.4**
Without CRA	**%**	**48.1**	**46.4**	**42.5**	**46.9**	**37.7**	**33.3**	**60.1**	**43.2**	**45.0**
Aged 75 years and over income units (g)										
Capital City					*Proportion*					
With CRA	%	8.7	6.7	6.1	7.1	4.8	4.2	9.5	7.4	7.1
Without CRA	%	17.3	15.4	16.5	14.8	12.5	14.0	19.0	18.1	15.9
Rest of State/Territory										
With CRA	%	3.3	3.7	5.1	4.2	2.8	2.6	..	3.2	3.9
Without CRA	%	9.8	10.3	15.7	12.0	8.3	7.7	..	9.7	11.7
Total										
With CRA	**%**	**6.1**	**5.7**	**5.5**	**6.4**	**4.2**	**3.2**	**9.5**	**6.1**	**5.7**
Without CRA	**%**	**13.7**	**13.7**	**16.0**	**14.1**	**11.3**	**9.9**	**19.0**	**15.5**	**14.1**

(a) Includes income units paid Rent Assistance under the Social Security Act 1991 or with Family Tax Benefit who were entitled to a daily rate of assistance at 26 June 2015. Excludes a small number of income units where income details are incomplete.

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

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

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

(e) Includes income units where one member was in recipient of Disability Support Pension at 26 June 2015.

(f) Includes income where one member was 24 years old or younger at 26 June 2015.

(g) Includes income where one member was 75 years old or older at 26 June 2015.

.. Not applicable.

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

Table GA.35 General Government Final Consumption Expenditure, Chain price Index (GGFCE) (a), (b), (c)

	2014-15 dollars (2014-15=100)
Nominal dollars (year)	
2014-15	100.0
2013-14	98.3
2012-13	97.0
2011-12	95.7
2010-11	94.2

(a) Data are sourced from table 36, Expenditure on Gross Domestic Product (GDP), Chain volume measures and current prices, Annual (Series ID: A2304687R) (ABS 2015). See Statistical context, section 2.6 Statistical concepts used in the Report for information on how these gross domestic product deflators were calculated using data from that source.

(b) Estimates used to calculate the GGFCE Chain price indexes are subject to annual re-referencing by the Australian Bureau of Statistics (ABS) and also reflect any revisions inherent in source data which are aggregated up to the GGFCE level. These processes can cause volatility in deflator values from year to year. In addition to changes caused by re-referencing and source data revisions, starting from the 2013-14 deflator, the deflator in this table will differ in future reports due to the introduction by the ABS of updated supply-use benchmarks, which will be backcast, causing revisions throughout the time series.

(c) To convert nominal dollars to real dollars, divide the amount in nominal dollars by the GGFCE Chain price indexes for the applicable financial year and multiply by 100. For example: to convert 2005-06 dollars to 2014-15 dollars, divide by 77.8 and multiply by 100; to convert 2008-09 dollars to 2013-14 dollars, divide by 88.7 and multiply by 100. For further information, see Statistical context, table 2.1, p. 2.16.

Source: Review calculations based on ABS (2015) *Australian National Accounts: National Income, Expenditure and Product, June 2015,* Cat. no. 5206.0, Canberra.

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

Data quality information

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

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

DQI Contents

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Low income households in rental stress 2

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Performance indicators

Low income households in rental stress

DQI for this indicator has been drafted by the ABS and Secretariat, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Proportion of low income households in rental stress
Measure (computation)	Numerator: Number of low income households in rental stress For low income households, computation for numerator: • Household income is gross household income, excluding Commonwealth Rent Assistance (CRA) • Rental expenses is the amount paid in rent, plus any rates payments made by the tenant, less CRA or other ongoing rental assistance. • Household is included in the numerator if weekly rent payments exceed 30 per cent of household income. Denominator: Total number of low income rental households, defined as being those households in the bottom two quintiles of equivalised disposable household income (excluding CRA or other rent assistance) calculated separately on a state by state and capital city balance of state basis. Computation: Number of low income rental households in rental stress x 100, divided by Total number of low income rental households.
Data source/s	Survey of Income and Housing (SIH).

Data Quality Framework Dimensions

Institutional environment	For information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment.
Relevance	SIH The SIH collects data on the housing costs and income from usual residents of private dwellings in Australia. Rent payments, rates payments and CRA are separately identified. While the SIH does collect information on CRA, it does not separately identify other forms of ongoing rent assistance. The SIH excludes the 0.8 per cent of the Australian population living in very remote areas. This exclusion impacts on comparability of data for the Northern Territory, where these people are around 23 per cent of the population. As a consequence of this exclusion, comparisons between Aboriginal and Torres Strait Islander and non-Indigenous people in remote areas are not available. The 11 290 renter households with nil or negative total income (0.9 per cent of all low income renter households) have been included in the denominator but excluded from the numerator.
Timeliness	The biennial SIH is enumerated over a twelve month period to account for seasonal variability in its measures. Results for 2013-14 were released in September 2015.
Accuracy	SIH In 2013-14, the SIH sample size was decreased from 14,569 households in 2011-12 to 14 162 households in 2013-14. The expansion of the 2009-10 sample for an extra 4200 households located outside capital cities to better support Council of Australian Governments performance reporting was maintained.

The final sample on which estimates were based is composed of persons for which all necessary information is available. The information may have been wholly provided at the interview (fully-responding) or may have been completed through imputation for partially responding households. Of the selected dwellings, there were 18,249 in the scope of the survey, of which 14,162 (78%) were included as part of the final estimates.

Most of the non-response was due to householders that were not able to be contacted. To account in part for non-response, SIH data are weighted by: state, part of state, age, sex, labour force status, number of households and household composition.

At the national level this Performance Indicator for 2013-14 has a relative standard error (RSE) of 3 per cent. RSEs are higher for state and territory measures, and for other disaggregations.

Coherence The data items used to construct the measures are consistent between cycles within each data source and support assessment of change over time. Australian Statistical Geography Standard 2011 has been used throughout the survey for sample selection, weighting and output. At the sub-state level, this required a break in the time series, with 2013-14 SIH including Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification.

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

Interpretability Information is available for both collections to aid interpretation of the data. See the Survey of Income and Housing, User Guide, Australia, 2013-14 on the ABS web site.

Data Gaps/Issues Analysis

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

- SIH data are only available every two years. An assessment of the relative speed of change in results for this indicator is required to determine whether more regular data collection is necessary.
- The size of the RSEs mean that the data may not be adequate for measuring change over time for some disaggregations. Small year to year movements may be difficult to detect if the size of the RSEs is large compared to the size of the difference between estimates.
- Low income households in State or Territory housing authority dwellings have access to rebated rents and generally pay no more than 25 per cent of their assessable income in rent.
- The measures of low income households in rental stress produced by the SIH are a point in time measure and not designed to measure sustained rental stress. They would not include rent adjustments yet to be made by the state and territory housing authority.

Appropriateness of Aboriginal and Torres Strait Islander housing

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

DQI for this indicator has been drafted by the ABS and Secretariat, with additional Steering Committee comments.

Indicator definition and description

Outcome: Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities

Indicator: Proportion of Aboriginal and Torres Strait Islander households that are living in overcrowded conditions.

Measure: (computation)

The measure is presented as a proportion and is defined as:

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

Data source/s

Public rental housing and SOMIH

Data sets are provided annually to the Australian Institute for Health and Welfare (AIHW) by jurisdictions. The data contain information about public rental and • State owned and managed Indigenous housing (SOMIH) dwellings, households assisted and households on the waitlist, during the previous financial year and as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2013-14 collection year.

Mainstream community housing

Data are provided annually to AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

Data are provided annually to AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data from Indigenous Community Housing (ICH) Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. The latest data are for the 2012-14 collection year.

Data Quality Framework Dimensions

Institutional environment

The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by AIHW for collation, reporting and analysis.

Relevance

Public rental housing and SOMIH

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing

Community housing dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Aboriginal and Torres Strait Islander community housing organisations, State Housing Authorities or Specialist Homelessness Service agencies). Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Indigenous Community Housing

The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted. An ICHO is any Aboriginal and/or Torres Strait Islander organisation responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people; and

There were no in-scope ICHOs reported within the Australian Capital Territory within 2014-15.

Timeliness

Public rental housing, SOMIH and mainstream community housing

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

Indigenous Community Housing

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

Accuracy

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

Public rental housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.

Public rental housing exclusions

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*
Total ongoing households	108 732	63 125	50 371	32 602	37 766	7 109	10 611	4 647
Excludes:								
Households for which bedroom or required bedroom details unknown	1 534	3 515	–	–	314	2	789	56
Exclusions as a % of total ongoing households	**1.4**	**5.6**	**–**	**–**	**0.8**	**–**	**7.4**	**1.2**

SOMIH exclusions

	NSW	*Qld*	*SA*	*Tas*
Total ongoing households	4 550	3 242	1 741	219
Excludes:				
Households for which bedroom or required bedroom details unknown	122	–	59	–
Exclusions as a % of total ongoing households	**2.7**	**–**	**3.4**	**–**

– Nil or rounded to zero.

State/Territory specific issues:

Victoria

- Victoria records individuals who live in more than one household, in both households (this may occur where care of dependants is shared between parents). This may result in an some duplication in the reported number of overcrowded households.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

Community housing exclusions

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Aboriginal and Torres Strait Islander ongoing households	2 448	492	na	741	187	100	26	na	5 088
Excludes:									
Aboriginal and Torres Strait Islander households for which household and tenancy details unknown	5	46	na	26	10	8	–	na	95
Exclusions (%)	***0.2***	***9.3***	***na***	***3.5***	***5.3***	***8.0***	***–***	***na***	***1.9***

Indigenous community housing

Overcrowding could not be determined for all households due to incomplete coverage of ICHOs and some household records not containing all the data required in this calculation.

Data were not available for New South Wales, South Australia, Tasmania and Northern Territory. Due to poor coverage, a national value is not provided.

Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. For Aboriginal and Torres Strait Islander households in SA, data is only reported for tenancies managed by the state housing authority and not those managed by ICHOs.

Completeness coverage:

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

- Victoria: 72 per cent.

Coherence

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

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

From 2009-10, the Canadian National Occupancy Standard (CNOS) has been used to calculate bedroom requirements. Prior to this the Proxy Occupancy Standard was used.

The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.

The use of the CNOS and change to a definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.

Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.

Mainstream community housing

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

State/Territory specific issues:

New South Wales:

- Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, community housing organisations provide unit record data. Over time this will result in improved data quality.

Indigenous community housing

From 2009-10, overcrowding was only calculated for households assisted by ICHOs that received funding within the financial year, rather than both funded and unfunded ICHOs (as per earlier years).

Data for individual jurisdictions may not be comparable over time due to differences in the accuracy of individual annual data sets e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. These issues are documented in the data quality

statements reported in the relevant edition of this report.

State/Territory specific issues:

Victoria

- From 2009-10 both Aboriginal Housing Victoria and ICHO activity are reported. For the two years prior to 2009-10, Victoria reported Aboriginal Housing Victoria activity only.

Queensland

- From 2012-13, missing household records are no longer imputed. Prior to 2012-13, this data was imputed based on the assumption that there was one household living in each permanent dwelling. Discontinuation of imputation has contributed to a decrease in the number of overcrowded households.

Western Australia

- For 2012-13, where only partial information was available, WA imputed the remaining information. This change in methodology contributed to increase in the number of households included in the calculation of overcrowding and may have contributed to decrease in the rate of overcrowding since 2011-12.

Accessibility

Annual data will be reported in Housing Assistance in Australia, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/236882).

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

Public housing, SOMIH, community housing, and Indigenous community housing:

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.
- In Queensland, since 2012-13, 19 ICH providers were counted as community housing providers. However, for the next reporting period, these providers will be counted as ICH providers.

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

National Social Housing Survey

DQI for this indicator has been drafted by AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard
Measure (computation)	Numerator: number of Aboriginal and Torres Strait Islander households who indicated that their dwelling has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems. Denominator: number of tenants who gave a valid answer to the facilities and structural problems question and who answered the Aboriginal and Torres Strait Islander status question multiplied by 100.
Data source/s	AIHW A contracted data collection organisation was engaged by AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (public housing, SOMIH and community housing) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by AIHW for collation, reporting and analysis.
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The ICH sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	Data are not collected annually. Surveys for public housing and community housing were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland). The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in QLD from 3 June-2 July 2014.

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

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Aboriginal and Torres Strait Islander status question: 20.1 per cent of public housing tenants, 0.9 per cent of SOMIH tenants and 20.2 per cent of community tenants did not provide a response.

Response rates and contact rates

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

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

For the two SOMIH jurisdictions where the respondents completed the survey face-to-face (New South Wales and Queensland), a total of 1581 interviews were attempted and 1001 interviews were completed with an overall response rate of 63.3 per cent.

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

Public housing

Jurisdiction	*Sample size*	*Response rate*
NSW	4 991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%

Community housing

Jurisdiction	*Sample size*	*Response rate*
NSW	1 061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
NT	..	..

SOMIH

Jurisdiction	*Sample size*	*Response rate*
NSW	501	54.9%
VIC	..	..
QLD	500	74.7%
SA	307	18.7%
ACT	..	..
WA	..	..
TAS	83	26.9%
NT	..	..

.. Not applicable.

Scope and coverage

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

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

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW public housing in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW public housing (4000) NSW community housing (750) and WA public housing (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

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

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

Sampling error

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

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

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

Interpretability

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the public housing and community housing components).
- Response rates from the NSHS for public housing, SOMIH and community housing provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 63.3 per cent for the face–to- face component.

Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard — Australian Aboriginal and Torres Strait Islander Health Survey 2012-13

DQI for this indicator has been drafted by the ABS, with additional Steering Committee comments.

Indicator definition and description

Element Outcome

Indicator Dwelling condition, Indigenous community housing.

Measure (computation) Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems, of Aboriginal and Torres Strait Islander households who are renting with a landlord type of Indigenous Housing Organisation or Community Housing.

Data source/s ABS

The numerator and denominator use data from the ABS National Aboriginal and Torres Strait Islander Health Survey (NATSIHS) component of the 2012-13 Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS) from a sample of 5,371 households. The household weights for this survey were derived from the person level benchmarks. The person level benchmarks were based on the Aboriginal and Torres Strait Islander estimated resident population at 30 June 2011.

For more information on the structure of the AATSIHS, see Structure of the Australian Aboriginal and Torres Strait Islander Health Survey (cat. no. 4727.0.55.001) on the ABS website. For information on scope and coverage, see the Australian Aboriginal and Torres Strait Islander Health Survey: Users' Guide, 2012-13 (cat. no. 4727.0.55.002).

Data Quality Framework Dimensions

Institutional environment The AATSIHS was collected, processed, and published by the ABS. The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These ensure the independence and impartiality from political influence of the ABS, and the confidentiality of respondents.

For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment on the ABS website.

Relevance The AATSIHS is a national survey that collected information on health status, risk factors and health-related actions.

The 2012-13 NATSIHS component of the AATSIHS asked a responsible adult within each household whether the household dwelling had any of the following major structural problems/problems that needed to be fixed: rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls or windows that aren't straight; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other major structural problems/other big problems. They were also asked if any of the following facilities were missing from the household or weren't working: stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; laundry tub. Each respondent was also asked whether the dwelling was: being paid off; owned outright; being rented; being purchased under a rent/buy or shared equity scheme; being occupied under a life tenure scheme; occupied rent free. Those who reported the tenure type was rental (including those purchasing the dwelling under a rent/buy or shared equity scheme) were also asked who rent was paid to. Indigenous Housing Organisation/Community housing was a response category for this question.

Timeliness The AATSIHS is conducted approximately every six years over a 12-month period. Results from the 2012-13 NATSIHS component of the AATSIHS were released in November 2013. The previous NATSIHS was conducted in 2004-05.

Accuracy The AATSIHS was conducted in all states and territories, including very remote areas. Non-private dwellings such as hotels, motels, hospitals, nursing homes and short-stay caravan parks were excluded from the survey. The final response rate for the 2012-13 NATSIHS component was 80.2%. Results are weighted to account for non-response.

As they are drawn from a sample survey, data for the indicator are subject to sampling error. Sampling error occurs because only a small proportion of the population is used to produce estimates that represent the whole population. Sampling error can be reliably estimated as it is calculated based on the scientific methods used to design surveys. Rates should be considered with reference to their RSE. Estimates with RSEs between 25% and 50% should be used with caution. Estimates with RSEs greater than 50% are generally considered too unreliable for general use.

Coherence Both the numerator and the denominator for Aboriginal and Torres Strait Islander households come from the NATSIHS component of the 2012-13 AATSIHS. Measures based on the 2012-13 NATSIHS are consistent with those supplied for Council of Australian Governments reporting from the ABS 2002 and 2008 National Aboriginal and Torres Strait Islander Social Surveys. The 2012-13 NATSIHS collected other information that can be analysed in conjunction with dwelling condition.

Accessibility See Australian Aboriginal and Torres Strait Islander Health Survey: First Results, 2012-13 (cat. no. 4727.0.55.001) for an overview of results from the NATSIHS component of the AATSIHS. Other information is available by request or by applying and paying subscription for access to the Australian Aboriginal and Torres Strait Islander Health Survey. Detailed conditions and other health data, 2012-13 Microdata products (cat. No. 4715.0.30.001).

Interpretability Information to aid interpretation of the data is available from the Australian Aboriginal and Torres Strait Islander Health Survey: Users' Guide, 2012-13 on the ABS website.

Australians who are homeless

DQI for this indicator has been drafted by the ABS and Secretariat, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	Proportion of Australians who are homeless
Measure (computation)	The proportion of Australians who are homeless (as defined by the ABS) The measure is defined as: • Numerator - Number of Australians who are homeless • Denominator – number of Australians and is presented as a *proportion*.
Data source/s	Numerator and denominator — Census of Population and Housing. Data are available every five years.

Data Quality Framework Dimensions

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

Coherence

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

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

Accessibility

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

Interpretability

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

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

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

17 Housing

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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 from the website at www.pc.gov.au/rogs/2016.

This chapter presents data on the performance of governments in providing social housing (box 17.1 contains information on the forms of social housing). Social housing is provided with funding through the National Affordable Housing Special Purpose Payment (NAH SPP) associated with the National Affordable Housing Agreement (NAHA). The NAHA and the broader Australian housing and homelessness policy context are outlined in the Housing and homelessness services sector overview (sector overview G).

Improvements to the reporting of housing in this edition include:

- additional data for SOMIH for the outcome indicator 'amenity/location' from the 2014 National Social Housing Survey (NSHS), to support the headline figures published in the 2015 Report
- new data for output indicator 'dwelling condition' for Indigenous Community Housing from the 2012-13 National Aboriginal and Torres Strait Islander Health Survey (NATSIHS), published for the first time in this Report.

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

- community housing and other housing programs not provided under the NAHA, such as those provided by the Department of Veterans' Affairs (DVA)
- Commonwealth Rent Assistance (CRA) paid by the DVA, or paid to Abstudy recipients on behalf of the Department of Social Services (DSS) (CRA data are published in sector overview G)
- 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
- home purchase assistance, such as first home owner grants.

All abbreviations used in the Report are available in a complete list in volume A: Approach to performance reporting.

17.1 Profile of social housing assistance

Service overview

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. In 2013-14, around two-thirds of Australian households (67.2 per cent) owned or were purchasing their own home, 25.7 per cent rented in the private sector, and 3.6 per cent rented through a state or territory housing authority (table 17A.59).

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 summarised in box 17.1.

Box 17.1 **Forms of social housing**

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities. It is generally accessed by people on low incomes and/or those with special needs, and aims to provide a choice of housing location, physical type and management arrangements.
- *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 tenants and include dwellings managed by government Indigenous housing agencies.
- *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, 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.
- *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 unable to be separately identified in this report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above.

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 policies, and programs such as the 2008 National Rental Affordability Scheme and the 2009 Social Housing Initiative.

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. 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 responsible for building approval, urban planning and development processes and may be involved in providing community housing.

Funding

State and Territory government net recurrent expenditure on social housing was $3.5 billion in 2014-15, similar to 2013-14 in real terms (table 17.1). In 2014-15, this expenditure included $2.7 billion for public housing and $110.4 million for SOMIH (table 17A.2).

The Australian Government provided $1.9 billion in 2014-15 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 more than $1 billion in 2014-15, which was also partly funded by the Australian Government through the NAH SPP (table 17A.2).

The Australian Government also provided $4.2 billion for CRA (table GA.13). Additional data are available on CRA in the Housing and homelessness services sector overview (tables GA.13–34).

Table 17.1 **State and Territory government net recurrent expenditure on social housing ($million) (2014–15 dollars)[a]**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15	879.0	760.7	536.9	671.7	404.2	95.1	111.7	81.3	3 540.6
2013-14	906.9	686.7	496.7	726.4	408.3	115.6	111.5	81.8	3 534.1
2012-13	879.7	672.7	551.1	780.6	451.4	109.7	113.2	78.5	3 636.9
2011-12	1 012.2	750.4	561.0	742.9	380.2	111.7	108.3	170.1	3 836.9
2010-11	2 194.2	848.0	563.0	602.7	354.8	119.6	101.0	308.7	5 091.9

[a] See table 17A.2 for detailed footnotes and caveats.

Source: State and Territory governments (unpublished); tables 17A.2 and 17A.58.

Size and scope

Details on the social housing data used in this Report are in box 17.2.

Box 17.2 Social housing assistance data used for performance reporting

The Australian Institute of Health and Welfare (AIHW) collects, collates and quality assures social housing data provided by states and territories for inclusion into the National Housing Assistance Data Repository, which is the primary data source used in this Report.

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). 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. Increasingly, community housing organisations are seeking funding through alternative, non–government means, such as leveraging and partnership arrangements.

This report presents data for up to 10 years, reflecting housing assistance provided under the National Affordable Housing Agreement (NAHA), and from the former Commonwealth State Housing Agreement (CHSA). 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.

Further information is available in the DQI for this chapter.

As at 30 June 2015, there were a total of 393 866 households and 403 767 social housing dwellings (excluding ICH) (tables 17A.3-4). While the number of public housing and SOMIH households have decreased over the last decade (346 354 in 2006 to 324 695 in 2015), there has been an increase in the number of households in community housing, from 28 684 to 69 171 (table 17A.4).

Public housing

Nationally at 30 June 2015, there were 314 963 households and 321 627 public housing dwellings (tables 17A.3 and 17A.4). (Approximately 5025 NT remote public housing dwellings, with about 22 500 occupants are not included in these figures. Further information is in box 17.4).

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 25 per cent of their gross income on rent (table 17A.62). Information on the proportion of income paid in rent by social housing tenants is in table 17A.43.

State owned and managed Indigenous housing (SOMIH)

In 2015, SOMIH operated in NSW, Queensland, SA and Tasmania. Nationally at 30 June 2015, there were 9732 households and 10 035 SOMIH dwellings (tables 17A.3 and 17A.4). The SOMIH program is partly funded under the NAHA, but because this funding is not tied to specific programs, the amount attributed to SOMIH cannot be separately identified.

Community housing

At 30 June 2015, 69 171 households were assisted with community housing, and there were 72 105 community housing tenancy rental units in Australia, roughly double the number in 2006, reflecting the change in Australian housing policy during that time (tables 17A.3 and 17A.4).

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 the types of accommodation they provide (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 social housing initiatives are or will be owned or managed by community housing organisations.

Box 17.3 Models of community housing

Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government have management responsibility and ownership of the housing stock. Table 17A.65 lists the in-scope community housing programs in each jurisdiction.

Some models of community housing are:

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

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

Indigenous community housing (ICH)

As at 30 June 2014 there were 12 775 households in 17 529 permanent ICH dwellings (latest available data). Further descriptive information on ICH is in table 17A.8.

Indigenous community housing (ICH) is housing funded by Australian, State and Territory governments that is generally managed by ICH organisations (although some ICH dwellings are managed by State and Territory housing authorities). ICH is funded through the NAH SPP and the associated National Partnership Agreement on Remote Indigenous Housing (NPA RIH) until 30 June 2018 and is owned, managed and delivered by State and Territory governments. State and Territory governments assumed responsibility for

administering ICH in urban and regional areas, however arrangements varied across jurisdictions.

Some ICH dwellings were transferred to other social housing programs, with a major asset transfer affecting social housing performance data for the Northern Territory (box 17.4).

Box 17.4 Asset transfer from ICH to remote public housing in the Northern Territory

Between 2008 and 2010, a significant number of housing assets (approximately 5025 dwellings as at 30 June 2015, with approximately 22 500 people residing in these dwellings) previously classified as ICH, were transferred to remote public housing in the NT. These dwellings are excluded from the administrative data collections used in this Report.

The NT Government has committed to assessing the impact of reporting on these dwellings and data are expected to be included in the 2017 Report. Should these additional assets be reported, eight of the 11 performance indicators in this chapter (priority access to those in greatest need, special needs, net recurrent cost per dwelling, occupancy rate, turnaround time, rent collection rate, affordability and match of dwelling to household size) will be recalculated, as the total number of dwellings is used as a denominator for calculating these performance indicators. Detailed data caveats are footnoted in the associated attachment tables for the indicators.

Source: NT Government (unpublished); NT Department of Housing Annual Report 2014-15 (2015).

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 concentrations, 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.62–64.

Urban, regional and remote concentrations

The proportion of social housing dwellings located in major cities, regional and remote areas, for public housing, SOMIH and community housing, using the Australian Statistical Geography Standard remoteness area structure (ASGS remoteness areas) are included in tables 17A.5–7. These proportions vary considerably across jurisdictions (table 17.2). Remoteness data for Indigenous community housing may be included in future reports.

Table 17.2 **Social housing dwellings by remoteness area, at 30 June 2015 (per cent)[a,b]**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Public housing									
Major cities	83.7	72.9	67.7	68.5	77.9	..	99.9	..	74.1
Inner regional	13.0	22.1	16.1	8.2	3.9	74.7	0.1	..	14.4
Outer regional	3.0	5.0	14.1	10.3	16.2	24.4	..	69.8	8.9
Remote	0.2	_	1.5	8.3	1.8	0.7	..	26.7	1.8
Very remote	0.1	..	0.7	4.7	0.2	0.2	..	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	44.9	..	13.4	..	61.8	..	..	..	36.4
Inner regional	31.5	..	18.5	..	6.8	85.1	..	..	23.9
Outer regional	17.3	..	40.4	..	18.8	14.9	..	..	25.2
Remote	4.5	..	9.0	..	5.1	–	..	..	6.0
Very remote	1.8	..	18.7	..	7.5	–	..	..	8.5
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Community housing									
Major cities	70.5	74.6	52.3	79.6	83.0	..	99.8	..	64.1
Inner regional	23.1	22.2	21.7	9.6	6.6	73.2	0.2	..	24.1
Outer regional	6.2	3.1	20.5	7.6	9.2	26.3	..	43.1	10.1
Remote	0.2	0.1	2.2	2.5	1.1	0.4	..	43.7	1.0
Very remote	_	..	3.3	0.7	0.1	..	..	13.2	0.7
Total	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

a See tables 17A.5–7 for detailed definitions, footnotes and caveats. **b** Due to rounding, the totals many not equal to the sum of the components. **na** Not available. .. Not applicable. – Nil or rounded to zero.

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

Eligibility criteria for access to social housing

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

- 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 (table 17A.62).
- SOMIH — are generally consistent with those for public housing 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 (table 17A.63).

- Community housing — generally consistent with those for public housing in each jurisdiction (table 17A.64).

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.

NSW, Queensland, WA, Tasmania, 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. Waiting list data are reported separately for public housing, SOMIH and community housing. Further information on waiting lists are in tables 17A.62–64.

17.2 Framework of performance indicators

The framework of performance indicators reflects the objective of social housing delivered under the NAHA (box 17.5). Performance indicators reported in this chapter are aligned with housing performance indicators in the most recent version of the NAHA, where relevant.

Box 17.5 Objectives for social housing

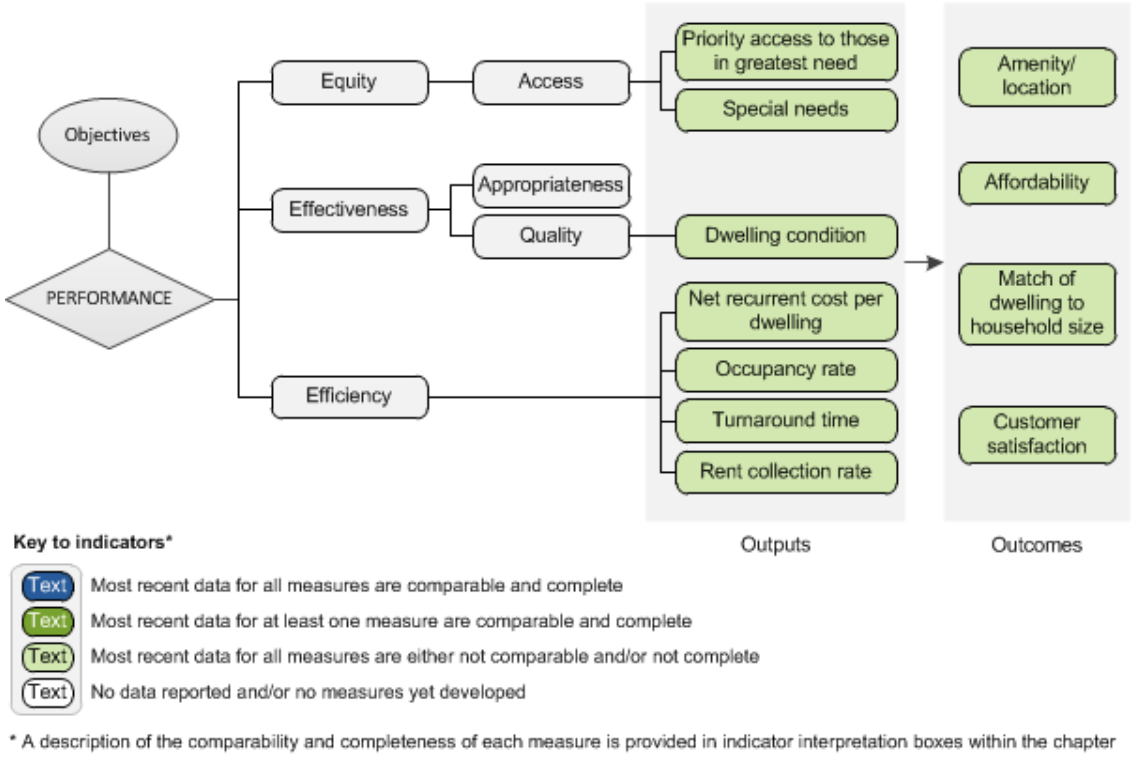
Social housing aims to assist people unable to access alternative suitable housing options through the delivery of affordable, appropriate, flexible and diverse social housing. Some forms of social housing aim specifically to contribute to Aboriginal and Torres Strait Islander community wellbeing by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

The NAHA provides the framework for the Australian Government, State and Territory governments, and local government to work together to improve housing outcomes so that 'all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation'.

Source: COAG (2012).

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of social housing (figure 17.1). The framework shows which data are comparable in the 2016 Report. Chapter 1 discusses data comparability and data completeness from a Report-wide perspective (section 1.6). In addition to section 17.1, 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 (chapter 2).

Figure 17.1 **Social housing performance indicator framework**



17.3 Key performance indicator results

Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of social housing services.

Data quality information (DQI) is included, where available, for performance indicators in this Report. The purpose of DQI is to provide structured and consistent information about the quality of data used to report on performance indicators, in addition to material in the chapter or sector overview and attachment tables. All DQI for the 2016 Report can be found at www.pc.gov.au/rogs/2016.

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5). Output information is also critical for equitable, efficient and effective management of government services.

Equity

Access — Priority access to those in greatest need

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

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

'Priority access to those in greatest need' is defined by two measures:

- the proportion of new housing allocations that were to households in greatest need
- the proportion of new housing allocations to households in greatest need 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.

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 have very high rental housing costs.

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. 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 2014-15 data are available for all jurisdictions providing the service
- incomplete for SOMIH for the current reporting period. All required 2014-15 data are not available for Tasmania
- incomplete for community housing for the current reporting period. All required 2014-15 data are not available for the NT.

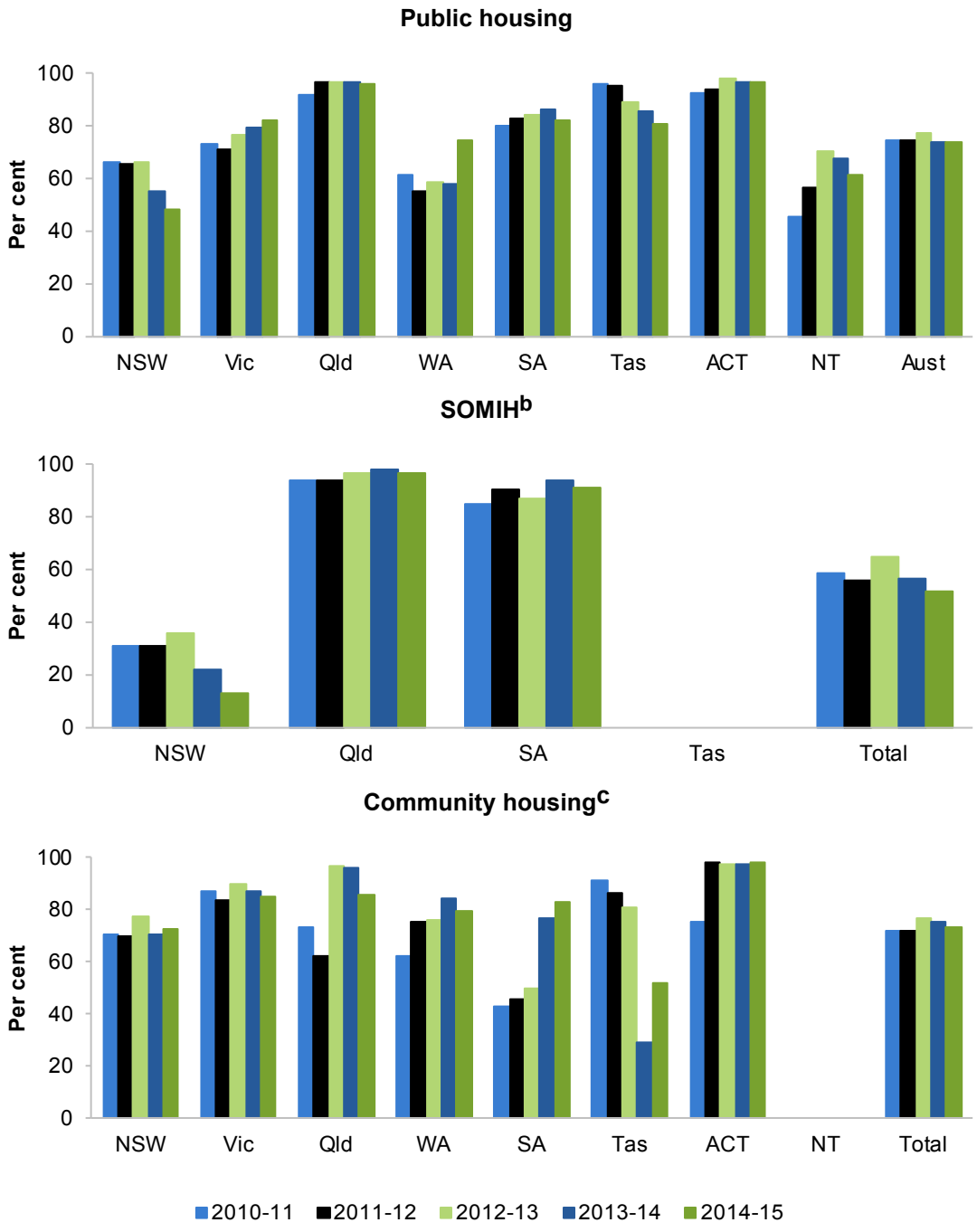
Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Proportion of new allocations that were to households in greatest need

Nationally in 2014-15, 73.7 per cent of new public housing allocations, 51.8 per cent of new SOMIH allocations and 73.4 per cent of new community housing allocations were to

those households in greatest need. Proportions vary over time and across jurisdictions (figure 17.2).

Figure 17.2 **New allocations to those in greatest need[a]**



[a] See box 17.6 and tables 17A.9–11 for detailed definitions, footnotes and caveats. [b] Data are not available for Tasmania. [c] Data are not available for the Northern Territory.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.9–11.

Proportion of new allocations to households in greatest need within particular timeframes

Nationally in 2014-15, of all households allocated public housing within three months, 85.1 per cent were households in greatest need. For households allocated SOMIH within three months 63.4 per cent were households in greatest need (table 17.3).

Table 17.3 **Proportion of new allocations to households in greatest need, within particular timeframes, 2014-15 (per cent)[a]**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Public housing									
Under 3 months	70.9	86.3	96.6	63.2	87.0	80.1	98.4	45.5	85.1
3 < 6 months	67.7	83.8	95.8	75.0	89.3	79.1	92.4	75.0	83.3
6 months to < 1 year	60.8	81.0	96.0	83.3	88.9	84.2	96.2	68.4	80.6
1 < 2 years	32.1	88.7	94.6	69.1	87.4	79.5	92.9	74.7	70.3
2+ years	29.2	67.6	93.9	75.6	53.7	80.0	96.6	53.4	56.3
Overall	**48.0**	**82.1**	**95.9**	**74.9**	**82.4**	**80.5**	**96.7**	**61.6**	**73.7**
SOMIH									
Under 3 months	19.4	..	99.1	..	88.5	na	..	..	63.4
3 < 6 months	19.5	..	94.2	..	100.0	na	..	..	61.7
6 months to < 1 year	16.4	..	100.0	..	100.0	na	..	..	54.4
1 < 2 years	1.2	..	94.6	..	100.0	na	..	..	37.2
2+ years	10.1	..	82.4	..	81.8	na	..	..	25.4
Overall	**12.9**	**..**	**96.5**	**..**	**91.1**	**na**	**..**	**..**	**51.8**

a See box 17.6 and tables 17A.9–10 for detailed definitions, footnotes and caveats. **na** Not available. .. Not applicable.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.9-10.

Households that are in greatest need are more likely to have members with special needs, and there may be overlap between special needs and greatest need groups as these categories are not mutually exclusive (AIHW 2015).

Access — Special needs

Access of 'special needs' groups to social housing is an indicator of governments' objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 17.7).

Box 17.7 Special needs

'Special needs' is defined as the proportion of new tenancies allocated to households with special needs (see section 17.5 for definition of special needs households). The proportion of new tenancies with special needs is reported as a proxy for measuring all households with special needs.

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 reported for this indicator 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 2014-15 data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2014-15 data are not available for the NT.

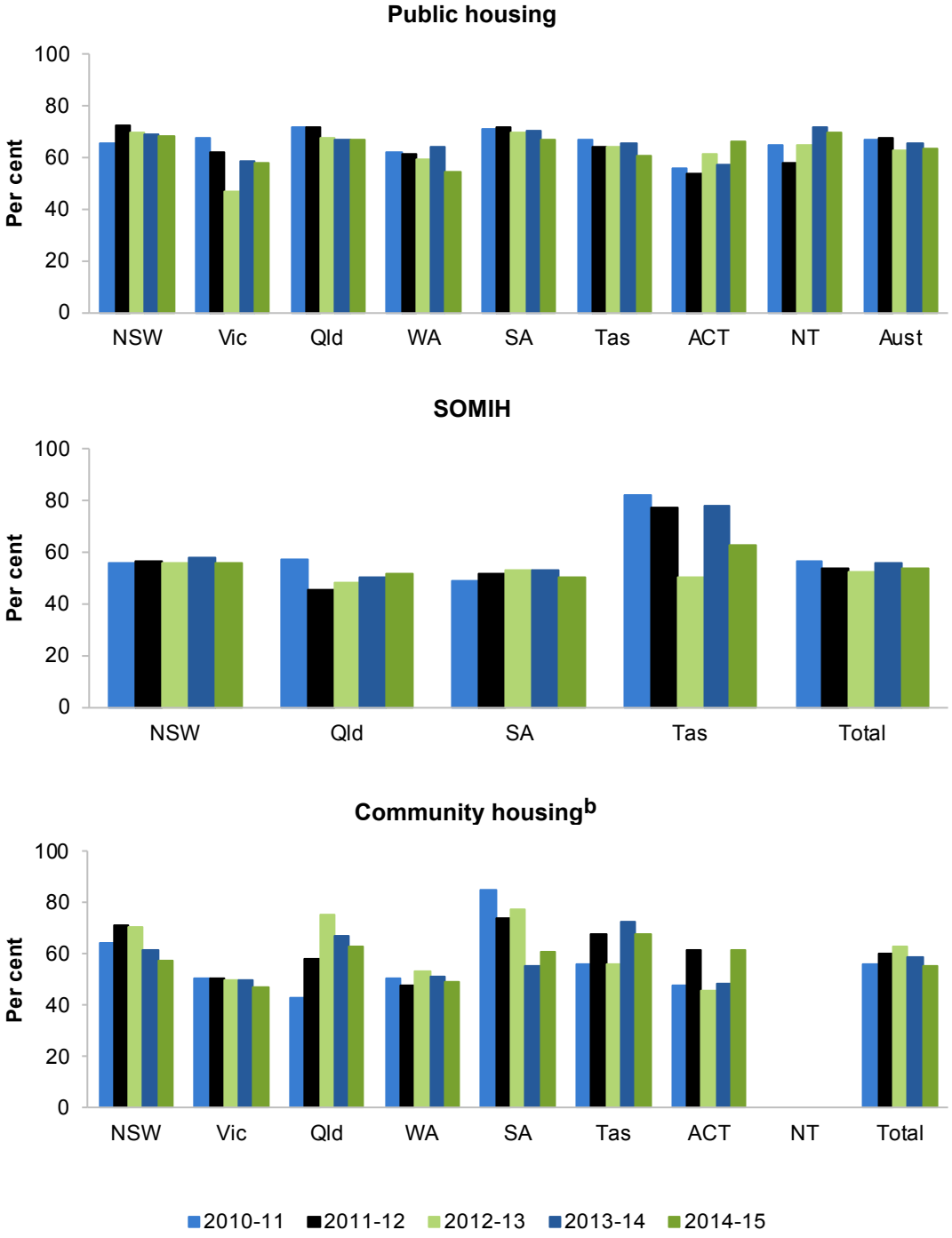
Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

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 2014-15:

- 63.7 per cent of new public housing tenancies were allocated to households with special needs, a decrease from 66.9 per cent in 2010-11
- 53.8 per cent of new tenancies for SOMIH were allocated to households with special needs, a decrease from 56.4 per cent in 2010-11
- 55.5 per cent of new community housing tenancies were allocated to households with special needs, a decrease from 56.1 per cent in 2010-11 (figure 17.3).

Figure 17.3 **New tenancies allocated to households with special needs[a]**



[a] See box 17.7 and tables 17A.12–14 for detailed definitions, footnotes and caveats. [b] Data are not available for the NT.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.12–14.

Effectiveness

Quality — Dwelling condition

'Dwelling condition' is an indicator of governments' objective to provide housing of acceptable quality (box 17.8).

Box 17.8 Dwelling condition

'Dwelling condition' is defined as the proportion of households living in dwellings of an acceptable standard. 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, community housing and ICH. Data for this measure include 95 per cent confidence intervals (in the form of error bars in figures).

Data reported for this indicator are:

- for public housing, SOMIH and community housing from the NSHS, 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
- complete and comparable for ICH for the most current reporting period (2012-13). These data are sourced from the ABS 2012-13 National Aboriginal and Torres Strait Islander Health Survey component of the Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS), and are not comparable with data for other social housing types.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Nationally in 2014, the majority of social housing respondents lived in dwellings of an acceptable standard, however Indigenous households were less likely to report living in dwellings that met the standard:

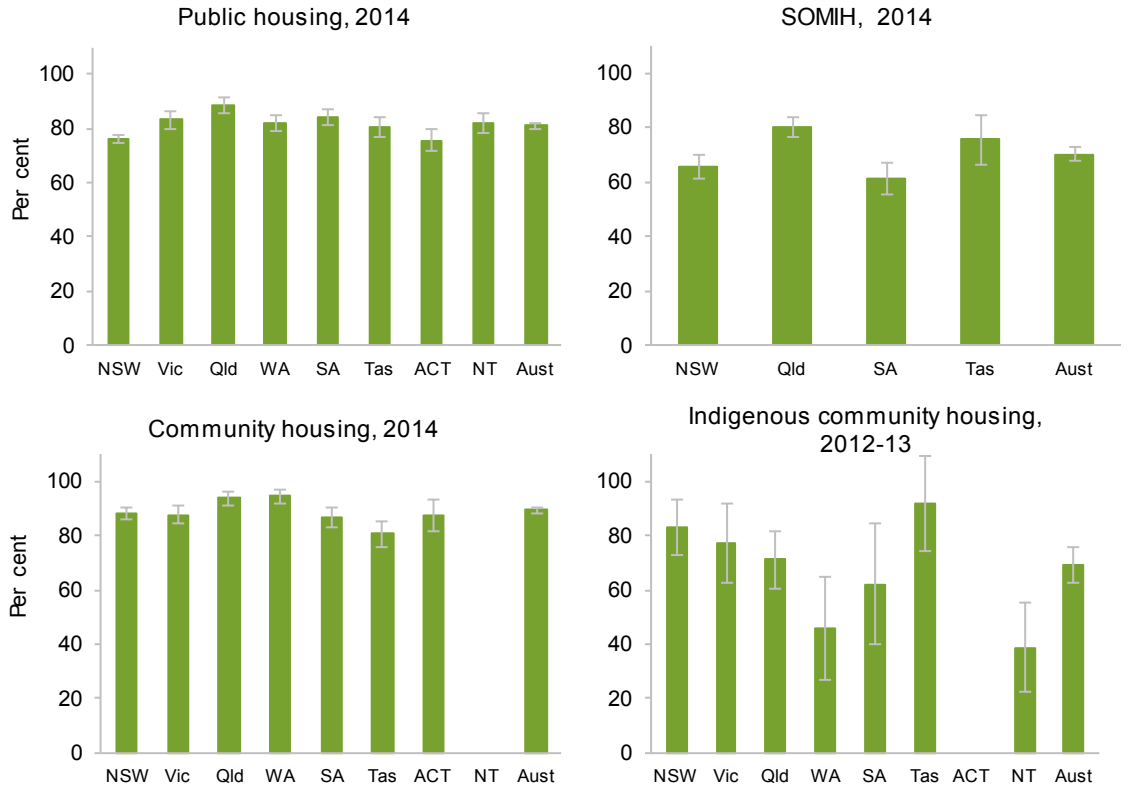
- for public housing, 81.0 per cent of all dwellings and 65.9 per cent of Aboriginal and Torres Strait Islander dwellings were reported to be of an acceptable standard
- for SOMIH, 70.1 per cent of all dwellings were reported to be of an acceptable standard
- for community housing, 89.3 per cent of all dwellings and 83.0 per cent of Aboriginal and Torres Strait Islander dwellings were reported to be of an acceptable standard (figure 17.4).

Households with a member with disability were also less likely to report living in dwellings of an acceptable standard (75.0 per cent in public housing, 64.1 per cent in SOMIH, and 85.1 per cent in community housing) (17A.15–17).

Nationally in 2012-13, for Indigenous community housing tenants, 69.2 per cent of all dwellings were reported to be of an acceptable standard (17A.18). These data are unable to be disaggregated by households with a member with disability.

Confidence intervals at 95 per cent and relative standard errors for these data are in attachment tables 17A.15–18.

Figure 17.4 **Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)[a,b]**



[a] See box 17.8 and tables 17A.15–18 for detailed definitions, footnotes and caveats. [b] There were no ICH respondents in the survey sample for the ACT and community housing data were not available for the NT.

Source: ABS (unpublished) National Aboriginal and Torres Strait Islander Health Survey 2012-13, AIHW (unpublished) National Social Housing Survey 2014; tables 17A.15–18.

Efficiency

Net recurrent cost per dwelling

'Net recurrent cost per dwelling' is an indicator of governments' objective to undertake efficient and cost effective management of social housing (box 17.9).

Box 17.9 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 ICH. 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 ICH excludes the user cost of capital as this information was not available.

The total number of dwellings for ICH 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). Dwelling condition is reported under 'effectiveness'.

Data reported for this indicator 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)
- 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 2014-15 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 NT
- incomplete for ICH 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/2016.

The costs incurred by jurisdictions in providing social housing include:

- 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, 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.

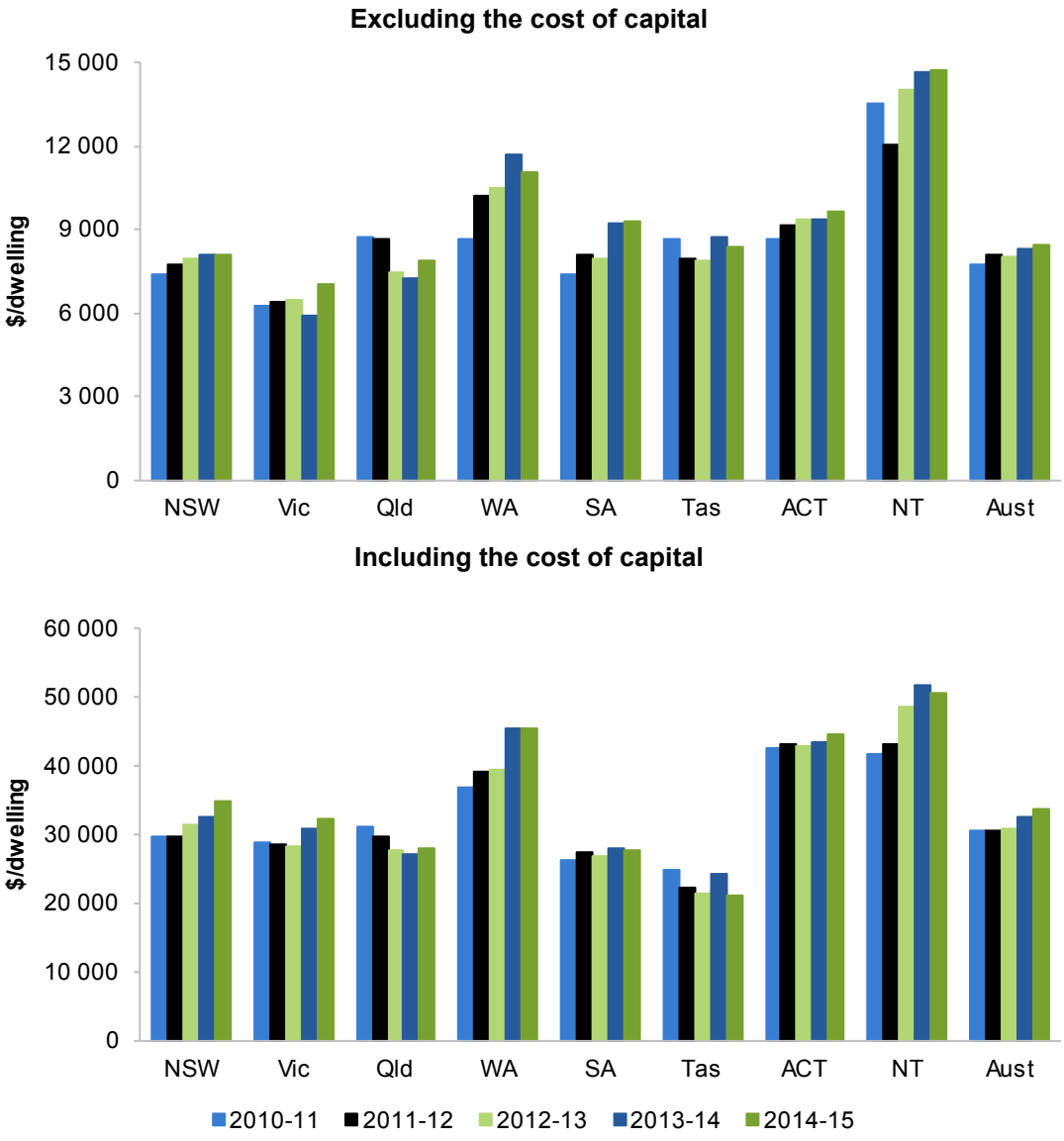
Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, 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.66.

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 2014-15, net recurrent cost per dwelling (excluding the user cost of capital) for public housing was $8486 and the cost per dwelling including the user cost of capital was $33 794. The cost per dwelling, including user cost of capital, has increased by $3325 (in real terms) since 2010-11 (figure 17.5). More detailed information on public housing expenditure from 2005-06 is reported in nominal terms in table 17A.19 and in real terms in table 17A.20.

Figure 17.5 **Net recurrent cost per dwelling – public housing (2014-15 dollars) [a]**



[a] See box 17.9 and tables 17A.20 and 17A.58 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); tables 17A.20 and 17A.58.

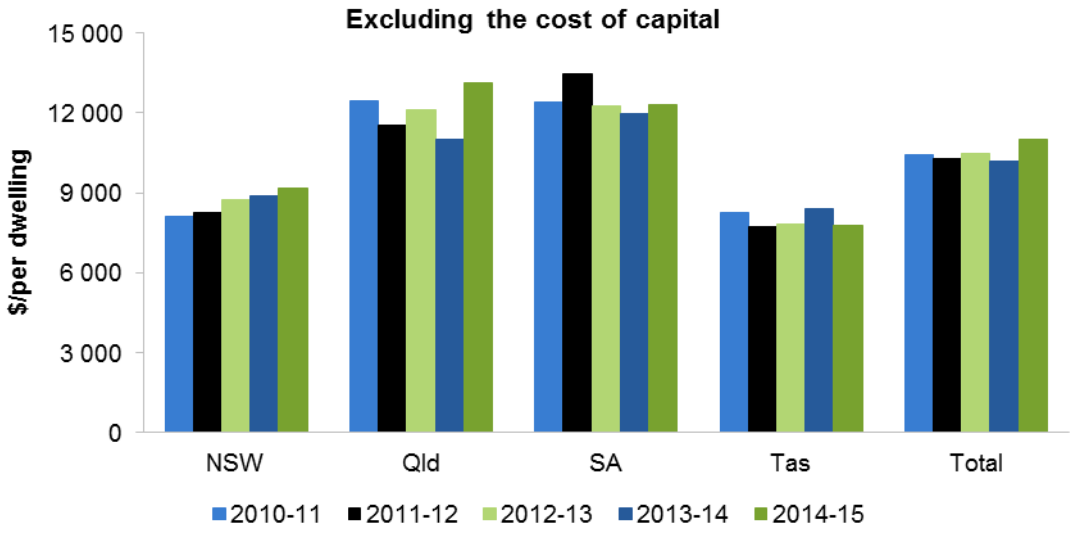
Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was $10 999 in 2014-15, similar to previous years (figure 17.6). Table 17A.21 also contains historical data back to 2005-06. Capital cost data for SOMIH are not available for this Report.

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

This page has changed since an earlier version of the Report.
See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

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

Figure 17.6 **Net recurrent cost per dwelling — SOMIH (2014-15 dollars)[a]**



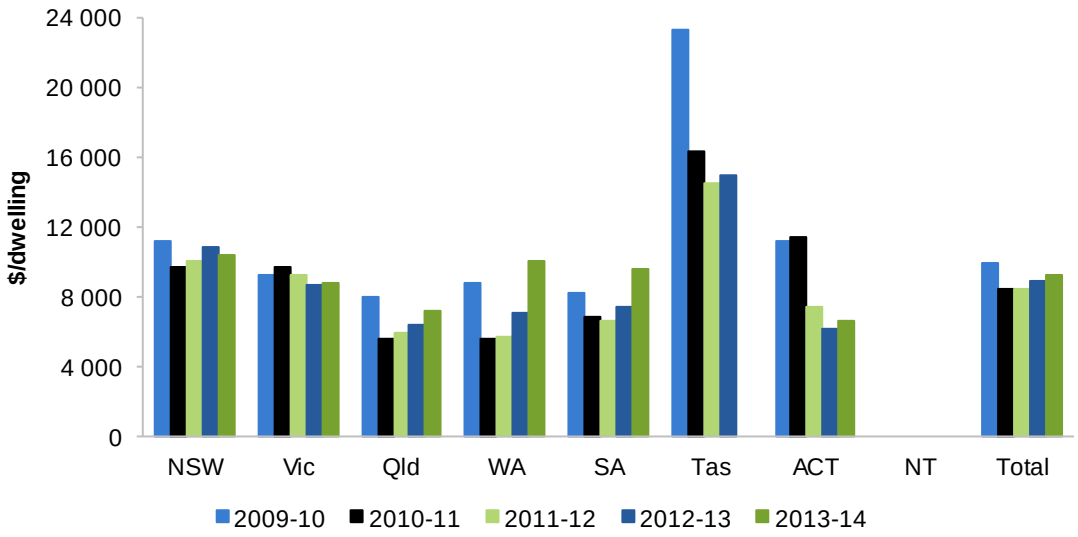
[a] See box 17.9 and tables 17A.21 and 17A.58 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); tables 17.A.21 and 17A.58.

Data on net recurrent cost per dwelling for community housing are reported with a one year lag to allow community housing providers an extra year to collate financial data. Nationally, the net recurrent cost per community housing tenancy for the 2013-14 financial year was $9264 (figure 17.7). Table 17A.22 also contains historical data back to 2005-06. Capital cost data for community housing are not available for reporting.

This page has changed since an earlier version of the Report.
See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Figure 17.7 **Net recurrent cost per tenancy — community housing (2013-14 dollars)[a, b, c]**



[a] See box 17.9 and tables 17A.22 and 17A.58 for detailed definitions, footnotes and caveats. [b] Data for the NT not available. [c] 2013-14 data for Tasmania not available.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.22 and 17A.58.

Data on net recurrent cost per dwelling for ICH are reported with a one year lag to allow Indigenous community housing providers an extra year to collate financial data. In 2013-14, the net current costs per ICH dwelling, for jurisdictions where the data were available, was $8615 (table 17.4).

Table 17.4 **Net recurrent cost per dwelling (excluding the cost of capital) — ICH (2013-14 dollars)[a]**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2013-14	4 052	7 792	9 544	10 353	na	3 792	..	na	8 615
2012-13	7 963	7 791	6 293	10 602	na	10 025	...	na	7 852
2011-12	10 118	6 596	6 544	9 625	na	9 515	na	na	8 182
2010-11	11 111	5 059	5 775	9 450	na	5 172	na	na	7 640
2009-10	15 598	9 858	4 911	7 456	4 303	11 855	na	na	8 214

[a] See box 17.9 and tables 17A.23 and 17A.58 for detailed definitions, footnotes and caveats. **na** Not available. .. Not applicable.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.23 and 17A.58.

Occupancy rate

'Occupancy rate' is an indicator of governments' objective to ensure efficient housing utilisation (box 17.10).

Box 17.10 **Occupancy rate**

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

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 ICH. Data reported for this indicator 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 2014-15 data are available for all jurisdictions providing the service
- incomplete for ICH for the current reporting period. All required 2013-14 data were not available for the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Nationally in 2015, the proportion of total rental stock occupied was 97.9 per cent for public housing, 97.0 per cent for SOMIH, and 94.4 per cent for community housing, and as at 30 June 2014, 94.6 per cent of ICH was occupied (table 17.5).

Table 17.5 **Occupancy rates for social housing as at 30 June (per cent)[a]**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus/total
Public housing									
2015	98.7	98.0	98.3	97.7	95.8	98.3	98.0	94.7	97.9
2014	98.7	97.8	98.4	96.6	96.4	98.1	98.9	93.2	97.9
2013	99.0	97.3	98.6	95.8	96.8	97.1	98.0	93.6	97.8
2012	98.9	96.9	98.6	96.3	96.0	97.3	98.6	95.4	97.7
2011	99.9	96.9	98.6	96.1	95.8	98.4	97.9	96.1	98.0
SOMIH									
2015	97.6	..	96.6	..	95.8	98.6	..	..	97.0
2014	97.2	..	96.7	..	95.9	97.2	..	..	96.8
2013	98.1	..	96.5	..	97.3	97.6	..	..	95.3
2012	97.7	..	95.2	..	96.0	96.8	..	..	96.5
2011	99.9	..	95.7	..	94.6	98.0	..	..	97.4
Community housing									
2015	93.0	94.0	97.0	95.0	96.0	96.0	87.0	100.0	94.4
2014	93.9	91.8	97.3	93.7	97.2	95.6	86.9	100.0	94.4
2013	99.8	95.0	99.1	92.7	97.0	92.7	91.9	100.0	97.4
2012	98.1	94.4	95.7	92.8	97.0	90.9	92.7	100.0	96.2
2011	97.6	93.6	94.6	93.8	98.1	95.6	91.4	100.0	95.9
ICH									
2014	96.7	98.5	94.1	91.3	88.7	100.0	..	na	94.6
2013	96.9	97.9	90.8	87.5	74.8	91.9	..	na	91.0
2012	95.8	97.4	94.8	82.5	89.4	92.1	na	na	92.1
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	91.6

aSee box 17.10 and tables 17A.24–27 for detailed definitions, footnotes and caveats. **na** Not available. **..** Not applicable.

Source: AIHW (unpublished) National Housing Assistance Data Repository*;* tables 17A.24–27.

Turnaround time

'Turnaround time' is an indicator of governments' objective to relet their properties quickly and efficiently to meet demand (box 17.11).

Box 17.11 **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. The indicator is measured as the total number of days that dwellings were vacant for the year, divided by the total number of vacancy episodes for the year.

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.

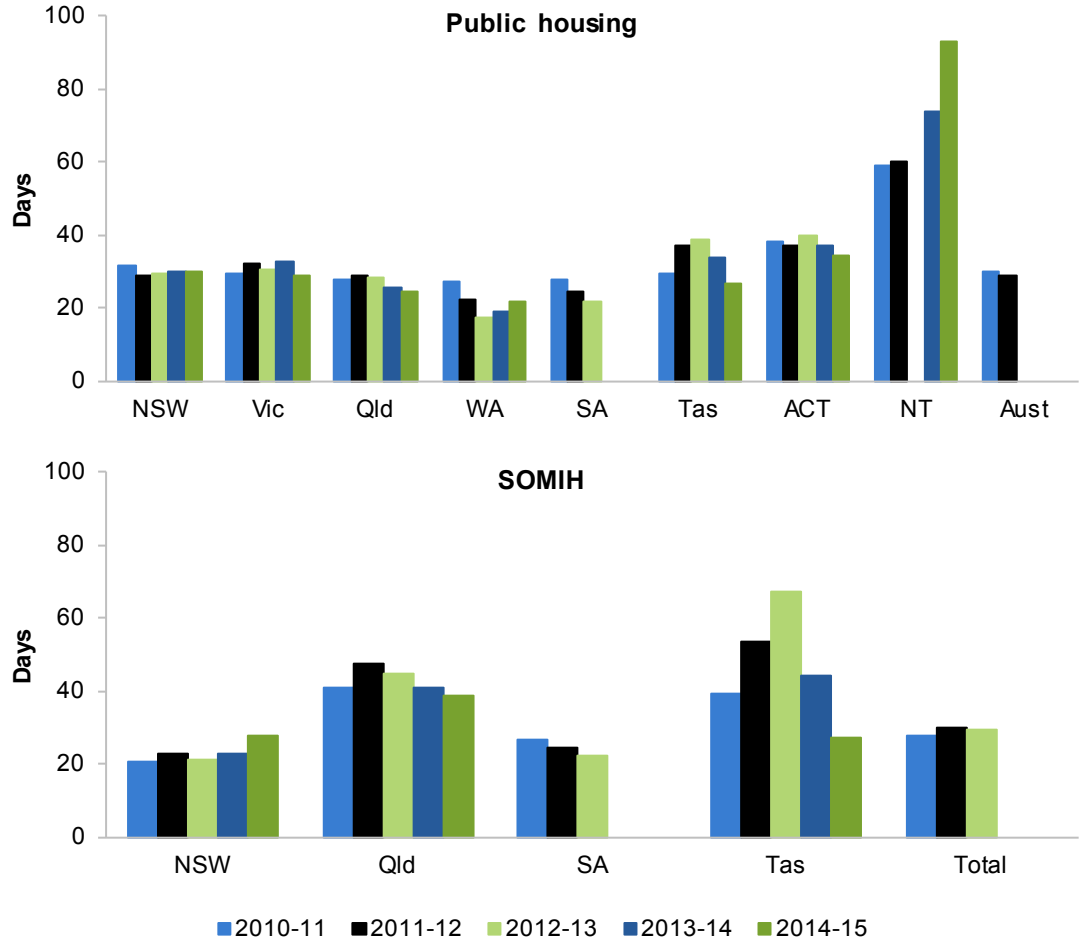
Data reported for this indicator are:

- 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
- incomplete for SOMIH and public housing. All required 2014-15 and 2013-14 data were not available for SA.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

The average turnaround time for vacant public housing and SOMIH stock varied across and within jurisdictions over time (figure 17.8). This indicator is currently in the process of being redeveloped to ensure consistent, fully comparable and complete reporting across jurisdictions for both public housing and SOMIH.

Figure 17.8 **Average turnaround time for vacant stock, 2014-15[a, b]**



[a] See box 17.11 and tables 17A.28-29 for detailed definitions, footnotes and caveats. [b] SA data for 2013-14 and 2014-15 are not available. NT data for 2012-13 are not available.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.28-29.

Rent collection rate

'Rent collection rate' is an indicator of governments' objective to undertake efficient and cost effective management of social housing (box 17.12).

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See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Box 17.12 **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 ICH.

Data reported for this indicator 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)
- 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 2014-15 data are available for all jurisdictions providing the service
- incomplete for community housing and ICH for the current reporting period. All required 2014-15 community housing data were not available for the NT, and all required 2013-14 ICH data were not available for SA or the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

In 2014-15, the national rent collection rate was 99.5 per cent for public housing and 96.3 per cent for SOMIH. In 2013-14 (the latest year for which data are available), the national rent collection rate was 99.2 per cent for community housing and 89.9 per cent for ICH (table 17.6).

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See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Table 17.6 **Rent collection rate (per cent)[a]**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Public housing									
2014-15	99.5	98.8	100.2	100.0	99.8	98.5	99.3	98.5	99.5
2013-14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.3	99.7
2012-13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	97.6	99.4
2011-12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0	99.3
2010-11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	99.6
SOMIH									
2014-15	94.0	..	100.3	..	97.4	98.4	..	..	96.3
2013-14	99.2	..	102.6	..	98.9	98.0	..	..	100.1
2012-13	101.0	..	99.8	..	101.5	98.4	..	..	99.6
2011-12	100.0	..	100.6	..	100.7	98.6	..	..	100.5
2010-11	104.0	..	99.3	..	99.9	99.0	..	..	101.7
Community housing									
2013-14	97.7	100.4	99.9	99.9	99.6	109.0	98.7	na	99.2
2012-13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	99.3
2011-12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	100.6
2010-11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	97.9
2009-10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	97.7
ICH									
2013-14	92.5	100.1	82.1	89.7	na	99.5	..	na	89.9
2012-13	91.6	99.8	92.1	88.1	na	105.0	..	73.6	92.7
2011-12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	94.9
2010-11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	94.9
2009-10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	88.1

a See box 17.12 and 17A.30–33 for detailed definitions, footnotes and caveats.. **na** Not available. .. Not applicable.

Source: State and Territory Governments (unpublished); AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.30–33.

Outcomes

Outcomes are the impact of services on the status of an individual or group (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 17.13).

Data for amenity/location are sourced from the 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. Confidence intervals and relative standard errors should be considered when interpreting NSHS results (tables 17A.34–39).

Box 17.13 **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. 'Amenity' aspects include size of dwelling, modifications for special needs, ease of access and entry, car parking, yard space and fencing, privacy of home, safety/security of home and safety/security of neighbourhood. 'Location' aspects of selected facilities and services included: shops and banking, public transport, parks and recreational facilities, emergency services medical services and hospitals, child care facilities, education/training facilities, employment/place of work, community and support services, family and friends.

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 ICH. Data for this measure include 95 per cent confidence intervals for individual amenity/location aspects. Data reported for this indicator 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 due to the different demographic profile of Aboriginal and Torres Strait Islander tenants and the method of data collection
- 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 NT.

Data from earlier surveys (2012, 2010 [public housing and community housing] and 2007 [public housing, community housing and SOMIH]) were included in earlier Reports.

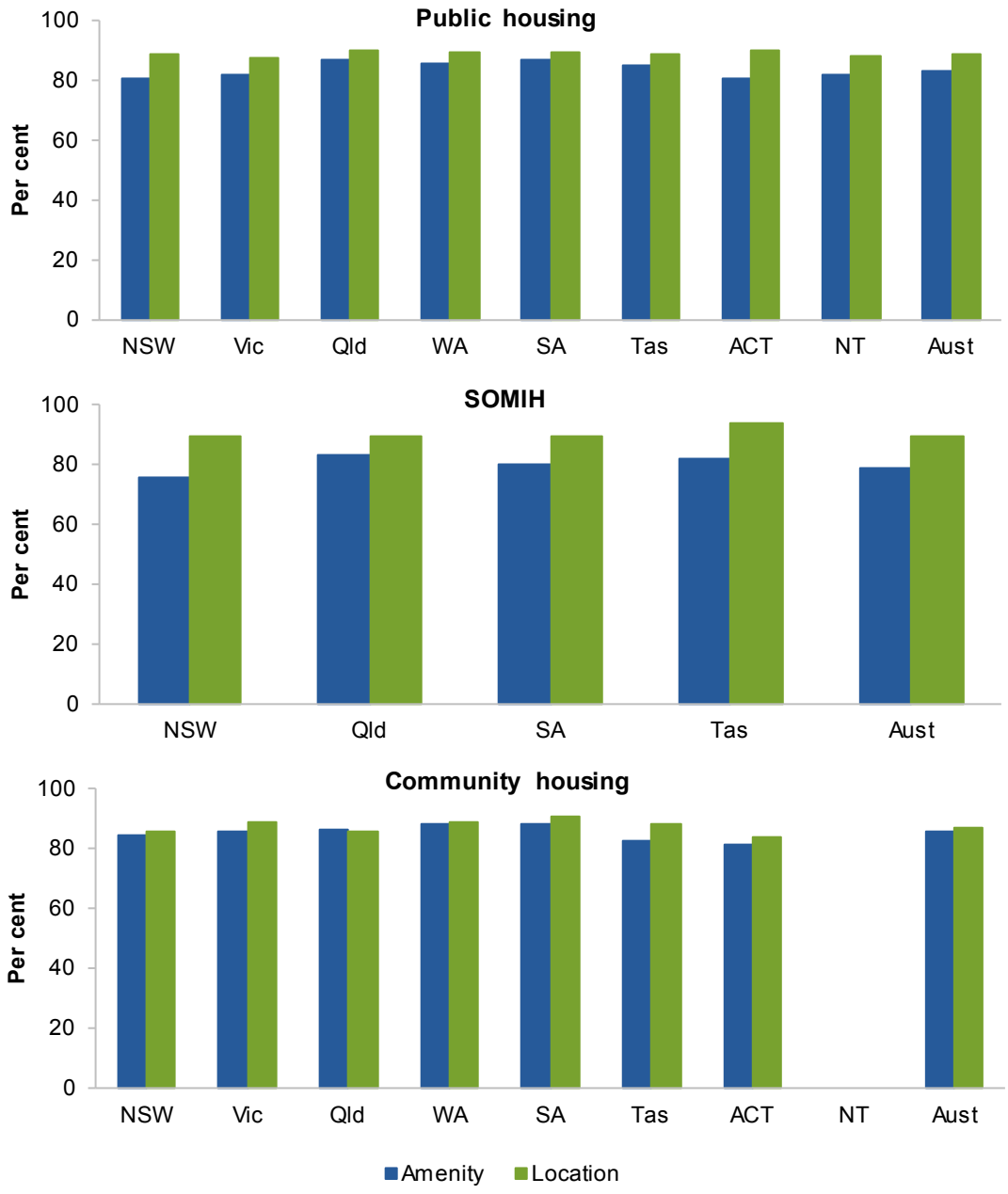
Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Nationally in 2014, the majority of social housing respondents indicated that the amenity and location aspects of their dwelling were important and meeting their needs:

- public housing — for amenity (83.4 per cent) and location (88.9 per cent)
- SOMIH — for amenity (79.0 per cent) and location (89.5 per cent)
- community housing — for amenity (85.5 per cent) and location (87.1 per cent) (figure 17.9).

Data for households with a member with disability are available in tables 17A.34–39.

Figure 17.9 **Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014[a,b]**



[a] See box 17.13 and tables 17A.34–39 for detailed definitions, footnotes and caveats. [b] Community housing data are not available for the NT.

Source: AIHW (unpublished) National Social Housing Survey 2014; tables 17A.34–39.

Affordability

'Affordability' is an indicator of governments' objective to provide affordable housing to assist people who are unable to access suitable housing (box 17.14).

Box 17.14 **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 calculated as the total rental rebate 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 vice versa
  - is reported for public housing and SOMIH.
- Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent (also referred to as households in 'rental stress')
  - is calculated as the 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. 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)
  - is reported for public housing, SOMIH and community housing. Households in public housing and SOMIH that do not receive rental rebates are included in this measure.

A high or increasing average weekly rental subsidy might imply that governments are spending more to ensure housing affordability. A low or decreasing proportion of households spending more than 30 per cent of their income on rent implies greater housing affordability.

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions
- 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 2014-15 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2014-15 data were not available for Queensland and the NT.

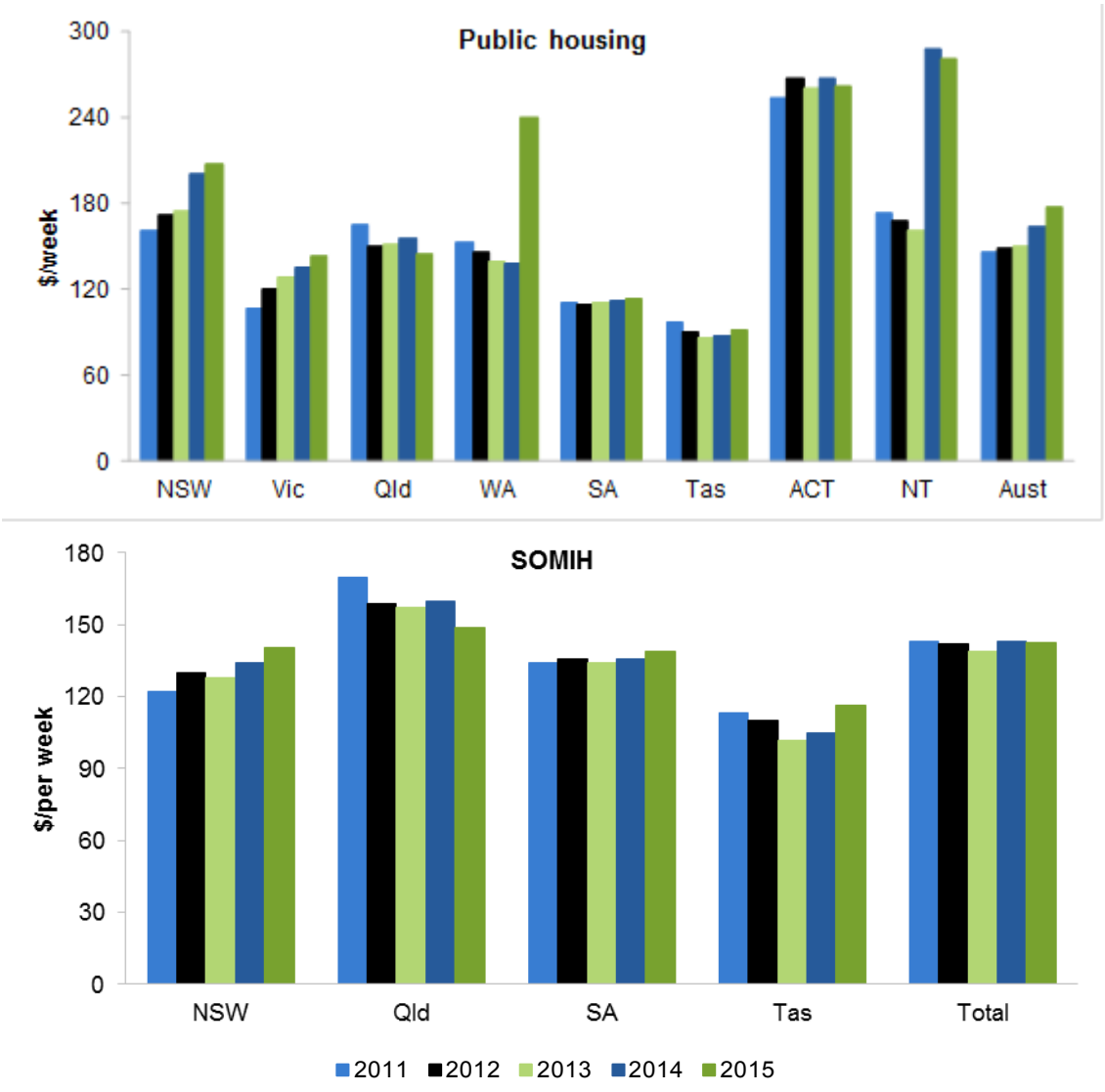
Differences in the treatment of CRA in rent assessment can affect the comparability of the results reported for community housing (CRA should be excluded from household income, but data for some households may include CRA in household income as some community housing providers are unable to exclude CRA from household income or rent). Further information on CRA can be found in the Housing and homelessness services sector overview.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Average weekly rental subsidy per rebated household

Nationally, the average weekly subsidy per rebated household in public housing was $178 at 30 June 2015, increasing from $146 at 30 June 2011 (in 2014-15 dollars). For SOMIH, the average weekly subsidy per rebated household was $143 at 30 June 2015, same amount (in real terms) as at 30 June 2011. These amounts varied across jurisdictions (figure 17.10).

Figure 17.10 **Average weekly subsidy per rebated household at 30 June (2014-15 dollars)[a]**



[a] See box 17.14 and tables 17A.40-41 and 17A.58 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) National Housing Assistance Data Repository, 17A.40-41.

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See errata at www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata.

Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent

At 30 June 2015, the majority of all households in social housing were low income households. Of those in:

- public housing — 97.8 per cent were low income households, of which 0.9 per cent were in rental stress (0.3 per cent in 2011)
- SOMIH — 95.4 per cent were low income households, of which 0.3 per cent were in rental stress (0.2 per cent in 2011)
- community housing — 93.8 per cent were low income households, of which 8.7 per cent were in rental stress (12.5 per cent in 2011) (tables 17A.42-43 and table 17.7).

Further information on the proportion of income paid in rent by low income households is provided in tables 17A.44–47.

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*	*Aust/Total*
Public housing									
2015	1.5	0.4	–	1.5	–	0.1	0.1	7.7	0.9
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
SOMIH									
2015	0.8	..	–	..	–	–	..	..	0.3
2014	0.5	..	0.5	..	–	–	..	..	0.4
2013	0.5	..	0.8	..	–	–	..	..	0.5
2012	0.5	..	1.1	..	–	–	..	..	0.7
2011	0.3	..	0.2	..	–	–	..	..	0.2
Community housing									
2015	7.6	0.1	na	17.7	9.0	27.8	0.4	na	8.7
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2012	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5

a See box 17.14 and tables 17A.42-43 for detailed definitions, footnotes and caveats. **na** Not available. .. Not applicable. – Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.42-43.

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 17.15). (The objectives of community housing providers in providing housing assistance may be different to those of governments.)

Box 17.15 **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) under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard (see section 17.5 for CNOS definition). Households living in dwellings where this standard cannot be met are considered to be overcrowded. State and Territory housing authorities' bedroom entitlement policies may differ from the CNOS.

The agreed method 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.

Low or decreasing proportions of households in social housing living in overcrowded conditions is desirable.

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

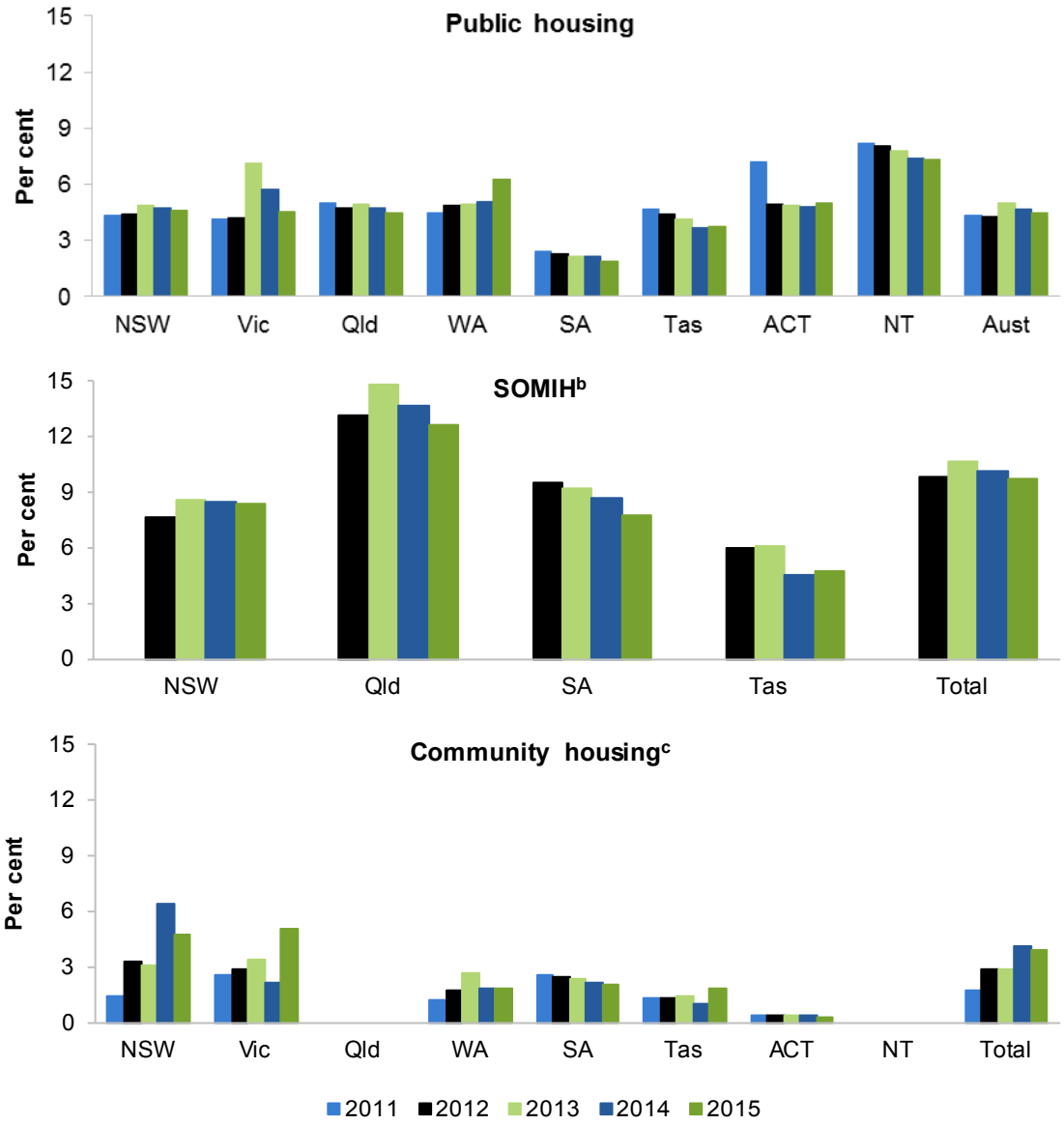
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions
- 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 2014-15 data are available for all jurisdictions providing the service
- not comparable across jurisdictions and are incomplete for:
  - community housing (all required 2014-15 data were not available for Queensland and the NT)
  - ICH (all required 2014 data were not available for NSW, Tasmania and the NT).

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2015, 4.4 per cent of households in public housing were overcrowded (similar to 4.3 per cent in 2011), 9.6 per cent of SOMIH households were overcrowded (a decrease from 10.3 per cent in 2011) and 3.9 per cent of households in community housing were overcrowded (an increase from 1.8 per cent in 2011) (figure 17.11). ICH data are shown in table 17.8.

Figure 17.11 **Overcrowded households, at 30 June[a]**



[a] See box 17.15 and tables 17A.48–50 for detailed definitions, footnotes and caveats. [b] The SOMIH program does note operate in Vic, WA, ACT and NT. [c] Community housing data for Queensland and NT are not available.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 17A.48–50.

Table 17.8 **Proportion of overcrowded households in ICH (per cent)[a]**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aus Gov*	*Aust/Total*
2014	na	6.1	28.0	20.1	na	na	..	na	..	na
2013	na	9.9	31.9	27.4	na	na	na	na	na	na
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	26.1
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	30.8
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	28.5

a See box 17.15 and table 17A.51 for detailed definitions, footnotes and caveats.. **na** Not available. **..** not applicable.

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

Overcrowding in public housing and SOMIH, disaggregated by remoteness are presented in tables 17A.50-51, with data for Aboriginal and Torres Strait Islander households in tables 17A.52-53. Information on underutilisation in public housing, SOMIH and community housing dwellings is reported in table 17A.54.

Customer satisfaction

'Customer satisfaction' is an indicator of governments' objective to provide housing assistance that is appropriate for different households (box 17.16).

Box 17.16 **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 ICH. Data for this measure include 95 per cent confidence intervals (in the form of error bars in figures).

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable with data for 2012 and earlier surveys
- 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 NT.

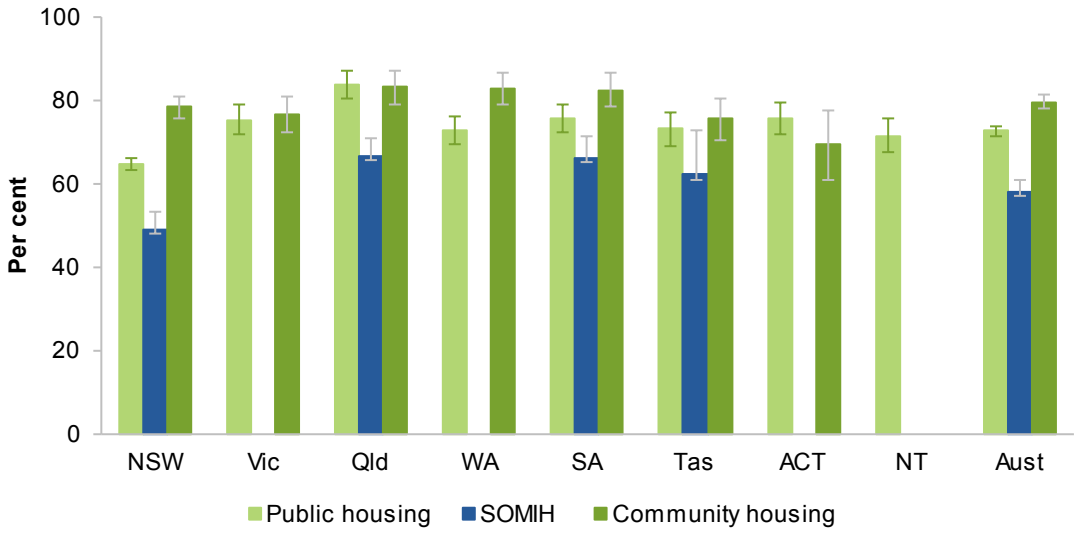
Data from earlier surveys (2012, 2010 and 2007) were included in earlier reports. Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Data for this indicator are sourced from the NSHS, with 2014 data reported for public, SOMIH and community housing. Confidence intervals and relative standard errors should be considered when interpreting NSHS results (tables 17A.55–57).

Nationally in 2014, the majority of social housing tenants were satisfied or very satisfied with the overall service provided by their housing provider (72.7 per cent for public housing, 58.3 per cent for SOMIH, and 79.7 per cent for community housing). The proportion of social housing tenants who were satisfied or very satisfied varied across jurisdictions (figure 17.12).

Data for households with a member with disability are available in tables 17A.55-56.

Figure 17.12 **Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2014[a, b]**



[a] See box 17.16 and tables 17A.55–57 for detailed definitions, footnotes and caveats. [b] There are no SOMIH data in Victoria, WA, ACT and the NT, and community housing data are not available for the NT.

Source: AIHW (unpublished) National Social Housing Survey 2014; tables 17A.55–57.

17.4 Future directions in performance reporting

Key development work for future reporting includes the following:

- reporting on all Indigenous remote public housing dwellings in the NT (currently not available), which impacts the majority of indicators reported in this chapter (box 17.4)
- improving data comparability and completeness for the turnaround time efficiency indicator.

17.5 Definitions of key terms

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.

Equivalisation

As household size increases, consumption needs also increase but there are economies of scale. An equivalence scale is used to adjust household incomes to take account of the economies that flow from sharing resources and enable more meaningful comparisons across different types of households.

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.
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.

17.6 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 website (www.pc.gov.au/rogs/2016).

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17.7 References

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17A Housing — attachment

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

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

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

This file is available in Adobe PDF format on the Review web page (www.pc.gov.au/rogs/2016).

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

	Unit	*NSW* (a)	*Vic* (a)	*Qld*	*WA*	*SA*	*Tas* (a)	*ACT*	*NT* (a)	*Aust* (a),(b)
2014-15										
Net recurrent expenditure on public housing	$ million	896.4	457.3	403.8	369.0	356.4	60.9	104.3	81.3	2 729.4
Net recurrent expenditure on SOMIH	$ million	43.0	..	44.0	..	21.7	1.7	..	..	110.4
Total net recurrent expenditure on social housing (c)	**$ million**	**879.0**	**760.7**	**536.9**	**671.7**	**404.2**	**95.1**	**111.7**	**81.3**	**3 540.6**
Capital expenditure	$ million	344.9	149.2	277.2	139.1	127.3	23.8	16.2	16.3	1 094.0
Total State and Territory Government expenditure for social housing	**$ million**	**1 223.9**	**909.9**	**814.0**	**810.9**	**531.5**	**118.9**	**127.9**	**97.6**	**4 634.5**
Net recurrent expenditure on social housing per person in the population	$	116.18	129.22	113.01	260.23	238.94	184.66	288.17	332.95	149.86
2013-14										
Net recurrent expenditure on public housing	$ million	885.8	378.1	365.5	385.6	352.6	89.5	100.1	80.4	2 637.8
Net recurrent expenditure on SOMIH	$ million	40.5	..	36.6	..	21.3	2.5	..	..	101.0
Total net recurrent expenditure on social housing (c)	**$ million**	**891.5**	**675.1**	**488.3**	**714.1**	**401.4**	**113.7**	**109.6**	**80.4**	**3 474.0**
Capital expenditure	$ million	237.9	232.3	236.8	181.4	167.9	17.0	1.8	15.4	1 090.5
Total State and Territory Government expenditure for social housing	**$ million**	**1 129.4**	**907.4**	**725.1**	**895.5**	**569.2**	**130.7**	**111.4**	**95.8**	**4 564.5**
Net recurrent expenditure on social housing per person in the population	$	119.42	116.57	104.09	279.93	239.30	221.19	285.33	331.50	148.97
2012-13										
Net recurrent expenditure on public housing	$ million	862.1	410.6	375.5	341.7	306.8	88.6	99.2	76.1	2 560.7
Net recurrent expenditure on SOMIH	$ million	38.5	..	40.0	..	21.5	2.4	..	..	102.4
Total net recurrent expenditure on social housing (c)	**$ million**	**853.3**	**652.5**	**534.6**	**757.2**	**437.9**	**106.4**	**109.8**	**76.1**	**3 527.8**
Capital expenditure	$ million	231.0	256.8	367.7	139.5	133.6	40.5	31.7	23.7	1 224.6

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

	Unit	*NSW* (a)	*Vic* (a)	*Qld*	*WA*	*SA*	*Tas* (a)	*ACT*	*NT* (a)	*Aust* (a),(b)
Total State and Territory Government expenditure for social housing	**$ million**	**1 084.3**	**909.3**	**902.3**	**896.7**	**571.5**	**147.0**	**141.5**	**99.9**	**4 752.4**
Net recurrent expenditure on social housing per person in the population	$	116.11	114.89	115.94	306.21	263.44	207.68	289.27	321.47	154.01
2011-12										
Net recurrent expenditure on public housing	$ million	834.4	399.3	429.4	330.9	311.0	92.1	95.7	63.6	2 556.4
Net recurrent expenditure on SOMIH	$ million	35.4	..	37.4	..	23.6	2.6	..	..	99.0
Total net recurrent expenditure on social housing (c)	**$ million**	**968.7**	**718.1**	**536.9**	**711.0**	**363.9**	**106.9**	**103.7**	**162.8**	**3 671.9**
Capital expenditure	$ million	433.4	495.8	434.9	233.5	223.5	99.0	42.6	346.5	2 309.1
Total State and Territory Government expenditure for social housing	**$ million**	**1 402.1**	**1 213.9**	**971.8**	**944.5**	**587.3**	**205.9**	**146.2**	**509.3**	**5 981.1**
Net recurrent expenditure on social housing per person in the population	$	133.66	128.82	118.96	297.83	221.19	208.85	279.65	700.66	163.30
2010-11										
Net recurrent expenditure on public housing	$ million	778.3	387.2	429.1	277.2	288.5	99.3	90.3	64.5	2 414.4
Net recurrent expenditure on SOMIH	$ million	32.3	..	39.8	..	21.6	2.7	..	..	96.4
Total net recurrent expenditure on social housing (c)	**$ million**	**2 066.9**	**798.8**	**530.4**	**567.7**	**334.2**	**112.6**	**95.2**	**290.8**	**4 796.6**
Capital expenditure	$ million	1 321.2	595.6	850.1	511.8	314.0	106.8	89.6	447.9	4 237.1
Total State and Territory Government expenditure for social housing	**$ million**	**3 388.1**	**1 394.4**	**1 380.5**	**1 079.5**	**648.2**	**219.4**	**184.8**	**738.7**	**9 033.7**
Net recurrent expenditure on social housing per person in the population	$	287.87	145.36	119.53	244.80	204.72	220.74	260.85	1,262.71	216.33

(a) Prior year data have been revised for 2013-14, 2012-13, 2011-12 and 2010-11. Grants and subsidies are excluded from recurrent expenditure for public housing and SOMIH for 2012-13 to 2014-15 with the exception of NSW.

(b) Australian total includes jurisdictions reporting only.

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

	Unit	*NSW* (a)	*Vic* (a)	*Qld*	*WA*	*SA*	*Tas* (a)	*ACT*	*NT* (a)	*Aust* (a),(b)

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

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

Source : State and Territory Governments (unpublished).

Table 17A.2 **State and Territory Government real expenditure on social housing (2014-15 dollars) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (b)
2014-15										
Net recurrent expenditure on public housing	$ million	896.4	457.3	403.8	369.0	356.4	60.9	104.3	81.3	2 729.4
Net recurrent expenditure on SOMIH	$ million	43.0	..	44.0	..	21.7	1.7	..	..	110.4
Total net recurrent expenditure on social housing (c)	**$ million**	**879.0**	**760.7**	**536.9**	**671.7**	**404.2**	**95.1**	**111.7**	**81.3**	**3 540.6**
Capital expenditure	$ million	344.9	149.2	277.2	139.1	127.3	23.8	16.2	16.3	1 094.0
Total State and Territory Government expenditure for social housing	**$ million**	**1 223.9**	**909.9**	**814.0**	**810.9**	**531.5**	**118.9**	**127.9**	**97.6**	**4 634.5**
Net recurrent expenditure on social housing per person in the population	$	116.18	129.22	113.01	260.23	238.94	184.66	288.17	332.95	149.86
2013-14										
Net recurrent expenditure on public housing	$ million	901.2	384.6	371.9	392.3	358.7	91.1	101.9	81.8	2 683.5
Net recurrent expenditure on SOMIH	$ million	41.2	..	37.3	..	21.7	2.5	..	..	102.8
Total net recurrent expenditure on social housing (c)	**$ million**	**906.9**	**686.7**	**496.7**	**726.4**	**408.3**	**115.6**	**111.5**	**81.8**	**3 534.1**
Capital expenditure	$ million	242.0	236.3	240.9	184.6	170.8	17.3	1.9	15.6	1 109.4
Total State and Territory Government expenditure for social housing	**$ million**	**1 148.9**	**923.1**	**737.6**	**911.0**	**579.1**	**133.0**	**113.4**	**97.4**	**4 643.4**
Net recurrent expenditure on social housing per person in the population	$	121.48	118.59	105.89	284.77	243.44	225.02	290.27	337.23	151.55
2012-13										
Net recurrent expenditure on public housing	$ million	888.7	423.3	387.1	352.3	316.3	91.3	102.3	78.5	2 639.9
Net recurrent expenditure on SOMIH	$ million	39.7	..	41.3	..	22.1	39.8	..	..	105.6
Total net recurrent expenditure on social housing (c)	**$ million**	**879.7**	**672.7**	**551.1**	**780.6**	**451.4**	**109.7**	**113.2**	**78.5**	**3 636.9**
Capital expenditure	$ million	238.1	264.7	379.1	143.8	137.8	41.8	32.7	24.5	1 262.5

Table 17A.2 **State and Territory Government real expenditure on social housing (2014-15 dollars) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (b)
Total State and Territory Government expenditure for social housing	**$ million**	**1 117.8**	**937.4**	**930.2**	**924.4**	**589.2**	**151.5**	**145.9**	**103.0**	**4 899.4**
Net recurrent expenditure on social housing per person in the population	$	119.70	118.44	119.52	315.68	271.59	214.11	298.21	331.41	158.77
2011-12										
Net recurrent expenditure on public housing	$ million	871.9	417.2	448.7	345.8	325.0	96.2	100.0	66.4	2 671.2
Net recurrent expenditure on SOMIH	$ million	37.0	..	39.1	..	24.6	2.7	..	..	103.4
Total net recurrent expenditure on social housing (c)	**$ million**	**1 012.2**	**750.4**	**561.0**	**742.9**	**380.2**	**111.7**	**108.3**	**170.1**	**3 836.9**
Capital expenditure	$ million	452.8	518.0	454.5	244.0	233.5	103.5	44.5	362.1	2 412.9
Total State and Territory Government expenditure for social housing	**$ million**	**1 465.1**	**1 268.4**	**1 015.4**	**986.9**	**613.7**	**215.2**	**152.8**	**532.2**	**6 249.8**
Net recurrent expenditure on social housing per person in the population	$	139.66	134.61	124.31	311.22	231.12	218.23	292.21	732.14	170.64
2010-11										
Net recurrent expenditure on public housing	$ million	826.2	411.1	455.5	294.2	306.3	105.4	95.9	68.5	2 563.1
Net recurrent expenditure on SOMIH	$ million	34.3	..	42.3	..	22.9	2.9	..	..	102.3
Total net recurrent expenditure on social housing (c)	**$ million**	**2 194.2**	**848.0**	**563.0**	**602.7**	**354.8**	**119.6**	**101.0**	**308.7**	**5 091.9**
Capital expenditure	$ million	1 402.6	632.3	902.5	543.3	333.3	113.4	95.1	475.5	4 498.0
Total State and Territory Government expenditure for social housing	**$ million**	**3 596.8**	**1 480.3**	**1 465.5**	**1 146.0**	**688.1**	**232.9**	**196.1**	**784.2**	**9 589.9**
Net recurrent expenditure on social housing per person in the population	$	305.60	154.31	126.89	259.88	217.33	234.33	276.91	1,340.46	229.65

(a) Time series financial data are adjusted to 2014–15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014–15=100) (table 17A.58). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions.

Table 17A.2 **State and Territory Government real expenditure on social housing (2014-15 dollars) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (b)

(b) Australian total includes jurisdictions reporting only. Grants and subsidies are excluded from recurrent expenditure for public housing and SOMIH for 2012-13 to 2014-15 with the exception of NSW.

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

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

Source : State and Territory Governments (unpublished); tables 2A.2 and 17A.58.

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

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*
Public housing										
2015	no.	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2008	no.	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2007	no.	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2006	no.	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
SOMIH										
2015	no.	4 641	..	3 355	..	1 817	222	..	..	10 035
2014	no.	4 632	..	3 383	..	1 815	283	..	..	10 113
2013	no.	4 540	..	3 405	..	1 803	336	..	..	10 084
2012	no.	4 478	..	3 394	..	1 830	345	..	..	10 047
2011	no.	4 238	..	3 388	..	1 848	346	..	..	9 820
2010	no.	4 201	..	3 318	2 187	1 897	349	..	..	11 952
2009	no.	4 169	198	3 193	2 275	1 873	348	..	..	12 056
2008	no.	4 169	1 024	3 051	2 308	1 879	347	..	..	12 778
2007	no.	4 234	1 328	2 997	2 287	1 903	349	..	..	13 098
2006	no.	4 147	1 291	2 916	2 272	1 915	352	..	..	12 893

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

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*
Community housing										
2015	no.	28 214	12 689	11 585	6 608	5 942	6 109	663	295	72 105
2014	no.	26 915	12 957	11 660	6 349	5 994	4 805	610	333	69 622
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2009	no.	15 721	8 366	7 011	5 349	4 531	603	672	131	42 384
2008	no.	15 119	6 698	6 549	4 474	4 538	597	743	93	38 811
2007	no.	14 140	4 593	6 275	3 868	4 405	536	798	92	34 707
2006	no.	12 673	4 451	5 442	1 869	4 348	468	765	87	30 103
Indigenous community housing (c)										
2015	no.	na	na	na	na	na	na	..	na	na
2014	no.	4 730	1 966	5 013	2 493	1 102	73	..	2 152	17 529
2013	no.	4 734	1 960	4 777	2 439	1 100	62	..	2 090	17 162
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	18 695
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	16 908
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	19 583
2007	no.	4 457	..	4 157	2 956	967	..	23	6 337	18 897
2006	no.	4 989	..	4 136	3 213	983	..	23	6 168	19 512

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

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

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*

(c) For 2013-14, no data were collected on outstation dwellings. The Northern Territory relies on the information collected by ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.
During 2008-09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 5025 due to further transfers and new dwellings being constructed since 2008-09. Since 2008-09, these dwellings were not captured by the ICH data collection or the public housing data collection. The NT housing authority has expressed a desire to report these dwellings within the public housing collection from 2015-16 collection years. See table 17A.8 for additional information on ICH.

(d) Based on the Australian Statistical Geography standard.

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

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

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

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas* (c)	*ACT*	*NT* (d)	*Aust*
Public housing										
2015	no.	108 732	63 125	50 371	32 602	37 766	7 109	10 611	4 647	314 963
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 720	317 008
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 790	321 213
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
2011	no.	111 448	62 928	51 262	32 519	39 876	11 132	10 836	4 907	324 908
2010	no.	114 421	62 593	51 041	30 558	40 206	11 266	10 737	4 904	325 726
2009	no.	117 242	62 565	50 579	30 616	40 774	11 364	10 620	4 976	328 736
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2007	no.	120 187	63 278	49 677	30 142	42 527	11 526	10 627	5 121	333 085
2006	no.	121 529	63 159	49 011	29 819	43 096	11 487	10 712	5 155	333 968
SOMIH										
2015	no.	4 530	..	3 242	..	1 741	219	..	..	9 732
2014	no.	4 504	..	3 270	..	1 741	275	..	..	9 790
2013	no.	4 452	..	3 286	..	1 754	328	..	..	9 820
2012	no.	4 372	..	3 230	..	1 756	334	..	..	9 692
2011	no.	4 233	..	3 243	..	1 749	339	..	..	9 564
2010	no.	4 122	..	3 147	2 088	1 753	341	..	..	11 451
2009	no.	4 083	198	3 048	2 152	1 758	343	–	–	11 582
2008	no.	4 104	1 002	2 980	2 172	1 778	339	–	–	12 375
2007	no.	4 135	1 280	2 925	2 151	1 790	341	–	–	12 622
2006	no.	4 041	1 248	2 822	2 138	1 791	346	–	–	12 386
Community housing										
2015	no.	26 220	13 111	11 199	6 410	5 701	5 956	574	na	69 171
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	na	66 708
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	na	65 632
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 345
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	55 159
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 559

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

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas* (c)	*ACT*	*NT* (d)	*Aust*
2009	no.	15 858	7 531	6 976	2 650	4 329	406	643	na	38 524
2008	no.	15 150	5 009	6 356	2 980	4 370	387	698	93	35 043
2007	no.	13 743	4 436	6 060	3 718	4 232	521	724	92	33 526
2006	no.	11 358	4 176	5 292	2 800	3 817	467	687	87	28 684

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016 and in Tables 17A.5-7.

(b) Data for Indigenous community housing were not available for this Report.

(c) For Tasmania 2014-15: on 14 July 2014 the management of the final tranche of about 1100 public housing dwellings and associated tenancies were transferred to the community sector, accounting for a 14 per cent decrease in the public housing portfolio.

(d) Community housing data for the NT reflects government administrative data.

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

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

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total households paying less than market rent										
2015	no.	99 941	55 111	48 090	32 184	33 335	6 356	10 092	4 206	289 315
2014	no.	100 508	54 325	48 985	29 309	33 404	7 207	10 143	4 197	288 078
2013	no.	99 369	53 794	49 445	29 599	34 233	9 305	9 973	4 028	289 746
2012	no.	101 148	53 370	49 364	30 210	35 092	9 550	9 859	4 276	292 869
2011	no.	100 547	53 701	50 098	30 794	36 060	9 431	9 802	4 295	294 728
Total new households assisted (d)										
2014-15	no.	6 445	3 990	3 930	2 911	2 601	652	553	328	21 410
2013-14	no.	5 989	4 202	3 656	2 657	2 160	998	608	341	20 611
2012-13	no.	6 191	4 112	4 064	2 567	2 445	971	628	321	21 299
2011-12	no.	6 505	4 013	3 470	2 929	2 383	929	695	441	21 365
2010-11	no.	5 653	4 038	3 614	2 971	2 548	921	639	469	20 853
Total new Aboriginal and Torres Strait Islander households assisted										
2014-15	no.	1 199	356	1 076	867	457	60	89	193	4 297
2013-14	no.	1 105	334	923	1 045	390	138	77	208	4 220
2012-13	no.	966	336	974	753	391	127	72	163	3 782
2011-12	no.	985	241	779	1 028	380	127	84	194	3 818
2010-11	no.	870	259	766	1 026	391	98	58	252	3 720
Households relocating from one public housing dwelling to another (d)										
2014-15	no.	2 750	1 392	1 384	511	864	97	219	270	7 487
2013-14	no.	2 578	1 538	1 282	1 335	752	320	278	314	8 397
2012-13	no.	2 549	1 579	1 616	905	825	244	231	264	8 213
2011-12	no.	2 864	1 112	1 312	1 146	921	246	334	240	8 175
2010-11	no.	3 125	1 645	1 237	1 352	1 084	234	287	175	9 139

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total rent charged										
2014-15	$'000	812 525	444 233	331 012	421 440	259 138	48 281	80 555	31 208	2 428 392
2013-14	$'000	782 812	425 686	323 309	206 256	258 954	72 137	80 817	31 753	2 181 724
2012-13	$'000	731 631	403 967	311 921	201 533	251 425	73 118	81 795	30 026	2 085 416
2011-12	$'000	693 039	388 851	294 916	193 817	248 383	71 329	79 917	30 361	2 000 613
2010-11	$'000	666 985	360 168	274 114	178 422	230 450	66 884	76 527	29 346	1 882 896
Total Aboriginal and Torres Strait Islander households (e)										
2015	no.	10 600	2 061	6 327	8 224	2 048	421	857	2 034	32 572
2014	no.	10 600	1 890	6 062	8 124	1 942	527	779	1 962	31 886
2013	no.	10 600	1 784	5 791	7 405	1 869	772	716	1 837	30 774
2012	no.	10 600	1 617	5 274	7 516	1 809	767	634	2 045	30 262
2011	no.	9 800	1 588	4 962	7 711	1 732	786	545	2 034	29 158
Total new greatest need applicants on waiting list										
2015	no.	8 990	9 776	10 850	3 380	3 203	1 153	1 526	687	39 565
2014	no.	10 726	9 852	12 993	2 884	2 925	1 581	1 607	656	43 224
2013	no.	13 717	10 354	15 457	3 007	2 306	1 430	1 565	757	48 593
2012	no.	15 182	10 169	20 427	3 177	2 579	1 853	1 344	622	55 353
2011	no.	21 182	8 814	24 309	3 238	2 002	2 251	1 271	319	63 386
Total applicants on waiting list (excluding applicants for transfer) (f) (g) (h) (i)										
2015	no.	57 345	34 464	12 565	22 696	19 062	2 587	2 320	2 950	153 989
2014	no.	57 791	34 625	15 013	20 003	19 515	2 227	2 300	3 092	154 566
2013	no.	57 648	35 778	17 841	21 218	19 602	1 853	2 231	2 800	158 971
2012	no.	52 986	36 942	24 166	22 883	20 510	2 670	1 811	2 355	164 323
2011	no.	46 246	38 321	30 314	23 397	21 485	2 983	1 563	2 225	166 534

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total applicants for transfer (f)										
2015	no.	7 403	7 503	2 084	2 451	3 540	219	839	501	24 540
2014	no.	7 585	7 288	2 382	1 885	3 620	284	1 019	591	24 654
2013	no.	7 667	7 223	2 606	1 980	3 595	278	1 197	649	25 195
2012	no.	7 041	7 262	3 042	2 110	3 734	350	1 212	597	25 348
2011	no.	6 816	7 708	3 324	2 272	4 031	499	1 051	597	26 298
Total tenantable dwellings										
2015	no.	110 131	64 098	50 564	33 151	38 382	7 157	10 673	4 702	318 858
2014	no.	110 773	64 216	50 760	32 679	38 871	8 336	10 781	4 741	321 157
2013	no.	111 190	64 303	51 062	32 701	39 456	10 859	10 832	4 823	325 226
2012	no.	112 255	64 391	51 259	32 951	39 985	11 018	10 828	4 917	327 604
2011	no.	111 547	64 420	51 485	32 741	40 698	11 182	10 885	4 932	327 890
Total untenantable dwellings										
2015	no.	78	–	684	185	648	67	90	74	1 826
2014	no.	17	36	604	620	251	50	25	170	1 773
2013	no.	19	1	603	723	262	268	45	118	2 039
2012	no.	37	33	520	738	310	184	54	112	1 988
2011	no.	–	–	440	730	444	125	178	66	1 983
Total number of dwellings undergoing major redevelopment										
2015	no.	5	306	–	25	398	10	70	129	943
2014	no.	15	219	4	168	300	27	42	98	873
2013	no.	7	312	10	237	300	12	79	118	1 075
2012	no.	18	344	14	207	611	1	68	51	1 314
2011	no.	–	521	51	369	496	9	–	52	1 498

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total dwellings										
2015	no.	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
Total occupied dwellings										
2015	no.	108 732	63 125	50 371	32 602	37 766	7 109	10 611	4 647	314 963
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 666	316 954
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 736	328 340
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 845	323 369
2011	no.	111 448	62 928	51 262	32 505	39 876	11 132	10 833	4 853	324 837
Total rents charged for week of 30 June										
2015	$'000	15 714	8 607	6 741	4 158	4 851	889	1 536	664	43 159
2014	$'000	15 472	8 333	6 270	3 976	4 820	1 009	1 549	670	42 099
2013	$'000	14 588	7 907	6 024	3 859	4 711	1 301	1 590	718	40 698
2012	$'000	13 547	7 689	5 935	3 793	4 561	1 272	1 601	573	38 972
2011	$'000	12 774	6 961	5 265	3 562	4 401	1 209	1 533	555	36 260
Total market rent value of all dwellings for which rent was charged for week of 30 June (j)										
2015	$'000	36 421	16 532	13 718	11 879	8 650	1 472	4 174	1 847	94 693
2014	$'000	35 245	15 538	13 773	7 942	8 511	1 634	4 217	1 857	88 715
2013	$'000	31 495	14 614	13 312	7 869	8 386	2 076	4 118	1 232	83 102
2012	$'000	30 196	13 831	13 070	8 006	8 256	2 094	4 126	1 261	80 840
2011	$'000	28 092	12 333	13 078	7 998	8 163	2 071	3 880	1 259	76 873

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total dwellings in major cities (k) (l)										
2015	no.	92 259	46 947	34 687	22 861	30 710	..	10 823	..	238 287
2014	no.	92 382	46 935	34 829	23 003	30 608	..	10 837	..	238 594
2013	no.	93 136	46 994	35 056	23 228	30 958	..	10 944	..	240 316
2012	no.	93 667	46 899	34 861	22 634	31 634	..	10 939	..	240 634
2011	no.	93 158	46 979	34 892	22 617	32 178	..	11 052	..	240 876
Total dwellings in inner regional areas (k) (l)										
2015	no.	14 311	14 224	8 247	2 737	1 541	5 404	10	..	46 474
2014	no.	14 385	14 285	8 212	2 732	1 548	6 562	11	..	47 735
2013	no.	14 411	14 329	8 225	2 739	1 619	8 291	12	..	49 626
2012	no.	14 924	14 509	8 527	3 376	2 757	8 215	11	..	52 319
2011	no.	14 817	14 610	8 527	3 326	2 800	8 293	11	..	52 384
Total dwellings in outer regional areas (k) (l)										
2015	no.	3 335	3 207	7 226	3 423	6 390	1 766	..	3 422	28 769
2014	no.	3 305	3 225	7 265	3 448	6 482	1 786	..	3 487	28 998
2013	no.	3 343	3 268	7 332	3 446	6 641	2 771	..	3 524	30 325
2012	no.	3 356	3 341	7 297	3 590	5 686	2 909	..	3 608	29 787
2011	no.	3 268	3 335	7 408	3 576	5 828	2 941	..	3 563	29 919
Total dwellings in remote areas (k) (l)										
2015	no.	244	26	752	2 774	702	53	..	1 309	5 860
2014	no.	244	26	734	2 817	703	53	..	1 346	5 923
2013	no.	248	26	730	2 811	718	59	..	1 366	5 958
2012	no.	300	18	830	2 781	747	55	..	1 288	6 019
2011	no.	272	18	870	2 802	749	56	..	1 305	6 072

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total dwellings in very remote areas (k) (l)										
2015	no.	65	..	335	1 566	84	11	..	174	2 235
2014	no.	66	..	328	1 468	82	12	..	176	2 132
2013	no.	69	..	333	1 437	82	18	..	169	2 108
2012	no.	34	..	278	1 515	81	24	..	184	2 116
2011	no.	31	..	280	1 519	83	26	..	182	2 121

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

(c) Total number of Aboriginal and Torres Strait Islander households: Data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to an undercount in the unit record data.

(d) For Tasmania 2014-15: the numbers of new allocations and transfers during the year are undercounted by around 200 due to the practice for a number tenants with special support needs remaining on the wait list whilst also being tenanted.

(e) For NSW 2014-15: The value listed was provided by the jurisdiction and used in place of the one calculated from the National Housing Assistance Data Repository due to an undercount in the unit record data.

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

(g) NSW: In April 2010, NSW implemented an integrated social housing waiting list combining public and community housing into a single list. Data from 2010 are the total of public housing, SOMIH and community housing.

(h) For NSW 2014-15: Applicants on SOMIH waitlist who are still waiting at 30 June are also included in public rental housing (PH) waitlist. Caution should be exercised when interpreting the total number of applicants on the waiting list due to overcounting.

(i) For QLD 2014-15: There is one waiting list for all social housing in Queensland. However applicants can be listed under multiple housing programs (e.g., applicants counted under the SOMIH program can be also included in a waiting list for Public Housing or Community housing). Caution should be exercised when interpreting the total number of applicants on the waiting list due to overcounting.

(j) Market rents were reviewed in WA in 2014-15 leading to an improvement in data quality for this item.

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

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

	Unit	*NSW* (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(l) The ABS postcode to ARIA concordance file has been updated, based on the 2011 Census data (previously 2006). This update has been applied to remoteness indicators from 2012–13 onward. Caution should be exercised when comparing remoteness indicators from 2012–13 with previous years.

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

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

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

	Unit	*NSW*	*Qld* (d)	*SA*	*Tas*	*Total*
Total households paying less than market rent						
2015	no.	3 224	2 747	1 509	198	7 678
2014	no.	3 041	2 817	1 525	245	7 628
2013	no.	2 856	2 839	1 545	287	7 527
2012	no.	2 854	2 870	1 534	292	7 550
2011	no.	2 663	2 957	1 598	287	7 505
Total new households assisted						
2014-15	no.	419	260	146	27	852
2013-14	no.	374	258	109	36	777
2012-13	no.	394	309	125	30	858
2011-12	no.	418	177	148	31	774
2010-11	no.	467	330	117	34	948
Households relocating from one State owned and managed Indigenous housing dwelling to another						
2014-15	no.	128	111	55	1	295
2013-14	no.	141	103	47	6	297
2012-13	no.	162	100	53	6	321
2011-12	no.	136	117	44	8	305
2010-11	no.	176	131	56	14	377
Total rent charged						
2014-15	$'000	52 381	25 112	13 464	1 538	92 495
2013-14	$'000	49 682	25 063	12 863	2 086	89 694
2012-13	$'000	42 561	29 025	12 216	2 034	85 836
2011-12	$'000	39 319	22 236	11 638	2 044	75 237
2010-11	$'000	36 492	20 951	11 025	1 900	70 368
Total new greatest need applicants on waiting list						
2015	no.	255	3 075	131	na	3 461
2014	no.	304	3 400	123	na	3 827
2013	no.	416	4 390	101	na	4 907
2012	no.	403	4 800	88	na	5 291
2011	no.	453	3 902	96	na	4 451
Total applicants on waiting list (excluding applicants for transfer) (e)						
2015	no.	2 332	3 430	1 744	92	7 598
2014	no.	2 409	3 808	1 744	47	8 008
2013	no.	2 404	4 784	1 718	47	8 953
2012	no.	2 200	5 266	1 687	80	9 233
2011	no.	1 697	4 658	1 672	107	8 134
Total applicants for transfer (e), (f)						
2015	no.	592	499	197	9	1 297
2014	no.	543	557	193	5	1 298

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

	Unit	*NSW*	*Qld* (d)	*SA*	*Tas*	*Total*
2013	no.	592	633	177	10	1 412
2012	no.	569	752	187	14	1 522
2011	no.	544	634	199	25	1 402
Total tenantable dwellings						
2015	no.	4 639	3 265	1 763	222	9 889
2014	no.	4 625	3 306	1 788	283	10 002
2013	no.	4 536	3 308	1 784	328	9 956
2012	no.	4 459	3 262	1 783	339	9 843
2011	no.	4 238	3 270	1 818	345	9 671
Total untenantable dwellings						
2015	no.	2	90	30	–	122
2014	no.	7	77	2	–	86
2013	no.	4	94	4	8	110
2012	no.	19	131	6	5	161
2011	no.	–	92	4	1	97
Total number of dwellings undergoing major redevelopment						
2015	no.	–	–	24	–	24
2014	no.	–	–	25	–	25
2013	no.	–	3	15	–	18
2012	no.	–	1	41	1	43
2011	no.	–	26	26	–	52
Total dwellings						
2015	no.	4 641	3 355	1 817	222	10 035
2014	no.	4 632	3 383	1 815	283	10 113
2013	no.	4 540	3 405	1 803	336	10 084
2012	no.	4 478	3 394	1 830	345	10 047
2011	no.	4 238	3 388	1 848	346	9 820
Total occupied dwellings, at 30 June						
2015	no.	4 530	3 242	1 741	219	9 732
2014	no.	4 504	3 270	1 741	275	9 790
2013	no.	4 452	3 286	1 754	328	9 820
2012	no.	4 372	3 230	1 756	334	9 692
2011	no.	4 233	3 243	1 749	339	9 564
Total rents charged for week of 30 June						
2015	$'000	954	510	257	30	1 751
2014	$'000	929	484	250	37	1 700
2013	$'000	860	468	237	44	1 609
2012	$'000	766	440	225	43	1 474
2011	$'000	710	402	211	41	1 363

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

	Unit	*NSW*	*Qld* (d)	*SA*	*Tas*	*Total*
Total market rent value of all dwellings for which rent was charged for week of 30 June						
2015	$'000	1 407	919	467	53	2 846
2014	$'000	1 331	926	453	62	2 772
2013	$'000	1 215	900	438	72	2 624
2012	$'000	1 122	878	425	73	2 498
2011	$'000	1 017	875	413	72	2 376
Total dwellings in major cities, at 30 June (g) (h)						
2015	no.	2 082	451	1 123	..	3 656
2014	no.	2 071	455	1 115	..	3 641
2013	no.	2 012	457	1 109	..	3 578
2012	no.	1 958	453	1 113	..	3 524
2011	no.	1 840	457	1 120	..	3 417
Total dwellings in inner regional areas, at 30 June (g) (h)						
2015	no.	1 463	620	124	189	2 396
2014	no.	1 462	624	123	249	2 458
2013	no.	1 430	627	123	280	2 460
2012	no.	1 411	631	143	286	2 471
2011	no.	1 360	633	144	287	2 424
Total dwellings in outer regional areas, at 30 June (g) (h)						
2015	no.	801	1 354	342	33	2 530
2014	no.	805	1 333	337	34	2 509
2013	no.	801	1 354	339	56	2 550
2012	no.	819	1 345	333	59	2 556
2011	no.	801	1 353	337	59	2 550
Total dwellings in remote areas, at 30 June (g) (h)						
2015	no.	211	302	92	–	605
2014	no.	212	306	94	–	612
2013	no.	213	286	94	–	593
2012	no.	249	345	98	–	692
2011	no.	205	351	96	–	652
Total dwellings in very remote areas, at 30 June (g) (h)						
2015	no.	85	629	137	–	851
2014	no.	83	666	146	–	895
2013	no.	83	682	138	–	903
2012	no.	38	619	143	–	800
2011	no.	31	593	152	–	776

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

	Unit	*NSW*	*Qld* (d)	*SA*	*Tas*	*Total*

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

(c) The ABS provides AIHW with the cut-offs for the bottom two income quintiles based on the survey data from the Survey of Income and Housing (SIH). ABS conducts the survey every two years. The 2011-12 cut-offs had been used for the 2012-13 and 2013-14 reporting whilst the 2013-14 cut-offs have been used for this year's (2014-15) reporting.
The 2015 income cut-offs are based on the data from the 2013-14 survey. ABS has clarified that the Australian Statistical Geography Standard (ASGS) 2011 has been used throughout the survey for sample selection, weighting and output. At the sub-state level, this required a break in time series, with 2013-14 survey including Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).

(d) There is one waiting list for all social housing in Queensland. However applicants can be listed under multiple housing programs (e.g. applicants counted under the SOMIH program can be also included in a waiting list for Public Housing or Community housing). Caution should be exercised when interpreting the total number of applicants on the waiting list due to overcounting.

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

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

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

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

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

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

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)
Total new households assisted (f)										
2014-15	no.	3 991	2 115	2 419	1 789	1 369	2 303	234	na	14 220
2013-14	no.	3 158	2 292	2 367	1 651	996	1 759	168	na	12 391
2012-13	no.	2 216	3 209	2 673	1 394	876	642	162	na	11 172
2011-12	no.	4 012	3 709	2 575	1 370	1 020	663	179	na	13 528
2010-11	no.	7 860	2 230	3 605	1 879	643	337	213	na	16 767
Total new Aboriginal and Torres Strait Islander households assisted (g)										
2014-15	no.	637	95	484	306	117	93	8	na	1 740
2013-14	no.	485	101	527	248	72	25	8	na	1 466
2012-13	no.	334	150	425	208	73	43	8	na	1 241
2011-12	no.	536	222	440	100	66	27	8	na	1 399
2010-11	no.	820	59	284	138	25	25	10	na	1 361
Total rent charged to tenants for year ending 30 June (h)										
2014-15	$'000	225 467	115 153	63 535	54 623	43 413	16 676	4 093	na	522 960
2013-14	$'000	194 801	111 006	59 991	50 457	42 745	10 776	3 952	na	473 729
2012-13	$'000	204 493	100 632	36 774	43 478	36 368	9 602	2 997	na	434 343
2011-12	$'000	189 331	74 069	33 236	27 865	28 409	na	2 717	na	355 626
2010-11	$'000	142 273	58 073	30 096	45 380	25 248	2 844	4 011	na	307 925
Total Aboriginal and Torres Strait Islander households (g)										
2015	no.	2 428	362	1 223	707	224	108	22	na	5 074
2014	no.	2 448	492	1 094	741	187	100	26	na	5 088
2013	no.	2 301	395	1 039	604	180	98	23	na	4 640
2012	no.	2 098	379	1 179	424	204	34	27	na	4 345
2011	no.	1 928	210	866	339	100	21	34	na	3 498

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)
Total number of new applicants on waiting list who have a greatest need (i)										
2015	no.	na	9 585	14 903	309	841	199	107	na	25 944
2014	no.	na	7 729	18 915	757	732	355	348	na	28 836
2013	no.	na	11 163	19 021	407	719	na	10	na	31 320
2012	no.	na	10 892	21 578	114	691	na	–	na	33 275
2011	no.	na	7 599	16 834	na	559	na	na	na	24 992
Total applicants on waiting list (excluding applicants for transfer) (j)										
2015	no.	na	13 280	16 636	363	6 358	401	508	na	37 546
2014	no.	na	16 811	19 295	1 002	5 307	449	518	na	43 382
2013	no.	na	21 607	22 086	553	5 356	na	10	na	49 612
2012	no.	na	22 090	24 964	245	4 021	na	–	na	51 320
2011	no.	na	13 024	23 978	na	2 850	na	na	na	39 852
Total applicants for transfer (k)										
2015	no.	na	561	118	115	5	3	na	na	802
2014	no.	na	627	98	437	8	7	na	na	1 177
2013	no.	na	551	96	411	114	na	6	na	1 178
2012	no.	na	na	na	na	na	na	na	na	na
2011	no.	na	na	na	na	na	na	na	na	na
Total tenantable tenancy rental units (i)										
2015	no.	26 956	13 548	11 408	6 669	5 832	6 075	636	301	71 425
2014	no.	25 550	13 472	11 545	6 832	5 934	4 738	603	338	69 012
2013	no.	25 852	13 515	11 572	6 247	5 845	2 408	582	339	66 360
2012	no.	26 114	12 014	11 306	5 134	5 774	1 604	575	312	62 833
2011	no.	23 812	10 686	10 081	5 201	4 612	652	627	248	55 919

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)
Total untenantable tenancy rental units										
2015	no.	141	393	172	107	107	127	27	na	1 074
2014	no.	42	390	122	135	35	49	7	–	780
2013	no.	186	442	101	232	30	26	8	–	1 025
2012	no.	242	343	138	170	41	26	2	–	962
2011	no.	182	239	119	72	32	9	26	–	679
Total tenancy rental units (l)										
2015	no.	28 214	13 943	11 580	6 776	5 941	6 202	663	301	73 620
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
2013	no.	26 038	13 957	11 673	6 479	5 875	2 434	590	339	67 385
2012	no.	26 356	12 357	11 444	5 306	5 815	1 630	577	312	63 797
2011	no.	24 890	10 925	10 200	5 274	4 644	664	661	248	57 506
Total occupied tenancy rental units (m)										
2015	no.	26 220	13 111	11 199	6 410	5 701	5 956	574	na	69 171
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	na	66 708
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	na	65 632
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 345
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	55 159
Total rents charged for week ending 30 June, where both rent charged and household income are known (n)										
2015	$'000	3 491	1 118	865	753	559	606	56	20	7 468
2014	$'000	3 228	1 455	995	711	568	286	48	27	7 317
2013	$'000	3 876	1 405	848	724	603	176	48	27	7 707
2012	$'000	3 548	1 082	685	498	570	119	46	27	6 576
2011	$'000	3 383	1 013	646	515	484	50	59	18	6 167

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)
Total tenancy rental units by ASGS remoteness - major cities (o)										
2015	no.	19 882	9 470	6 059	5 261	4 930	..	662	..	46 264
2014	no.	18 444	9 722	6 086	5 041	5 058	..	609	..	44 960
2013	no.	17 668	9 296	6 227	4 884	4 995	..	589	..	43 658
2012	no.	17 019	7 919	5 841	3 700	4 903	..	578	..	39 960
2011	no.	16 121	8 372	5 115	5 015	4 007	..	660	..	39 290
Total tenancy rental units by ASGS remoteness - inner regional areas (o)										
2015	no.	6 525	2 813	2 514	637	394	4 473	1	..	17 357
2014	no.	6 840	2 814	2 553	577	412	3 218	1	..	16 415
2013	no.	6 774	2 805	2 750	602	413	1 681	1	..	15 025
2012	no.	6 647	2 698	2 515	999	519	1 389	2	..	14 769
2011	no.	6 350	2 307	2 364	890	386	1 043	2	..	13 342
Total tenancy rental units by ASGS remoteness - outer regional areas (o)										
2015	no.	1 754	398	2 375	502	546	1 609	..	127	7 311
2014	no.	1 584	413	2 356	498	451	1 556	..	151	7 009
2013	no.	1 540	395	2 583	464	415	425	..	158	5 979
2012	no.	1 611	391	2 347	400	313	508	..	133	5 703
2011	no.	1 586	401	2 032	832	223	407	..	119	5 600
Total tenancy rental units by ASGS remoteness - remote areas (o)										
2015	no.	47	8	254	163	68	27	..	129	696
2014	no.	41	8	257	183	69	31	..	146	734
2013	no.	35	9	253	126	69	17	..	167	676
2012	no.	29	15	337	59	66	22	..	174	702
2011	no.	28	15	291	469	60	16	..	125	1 004

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)
Total tenancy rental units by ASGS remoteness - very remote areas (o)										
2015	no.	6	..	383	45	4	..	..	39	477
2014	no.	6	..	408	50	4	..	..	36	504
2013	no.	6	..	472	31	4	..	..	14	527
2012	no.	5	..	404	10	4	np	..	5	429
2011	no.	4	..	400	128	4	–	..	4	541
Total tenancy rental units by the ASGS remoteness areas (o)										
2015	no.	28 214	12 689	11 585	6 608	5 942	6 109	663	295	72 105
2014	no.	26 915	12 957	11 660	6 349	5 994	4 805	610	333	69 622
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
Total community housing providers (p)										
2015	no.	113	99	258	32	53	66	5	32	658
2014	no.	120	102	265	34	80	72	5	37	715
2013	no.	126	105	271	33	86	77	5	34	737
2012	no.	130	106	284	29	86	78	5	34	752
2011	no.	135	110	259	182	89	91	6	34	906

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Due to differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations and in the treatment of Commonwealth Rent Assistance (CRA) entitlements across time and across jurisdictions, care should be taken in interpreting these figures. There is also variation, across jurisdictions, in response rates to the survey. Main changes occuring for 2014-15 are changes to response rates, which may impact on the comparability of data over time. More specicically, a decline in response rates was observed for WA and an increase in response rate was observed for Tasmania. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

(b) For 2013–14, unit record level data were reported. Finalised aggregate data were provided for earlier years.

(c) For 2012–13 and 2013–14, there were a large number of records with unresolved inconsistencies in the reported data.

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)

(d) Transfer of 1196 public rental housing dwellings to the community housing sector as part of Better Housing Futures program, contributed to an increase in the number of new households assisted, with a corresponding impact on related performance indicators.

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

(f) NSW 2014-15: The increase in the number of new households assisted was partly due to the tenancy management of 666 public rental housing dwellings transferred to the community housing sector.

(g) Data for new and total Aboriginal and Torres Strait Islander households assisted should be interpreted with caution. These data may undercount Aboriginal and Torres Strait Islander households due to how data are collected and recorded. WA: In 2015, methodological improvements have resulted in better identification of Indigenous households.SA: The increase in the number of new Indigenous households in 2015 was due to improved indentification of Indigenous status. Tasmania: A large number of public rental housing dwellings were transitioned to the community sector. This accounted for a significant increase in the number of Indigenous households assisted.

(h) Qld: Variation 2013-14 onwards is a result of the inclusion of financial data for the Affordable Housing Program. SA: Improvement to accredited social housing management software has allowed organisation to separate out financial data. This had led to more accurate reporting.

(i) WA: The notable decline in the number of applicants on the waiting list in 2014-15 who have a greatest need can be attributed to one of the organisations, which in the previous collection period had a large number of applicants on the waiting list with a greatest need, which did not provide any data for the current collection period. SA: The significant increase in the number of new allocations in 2014-15 to households in greatest need has been attributed to improved data collection processes and better identification of households in greatest need. Data also reflects integrated waitlist data. Tas: The large reduction in the number of applicants on the waiting list who have a greatest need is due to a new assessment protocol that was introducced in the middle of June 2015, which resulted in changes to applicants' status based on greatest need.

(j) Vic and Qld: Data include people also on public housing waiting lists. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling. ACT: for integreated waitlist data it is not possible to separately identify applicants requesting a transfer, therefore this data item reflects total number of waitlist applicants.

(k) ACT: For integrated waitlist data it is not possible to separately identify applicants requesting a transfer. Therefore, total applicants on waiting list (excluding applicants for transfer) data for the ACT reflects the total number of waitlist applicants.

(l) Data for 'Total tenancy rental units' within New South Wales, Victoria, Western Australia, South Australia, Tasmania and the Australian Capital Territory reflects the number of tenancies reported by community housing organisations participating in the data collection. Within Queensland and the Northern Territory, this data reflect government administrative data.

(m) Data for 'Total tenancy rental units' within New South Wales, Victoria, Western Australia, South Australia, Tasmania and the Australian Capital Territory reflect the number of tenancies reported by community housing organisations participating in the data collection. Within Queensland and the Northern Territory, these data reflects government administrative data. WA: The minor reduction in the number of occupied tenancy (rental) units was the result of a number of lodging

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

	Unit	*NSW* (b)	*Vic* (c)	*Qld*	*WA*	*SA*	*Tas* (d)	*ACT*	*NT*	*Total* (e)

(n) Some organisations were unable to exclude CRA entitlements from rent calculations.

(o) The Australian Statistical Geography Standard (ASGS) remoteness area is assigned based on the reported postcode of each dwelling. 'Total tenancy rental units by remoteness' may differ to data for 'Total tenancy rental units' due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data. This data cleaning mainly reflects boarding/ rooming houses.

(p) Implementation of the National Regulatory System in SA resulted in most Community Housing Providers merging with other larger groups resulting in a decline in the total number of providers.

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

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

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

	Unit	*NSW* (h)	*Vic*	*Qld*	*WA*	*SA* (i)	*Tas*	*ACT* (j)	*NT* (k)	*Aust*
Number of permanent dwellings managed by funded ICHOs (l)										
2014	no.	2 746	1 966	5 013	2 493	1 102	73	..	2 152	15 545
2013	no.	2 991	1 960	4 777	2 439	1 100	62	..	2 065	15 394
2012	no.	3 055	1 981	4 606	2 380	938	63	23	2 043	15 089
2011	no.	2 445	1 915	4 504	2 414	920	59	24	2 043	14 324
2010	no.	2 197	1 792	4 442	2 496	1 000	51	24	2 043	14 045
Number of permanent dwellings managed by funded and unfunded ICHOs										
2014	no.	4 730	1 966	5 013	2 493	1 102	73	..	2 152	17 529
2013	no.	4 734	1 960	4 777	2 469	1 100	62	..	2 090	17 162
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	18 695
Number of improvised dwellings managed by funded ICHOs										
2014	no.	–	–	na	–	na	na	..	na	na
2013	no.	na	na	na	na	na	na	..	308	na
2012	no.	–	–	na	–	na	–	–	383	383
2011	no.	–	–	na	8	na	–	–	383	391
2010	no.	–	–	na	18	na	–	–	383	401
Total number of households living in permanent dwellings managed by funded ICHOs (m)										
2014	no.	2 945	1 699	2 522	3 379	–	78	..	2 152	12 775
2013	no.	1 296	1 866	2 633	3 301	793	57	..	2 065	12 011
2012	no.	3 124	1 595	4 467	2 993	1 408	58	na	2 043	15 688
2011	no.	2 583	1 557	4 369	3 167	922	53	na	2 043	14 694
2010	no.	1 996	1 521	4 261	2 838	1 080	46	na	2 043	13 785
Total rent collected by funded ICHOs (n)										
2013-14	$'000	14 760	15 523	21 341	6 930	2 190	336	..	2 289	63 369
2012-13	$'000	6 992	15 965	16 992	6 072	1 472	275	..	2 453	50 221
2011-12	$'000	15 454	13 766	16 674	5 174	1 208	200	na	2 192	54 668

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

	Unit	*NSW* (h)	*Vic*	*Qld*	*WA*	*SA* (i)	*Tas*	*ACT* (j)	*NT* (k)	*Aust*
2010-11	$'000	12 870	12 389	15 145	4 592	934	182	na	2 229	48 342
2009-10	$'000	10 832	10 422	13 832	4 276	690	213	na	2 782	43 047
Total rent charged by funded ICHOs (o)										
2013-14	$'000	15 918	15 514	26 006	7 721	na	337	..	na	65 496
2012-13	$'000	7 558	16 002	18 458	6 893	na	262	..	3 872	53 046
2011-12	$'000	17 967	13 550	17 626	6 571	na	199	na	3 845	59 758
2010-11	$'000	13 610	12 374	16 284	5 178	na	186	na	3 970	51 601
2009-10	$'000	12 375	11 233	16 560	5 350	na	220	na	3 985	49 722
Total recurrent expenditure for funded ICHOs (p)										
2013-14	$'000	68 490	13 655	43 787	25 811	6 116	435	..	na	158 294
2012-13	$'000	43 636	14 695	30 491	25 521	6 572	613	..	7 639	129 169
2011-12	$'000	41 795	10 438	27 141	23 457	6 502	584	na	na	109 916
2010-11	$'000	42 390	9 298	24 943	21 588	4 069	437	na	na	102 725
2009-10	$'000	36 260	18 512	18 450	17 096	3 726	551	na	na	94 594
Total capital expenditure for funded ICHOs (q)										
2013-14	$'000	37 423	1 564	39 858	83 583	27 430	20	..	na	189 878
2012-13	$'000	19 796	2 636	79 712	129 310	23 649	37	..	na	255 140
2011-12	$'000	19 070	3 008	67 181	136 480	31 685	8	na	na	257 432
2010-11	$'000	33 767	6 111	72 547	97 738	4 127	14	na	na	214 304
2009-10	$'000	30 772	19 011	57 737	55 271	5 909	1 532	na	na	170 232
Total net recurrent costs for funded ICHOs (r)										
2013-14	$'000	27 648	13 355	43 787	24 304	na	277	..	na	109 371
2012-13	$'000	32 461	14 440	30 491	24 331	na	613	..	na	102 337
2011-12	$'000	30 107	10 291	27 141	22 311	na	584	na	na	90 434
2010-11	$'000	26 053	7 995	24 943	21 588	na	293	na	na	80 871
2009-10	$'000	31 254	14 160	18 450	17 096	3 726	551	na	na	85 237
Total number of occupied permanent dwellings managed by funded ICHOs (s)										
2014	no.	2 655	1 689	2 522	2 277	573	73	..	na	9 789

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

	Unit	*NSW* (h)	*Vic*	*Qld*	*WA*	*SA* (i)	*Tas*	*ACT* (j)	*NT* (k)	*Aust*
2013	no.	1 169	1 838	2 633	2 133	495	57	..	na	8 325
2012	no.	2 591	1 595	4 467	1 963	797	58	na	na	11 471
2011	no.	2 125	1 557	4 369	1 926	722	53	na	na	10 752
2010	no.	2 021	1 508	4 261	1 839	873	46	na	na	10 548
Total number of households requiring two or more additional bedrooms (t)										
2014	no.	na	11	302	151	na	na	..	na	na
2013	no.	na	25	363	236	na	na	..	na	na
2012	no.	na	29	373	246	67	na	..	na	na
2011	no.	na	9	314	265	144	na	na	na	na
2010	no.	na	10	993	158	181	na	na	na	1 342
Total number of households requiring one or more additional bedrooms (t)										
2014	no.	na	82	706	427	na	na	..	na	na
2013	no.	na	157	714	483	na	na	..	na	na
2012	no.	na	150	721	492	177	na	..	na	na
2011	no.	na	44	607	525	237	na	na	na	na
2010	no.	na	74	714	332	267	na	na	na	2 406
Total number of additional bedrooms required (t)										
2014	no.	na	95	1 191	658	na	na	..	na	na
2013	no.	na	188	1 346	925	na	na	..	na	na
2012	no.	na	182	1 374	989	326	na	..	na	na
2011	no.	na	53	1 163	999	646	na	na	na	na
2010	no.	na	84	3 403	614	753	na	na	na	4 854
Total number of households for which household groups and dwelling details were known (funded ICHOs) (u)										
2014	no.	na	1 355	2 522	2 128	na	na	..	na	na
2013	no.	na	1 580	2 239	1 764	na	na	..	na	na
2012	no.	na	1 550	2 164	1 622	558	na	–	na	na
2011	no.	na	773	1 771	1 594	456	na	na	na	na
2010	no.	1 581	1 180	3 959	1 171	552	–	na	na	8 443

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

	Unit	*NSW* (h)	*Vic*	*Qld*	*WA*	*SA* (i)	*Tas*	*ACT* (j)	*NT* (k)	*Aust*
Total number of bedrooms in permanent dwellings (funded ICHOs)										
2014	no.	8 735	5 502	16 121	7 464	1 863	193	..	na	39 878
2013	no.	3 580	5 416	15 436	7 337	1 854	176	..	na	33 799
2012	no.	9 583	4 736	14 952	7 140	2 359	158	72	na	39 000
2011	no.	7 644	4 754	14 630	7 198	2 231	158	75	na	36 690
2010	no.	6 947	5 172	14 353	7 398	2 524	134	75	5 312	41 915
Total number of people living in permanent dwellings (funded ICHOs)										
2014	no.	8 495	4 514	9 623	7 949	2 382	139	..	na	33 102
2013	no.	3 531	5 114	9 242	8 467	na	119	..	na	26 473
2012	no.	7 816	4 412	9 233	7 747	3 139	124	na	na	32 471
2011	no.	6 647	4 189	7 590	7 524	3 032	73	na	na	29 055
2010	no.	5 720	3 854	19 230	7 935	3 642	100	na	na	40 481
Number of currently funded ICHOs (v)										
2014	no.	95	16	35	7	33	2	..	32	220
2013	no.	75	16	35	7	33	2	..	27	195
2012	no.	121	18	33	7	33	2	1	28	243
2011	no.	97	19	28	8	32	2	1	30	217
2010	no.	98	19	29	8	33	2	1	30	220
Number of funded and unfunded ICHOs										
2014	no.	248	na	na	na	na	na	..	na	na
2013	no.	205	17	35	7	34	2	..	28	328
2012	no.	206	19	33	7	34	2	1	28	330
2011	no.	206	19	28	na	41	3	1	30	328
2010	no.	205	19	84	na	41	3	1	30	391

(a) Data provided may not be comparable across jurisdictions and over time due to variations in response rates and completeness. Thus, comparisons need to be made with caution. Additional information is available in the relevant data quality statements for the Indigenous community housing collection. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

	Unit	*NSW* (h)	*Vic*	*Qld*	*WA*	*SA* (i)	*Tas*	*ACT* (j)	*NT* (k)	*Aust*

(b) Since 2009–10, the focus of the ICH collection has been on the data from funded organisations. Only ICHO and dwelling numbers are reported for unfunded organisations (These estimates are indicative only as states and territories may not have access to complete information for these providers). It is expected that upon completion of National Regulatory System for Community Housing (NRSCH) implementation in July 2015, better estimates can be provided based on registrar records.

(c) Data for 2013-14 are based on organisations that received ICH funding during the reported financial year and are not comparable to data prior to 2011-12 that were based on funded and unfunded organisations.

(d) Accurate and timely ICH data are difficult to obtain due to the nature of ICH organisations and challenges in collecting information in remote areas.

(e) National totals may not equal the sum of jurisdictions' data items due to rounding.

(f) Under the NPARIH reforms, there have been significant transfers of property and tenancy management functions from ICHOs to state/territory housing authorities.

(g) Data for improvised dwellings are not available for Queensland, South Australia, Tasmania, and the Northern Territory.

(h) NSW: The scope of the 2013-14 collection includes Aboriginal Community Housing providers funded by the AHO as at 30 June 2014. Prior to 2012-13, the scope of the collection was Aboriginal Community Housing providers that were actively registered with the AHO.

(i) SA: Data for overcrowding, occupancy and households is not reported due to inaccuracies in the data collected. Thus, data is unavailable for reporting.

(j) ACT reported no in-scope providers in the 2013-14 collection.

(k) NT: For 2013-14, no data were collected on outstation dwellings. The Northern Territory relies on the information collected by ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues.
During 2008-09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 5025 due to further transfers and new dwellings being constrcuted since 2008-09. Since 2008-09, these dwellings were not captured by the ICH data collection or the public housing data collection. NT housing authority has expressed a desire to report these dwellings within the public housing collection from 2015-16 collection years. For 2013-14, data relates to permanently occupied dwellings and no distinction is made between improvised dwellings due to a change in the funding methodology with permanent occupied dwellings being funded regardless of construction type.

(l) NSW: The data provided for 2013-14 are for permanent dwellings managed by Aboriginal Community Housing providers (ACHPs) that are registered with the NSW Aboriginal Housing Office (AHO) as Approved providers or head lease providers or transitionally registered and provided data as at June 2013.

(m) NSW: Household data only reflect information for funded ICHOs that provided data.

(n) NSW: Improved dwelling coverage in 2013-14 led to an increase in rental data compared to previous year.
Qld: Data for rent collected relate to tenancies managed by the State housing authority. Rent information is not available on the properties managed by the ICHOs.

(o) NSW: Improved dwelling coverage for rental data led to an increase in 2013-14 compared to previous year.
Qld: Data for rent charged relate to tenancies managed by the state housing authority. Rent information is not available for properties managed by the ICHOs.
Tas: Given there are only two ICHOs, any fluctuations in the financial data reported may appear as significant when comparing figures from previous years.

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

	Unit	*NSW* (h)	*Vic*	*Qld*	*WA*	*SA* (i)	*Tas*	*ACT* (j)	*NT* (k)	*Aust*

(p) Qld: Expenditure data are for tenancies managed by the State Housing Authority and exclude expenditure for properties managed by the ICHOs (due to data availability). Qld only holds information on maintenance and upgrades costs, which they currently fund in communities with government tenancy management. Since maintenance costs are one component of all three measures, and the only data available, all measures record the same total. Therefore items the total recurrent expenditure for funded and unfunded ICHOs for the year ending 30 June and Total net recurrent costs for funded and unfunded ICHOs for the year ending 30 June are identical.

(q) For Qld expenditure data cover only ICHO dwellings with tenancy management by the State Housing Authority (SHA) and includes only maintenance and upgrades funded by the SHA.

(r) Qld: Expenditure data covers only ICHO dwellings with tenancy management by the State Housing Authority (SHA) and includes only maintenance and upgrades funded by the SHA. Qld only holds information on maintenance and upgrades costs, which they currently fund in communities with government tenancy management. Since maintenance costs are one component of all three measures, and the only data available, all measures record the same total. Therefore items the total recurrent expenditure for funded and unfunded ICHOs for the year ending 30 June and Total net recurrent costs for funded and unfunded ICHOs for the year ending 30 June are identical.
Tas: Net recurrent costs for 2013-14 are not comparable with the data for previous years due to inclusion of non-cash expenses.

(s) Only some jurisdictions are able to report how many households reside in a dwelling.
Qld: Data provided are for permanent dwellings managed by the state housing authority and excludes details for dwellings managed by funded ICHOs. This reflects a change in methodology as the number of households is no longer imputed for the dwellings managed by ICHOs.
SA: Data do not represent the entire sector and covers tenancies managed by the state housing authority. For 2013-14, 5 organisations out of 33 are managed by the state housing authority.

(t) The availability and completeness coverage of data varies. Caution should be used when comparing data across jurisdictions and years. Data for Australian totals are not reported due to insufficient data for jurisdictions.

(u) The availability and completeness coverage of data varies. Caution should be used when comparing data across jurisdictions and years. Data for Australian totals are not reported due to insufficient data for jurisdictions.
WA: Implementation of measures specifically targeted to address data quality saw an increment in the figure for total number of households for which household groups and dwellings are known.

(v) NSW: Number of currently funded ICHOs for NSW is 95. This is an increase from last year and is a result of an increase in the number of approved providers and head leased providers as part of the Provider Assessment and Registration System.

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

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

Table 17A.9 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)**

	NSW (b)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*
2014-15									
Proportion of greatest need allocations in:									
< 3 months	70.9	86.3	96.6	63.2	87.0	80.1	98.4	45.5	85.1
3 months to < 6 months	67.7	83.8	95.8	75.0	89.3	79.1	92.4	75.0	83.3
6 months to <1 year	60.8	81.0	96.0	83.3	88.9	84.2	96.2	68.4	80.6
1 year to < 2 years	32.1	88.7	94.6	69.1	87.4	79.5	92.9	74.7	70.3
2+ years	29.2	67.6	93.9	75.6	53.7	80.0	96.6	53.4	56.3
Overall total	**48.0**	**82.1**	**95.9**	**74.9**	**82.4**	**80.5**	**96.7**	**61.6**	**73.7**
2013-14									
Proportion of greatest need allocations in:									
< 3 months	77.2	86.2	97.4	66.9	92.6	83.2	98.6	50.0	86.6
3 months to < 6 months	76.7	80.1	98.9	85.0	89.6	88.0	97.4	71.4	86.4
6 months to <1 year	65.0	82.5	95.9	78.5	88.4	86.9	97.0	89.3	82.0
1 year to < 2 years	42.6	83.2	94.5	75.1	85.7	87.2	84.1	83.7	72.6
2+ years	36.9	57.2	91.1	36.4	63.7	87.5	94.3	52.1	46.1
Overall total	**55.5**	**79.4**	**96.5**	**58.0**	**86.5**	**85.3**	**96.9**	**67.7**	**74.1**
2012-13									
Proportion of greatest need allocations in:									
< 3 months	83.1	83.8	97.4	62.6	89.6	88.0	99.6	81.0	86.7
3 months to < 6 months	76.1	78.1	97.0	85.8	90.3	92.0	97.6	81.3	85.8
6 months to <1 year	71.4	80.9	95.7	73.4	87.9	90.8	98.9	89.0	83.3
1 year to < 2 years	57.6	76.3	95.0	77.4	82.4	90.3	92.9	81.1	76.1
2+ years	47.9	58.8	94.0	36.6	64.1	87.5	90.9	45.7	53.6
Overall total	**66.4**	**76.7**	**96.4**	**58.4**	**83.9**	**89.3**	**98.2**	**70.1**	**77.3**
2011-12									
Proportion of greatest need allocations in:									
< 3 months	78.1	67.3	96.8	63.0	90.1	94.0	97.6	47.5	81.1
3 months to < 6 months	77.0	70.2	97.4	75.8	90.6	95.9	94.7	67.6	83.2
6 months to <1 year	67.5	78.2	96.4	77.9	88.1	97.2	90.5	73.6	81.3
1 year to < 2 years	66.3	80.5	94.8	72.2	85.5	96.7	83.6	67.0	77.7
2+ years	47.3	63.9	95.3	34.0	59.5	83.7	91.3	42.0	51.7
Overall total	**65.6**	**70.8**	**96.4**	**55.2**	**83.1**	**94.9**	**94.0**	**56.5**	**74.2**
2010-11									
Proportion of greatest need allocations in:									
< 3 months	77.7	79.8	95.4	64.4	87.3	93.5	96.7	31.3	83.1
3 months to < 6 months	80.5	74.4	94.7	84.3	85.0	99.4	91.9	39.1	84.0
6 months to <1 year	78.6	74.7	90.2	75.9	83.3	98.9	93.0	69.1	82.1
1 year to < 2 years	67.4	75.8	89.9	79.1	81.9	99.0	91.7	62.8	77.9
2+ years	40.8	49.2	82.9	35.9	50.6	91.9	88.7	34.3	46.2
Overall total	**66.2**	**73.1**	**92.1**	**61.2**	**80.1**	**96.2**	**92.5**	**45.2**	**74.7**

(a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

Table 17A.9 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)**

	NSW (b)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*

(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) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

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

Table 17A.10 Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)

	NSW (b)	*Qld*	*SA*	*Tas*	*Total*
2014-15					
Proportion of new allocations to those in greatest need in:					
< 3 months	19.4	99.1	88.5	na	63.4
3 months to < 6 months	19.5	94.2	100.0	na	61.7
6 months to <1 year	16.4	100.0	100.0	na	54.4
1 year to < 2 years	1.2	94.6	100.0	na	37.2
2+ years	10.1	82.4	81.8	na	25.4
Overall total	**12.9**	**96.5**	**91.1**	**na**	**51.8**
2013-14					
Proportion of new allocations to those in greatest need in:					
Under 3 months	43.2	98.4	98.5	na	76.9
3 < 6 months	42.9	100.0	100.0	na	71.7
6 months to < 1 year	17.7	95.0	100.0	na	52.0
1 < 2 years	7.2	100.0	90.0	na	29.8
2+ years	10.7	95.2	37.5	na	25.6
Overall total	**21.8**	**98.1**	**93.6**	**na**	**56.3**
2012-13					
Proportion of new allocations to those in greatest need in:					
Under 3 months	64.7	97.1	89.0	na	81.2
3 < 6 months	54.3	96.2	91.7	na	71.7
6 months to < 1 year	24.6	98.3	88.2	na	61.5
1 < 2 years	12.5	100.0	92.3	na	52.0
2+ years	17.9	78.6	60.0	na	28.6
Overall total	**35.5**	**96.8**	**87.2**	**na**	**64.6**
2011-12					
Proportion of new allocations to those in greatest need in:					
Under 3 months	45.3	95.9	89.5	na	70.4
3 < 6 months	38.2	91.2	100.0	na	60.9
6 months to < 1 year	28.1	94.7	100.0	na	58.1
1 < 2 years	19.3	90.9	100.0	na	42.3
2+ years	21.4	90.0	44.4	na	28.8
Overall total	**31.0**	**93.8**	**90.5**	**na**	**55.7**

Table 17A.10 Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)

	NSW (b)	*Qld*	*SA*	*Tas*	*Total*
2010-11					
Proportion of new allocations to those in greatest need in:					
Under 3 months	41.0	97.3	86.4	na	73.6
3 < 6 months	33.8	94.4	100.0	na	61.4
6 months to < 1 year	36.3	91.3	83.3	na	60.5
1 < 2 years	24.7	86.0	100.0	na	48.1
2+ years	18.7	90.9	53.3	na	27.3
Overall total	**31.2**	**93.6**	**84.6**	**na**	**58.6**

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

na Not available.

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

Table 17A.11 **Greatest need allocations as a proportion of all new allocations — community housing (per cent) (a)**

	*NSW (*b)	*Vic*	*Qld* (c)	*WA*	*SA* (d)	*Tas* (e)	*ACT*	*NT*	*Total* (f)
2014-15	72.5	84.9	85.9	79.4	83.1	51.7	97.9	na	73.4
2013-14	70.2	86.9	95.9	84.1	76.6	29.2	97.0	na	75.1
2012-13	77.7	89.8	96.9	76.3	49.8	81.0	97.5	na	76.7
2011-12	69.7	83.5	62.4	75.4	45.3	86.6	97.8	na	72.0
2010-11	70.2	87.3	73.0	62.3	42.8	91.1	75.1	na	71.6

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

(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) Data for 2012–13 have been revised.

(d) Improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.

(e) The large decrease recorded in the proportion of greatest needs allocations from 2012–13 to 2013–14 is due largely to the transfer of properties late in the reporting year.

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

na Not available.

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

Table 17A.12 **Proportion of new tenancies allocated to households with special needs — public housing (per cent) (a), (b)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*
2014-15	68.0	57.7	67.2	54.1	67.2	60.6	66.5	69.8	63.7
2013-14	68.9	58.4	66.6	63.9	70.2	65.3	57.6	71.8	65.4
2012-13	69.7	46.8	67.6	59.5	69.6	64.3	61.5	65.1	63.1
2011-12	72.6	62.1	71.9	61.1	71.9	64.0	54.1	57.8	67.5
2010-11	65.4	67.5	71.5	62.3	71.1	66.8	55.7	64.8	66.9

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

(c) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 report.

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

Table 17A.13 **Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) (a), (b)**

	NSW	*Qld*	*SA*	*Tas*	*Total*
2014-15	55.6	51.9	50.0	63.0	53.8
2013-14	58.0	50.0	53.2	77.8	55.6
2012-13	55.8	48.5	52.8	50.0	52.6
2011-12	56.7	45.2	52.0	77.4	54.0
2010-11	56.1	57.0	48.7	82.4	56.4

(a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

Table 17A.14 **Proportion of new tenancies allocated to households with special needs — community housing (per cent) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Total* (d)
2014-15	57.7	46.7	62.6	49.4	60.5	67.5	61.5	na	55.5
2013-14	61.6	49.8	67.0	50.9	55.6	72.3	48.2	na	58.7
2012-13	70.3	49.6	75.6	53.4	77.4	56.3	46.0	na	62.9
2011-12	71.3	50.7	58.0	47.4	73.9	67.7	61.5	na	60.3
2010-11	64.3	50.7	42.5	50.5	84.9	55.9	47.9	na	56.1

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

(b) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and the denominator 'Total new households assisted, for year ending 30 June' reported in table 17A.7.

(c) Households for which Aboriginal or Torres Strait Islander or disability household status, or the age of the main tenant are unknown and where a ‘special needs’ household could not be determined are excluded from this indicator.

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

na Not available.

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

Table 17A.15 **Dwelling condition, public housing, 2014 (per cent) (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Proportion of households with at least four working facilities and not more than two major structural problems										
		75.9	83.1	*88.3*	81.9	84.0	80.6	*75.7*	81.7	81.0
Confidence Interval (d)	±	1.3	3.2	2.8	2.9	3.0	3.6	3.8	3.6	1.0
Relative standard error (e)	%	0.9	2.0	1.6	1.8	1.8	2.3	2.6	2.2	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
		61.2	60.0	74.3	63.4	79.1	73.9	48.0	71.1	65.9
Confidence Interval (d)	±	5.4	25.0	12.9	8.7	18.3	12.7	19.7	8.6	4.5
Relative standard error (e)	%	4.5	21.2	8.9	7.0	11.8	8.8	20.9	6.2	3.5
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		68.8	76.9	*82.5*	79.5	79.0	*81.9*	*60.0*	78.9	75.0
Confidence Interval (d)	±	2.7	6.8	6.2	6.1	6.5	6.2	9.7	7.4	2.2
Relative standard error (e)	%	2.0	4.5	3.8	3.9	4.2	3.9	8.3	4.8	1.5
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		53.0	50.0	67.8	68.5	80.0	76.1	np	71.7	61.4
Confidence Interval (d)	±	9.3	40.5	20.7	17.9	35.3	18.4	np	17.8	8.2
Relative standard error (e)	%	8.9	41.1	15.5	13.3	22.4	12.3	np	12.6	6.8

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

(b) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. Data with RSEs over 50 per cent are not published.

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

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

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

Table 17A.15 **Dwelling condition, public housing, 2014 (per cent) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

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

np Not published.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

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

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

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

Table 17A.18 **Dwelling condition, Indigenous community housing, 2012-13 (per cent) (a), (b), (c), (d)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (e)	*NT*	*Aust*
2012-13										
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
Proportion	%	*82.8*	77.3	71.0	*45.9*	62.0	*92.0*	..	*38.6*	69.2
Confidence Interval (f)	±	10.3	14.8	10.8	18.8	22.3	17.5	..	16.4	6.8
Relative standard error (g)	%	6.3	9.8	7.8	20.9	18.3	9.7	..	21.7	5.0

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

(b) Comprises renting households with a Landlord type of Indigenous Housing Organisation or Community Housing.

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

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

(e) No households in the ACT survey sample had a Landlord type of Indigenous Housing Organisation or Community Housing.

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

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

.. Not applicable.

Source: ABS Australian Aboriginal and Torres Strait Islander Health Survey (NATSIHS component).

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
2014-15									
No. of dwellings (at 30 June)	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**8 133**	**7 055**	**7 880**	**11 061**	**9 284**	**8 379**	**9 630**	**14 741**	**8 486**
Capital costs									
Depreciation	2 922	2 943	1 826	3 581	1 708	2 496	2 094	7 168	2 698
Indicative user cost of capital									
Land	12 338	13 177	11 350	17 688	9 860	3 912	23 499	14 562	12 820
Other assets	12 228	9 413	7 260	13 925	7 297	7 586	9 692	14 672	10 292
Total user cost of capital	24 566	22 589	18 609	31 613	17 156	11 497	33 191	29 235	23 111
Interest payments	571	316	304	592	–	1 204	327	2 077	439
Total capital costs (less interest payments)	26 917	25 217	20 131	34 602	18 865	12 790	34 959	34 326	25 371
Payroll tax	83	64	—	113	63	..	..	167	63
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**34 967**	**32 252**	**28 011**	**45 550**	**27 840**	**21 205**	**44 589**	**50 739**	**33 794**
2013-14									
No. of dwellings (at 30 June)	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 990**	**5 827**	**7 116**	**11 523**	**9 072**	**8 574**	**9 231**	**14 426**	**8 146**
Capital costs									
Depreciation	2 850	2 458	1 883	3 363	1 716	3 070	1 342	7 422	2 559
Indicative user cost of capital									
Land	11 347	12 953	10 947	16 109	9 856	3 702	23 206	14 886	12 167
Other assets	10 425	9 364	7 244	14 436	7 284	7 501	9 385	14 774	9 698

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Total user cost of capital	21 772	22 317	18 191	30 544	17 139	11 202	32 590	29 659	21 865
Interest payments	595	342	315	640	169	1 072	348	2 071	480
Total capital costs (less interest payments)	24 027	24 433	19 759	33 267	18 687	13 199	33 585	35 011	23 944
Payroll tax	107	62	45	100	74	..	..	157	78
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**31 915**	**30 236**	**26 830**	**44 689**	**27 558**	**23 843**	**42 816**	**50 907**	**32 013**
2012-13									
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 751**	**6 314**	**7 267**	**10 152**	**7 724**	**7 675**	**9 058**	**13 588**	**7 799**
Capital costs									
Depreciation	2 720	2 460	1 964	3 220	1 790	2 446	1 348	5 126	2 470
Indicative user cost of capital									
Land	11 152	10 154	10 693	14 086	9 856	3 589	22 271	14 479	11 192
Other assets	9 684	8 822	7 472	11 591	7 418	7 547	9 347	14 769	9 080
Total user cost of capital	20 836	18 976	18 165	25 677	17 273	11 137	31 618	29 248	20 272
Interest payments	629	367	325	641	714	837	363	2 083	562
Total capital costs (less interest payments)	22 927	21 069	19 804	28 256	18 350	12 746	32 603	32 291	22 180
Payroll tax	106	59	43	133	63	15	..	178	79
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**30 572**	**27 365**	**27 028**	**38 275**	**25 953**	**20 681**	**41 661**	**47 165**	**29 900**
2011-12									
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
Cost per dwelling									

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 429**	**6 125**	**8 290**	**9 762**	**7 719**	**7 625**	**8 736**	**11 534**	**7 725**
Capital costs									
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038
Total user cost of capital	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs (less interest payments)	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
Payroll tax	132	51	52	103	66	79	..	73	86
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**28 546**	**27 389**	**28 559**	**37 391**	**26 398**	**21 461**	**41 238**	**41 427**	**29 340**
2010-11									
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**6 977**	**5 926**	**8 255**	**8 191**	**6 994**	**8 156**	**8 159**	**12 768**	**7 286**
Capital costs									
Depreciation	2 552	2 190	2 027	2 744	1 769	2 300	1 235	4 358	2 295
Indicative user cost of capital									
Land	11 007	10 236	11 512	13 558	9 573	4 337	21 959	12 959	11 183
Other assets	8 071	8 766	7 931	10 946	7 505	8 895	9 128	11 519	8 524
Total user cost of capital	19 078	19 003	19 443	24 504	17 078	13 232	31 087	24 478	19 707
Interest payments	607	–	344	694	881	876	398	2 140	516
Total capital costs (less interest payments)	21 023	21 193	21 126	26 554	17 966	14 656	31 924	26 696	21 486

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Payroll tax	95	50	53	80	65	84	..	88	70
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**27 905**	**27 106**	**29 328**	**34 665**	**24 831**	**23 349**	**40 091**	**39 376**	**28 702**
2009-10									
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 237**	**5 000**	**6 154**	**7 179**	**6 815**	**7 656**	**8 106**	**12 059**	**6 691**
Capital costs									
Depreciation	2 338	2 133	1 911	2 693	1 707	2 290	1 267	3 689	2 170
Indicative user cost of capital									
Land	10 814	10 238	11 597	13 526	8 363	3 377	22 407	11 299	10 900
Other assets	7 825	8 531	8 081	9 712	7 193	8 550	8 452	8 709	8 160
Total user cost of capital	18 639	18 769	19 678	23 238	15 556	11 927	30 859	20 008	19 060
Interest payments	550	–	357	762	863	890	421	2 141	504
Total capital costs (less interest payments)	20 427	20 901	21 232	25 168	16 399	13 327	31 704	21 556	20 725
Payroll tax	92	48	60	91	72	73	–	75	72
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**27 572**	**25 882**	**27 250**	**32 182**	**23 142**	**21 323**	**39 810**	**33 540**	**27 345**
2008-09									
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**6 549**	**4 813**	**6 146**	**7 000**	**6 342**	**7 498**	**7 736**	**13 201**	**6 366**
Capital costs									
Depreciation	2 163	2 053	1 894	2 730	1 621	2 152	1 248	3 114	2 071

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Indicative user cost of capital									
Land	9 824	10 351	11 377	15 621	7 372	3 584	19 814	10 601	10 515
Other assets	6 748	8 253	7 658	11 121	6 599	8 407	8 317	8 168	7 698
Total user cost of capital	16 573	18 604	19 036	26 741	13 971	11 991	28 131	18 769	18 213
Interest payments	548	–	371	803	862	903	442	2 122	512
Total capital costs (less interest payments)	18 188	20 657	20 559	28 669	14 729	13 239	28 936	19 762	19 772
Payroll tax	85	48	50	73	58	57	–	82	64
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**24 653**	**25 458**	**26 655**	**35 596**	**21 013**	**21 130**	**36 672**	**32 881**	**26 074**
2007-08									
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**6 010**	**4 798**	**5 286**	**8 173**	**6 256**	**6 947**	**7 086**	**10 918**	**6 064**
Capital costs									
Depreciation	2 052	1 919	1 684	2 333	1 410	2 187	1 341	2 643	1 906
Indicative user cost of capital									
Land	10 064	7 506	11 083	16 490	6 587	3 299	19 684	9 433	9 947
Other assets	6 430	7 980	7 441	11 881	5 347	8 274	8 095	7 796	7 387
Total user cost of capital	16 495	15 485	18 524	28 371	11 934	11 573	27 780	17 230	17 333
Interest payments	543	–	384	828	785	923	460	2 417	512
Total capital costs (less interest payments)	18 003	17 404	19 823	29 876	12 559	12 837	28 660	17 456	18 727
Payroll tax	75	45	37	72	60	67	–	73	59
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**23 938**	**22 190**	**25 073**	**37 977**	**18 755**	**20 075**	**35 747**	**28 301**	**24 733**
2006-07									

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**5 778**	**4 541**	**5 162**	**7 553**	**5 990**	**6 752**	**6 842**	**9 502**	**5 768**
Capital costs									
Depreciation	1 961	1 852	1 578	1 834	1 343	1 982	1 149	2 534	1 776
Indicative user cost of capital									
Land	10 084	6 011	9 003	12 341	5 742	3 123	16 087	8 142	8 716
Other assets	6 266	7 221	6 783	9 750	5 436	7 473	8 018	7 084	6 848
Total user cost of capital	16 350	13 232	15 786	22 091	11 177	10 597	24 105	15 225	15 564
Interest payments	532	–	398	842	916	941	480	2 164	527
Total capital costs (less interest payments)	17 779	15 084	16 965	23 083	11 605	11 638	24 775	15 595	16 813
Payroll tax	61	42	34	68	57	67	1	86	52
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**23 497**	**19 584**	**22 093**	**30 568**	**17 538**	**18 323**	**31 616**	**25 011**	**22 529**
2005-06									
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**5 122**	**4 233**	**4 719**	**5 382**	**5 283**	**6 813**	**7 685**	**9 304**	**5 145**
Capital costs									
Depreciation	1 865	1 809	1 489	1 683	1 274	1 901	1 080	2 777	1 696
Indicative user cost of capital									
Land	10 033	6 013	8 262	6 764	5 308	2 660	15 056	7 326	7 961
Other assets	6 168	6 985	6 356	6 422	5 210	7 767	7 234	7 022	6 350
Total user cost of capital	16 201	12 998	14 619	13 186	10 518	10 427	22 290	14 348	14 311

Table 17A.19 **Nominal government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Interest payments	424	–	392	732	931	911	496	2 168	480
Total capital costs (less interest payments)	17 642	14 807	15 715	14 137	10 861	11 417	22 875	14 958	15 527
Payroll tax	42	40	32	62	56	60	83	88	47
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**22 721**	**19 000**	**20 402**	**19 456**	**16 088**	**18 171**	**30 477**	**24 174**	**20 625**

(a) Data are presented in nominal terms. Refer to table 17A.20 for data reported in real terms (2014-15 dollars).

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

(c) Total net recurrent costs in 2009–10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010–11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010–11 reflect software and system development. Interest payments for 2010–11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project. Grants and subsidies are excluded from expenditure for this measure for 2012-13 to 2014-15 except for NSW.

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

(e) Data for 2012–13 have been revised.

(f) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 report.

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

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

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

Table 17A.20 **Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
2014-15									
No. of dwellings (at 30 June)	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**8 133**	**7 055**	**7 880**	**11 061**	**9 284**	**8 379**	**9 630**	**14 741**	**8 486**
Capital costs									
Depreciation	2 922	2 943	1 826	3 581	1 708	2 496	2 094	7 168	2 698
Indicative user cost of capital									
Land	12 338	13 177	11 350	17 688	9 860	3 912	23 499	14 562	12 820
Other assets	12 228	9 413	7 260	13 925	7 297	7 586	9 692	14 672	10 292
Total user cost of capital	24 566	22 589	18 609	31 613	17 156	11 497	33 191	29 235	23 111
Interest payments	571	316	304	592	–	1 204	327	2 077	439
Total capital costs (less interest payments)	26 917	25 217	20 131	34 602	18 865	12 790	34 959	34 326	25 371
Payroll tax	83	64	––	113	63	..	..	167	63
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**34 967**	**32 252**	**28 011**	**45 550**	**27 840**	**21 205**	**44 589**	**50 739**	**33 794**
2013-14									
No. of dwellings (at 30 June)	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**8 128**	**5 928**	**7 239**	**11 722**	**9 229**	**8 722**	**9 391**	**14 675**	**8 287**
Capital costs									
Depreciation	2 899	2 500	1 916	3 421	1 746	3 123	1 365	7 550	2 604
Indicative user cost of capital									
Land	11 544	13 177	11 136	16 387	10 026	3 766	23 607	15 143	12 378
Other assets	10 605	9 526	7 370	14 685	7 410	7 630	9 547	15 029	9 865
Total user cost of capital	22 149	22 703	18 506	31 073	17 436	11 396	33 154	30 172	22 243

Table 17A.20 Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Interest payments	606	348	321	651	172	1 091	354	2 107	488
Total capital costs (less interest payments)	24 442	24 856	20 101	33 842	19 010	13 428	34 165	35 616	24 358
Payroll tax	108	63	45	102	76	..	..	160	79
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**32 466**	**30 759**	**27 294**	**45 462**	**28 034**	**24 256**	**43 556**	**51 787**	**32 567**
2012-13									
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 991**	**6 509**	**7 492**	**10 466**	**7 963**	**7 912**	**9 338**	**14 008**	**8 040**
Capital costs									
Depreciation	2 804	2 536	2 024	3 320	1 846	2 522	1 390	5 284	2 546
Indicative user cost of capital									
Land	11 497	10 468	11 023	14 522	10 160	3 700	22 960	14 927	11 538
Other assets	9 983	9 095	7 703	11 949	7 647	7 781	9 636	15 226	9 361
Total user cost of capital	21 480	19 563	18 726	26 471	17 808	11 481	32 596	30 153	20 899
Interest payments	649	378	335	661	736	863	374	2 147	579
Total capital costs (less interest payments)	23 636	21 720	20 416	29 130	18 917	13 140	33 611	33 290	22 866
Payroll tax	109	61	44	137	65	16	..	183	81
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**31 518**	**28 211**	**27 864**	**39 458**	**26 756**	**21 321**	**42 949**	**48 624**	**30 825**
2011-12									
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 763**	**6 400**	**8 663**	**10 201**	**8 066**	**7 968**	**9 129**	**12 052**	**8 072**
Capital costs									

Table 17A.20 **Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Depreciation	2 486	2 326	2 106	3 259	1 900	2 485	1 414	6 726	2 431
Indicative user cost of capital									
Land	10 644	10 639	11 286	14 568	10 545	3 841	23 177	13 959	11 369
Other assets	9 778	9 266	8 191	11 845	8 297	8 491	9 737	11 796	9 444
Total user cost of capital	20 422	19 905	19 478	26 412	18 843	12 333	32 915	25 755	20 813
Interest payments	704	–	350	694	1 035	898	370	2 197	569
Total capital costs (less interest payments)	22 203	22 231	21 234	28 977	19 708	13 920	33 959	30 284	22 675
Payroll tax	138	53	55	107	69	83	..	76	89
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**29 828**	**28 620**	**29 842**	**39 071**	**27 584**	**22 426**	**43 091**	**43 289**	**30 658**
2010-11									
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 407**	**6 291**	**8 763**	**8 695**	**7 425**	**8 658**	**8 661**	**13 554**	**7 735**
Capital costs									
Depreciation	2 709	2 325	2 152	2 913	1 878	2 442	1 311	4 626	2 436
Indicative user cost of capital									
Land	11 685	10 867	12 221	14 393	10 163	4 604	23 311	13 757	11 872
Other assets	8 568	9 306	8 419	11 619	7 967	9 443	9 690	12 228	9 049
Total user cost of capital	20 253	20 173	20 640	26 012	18 129	14 047	33 001	25 986	20 920
Interest payments	645	–	366	736	935	930	422	2 272	548
Total capital costs (less interest payments)	22 317	22 498	22 427	28 189	19 072	15 558	33 890	28 340	22 809
Payroll tax	101	53	56	85	69	89	..	94	75
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**29 624**	**28 775**	**31 134**	**36 799**	**26 359**	**24 787**	**42 559**	**41 801**	**30 469**
2009-10									

Table 17A.20 Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**8 077**	**5 580**	**6 868**	**8 012**	**7 606**	**8 545**	**9 047**	**13 459**	**7 468**
Capital costs									
Depreciation	2 609	2 380	2 133	3 006	1 905	2 556	1 414	4 117	2 422
Indicative user cost of capital									
Land	12 069	11 426	12 943	15 096	9 334	3 769	25 008	12 610	12 165
Other assets	8 733	9 521	9 019	10 839	8 028	9 542	9 433	9 720	9 107
Total user cost of capital	20 803	20 947	21 962	25 935	17 362	13 311	34 440	22 331	21 272
Interest payments	614	–	398	851	963	993	470	2 390	563
Total capital costs (less interest payments)	22 798	23 327	23 697	28 090	18 303	14 874	35 384	24 058	23 131
Payroll tax	103	54	67	101	80	81	–	83	80
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**30 773**	**28 886**	**30 413**	**35 918**	**25 829**	**23 798**	**44 430**	**37 433**	**30 519**
2008-09									
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 511**	**5 520**	**7 048**	**8 027**	**7 272**	**8 599**	**8 872**	**15 139**	**7 300**
Capital costs									
Depreciation	2 480	2 355	2 172	3 131	1 858	2 468	1 431	3 571	2 375
Indicative user cost of capital									
Land	11 266	11 870	13 047	17 914	8 454	4 110	22 723	12 157	12 059
Other assets	7 739	9 465	8 783	12 753	7 567	9 641	9 537	9 367	8 828
Total user cost of capital	19 005	21 335	21 830	30 667	16 021	13 751	32 260	21 524	20 887
Interest payments	628	–	426	920	989	1 036	507	2 433	587

Table 17A.20 **Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Total capital costs (less interest payments)	20 858	23 690	23 577	32 878	16 891	15 183	33 184	22 663	22 674
Payroll tax	97	54	57	83	66	65	–	94	73
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**28 271**	**29 195**	**30 568**	**40 821**	**24 097**	**24 232**	**42 055**	**37 708**	**29 901**
2007-08									
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 164**	**5 718**	**6 301**	**9 741**	**7 457**	**8 280**	**8 446**	**13 014**	**7 228**
Capital costs									
Depreciation	2 445	2 287	2 007	2 780	1 681	2 607	1 599	3 151	2 272
Indicative user cost of capital									
Land	11 996	8 946	13 210	19 655	7 851	3 932	23 461	11 243	11 856
Other assets	7 664	9 511	8 869	14 161	6 373	9 862	9 649	9 293	8 804
Total user cost of capital	19 660	18 457	22 078	33 816	14 224	13 794	33 110	20 536	20 660
Interest payments	647	–	458	987	936	1 100	549	2 881	611
Total capital costs (less interest payments)	21 458	20 744	23 627	35 609	14 969	15 300	34 160	20 806	22 321
Payroll tax	90	54	44	86	72	80	–	87	70
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**28 532**	**26 448**	**29 884**	**45 264**	**22 354**	**23 928**	**42 606**	**33 732**	**29 479**
2006-07									
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**7 160**	**5 627**	**6 397**	**9 359**	**7 422**	**8 366**	**8 478**	**11 774**	**7 147**
Capital costs									
Depreciation	2 430	2 295	1 955	2 273	1 664	2 456	1 424	3 140	2 201

Table 17A.20 **Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)
Indicative user cost of capital									
Land	12 496	7 449	11 156	15 293	7 115	3 870	19 934	10 089	10 800
Other assets	7 765	8 948	8 405	12 081	6 735	9 260	9 936	8 778	8 486
Total user cost of capital	20 261	16 396	19 561	27 374	13 851	13 131	29 870	18 867	19 286
Interest payments	659	–	494	1 044	1 135	1 166	594	2 682	653
Total capital costs (less interest payments)	22 031	18 692	21 023	28 603	14 380	14 422	30 700	19 325	20 835
Payroll tax	76	52	42	85	71	83	1	107	65
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**29 116**	**24 267**	**27 377**	**37 878**	**21 732**	**22 705**	**39 178**	**30 993**	**27 917**
2005-06									
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) (including payroll tax)	**6 583**	**5 441**	**6 065**	**6 918**	**6 791**	**8 757**	**9 878**	**11 959**	**6 613**
Capital costs									
Depreciation	2 397	2 325	1 913	2 163	1 637	2 444	1 389	3 570	2 180
Indicative user cost of capital									
Land	12 896	7 729	10 620	8 694	6 823	3 419	19 353	9 416	10 232
Other assets	7 928	8 979	8 170	8 254	6 697	9 983	9 298	9 026	8 162
Total user cost of capital	20 824	16 707	18 790	16 949	13 520	13 403	28 650	18 443	18 394
Interest payments	546	–	504	941	1 197	1 171	637	2 786	617
Total capital costs (less interest payments)	22 676	19 032	20 200	18 171	13 960	14 675	29 402	19 226	19 957
Payroll tax	54	52	41	80	72	77	107	113	60
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	**29 205**	**24 421**	**26 224**	**25 008**	**20 679**	**23 356**	**39 174**	**31 072**	**26 510**

(a) Time series financial data are adjusted to 2014–15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014–15=100) (table 17A.58).

Table 17A.20 **Real government expenditure on public housing, 2005-06 to 2014-15 ($ per dwelling) (2014-15 dollars) (a), (b)**

	NSW (c)	*Vic*	*Qld*	*WA* (d)	*SA* (e)	*Tas*	*ACT*	*NT* (f)	*Aust* (g)

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

(c) Total net recurrent costs in 2009–10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010–11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010–11 reflect software and system development. Interest payments for 2010–11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project. Grants and subsidies are excluded from expenditure for this measure for 2012-13 to 2014-15 except for NSW.

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

(e) Data for 2012–13 have been revised.

(f) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 report.

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

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

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

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

	NSW (c)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*Total*
Nominal cost per dwelling							
2014-15	9 186	..	13 102	..	12 288	7 766	10 999
2013-14	8 750	..	10 830	..	11 760	8 254	9 988
2012-13	8 478	..	11 757	..	11 909	7 580	10 157
2011-12	7 913	..	11 022	..	12 885	7 390	9 851
2010-11	7 630	..	11 748	..	11 670	7 780	9 816
2009-10	9 152	..	9 211	9 058	11 859	7 163	9 503
2008-09	7 052	4 436	9 019	8 981	10 620	7 141	8 484
2007-08	6 229	4 929	8 139	10 726	9 513	6 504	8 014
2006-07	5 818	4 078	7 471	7 627	6 674	6 430	6 476
2005-06	5 364	6 208	6 582	7 589	6 931	5 551	6 354
Real cost per dwelling (2014-15 dollars)							
2014-15	9 186	..	13 102	..	12 288	7 766	10 999
2013-14	8 901	..	11 017	..	11 963	8 397	10 161
2012-13	8 740	..	12 121	..	12 277	7 814	10 471
2011-12	8 269	..	11 517	..	13 464	7 722	10 294
2010-11	8 100	..	12 471	..	12 389	8 259	10 420
2009-10	10 214	..	10 280	9 058	13 235	7 994	10 606
2008-09	8 087	5 087	10 343	8 981	12 179	8 189	9 729
2007-08	7 424	5 875	9 701	10 726	11 339	7 752	9 551
2006-07	7 209	5 053	9 258	7 627	8 270	7 968	8 025
2005-06	6 894	7 979	8 461	7 589	8 909	7 135	8 167

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

(b) These data exclude the user costs of capital.

(c) Total net recurrent costs in 2009–10 includes additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Grants and subsidies are excluded from expenditure for this measure for 2012-13 to 2014-15 except for NSW.

(d) Time series financial data are adjusted to 2014–15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014–15=100) (table 17A.58).

.. Not applicable.

Source : State governments (unpublished); table 17A.3; table 17A.58.

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

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic* (e), (f)	*Qld*	*WA* (f)	*SA* (g)	*Tas* (f)	*ACT* (f) (h)	*NT*	*Total* (i)
Nominal cost per dwelling									
2013-14	10 380	8 788	7 261	10 046	9 600	na	6 638	na	9 264
2012-13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841
2011-12	9 844	9 050	5 816	5 564	6 456	14 140	7 249	na	8 222
2010-11	9 356	9 356	5 345	5 400	6 629	15 699	10 971	na	8 149
2009-10	10 175	8 445	7 263	8 062	7 459	21 312	10 268	na	9 120
2008-09	9 299	9 008	4 962	7 870	7 294	16 835	7 248	na	8 289
2007-08	8 844	7 250	4 674	4 956	6 008	12 023	7 816	na	7 045
2006-07	8 580	7 963	3 787	6 591	6 999	9 832	6 690	na	7 100
2005-06	8 326	6 764	4 459	9 415	7 512	9 547	na	na	7 411
Real cost per dwelling (2013-14 dollars) (j)									
2013-14	10 380	8 788	7 261	10 046	9 600	na	6 638	na	9 264
2012-13	10 822	8 671	6 353	7 041	7 378	14 951	6 175	na	8 958
2011-12	10 107	9 292	5 971	5 713	6 628	14 517	7 443	na	8 441
2010-11	9 756	9 756	5 573	5 631	6 913	16 370	11 440	na	8 497
2009-10	11 157	9 260	7 964	8 840	8 179	23 368	11 259	na	10 000
2008-09	10 484	10 156	5 594	8 873	8 223	18 980	8 171	na	9 345
2007-08	10 356	8 489	5 473	5 803	7 035	14 078	9 152	na	8 249
2006-07	10 451	9 699	4 613	8 028	8 525	11 976	8 149	na	8 648
2005-06	10 513	8 540	5 630	11 888	9 485	12 054	na	na	9 357

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

(b) Data presented for the 2013-14 financial year, and relate to a different number of community housing organisations and households when compared to non-financial outputs and indicators.

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

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic* (e), (f)	*Qld*	*WA* (f)	*SA* (g)	*Tas* (f)	*ACT* (f) (h)	*NT*	*Total* (i)

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

(d) These data exclude the costs of capital.

(e) In Victoria, changes in methodology over time affect coherence of these data.

(f) In 2009–10, provider net recurrent costs for Vic, WA, Tas and the ACT have been weighted to reflect the total number of tenancy (rental) units. Victorian data may include some dwellings that were not government funded. WA and Tasmania data exclude three community housing organsiations. Tasmanian data in 2009–10 reflect an increase in administrative costs. In the ACT, data may include grants and subsidies paid to community housing organisations for tenancy management. In the ACT 2013-14 recurrent administrative net cost, and the number of tenancy (rental) units it relates to, includes administration for organisations registered under the community housing regulatory framework some of whom are not required to report other data for the national community housing data collection. For 2013-14, 2012–13 and 2011–12, the total number of ACT tenancies used to calculate this indicator includes organisations reporting under the regulatory framework.Tasmanian 2013-14 data are not available due data accuracy and reliability issues. WA: In 2014-15 the increase in total net recurrent costs was attributed to the inclusion of two CHOs who provided additional services compared to those that only managed properties. Thus, the costs of these particular CHOs were higher.

(g) Data for 2011–12 have been revised. In 2013-14 the large increase in total net recurrent costs coincided with a rise in administrative expenses related to staffing and supplies.

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

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

(j) Time series financial data are adjusted to 2013-14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013-14=100) (table 17A.58).

na Not available.

Source : AIHW (unpublished) *National Housing Assistance Data Repository* ; table 17A.58.

Table 17A.23 **Net recurrent cost per dwelling — Indigenous community housing (2013-14 dollars) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (d)
2013-14	4 052	7 792	9 544	10 353	na	3 792	..	na	8 615
2012-13	7 963	7 791	6 293	10 602	na	10 025	..	na	7 852
2011-12	10 118	6 596	6 544	9 625	na	9 515	na	na	8 182
2010-11	11 111	5 059	5 775	9 450	na	5 172	na	na	7 640
2009-10	15 598	9 858	4 911	7 456	4 303	11 855	na	na	8 214

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 17A.58).

(b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2016.

(c) Data for 2009–10 are based on organisations that received ICH funding during 2009–10 and are not comparable to data for earlier years that were based on funded and unfunded organisations.

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

na Not available. .. Not applicable.

Source : AIHW (unpublished) *National Housing Assistance Data Repository* ; table 17A.58.

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (c)	*Aust*
Proportion of public housing dwellings occupied, at 30 June									
2015	98.7	98.0	98.3	97.7	95.8	98.3	98.0	94.7	97.9
2014	98.7	97.8	98.4	96.6	96.4	98.1	98.9	93.2	97.9
2013	99.0	97.3	98.6	95.8	96.8	97.1	98.0	93.6	97.8
2012	98.9	96.9	98.6	96.3	96.0	97.3	98.6	95.4	97.7
2011	99.9	96.9	98.6	96.1	95.8	98.4	97.9	96.1	98.0
2010	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7
2009	98.6	96.6	98.9	96.7	96.1	98.1	98.4	94.7	97.7
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0
2006	98.6	97.5	98.9	96.2	96.2	98.4	98.7	95.6	97.8

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

(c) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

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

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*Total*
Proportion of State owned and managed Indigenous housing dwellings occupied							
2015	97.6	..	96.6	..	95.8	98.6	97.0
2014	97.2	..	96.7	..	95.9	97.2	96.8
2013	98.1	..	96.5	..	97.3	97.6	95.3
2012	97.7	..	95.2	..	96.0	96.8	96.5
2011	99.9	..	95.7	..	94.6	98.0	97.4
2010	98.1	..	94.8	95.5	92.4	97.7	95.8
2009	97.9	100.0	95.5	94.6	93.9	98.6	96.1
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4
2006	97.4	96.7	96.8	94.1	93.5	98.3	96.1

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

.. Not applicable.

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

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

	NSW (b)	*Vic*	*Qld*	*WA* (c)	*SA* (d)	*Tas*	*ACT*	*NT* (e)	*Total* (f)
2015	93.0	94.0	97.0	95.0	96.0	96.0	87.0	100.0	94.4
2014	93.9	91.8	97.3	93.7	97.2	95.6	86.9	100.0	94.4
2013	99.8	95.0	99.1	92.7	97.0	92.7	91.9	100.0	97.4
2012	98.1	94.4	95.7	92.8	97.0	90.9	92.7	100.0	96.2
2011	97.6	93.6	94.6	93.8	98.1	95.6	91.4	100.0	95.9

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Data may exclude some new dwellings which are unavailable for rent e.g. new constructions, purchases and dwellings newly managed by community organisations, for example, due to transfers of dwelling management and new headlease agreements.Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

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

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

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

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

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

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

	NSW (e)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (f)
2014	96.7	98.5	94.1	91.3	88.7	100.0	..	na	94.6
2013	96.9	97.9	90.8	87.5	74.8	91.9	..	na	91.0
2012	95.8	97.4	94.8	82.5	89.4	92.1	na	na	92.1
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	91.6
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	90.8

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2016.

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

(c) Data for 2010 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.

(d) Calculations only include those dwellings for which occupancy status was known.

(e) Data for ICHOs in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.

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

na Not available. .. Not applicable.

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

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

	NSW	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas* (c)	*ACT*	*NT* (d) (e) (f)	*Aust* (b) (e)
2014-15	29.9	29.1	24.3	21.5	na	26.9	34.1	93.1	na
2013-14	29.9	32.9	25.3	19.2	na	33.6	37.3	74.0	na
2012-13	29.4	30.3	28.4	17.4	21.7	38.9	39.8	na	na
2011-12	28.9	31.9	28.6	22.3	24.6	37.0	37.1	60.1	28.8
2010-11	31.3	29.2	27.8	26.9	27.6	29.3	38.2	58.8	30.0

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

(b) Data for 2014-15 and 2013-14 are unavailable.

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

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

(e) Data for 2012–13 are unavailable.

(f) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

na Not available.

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

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

	NSW	*Qld*	*SA* (b)	*Tas* (c)	*Total* (b)
2014-15	28.0	38.5	na	27.2	na
2013-14	22.9	40.8	na	44.0	na
2012-13	21.3	44.9	22.0	67.1	29.5
2011-12	23.1	47.2	24.7	53.5	29.9
2010-11	20.4	40.9	26.4	39.5	27.7

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

(b) Data for 2014-15 and 2013-14 are unavailable.

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

na Not available.

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

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (d)	*National average*
2014-15	99.5	98.8	100.2	100.0	99.8	98.5	99.3	98.5	99.5
2013-14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.3	99.7
2012-13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	97.6	99.4
2011-12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0	99.3
2010-11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	99.6

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016

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

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

(d) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

Source : State and Territory governments (unpublished).

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

	NSW	*Qld*	*SA*	*Tas*	*Total*
2014-15	94.0	100.3	97.4	98.4	96.3
2013-14	99.2	102.6	98.9	98.0	100.1
2012-13	101.0	99.8	101.5	98.4	99.6
2011-12	100.0	100.6	100.7	98.6	100.5
2010-11	104.0	99.3	99.9	99.0	101.7

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

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

Source : State governments (unpublished).

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

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic*	*Qld*	*WA*	*SA* (d)	*Tas*	*ACT*	*NT*	*Total* (e)
2013-14	97.7	100.4	99.9	99.9	99.6	109.0	98.7	na	99.2
2012-13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	99.3
2011-12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	100.6
2010-11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	97.9
2009-10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	97.7

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

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

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

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

na Not available.

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

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

	NSW (e)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2013-14	92.5	100.1	82.1	89.7	na	99.5	..	na	89.9
2012-13	91.6	99.8	92.1	88.1	na	105.0	..	73.6	92.7
2011-12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	94.9
2010-11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	94.9
2009-10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	88.1

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2016.

(b) Data for 2009–10 are based on organisations that received ICH funding during 2009–10 and are not comparable to data for previous years that were based on funded and unfunded organisations.

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

(d) Calculations only include those ICHOs for which both rent collected and rent charged were known.

(e) Data for ICHOs in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.

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

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

Table 17A.34 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
All households										
Size of dwelling		86.4	80.9	87.0	84.9	88.8	84.3	82.0	84.9	85.3
Confidence Interval (d)	±	1.3	3.9	3.3	3.3	2.9	3.8	3.9	3.9	1.1
Relative standard error (e)	%	0.7	2.5	1.9	2.0	1.7	2.3	2.4	2.3	0.7
Modifications for special needs		74.7	78.2	84.7	86.2	85.3	82.7	77.9	74.0	79.8
Confidence Interval (d)	±	2.1	5.2	4.6	4.1	4.2	5.5	5.8	6.0	1.7
Relative standard error (e)	%	1.4	3.4	2.8	2.4	2.5	3.4	3.8	4.2	1.1
Ease of access and entry		87.9	90.1	89.9	94.4	94.7	93.3	90.8	91.0	90.4
Confidence Interval (d)	±	1.2	2.8	3.0	1.9	2.0	2.5	2.9	2.9	0.9
Relative standard error (e)	%	0.7	1.6	1.7	1.0	1.1	1.4	1.6	1.7	0.5
Car parking		82.0	80.9	82.8	85.1	90.3	88.4	81.6	85.6	83.5
Confidence Interval (d)	±	1.5	3.9	3.8	3.2	2.8	3.3	3.9	3.8	1.3
Relative standard error (e)	%	1.0	2.5	2.3	1.9	1.6	1.9	2.4	2.2	0.8
Yard space and fencing		79.1	80.4	89.1	88.4	85.9	84.3	75.8	83.9	82.9
Confidence Interval (d)	±	1.5	3.8	3.2	2.7	3.1	3.6	4.5	3.7	1.2
Relative standard error (e)	%	1.0	2.4	1.8	1.6	1.9	2.2	3.0	2.2	0.7
Privacy of home		83.6	84.7	86.5	85.6	84.0	85.4	80.9	80.8	84.5
Confidence Interval (d)	±	1.2	3.3	3.1	2.9	3.1	3.4	3.7	3.8	1.1
Relative standard error (e)	%	0.8	2.0	1.8	1.7	1.9	2.1	2.3	2.4	0.6
Safety/security of home		78.0	82.3	90.0	82.2	84.5	81.0	77.9	81.3	82.1
Confidence intervals (d)	±	1.4	3.4	2.7	3.1	3.0	3.7	3.9	3.7	1.1
Relative standard error (e)	%	0.9	2.1	1.5	1.9	1.8	2.3	2.5	2.3	0.7
Safety/security of neighbourhood (g)		75.2	77.2	86.6	79.0	80.0	81.9	77.3	76.5	78.6
Confidence intervals (d)	±	1.4	3.8	3.1	3.3	3.4	3.7	3.9	4.0	1.2

Table 17A.34 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Relative standard error (e)	%	1.0	2.5	1.8	2.1	2.2	2.3	2.6	2.6	0.8
Average (g)		**80.8**	**81.8**	**87.1**	**85.7**	**86.7**	**85.2**	**80.5**	**82.2**	**83.4**
Households with a member with disability (f)										
Size of dwelling		81.3	79.6	91.0	81.3	84.8	80.2	81.5	88.1	82.9
Confidence Interval (d)	±	2.6	7.2	4.9	7.1	6.3	7.1	9.1	7.0	2.2
Relative standard error (e)	%	1.6	4.6	2.8	4.4	3.8	4.5	5.7	4.0	1.3
Modifications for special needs		68.6	70.5	76.6	80.7	80.5	77.6	75.6	60.2	73.2
Confidence Interval (d)	±	3.4	8.6	8.2	7.5	7.7	8.3	10.1	11.1	2.9
Relative standard error (e)	%	2.5	6.2	5.5	4.7	4.9	5.4	6.8	9.4	2.0
Ease of access and entry		84.0	83.7	84.6	91.7	93.5	90.0	87.1	87.1	86.1
Confidence Interval (d)	±	2.3	6.3	6.3	4.5	4.4	5.1	7.1	6.6	2.0
Relative standard error (e)	%	1.4	3.8	3.8	2.5	2.4	2.9	4.2	3.9	1.2
Car parking		78.7	76.9	87.7	85.6	85.2	89.1	81.2	82.8	81.8
Confidence Interval (d)	±	2.9	7.7	5.7	6.1	6.5	5.4	9.2	8.0	2.4
Relative standard error (e)	%	1.9	5.1	3.3	3.6	3.9	3.1	5.8	4.9	1.5
Yard space and fencing		74.1	74.9	92.4	85.0	83.4	86.2	71.6	85.2	79.9
Confidence Interval (d)	±	3.0	7.8	4.6	6.3	6.3	5.9	10.0	6.9	2.3
Relative standard error (e)	%	2.1	5.3	2.5	3.8	3.9	3.5	7.1	4.2	1.5
Privacy of home		78.6	80.7	89.7	81.4	79.1	86.1	80.0	77.5	81.3
Confidence Interval (d)	±	2.5	6.6	5.0	6.4	6.8	5.8	8.3	8.0	2.1
Relative standard error (e)	%	1.6	4.2	2.8	4.0	4.4	3.4	5.3	5.3	1.3
Safety/security of home		72.2	75.6	89.4	78.2	76.3	79.3	77.2	78.4	76.9
Confidence intervals (d)	±	2.7	7.1	5.1	6.7	7.0	6.6	8.6	7.9	2.2
Relative standard error (e)	%	1.9	4.8	2.9	4.4	4.7	4.2	5.7	5.1	1.5

Table 17A.34 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Safety/security of neighbourhood (g)		69.1	72.1	83.9	83.0	73.3	83.4	71.5	70.0	74.3
Confidence intervals (d)	±	2.8	7.5	6.3	5.9	7.5	6.2	9.1	8.4	2.4
Relative standard error (e)	%	2.1	5.3	3.8	3.6	5.2	3.8	6.5	6.1	1.6
Average (g)		**75.8**	**76.8**	**86.9**	**83.4**	**82.0**	**84.0**	**78.2**	**78.7**	**79.5**

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/rogs/2016.

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

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

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

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

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

(g) The response option 'Safety/security of neighbourhood' has been moved from 'Location' tables to 'Amenity' tables for the 2016 RoGS publication. Averages for both Location and Amenity have also been recalculated.

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

Table 17A.35 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

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

Table 17A.35 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Family and friends		87.3	86.7	85.9	90.2	89.8	92.9	88.8	88.6	87.8
Confidence Interval (d)	±	1.1	3.2	3.4	2.5	2.7	2.5	3.1	3.3	1.0
Relative standard error (e)	%	0.7	1.9	2.0	1.4	1.6	1.4	1.8	1.9	0.6
Average (g)		**88.9**	**87.3**	**90.1**	**89.7**	**89.2**	**88.8**	**90.0**	**87.9**	**88.9**
Households with a member with disability (f)										
Shops and banking		88.0	87.1	94.3	88.3	88.0	94.8	94.5	91.0	89.3
Confidence Interval (d)	±	2.0	5.5	3.8	5.1	5.5	3.7	4.7	5.6	1.7
Relative standard error (e)	%	1.2	3.2	2.1	3.0	3.2	2.0	2.6	3.2	1.0
Public transport		89.2	88.3	87.9	81.2	88.8	85.0	89.6	87.4	88.0
Confidence Interval (d)	±	2.0	5.8	6.3	7.3	6.0	7.0	6.9	7.3	1.9
Relative standard error (e)	%	1.1	3.4	3.6	4.6	3.4	4.2	3.9	4.3	1.1
Parks and recreational facilities		86.5	87.2	86.1	91.5	88.2	91.1	86.6	90.6	87.4
Confidence Interval (d)	±	2.6	7.1	7.8	5.7	7.2	5.9	9.3	7.9	2.3
Relative standard error (e)	%	1.5	4.1	4.6	3.2	4.2	3.3	5.5	4.4	1.3
Emergency services, medical services, hospitals		89.8	90.4	93.3	89.5	91.2	92.7	88.1	87.3	90.7
Confidence Interval (d)	±	1.8	4.6	4.3	4.7	4.8	4.3	7.0	6.1	1.5
Relative standard error (e)	%	1.0	2.6	2.3	2.7	2.7	2.4	4.0	3.5	0.9
Child care facilities		82.7	81.7	82.6	80.1	84.6	82.5	77.2	89.7	82.3
Confidence Interval (d)	±	5.4	14.6	14.1	16.3	19.7	18.1	19.9	13.6	5.1
Relative standard error (e)	%	3.3	9.1	8.7	10.3	11.8	11.2	13.1	7.7	3.2
Education/training facilities		84.5	82.4	84.2	74.3	86.9	87.2	80.9	88.4	83.4
Confidence Interval (d)	±	3.7	10.5	10.2	12.4	10.7	10.5	12.8	10.8	3.5
Relative standard error (e)	%	2.2	6.5	6.2	8.5	6.3	6.1	8.1	6.2	2.1
Employment/place of work		78.2	70.6	87.9	77.4	70.8	85.2	82.7	91.7	77.8
Confidence Interval (d)	±	4.7	13.1	9.2	13.1	15.3	13.5	14.0	11.0	4.4

Table 17A.35 Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Relative standard error (e)	%	3.0	9.4	5.3	8.6	11.0	8.0	8.6	6.1	2.9
Community and support services		83.4	84.6	85.5	86.8	79.8	86.3	84.6	81.3	84.0
Confidence Interval (d)	±	2.5	6.4	6.7	5.7	7.4	6.7	8.4	8.1	2.2
Relative standard error (e)	%	1.5	3.9	4.0	3.4	4.7	3.9	5.1	5.1	1.3
Family and friends		83.0	82.8	80.8	84.3	83.5	93.0	86.0	87.2	83.3
Confidence Interval (d)	±	2.4	6.4	7.0	6.1	6.5	4.4	7.7	6.6	2.1
Relative standard error (e)	%	1.4	4.0	4.4	3.7	4.0	2.4	4.6	3.8	1.3
Average (g)		**85.0**	**83.9**	**87.0**	**83.7**	**84.6**	**88.7**	**85.6**	**88.3**	**85.1**

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/rogs/2016.

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

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

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

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

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

(g) The response option 'Safety/security of neighbourhood' has been moved from 'Location' tables to 'Amenity' tables for the 2016 RoGS publication. Averages for both Location and Amenity have also been recalculated.

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

Table 17A.36 **Proportion of SOMIH tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

		NSW	*Qld*	*SA*	*Tas*	*Aust*
All households						
Size of dwelling	%	78.6	80.6	82.2	87.1	80.0
Confidence intervals (d)	±	3.8	3.6	5.8	8.4	2.4
Relative standard error (e)	%	2.4	2.3	3.6	4.9	1.5
Modifications for special needs	%	53.7	69.9	70.2	61.5	61.7
Confidence intervals (d)	±	6.9	7.0	8.1	18.8	4.3
Relative standard error (e)	%	6.5	5.1	5.9	15.5	3.6
Ease of access and entry	%	86.0	91.2	89.0	85.9	88.2
Confidence intervals (d)	±	3.1	2.6	4.2	8.5	1.9
Relative standard error (e)	%	1.8	1.4	2.4	5.1	1.1
Car parking	%	85.6	90.0	87.1	93.7	87.6
Confidence intervals (d)	±	3.3	2.7	4.9	6.0	2.0
Relative standard error (e)	%	2.0	1.5	2.9	3.3	1.1
Yard space and fencing	%	72.6	77.5	78.7	77.9	75.3
Confidence intervals (d)	±	4.0	3.7	5.1	9.9	2.4
Relative standard error (e)	%	2.8	2.5	3.3	6.5	1.7
Privacy of home	%	82.5	83.9	80.5	85.0	82.7
Confidence intervals (d)	±	3.4	3.3	5.1	8.6	2.1
Relative standard error (e)	%	2.1	2.0	3.3	5.1	1.3
Safety/security of home	%	75.5	*86.7*	*72.6*	80.0	78.9
Confidence intervals (d)	±	3.8	3.0	5.7	9.4	2.3
Relative standard error (e)	%	2.6	1.8	4.0	6.0	1.5
Safety/security of neighbourhood (g)	%	73.1	*83.2*	77.9	85.3	77.6
Confidence intervals (d)	±	3.9	3.3	5.7	8.4	2.4
Relative standard error (e)	%	2.7	2.0	3.7	5.0	1.6
Average (g)	**%**	**75.9**	**82.9**	**79.8**	**82.0**	**79.0**
Households with a member with disability (f)						
Size of dwelling	%	80.4	79.4	77.4	85.7	79.6
Confidence intervals (d)	±	11.0	10.5	12.1	14.3	6.3
Relative standard error (e)	%	7.0	6.7	7.9	11.0	4.0
Modifications for special needs	%	47.9	57.1	65.1	62.5 (h)	55.9
Confidence intervals (d)	±	15.3	14.8	14.0	33.9	8.6
Relative standard error (e)	%	16.2	13.1	10.9	27.5	7.8
Ease of access and entry	%	74.7	88.4	74.6	85.8	79.4
Confidence intervals (d)	±	11.5	8.2	11.8	14.2	6.2
Relative standard error (e)	%	7.8	4.7	8.0	10.9	3.9
Car parking	%	86.1	87.5	85.3	*100.0*	87.0
Confidence intervals (d)	±	9.6	8.7	10.3	..	5.4
Relative standard error (e)	%	5.7	5.0	6.1	..	3.1
Yard space and fencing	%	69.3	71.4	72.7	86.6	71.6
Confidence intervals (d)	±	12.3	12.0	12.1	13.4	6.9
Relative standard error (e)	%	9.0	8.5	8.5	10.2	4.9
Privacy of home	%	72.9	75.0	80.7	85.7	76.1
Confidence intervals (d)	±	11.9	11.1	10.5	14.3	6.5

Table 17A.36 **Proportion of SOMIH tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

		NSW	*Qld*	*SA*	*Tas*	*Aust*
Relative standard error (e)	%	8.3	7.5	6.6	11.0	4.3
Safety/security of home	%	69.1	80.0	73.0	*92.8*	74.4
Confidence intervals (d)	±	12.3	10.2	11.3	7.2	6.5
Relative standard error (e)	%	9.1	6.5	7.9	7.5	4.5
Safety/security of neighbourhood (g)	%	63.0	76.5	73.3	84.6	70.7
Confidence intervals (d)	±	13.0	10.8	11.6	15.4	6.9
Relative standard error (e)	%	10.5	7.2	8.0	11.9	5.0
Average (g)	**%**	**70.4**	**76.9**	**75.3**	**85.5**	**74.3**

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/rogs/2016.

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

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

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

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

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

(g) The response option 'Safety/security of neighbourhood' has been moved from 'Location' tables to 'Amenity' tables for the 2016 RoGS publication. Averages for both Location and Amenity have also been recalculated.

(h) Estimate has a relative standard error of 25% to 50% and should be used with caution.

.. Not applicable.

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

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

		NSW	*Qld*	*SA*	*Tas*	*Aust*
All households						
Shops and banking	%	88.9	91.6	93.4	94.3	90.7
Confidence intervals (d)	±	2.9	2.5	3.8	5.4	1.7
Relative standard error (e)	%	1.7	1.4	2.1	2.9	1.0
Public transport	%	94.0	89.3	90.2	95.0	92.0
Confidence intervals (d)	±	2.5	3.5	5.2	5.0	1.9
Relative standard error (e)	%	1.3	2.0	3.0	3.0	1.0
Parks and recreational facilities	%	86.5	88.1	*93.3*	*95.9*	88.3
Confidence intervals (d)	±	3.6	3.2	3.7	4.1	2.1
Relative standard error (e)	%	2.1	1.9	2.0	3.0	1.2
Emergency services, medical services, hospitals	%	89.6	91.8	92.1	92.3	90.8
Confidence intervals (d)	±	2.9	2.4	4.3	6.5	1.7
Relative standard error (e)	%	1.6	1.4	2.4	3.6	1.0
Child care facilities	%	89.7	89.5	87.0	94.4	89.3
Confidence intervals (d)	±	4.3	4.5	9.5	5.6	3.0
Relative standard error (e)	%	2.4	2.6	5.5	5.7	1.7
Education/training facilities	%	89.0	87.1	87.1	*97.1*	88.3
Confidence intervals (d)	±	4.3	4.7	6.8	2.9	2.8
Relative standard error (e)	%	2.5	2.8	4.0	3.0	1.6
Employment/place of work	%	84.6	82.6	86.6	89.7	84.4
Confidence intervals (d)	±	5.8	5.2	6.7	10.3	3.3
Relative standard error (e)	%	3.5	3.2	3.9	6.3	2.0
Community and support services	%	88.9	90.7	87.6	90.5	89.4
Confidence intervals (d)	±	5.7	3.5	5.7	8.9	2.7
Relative standard error (e)	%	3.3	2.0	3.3	5.0	1.5
Family and friends	%	92.9	93.4	*87.3*	95.3	92.4
Confidence intervals (d)	±	2.3	2.2	4.7	4.7	1.5

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

		NSW	*Qld*	*SA*	*Tas*	*Aust*
Relative standard error (e)	%	1.3	1.2	2.7	2.8	0.8
Average (g)	**%**	**89.4**	**89.3**	**89.4**	**93.8**	**89.5**
Households with a member with disability (f)						
Shops and banking	%	93.9	88.0	98.0	93.3	93.1
Confidence intervals (d)	±	6.1	8.4	2.0	6.7	3.9
Relative standard error (e)	%	3.6	4.9	2.0	6.9	2.1
Public transport	%	85.9	83.4	93.4	92.3	87.7
Confidence intervals (d)	±	11.6	11.4	6.6	7.7	5.8
Relative standard error (e)	%	6.8	6.9	4.0	8.1	3.4
Parks and recreational facilities	%	85.8	90.6	91.1	*100.0*	89.4
Confidence intervals (d)	±	11.6	8.9	8.5	..	5.6
Relative standard error (e)	%	6.9	5.0	4.7	..	3.2
Emergency services, medical services, hospitals	%	91.7	89.9	96.0	92.8	92.3
Confidence intervals (d)	±	7.9	7.7	4.0	7.2	4.2
Relative standard error (e)	%	4.4	4.3	2.9	7.5	2.3
Child care facilities	%	88.0	93.3	92.6	*100.0*	91.0
Confidence intervals (d)	±	12.0	6.7	7.4	..	8.8
Relative standard error (e)	%	9.1	7.0	7.7	..	4.8
Education/training facilities	%	80.9	80.0	93.9	*100.0*	87.1
Confidence intervals (d)	±	19.1	17.9	6.1	..	8.1
Relative standard error (e)	%	12.5	11.3	4.5	..	4.7
Employment/place of work	%	79.0	70.8	85.5	80.0	79.5
Confidence intervals (d)	±	21.0	22.2	13.8	20.0	10.9
Relative standard error (e)	%	17.1	15.7	8.0	22.6	6.9
Community and support services	%	72.2	87.5	88.6	83.3	85.4
Confidence intervals (d)	±	27.1	10.4	8.8	16.7	6.9

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

		NSW	*Qld*	*SA*	*Tas*	*Aust*
Relative standard error (e)	%	18.9	6.0	5.0	13.0	4.1
Family and friends	%	92.4	93.4	88.6	92.8	91.8
Confidence intervals (d)	±	7.3	6.3	8.8	7.2	4.1
Relative standard error (e)	%	4.0	3.4	5.0	7.5	2.3
Average (g)	%	85.5	86.3	92.0	92.7	88.6

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/rogs/2016.

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

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

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

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

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

(g) The response option 'Safety/security of neighbourhood' has been moved from 'Location' tables to 'Amenity' tables for the 2016 RoGS publication. Averages for both Location and Amenity have also been recalculated.

.. Not applicable.

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

Table 17A.38 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
All households										
Size of dwelling	%	88.5	85.7	85.5	86.2	90.5	86.4	88.6	na	87.5
Confidence intervals (f)	±	2.3	4.3	4.3	4.5	3.5	4.8	6.7	na	1.5
Relative standard error (g)	%	1.3	2.5	2.6	2.7	2.0	2.8	3.8	na	0.9
Modifications for special needs	%	78.2	83.3	*87.8*	84.9	82.1	74.1	75.9	na	81.3
Confidence intervals (f)	±	4.0	7.1	5.4	5.9	7.3	7.5	11.9	na	2.5
Relative standard error (g)	%	2.6	4.4	3.1	3.5	4.5	5.2	8.0	na	1.5
Ease of access and entry	%	89.7	*94.5*	91.5	93.3	92.8	87.7	87.6	na	91.2
Confidence intervals (f)	±	2.1	2.7	3.4	2.9	3.2	4.3	6.6	na	1.3
Relative standard error (g)	%	1.2	1.5	1.9	1.6	1.8	2.5	3.8	na	0.7
Car parking	%	80.0	86.9	79.0	*88.5*	*90.6*	85.2	78.6	na	82.9
Confidence intervals (f)	±	3.1	4.1	5.2	3.8	3.5	4.9	9.0	na	1.8
Relative standard error (g)	%	2.0	2.4	3.4	2.2	2.0	2.9	5.9	na	1.1
Yard space and fencing	%	84.3	84.0	83.0	*89.1*	87.7	82.3	83.9	na	84.8
Confidence intervals (f)	±	2.8	4.5	5.4	3.9	4.0	5.3	8.0	na	1.7
Relative standard error (g)	%	1.7	2.7	3.3	2.2	2.3	3.3	4.9	na	1.0
Privacy of home	%	87.2	85.4	85.5	*91.0*	*91.4*	82.4	83.0	na	87.2
Confidence intervals (f)	±	2.2	3.9	3.9	3.1	3.2	4.8	7.2	na	1.4
Relative standard error (g)	%	1.3	2.3	2.4	1.8	1.8	3.0	4.4	na	0.8
Safety/security of home	%	85.1	84.7	89.1	*90.3*	87.0	83.0	80.8	na	86.4
Confidence intervals (f)	±	2.3	4.0	3.5	3.3	3.8	4.6	7.4	na	1.4
Relative standard error (g)	%	1.4	2.4	2.0	1.9	2.2	2.8	4.7	na	0.8
Safety/security of neighbourhood (i)	%	80.2	83.6	*87.1*	84.1	83.7	79.0	*70.8*	na	82.4
Confidence intervals (f)	±	2.6	4.1	3.7	4.3	4.2	5.0	8.7	na	1.6
Relative standard error (g)	%	1.7	2.5	2.2	2.6	2.5	3.2	6.2	na	1.0
Average (i)	**%**	84.2	86.0	86.1	88.4	88.2	82.5	81.1	na	85.5
Households with a member with disability (h)										

Table 17A.38 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Size of dwelling	%	89.5	*74.6*	83.9	87.6	92.0	81.0	*96.5*	na	86.2
Confidence intervals (f)	±	4.2	10.2	8.9	9.4	6.7	8.7	6.8	na	3.1
Relative standard error (g)	%	2.4	7.0	5.4	5.5	3.7	5.4	3.6	na	1.8
Modifications for special needs	%	73.0	77.6	86.3	81.6	80.8	69.3	64.9	na	76.9
Confidence intervals (f)	±	6.7	12.3	8.6	12.4	10.7	10.5	19.6	na	4.2
Relative standard error (g)	%	4.7	8.1	5.0	7.7	6.8	7.7	15.4	na	2.7
Ease of access and entry	%	87.5	89.9	92.6	85.6	86.8	82.8	86.5	na	88.2
Confidence intervals (f)	±	4.4	7.3	5.9	9.3	8.1	7.7	11.1	na	2.7
Relative standard error (g)	%	2.5	4.1	3.2	5.6	4.7	4.7	6.6	na	1.6
Car parking	%	77.8	84.9	85.2	84.3	*93.4*	84.0	70.3	na	82.0
Confidence intervals (f)	±	6.1	8.3	9.6	10.2	6.2	8.0	16.4	na	3.6
Relative standard error (g)	%	4.0	5.0	5.7	6.1	3.4	4.9	11.9	na	2.2
Yard space and fencing	%	83.0	78.7	83.1	80.9	85.9	84.0	75.2	na	82.3
Confidence intervals (f)	±	5.4	9.0	10.9	11.3	8.5	8.3	16.1	na	3.5
Relative standard error (g)	%	3.3	5.8	6.7	7.1	5.1	5.0	10.9	na	2.2
Privacy of home	%	84.7	78.9	73.7	88.3	86.5	78.6	75.1	na	81.9
Confidence intervals (f)	±	4.6	8.5	10.1	8.3	7.8	8.5	14.2	na	3.2
Relative standard error (g)	%	2.8	5.5	7.0	4.8	4.6	5.5	9.6	na	2.0
Safety/security of home	%	83.2	74.6	84.8	86.0	76.3	79.6	78.6	na	81.6
Confidence intervals (f)	±	4.8	9.0	8.2	9.7	9.6	8.0	13.2	na	3.2
Relative standard error (g)	%	2.9	6.1	4.9	5.7	6.4	5.1	8.5	na	2.0
Safety/security of neighbourhood (i)	%	76.8	74.9	81.8	78.7	78.4	73.7	*52.7*	na	77.2
Confidence intervals (f)	%	5.4	9.3	8.9	11.2	9.4	8.9	16.9	na	3.5
Relative standard error (g)	+	3.6	6.4	5.5	7.3	6.1	6.1	16.3	na	2.3
Average (i)	%	81.9	79.3	83.9	84.1	85.0	79.1	75.0	na	82.0

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

Table 17A.38 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

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

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

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

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

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

(i) The response option 'Safety/security of neighbourhood' has been moved from 'Location' tables to 'Amenity' tables for the 2016 RoGS publication. Averages for both Location and Amenity have also been recalculated.

na Not available.

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

Table 17A.39 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (f)
All households										
Shops and banking	%	89.0	91.8	91.5	88.1	*96.5*	91.1	*93.0*	na	90.4
Confidence intervals (g)	±	2.1	3.1	3.4	4.0	2.1	3.6	5.0	na	1.3
Relative standard error (h)	%	1.2	1.7	1.9	2.3	1.1	2.0	2.8	na	0.7
Public transport	%	86.8	87.8	84.3	86.8	*91.4*	*92.1*	89.4	na	87.1
Confidence intervals (g)	±	2.4	3.9	4.8	4.5	3.5	4.0	6.6	na	1.6
Relative standard error (h)	%	1.4	2.3	2.9	2.7	1.9	2.2	3.7	na	0.9
Parks and recreational facilities	%	88.8	92.8	86.8	*95.1*	92.7	84.7	91.6	na	90.0
Confidence intervals (g)	±	2.6	3.3	4.7	3.0	3.6	5.7	6.5	na	1.6
Relative standard error (h)	%	1.5	1.8	2.7	1.6	2.0	3.4	3.6	na	0.9
Emergency services, medical services, hospitals	%	89.9	92.7	90.7	87.6	*95.2*	89.3	85.7	na	90.5
Confidence intervals (g)	±	2.0	2.9	3.4	3.9	2.5	3.9	7.0	na	1.3
Relative standard error (h)	%	1.1	1.6	1.9	2.3	1.3	2.2	4.1	na	0.7
Child care facilities	%	82.5	89.0	81.6	87.4	90.2	85.0	71.4	na	84.4
Confidence intervals (g)	±	6.5	8.4	13.9	11.7	9.1	11.1	23.8	na	4.3
Relative standard error (h)	%	4.0	4.8	8.7	6.8	5.1	6.7	16.9	na	2.6
Education/training facilities	%	82.8	87.2	78.3	87.7	89.5	91.0	86.1	na	84.1
Confidence intervals (g)	±	4.2	6.2	9.5	7.2	6.2	6.4	11.3	na	2.8
Relative standard error (h)	%	2.6	3.6	6.2	4.2	3.5	3.6	6.7	na	1.7
Employment/place of work	%	80.3	84.4	81.7	85.4	84.5	83.7	71.8	na	82.1
Confidence intervals (g)	±	4.6	6.1	8.2	7.2	6.8	7.6	14.2	na	2.8
Relative standard error (h)	%	2.9	3.7	5.1	4.3	4.1	4.6	10.0	na	1.7
Community and support services	%	87.1	88.5	88.4	86.8	88.9	88.8	79.5	na	87.6
Confidence intervals (g)	±	2.7	4.2	4.2	4.7	4.5	4.5	9.6	na	1.7
Relative standard error (h)	%	1.6	2.4	2.4	2.8	2.6	2.6	6.1	na	1.0
Family and friends	%	86.8	87.4	85.3	*94.0*	89.9	89.4	85.6	na	87.7
Confidence intervals (g)	±	2.3	3.7	4.2	2.7	3.5	4.1	7.0	na	1.5

Table 17A.39 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (f)
Relative standard error (h)	%	1.4	2.2	2.5	1.5	2.0	2.3	4.2	na	0.8
Average (i)	**%**	**86.0**	**89.1**	**85.4**	**88.8**	**91.0**	**88.3**	**83.8**	**na**	**87.1**
Households with a member with disability (j)										
Shops and banking	%	85.0	92.0	*95.3*	88.4	*98.5*	90.6	93.7	na	89.4
Confidence intervals (g)	±	4.7	5.7	4.6	8.8	2.8	6.2	8.5	na	2.6
Relative standard error (h)	%	2.8	3.1	2.4	5.1	1.5	3.5	4.6	na	1.5
Public transport	%	82.2	88.1	83.9	87.5	84.5	*94.8*	83.9	na	84.6
Confidence intervals (g)	±	5.5	7.3	9.8	10.2	9.3	5.8	14.5	na	3.4
Relative standard error (h)	%	3.4	4.2	6.0	5.9	5.6	3.1	8.8	na	2.1
Parks and recreational facilities	%	85.3	92.8	90.9	*100.0*	93.5	80.4	82.4	na	88.9
Confidence intervals (g)	±	5.7	6.1	7.7	..	7.1	10.0	15.8	na	3.2
Relative standard error (h)	%	3.4	3.3	4.3	..	3.9	6.3	9.8	na	1.8
Emergency services, medical services, hospitals	%	87.8	92.2	92.4	90.0	94.0	90.1	83.1	na	89.9
Confidence intervals (g)	±	4.2	5.6	6.0	8.3	5.7	6.1	12.3	na	2.5
Relative standard error (h)	%	2.4	3.1	3.3	4.7	3.1	3.5	7.5	na	1.4
Child care facilities	%	78.7	87.3	*100.0*	*100.0*	*100.0*	90.1	66.7	na	84.7
Confidence intervals (g)	±	13.3	16.8	..	..	..	18.9	54.4	na	8.5
Relative standard error (h)	%	8.5	9.7	..	..	..	10.5	41.1	na	5.1
Education/training facilities	%	75.1	83.3	92.5	91.2	80.0	83.3	80.0	na	79.5
Confidence intervals (g)	±	9.2	13.5	14.3	16.6	17.7	15.1	25.0	na	6.2
Relative standard error (h)	%	6.2	8.2	7.8	9.2	11.2	9.2	15.9	na	3.9
Employment/place of work	%	78.9	81.1	82.1	90.9	79.0	80.1	81.8	*na*	80.6
Confidence intervals (g)	±	9.9	12.7	18.8	17.2	18.5	14.4	23.0	na	6.2
Relative standard error (h)	%	6.4	8.0	11.6	9.6	11.9	9.1	14.3	na	3.9
Community and support services	%	84.4	80.5	90.4	92.9	86.7	89.5	74.5	na	85.9
Confidence intervals (g)	±	5.2	9.2	6.9	7.7	8.6	6.5	15.3	na	3.2
Relative standard error (h)	%	3.2	5.8	3.9	4.2	5.1	3.7	10.4	na	1.9

Table 17A.39 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (f)
Family and friends	%	85.3	80.5	86.8	*94.4*	81.2	90.3	85.5	na	85.4
Confidence intervals (g)	±	4.8	8.3	8.2	6.3	9.3	6.4	11.8	na	3.1
Relative standard error (h)	%	2.9	5.3	4.8	3.4	5.8	3.6	7.0	na	1.8
Average (i)	**%**	**82.5**	**86.4**	**90.5**	**92.8**	**88.6**	**87.7**	**81.3**	**na**	**85.4**

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

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

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

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

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

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

(i) The response option 'Safety/security of neighbourhood' has been moved from 'Location' tables to 'Amenity' tables for the 2016 RoGS publication. Averages for both Location and Amenity have also been recalculated.

(j) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either ‘long-term health condition lasting six months or more’ or ‘disability’. The number of respondents indicating a need for assistance with core activities who rate these location aspects as important was relatively low.

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

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

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

	NSW	*Vic*	*Qld*	*WA* (b)	*SA* (c)	*Tas*	*ACT*	*NT* (d)(e)	*Aust* (f)
Nominal average weekly subsidy per rebated household									
2015	207	144	145	240	114	92	261	281	178
2014	197	133	153	135	110	87	263	283	162
2013	170	125	147	135	107	83	253	157	146
2012	165	115	145	139	105	86	256	161	143
2011	152	100	156	144	104	91	239	164	138
Real average weekly subsidy per rebated household (2014-15 dollars) (g)									
2015	207	144	145	240	114	92	261	281	178
2014	200	135	156	138	112	88	268	288	165
2013	175	129	152	140	110	86	261	161	151
2012	172	120	151	146	110	90	268	168	149
2011	162	106	166	153	111	97	254	174	146

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

(b) There is a substantial increase for this item in WA between 2013-14 and 2014-15 as a result of the review of market rent.

(c) Data for 2012-13, 2013–14 and 2014-15 were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository.

(d) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

(e) There were two significant changes that occurred in the 2013-14 financial year that explain the increase in average weekly subsidy per rebated household for public housing in the NT (affecting subsequent years' data): Firstly, a policy change reflected that no household will be charged over 30 per cent of their weekly household income, and secondly, the department reviewed the market rents for the public housing dwellings through the Australian Valuation Office and increased the market rents based on this review.

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

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

	NSW	*Vic*	*Qld*	*WA* (b)	*SA* (c)	*Tas*	*ACT*	*NT* (d)(e)	*Aust* (f)

(g) Time series financial data are adjusted to 2014–15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014–15 = 100) (table 17A.58).

Source : AIHW (unpublished) *National Housing Assistance Data Repository* ; table 17A.58.

Table 17A.41 Average weekly subsidy per rebated household, at 30 June — SOMIH ($ per week) (a)

	NSW	*Qld*	*SA* (b)	*Tas*	*Total*
Nominal average weekly subsidy per rebated household					
2015	140	149	139	117	143
2014	132	157	133	104	141
2013	124	152	130	99	135
2012	125	153	130	105	136
2011	115	160	126	107	135
Real average weekly subsidy per rebated household (2014-15 dollars) (c)					
2015	140	149	139	117	143
2014	134	160	136	105	143
2013	128	157	134	102	139
2012	130	159	136	110	142
2011	122	170	134	113	143

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

(b) The values listed for 2014-15 was provided by the jurisidiction and used in place of the one calculated from the National Housing Assistance Data Repository.

(c) Time series financial data are adjusted to 2014–15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014–15 = 100) (table 17A.58).

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.58.

Table 17A.42 **Low income households in social housing, at 30 June (a), (b), (c), (d), (e)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (f)	*Aust*
Public housing										
Number of low income households in public housing										
2015	no.	98 659	54 130	47 372	32 081	32 372	6 272	10 495	4 606	285 987
2014	no.	98 530	53 190	47 776	31 762	32 357	7 067	10 613	4 597	285 892
2013	no.	98 467	52 887	48 292	31 663	33 211	9 254	10 631	4 679	289 084
2012	no.	100 230	52 933	48 208	31 865	34 151	9 258	10 714	4 784	292 143
2011	no.	99 335	53 276	49 635	31 627	34 448	9 491	10 738	4 776	293 326
Low income households as a proportion of all households in public housing										
2015	%	98.8	98.2	95.2	98.4	97.7	93.2	98.9	99.3	97.8
2014	%	98.5	97.9	94.5	98.3	97.4	91.3	98.9	98.5	97.4
2013	%	99.1	98.3	94.8	98.2	97.5	92.6	99.0	98.8	97.7
2012	%	99.1	99.3	94.4	97.7	98.0	92.2	99.3	99.2	97.8
2011	%	99.1	99.3	97.0	97.4	97.3	92.3	99.2	98.9	98.1
SOMIH										
Number of low income households in SOMIH										
2015	no.	3 164	..	2 864	..	1 370	188	..	..	7 586
2014	no.	2 967	..	2 911	..	1 368	228	..	..	7 474
2013	no.	2 814	..	2 927	..	1 395	269	..	..	7 405
2012	no.	2 818	..	2 895	..	1 415	272	..	..	7 400
2011	no.	2 614	..	3 040	..	1 411	278	..	..	7 343
Low income households as a proportion of all households in SOMIH										
2015	%	98.2	..	91.7	..	97.6	93.1	..	..	95.4
2014	%	97.6	..	89.0	..	95.7	90.1	..	..	93.5
2013	%	98.5	..	89.1	..	96.5	90.0	..	..	93.9

Table 17A.42 **Low income households in social housing, at 30 June (a), (b), (c), (d), (e)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (f)	*Aust*
2012	%	98.8	..	89.7	..	97.1	91.3	..	..	94.4
2011	%	98.5	..	93.9	..	94.9	91.7	..	..	95.6
Community housing										
Number of low income households in community housing										
2015	no.	24 126	11 016	na	5 453	3 823	3 912	531	na	48 861
2014	no.	21 542	10 758	na	5 661	4 591	1 752	464	na	44 768
2013	no.	22 654	10 438	na	5 132	4 557	1 264	477	na	44 522
2012	no.	23 020	8 392	na	4 403	4 375	814	471	na	41 475
2011	no.	21 426	7 946	na	3 934	3 709	356	549	na	37 920
Low income households as a proportion of all households in community housing										
2015	%	95.5	93.0	na	96.5	87.0	88.9	99.4	na	93.8
2014	%	93.0	90.2	na	97.3	91.1	88.9	98.9	na	92.5
2013	%	87.2	90.8	na	96.2	92.7	92.7	99.4	na	89.8
2012	%	90.3	90.6	na	97.1	94.5	87.7	99.4	na	91.5
2011	%	91.0	93.1	na	96.2	91.4	91.3	99.1	na	92.1

(a) Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

(b) Low income households are those in the bottom 40 per cent of equivalised household disposable income. Data for low income related indicators may not be comparable with previous years due to a revision to the method used to calculate the proportion of income paid in rent, into categories. Previously, amounts of up to 0.5 per cent above the cut-off for a category were artificially included in a lower category of rental stress than they were experiencing, this is no longer the case. From 2014-15, for example for a household where the proportion of income paid in rent = 20.4 per cent, that household is now counted in the 'paying 20 per cent or more' category. In addition, new low income cut offs were applied to the current reporting period data leading (in isolation) to an artificial increase in the number of households falling into low income categories.

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

(d) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded from this indicator.

Table 17A.42 **Low income households in social housing, at 30 June (a), (b), (c), (d), (e)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (f)	*Aust*

(e) The ABS provides AIHW with the cut-offs for the bottom two income quintiles based on the survey data from the Survey of Income and Housing (SIH). ABS conducts the survey every two years. The 2011-12 cut-offs had been used for the 2012-13 and 2013-14 reporting whilst the 2013-14 cut-offs have been used for 2014-15 reporting.
The 2015 income cut-offs are based on the data from the 2013-14 survey. ABS has clarified that the Australian Statistical Geography Standard (ASGS) 2011 has been used throughout the survey for sample selection, weighting and output. At the sub-state level, this required a break in time series, with 2013-14 survey including Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).

(f) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

na Not available. .. Not applicable

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

Table 17A.43 Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic*	*Qld*	*WA*	*SA* (e)	*Tas*	*ACT* (f)	*NT* (g) (h)	*Aust* (i) (j)
Public housing									
2015	1.5	0.4	0.0	1.5	–	0.1	0.1	7.7	0.9
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
SOMIH									
2015	0.8	..	–	..	–	–	..	..	0.3
2014	0.5	..	0.5	..	–	–	..	..	0.4
2013	0.5	..	0.8	..	–	–	..	..	0.5
2012	0.5	..	1.1	..	–	–	..	..	0.7
2011	0.3	..	0.2	..	–	–	..	..	0.2
Community housing (j)									
2015	7.6	0.1	na	17.7	9.0	27.8	0.4	na	8.7
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2012	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5

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

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

Table 17A.43 **Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)**

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic*	*Qld*	*WA*	*SA* (e)	*Tas*	*ACT* (f)	*NT* (g) (h)	*Aust* (i) (j)

(c) Low income households are those in the bottom 40 per cent of equivalised household disposable income. The ABS provides AIHW with the cut-offs for the bottom two income quintiles based on the survey data from the Survey of Income and Housing (SIH). ABS conducts the survey every two years. The 2011-12 cut-offs had been used for the 2012-13 and 2013-14 reporting whilst the 2013-14 cut-offs have been used for 2014-15 reporting.
The 2015 income cut-offs are based on the data from the 2013-14 survey. ABS has clarified that the Australian Statistical Geography Standard (ASGS) 2011 has been used throughout the survey for sample selection, weighting and output. At the sub-state level, this required a break in time series, with 2013-14 survey including Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).

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

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

(f) A data system improvement implemented in 2013–14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income. Rent charged may exceed 25 per cent of income for some households in community housing organisations where the rent figure includes the cost of a small utilities levy.

(g) The NT percentage is derived from summation percentages of eligible tenants with expired rebates and ineligible tenants who have elected to not provide updated household income information.

(h) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

(i) Commonwealth Rent Assistance (CRA) is not included in the calculation of gross income. In some community housing organisations, some or all of a household's CRA entitlement may be considered in the calculation of rental charges. In such cases, rent may appear to exceed 30 per cent of gross income.

(j) Australian totals may not represent national totals because complete data are not available for all jurisdictions. Data for low income related indicators may not be comparable with previous years due to a revision to the method used to calculate the proportion of income paid in rent, into categories. Previously, amounts of up to 0.5 per cent above the cut-off for a category were artificially included in a lower category of rental stress than they were experiencing, this is no longer the case. From 2014-15, for example for a household where the proportion of income paid in rent = 20.4 per cent, that household is now counted in the 'paying 20 per cent or more' category. In addition, new low income cut offs were applied to the current reporting period data leading (in isolation) to an artificial increase in the number of households falling into low income categories.

Table 17A.43 Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)

This table has changed since an earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic*	*Qld*	*WA*	*SA* (e)	*Tas*	*ACT* (f)	*NT* (g) (h)	*Aust* (i) (j)

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

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

Table 17A.44 **Proportion of income remaining after paying rent, as at 30 June — community housing (per cent) (a), (b), (c), (d), (e)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (f)	*NT*	*Total* (g)
2015	77.2	82.7	67.8	76.0	79.6	75.2	77.7	na	75.4
2014	76.5	77.8	61.7	77.0	80.3	75.8	78.3	na	75.8
2013	75.6	77.4	65.2	74.2	77.6	73.9	77.5	na	75.1
2012	74.5	78.5	62.2	78.2	76.3	74.4	77.1	na	74.8
2011	72.5	77.0	61.0	74.6	77.1	74.2	76.7	na	73.1

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

(c) For Vic, WA, SA, Tas and the ACT, households have been excluded from this indicator where rent charged or household assessable income are unknown or is equal to or less than zero.

(d) For 2010–11, gross income has been used to calculate the proportion of income remaining after paying rent. In previous years, assessable income was used, meaning that coherance over time has been affected by changes in methodology.

(e) Data for low income related indicators may not be comparable with previous years due to a revision to the method used to calculate the proportion of income paid in rent, into categories. Previously, amounts of up to 0.5 per cent above the cut-off for a category were artificially included in a lower category of rental stress than they were experiencing, this is no longer the case. From 2014-15, for example for a household where the proportion of income paid in rent = 20.4 per cent, that household is now counted in the 'paying 20 per cent or more' category. In addition, new low income cut offs were applied to the current reporting period data leading (in isolation) to an artificial increase in the number of households falling into low income categories.

(f) Rent charged may exceed 25 per cent of income for some households in community housing organisations where the rent figure includes the cost of a small utilities levy.

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

na Not available.

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

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

	NSW (c)	*Vic* (d)	*Qld* (d)	*WA* (e)	*SA* (d) (f)	*Tas* (g)	*ACT* (d) (h)	*NT* (d) (i)	*Aust*
Less than or equal to 20 per cent									
2015	2.5	16.8	23.7	14.5	4.9	24.0	27.3	56.1	12.6
2014	4.3	20.5	38.3	30.3	6.9	27.4	27.3	59.0	18.5
2013	4.4	22.9	40.7	30.2	8.2	30.7	9.3	59.6	19.0
2012	5.4	11.0	39.6	30.8	11.3	32.0	10.7	61.4	17.5
2011	12.1	14.4	34.5	32.2	24.5	73.7	9.7	62.3	22.7
More than 20 per cent but not more than 25 per cent									
2015	37.2	79.8	66.1	37.5	95.1	75.7	72.6	34.5	58.7
2014	92.4	78.3	61.2	64.0	93.1	72.5	72.5	31.5	79.3
2013	93.7	76.0	59.0	63.6	91.8	69.3	90.2	32.4	79.3
2012	92.8	88.9	59.6	64.0	88.6	67.9	87.5	34.2	81.0
2011	86.3	85.6	65.3	64.0	74.8	22.9	89.2	33.1	76.1
More than 25 per cent but not more than 30 per cent									
2015	58.8	3.0	10.2	46.5	–	0.2	0.0	1.8	27.8
2014	2.9	0.9	0.4	4.3	–	0.0	0.1	2.7	1.7
2013	1.7	0.7	–	4.7	–	–	0.2	1.1	1.3
2012	1.6	–	0.1	3.9	–	–	1.1	2.5	1.1
2011	1.3	np	0.1	2.4	1.8	np	0.2	2.8	0.9
Greater than 30 per cent									
2015	1.5	0.4	0.0	1.5	–	0.1	0.1	7.7	0.9
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3

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

	NSW (c)	*Vic* (d)	*Qld* (d)	*WA* (e)	*SA* (d) (f)	*Tas* (g)	*ACT* (d) (h)	*NT* (d) (i)	*Aust*

(a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are included in that category. For example, if rent charged/income × 100 = 20.4, then it is counted in the 'paying 20 per cent or less' category. Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.

(b) The ABS provides AIHW with the cut-offs for the bottom two income quintiles based on the survey data from the Survey of Income and Housing (SIH). ABS conducts the survey every two years. The 2011-12 cut-offs had been used for the 2012-13 and 2013-14 reporting whilst the 2013-14 cut-offs have been used for this year's (2014-15) reporting.
The 2015 income cut-offs are based on the data from the 2013-14 survey. ABS has clarified that the Australian Statistical Geography Standard (ASGS) 2011 has been used throughout the survey for sample selection, weighting and output. At the sub-state level, this required a break in time series, with 2013-14 survey including Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).

(c) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated.

(d) No household is charged more than 25 per cent of gross income for rent. Households in these categories of more than 25 per cent are the result of rent and/or income details having not been updated or nominal rent charges for persons with zero income at the time of allocation.

(e) 2014-15 data only include verified incomes. Total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent are based upon gross income (not assessable income).

(f) Total low income households paying more than 25 per cent but not more than 30 per cent and total low income households paying more than 30 per cent: data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.

(g) Generally households are charged less than 30 per cent of their assessable income as rent. However, combinations of different income sources and relationships within a household may result in some households paying slightly more.

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

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

	NSW (c)	*Vic* (d)	*Qld* (d)	*WA* (e)	*SA* (d) (f)	*Tas* (g)	*ACT* (d) (h)	*NT* (d) (i)	*Aust*

(i) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

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

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

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

	NSW (d), (e)	*Qld* (f)	*SA*	*Tas*	*Aust*
Less than or equal to 20 per cent					
2015	8.5	45.6	17.8	34.6	24.8
2014	15.6	63.0	27.0	45.6	37.1
2013	14.7	66.5	33.3	42.0	39.6
2012	16.3	64.7	41.6	43.4	41.1
2011	24.5	61.6	39.8	69.4	44.5
More than 20 per cent but not more than 25 per cent					
2015	54.3	43.4	82.0	64.9	55.5
2014	82.8	35.9	73.0	54.4	61.9
2013	83.4	32.6	66.7	58.0	59.3
2012	82.1	33.9	58.4	56.6	57.7
2011	74.3	np	59.8	np	54.8
More than 25 per cent but not more than 30 per cent					
2015	36.3	11.0	–	0.5	19.3
2014	1.1	0.6	–	–	0.7
2013	1.4	0.1	–	–	0.6
2012	1.1	0.3	–	–	0.5
2011	0.9	np	–	np	0.5
Greater than 30 per cent					
2015	0.8	–	–	–	0.3
2014	0.5	0.5	–	–	0.4
2013	0.5	0.8	–	–	0.5
2012	0.5	1.1	–	–	0.7
2011	0.3	0.2	–	–	0.2

(a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are to be included in that category. For example, if rent charged/income x 100 = 20.4, then it is counted in the 'paying 20 per cent or less' category.

(b) Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.

(c) The ABS provides AIHW with the cut-offs for the bottom two income quintiles based on the survey data from the Survey of Income and Housing (SIH). ABS conducts the survey every two years. The 2011-12 cut-offs had been used for the 2012-13 and 2013-14 reporting whilst the 2013-14 cut-offs have been used for this year's (2014-15) reporting.
The 2015 income cut-offs are based on the data from the 2013-14 survey. ABS has clarified that the Australian Statistical Geography Standard (ASGS) 2011 has been used throughout the survey for sample selection, weighting and output. At the sub-state level, this required a break in time series, with 2013-14 survey including Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).

(d) Since 2005–06 and with the introduction of the Reshaping Public Housing policy, moderate income renters are charged 25–30 per cent of their income as rent. Some SOMIH tenants are eligible to receive CRA and the CRA component of their income is assessed at 100 per cent for rent.

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

	NSW (d), (e)	*Qld* (f)	*SA*	*Tas*	*Aust*

(e) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated.

(f) Total rebated households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of assessable income in rent are based upon gross income (not assessable income).

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

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

Table 17A.47 Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c), (d)

This table has changed since and earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Total* (e)
Less than or equal to 20 per cent									
2015	13.1	45.3	na	14.4	35.3	21.0	6.4	na	22.8
2014	15.0	27.0	na	20.0	50.0	30.0	19.0	na	23.0
2013	17.6	25.0	na	19.5	23.7	29.4	13.8	na	21.3
2012	21.5	33.5	na	30.6	12.0	29.4	10.2	na	24.0
2011	29.0	30.6	na	27.4	13.9	36.6	14.0	na	27.5
More than 20 per cent but not more than 25 per cent									
2015	70.3	29.4	na	36.9	46.1	27.1	84.7	na	52.2
2014	71.0	49.0	na	50.0	38.0	35.0	80.0	na	58.0
2013	67.6	47.5	na	41.3	46.7	29.1	82.2	na	58.5
2012	71.1	50.2	na	50.1	54.3	29.6	87.9	na	61.9
2011	56.9	45.7	na	28.3	57.8	23.4	81.2	na	51.5
More than 25 per cent but not more than 30 per cent									
2015	8.9	25.2	na	31.0	9.6	24.0	8.5	na	16.3
2014	4.0	19.0	na	19.0	9.0	12.0	1.0	na	10.0
2013	6.3	18.0	na	8.9	23.2	14.3	3.4	na	10.4
2012	3.6	16.4	na	14.3	30.2	14.6	1.9	na	10.5
2011	3.4	11.5	na	11.6	27.1	4.5	2.7	na	8.4
Greater than 30 per cent									
2015	7.6	0.1	na	17.7	9.0	27.8	0.4	na	8.7
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

Table 17A.47 **Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c), (d)**

This table has changed since and earlier version of the Report.
See errata at http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Total* (e)
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2012	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5

(a) Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

(d) Data for low income related indicators may not be comparable with previous years due to a revision to the method used to calculate the proportion of income paid in rent, into categories. Previously, amounts of up to 0.5 per cent above the cut-off for a category were artificially included in a lower category of rental stress than they were experiencing, this is no longer the case. From 2014-15, for example for a household where the proportion of income paid in rent = 20.4 per cent, that household is now counted in the 'paying 20 per cent or more' category. In addition, new low income cut offs were applied to the current reporting period data leading (in isolation) to an artificial increase in the number of households falling into low income categories.

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

na Not available. – Nil or rounded to zero.

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

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT (c)*	*Aust*
2015	4.6	4.5	4.5	6.3	1.9	3.7	5.0	7.3	4.4
2014	4.7	5.7	4.7	5.0	2.2	3.7	4.8	7.4	4.6
2013	4.8	7.2	4.9	4.9	2.1	4.1	4.9	7.8	5.0
2012	4.4	4.2	4.8	4.9	2.3	4.4	4.9	8.0	4.3
2011	4.3	4.1	5.0	4.5	2.4	4.7	7.2	8.2	4.3

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

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

(c) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 report.

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

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

	NSW	*Qld*	*SA*	*Tas*	*Total*
2015	8.4	12.6	7.7	4.8	9.7
2014	8.5	13.6	8.7	4.5	10.2
2013	8.6	14.8	9.2	6.1	10.7
2012	7.6	13.2	9.5	6.0	9.8
2011	7.0	14.7	11.1	4.7	10.3

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

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

Table 17A.50 **Proportion of overcrowded households at 30 June — community housing (per cent) (a), (b)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Total* (c)
2015	4.8	5.1	na	1.8	2.1	1.8	0.3	na	3.9
2014	6.4	2.2	na	1.8	2.1	1.0	0.4	na	4.1
2013	3.1	3.4	na	2.7	2.3	1.4	0.4	na	2.9
2012	3.3	2.9	na	1.7	2.5	1.4	0.4	na	2.8
2011	1.5	2.6	na	1.2	2.6	1.4	0.3	na	1.8

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

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/gsp/rogs/2016.

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

na Not available.

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

Table 17A.51 **Proportion of overcrowded households in Indigenous community housing (per cent) (a)**

	NSW (b)	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
2014	na	6.1	28.0	20.1	na	na	..	na	na
2013	na	9.9	31.9	27.4	na	na	na	na	na
2012	na	9.7	33.3	30.3	31.7	na	na	na	26.1
2011	na	5.7	34.3	32.9	52.0	na	na	na	30.8
2010	na	6.3	43.8	28.4	48.4	na	na	na	28.5

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2016.

(b) NSW is unable to accurately collect overcrowding data through the ICH annual data collection survey. Different approaches and methodologies are being considered to overcome this problem, and possibly report on overcrowding data items from 2016 onwards.

(c) 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.52 **Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (d)	*Aust*
2014-15									
Major cities	8.2	7.6	10.6	13.8	5.6	..	7.5	..	9.8
Inner regional	6.4	6.0	8.3	12.0	3.2	8.2	7.0	..	7.4
Outer regional	4.0	4.9	12.7	10.2	6.2	8.8	..	10.9	9.5
Remote	7.3	–	8.4	11.5	6.7	2.7	..	14.1	11.4
Very remote	9.1	..	8.7	12.9	16.7	–	..	20.3	13.0
2013-14									
Major cities	8.7	9.6	11.3	12.1	5.5	..	8.1	..	9.9
Inner regional	6.9	7.5	8.9	10.4	4.6	8.3	2.0	..	7.9
Outer regional	5.5	11.1	14.1	8.8	6.4	10.4	..	11.7	10.3
Remote	4.9	20.0	11.0	10.4	8.6	16.6	..	14.4	11.1
Very remote	5.6	..	13.7	11.5	4.2	–	..	16.5	11.9
2012-13									
Major cities	9.7	11.3	12.1	12.0	6.0	..	7.6	..	10.5
Inner regional	7.2	10.1	9.8	8.3	4.3	9.2	5.4	..	8.5
Outer regional	6.5	9.1	16.2	9.3	6.4	8.6	..	14.1	11.4
Remote	6.3	–	13.2	12.7	9.7	3.5	..	14.7	12.9
Very remote	6.2	..	13.7	13.2	4.3	–	..	16.4	13.2
2011-12									
Major cities	8.6	7.2	12.2	11.1	6.5	..	7.3	..	9.7
Inner regional	6.8	5.2	10.3	10.9	5.8	9.1	2.6	..	8.1
Outer regional	6.1	4.3	15.0	8.7	5.9	11.3	..	13.6	10.6
Remote	6.3	–	15.0	13.8	11.9	3.2	..	15.1	13.9
Very remote	6.1	..	13.2	16.1	10.7	–	..	14.6	15.5

Table 17A.52 **Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT* (d)	*Aust*

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

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

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

(d) Since 2008-09 approximately 5025 NT remote public housing dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. As a result, this indicator does not reflect the NT total. Data are expected to be included in the 2017 Report.

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

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

Table 17A.53 Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness (per cent) (a), (b)

	NSW	*Qld*	*SA*	*Tas*	*Total*
2014-15					
Major cities	8.5	11.2	6.6	..	8.3
Inner regional	8.8	7.4	7.8	4.3	8.1
Outer regional	7.9	13.9	9.0	7.3	11.3
Remote	7.0	11.5	11.3	17.3	10.0
Very remote	9.2	16.9	10.8	–	15.2
2013-14					
Major cities	8.4	13.0	7.6	..	8.8
Inner regional	9.0	9.1	7.6	3.7	8.4
Outer regional	7.8	14.1	11.0	10.2	11.7
Remote	8.6	11.9	10.4	17.3	10.6
Very remote	9.4	18.6	11.3	–	16.6
2012-13					
Major cities	8.4	14.5	8.7	..	9.3
Inner regional	9.5	11.1	7.6	5.1	9.3
Outer regional	8.3	13.2	10.8	11.1	11.3
Remote	5.2	21.2	10.3	–	13.8
Very remote	6.2	19.2	10.9	–	16.7
2011-12					
Major cities	7.7	14.0	9.1	..	9.0
Inner regional	7.6	9.2	10.0	5.5	7.9
Outer regional	8.3	13.0	10.2	8.4	11.1
Remote	5.8	13.7	11.6	–	10.5
Very remote	6.8	17.1	9.5	–	15.2

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

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

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

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

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

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	ACT	*NT*	*Aust* (e)
Proportion of households in public housing with underutilisation									
2015	14.9	16.1	14.6	11.8	25.9	14.6	16.6	6.9	16.0
2014	14.8	14.9	14.2	12.1	25.8	15.2	16.2	6.9	15.7
2013	14.9	14.1	13.9	12.1	26.2	16.8	16.0	7.0	15.6
2012	15.8	15.5	15.9	12.2	25.6	16.4	15.8	6.6	16.5
2011	15.9	15.2	15.3	12.3	25.1	16.0	17.1	6.6	16.4
Proportion of households in SOMIH with underutilisation									
2015	26.0	..	16.8	..	28.4	19.6	..	..	23.2
2014	25.5	..	16.4	..	28.4	19.6	..	..	22.8
2013	24.2	..	15.5	..	29.5	23.5	..	..	22.1
2012	25.3	..	17.9	..	28.3	23.4	..	..	23.3
2011	26.1	..	17.0	..	28.2	20.9	..	..	23.2
Proportion of households in community housing with underutilisation									
2015	9.5	7.5	na	9.3	23.4	25.2	1.6	na	11.9
2014	9.8	7.8	na	9.6	24.6	13.6	1.9	na	11.0
2013	14.8	5.3	na	8.7	23.3	35.0	1.5	na	10.3
2012	27.6	7.6	na	7.5	24.8	na	1.3	na	11.4
2011	na	8.0	na	8.8	29.2	1.7	3.3	na	5.8

(a) Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

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

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

na Not available. .. Not applicable.

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

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

Overall satisfaction	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
All households										
Sample size (e), (f)										
2014	no.	4 775	568	548	925	605	485	490	484	8 880
Very satisfied										
2014	%	*21.1*	29.2	*39.9*	29.9	37.1	29.5	*24.7*	29.8	28.9
Confidence Interval (g)	±	1.2	3.8	4.2	3.5	3.9	4.1	3.8	4.1	1.3
Relative standard error (h)	%	3.0	6.6	5.3	6.0	5.3	7.0	7.9	7.0	2.2
Satisfied										
2014	%	43.7	46.3	43.9	43.1	*38.6*	43.7	*51.0*	41.8	43.8
Confidence Interval (g)	±	1.5	4.1	4.3	3.8	3.9	4.4	4.4	4.4	1.3
Relative standard error (h)	%	1.8	4.5	5.0	4.5	5.1	5.2	4.4	5.4	1.6
Satisfied or very satisfied										
2014	%	*64.8*	75.5	*83.8*	73.0	75.7	73.2	75.7	71.6	72.7
Confidence Interval (g)	±	1.5	3.6	3.2	3.4	3.4	3.9	3.8	4.0	1.2
Relative standard error (h)	%	1.2	2.4	1.9	2.4	2.3	2.8	2.6	2.9	0.8
Households with a member with disability (i)										
2014										
Very satisfied	%	*19.7*	27.0	*38.6*	29.5	33.3	27.4	19.1	*15.8*	26.6
Confidence Interval (g)	±	2.2	6.9	7.9	7.1	7.4	7.0	7.8	6.6	2.3
Relative standard error (h)	%	5.7	13.0	10.4	12.4	11.3	13.0	20.8	21.1	4.4
Satisfied	%	38.8	36.7	42.5	40.6	38.5	*48.5*	*53.9*	44.8	39.8
Confidence Interval (g)	±	2.8	7.5	8.1	7.6	7.6	7.8	9.9	8.8	2.5
Relative standard error (h)	%	3.6	10.4	9.7	9.5	10.1	8.2	9.4	10.0	3.2
Satisfied or very satisfied	%	*58.5*	63.7	*81.1*	70.1	71.7	*75.8*	73.0	60.6	66.4
Confidence Interval (g)	±	2.8	7.5	6.3	7.0	7.1	6.7	8.9	8.6	2.4
Relative standard error (h)	%	2.4	6.0	4.0	5.1	5.0	4.5	6.2	7.3	1.8

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

Overall satisfaction	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

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

(e) Sample size includes only respondents who provided a valid response, that is, it excludes missing cases, invalid responses or those who selected ‘not applicable’.

(f) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.

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

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

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

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

Table 17A.56 Customer satisfaction — SOMIH, 2014 (per cent) (a) (b), (c), (d)

		NSW	*Qld*	*SA*	*Tas*	*Total*
All households						
Customer Satisfaction (e)						
Sample size		494	497	296	82	1 369
Percentage of tenants who were:						
Very satisfied		*8.5*	16.9	*18.7*	20.7	13.4
Confidence Interval (f)	±	2.5	3.3	4.8	8.8	1.8
Relative standard error (g)	%	14.8	10.0	13.2	21.6	6.9
Satisfied		40.6	49.9	47.5	41.4	44.9
Confidence Interval (f)	±	4.3	4.4	6.0	10.7	2.7
Relative standard error (g)	%	5.4	4.5	6.4	13.1	3.1
Dissatisfied		*32.3*	*16.5*	*18.3*	25.6	24.4
Confidence Interval (f)	±	3.6	3.0	3.8	6.4	2.1
Relative standard error (g)	%	8.6	11.6	17.5	33.6	6.4
Satisfied or very satisfied		*49.1*	*66.8*	*66.2*	62.2	58.3
Confidence Interval (f)	±	4.4	4.1	5.5	10.5	2.7
Relative standard error (g)	%	4.6	3.2	4.3	8.6	2.4
Households with a member with disability (h)						
Customer Satisfaction (e)						
Percentage of tenants who were:						
Satisfied or very satisfied		38.5	60.2	62.2	70.6	53.0
Confidence Interval (f)	±	13.0	12.5	11.7	21.9	7.2
Relative standard error (g)	%	17.1	10.5	9.5	15.7	6.9

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

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

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

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

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

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

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

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

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

Table 17A.57 **Customer satisfaction — community housing (a), (b), (c), (d)**

Overall satisfaction	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (e)
All households										
Sample size (f)										
2014	no.	1 032	358	364	349	346	288	121	na	2 858
Very satisfied										
2014	%	33.4	37.8	40.1	*44.2*	40.3	34.1	30.6	na	36.9
Confidence Interval (g)	±	2.9	5.0	5.2	5.3	5.2	5.5	8.2	na	1.9
Relative standard error (h)	%	4.4	6.8	6.6	6.1	6.5	8.2	13.7	na	2.6
Satisfied										
2014	%	45.0	38.8	43.1	38.7	42.3	41.6	38.9	na	42.8
Confidence Interval (g)	±	3.0	5.1	5.3	5.2	5.2	5.7	8.7	na	2.0
Relative standard error (h)	%	3.4	6.7	6.2	6.9	6.3	7.0	11.4	na	2.3
Satisfied or very satisfied										
2014	%	78.5	76.6	83.2	83.0	82.6	75.7	*69.4*	na	79.7
Confidence Interval (g)	±	2.5	4.4	3.9	3.9	4.0	5.0	8.2	na	1.6
Relative standard error (h)	%	1.6	2.9	2.4	2.4	2.5	3.3	6.0	na	1.0
Households with a member with disability (i)										
2014										
Very satisfied	%	29.0	38.0	39.7	37.2	39.8	25.5	30.7	na	33.4
Confidence Interval (g)	±	5.5	9.6	10.5	12.4	10.6	8.5	14.5	na	3.7
Relative standard error (h)	%	9.6	12.8	13.5	16.9	13.5	16.9	24.1	na	5.7
Satisfied	%	45.1	35.8	36.8	40.7	39.7	43.2	35.9	na	41.4
Confidence Interval (g)	±	6.0	9.5	10.2	12.6	10.6	9.6	15.1	na	3.9
Relative standard error (h)	%	6.8	13.6	14.1	15.7	13.5	11.4	21.4	na	4.8
Satisfied or very satisfied	%	74.2	73.9	76.5	78.0	79.5	68.6	66.7	na	74.8
Confidence Interval (g)	±	5.3	8.7	8.8	10.4	8.7	9.0	14.9	na	3.4
Relative standard error (h)	%	3.6	6.0	5.9	6.8	5.6	6.7	11.3	na	2.3

Table 17A.57 **Customer satisfaction — community housing (a), (b), (c), (d)**

Overall satisfaction	*Unit*	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (e)

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2016.

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

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

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

(e) Australian data do not represent national data because data were not available for all jurisdictions. The NT did not participate in the survey because of its small community housing tenant population.

(f) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.

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

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

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

na Not available.

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

Table 17A.58 General Government Final Consumption Expenditure (GGFCE) chain price deflator (index)

This table has changed since an earlier version of the Report. See errata at: http://www.pc.gov.au/research/recurring/report-on-government-services/2016/housing-and-homelessness#errata

Years	*2014-15 = 100.0*	*2013-14 = 100.0*
2014-15	100.0	..
2013-14	98.3	100.0
2012-13	97.0	98.7
2011-12	95.7	97.4
2010-11	94.2	95.9
2009-10	89.6	91.2
2008-09	87.2	88.7
2007-08	83.9	85.4
2006-07	80.7	82.1
2005-06	77.8	79.2

Source: Review calculations based on ABS (2015) *Australian National Accounts: National Income, Expenditure and Product, June 2015,* Cat. no. 5206.0, Canberra; table 2A.48.

Contextual information

Table 17A.59 **Housing composition by tenure type (per cent)**

	2007–08	*2009–10*	*2011–12*	*2013-14*
Proportion of households, by tenure type:				
Home owners/purchasers	68.3	68.8	67.5	67.2
Renters				
Private rental	23.9	23.7	25.1	25.7
Public housing (a)	4.5	3.9	3.9	3.6
Total renters (b)	**29.7**	**28.7**	**30.3**	**31.0**
All households (c)	**100.0**	**100.0**	**100.0**	**100.0**

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

(b) Includes other landlord type, which accounts for less than 2 per cent of all renters in 2007–08, 2009–10, 2011–12 and 2013-14.

(c) Includes other tenure types, which accounts for less than 3 per cent of all households in 2007–08, 2009–10, 2011–12 and 2013-14.

Source: ABS *Household Income and Wealth,* 2013–14, Canberra.

Table 17A.60 **Households residing in public housing (per cent)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (a)	*NT* (b)	*Aust*
2013-14	3.7	2.6	3.4	3.1	5.9	4.1	7.1	6.4	3.6
2011-12	4.7	2.8	2.7	3.8	5.7	5.6	7.5	8.1	3.9
2009-10	3.9	2.5	3.7	4.7	6.4	5.6	6.4	7.8	3.9
2007-08	5.0	3.6	2.8	4.3	7.7	6.9	8.5	10.9	4.5

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

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

Source : ABS *Household Income and Wealth* , 2013–14, Canberra.

Table 17A.61 **Households residing in community housing (per cent) (a)**

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2011	0.7	0.5	0.6	0.6	1.1	0.7	0.5	2.9	0.7

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

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

Table 17A.62 **Public housing policy context, 2015 (a)**

	NSW (b)	*Vic* (c)	*Qld* (d)	*WA* (e)	*SA* (f)	*Tas*	*ACT* (g)	*NT* (h)
Eligibility								
Income limit per week ($)	560 (single person)	501 (Limit is for single person)	609 (single, no children); Limits vary depending on household type	430 (single, no children)	970 (single, no children); Limits vary depending on household type	528 (single, no children); Limits vary depending on household type	667 (single with no dependants); Limits vary depending on household type	755 (single, no children); Limits vary depending on household type
Other asset limits ($)	Nil	30 000	$87 125 (single household) and $108 250 (two or more person household)	38 400 (Singles over 60 are subject to a cash asset limit of $80 000, and singles with a disability may be subject to a cash asset limit of $100 000)	339 250	35 000	40 000	54 057 (single, no children); Limits vary depending on household type
Minimum age (years)	18 years	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	16	16
Waiting list								
Segment by	Single list of approved clients	Priority (four segments - three priority segments and one 'wait turn' segment)	Need (Four segments - very high need, high need, moderate need and lower need)	Need	Need (four segments)	Category 1-4 where 1 = highest priority	Need (three segments)	Integrated waitlist allocated by application date
Tenure								
Probation period	Nil	None	12 months for ex-tenants excluded under anti-social behaviour policy	None (four segments)	12 months (up to 24 months where required)	6 months	None	3 months
Fixed term	Fixed term 2, 5 or 10 years	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	Since 1 July 2012, new tenancies are fixed term for a period of 3 years, and 6 month periodic tenancies for special circumstances	3 and 6 months	1, 2, 5 and 10 years	Variable tenure length (up to 4 years)	Applied in specific circumstances	Variable tenure length (up to 2 years)

Table 17A.62 **Public housing policy context, 2015 (a)**

	NSW (b)	*Vic* (c)	*Qld* (d)	*WA* (e)	*SA* (f)	*Tas*	*ACT* (g)	*NT* (h)
Ongoing	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies.	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	na	Yes	Yes
Tenancy review	Yes	Periodic review	Based on ongoing need and eligibility	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	na	Limited review arrangements apply	Review before the end of the tenancy agreement, or no longer than 12 months between reviews
Rebated rent setting								
Rent-to-income ratio (%)	25–30	25	25	25	25	25	25	23 (maximum)

(a) At 30 June.

(b) **NSW:** *Income limit*: Limit is gross amount for a single adult. The first $5,000 of savings and financial assets is exempt from assessment. Interest on amounts above $5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

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

Waiting list: Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, elderly clients 80 years and over, or 55 years and over for

Tenure: three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases.

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

Table 17A.62 **Public housing policy context, 2015 (a)**

	NSW (b)	*Vic* (c)	*Qld* (d)	*WA* (e)	*SA* (f)	*Tas*	*ACT* (g)	*NT* (h)

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

(c) **VIC:** Public housing tenancies are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to $60 000. Rent to income ratios are: 25 per cent of assessable income and 15 per cent of Centrelink family payments and Maintenance Payments. Limits are for a single person.

(d) **QLD:** Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.

(e) **WA**: Income limit for singles in the north west and remote areas 610 per week. Income limits for singles with a disability 540 (760 in the north west and remote areas).

(f) **SA:** Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.

(g) **ACT:** Tenancy Review: The Public Rental Housing Assistance Program provides for a review where a tenant's income exceeds $94,885 for two consecutive years and their income is sustainable in the longer term. The Fixed Term Tenancies Policy was implemented in August 2012 to assist Housing ACT to require tenants with poor tenancy history to access support and to oblige them to follow additional tenancy terms for a 12 month period in order to re-enter the public housing system with the possibility that tenancy maybe terminated if terms were not followed.

(h) **NT:** At completion of a satisfactory tenancy, the tenant will be offered a lease at the next tenure.

na Not available. .. Not applicable.

Source: State and Territory governments (unpublished).

Table 17A.63 **SOMIH housing policy context, 2015 (a)**

	NSW (b)	*Vic*	*Qld* (c)	*SA* (d)	*Tas*
Eligibility					
Income limit per week ($)	560	..	609 (single, no children); Limits vary depending on household type	970 (single, no children); Limits vary depending on household type	528 (single, no children); Limits vary depending on household type
Other asset limits ($)	None	..	$87 125 (single household) and $108 250 (two or more person household)	339 250	35 000
Minimum age (years)	18 years	..	None - need to meet independent income eligibility criteria	None	16
Segment by	Single list of approved clients	..	Need (Four segments - very high need, high need, moderate need and lower need) and is combined with public housing	Need (four segments)	Category 1-4 where 1 = highest priority
Probation period	None	..	12 months for ex-tenants excluded under anti-social behaviour policy	12 months (up to 24 months where required)	6 months
Fixed term	2, 5 or 10 years	..	New tenancies are fixed term for a period of 3 years	1, 2, 5 and 10 years	Variable tenure length up to 4 years

Table 17A.63 **SOMIH housing policy context, 2015 (a)**

	NSW (b)	*Vic*	*Qld* (c)	*SA* (d)	*Tas*
Ongoing	Yes	..	Subject to review	Ongoing leases only apply to tenants housed before 1 October 2010	na
Tenancy review	Yes	..	Based on ongoing need and eligibility	Probationary and fixed terms leases reviewed prior to end of lease	na
Rent-to-income ratio (%)	25–30	..	25	na	25

(a) At 30 June.

(b) **NSW**: *Income limit*: Limit is gross amount for a single adult. The first $5,000 of savings and financial assets is exempt from assessment. Interest on amounts above $5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

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

Waiting list: Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, elderly clients 80 years and over, or 55 years and over for clients of Aboriginal and Torres Strait Islander descent, wait turn housing and wait turn transfer.

Tenure: three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases.

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

Table 17A.63 **SOMIH housing policy context, 2015 (a)**

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

(c) **QLD:** Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.

(d) **SA**: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.

na Not available. .. Not applicable.

Source: State and Territory governments (unpublished).

Table 17A.64 **Community housing policy context, 2015 (a)**

	NSW (b)	*Vic* (c)	*Qld*	*WA* (d)	*SA* (e)	*Tas* (f)	*ACT* (g)	*NT*
Eligibility								
Income limit per week ($)	560	884 - single with no dependants; 1353 - family of two persons; 1821 - family of three or more persons	609 (single person, no children), $755 (single person with one child, $877 (single person with two children), $999 (single person with three or more children).	430	970 (single, no children); Limits vary depending on household type	528	As per public housing except for tenancies in affordable housing	..
Other asset limits ($)	Nil	30 000	$87 125 (single household) and $108 250 (two or more person household)	38 400	339 250	35 000	As per public housing except for tenancies in affordable housing	..
Minimum age (years)	Generally 18 years	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	As per public housing	..
Waiting list								
Segment by	Single list of approved clients	Need (four segments)	Need	Need (four segments)	Need (three segments)	Wait turn	Need (three segments) except for tenancies in affordable housing	..
Tenure								
Probation period	Nil	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	At the discretion of the provider	None	12 months (up to 24 months where required)	varies across community housing providers	None	..
Fixed term	Continuous	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies.	In accordance with the Duration of Need policy for the following programs: Long Term Community Housing; Community-managed Housing – Studio Units; Affordable Housing.	3 and 6 months	up to 10 years	varies across community housing providers	None	..

Table 17A.64 **Community housing policy context, 2015 (a)**

	NSW (b)	*Vic* (c)	*Qld*	*WA* (d)	*SA* (e)	*Tas* (f)	*ACT* (g)	*NT*
Ongoing	Yes	Periodic review	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	varies across community housing providers	Yes	..
Tenancy review	No	Periodic review	Based on ongoing need	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	varies across community housing providers	None	..
Rebated rent setting								
Rent-to-income ratio (%)	25	25	25	25	25	no more than 30	25% except for affordable housing properties where rent is capped at 74.9% of market rent	..

(a) At 30 June.

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

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

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

Tenure : Continuous leases for general housing.

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

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

(d) **WA**: Income limit for singles in the north west & remote areas is $610 per week. Income limits for singles with a disability is $540 ($760 in the north west & remote areas). Singles over 60 are subject to a cash asset limit of $80000, and singles with a disability may be subject to a cash asset limit of $100000.

(e) **SA**: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.

(f) **Tasmania**: Public housing eligibility to apply to those CH properties where the State Housing Authority has an interest. In Funding Agreements Housing Tasmania typically stipulates rent to be no more than 30% of gross income. However some community housing providers can and do have more generous rent policies, such as 25% of income.

Asset limits are for a single person.

(g) **ACT**: Additional eligibility criteria may apply according to provider target group (including disability status).

.. Not applicable.

Source : State and Territory governments (unpublished).

Table 17A.65 **State and Territory programs included in the community housing data collection, 2014-15**

Jurisdiction	*Program*
NSW	CAP Innovation dwellings (only where the tenants' support period has ended and now they are a mainstream long-term tenant)
	Community Housing Acquisition Program (formerly Housing Associations and Co-operatives program)
	Community Housing Leasing Program – includes housing stock transfers (formerly Community Tenancy Scheme)
	Community Housing Program
	Housing Partnership Program
	Housing Stock Transfers
	Local Government and Community Housing Program
	Older Persons Housing Strategy
	Special Projects Fund
	Surplus Government Leasehold Program
	Transitional housing
	Dwellings vested to organisations by Housing NSW
Victoria	Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider
	Dwellings bought by the State Housing/Community Housing Authority but managed by a community housing provider or local government
	'Joint ventures'
	New dwellings constructed under the National Rental Affordability Scheme (NRAS)
	Dwellings used for the provision of community housing which the State Housing Authority has an interest in
Queensland	Boarding House Program (Community Managed Studio Units (CMSU))
	Community Rent Scheme
	Long Term Community Housing Program
	Affordable Housing Program
	Common Ground
WA	Registered Providers in all of the below programs (plus any new program developed)
	Community Disability Housing Program (CDHP)
	Community Housing Program (CHP)
	Joint Venture Program (JVP)
	Local Government and Community Housing Program (LGCHP)
	Lodging Houses
	Dwellings owned exclusively by the Department of Housing and head-leased to non-profit community agencies who provide property management and/or support services to the tenants

Table 17A.65 **State and Territory programs included in the community housing data collection, 2014-15**

Jurisdiction	*Program*
	Dwellings where the Department of Housing has an interest or exclusive ownership but the title is held by non-profit community agencies or local government and they provide property management and/or support services to the tenants
SA	All dwellings allocated to a registered community housing organisation and issued with a debenture under the South Australian Co-operative and Community Housing Act 1991
	All leased dwellings or dwellings vested in the South Australia Community Housing Authority (SACHA) from the SA Housing Trust that are managed by registered community housing organisations under the South Australian Co-operative and Community Housing Act 1991
	All dwellings held in SACHA's name that have yet to be transferred to a community housing organisation
Tasmania	Properties funded for the purposes of community housing, including properties transferred from public housing stock to the community sector, and properties funded under the National Rental Affordability Scheme (NRAS)
	Properties funded from the general program and leased to organisations providing non-crisis accommodation, such as community tenancies
	Properties leased by Specialist Homelessness Services (SHS) agencies for transitional housing
	Note that this scope includes community housing that is either funded or unfunded by government.
ACT	Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider
	Dwellings owned by Housing ACT but managed by a community housing provider
	Public Housing stock transferred to the community housing sector
	Community housing stock built under the National Partnership Agreement on the Nation Building Economic Stimulus Package
NT	Community Housing Program

Source : State and Territory governments (unpublished).

Table 17A.66 **Treatment of assets by housing agencies, 2014-15**

Asset type		*NSW*	*Vic* (a)	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*
Revaluation method (b)	Land	Vacant land (which has a registered title) and land held for redevelopment, is based on the Valuer general property information contained in the valuation database for rating and taxation purposes.	Fair value	Fair value	Fair value (in accordance with AASB13)	Market	Net	Market	Market Value
	Buildings	Fair values are determined by applying an annual rolling benchmark valuation approach whereby a third of the Corporation's benchmark properties (approx 1800) are valued by accredited property valuers with reference to market sales comparisons to calculate a market movement index, which is then applied to the remaining two thirds of the benchmark properties.	Fair value	Fair value	Fair value (in accordance with AASB13)	Market	Net	Market	Market Value
	Other assets	Based on historical cost and not revalued each year.	Fair value	Historical cost	at cost	Historical cost	..	Historical cost	..
Frequency of revaluations	Land, buildings	Annual	5 yearly intervals (interim assessments by indices between intervals)	Annual	Annual	Annual	Annual	Annual	Annual
Useful asset lives	Residential properties	50 yrs	50 yrs (but moveable units is 20 yrs)	50 yrs (2 per cent straight line depreciation	50 yrs	50 yrs	50 yrs	up to 80 yrs	50 yrs
	Vehicles	3 yrs	..	3 to 15 years (6.7 to 33 per cent straight line depreciation)	6 years and 8 months	..	5 years	Term of lease	2 years
	Office equip.	3 yrs	4–5 yrs	3 to 15 years (6.7 to 33 per cent straight line depreciation)	5 years	10 yrs	3 years	Term of lease	10 years

Table 17A.66 **Treatment of assets by housing agencies, 2014-15**

Asset type	*NSW*	*Vic* (a)	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*
IT equipment	3 yrs	4 yrs	3 to 15 years (6.7 to 33 per cent straight line depreciation)	5 years	3 yrs	3 years	not exceeding 5 yrs	3 to 6 years
Threshold capitalisation levels	$5 000	$5 000	Buildings: $10 000 Land: $1 Plant and equipment: $5 000 Leased assets $10 000	$5 000	$5 000	$10 000	$2 000	$10 000
Assets capitalised individually or in groups	$5 000	Individually	Individually	5 000	Individually	Individually	Individually	Individually

(a) Victoria revalues properties every 5 years by kerbside inspection, with the most recent revaluation completed in 2013-14. In the interim years, asset value movements are assessed based on indices and if found to be material (>10%), a Managerial Revaluation would be undertaken in that year, and if found to be exceptionally material (greater than or equal to 40%), then an Interim Valuation would be undertaken.

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

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

.. Not applicable.

Source: State and Territory governments (unpublished).

Table 17A.67 **Community housing survey response rates and associated information**

	Unit	2010–11	2011–12	2012–13	2013–14	2014–15	Comments on 2010-11 to 2014-15 data
NSW (a)							The following programs were reported in 2011-12 but not in 2012-13: 'Flexibility Supported Housing Partnership', 'Housing Accommodation Support Initiative', 'My Place initiative for homeless people', 'Housing for people living with HIV/AIDS', 'Port Jackson Housing Company' and 'Partnership in Community Housing'.
Providers (less exemptions)	no.	179	130	126	120	113	
Respondents	no.	142	32	32	32	31	
Response rate	%	79	25	25	27	27	
Property coverage (a)	%	97	98	98	98	91	
Victoria							The following programs were reported in 2011-12 but not in 2012-13: 'Long Term Community Housing', 'Rental Housing Cooperatives', 'Group Housing', 'Rooming Houses', 'Common Equity Rental Cooperatives'. These programs have been reported in 2011-12 community housing data collection.
Providers (less exemptions)	no.	108	106	105	102	99	
Respondents (providers)	no.	61	77	93	82	81	
Response rate	%	56	73	89	80	82	
Property coverage (a)	%	93	98	99	99	99	
Queensland							2014–15: Of the 258 organisations, 96 have provided administrative data accounting for approximately 68.9 percent of the total dwelling portfolio. 2013–14: Of the 265 community housing organisatons, 101 provided administrative data accounting for approximately 70 per cent of the total dwelling portfolio. The following program was reported in 2011-12 but not in 2012-13: 'Affordability Housing Program'.
Providers (less exemptions)	no.	281	284	271	265	258	
Respondents	no.	171	na	na	na	na	
Response rate	%	61	na	na	na	na	
Property coverage (a)	%	83	na	na	na	na	
WA							The Local Government and Community Housing Program was reported for the first time in 2012-13. The following programs were reported in 2011-12 but not in 2012-13: 'Joint Venture Program' and 'Crisis Accommodation Program'.
Providers (less exemptions)	no.	190	29	33	34	32	
Respondents	no.	20	19	26	28	25	
Response rate	%	11	66	78	82	78	
Property coverage (a)	%	54	92	95	97	94	
SA							
Providers (less exemptions)	no.	99	86	86	80	53	
Respondents	no.	89	86	85	79	53	

Table 17A.67 **Community housing survey response rates and associated information**

	Unit	*2010–11*	*2011–12*	*2012–13*	*2013–14*	*2014–15*	*Comments on 2010-11 to 2014-15 data*
Response rate	%	90	100	99	99	100	
Property coverage (a)	%	97	100	95	100	96	
Tasmania							The following programs were reported in 2011-12 but not in 2012-13: 'Local Government Community Housing Program', 'Grants for elderly persons Program', 'Medium to long term Community Tenancy Program'.
Providers (less exemptions)	no.	55	78	77	72	66	
Respondents	no.	32	43	48	43	50	
Response rate	%	58	55	62	60	76	
Property coverage (a)	%	68	84	93	97	98	
ACT							The following programs were reported in 2011-12 but not in 2012-13: 'Community Organisations Rental Housing Assistance', 'Community Housing Expansion', 'Local Government and Community Housing' and 'Private Rental Leasing'.
Providers (less exemptions)	no.	7	5	5	5	5	
Respondents	no.	7	5	5	5	5	
Response rate	%	100	100	100	100	100	
Property coverage (a)	%	100	100	100	100	100	
NT							Administrative data have been used for all years so response rates are not applicable.
Providers (less exemptions)	no.	na	34	34	37	32	
Respondents	no.	..	na	na	na	na	
Response rate	%	..	na	na	na	na	
Property coverage (a)	%	100	na	na	na	na	

(a) These data are calculated based on jurisdictional records of dwellings managed by in-scope community housing organisations which may not be up-to-date.

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

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

Data quality information — Housing, chapter 17

Data quality information

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

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

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Data collections

Public housing data collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all public housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Australian Institute of Health and Welfare (AIHW). Data sets are provided annually to the AIHW by jurisdictions. The annual data collection captures information about public rental housing dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all public rental housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The data collected are an administrative by-product of the management of public rental housing programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.
Timeliness	Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2016 are for 2014-15 (the most current data available)..
Accuracy	There are some known accuracy issues with the data collected: • The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors; • Not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions; • For some jurisdictions, information about disability is not mandatory to report under program eligibility requirements; • Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements; • Many jurisdictions do not update income information for non-rebated households. Outputs produced that require income information may not be complete and accurate; • Estimates produced using the Accessibility/Remoteness Index of Australia (ARIA)

are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;

- Disaggregation can lead to small to very small cell sizes, which may be volatile - very small cells have been suppressed to protect confidentiality.
- Waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, CHOs may additionally maintain and allocate housing to households on their own waiting list.

Specific State/Territory issues are:

- New South Wales:
  - Since a system change in 2010, NSW continues to report problems encountered when linking files containing date variables within their system. This may occur when linking 'Dwelling history', 'Household' and 'Waitlist' files. Where date variables contradict between files, they are recoded as missing;
  - The number of Aboriginal and Torres Strait Islander households in public housing at the end of the current collection period was incomplete and unreliable, and was thus substituted by NSW with estimates based on data drawn from the 2011 census;
- Western Australia:
  - During the 2014-15 reporting period, a new data collection system was implemented. This has resulted in several possible data quality issues:
  - The waitlist file submitted for the current reporting period was over-counted and contained 3,072 clients that had withdrawn from the waitlist during the year.
- South Australia
  - Housing SA has not supplied the Dwelling History file for the current reporting period;
- Tasmania
  - For the 2014-15 reporting period, about 1,100 public housing dwellings were transferred to the community sector. This resulted in a 14% decrease in the number of public housing households.

Coherence

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

Coherence over time has been affected by changes in methodology:

- Measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology. Low income cut-offs were again revised for 2014-15 data based on ABS Survey of Income and Housing results. Changes for income data. This led to substantial increases in the number of households considered to be receiving a low income;
- Measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology;
- Measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology;

State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard (CNOS), which is used in dwelling utilisation calculations.

Specific State/Territory issues are:

- Tasmania
  - On 14 July 2014 the management of the final tranch of about 1,100 Public Housing dwellings and associated tenancies was transferred to the community sector, accounting for a 14% decrease in the PH portfolio..;
- Northern Territory
  - Approximately 5,025 remote dwellings are not currently reported in either the

ICH data collection or the public housing data collection. The NT government has advised that they are aiming to report on these dwellings as part of the Public Housing collection from 2015-16.

Accessibility Annual data is reported in Housing Assistance in Australia, which is available publically on the AIHW website. Additional disaggregation is available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system: https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection data manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

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

- Some known data quality issues are associated with the public housing administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.
- Data substitution may be used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, total number of Aboriginal and Torres Strait Islander households at 30 June, and gross and assessable income.

State owned and managed Indigenous housing (SOMIH) data collection

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

Indicator definition and description

Element	Various
Indicator	Various — all state owned and managed Indigenous housing (SOMIH) indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Australian Institute of Health and Welfare (AIHW). Data sets are provided annually to the AIHW by jurisdictions. The data contain information about SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all SOMIH indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The data collected are an administrative by-product of the management of SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. Separately funded SOMIH programs are managed in only four jurisdictions – New South Wales, Queensland, South Australia and Tasmania. Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.
Timeliness	Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2014-15 (the most current data available).
Accuracy	There are some known accuracy issues with the data collected: • The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors; • Not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions; • For some jurisdictions, information about disability is not mandatory to report under program eligibility requirements; • Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements; • Many jurisdictions do not update income information for non-rebated households. Outputs produced that require income information may not be complete and accurate; • Estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions; • Disaggregation can lead to small to very small cell sizes, which may be volatile - very small cells have been suppressed to protect confidentiality.

- Waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, Community Housing Organisations may additionally maintain and allocate housing to households on their own waiting list.

Specific State/Territory issues are:

- New South Wales

  Since a system change in 2010, NSW continues to report problems encountered when linking files containing date variables within their system. This may occur when linking 'Dwelling history', 'Household' and 'Waitlist' files. Where date variables contradict between files, they are recoded as missing; and

- Queensland

  Individual Aboriginal and Torres Strait Islander status is not collected. SOMIH households are assumed to be Aboriginal and Torres Strait Islander households

Coherence

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

Coherence over time has been affected by changes in methodology:

- Measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology. Low income cut-offs were again revised for 2014-15 data based on ABS Survey of Income and Housing results. Changes for income data. This led to substantial increases in the number of households considered to be receiving a low income;
- Measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology; and
- Measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.
- State and Territory Government housing authorities' bedroom entitlement policies may differ from the Canadian National Occupancy Standard (CNOS), which is used in dwelling utilisation calculations.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available publically on the AIHW website. Additional disaggregation is available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system: https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Some known data quality issues are associated with the SOMIH administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.
- Data substitution may be used in instances where the jurisdiction(s) have not captured all of the data required to produce an output, for example, gross and assessable income.

Community housing data collection

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

Indicator definition and description

Element	Various
Indicator	Various
Measure (computation)	Various
Data source/s	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from Community Housing Organisations (CHOs) via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about CHOs, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous CHOs). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. Additional jurisdiction-specific inclusions and exclusions also apply. These jurisdiction-specific inclusions and exclusions reflect a number of factors including differences in the definition of community housing across jurisdictional legislation, difficulties in identifying some organisations among those that are not registered or funded by the state/territory housing authority and some inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by CHOs. The data collected by the jurisdictions conform well in terms of reference period. However, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.
Timeliness	Data are collected annually, either for the full financial year ending 30 June or as at 30 June.
Accuracy	The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. Data were incomplete for some jurisdictions due to non-reporting or under-reporting by CHOs. The response rate differed between jurisdictions – as outlined below. • New South Wales - Of the 113 community housing organisations, 31 responded to the survey accounting for 91 per cent of the total dwelling portfolio. • Victoria - Of the 99 community housing organisations, 81 responded to the survey accounting for 99 per cent of the total dwelling portfolio. • Queensland - Of the 258 community housing organisations, 96 provided administrative data accounting for approximately 69 per cent of the total dwelling portfolio.

- Western Australia - Of the 32 registered community housing organisations, 25 responded to the survey accounting for 94 per cent of the total dwelling portfolio.
- South Australia – of the 53 community housing organisations, 53 responded to the survey accounting for 100 per cent of the total dwelling coverage. Note that SA submission includes only dwellings from the providers who have responded to the survey.
- Tasmania - Of the 66 community housing organisations, 50 responded to the survey accounting for 98 per cent of the total dwelling portfolio.
- The Australian Capital Territory – All of the 5 community housing organisations responded to the survey accounting for 100 per cent of the dwelling portfolio.
- The Northern Territory – Only administrative data was provided for all 32 community housing organisations.

There are some accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- for some organisations, some information may be self-identified and not mandatory to report under program eligibility requirements e.g. Aboriginal and Torres Strait Islander status and disability information;
- data for 'tenancy rental units by remoteness' may differ to data for 'total tenancy rental units' due to missing postcode information, inclusion of postcodes belonging to GPO boxes, mismatches between postcode and remoteness concordance files and proportioning of postcodes across remoteness areas as many postcodes belong to more than one remoteness area;
- there are inconsistencies across jurisdictions in the reporting of National Rental Affordability Scheme (NRAS) properties managed by community housing organisations. Data for these properties were unavailable for New South Wales, Queensland, the Northern Territory and the Australian Capital Territory;
- waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, CHOs may additionally maintain and allocate housing to households on their own waiting list.

Specific known State/Territory issues are:

New South Wales

- From 2013-14, NSW have provided unit record data. Data prior to this therefore is not comparable;
- Data quality submissions vary across data providers. Data mismatches between files relating to the same concept are as significant a data quality issue as missing or incomplete data. The jurisdiction is proposing to address this latter issue more stringently from the first quarter of the 2015-16 reporting period, onwards.

Queensland

- Non-administrative data is based on the response rate of approximately 70% of tenantable rental units. Where possible, QLD uses administrative data for performance indicators (e.g., new allocations) to reduce reliance on incomplete NGO data.

Western Australia

- Care is advised when reviewing data for overcrowding due to inconsistencies in the data reported;
- Errors have occurred when CRA has been considered as income and used in the calculation of rent. This issue has been compounded when CRA has not been able to be separated from either income or rent charged.

South Australia

- Compared to the previous reporting period, the amount of missing data increased slightly.

Tasmania

- Survey data received from the CH organisations contained a large number of errors. Substantial data cleaning was undertaken, which resulted in the correction of some, but not all, errors;
- The dataset also contained a high proportion of 'unknown' data. Any conclusions should thus be drawn with caution;
- Due to data quality issues, data for recurrent costs are not available;

Australian Capital Territory

- Care is advised when reviewing data for overcrowding due to inconsistencies in the data reported;
- Integrated waitlist data is unable to differentiate between new applicants and applicants requesting a transfer.

Coherence

Data for individual jurisdictions may not be comparable across reporting periods, nor with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates, and other data quality issues. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

There were changes in the methodology used from 2010–11 for collecting data on community housing waiting lists in all jurisdictions. In May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. New South Wales, Queensland, Western Australia, the Australian Capital Territory and the Northern Territory have integrated waiting lists. South Australia has a register that integrates multiple community housing waiting lists into a single housing register and Tasmania uses a manual integrated system. In Victoria, community housing organisations may fill some vacancies using the public housing waiting list. Comparisons of waitlist data, prior to 2010-11, should not be made with data from subsequent collection periods due to the implementation of integrated waitlists with the potential for applicants to be counted in waitlist data across more than one social housing collection.

Coherence over time has also been affected by the following additional changes in methodology:

- Measurements using low income cannot be directly compared with low income figures produced prior to 2013-14 due to a change in methodology.
- Low income cut-offs were again revised for 2014-15 data based on ABS Survey of Income and Housing results. Changes for income data. This led to substantial increases in the number of households considered to be receiving a low income.

Specific known State/Territory issues are:

New South Wales

The tenancy management of 666 public rental housing dwellings were transferred to the community housing sector with a corresponding impact on the number of households assisted.

Victoria

- The reduction in the number of CH providers was due to two organisations no longer providing CH services and one provider merging with another provider.

Queensland

- From 2013-14, Affordable Housing Program data has been provided. This data was not available in prior collection periods;
- Improvements have been made to the identification of households containing a member identifying as either Aboriginal and Torres Strait Islander, having a disability or from a non-English speaking background.

Western Australia

- Methodological improvements have resulted in a better identification of households with Aboriginal or Torres Strait Islander individuals.

South Australia

- Methodological improvements have resulted in a better identification of households with Aboriginal or Torres Strait Islander individuals;
- In previous collection periods, the waitlist data reported based solely on the Community Housing Customer Register. Applicants for NRAS properties were registered on a separate waitlist. Since 2012-13, wait list data has been reported together for applicants for community housing and applicants for affordable housing;
- As affordable housing rent setting policies are based on a discount to the market and not as a proportion of income (the norm for community housing), the inclusion of this data would tend to increase the proportion of income allocated to rent.

Tasmania

- The number of in-scope CH dwellings increased significantly for the second reporting period in a row. This is mainly due to the transition of about 3,500 public rental housing dwellings to the community sector under the Better Housing Futures program during the past two years. Whereas the majority were transferred in the previous reporting period, the third and final tranche of 1,196 dwellings were transferred in July 2014.

Northern Territory

- Changes to stock holdings have altered breakdowns of the total number of tenancy rental units by remoteness;
- A review of portfolios has resulted in better identification of community housing dwellings.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website:www.aihw.gov.au/housing-assistance-publications/.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

< http://meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.
- Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this undercoverage.

Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by AIHW, with additional Steering Committee comments.

Indicator definition and description

Element Various

Indicator Various – all ICH indicators

Measure computation Various

Data source/s Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data obtained from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted.

An ICHO is any Aboriginal and/or Torres Strait Islander organisation that is responsible for managing medium to long-term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.

The data collection only includes information about ICHOs that received government funding for the provision of housing assistance within the financial year, with the exception of counts of known unfunded ICHOs (D19b) and the number of permanent dwellings managed by these unfunded ICHOs (D1b).

Timeliness Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14. Data is currently reported a year later than other housing and homelessness data collections as some jurisdictions are unable to submit data for data cleaning and compilation until late September due to audit timelines.

Accuracy Reported findings are based on data reported by jurisdictions to the AIHW. There are some known issues with the accuracy of data collected:

- In Victoria and Tasmania, data were sourced from a survey of ICHOs specifically designed to meet national reporting requirements. In other jurisdictions, data were drawn from existing administrative records (e.g., based on a previous survey or dwelling audits). This limits data comparability across jurisdictions due to data currency, data completeness and missing data;
- In 2012-13, New South Wales, Queensland, South Australia and Western Australia were unable to provide complete dwelling and household-level data and instead provided some data at the aggregate ICHO-level. This limited data comparability across jurisdictions, particularly due to data completeness and missing data;
- Data were not provided for all ICHOs – the data may not be representative of all ICHOs operating within 2014-15, the dwellings they managed or the households

they assisted;

- Complete data was not reported for all ICHOs, as per the national standards, reflecting inconsistencies in the data recorded about individual households/dwellings within ICH administrative systems, missing records and proxy data being reported, where the required data was not captured as per the national standard;
- High rates of unknown values were reported for some data items; and
- This collection does not include an Aboriginal and Torres Strait Islander identifier - all households are assumed to include at least one Aboriginal and Torres Strait Islander member.

Specific State/Territory issues are:

New South Wales

- Data from 2012-13 and earlier collection periods may not be comparable due to a change in reporting methods. Previously, an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. NSW is now able to report information about funded ICHOs, the dwellings they managed and the households they assisted. Prior to 2012-13, NSW reported proxy information about providers that were actively registered with the Aboriginal Housing Office. Some of these registered providers were not funded. This change in the population reported within the data collection may have contributed to the reported decrease in the number of funded ICHOs in 2012-13 and the reported changes across a number of descriptive data and performance indicators;
- Improved coverage in 2013-14 led to an increase in rental data compared to previous year. In 2012-13, data was for 1262 dwellings where as in 2013-14, data is for 2746 dwellings.
- Information on additional bedrooms required for a household is not available.

Victoria:

- In 2013-14, lower survey response returns resulted in decline in the expenditure and the rent data. Thus, care is advised while comparing the data with previous years.

Queensland, Western Australia and South Australia

- Since 2011-12, the ICH data collection included dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. The performance indicator results for these dwellings may differ to the results for dwellings where tenancy management services were provided by ICHOs.

Queensland

- Data about households living in permanent dwellings are not comparable with previous data. From 2012-13, missing household records were no longer imputed by QLD. Prior to 2012-13, this data was imputed based on the assumption that there was one household living in each permanent dwelling. This change in methodology contributes to a large reported decrease in the number of households assisted and the number of overcrowded households;
- Data for rent for 2013-14 are for tenancies managed by the state housing authority and are generally higher than previous years due to councils progressively implementing new rent procedures. Information on rent for tenancies managed by ICHOs is not available. Thus, care is advised when comparing the data for 2013-14 with that of the previous years;
- For 2013-14, expenditure data covers only tenancies managed by the state housing authority. Data for tenancies managed by ICHOs is not provided;
- Data for total recurrent expenditure and net recurrent costs are identical due to unavailability of the required data. Qld only holds information on maintenance and upgrades costs which are currently funded in communities with government tenancy management. Since maintenance costs are one component of all three measures, and the only data available, all measures record the same total.

Western Australia

- For 2012-13, where only partial information that is required to calculate overcrowding was known, WA imputed the remaining information. This change in methodology contributed to the reported increase in the number of households included in the calculation of overcrowding and may have contributed to the reported decrease in overcrowding in 2013-14.

South Australia

- From 2012-13, information is only reported for tenancies managed by the state housing authority and not tenancies managed by ICHOs (with the exception of an estimated count of permanent dwellings managed by funded ICHOs). This change in methodology contributed to the reported decrease in the size of the sector and variations in performance indicator results;
- A new system implemented in 2012-13 led to unexpected data quality issues in the reported data for additional bedrooms and occupancy. As a result, data for overcrowding and occupancy for 2012-13 and 2013-14 is unavailable for national reporting.

Tasmania

- Information on households, including the number of additional bedrooms required, is not reported by Tasmanian ICHOs. As a result, this information is not available for national reporting;
- A new arrears policy was implemented in 2012-13. This contributed to improvements in data quality for rent from 2012-13.

Northern Territory

- The NT government has advised that approximately 4,000 dwellings were transferred from Indigenous housing to remote public housing during 2008-09, a further 631 dwellings were transferred in 2009-10 and the number has since increased to 5,096. These dwellings are not currently reported in either the ICH data collection or the public housing data collection. The NT government has advised that they are aiming to report on these dwellings as part of the Public Housing collection from 2015-16;
- Performance indicators, reported as proportions have been adjusted for non-response by excluding unknown values and missing responses from the denominator. The national performance indicators, reported as proportions, were calculated using data from only those jurisdictions where both numerator and denominator were available and valid. In the absence of an independent and reliable national data set containing information about the size and characteristics of the ICH sector, no other attempt was made to correct the data for errors (e.g., where no information was provided for an ICHO, where there were missing records for specific households/dwellings managed by an ICHO, for missing records, or for unknown values);
- Where coverage of data is less than 95 per cent, details are included in the DQS for the relevant performance indicators. These are available from http://www.pc.gov.au.

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQS in the relevant edition of this report.

From 2009–10, the scope of most data items within the ICH collection was restricted to ICHOs that received funding within the financial year. This is consistent with the scope of the 2006–07 and earlier collections. In comparison, in the 2008–09 and 2007–08 collections, more data items reflected the performance of both funded and unfunded ICHOs.

Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009, responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.

Specific State/Territory issues are:

Victoria

- From 2009–10 both Aboriginal Housing Victoria and ICHO activity was reported, since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.

Tasmania

- In previous collections, one property used as a health and welfare centre was incorrectly reported. This property is no longer reported within the collection, contributing to some variations over time
- In 2012-13, data for net recurrent costs included costs for depreciation on rental housing which resulted in identical information for total and net recurrent costs. This has been excluded in the 2013-14 data. Thus, data may not be comparable with previous years.

South Australia

- From 2012-13, data is only reported for tenancies managed by the state housing authority. Prior to 2012-13, all dwelling and household data was based on tenancy and asset audit data

Australian Capital Territory

- ACT reported having no in-scope providers since 2012-13

Northern Territory

- For 2013-14, data relates to permanently occupied dwellings and no distinction is made between improvised dwellings due to a change in the funding methodology with permanent occupied dwellings being funded regardless of its construction type. Thus, caution is advised when comparing data for 2013-14 with that of previous years.

Accessibility Annual data is reported in Housing Assistance in Australia, which is available publically on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (http://www.aihw.gov.au/publication-detail/?id=60129543695).
Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues This data collection undercounts total sector activity, due to missing data for some in-scope ICHOs; and

- This data collection may not accurately represent the characteristics of the sector, due to issues including data not being provided for some in-scope ICHOs, incomplete data being reported for some ICHOs, unknown values being reported for some data items.

National Social Housing Survey data collection

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

Indicator definition and description

Element	Outcome
Indicator	*Amenity/location* (Public Housing (PH), SOMIH and Community Housing (CH))
	Customer satisfaction (PH, SOMIH and CH)
	Dwelling condition (PH, SOMIH and CH)
Measure (computation)	Various
Data source/s	AIHW
	A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland). The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July. Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.
Accuracy	**Missing data** Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. **Response rates and contact rates**

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below). Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and fit-for-purpose, representing a response rate for the 2014 survey of 32.4 per cent, considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent . A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
CH		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
SOMIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

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

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

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

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

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

Sampling error

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

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions) Trend data should therefore be interpreted with caution.

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

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

Interpretability

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed

methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).

- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component.

Performance indicators

Priority access to those with greatest need

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

Indicator definition and description

Element

Equity – access

Indicator

Priority access to those in greatest need for public housing, SOMIH and community housing

Measure (computation)

Definition: The proportion of new allocations to households in greatest need.

Numerator: Number of new allocations to households in greatest need.

Denominator: Total number of new allocations.
Computation: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.

PH and SOMIH

The measure is calculated using data related to the period of time taken for housing to be allocated, and all records where waiting time information is not known are excluded from both the numerator and denominator. Data is also disaggregated by the amount of time spent on the waiting list before allocation.

CH

No wait time exclusions apply.

Data source/s

Public housing and SOMIH

Datasets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey collection tool and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment

See 'Data collections' data quality information.

Relevance

Public housing and SOMIH:

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Specific state/territory issues are:

Tasmania:

- While need assessments for Tasmanian SOMIH applicants are made, details are not recorded in the Tasmanian Housing Information System. As such, greatest need status and allocations are not reported for Tasmanian SOMIH applicants.

Community housing:

Community housing:

for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2016 are for the 2014-15 financial year, which are the most recent available.

Accuracy

Public housing and SOMIH

- The administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors; and
- Not all data items required are available for all households and only households with complete information have been included in the calculation.

Specific state/territory issues are:

- New South Wales:
  - From 2012, the rent and income information for applicants in the private rental market is no longer collected and so is not available to determine greatest need due to 'very high rental housing costs'. As a result data reported against this measure is likely to be understated.
- Tasmania:
  - Tasmania recently introduced a new method to assess greatest need – Housing Assessment Prioritisation System (HAPS). This may have resulted in the identification of households as having the greatest need, which may not have been identified under the previous method. However, it is anticipated that any impact on this report would be minimal, as most households on the waitlist would have had their greatest need status recorded prior to the introduction of the HAPS, but may have a larger impact on 2015-16 data.

Community housing

- Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations.

There are some accuracy issues with the data collected:

- The community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- Data may not be collected and reported in a manner consistent with national data definitions; and
- Data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs. Any comparison across different collections should note that for PH and SOMIH, the relevant proportion is calculated excluding records where waiting time is not known from both numerator and denominator. No such exclusion applies for CH calculations.

Public housing and SOMIH

Specific state/territory issues are:

New South Wales:

- For the total number of new applicants in the waiting list who have a 'greatest need', data are not comparable to 2010-11, which was the only year that 'very high rental housing costs' was included as a greatest need reason.

Community housing

Variability occurs in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Specific state/territory issues are:

South Australia:

- The proportion of new allocations to households in greatest need has increased from 76.6 per cent in 2013-14 to 83.1 per cent in 2014-15, as improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.

Tasmania

- Since 2013-14, tenancy management of 3,500 Public Housing dwellings were transferred to the Community Housing sector, under the Better Housing Futures program. This has resulted in an increase in the greatest need performance indicator up 77% from 2013-14 (and other performance indicators).

Accessibility

Annual data will be reported in Housing Assistance in Australia, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this under–coverage.
- Not all data items required are available for all households. Only households with complete information have been included.

Access to social housing by people with disability

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

Indicator definition and description

Element	Equity – access
Indicator	This indicator is used to identify households where at least one member always or sometimes needs assistance with core activities, and provides a basis for further disaggregations of measures of Amenity/location, Customer satisfaction, Dwelling condition for Public Rental Housing (PH), State Owned and Managed Indigenous Housing (SOMIH) and Community Housing (CH). See also the DQI for these indicators.
Measure (computation)	Definition: The proportion of households with at least one household member with 'disability' or 'long-term health condition lasting six months or more' who needs assistance with core activities. Derivation: Any person in the household who always or sometimes needs assistance with self-care activities, body movement activities or communication activities **AND** the reason for needing assistance is either 'disability' or 'long-term health condition lasting six months or more'. Numerator: Number of households where at least one member always or sometimes needs assistance with core activities Denominator: Number of all households Computation: Calculated separately for public rental housing, SOMIH and Community housing and expressed as a percentage.
Data source/s	A private sector data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview, and in South Australia and Tasmania SOMIH data were collected via postal and online (self-completion). For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample.
Timeliness	The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014. Fieldwork for the SOMIH face-to-face component of the 2014 survey was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.
Accuracy	Missing data Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. Response rates The accuracy of the outputs related to Core Activity Need for Assistance from the 2014 NSHS are affected by the response rates for the questions on assistance required for self–care, mobility and communication.

Rate of Non Response	Housing type (per cent)		
Question	PH	CH	SOMIH
Self-care yourself	10.0%	9.7%	3.2%
*Self-care household	21.9%	19.3%	7%
Mobility yourself	9.5%	9.9%	2.9%
*Mobility household	22.3%	20.6%	6.8%
Communication yourself	9.0%	8.6%	3.2%
*Communication household	22%	19.8%	6.9%
Long-term health condition	6.5%	6.3%	3.6%
Disability	6.5%	6.3%	3.6%

* The denominator is based on households where the household was described as other than a single person living alone.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes. For more information refer to the NSHS Collection DQI.

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

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

The weighted estimate of the total number of households in PH, CH and SOMIH housing requiring assistance with core activities, and the weighted estimate of the total number of households in PH CH and SOMIH Housing were calculated and are provided below:

Public Housing	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Households requiring assistance with core activities	32,101	17,949	12,945	7,165	9,657	3,294	2,040	977
All Households	109,369	62,967	46,847	29,281	36,960	10,415	10,404	3,843
Proportion requiring assistance	29%	29%	28%	24%	26%	32%	20%	25%

Community Housing	NSW	Vic	Qld	WA	SA	Tas	ACT
Households requiring assistance with core activities number	6,723	2,131	2,336	1,090	999	714	170
All Households number	26,194	7,801	10,011	6,310	4,051	2,056	519
Proportion requiring assistance	26%	27%	23%	17%	25%	35%	33%

SOMIH	NSW	Qld	SA	Tas
Households requiring assistance with core activities number	498	385	388	64
All Households number	4,488	3,171	1,715	311
Proportion requiring assistance	11%	12%	23%	21%

Coherence

- Commencing with the 2014 survey, the NSHS collected information on whether and to what extent a long term health condition or disability restricts core activities for the respondent or someone in the household. The information is consistent with data collected in the Specialist Homelessness Services Collection and based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the Survey of Disability, Ageing and Caring (SDAC). This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities – self–care, body movements or communication.
- Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Accessibility Annual data will be reported in Housing Assistance in Australia, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

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

The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.

Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this under–coverage.

Not all data items required are available for all households. Only households with complete information have been included.

Special needs

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

Indicator definition and description

Element Equity – access

Indicator The proportion of new tenancies for public housing, SOMIH and community housing that are allocated to households with special needs

Derivation: Households with special needs are those that satisfy at least one of the following conditions:

- the Aboriginal and Torres Strait Islander household definition:
- or that have a household member with a disability:
- or where the principal tenant is aged 24 years or under;
- or where the principal tenant is aged 75 years or more.

Measure (computation) Definition: the proportion of new tenancies allocated to low income households with special needs.

Numerator: the number of newly allocated tenancies to households with special needs, for whom special needs status is known

Denominator: total number of newly allocated tenancies

Computation: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.

Data source/s ***Public housing and SOMIH***

Datasets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from jurisdiction administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment See 'Data collections' data quality information.

Relevance **Public housing and SOMIH**

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions, and conform well in terms of scope, coverage and reference period.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been

included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported are for the 2014-15 financial year, which are the most recent available.

Accuracy

There are some accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under-reporting by community housing organisations. The information was sourced via a survey of community housing organisations, conducted by state/territory housing authorities and/or from administrative records held by them. There are some accuracy issues with the data collected:

- For National Rental Affordability Scheme (NRAS) properties, managed by community housing organisations in New South Wales, Queensland, the Northern Territory and the Australian Capital Territory, data about applicants (for example, special needs status) were unavailable. This may affect the reported proportion for this indicator; and
- Only households with complete information have been included in the calculation

New Households assisted by special needs status (known or not known) by jurisdiction

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
New households with special needs assisted	3,991	2,115	n.a.	1,789	1,369	2,303	234	na	11,801
Excludes:									
New households with unknown special needs status	65	111	n.a.	29	132	1,240	0	na	1,577

Specific State/Territory issues are:

Tasmania:

On 14 July 2014 the management of the final tranch of about 1,100 Public Housing dwellings and associated tenancies was transferred to the community sector, accounting for a 14% decrease in the PH portfolio.

Coherence

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

Community housing

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government

programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

Specific State/Territory issues are:

Australian Capital Territory:

- In the ACT, new households with special needs have increased. This was attributed to the NDIS, which meant that people living in government-managed disability homes were able to relocate to non-government dwellings.

Accessibility

Annual data will be reported in Housing Assistance in Australia, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Data set sourced via a survey of community housing organisations. There is variable coverage across jurisdictions.
- The data sets for public housing and SOMIH have inaccuracies to varying degrees.
- Not all data items required are available for all households. Only households with complete information have been included in these calculations.

Dwelling condition

Dwelling condition — Public housing, SOMIH and community housing

Data quality information for this indicator has been drafted by the AIHW (PH, SOMIH and CH) and by the ABS (ICH), with additional Steering Committee comments.

Indicator definition and description

Element Output – effectiveness – quality

Indicator Dwelling condition for public housing, community and SOMIH

Measure (computation) Definition: The proportion of households that have four working facilities and no more than two major structural problems.

Numerator: number of tenants who indicated that their household has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.

Denominator: number of tenants who gave a valid answer to the facilities and structural problems question multiplied by 100.

Computation: Number of tenants who said their household has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100.

Data source/s AIHW

A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.

Data Quality Framework Dimensions

Institutional environment See 'Data collections' data quality information (Page 3).

Relevance The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The ICH sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.

Timeliness Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).

The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.

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

Accuracy **Missing data**

Some survey respondents did not answer all questions, either because they were

unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Aboriginal and Torres Strait Islander status question: 20.1 per cent of PH tenants, 0.9 per cent of SOMIH tenants and 20.2 per cent of CH tenants did not provide a response.

A small proportion did not provide an answer to the household facilities question (0.8 per cent for PH; 0.3 per cent for SOMIH; 1.2 per cent for CH) or the structural problems question (7.0 per cent for PH; 1.5 per cent for SOMIH; 8.7 per cent for CH).

Response rates and contact rates

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

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

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased.

As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias.

Jurisdiction	*Sample size*	*Response rate*
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
CH		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
SOMIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

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

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

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW. No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

Sampling error

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

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

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

Interpretability

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

supporting documentation.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Caution should be used when comparing data with ICH data reported for this indicator.
- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component.

Dwelling condition — Indigenous community housing

Data quality information has been drafted by the Australian Bureau of Statistics, with additional Steering Committee comments.

Indicator definition and description

Element Output – effectiveness – quality

Indicator Dwelling condition, Indigenous community housing.

Measure (computation) Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems, of Aboriginal and Torres Strait Islander households who are renting with a landlord type of Indigenous Housing Organisation or Community Housing.

Data source/s Australian Bureau of Statistics (ABS).

The numerator and denominator use data from the ABS National Aboriginal and Torres Strait Islander Health Survey (NATSIHS) component of the 2012-13 Australian Aboriginal and Torres Strait Islander Health Survey (AATSIHS) from a sample of 5,371 households. The household weights for this survey were derived from the person level benchmarks. The person level benchmarks were based on the Aboriginal and Torres Strait Islander estimated resident population at 30 June 2011.

For more information on the structure of the AATSIHS, see Structure of the Australian Aboriginal and Torres Strait Islander Health Survey (cat. no. 4727.0.55.001) on the ABS website. For information on scope and coverage, see the Australian Aboriginal and Torres Strait Islander Health Survey: Users' Guide, 2012-13 (cat. no. 4727.0.55.002).

Data Quality Framework Dimensions

Institutional environment The AATSIHS was collected, processed, and published by the Australian Bureau of Statistics (ABS). The ABS operates within a framework of the Census and Statistics Act 1905 and the Australian Bureau of Statistics Act 1975. These ensure the independence and impartiality from political influence of the ABS, and the confidentiality of respondents.

For more information on the institutional environment of the ABS, including the legislative obligations of the ABS, financing and governance arrangements, and mechanisms for scrutiny of ABS operations, please see ABS Institutional Environment on the ABS website.

Relevance The AATSIHS is a national survey that collected information on health status, risk factors and health-related actions.

The 2012-13 NATSIHS component of the AATSIHS asked a responsible adult (ARA) within each household whether the household dwelling had any of the following major structural problems/problems that needed to be fixed: rising damp; major cracks in walls/floors; sinking/moving foundations; sagging floors; walls or windows that aren't straight; wood rot/termite damage; major electrical problems; major plumbing problems; major roof defects; other major structural problems/other big problems. They were also asked if any of the following facilities were missing from the household or weren't working: stove/oven/other cooking facilities; fridge; toilet; bath or shower; washing machine; kitchen sink; laundry tub. Each ARA was also asked whether the dwelling was: being paid off; owned outright; being rented; being purchased under a rent/buy or shared equity scheme; being occupied under a life tenure scheme; occupied rent free. Those who reported the tenure type was rental (including those purchasing the dwelling under a rent/buy or shared equity scheme) were also asked who rent was paid to. Indigenous Housing Organisation/Community housing was a response category for this question.

Timeliness The AATSIHS is conducted approximately every six years over a 12-month period. Results from the 2012-13 NATSIHS component of the AATSIHS were released in November 2013. The previous NATSIHS was conducted in 2004-05.

Accuracy The AATSIHS was conducted in all states and territories, including very remote areas. Non-private dwellings such as hotels, motels, hospitals, nursing homes and short-stay caravan parks were excluded from the survey. The final response rate for the 2012-13 NATSIHS component was 80.2%. Results are weighted to account for non-response.

As they are drawn from a sample survey, data for the indicator are subject to sampling error. Sampling error occurs because only a small proportion of the population is used to produce

estimates that represent the whole population. Sampling error can be reliably estimated as it is calculated based on the scientific methods used to design surveys. Rates should be considered with reference to their Relative Standard Error (RSE). Estimates with RSEs between 25% and 50% should be used with caution. Estimates with RSEs greater than 50% are generally considered too unreliable for general use.

Coherence Both the numerator and the denominator for Aboriginal and Torres Strait Islander households come from the NATSIHS component of the 2012-13 AATSIHS. Measures based on the 2012-13 NATSIHS are consistent with those supplied for COAG reporting from the ABS 2002 and 2008 National Aboriginal and Torres Strait Islander Social Surveys (NATSISS). The 2012-13 NATSIHS collected other information that can be analysed in conjunction with dwelling condition.

Accessibility See Australian Aboriginal and Torres Strait Islander Health Survey: First Results, 2012-13 (cat. no. 4727.0.55.001) for an overview of results from the NATSIHS component of the AATSIHS. Other information is available by request or by applying and paying subscription for access to the Australian Aboriginal and Torres Strait Islander Health Survey. Detailed conditions and other health data, 2012-13 Microdata products (cat. No. 4715.0.30.001).

Interpretability Information to aid interpretation of the data is available from the Australian Aboriginal and Torres Strait Islander Health Survey: Users' Guide, 2012-13 on the ABS website.

Data Gaps/Issues Analysis

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

- Caution should be used when comparing data with data reported for PH, SOMIH and CH. Data are reported from the ABS National Aboriginal and Torres Strait Islander Survey as ICH is not covered and collected in the NSHS.

Net recurrent cost per dwelling

Net recurrent cost per dwelling — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for Public housing
Measure (computation)	Numerator: Net recurrent costs Denominator: The total number of public housing dwellings Computation: Net recurrent costs divided by the total number of public housing dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: • Variations in scope and/or definitions between administrative systems. • Variations in how programs operate across jurisdictions; and • Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.
Accuracy	There may be some accuracy issues with the data collected as new information systems are commissioned.
Coherence	Coherence over time has been affected by the following, and makes comparisons over time potentially misleading: • Changes to the scope of the collection over time preventing comparisons between years. • Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes. • Data have been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
Accessibility	Data are reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issue	The Steering Committee notes the following key data gaps/issues: Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show

variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Net recurrent cost per dwelling — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for SOMIH
Measure (computation)	Numerator: Net recurrent costs Denominator: The total number of SOMIH dwellings Computation: Net recurrent costs divided by the total number of SOMIH dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: • Variations in scope and/or definitions between administrative systems. • Variations in how programs operate across jurisdictions; and • Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2014-15.
Accuracy	There may be some accuracy issues with the data collected arising from information systems changes.
Coherence	Coherence over time has been affected by the following, and makes comparisons over time potentially misleading: • Changes to the scope of the collection over time preventing comparisons between years. • Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes • Data have been affected by different issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues	The Steering Committee notes the following key data gaps/issues: • Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Net recurrent cost per tenancy — Community housing

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

Indicator definition and description

Element Output – efficiency

Indicator *Net recurrent cost per tenancy for community housing*

Measure (computation) Numerator: Total net recurrent costs for year ending 30 June 2014

Denominator: Total number of tenancy (rental) units at 30 June 2014

Data source Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment See 'Data collections' data quality information (Page 3).

Relevance Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Timeliness Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013–14.

Accuracy Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The measure involves the division of annual net recurrent costs by a count of tenancy rental units at 30 June. Care is required when interpreting results due to stock flows and changes in occupancy status within the financial year.

There are some accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and,
- data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were not reported.

Specific State/Territory issues are:

- Tasmania
  - Due to data quality issues, data for net recurrent costs are not available.

Coherence Comparisons across reporting periods, jurisdictions and other social housing sectors may be affected by variability in the programs reported in the community housing data

collection by different state and territory governments, and in survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

South Australia

- The large increase in total net recurrent costs coincided with a rise in administrative expenses related to staffing and supplies.
- Western Australia
- During 2013-14, two CHOs provided additional services in addition to tenancy management. This resulted in an overall increase in total net recurrent costs
- Tasmania
- Due to data quality issues, data for recurrent costs are not available

Australian Capital Territory

- Care is advised when reviewing financial data and the total tenancy rental units it pertains to. Net recurrent costs and the number of tenancy rental units it relates to, includes administration costs for organisations registered under the community housing regulatory framework some of whom are not required to report other data for the national community housing data collection. From 2011-12 to 2013-14, the total number of ACT tenancies used to calculate this indicator includes organisations reporting under the regulatory framework.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

< http://meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

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

< meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.

Net recurrent cost per dwelling — Indigenous community housing

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

Indicator definition and description

Element Output – efficiency

Indicator *Net recurrent cost per dwelling* for ICH

Measure (computation) Numerator: Net recurrent costs

Denominator: The total number of permanent dwellings managed by funded Indigenous Community Housing Organisations (ICHOs).

Computation: Net recurrent costs divided by the total number of permanent dwellings managed by funded ICHOs.

Data source/s Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment See 'Data collections' data quality information.

Relevance ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.

Timeliness Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.

Accuracy There are known accuracy issues with the data collected.

- This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member.
- Care should be used when comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.
- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Aboriginal and Torres Strait Islander households for which household groups and dwelling details are known.
- Where the coverage of the data relating to a performance indicator is less than 95 per cent in a jurisdiction or at the national level, details of the coverage are provided.
- Completeness coverage:
- New South Wales: 55 per cent
- Victoria: 87 per cent

Specific State/Territory issues:

- New South Wales
- Data for recurrent expenses does not reflect the whole sector. It consists of $6.1 million spent by funded aboriginal housing providers that provided data as at 30 June 2014 and $27.6 million spent by AHO as recurrent expenses on the Aboriginal community housing sector.
- Queensland
- The increase in the number of dwellings transitioning to the department for tenancy

management has contributed to an increase in maintenance work and the recurrent expenditure.

Coherence

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

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, in 2009-10, the scope of the ICH collection was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2013-14), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time prevent comparisons between years. Largely, restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

- New South Wales:
- In the 2012-13 collection, the ICH sector reported data from Aboriginal Community Housing Providers that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from Aboriginal Community Housing Providers (ACHPs) that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) program, which was previously managed by the Commonwealth. Thus, care is advised when comparing data with earlier reference periods.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/236882).

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

Data Gaps/Issues Analysis

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

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

Occupancy rates

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

Indicator definition and description

Element

Output – efficiency

Indicator

Occupancy rates for public housing, SOMIH, mainstream community housing and ICH.

Measure (computation)

Definition: Proportion of dwellings that are occupied

Numerator: Number of dwellings that are occupied.

Denominator: Total number of dwellings

Computation: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.

Data source/s

Public housing and SOMIH

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (conducted by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment

See 'Data collections' data quality information.

Relevance

Public housing and SOMIH:
The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed is by the State Housing Authority or by a specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Occupancy status is not available for all tenancy rental units. Only tenancy rental units with complete information have been included in the calculation.

Indigenous community housing:

ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and

Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people. All data items exclude dwellings managed by unfunded organisations unless specified otherwise (for example D1b - number of dwellings managed by funded and unfunded ICHOs; and D19b - number of funded and unfunded ICHOs).

Timeliness

Data are collected annually, for the financial year ending 30 June.

Public housing, SOMIH and mainstream community housing

Data are reported as at 30 June. The most recent data available are for reporting are at 30 June 2015.

Indigenous community housing

The reference period for this indicator for ICH is at 30 June 2014, based on the 2013-14 data collection.

Accuracy

There are accuracy issues with the data collected.

Public housing and SOMIH
The administrative data sets from which this collection is drawn have inaccuracies to varying degrees across jurisdictions, including missing data, out-of-date data and data coding or recording errors;

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them;

The community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and

Not all organisations capture and report occupancy status – data may not be collected and reported in a manner fully consistent with national data definitions

Specific State/Territory issues:

New South Wales

- From 2013-14, unit record level data was provided. Some providers have reported incomplete tenancy data, resulting in occupancy rates being understated.

Northern Territory

- Unit record level data is not collected. The jurisdiction imputes this data and reports that all tenantable rental units are occupied.

Western Australia

- During 2014-15, 102 lodging house rooms with in an organisation were used as crisis accommodation. This resulted in a decline in the occupancy rate.

Indigenous community housing
Complete data was not available for all dwellings or ICHOs in every jurisdiction, and so may not fully reflect the entire funded portion of the jurisdiction. To compensate for poor coverage, the denominator only includes households for which household groups and dwelling details are known.

The coverage rates of ICHOs for jurisdictions where coverage is less than 95 per cent are

- Victoria: 87 per cent.

Specific State/Territory issues:

Northern Territory

Information related to occupancy is not reported for ICH.

Western Australia

- Any improvements to the reliability of data have been attributed to the implementation of the National Partnership Agreement on Remote Indigenous Housing (NPARIH). This is an initiative designed to improve the quality of data collected

Coherence

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

Mainstream community housing

Data for individual jurisdictions may not be comparable across reporting periods, nor with other social housing sectors due to differences in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

Indigenous community housing

Data is collected from ICHOs using a survey collection tool. Not all ICHOs respond to the request for data each year. Variabiliity in the ICHOs that provide data each year may affect coherence.

New South Wales

- Number of funded ICHOs refers to housing agencies that receive funding from an Aboriginal Housing Organisation (AHO). In previous reporting periods, in-scope providers were those registered with an AHO, regardless of their funding status

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/236882).

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- ICH data for this indicator are affected by poor coverage and the un-reported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used comparing data across or between jurisdictions, because aggregate data are sourced from jurisdictions' own data systems and may vary in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Turnaround time

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

Indicator definition and description

Element	Output – efficiency
Indicator	*Turnaround time* for public housing and SOMIH
Measure (computation)	Definition: The average time taken to rent housing stock through normal processes. Numerator: Total number of days that dwellings were vacant. Denominator: Total number of vacancy episodes Computation: calculated separately for public rental housing and SOMIH and expressed in days. Some vacancy episodes are excluded from the calculation of this indicator.
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information.
Relevance	The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of reference period. The indicator is measured as the total number of days that dwellings were vacant for the year ending 30 June, divided by the total number of vacancy episodes for the year ending 30 June.
Timeliness	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2016 are as at 30 June, 2015, which are the most recent available.
Accuracy	The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Jurisdictions have different data collection and reporting practices in a number of areas which limit data comparability across jurisdictions. Data are not comparable across jurisdictions as there is considerable variation across jurisdictions in the mix of dwellings included in the categories of vacancy and considerable variation in the length of vacancies in those categories. **Specific state/territory issues are:** SA was unable to provide the necessary variable(s) for the calculation of turnaround time. As a result, national level reporting of P10 is unavailable.
Coherence	Data may not be comparable to previous years due to differences in the accuracy and availability of the data over time. Turnaround time figures were unavailable for the Northern Territory in 2012-13 and for South Australia in 2013-14 and 2014-15. Please refer to the turnaround time indicator data quality statement for each year when comparing data across years. Data from 2011-12 are not comparable with earlier data as categories for recording vacancies changed. Turnaround times before 2011-12 were recorded as either 'normal' or 'not normal'. From 2011-12 five vacancy codes exist which provide a greater level of granularity and consistency across jurisdictions.
Accessibility	Annual data is reported in *Housing Assistance in Australia*, which is available publically on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system

	https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.
Interpretability	Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (http://www.aihw.gov.au/publication-detail/?id=60129543695). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues	The Steering Committee notes the following key data gaps/issues: • there are differences across jurisdictions in how vacancy episodes and reasons for vacancies are reported which limit data comparability across jurisdictions, and • this indicator is sensitive to a number of jurisdictional differences e.g. in stock profiles, policies on the maintenance of properties after they have been vacated, eligibility criteria and stock allocation policies, capital works and disability modification programs, outsourcing arrangements and legislative requirements e.g. covering abandoned goods policies.

Rent collection rate

Rent collection rate — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	*Rent collection rate* for Public housing
Measure (computation)	Definition: Total rent collected as a proportion of the rent charged
	Numerator: Total rent collected from public housing tenants for the year ending 30 June
	Denominator: Total rent charged for the year ending 30 June
	Computation: Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions.
	Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions.
	The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected.
	The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues	The Steering Committee notes the following key data gaps/issues: • Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.

Rent collection rate — SOMIH

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	*Rent collection rate* for Public housing
Measure (computation)	Definition: Total rent collected as a proportion of the rent charged Numerator: Total rent collected from public housing tenants for the year ending 30 June Denominator: Total rent charged for the year ending 30 June Computation: Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues	The Steering Committee notes the following key data gaps/issues: • Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.

Rent collection rate — Community housing and ICH

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

Indicator definition and description

Element

Output – efficiency

Indicator

Rent collection rate for ICH

Measure (computation)

Definition: Total rent collected as a proportion of the rent charged

Indigenous community housing

Numerator: Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June

Denominator: Total rent charged by funded ICHOs for the year ending 30 June

Computation: Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.

Mainstream community Housing

Numerator: Total rent collected by funded Community Housing Organisations (CHOs) for the year ending 30 June

Denominator: Total rent charged by funded CHOs for the year ending 30 June

Computation: Total rent collected by funded CHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.

Data source/s

Indigenous community housing

Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Mainstream community housing

Data are provided annually to AIHW by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment

See 'Data collections' data quality information (Page 3).

Relevance

Indigenous community housing

ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.

Mainstream community housing:

Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of the reference period; however due to the jurisdiction-specific inclusions and exclusions the data does not

conform well in terms of scope and coverage.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Indigenous community housing

Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.

Mainstream community housing

Data are collected annually, for the financial year ending 30 June. The mainstream community housing data reported in RoGS 2016 are as at 30 June, 2015, which are the most recent available.

Accuracy

Indigenous community housing

There are known issues with the accuracy of data collected:

- This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member.
- Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.
- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Aboriginal and Torres Strait Islander households for which households groups and dwelling details are known.
- Where the coverage of the data relating to a performance indicator is less than 95 per cent in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 88 per cent
- Victoria: 87 per cent

Specific State/Territory issues:

Queensland

- Rent data is extracted from internal financial systems or based on local councils' quarterly reports and is not collected From ICH providers for dwellings they own and manage.

South Australia

- Data on rent charged to tenants is unavailable.

Mainstream community housing

The administrative data and survey data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Coherence

Indigenous community housing and mainstream community housing

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

Indigenous community housing

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection in 2009¬–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years

but not in 2010–11), only ICHO and dwelling numbers are reported.

- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time are preventing comparisons between years. Largely restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

New South Wales

- From 2012-13, the ICH sector reported data from Aboriginal Community Housing Providers (ACHPs) that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from ACHPs that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and who provided data as at June 2013.
- In 2012-13, rent collected was based on 'Approved providers' only. NSW Aboriginal Housing Authority undertook a major reform process – Build and Grow. ICHOs that participated in this process were separated into two categories: approved providers and head leased providers. Prior to 2012-13, rent collected was based on both 'Approved providers' and 'head leased providers'. For the 2013-14 collection period, data were provided by organisations that were either approved providers or head leased.

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. From 2009-10 Victoria reported on an additional 18 agencies assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Thus, care is advised when comparing 2013-14 data with earlier reference periods.

South Australia

- Data for the calculation of rent collection rate were unavailable for the 2013-14 collection period

Northern Territory

- Rent collection rate could not be calculated for the 2013-14 collection period

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/236882).

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included.
- ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Amenity/Location

Amenity

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

Indicator definition and description

Element

Output – effectiveness – quality

Indicator

Amenity for public housing (PH), community housing (CH) and State Owned and Managed Indigenous Housing (SOMIH)

Measure (computation)

Definition: The proportion of all tenants who said that an amenity was important to their household and met their household needs, summed across all eight amenities.

Numerator: Number of tenants who said the amenity aspect is important and meets their needs.

Denominator: Number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs).

Computation: Number of tenants who said the amenity aspect is important and meets their needs divided by number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.

Data source/s

AIHW

A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.

Data Quality Framework Dimensions

Institutional environment

See 'Data collections' data quality information.

Relevance

The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.

Timeliness

Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).

The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all

other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.

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

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (1.3 per cent for PH; 0.4 per cent for SOMIH; 1.3 per cent for CH), however the number of missing cases varies for each feature (see table below).

Missing data (proportion)	PH	SOMIH	CH
Importance			
Size of home	7.3	2.1	5.5
Number of bedrooms	9.4	3.3	8.1
Modifications for special needs	10.0	2.6	8.3
Easy access and entry	6.3	1.9	5.9
Car parking	6.2	1.4	4.7
Yard space and fencing	5.6	1.2	5.1
Privacy of the home	5.8	1.8	4.6
Safety and security within the home	5.2	1.6	3.9
Safety and security outside of the home within the neighbourhood	4.2	1.1	4.1
Energy efficiency	4.8	1.2	4.3
Water efficiency	4.7	1.4	4.3
Thermal comfort	5.5	1.9	4.8
Meets needs			
Size of home	8.4	2.6	7.6
Number of bedrooms	12.5	3.5	11.0
Modifications for special needs	10.7	5.8	10.4
Easy access and entry	9.7	3.5	8.1
Car parking	8.8	3.5	7.7
Yard space and fencing	8.4	2.6	8.4
Privacy of the home	9.5	3.8	8.4

Safety and security within the home	9.4	3.0	8.1
Safety and security outside of the home within the neighbourhood	8.1	2.6	7.6
Energy efficiency	8.6	3.6	7.9
Water efficiency	8.2	3.8	7.6
Thermal comfort	8.0	2.9	7.3

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

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

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

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

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
CH		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%

WA	361	37.1%
TAS	300	29.2%
SOMIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

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

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

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5,350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

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

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

Sampling error

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

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

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

Interpretability

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component.

Location

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

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	*Location* for public housing, community and SOMIH
Measure (computation)	Definition: The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects Numerator: Number of tenants who said the location aspect is important and meets their needs Denominator: Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) Computation: Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.
Data source/s	AIHW A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMICH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information.
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland). The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all

other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.

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

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Only a small proportion of tenants did not provide a response to any of the questions relating to location (1.5 per cent for PH; 0.5 per cent for SOMIH; 1.7 per cent for CH), however the number of missing cases varies for each facility/service (see table below).

Missing data (proportion)			
Importance			
Shops and banking facilities	3.3	1.2	3.1
Public transport	4.3	1.5	4.3
Parks and recreational facilities	6.6	2.3	5.4
Emergency services, medical services and hospitals	3.8	1.4	3.5
Child care facilities	8.0	2.3	7.3
Education and training facilities	7.6	1.8	7.0
Employment or place of work	7.6	2.2	6.6
Community and support services	5.8	1.6	5.4
Family and friends	4.9	1.7	4.7
Meets needs			
Shops and banking facilities	6.9	2.9	6.6
Public transport	7.7	4.8	7.5
Parks and recreational facilities	9.4	4.6	9.1
Emergency services, medical services and hospitals	7.8	3.7	7.8
Child care facilities	8.7	4.0	8.5
Education and training facilities	8.9	3.6	8.5
Employment or place of work	8.6	3.7	8.5
Community and support	8.2	3.5	8.1

services			
Family and friends	8.0	3.0	7.8

Response rates and contact rates

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

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

For the two SOMIH jurisdictions where respondents completed the survey face-to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
CH		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
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TAS	300	29.2%
SOMIH		

NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

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

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

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

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

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

Sampling error

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

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions). Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

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

Interpretability

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to-face component.

Affordability

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

Indicator definition and description

Element Outcome

Indicator The level of housing affordability for low income households of public rental housing, SOMIH and community housing

Measure (computation)

Definition: The proportion of rental households in the *National Housing Assistance Data Repository* (NHADR) for the relevant year, with equivalised gross household income at or below the bottom 40 per cent income quintile cut off for the ABS *Survey of Income and Housing*, that spend more than 30 per cent of that income on rent.

Numerator: Number of low income rental households spending more than 30 per cent of their equivalised gross household income on rent

Denominator: Total number of low income rental households

Computation: Calculated separately for public housing, SOMIH and community housing, and expressed as a percentage.

Low income households

- The ABS defines low income households as those households in the bottom 40 per cent of the equivalised disposable (gross income less taxes) household income distribution based on the *Survey of Income and Housing*. For this indicator, the AIHW identifies low income households by using equivalised ***gross*** household income data sourced from the AIHW's *National Housing Assistance Data Repository* and applying the bottom 40 per cent per cent quintile cut-offs from the equivalised gross household income distribution of the ABS *Survey of Income and Housing.* Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household.
- The 2015 low income cut-offs, provided by the ABS, are based on data from the 2013-14 Survey of Income and Housing (SIH). The ABS advised that the Australian Statistical Geography Standard (ASGS) 2011 was used in this survey for sample selection, weighting and output. This resulted in a break in time series at the sub-state level. The 2013-14 survey included Greater Capital City Statistical Area. Previous surveys used the Australian Standard Geographical Classification (ASGC).

Computation for numerator

Public housing and SOMIH:

(a) Household income is the gross household income; and

(b) Rental expenses is the amount of rent charged to the household;

Community housing:

(a) Household income is gross household income excluding CRA; and

(b) Rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance

Public housing, SOMIH and community housing:

The numerator is the count of households where (b) exceeds 30 per cent of (a).

Computation for denominator: count of all low income households with location, income and rental details known.

Data source/s

Public housing and SOMIH

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed Indigenous housing dwellings, households assisted and households on the waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey of community housing providers and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

ABS Survey of Income and Housing

Low income cut-offs were drawn from the 2013-14 ***ABS Survey of Income and Housing*** low-income cut-offs (that is, the 40th percentile of equivalised gross household incomes.

Data Quality Framework Dimensions

Institutional environment

See 'Data collections' data quality information (Page 3).

Relevance

Public housing and SOMIH:

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period; and

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding those managed by Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a Specialist Homelessness Services agency;

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting; and

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2016 are for the 2014-15 financial year.

Accuracy

There are some accuracy issues with the data collected:

Public housing and SOMIH

- The administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors;
- Not all data items required are available for all households and only households with complete information have been included in the calculation;
- Households where either income or rent charged equals zero are excluded;
- Income information is not current for some households not in receipt of a rental rebate; this may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent;
- Where disaggregation has resulted in small cell sizes within the data cells that could compromise confidentiality, the data in these cells have been suppressed to protect confidentiality; and
- There is a break in time series for the 2014-15 affordability indicators. The following three (3) factors contributed to this: new low income cut-offs, exclusion of Commonwealth Rent Assistance (CRA) from the rental stress calculation for SOMIH households who receive CRA, and removal of the 0.5% rounding in the rent ratio calculation.

State/Territory specific issues:

New South Wales.

From 2012, NSW only collects rent and income information from households when they apply for a subsidy; it is no longer collected or updated for tenants not seeking such assistance. In 2014-15, 29.2 per cent of SOMIH households (1,308) and 8.4 per cent of public rental households (8,837) were excluded from affordability calculations due to missing income information.

South Australia.

- SA does not collect gross income, and uses assessable income to estimate equivalised 'gross' income which is then used in determining low income status. In 2014-15, 19.4 per cent of SOMIH households (338) and 12.3 per cent of public rental households (4,643) were excluded from affordability calculations due to missing income information.

Victoria

- In 2014-15, Victoria excluded 12.7per cent of public rental housing households (8,026) from affordability calculations due to missing income information.

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information tabulated below was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Total Low income households	24,126	11,016	na	5,453	3,823	3,912	531	na	48,861
Excludes:									
Low income households with unknown gross income and rent details	20	30	na	11	2	13	15	na	91
Exclusions (%)	***0.08***	***0.3***	***na***	***0.2***	***0.05***	***0.3***	***2.8***	***na***	***0.2***

There are some accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- all jurisdictions have noted that there are inconsistencies in how the adjustment for CRA is applied by different organisations. Some organisations deduct CRA from rent (which is appropriate); others add CRA to gross income (this overstates rent as a proportion of income) and others fail to adjust for CRA altogether. Where CRA was added to gross income, rent will be overstated as a proportion of gross income; and the number of low income households could be understated, as gross income may incorrectly have been boosted past the bottom 40 per cent quintile cut-offs from the ABS Survey of Income and Housing. The impact of inappropriate CRA adjustments has not been quantified for any jurisdiction.
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- data about National Rental Affordability Scheme (NRAS) properties managed by some community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

State/Territory specific issues:

Western Australia

- Not all organisations capture and report data items consistently. While few organisations were unable to separate out financial data relating to CRA and rent, other organisations charge flat weekly rate irrespective of income. The flat fee charged is used as a proxy for rent. This is likely to affect the proportion of equivalised gross income spent on rent.

South Australia

- Updated accredited social housing management software has allowed organisations to separate out financial data relating to CRA and rent. This has improved data quality as the proportion of equivalised gross income spent on rent can now be calculated after rent is adjusted appropriately for CRA;

Coherence

Data cannot be fully compared with previous years as modifications in reporting methodology and improved compliance processes may have contributed significantly to changes observed between 2014-15 and prior years.

Public housing and SOMIH

State/Territory specific issues:

New South Wales.

- NSW stated that gross income data was non compatible therefore for the 2013-14 and 2014-15 collection periods, the assessable income data had been used. This is not in line with reporting definition.
- Data from 2009-10 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the jurisdiction. From 2010-11 onwards, organisations provide the unit record data to the jurisdiction. This has resulted in improved data quality;

Community Housing:

- Organisations and jurisdictions have progressively identified and corrected inconsistencies in how the adjustment for CRA is applied, and data across particular years may no longer be comparable (based on the timing of the correction). Depending on the methodology used in prior years, the number of low income households may have been understated (for example in years where CRA was added to gross income) or the proportion of gross income paid as rent may have been overstated (in years where CRA was not deducted from rent).
- The increased reporting of data for NRAS dwellings managed by community housing organisations is a factor contributing to an increase in the proportion of households paying more than 30 per cent as rent in community housing. As NRAS rents are at least 20 per cent below the market value rent, and community housing rents are set as a percentage of assessable income,NRAS market based rents may be higher. An increase in NRAS rental properties in CHO portfolios would explain higher proportions of household incomes being paid as rent.

Data for low income related indicators may not be comparable with previous years due to;

- A revision to the method used to calculate the proportion of income paid in rent, into categories. Previously, amounts of up to 0.5% above the cut-off for a category were artificially included in a lower category of rental stress than they were experiencing. From 2014-15, for example for a household where the proportion of income paid in rent = 20.4%, that household is now counted in the 'paying 20% or more' category;
- In addition to the above, new low income cut offs were applied to the current reporting period data leading (in isolation) to an artificial increase in the number of households falling into low income categories.

State/Territory specific issues:

Queensland:

- Affordable Housing Program data has been included for some organisations for the first time in 2013-14. This data was not available 2012-13.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Data cannot be compared with previous years due to a change in the definition of low income, with CRA no longer included in household income from 2010-11 onwards.
- This indicator defines low income households as those in the bottom 40 per cent of equivalised gross household income. They are not directly comparable to low income households defined using equivalised disposable income data (e.g., the primary measure which sources ABS data).

Public housing and SOMIH:

- the administrative data sets from which this indicator is drawn have inaccuracies to varying degrees including missing
- data, out-of-date data and data coding or recording errors. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in spending more than 30 per cent of income on rent.

Community Housing:

- a higher proportion of low income households may appear to be in rental stress as some providers cannot exclude CRA when rent data is provided. In these cases rent will be overstated as a proportion of gross income.

Match of dwelling to household size

Public housing, SOMIH, mainstream community housing and ICH.

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

Indicator definition and description

Element Outcome

Indicator *Match of dwelling to household size* for public housing, SOMIH, mainstream community housing and ICH.

Measure (computation) Definition: the proportion of households where dwelling size is not appropriate due to overcrowding.

Numerator: number of overcrowded households, calculated using the Canadian National Occupancy Standard (CNOS).

Denominator: the number of households.

Computation: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.

Data source/s **Public rental housing and SOMIH**

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2014-15 collection year.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. The latest data are for the 2012-14 collection year.

Data Quality Framework Dimensions

Institutional environment See 'Data collections' data quality information (Page 3).

Relevance **Public housing and SOMIH**

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Mainstream community housing

Community housing dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Indigenous community housing organisations, State Housing Authorities or Specialist Homelessness Service agencies). Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Indigenous community housing:

The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted. An ICHO is any Aboriginal and/or Torres Strait Islander organisation responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people; and

There were no in-scope ICHOs reported within the Australian Capital Territory within 2014-15.

Timeliness

Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2015 for public rental housing, SOMIH and mainstream community housing.

Indigenous community housing

Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14. Data are currently reported a year later than other housing data collections as some jurisdictions are unable to submit data within national reporting timelines.

Accuracy

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

Public rental housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recoding errors.

Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.

PH	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*
Total ongoing households	108,732	63,125	50,371	32,602	37,766	7,109	10,611	4,647
Excludes:								
Households for which bedroom or required bedroom details unknown	1,534	3,515	0	0	314	2	789	56
Exclusions as a % of total ongoing households	***1.4***	***5.6***	***0.0***	***0.0***	***0.8***	***0.0***	***7.4***	***1.2***

SOMIH	NSW	Vic	Qld	WA	SA	Tas
Total ongoing households	4,530	. .	3,242	. .	1,741	219
Excludes:						
Households for which bedroom or required bedroom details unknown	122	. .	0	. .	59	0
Exclusions as a % of total ongoing households	***2.7***	***. .***	***0.0***	***. .***	***3.4***	***0.0***

.. Not applicable.

State/Territory specific issues:

Victoria

- Victoria records individuals who live in more than one household, in both households (this may occur where care of dependants is shared between parents). This may result in an some duplication in the reported number of overcrowded households.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under-reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total ongoing households	26,220	13,111	11,199	6,410	5,701	5,956	574	301	69,472
Excludes:									
Households for which household and tenancy details unknown	2793	615	na	75	98	1,003	1	na	16,085
Exclusions (%)	***10.7***	***4.7***	***na***	***1.2***	***1.7***	***16.8***	***0.2***	***na***	***23.2***

Indigenous community housing

Overcrowding could not be determined for all households due to incomplete coverage of ICHOs and some household records not containing all the data required in this calculation.

Data were not available for New South Wales, South Australia, Tasmania and Northern Territory. Due to poor coverage, a national value is not provided.

Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. For Aboriginal and Torres Strait Islander households in SA, data is only reported for tenancies managed by the state housing authority and not those managed by ICHOs.

Completeness coverage:

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

- Victoria: 72 per cent

Coherence

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

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

From 2009-10, the CNOS has been used to calculate bedroom requirements. Prior to this the Proxy Occupancy Standard was used.

The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.

The use of the CNOS and change to a definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.

Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.

Mainstream community housing

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

State/Territory specific issues:

New South Wales:

Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHO's provide unit record data. Over time this will result in improved data quality.

Indigenous community housing

From 2009–10, overcrowding was only calculated for households assisted by ICHOs that received funding within the financial year, rather than both funded and unfunded ICHOs (as per earlier years).

Data for individual jurisdictions may not be comparable over time due to differences in the accuracy of individual annual data sets e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. These issues are documented in the data quality statements reported in the relevant edition of this report.

State/Territory specific issues:

Victoria

- From 2009–10 both Aboriginal Housing Victoria and ICHO activity are reported. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.

Queensland

- From 2012-13, missing household records are no longer imputed. Prior to 2012-13, this data was imputed based on the assumption that there was one household living in each permanent dwelling. Discontinuation of imputation has contributed to a decrease in the number of overcrowded households.

Western Australia

- For 2012-13, where only partial information was available, WA imputed the remaining information. This change in methodology contributed to increase in the number of households included in the calculation of overcrowding and may have contributed to decrease in the rate of overcrowding since 2011-12.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (http://meteor.aihw.gov.au/content/index.phtml/itemId/236882).

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

Data Gaps/Issues Analysis

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

Indigenous community housing:

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.
- In Queensland, since 2012-13, 19 ICH providers were counted as CH providers. However, for the next reporting period, these providers will be counted as ICH providers.

Customer satisfaction

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

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	*Customer satisfaction* for public housing, community and SOMIH
Measure (computation)	Definition: 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. Numerator: Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided. Denominator: Number of tenants who gave a valid answer to the satisfaction question. Computation: Number of tenants who said they were satisfied (very satisfied and satisfied) with overall housing assistance service provided divided by number of tenants who gave a valid answer to the satisfaction question multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH and expressed as a proportion.
Data source/s	AIHW A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The ICH sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland). The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014. Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.
Accuracy	**Missing data** Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A small proportion of tenants did not provide a response to the overall satisfaction question (2.5 per cent for PH; 1.4 per cent for SOMIH; 2.1 per cent for CH).

Response rates and contact rates

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

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

For the two SOMIH jurisdictions where the respondents completed the survey face–to–face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0 %
VIC	585	36.2 %
QLD	564	43.3 %
SA	619	45.5 %
ACT	504	24.7 %
WA	954	27.3 %
TAS	506	34.9 %
NT	509	27.3 %
CH		
NSW	1061	26.3 %
VIC	367	40.8 %
QLD	370	35.9 %
SA	354	32.8 %
ACT	124	24.0 %
WA	361	37.1 %
TAS	300	29.2 %
SOMIH		
NSW	501	53.0 %
QLD	500	64.3 %
SA	307	18.7 %
TAS	83	26.9 %

Scope and coverage

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

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

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

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

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

Sampling error

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

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error. Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

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

Interpretability

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

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out

survey (the same as the PH and CH components).

- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face–to- face component.

18 Homelessness services

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '18A' prefix (for example, table 18A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available from the website at www.pc.gov.au/rogs/2016.

This chapter presents data on government-funded specialist homelessness services and the people accessing these services. The chapter focuses on those services funded under the Council of Australian Governments (COAG) *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH). Homelessness services that do not receive government funding and other non-specialist homelessness services are not included in this Report.

Improvements to the reporting of homelessness services in this edition include explanatory material on intake and access to specialist homelessness services and how different service delivery models can affect performance measurement in this area.

All abbreviations used in the Report are available in a complete list in volume A: Approach to performance reporting.

18.1 Profile of homelessness services

Service overview

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

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

Much of the data provided in this Report have been sourced from specialist homelessness service providers through the Specialist homelessness services collection (SHSC), which commenced in 2011-12 and is conducted by the Australian Institute of Health and Welfare (AIHW) (box 18.1).

Box 18.1 Specialist homelessness services collection (SHSC)

SHSC data are collected by specialist homelessness agencies for all clients, and reported each month to the AIHW.

The data collected by agencies are based on support periods or episodes of assistance provided to individual clients. Data are collected about the characteristics and circumstances of a client when they first present at an agency, and on the assistance they receive, their circumstances at the end of each month and at the end of the support period. Data are also collected about people who request assistance from a specialist homelessness agency but do not receive an assessment of their needs, direct services or a referral to another service.

The scope of the collection is specialist homelessness agencies that are funded under the NAHA and the NPAH. Those agencies that are expected to participate in the SHSC are identified by State and Territory departments responsible for the delivery of services.

Source: AIHW (2015a).

Accessing homelessness services in Australia

Each State and Territory manages their own system for the assessment, intake, referral and ongoing case management of specialist homelessness services clients. These systems can be summarised into three broad categories.

- *Community sector funding and support* — The assessment of client needs and intake into services is managed by individual specialist homelessness service providers, consistent with State or Territory policies. Referral to other service providers is made if clients' needs are not able to be met by the initial provider. These systems may be

supported by a coordinating service. The coordinating service acts to link clients to local specialist homelessness service providers and may make an initial assessment of a client's needs (but they do not provide homelessness services directly).

- *Central information management* — The assessment of client needs, intake and referral is managed by any specialist homelessness service provider, via State and Territory central information management tools. The central information management system assists in the identification of appropriate services and indicates the availability/vacancy for services at all specialist homelessness service providers. Client information may be shared between providers upon referral (with client consent).
- *Central intake* — The assessment of client needs, intake and referral is managed by one or more 'central intake' agencies. Central intake agencies prioritise access to services and only refer clients as services and/or vacancies are available. Central information management tools may exist to share information between specialist homelessness service providers and central intake agencies.

Although presented as three distinct categories, these systems are representative of a spectrum of approaches jurisdictions may adopt to coordinate entry into specialist homelessness services. Table 18.1 summarises the intake and referral systems used by each jurisdiction, with an indication of which category they would most closely align.

These different service delivery models may affect measurement of specific performance indicators (box 18.3).

Table 18.1 **Jurisdictional homelessness intake and referral systems**

	System name	*Description*	*Category*[a]
NSW	No Wrong Door	Assessment and referral for homelessness services may be conducted by: 1) any specialist homelessness service provider; 2) the Link2home information and referral service; or 3) the NSW Domestic Violence Line. It is supported by a centralised service directory and vacancy management system.	Central information
Vic	Opening doors framework	An integrated assessment and referral system with a limited number of designated access points.	Central intake
Qld	Queensland Homelessness Information Platform	Assessment and referral for homelessness services is conducted by any specialist homelessness service provider. The information platform provides a consistent assessment, referral and prioritisation process.	Central information
WA	Entrypoint Perth	Provides information, assessment, and referral to specialist homelessness service providers in the metropolitan area.	Community sector funding and support
SA	Homeless 2 Home	Provides client assessment, intake, referral and ongoing case management system accessible to specialist homelessness service providers.	Central information
Tas	Housing connect	Client intake and referral is managed using a 'front door' model by two organisations at seven offices across the State and clients receive housing and/or homelessness assistance and are connected to support from five organisations for the duration of need. Referrals to and from crisis accommodation are made so that 'no wrong door' access is available to all people seeking housing and/or homelessness assistance. A shared information system streamlines the integrated Housing Connect model.	Central intake
ACT	First point	First point is the single intake and referral provider for the ACT.	Central intake
NT	Shelter me	ShelterMe is a directory of services for homeless Territorians.	Community sector funding and support

[a] The category provided is the most closely aligned to the jurisdictions intake and referral system. Each State and Territory's intake and referral system has its own characteristics.

Source: State and Territory governments.

Links between housing and homelessness services

Close links exist between homelessness services and other forms of housing assistance. The Housing and homelessness services sector overview (sector overview G) provides some information on the interconnections between these and other housing services. Interconnections between housing and homelessness services include:

- individuals and families may access both homelessness and housing services, as people can move from homelessness to social housing, or might be in receipt of homelessness services and accommodated in social housing. AIHW data linkage found that in NSW

and WA, 18 688 public housing tenants sought support from specialist homelessness services in the two years to 30 June 2013 (AIHW 2015b)

- community housing organisations may provide short-term and transitional accommodation and some specialist homelessness agencies provide long-term accommodation.

Information on housing services in Australia is reported in Housing (chapter 17).

Roles and responsibilities

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. To support the NAHA, a series of one- to three-year NPAHs have been negotiated between the Australian Government and State and Territory governments. The NPAH contributes to the NAHA outcome to help 'people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion' (COAG 2014). The NPAH outcomes are:

- fewer people will become homeless and fewer of these people will sleep rough
- fewer people will become homeless more than once
- people at risk of or experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation
- people at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing (COAG 2014).

As part of broader COAG reforms, the NPAH clarified that States and Territory governments are responsible for day to day delivery of services. It also established an agreed set of desired outcomes for homelessness services, focused on improving the delivery of services to prevent and respond to homelessness.

Funding

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, via the National Affordable Housing Specific Purpose Payment (for housing and homelessness services) and the NPAH (for housing and support services for people that are homeless or at risk of homelessness — matched equally between the Australian Government and State and Territory governments). Nationally, real recurrent funding was $29.93 per person in the population in 2014-15, though the amount of funding per person varied across jurisdictions (table 18A.4).

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for

2014-15 was $707 million (table 18A.3). Most of this expenditure (97.6 per cent) was funding provided to agencies to deliver services for people who are homeless or at risk of homelessness, while the remaining expenditure (2.4 per cent) was attributed to State and Territory governments' administration costs (table 18A.2).

Size and scope

Definition for population

Data on the prevalence of homelessness are sourced from the Australian Bureau of Statistics (ABS) (ABS 2012a). The ABS definition states that when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

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

In 2011, 105 237 people were estimated to be homeless on Census night (ABS 2012c). Under the ABS definition for homelessness, people living in in supported accommodation (as provided by specialist homelessness service providers) are counted as homeless — approximately 20 per cent of the homeless population in 2011.

The majority of homeless people in 2011 were 'persons living in severely crowded dwellings'[1] (39 per cent). Similar proportions of homeless people were staying temporarily in other households (17 per cent) and in boarding houses (17 per cent). Only 6 per cent of homeless people were in improvised dwellings, tents or sleepers out and 1 per cent were in other temporary lodgings on Census night.

Estimates of homelessness from the Census provide a point-in-time prevalence measure of homelessness and the characteristics of those who were likely to have been homeless. However, estimates of people who are homeless on Census night may be over- or under-estimated if the data collected about a person are not sufficient to be certain about whether or not they were homeless on Census night, or under-enumerated (not counted in the Census at all). Aboriginal and Torres Strait Islander people are more likely to be both under-enumerated and overrepresented in the homeless population (ABS 2012c).[2]

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

2 The Post Enumeration Survey is used to estimate for the under-enumeration of the Australian population in the Census. They survey only covers people in private dwellings at the time of the survey and so cannot be used to estimate under–enumeration of the homeless population in the Census (ABS 2012c).

Definition for services

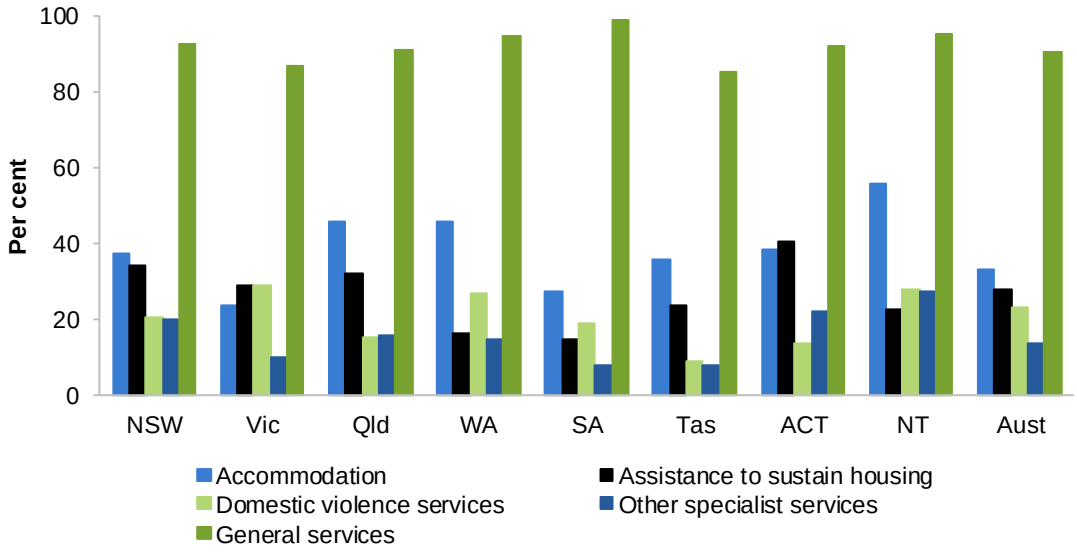
All clients of specialist homelessness services are either homeless or at risk of homelessness. Homeless status in the SHSC is determined by aligning as closely as possible with the ABS's statistical definition of homelessness (ABS 2012c). For 2014-15, 'homeless' status is derived for a client based on the client's housing circumstances at the beginning of their first support period in 2014-15 (or at the beginning of 2014-15 for clients who were existing clients on 1 July 2014). All other clients not meeting these criteria are considered to be at risk of homelessness (excluding clients who did not provide sufficient information to make this assessment).

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

- improvised dwelling, or no shelter
- short-term temporary accommodation
- 'couch surfing' in a house, townhouse or flat with no tenure.

Nationally in 2014-15, specialist homelessness services agencies provided support to an estimated 255 657 people (table 18A.1). Specialist homelessness agencies can provide a number of services to clients in a single support period — across a range of support areas — including general services (provided to 90.7 per cent of clients), accommodation (33.3 per cent), assistance to sustain housing (27.8 per cent), and domestic violence services (23.1 per cent) (figure 18.1).

Figure 18.1 **Composition of support provided, all clients, 2014-15[a]**



[a] See table 18A.1 for detailed footnotes and caveats. See Definitions of key terms (section 18.5) for further details on the types of specialist homelessness services provided.

Source: AIHW (unpublished) Specialist Homelessness Services Collection, Australia; table 18A.1.

18.2 Framework of performance indicators

The performance indicator framework for government funded specialist homelessness services is based on shared government objectives for homelessness services delivered under the NAHA (box 18.2). The NAHA covers the areas of housing and homelessness services. Performance indicators reported in this chapter are aligned with homelessness services performance indicators in the most recent version of the NAHA, where relevant.

Box 18.2 Objectives for government funded specialist homelessness services

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

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

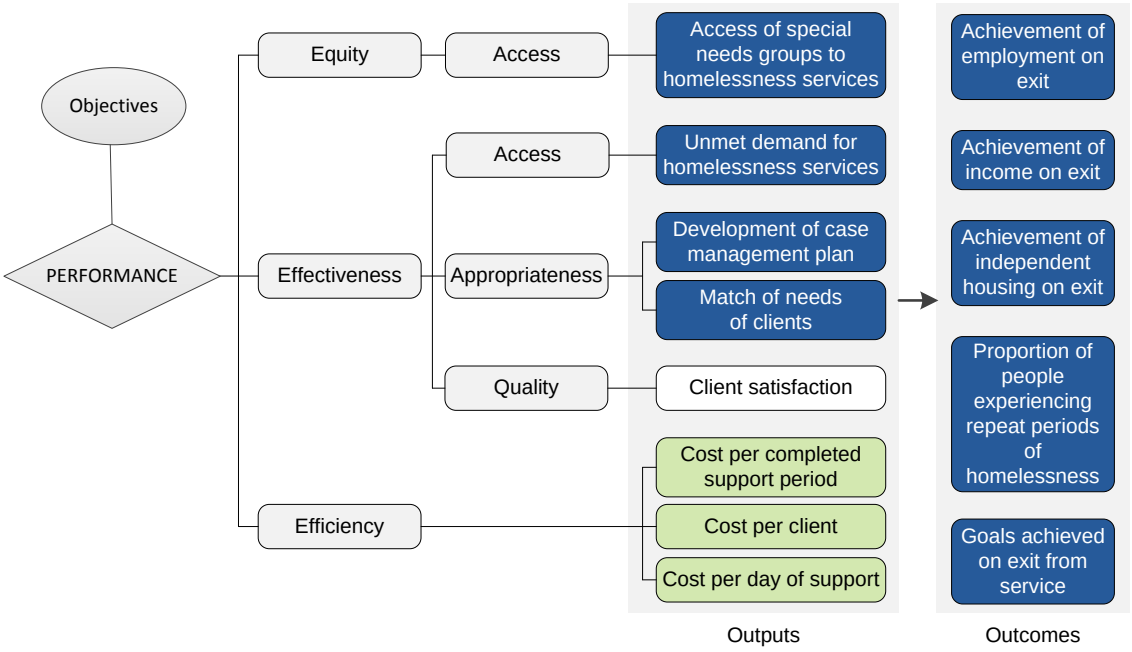
Source: COAG (2012a).

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of homelessness services (figure 18.2). The performance indicator framework shows which data are comparable in the 2016 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and completeness from a Report-wide perspective (section 1.6).

In addition to section 18.1, 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 (chapter 2).

For specialist homelessness services, the impact of the different service delivery models operating across jurisdictions also impacts selected performance measures (box 18.3).

Figure 18.2 Government funded specialist homelessness services performance indicator framework



Key to indicators*

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

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

Box 18.3 **Model of service delivery and performance measurement**

Specialist homelessness service providers across all jurisdictions provide information to the AIHW about all people and cases where assistance has been sought. The AIHW manages the collection to ensure that data are collected according to common definitions. However, the model of specialised homelessness service delivery operating within each jurisdiction can affect how and when particular activities are counted, which in turn affects measures of performance.

In particular, client intake and referral systems (see table 18.1 for a summary of the system operating in each jurisdiction) affect the following indicators:

- unmet demand for homelessness services (see box 18.5)
- development of an agreed case management plan (box 18.6)
- match of needs of clients (box 18.7).

Other service delivery approaches may also affect performance measurement. For example, the provision of short-term homelessness services (less than 24 hours) can affect measurement of the indicator: development of an agreed case management plan (box 18.6).

Source: State and Territory governments.

18.3 Key performance indicator results

Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of homelessness services.

Data quality information (DQI) is included where available for performance indicators in this 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. All DQI for the 2016 Report can be found at www.pc.gov.au/rogs/2016.

Outputs

Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5). Output information is also critical for equitable, efficient and effective management of government services.

Equity

Access of special needs groups to homelessness services

'Access of special needs groups to homelessness services' is an indicator of governments' objective to ensure that services are provided in an equitable manner to all special needs groups in the community, on the basis of relative need (box 18.4).

Box 18.4 Access of special needs groups to homelessness services

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

Disability for this indicator is defined as people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with disability accessing specialist homelessness services and the measure may underestimate the number of clients with disability who need support to access and maintain housing.

This indicator includes three measures:

- the number of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability whose demand for accommodation was met divided by the total number of clients whose demand for accommodation was met
- the number of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability whose demand for services other than accommodation was met divided by the total number of clients whose demand for services other than accommodation was met
- the representation of Aboriginal and Torres Strait Islander, non-MESC clients and people with disability in specialist homelessness services compared with their representation in the population.

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

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

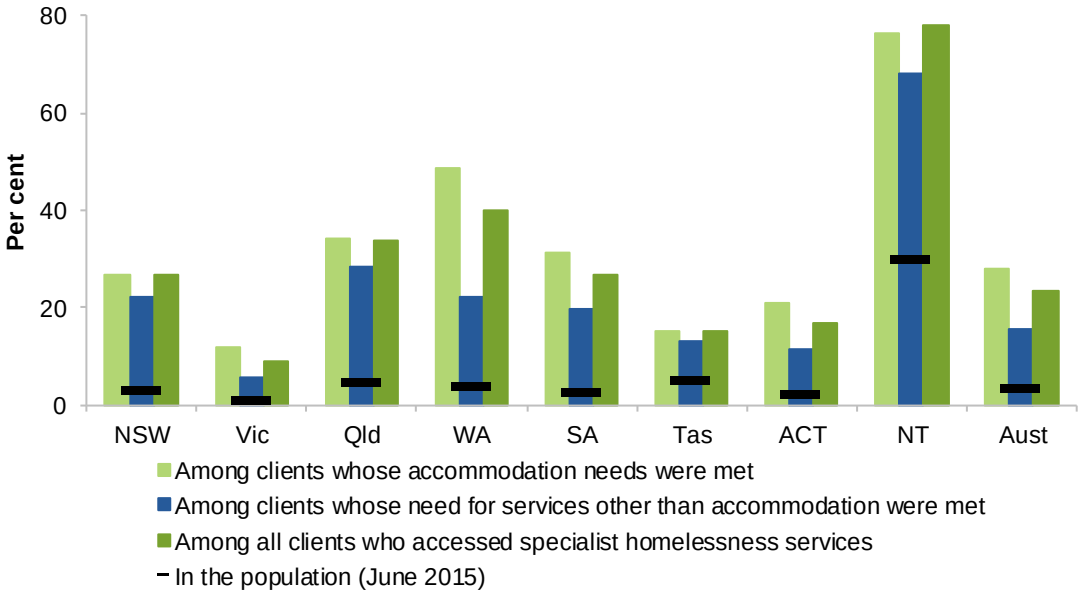
Data quality information for people with disability is at www.pc.gov.au/rogs/2016.

Access of special needs groups to homelessness services: Aboriginal and Torres Strait Islander people

In 2014-15, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (23.5 per cent) than their representation in the population (3.0 per cent) (figure 18.3).

Nationally, Aboriginal and Torres Strait Islander people made up 28.1 per cent of all clients whose needs for accommodation were met, and 15.4 per cent of all clients whose needs for services other than accommodation were met in 2014-15. These results varied across jurisdictions (figure 18.3).

Figure 18.3 **Proportion of clients who were Aboriginal and Torres Strait Islander clients, 2014-15[a]**



a See box 18.4 and tables 18A.5 and 18A.8 for detailed definitions, footnotes and caveats.

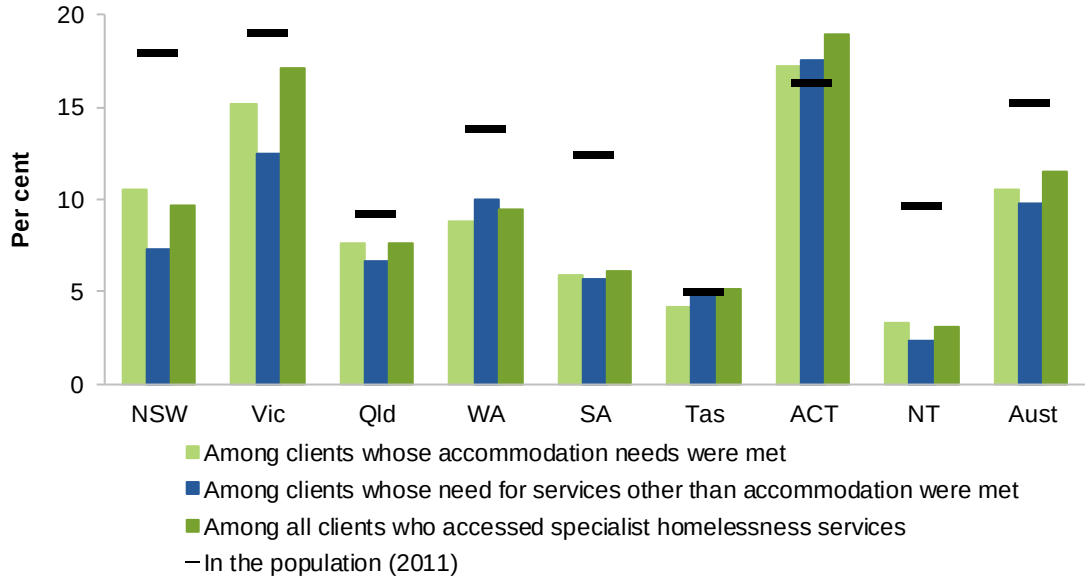
Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2014) *Australian Demographic Statistics, June 2014*, Cat. no. 3101.0; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; tables 2A.1, 2A.14, 18A.5 and 18A.8.

Access of special needs groups to homelessness services: people born in non-main English speaking countries

In 2014-15, people born in non-main English speaking countries had a lower representation amongst all people accessing specialist homelessness services (11.5 per cent) than this group's representation in the population at the last population census (15.1 per cent) (figure 18.4).

Nationally, people born in non-main English speaking countries made up 10.5 per cent of all clients whose needs for accommodation were met, and 9.8 per cent of all clients whose needs for services other than accommodation were met in 2014-15. These results varied across jurisdictions (figure 18.4).

Figure 18.4 **Proportion of clients who were people born in non-main English speaking countries, 2014-15[a,]**



a See box 18.4 and tables 18A.6 and 18A.8 for detailed definitions, footnotes and caveats.

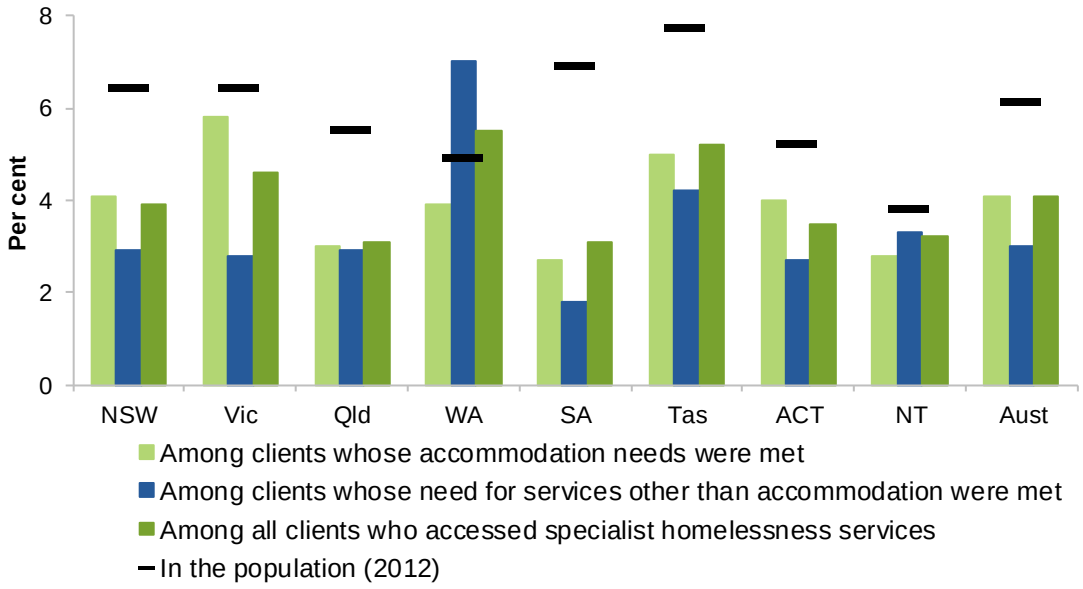
Source: AIHW (unpublished) Specialist Homelessness Services Collection, Australia; ABS (2012), *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001.0; tables 2A.8, 18A.6 and 18A.8.

Access of special needs groups to homelessness services: people with disability

In 2014-15, people with disability had a lower representation amongst all people accessing specialist homelessness services (4.1 per cent) than their representation in the population (as measured in the ABS 2012 Survey of Disability, Ageing and Carers) (6.1 per cent) (figure 18.5).

Nationally, people with disability made up 4.1 per cent of all clients whose needs for accommodation were met, and 3.0 per cent of all clients whose needs for services other than accommodation were met in 2014-15. These results varied across jurisdictions (figure 18.5).

Figure 18.5 **Proportion of clients who were people with disability, 2014-15[a]**



a See box 18.4 and tables 18A.7 and 18A.8 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2013) *Disability, Ageing and Carers, Australia: Summary of Findings, 2012,* Cat. no. 4430.0; table 18A.7 and 18A.8.

Effectiveness

Access — Unmet demand for homelessness services

'Unmet demand for homelessness services' is an indicator of governments' objective to ensure all Australians have access to homelessness services (box 18.5).

Box 18.5 Unmet demand for homelessness services

Unmet demand for homelessness services occurs when a homeless person (or a person at risk of homelessness) seeks assistance from a specialist homelessness services provider, but cannot be provided with that assistance. It excludes: clients who received an assessment or a referral (unassisted requests for services), and; clients who received some form of assistance. Unmet demand is measured in reference to two broad service types:

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

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

Jurisdictions with some central intake models may record a low number of unassisted requests for services and a high number of clients with unmet need for services (see table 18.1 and box 18.3 for details). Data for these jurisdictions may not be directly comparable to data for other jurisdictions.

Data reported for these measures are:

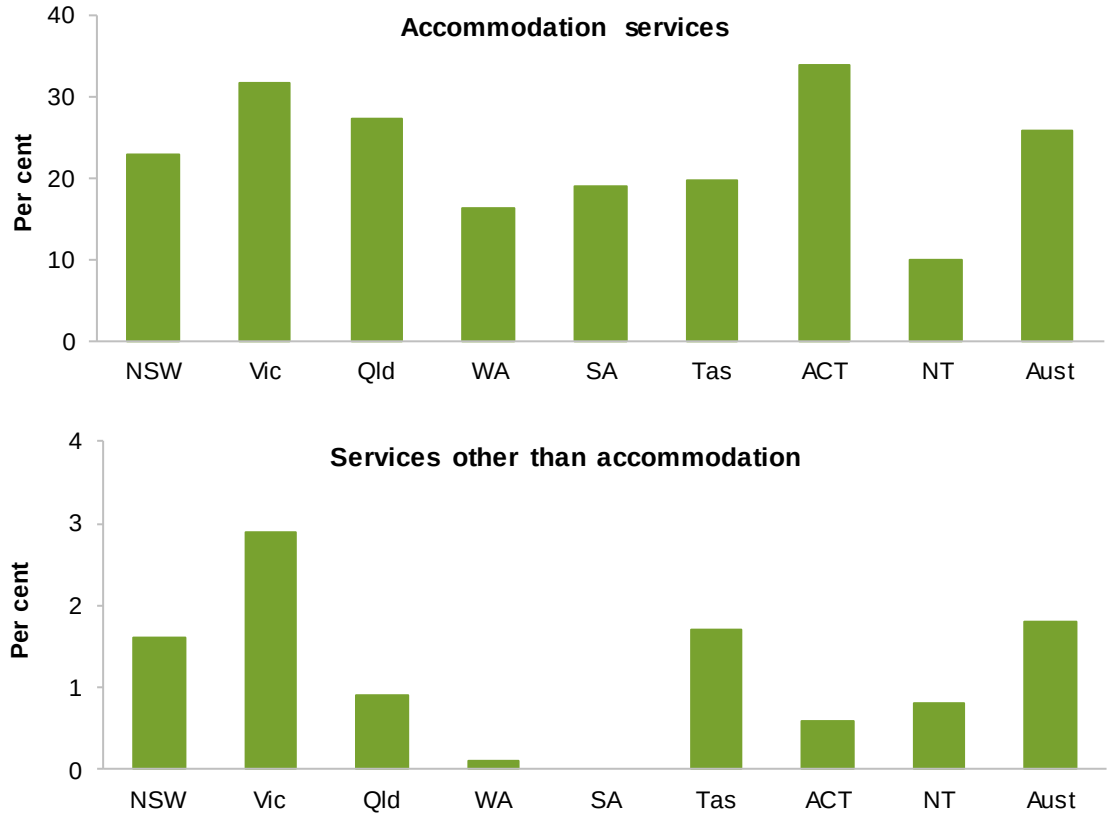
- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2014-15, clients with unmet need for accommodation accounted for 25.9 per cent of the total demand for accommodation (figure 18.6), compared with 24.0 per cent in 2013-14 (table 18A.10). On average in 2014-15, there were 221.7 unassisted requests for accommodation services a day nationally, a decrease from 291.7 in 2013–14 (table 18A.9).

Nationally, clients with unmet demand for services other than accommodation accounted for 1.8 per cent of the total demand for services other than accommodation in 2014-15 (figure 18.6). On average in 2014-15, there were 90.3 unassisted requests for services other than accommodation a day nationally (table 18A.9).

Figure 18.6 **Proportion of clients with unmet need for accommodation and services other than accommodation, 2014-15[a, b]**



a See box 18.5 and table 18A.10 for detailed definitions, footnotes and caveats. **b** Data for 'services other than accommodation' for SA are nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection*;* table 18A.10.

Appropriateness — Development of a case management plan

'Development of a case management plan' is an indicator of governments' objective to provide high quality services that are appropriately targeted to the needs of clients (box 18.6).

Box 18.6 Development of a case management plan

'Development of a case management plan' is defined as the number of closed support periods with an agreed case management plan divided by the total number of closed support periods. Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

A high or increasing proportion of support periods where clients have an agreed case management plan is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term, for example 24 hours, or in the case of jurisdictions with central intake agencies [see table 18.1 and box 18.3 for details]). In SA, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management, but only the one reported by the agency who leads the case management can be recorded as having a case management plan.

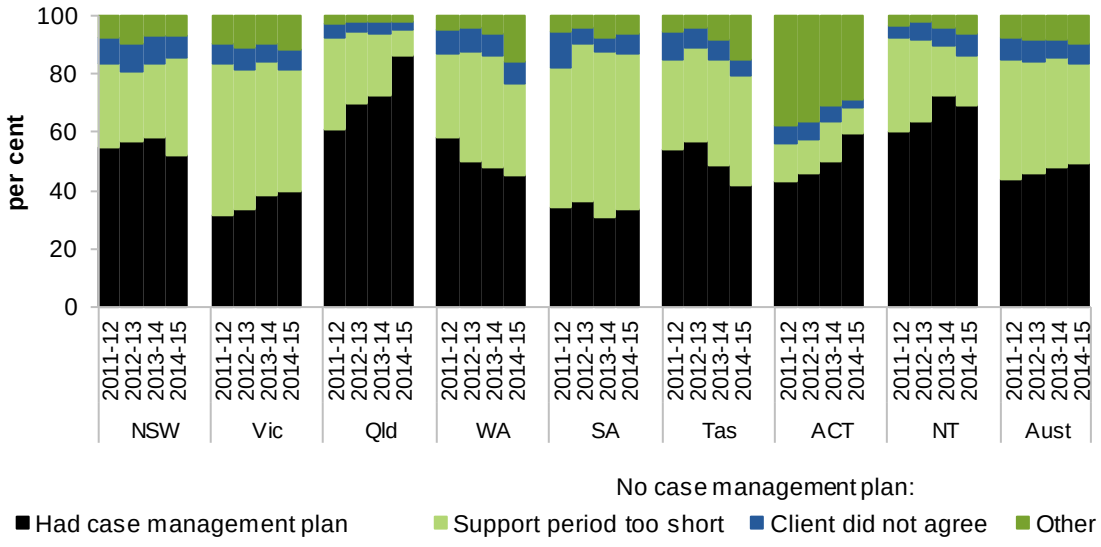
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally in 2014-15, there was an agreed case management plan for clients in 49.3 per cent of closed support periods (compared with 58.9 per cent of closed support periods for Aboriginal and Torres Strait Islander clients). These proportions varied across jurisdictions (figure 18.7 and tables 18A.11-12).

Figure 18.7 Proportion of closed support periods with an agreed case management plan, all clients[a]



[a] See box 18.6 and table 18A.11 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.11.

Appropriateness — Match of needs of clients

'Match of needs of clients' is an indicator of governments' objective to ensure that services meet clients' individual needs (box 18.7).

Box 18.7 **Match of needs of clients**

Clients who needed homelessness services

For all clients with closed support periods who needed homelessness services, match of needs of clients' is defined by the proportion of clients who were:

- provided with at least one homelessness service by the agency visited (and not referred) in at least one support period during the reference year
- provided with at least one homelessness service by the agency visited AND referred to another agency
- referred to another agency
- the proportion of clients who were not provided with homelessness services NOR were referred to another agency.

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

Young clients who needed education and/or training assistance

For young clients (aged 12–18 years) with closed support periods who needed education and/or training assistance, match of needs of clients' is defined by the proportion of clients who were:

- enrolled in formal study or training at the end of support.

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

Jurisdictions with some central intake models may record a relatively high number of clients with unmet need for services because all eligible clients receive an assessment but the provision or referral of service is determined by their level of need relative to other clients. See table 18.1 and box 18.3 for further details.

Data reported for these two measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Clients who needed homelessness services

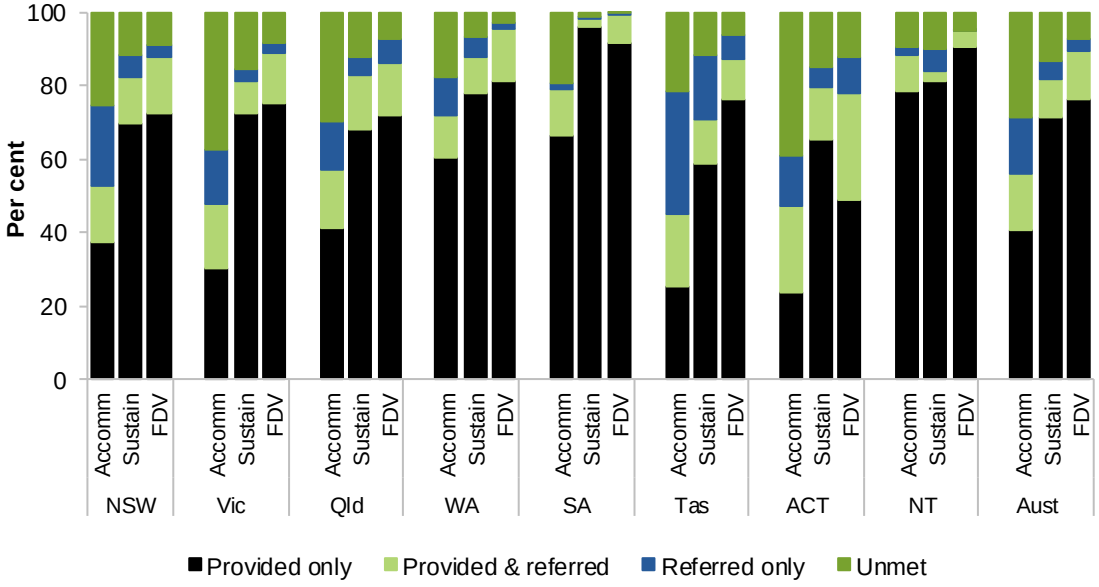
Nationally in 2014-15, the majority of clients with closed support periods needed accommodation or accommodation-related assistance (52.2 per cent) (table 18A.14). For clients seeking accommodation or accommodation-related assistance, agencies:

- directly provided, or directly provided and referred, 56.0 per cent of clients with a service
- referred to other organisations 15.2 per cent of clients
- did not provide or refer assistance to 28.8 per cent of clients (figure 18.8).

For other support needs, specialist homelessness agencies were able to directly provide assistance, or directly provide and refer assistance, to:

- 82.0 per cent of clients seeking to sustain tenure
- 89.7 per cent of clients seeking domestic and family violence-related assistance (figure 18.8).

Figure 18.8 **Support needs of all clients (closed support periods), 2014-15[a]**



Accom: Accommodation/accommodation related assistance. **Sustain:** Assistance to sustain tenure. **FDV**: Family/Domestic Violence assistance.

a See box 18.7 and table 18A.14 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.14.

Nationally in 2014-15, agencies were able to directly provide (or directly provide and refer) a greater proportion of Aboriginal and Torres Strait Islander clients with accommodation or accommodation-related assistance (67.5 per cent) compared to all clients (56.0 per cent) (table 18A.15).

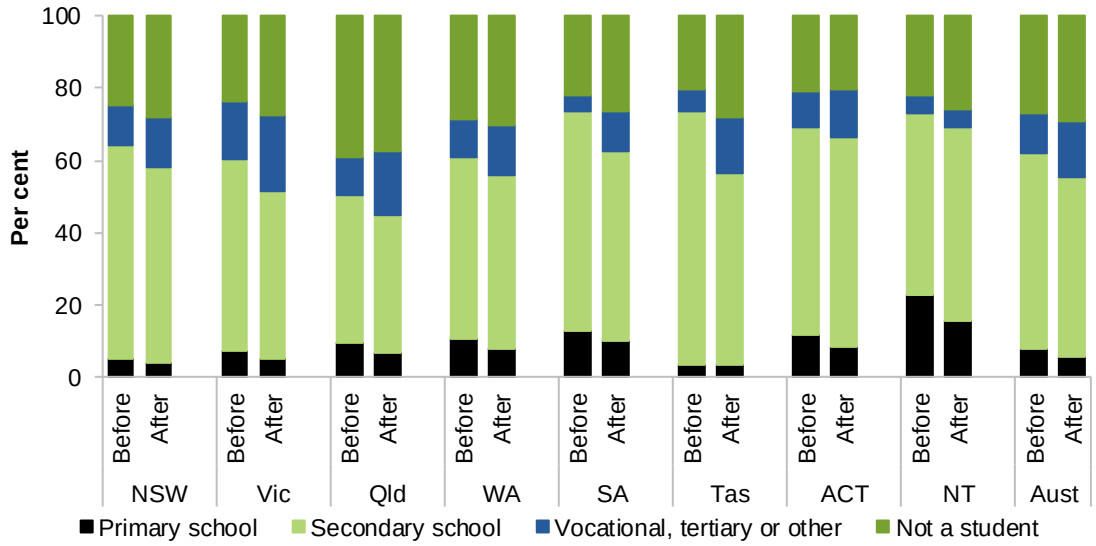
Data for clients born in non-main English speaking countries are in table 18A.16. Data from 2011-12 on the support needs of specialist homelessness service clients are included in tables 18A.13–16.

Young clients who needed education and/or training assistance

Nationally in 2014-15, of young clients who needed assistance to obtain or maintain education and/or training, 70.9 per cent were enrolled in formal study or training after support (figure 18.9), an increase of 4.4 percentage points from 66.5 per cent in 2011-12 (table 18A.17). Of the young clients who needed education or training assistance, the proportion who were enrolled in:

- vocational education/training increased from 6.5 per cent before support to 10.2 per cent after support
- secondary school decreased from 54.1 per cent before support to 49.4 per cent after support. These proportions varied across jurisdictions (figure 18.9).

Figure 18.9 **Young clients who needed education and/or training assistance, by educational enrolment status before and after support (closed support periods), 2014-15[a]**



a See box 18.7 and table 18A.17 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.17.

Quality — Client satisfaction

'Client satisfaction' is an indicator of governments' objective to provide high quality services that meet the needs of clients (box 18.8).

Box 18.8 Client satisfaction

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

This indicator and associated measures are under development.

Efficiency

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

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

Cost per completed support period

'Cost per completed support period' is an indicator of governments' objective to maximise the availability and quality of services through the efficient use of public resources (box 18.9).

Box 18.9 Cost per completed support period

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

A low or decreasing cost per completed support period may represent an improvement in efficiency, but may also indicate lower service quality, shorter support periods, service delivery across more agencies or changes in client need.

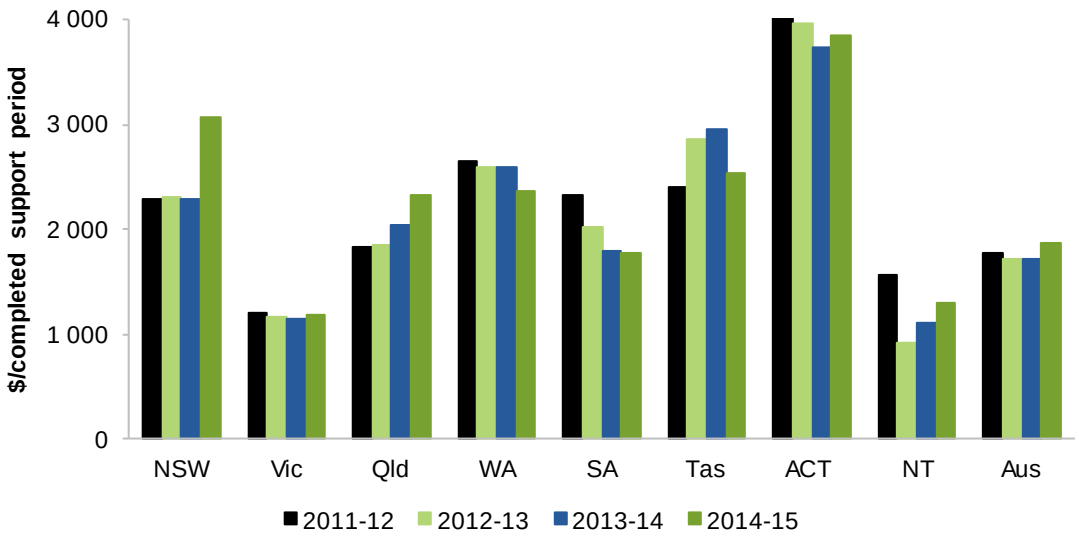
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per completed support period was $1864 in 2014-15 — an increase of 4.7 per cent from 2011-12 (figure 18.10).

Figure 18.10 **Real recurrent cost per completed support period, 2014-15 dollars[a]**



[a] See box 18.9 and table 18A.18 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 18A.18 and 18A.34.

Cost per client

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

Box 18.10 **Cost per client**

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

A low or decreasing cost per client may represent an improvement in efficiency, but may also indicate lower service quality or less complex client needs.

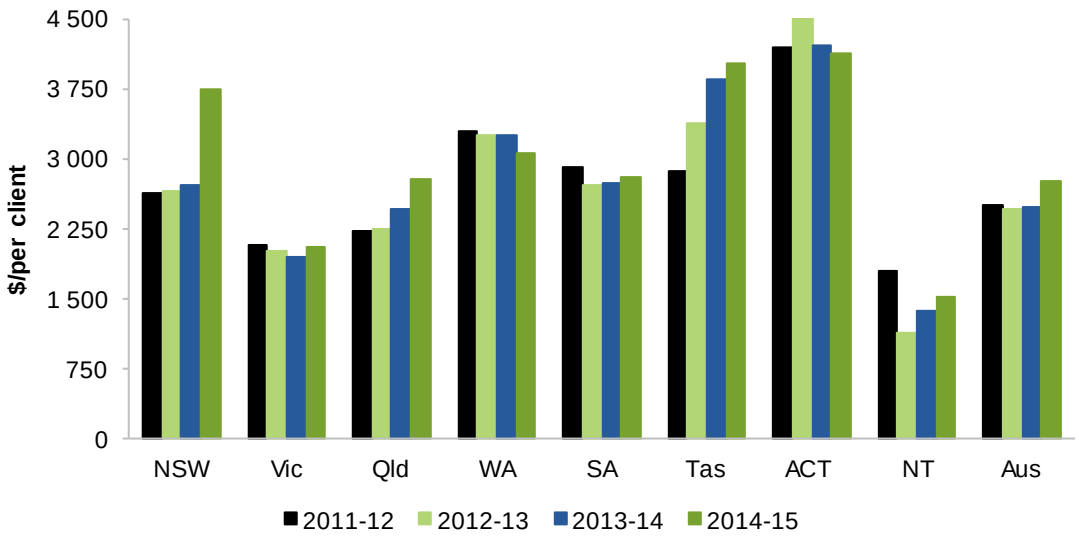
Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per client accessing homelessness services was $2766 in 2014-15 — an increase of 10.4 per cent from 2011-12 (figure 18.11).

Figure 18.11 **Real recurrent cost per client accessing homelessness services, 2014-15 dollars[a]**



[a] See box 18.10 and table 18A.19 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection*;* Australian, State and Territory governments (unpublished); tables 18A.19 and 18A.34.

Cost per day of support

'Cost per day of support' is an indicator of governments' objective to maximise the availability and quality of services through the efficient use of public resources (box 18.11).

Box 18.11 **Cost per day of support**

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

A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality, less complex client needs or longer waiting times for services.

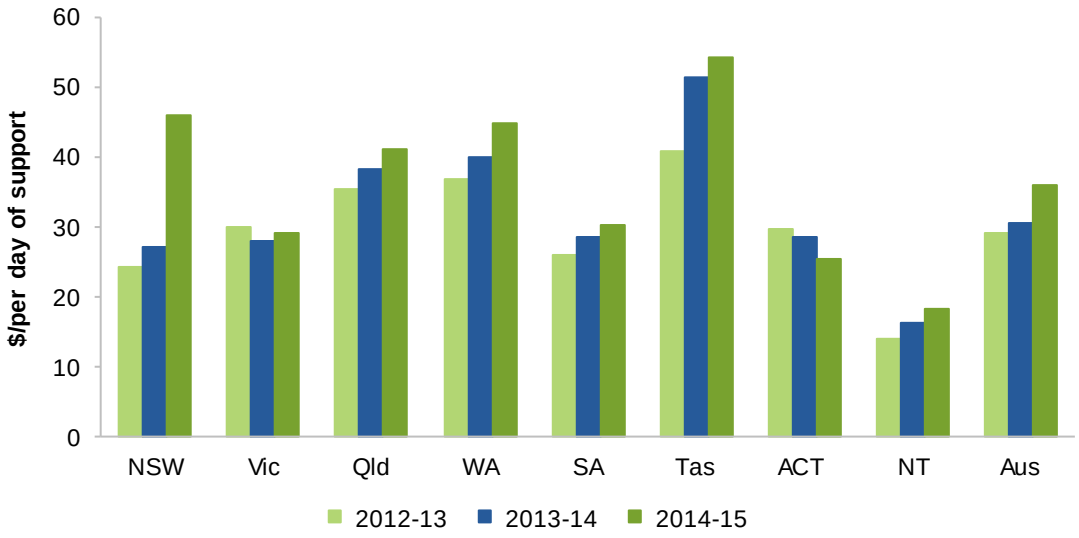
Data reported for this indicator are:

- comparable within jurisdictions for the current reporting period but are not comparable across jurisdictions
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Nationally, the recurrent cost per day of support for clients averaged $35.95 in 2014-15, compared with $29.16 in 2012-13, an increase of 23.3 per cent (figure 18.12).

Figure 18.12 **Real recurrent cost per day of support for clients, 2014-15 dollars[a]**



a See box 18.11 and table 18A.20 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 18A.20 and 18A.34.

Outcomes

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

An important outcome of homelessness services is clients' achievement of self-reliance and independence. Characteristics that may indicate whether clients can live independently include the:

- achievement of employment (workforce status)
- achievement of an income
- achievement of independent housing (housing status).

Achievement of employment on exit

'Achievement of employment on exit' is an indicator of governments' objective to enable clients to participate as productive and self-reliant members of the community at the end of their support period (box 18.12).

Box 18.12 **Achievement of employment on exit**

'Achievement of employment on exit' is defined by three measures, calculated as the proportion of clients (with closed support periods, aged 15 years and over) whose labour force status was 'employed' (full- or part-time) at the end of support, of those clients who on presentation had an:

- identified need for employment and/or training assistance
- identified need for employment and/or training assistance AND whose labour force status was 'unemployed'
- identified need for employment and/or training assistance AND whose labour force status was 'not in the labour force'.

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

Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

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

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is under development.

Total clients with identified need for employment and/or training assistance at presentation

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2014-15, 19.1 per cent were employed either part-time or full-time after support, compared with 10.9 per cent before support. Amongst those employed after support, 6.0 per cent were employed full-time and 12.3 per cent were employed part-time after support (figure 18.13).

Figure 18.13 **Proportion of clients who needed employment and/or training assistance, by full/part-time employment status before and after support (closed support periods), 2014-15[a, b]**

a See box 18.12 and table 18A.21 for detailed definitions, footnotes and caveats. **b** Data for 'employed full-time before support' for Tasmania are nil or rounded to zero.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.21.

Nationally, of those Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2014-15, 12.5 per cent were employed either part-time or full-time after support, compared with 5.7 per cent before support. Amongst those employed after support, 4.7 per cent were employed full-time and 7.3 per cent were employed part-time after support (table 18A.22).

Clients with an identified need for employment and/or training assistance and were unemployed or not in the labour force at presentation

Nationally in 2014-15, for those clients who were unemployed before support, 14.0 per cent were employed after support (5.1 per cent employed full-time and 8.9 per cent employed part-time), an increase from 11.7 per cent in 2013-14 (figure 18.14). Whilst for those clients who were not in the labour force before support, 9.9 per cent were employed after support (2.4 per cent employed full-time and 7.5 per cent employed part-time) (table 18A.23).

Figure 18.14 **Proportion of clients in employment after support, who were unemployed before support (closed support periods), 2014-15[a, b]**

a See box 18.12 and table 18A.23 for detailed definitions, footnotes and caveats. **b** Data are nil or rounded to zero for SA in 2011-12 and Tasmania for 2012-13

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.23.

Achievement of income on exit

'Achievement of income on exit' is an indicator of governments' objective to enable clients to participate independently in the community at the end of their support period (box 18.13).

Box 18.13 **Achievement of income on exit**

'Achievement of income on exit' is defined as the proportion of clients (with closed support periods aged, aged 15 years and over) who had an income source at the end of support, of those clients who had an identified need for income assistance at presentation.

This indicator compares these clients' income status before and after they received support.

Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

Holding other factors constant, a high or increasing proportion of clients that have achieved an income on exit from homelessness services is desirable.

Data reported for these measures are:

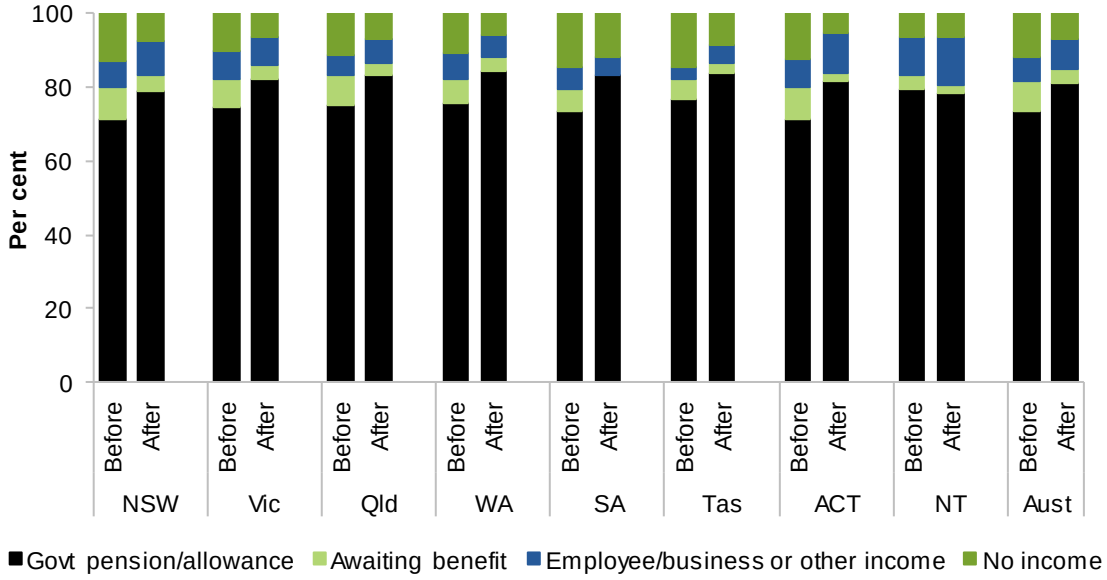
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2013-14 data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally, of clients who needed income assistance when entering homelessness services in 2014-15, 92.9 per cent had an income source after support, compared with 93.6 per cent in 2013-14 (table 18A.24). The main sources of income after support were:

- a government pension/allowance — which increased from 73.7 per cent before support to 81.3 per cent after support
- employee/business income — which increased from 5.9 per cent before support to 7.2 per cent after support. Proportions varied across jurisdictions (figure 18.15).

Figure 18.15 **Proportion of clients who needed income assistance, who had an income source after support (closed support periods), by income source, 2014-15[a]**



[a] See box 18.13 and table 18A.24 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.24.

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2014-15, 93.6 per cent had an income source after support, compared with 94.9 per cent in 2013-14 (table 18A.25). The main sources of income after support were:

- a government pension/allowance — which increased from 81.3 per cent before support to 87.3 per cent after support
- employee/business income — which increased from 3.6 per cent before support to 3.8 per cent after support (table 18A.25).

Achievement of independent housing on exit

'Achievement of independent housing' is an indicator of governments' objective to enable clients to participate as productive and self-reliant members of society at the end of their support period (box 18.14).

Box 18.14 **Achievement of independent housing on exit**

'Achievement of independent housing on exit' is defined by:

- the proportion of clients (with closed support periods, all ages) who achieved independent housing at the end of support, who on presentation were:
  - *clients with an identified need for assistance to obtain or maintain independent housing*, including to: obtain long term housing; sustain tenancy or prevent tenancy failure or eviction, or; prevent foreclosures or for mortgage arrears
  - *clients living in non-independent/supported housing prior to presenting*.
- the proportion of *clients who achieved independent housing and who did not present again*, calculated as:
  - the proportion of clients (with a support period that closed during the financial year, all ages) who achieved independent housing at the end of support AND who did not present again during the financial year for 'short-term or emergency accommodation', who on presentation were:
  - clients with an identified need for assistance to obtain or maintain independent housing (as defined above).

Data are reported for all clients, and separately for Aboriginal and Torres Strait Islander clients.

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

This indicator uses three measures to assess the achievement of independent housing at the end of support. It relates to relatively short term outcomes achieved within a financial year. Longer term outcomes are also important, but more difficult to measure.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

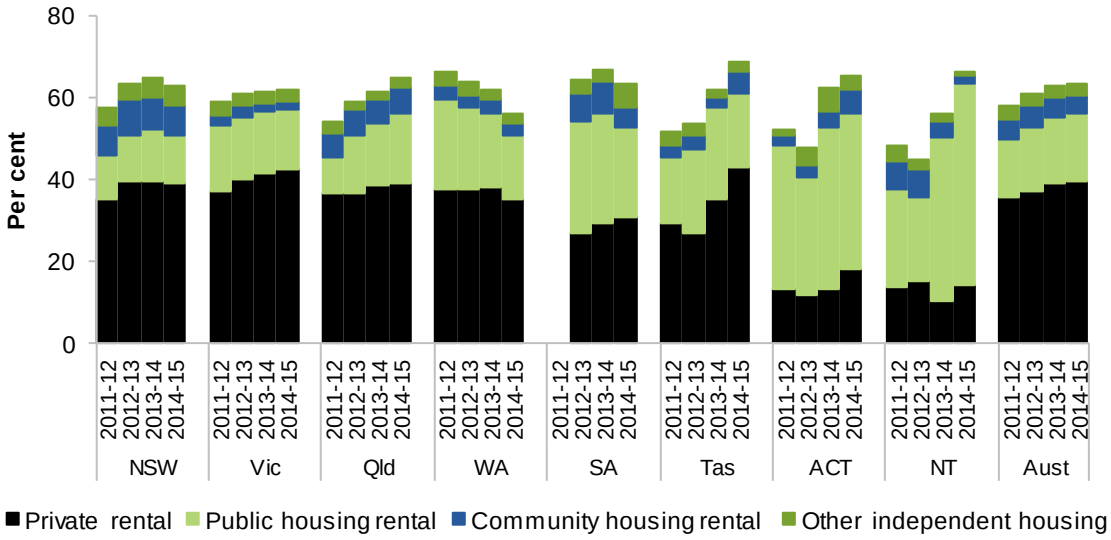
Data quality information for this indicator is under development.

Clients with an identified need for assistance to obtain or maintain independent housing

Nationally in 2014-15, 63.5 per cent of clients who had an identified need for assistance with obtaining or maintaining independent housing achieved independent housing on exit, compared with 63.0 per cent in 2013-14. This included clients who moved or returned to private rental housing (39.6 per cent) and to public or community rental housing (20.8 per cent) (figure 18.16).

For the 36.5 per cent clients who did not achieve independent housing in 2014-15, housing tenure after support included those who moved to, or continued to live in, short to medium term accommodation provided by homelessness services and other forms of non-independent accommodation (tables 18A.26).

Figure 18.16 **Proportion of clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support (closed support periods)[a, b]**



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

a See box 18.14 and table 18A.26 for detailed definitions, footnotes and caveats. **b** Data not available for SA in 2011-12.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.26.

Nationally, of Aboriginal and Torres Strait Islander clients who had an identified need for assistance with obtaining or maintaining independent housing 61.1 per cent achieved independent housing in 2014-15. Compared to all clients, Aboriginal and Torres Strait Islander clients had a lower proportion of clients that moved or returned to private rental housing (25.6 per cent), but more clients that moved to or returned to public or community rental housing (32.7 per cent) (table 18A.27).

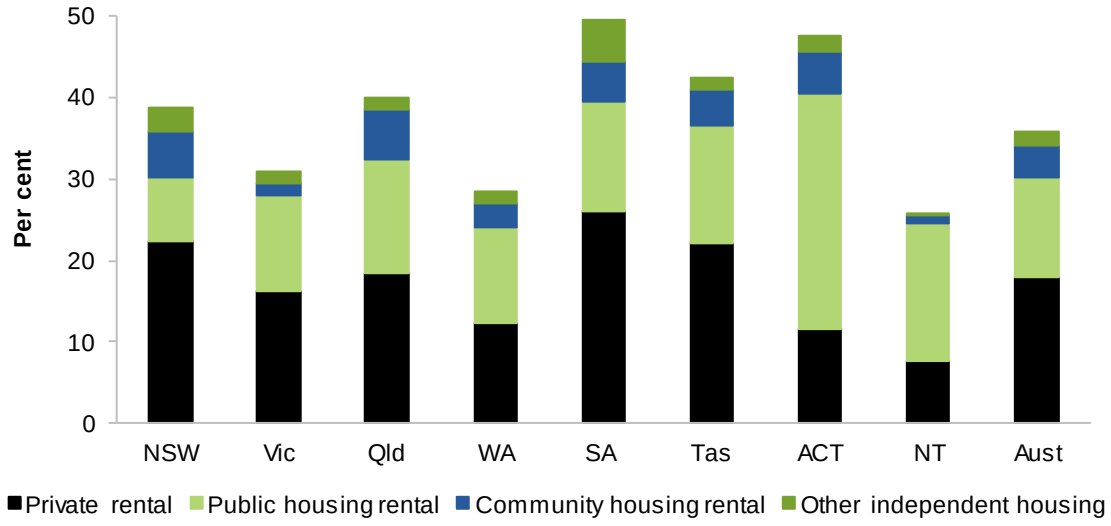
Clients living in non-independent housing prior to presenting

Nationally in 2014-15, amongst clients who were living in non-independent housing prior to assistance, the most common types of tenure clients were living in before support included:

- boarding/rooming house (21.3 per cent of clients)
- improvised dwelling/sleeping rough (17.7 per cent)
- crisis accommodation (13.0 per cent)
- institutional setting (such as hospitals, correctional facilities, and aged care facilities) (6.5 per cent).

Of those clients who were living in non-independent housing and who needed assistance to obtain independent housing, 35.9 per cent achieved independent housing in 2014-15, compared with 34.2 per cent in 2013-14 (table 18A.28). This included clients who moved to private rental housing (17.9 per cent), and to public or community rental housing (16.2 per cent) (figure 18.17).

Figure 18.17 **Proportion of clients living in non-independent housing before support, who obtained independent housing after support, by tenure type (closed support periods), 2014-15[a]**



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

a See box 18.14 and table 18A.28 for detailed definitions, footnotes and caveats.

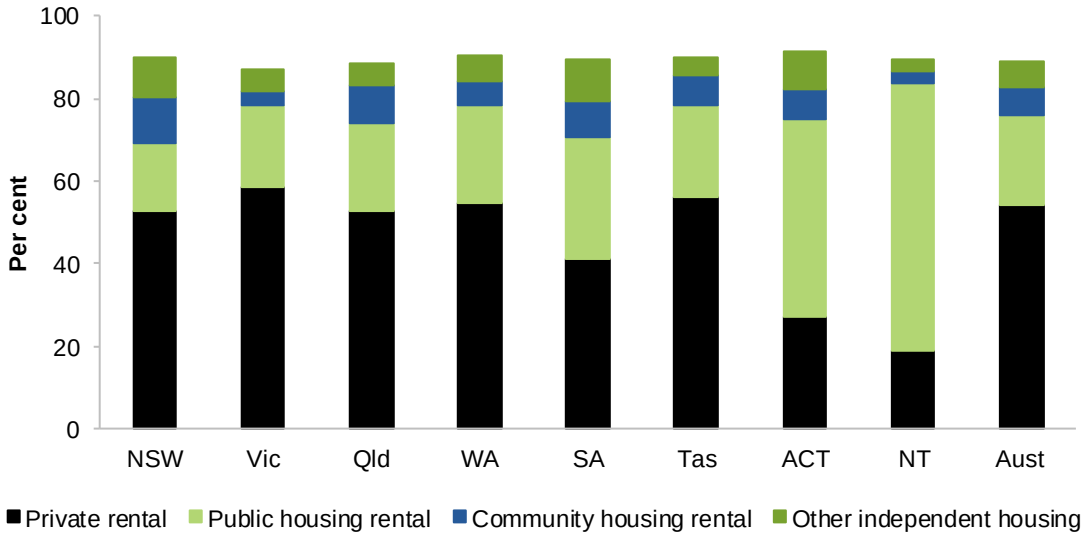
Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.28.

Clients who achieved independent housing and who did not present again

Nationally in 2014-15, 88.9 per cent of clients who achieved independent housing after support (who needed assistance to obtain independent housing before support) did not present again with a need accommodation services in 2014-15.

This proportion mainly comprised clients in private rental (54.2 per cent) or public housing rental (21.8 per cent) after support, although the proportions vary across jurisdictions (figure 18.18).

Figure 18.18 **Proportion of clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support and did not present again with a need for accommodation, by tenure type (closed support periods) 2014-15[a]**



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

[a] See box 18.14 and table 18A.29 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection*;* table 18A.29.

Historical data are included in table 18A.29. Data for Aboriginal and Torres Strait Islander clients are included in table 18A.30.

Proportion of people experiencing repeat periods of homelessness

'Proportion of people experiencing repeat periods of homelessness' is an indicator of governments' objective to enable clients to participate independently in society at the end of their support period (box 18.15).

Box 18.15 Clients experiencing repeat periods of homelessness

'Clients experiencing repeat periods of homelessness' is defined as the number of specialist homelessness service clients who change status from 'homeless' to 'not homeless' and back to 'homeless' in the reporting period, divided by the number of clients who experienced homelessness at any time in the reporting period.

This is a proxy measure as it only captures homelessness people who access specialist homelessness services rather than all those in the population who experience homelessness.

A client is defined as being homeless in each month where at least one of the following describes their housing situation:

- *dwelling type* is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast
- *tenure type* is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure
- *conditions of occupancy* is couch surfer.

A client is defined as being 'not homeless' in each month where they have provided a response and none of the above conditions are met.

Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:

- hospital (excluding psychiatric)
- psychiatric hospital/unit
- disability support
- rehabilitation
- adult correctional facility
- youth/juvenile justice correctional centre
- boarding school/residential college
- aged care facility
- immigration detention centre.

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

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions.

Data quality information for this indicator is at www.pc.gov.au/rogs/2016.

Nationally in 2014-15, of all clients who experienced homelessness 5.7 per cent had experienced more than one period of homelessness in the reporting year — compared with 5.0 per cent in 2013-14 (figure 18.19). The proportion of Aboriginal and Torres Strait Islander clients who experienced homelessness and who had more than one period of homelessness increased from 5.7 per cent in 2013-14 to 6.3 per cent in 2014-15 (figure 18.19).

Nationally in 2014-15, capital city clients had lower rates of repeat homelessness (5.5 per cent) than those clients living in the rest of state (5.9 per cent) (table 18A.31).

Figure 18.19 **Clients who had more than one period of homelessness, all clients and Aboriginal and Torres Strait Islander clients[a]**

[a] See box 18.15 and tables 18A.31-32 or detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; tables 18A.31-32.

Goals achieved on exit from service

'Goals achieved on exit' is an indicator of governments' objective to ensure homelessness services meet the needs and expectations of clients (box 18.16).

Box 18.16 Goals achieved on exit from service

'Goals achieved on exit from service' is defined as the proportion of closed support periods with an individual case management plan where 'no goals', up to half the goals', 'half or more of the goals' or 'all goals' have been achieved.

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

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

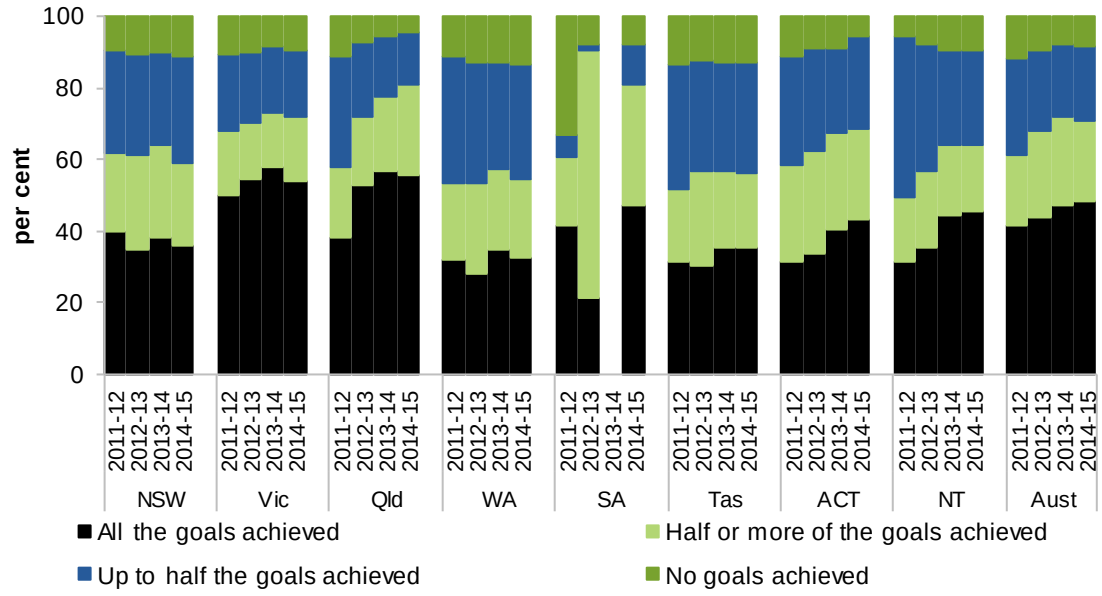
Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2014-15 data are available for all jurisdictions

Data quality information for this indicator is under development.

Nationally in 2014-15, at least half of all case management goals were achieved at the end of support for 70.7 per cent of closed support periods with individual case management plans — an of increase of 9.2 percentage points from 61.5 per cent in 2011-12 (figure 18.20).

Figure 18.20 Case management goals achieved (closed support periods)[a, b]



[a] See box 18.14 and table 18A.33 for detailed definitions, footnotes and caveats. [b] SA 2013-14 case management goals achieved data are not available.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 18A.33.

18.4 Future directions in performance reporting

The Steering Committee will continue to improve the appropriateness and completeness of the performance indicator framework. For homelessness services, the Steering Committee will investigate the impact of central intake services on data comparability across homelessness performance indicators and consider options to improve reporting for affected indicators.

18.5 Definitions of key terms

Age Age is calculated as age of the client on the start date of their first support period of the reporting period or the first date of the reporting period, whichever of the two is the later date.

Client A person who receives a specialist homelessness service. A client can be of any age.

To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.

Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction.

Clients can be counted differently according to the data item that is being reported:

- Clients (demographic)—For clients with multiple support periods, reported data is determined based on the information at the start date of the client's first support period in the reporting period or the first date of the reporting period, whichever is later
- Clients (counted by support periods)—For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100
- Clients (outcomes) – Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.

Closed support period A support period that had finished on or before the end of the reporting period.

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

Disability

SHS clients who have identified as having a long-term health condition or disability who need assistance with core activities (including needing assistance with self-care, mobility or communication).

From July 2013, the SHSC collects information on whether, and to what extent, a long-term health condition or disability restricts clients' everyday activities across the following three life areas and they need help/supervision with these tasks:

- self-care
- mobility
- communication.

The information is consistent with data collected in the 2011 Census and the 2014 National Social Housing Survey. Questions are based on the 'Core Activity Need for Assistance'.

No tenure

A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.

Non-conventional accommodation

Non-conventional accommodation is defined as:

- living on the streets
- sleeping in parks
- squatting
- staying in cars or railway carriages
- living in improvised dwellings
- living in long grass.

Non-main English speak countries (non-MESC)

Non-MESC are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

Ongoing support period

A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:

- no support end-date is provided
- no after-support information is provided
- corresponding client data was received in the month following the end of the reporting period.

Real expenditure

Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100).

Referral

When an agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.

Short-term or emergency accommodation

Short-term or emergency accommodation includes: refuges; crisis shelter; couch surfing; living temporarily with friends and relatives; insecure accommodation on a short-term basis; and, emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels etc.).

The following short-term accommodation options are not included:

- hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling
- custodial and care arrangements, such as prisons and hospitals
- temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans).

Specialist homelessness agency

An organisation that receives government funding to deliver specialist homelessness services. Assistance is provided to clients aimed at responding to or preventing homelessness. Agencies may also receive funding from other sources.

Inclusion of agencies in the SHSC is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection.

Specialist homelessness service(s)

Assistance provided by a specialist homelessness agency to a client aimed at responding to or preventing homelessness. The specialist homelessness services that are in scope for this collection and that may be provided during a support period are:

Housing/accommodation services:

- short-term or emergency accommodation
- medium-term/transitional housing
- long-term housing
- assistance to sustain tenancy or prevent tenancy failure or eviction
- assistance to prevent foreclosures or for mortgage arrears.

Specialised services:

- child protection services
- parenting skills education
- child-specific specialist counselling services
- psychological services
- psychiatric services
- mental health services
- pregnancy assistance
- family planning support
- physical disability services
- intellectual disability services
- health/medical services
- professional legal services
- financial advice and counselling
- counselling for problem gambling
- drug/alcohol counselling
- specialist counselling services
- interpreter services
- assistance with immigration services
- culturally specific services
- assistance to connect culturally
- other specialised services.

Specialist homelessness service(s) — continued

General assistance and support services:

- assertive outreach
- assistance to obtain/maintain government allowance
- employment assistance
- training assistance
- educational assistance
- financial information
- material aid/brokerage
- assistance for incest/sexual
- assistance for domestic/family violence
- family/relationship assistance
- assistance for trauma
- assistance with challenging social/behavioural problems
- living skills/personal development
- legal information
- court support
- advice/information
- retrieval/storage/removal of personal belongings
- advocacy/liaison on behalf of client
- school liaison
- child care
- structured play/skills development
- child contact and residence arrangements
- meals
- laundry/shower facilities
- recreation
- transport
- other basic assistance.

Support period

The period of time a client receives services from an agency is referred to as a support period. A support period starts on the day the client first receives a service from an agency and ends when:

- the relationship between the client and the agency ends
- the client has reached their maximum amount of support the agency can offer
- a client has not received any services from the agency for a whole calendar month
- there is no ongoing relationship.

Where a client has an appointment with the agency which is more than a calendar month in the future, then it is not necessary to close the support period. This is because it is expected that there is an ongoing relationship with the client. The end of the support period is the day the client last received services from an agency.

Unmet demand

A homeless person who seeks supported accommodation or support, but is not provided with that supported accommodation or support. The person may receive one-off assistance.

18.6 List of attachment tables

Attachment tables are identified in references throughout this chapter by an '18A' prefix (for example, table 18A.1 is table 1). Attachment tables are provided on the website (www.pc.gov.au/rogs/2016).

Table 18A.1	Composition of support provided, all clients
Table 18A.2	Nominal expenditure on homelessness services
Table 18A.3	Total recurrent expenditure on homelessness services, 2014-15 dollars
Table 18A.4	Real recurrent homelessness expenditure per person in the residential population, 2014-15 dollars
Table 18A.5	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients
Table 18A.6	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non–main English speaking countries (non–MESC)
Table 18A.7	Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability
Table 18A.8	Aboriginal and Torres Strait Islander people, people born in non–main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population
Table 18A.9	Average daily unassisted requests for accommodation and services other than accommodation
Table 18A.10	Proportion of clients with unmet needs for accommodation and services other than accommodation
Table 18A.11	Proportion of clients with a case management plan (closed support periods)
Table 18A.12	Proportion of Aboriginal and Torres Strait Islander clients with a case management plan (closed support periods)
Table 18A.13	Support needs of clients, summary
Table 18A.14	Support needs of clients by service assistance type, all clients (closed support periods)
Table 18A.15	Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods)
Table 18A.16	Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods)
Table 18A.17	Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support (closed support periods)
Table 18A.18	Recurrent cost per completed support period, 2014-15 dollars
Table 18A.19	Recurrent cost per client accessing homelessness services, 2014-15 dollars
Table 18A.20	Recurrent cost per day of support for clients, 2014-15 dollars

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18A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 18.5 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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Table 18A.1 **Composition of support provided, all clients (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Proportion of clients receiving support services, by type of service										
Accommodation	%	37.4	23.8	45.7	45.8	27.5	36.0	38.3	55.8	33.3
Assistance to sustain housing	%	34.2	29.0	32.2	16.5	14.9	23.4	40.7	22.7	27.8
Mental health services	%	7.1	4.2	4.2	4.8	0.3	3.3	7.2	3.0	4.4
Family services	%	8.9	5.0	5.7	8.3	3.6	5.2	11.7	6.4	6.1
Disability services	%	0.7	0.4	0.5	0.3	–	0.3	0.9	0.5	0.5
Drug/alcohol assistance	%	4.5	1.7	1.8	2.3	0.2	1.8	5.2	2.2	2.2
Legal/financial services	%	6.0	4.5	5.5	4.2	0.9	2.4	8.9	6.2	4.6
Immigration/cultural services	%	6.7	4.9	3.9	8.1	4.2	0.8	8.7	19.2	5.6
Domestic violence services	%	20.5	29.1	15.4	26.6	19.1	8.8	13.9	27.9	23.1
Other specialist services	%	20.2	10.1	15.8	14.5	7.8	8.0	22.3	27.4	13.6
General services	%	92.7	87.1	91.2	95.0	99.2	85.1	92.0	95.6	90.7
Total clients	**no.**	**48 262**	**102 793**	**44 213**	**23 021**	**21 116**	**7 328**	**4 987**	**7 649**	**255 657**
Total support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Total support periods	no.	73 213	196 959	61 608	34 360	39 257	13 115	7 546	10 946	437 004
Total closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
2013-14										
Proportion of clients receiving support services, by type of service										
Accommodation	%	42.6	23.2	46.3	43.4	27.5	41.7	39.7	64.9	34.4
Assistance to sustain housing	%	30.3	28.8	30.8	19.5	14.5	21.6	36.7	19.4	26.9
Mental health services	%	8.1	3.9	3.8	4.6	0.3	3.2	7.2	2.1	4.3
Family services	%	10.6	5.0	5.6	7.9	4.0	5.0	10.1	5.7	6.4
Disability services	%	0.7	0.4	0.4	0.3	0.0	0.4	1.1	0.4	0.4

Table 18A.1 **Composition of support provided, all clients (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Drug/alcohol assistance	%	5.7	1.6	1.7	2.6	0.2	1.5	6.1	2.4	2.4
Legal/financial services	%	6.7	4.3	4.7	4.1	0.8	2.5	7.9	6.1	4.5
Immigration/cultural services	%	7.4	5.0	3.9	9.1	4.1	0.8	6.7	17.2	5.7
Domestic violence services	%	23.6	27.7	15.5	25.9	17.9	9.7	13.4	24.5	22.9
Other specialist services	%	22.0	10.2	15.8	14.0	6.3	8.4	20.8	22.5	13.7
General services	%	93.9	88.6	90.7	94.5	99.0	89.6	92.1	92.9	91.5
Total clients	**no.**	**51 786**	**99 892**	**43 751**	**21 437**	**21 655**	**6 614**	**5 338**	**7 123**	**254 001**
Total support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Total support periods	no.	74 983	191 589	61 223	31 844	39 442	10 136	8 151	10 573	427 941
Total closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
2012-13										
Proportion of clients receiving support services, by type of service										
Accommodation	%	42.7	24.7	49.2	43.1	32.2	50.7	39.1	68.7	36.4
Assistance to sustain housing	%	26.2	26.5	24.2	21.3	16.1	19.0	28.3	16.8	24.1
Mental health services	%	8.0	3.3	4.2	4.8	0.5	3.9	7.7	3.7	4.3
Family services	%	9.9	4.2	6.3	8.6	4.9	6.5	11.4	9.5	6.5
Disability services	%	0.8	0.3	0.4	0.5	0.0	0.4	1.5	0.4	0.5
Drug/alcohol assistance	%	5.7	1.5	1.7	3.1	0.2	1.8	4.7	3.3	2.4
Legal/financial services	%	6.5	3.6	5.7	5.5	0.8	2.8	8.2	7.9	4.6
Immigration/cultural services	%	6.8	4.9	4.7	9.5	4.8	1.3	6.1	7.7	5.6
Domestic violence services	%	22.6	24.9	16.2	24.2	18.6	11.0	13.7	25.7	21.7
Other specialist services	%	20.8	9.2	16.8	17.1	6.7	10.9	21.9	15.1	13.5
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
Total clients	**no.**	**51 953**	**92 462**	**43 001**	**21 417**	**21 342**	**5 585**	**5 367**	**6 959**	**244 176**

Table 18A.1 **Composition of support provided, all clients (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Total support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Total support periods	no.	77 403	179 952	60 176	32 412	36 076	7 896	8 387	10 311	412 614
Total closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
2011-12										
Proportion of clients receiving support services, by type of service										
Accommodation	%	43.9	21.9	48.0	43.2	na	48.2	42.3	66.7	36.2
Assistance to sustain housing	%	26.7	23.8	22.8	22.4	na	17.3	29.5	13.1	23.6
Mental health services	%	8.1	3.1	3.6	5.2	na	3.6	6.7	4.8	4.6
Family services	%	10.4	4.4	6.5	8.9	na	7.0	12.8	11.9	7.1
Disability services	%	0.8	0.4	0.4	0.5	na	0.6	1.1	0.5	0.5
Drug/alcohol assistance	%	5.3	1.5	1.7	4.4	na	2.1	2.9	2.1	2.7
Legal/financial services	%	7.8	3.9	5.7	6.7	na	4.2	9.5	6.6	5.6
Immigration/cultural services	%	8.0	4.7	4.5	9.2	na	1.4	6.2	4.2	5.8
Domestic violence services	%	24.3	26.0	14.3	30.8	na	10.3	14.7	29.5	23.1
Other specialist services	%	21.1	10.0	17.0	18.8	na	10.1	21.2	18.7	15.1
General services	%	94.6	89.1	88.3	95.7	na	88.9	85.9	92.8	90.8
Total clients	**no.**	**52 105**	**86 150**	**42 487**	**21 190**	**19 497**	**6 148**	**5 602**	**6 584**	**236 429**
Total support days	'000	na	na	na	na	na	na	na	na	na
Total support periods	no.	74 712	165 258	59 831	31 645	31 767	8 802	8 141	8 609	388 766
Total closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738

(a) Specialist homelessness agencies can provide a number of services to a single client in a single period of support.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Table 18A.1 **Composition of support provided, all clients (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.2 **Nominal expenditure on homelessness services**

	Unit	*NSW* (a)	*Vic* (b)	*Qld* (c)	*WA*	*SA*	*Tas*	*ACT*	*NT* (d)	*Aust*
2014-15										
State/Territory government expenditure										
Administrative expenditure	$m	4.3	3.0	3.8	1.7	2.2	0.5	0.7	0.8	16.9
Service delivery expenditure	$m	177.1	207.6	119.7	69.1	56.9	29.1	20.0	10.9	690.3
Total	**$m**	**181.4**	**210.5**	**123.4**	**70.8**	**59.1**	**29.5**	**20.7**	**11.7**	**707.2**
Proportion of total expenditure										
Administrative expenditure	%	2.4	1.4	3.1	2.4	3.7	1.6	3.1	6.8	2.4
Service delivery expenditure	%	97.6	98.6	96.9	97.6	96.3	98.4	96.9	93.2	97.6
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2013-14										
State/Territory government expenditure										
Administrative expenditure	$m	3.7	2.7	4.6	1.8	2.3	0.6	0.5	–	16.2
Service delivery expenditure	$m	134.7	188.1	101.4	66.9	56.1	24.6	21.6	9.5	602.9
Total	**$m**	**138.5**	**190.8**	**106.0**	**68.7**	**58.4**	**25.1**	**22.1**	**9.5**	**619.1**
Proportion of total expenditure										
Administrative expenditure	%	2.7	1.4	4.3	2.6	4.0	2.2	2.3	–	2.6
Service delivery expenditure	%	97.3	98.6	95.7	97.4	96.0	97.8	97.7	100.0	97.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2012-13										
State/Territory government expenditure										
Administrative expenditure	$m	4.3	2.2	3.3	1.4	2.5	0.5	0.5	0.2	15.0
Service delivery expenditure	$m	130.2	179.0	90.3	66.3	54.0	17.9	23.1	7.5	568.3
Total	**$m**	**134.5**	**181.3**	**93.6**	**67.7**	**56.6**	**18.3**	**23.6**	**7.7**	**583.3**
Proportion of total expenditure										
Administrative expenditure	%	3.2	1.2	3.6	2.1	4.5	2.5	2.3	2.3	2.6

Table 18A.2 **Nominal expenditure on homelessness services**

	Unit	*NSW* (a)	*Vic* (b)	*Qld* (c)	*WA*	*SA*	*Tas*	*ACT*	*NT* (d)	*Aust*
Service delivery expenditure	%	96.8	98.8	96.4	97.9	95.5	97.5	97.7	97.7	97.4
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2011-12										
State/Territory government expenditure										
Administrative expenditure	$m	3.9	3.6	3.8	1.2	2.4	0.5	0.4	0.5	16.3
Service delivery expenditure	$m	127.9	168.3	87.0	65.5	52.2	16.5	22.1	10.8	550.3
Total	**$m**	**131.8**	**171.9**	**90.9**	**66.8**	**54.6**	**17.0**	**22.5**	**11.3**	**566.7**
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.1	4.2	1.8	4.3	3.0	1.9	4.5	2.9
Service delivery expenditure	%	97.0	97.9	95.8	98.2	95.7	97.0	98.1	95.5	97.1
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
2010-11										
State/Territory government expenditure										
Administrative expenditure	$m	3.6	2.8	3.1	1.2	2.9	0.5	0.3	0.2	14.5
Service delivery expenditure	$m	125.2	107.2	83.0	58.8	48.0	16.2	19.6	10.6	468.7
Total	**$m**	**128.8**	**110.0**	**86.1**	**60.0**	**50.9**	**16.7**	**19.9**	**10.8**	**483.2**
Proportion of total expenditure										
Administrative expenditure	%	2.8	2.6	3.6	1.9	5.7	2.7	1.4	1.9	3.0
Service delivery expenditure	%	97.2	97.4	96.4	98.1	94.3	97.3	98.6	98.1	97.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**

(a) The increase in funding in 2014-15 is due to the inclusion of NPAH expenditure which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(b) Expenditure for 2012-13 has been revised to include additional homelessness expenditure.

(c) Data for 2013-14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(d) Expenditure for 2012-13 has been revised to exclude Australian Government expenditure which was included in earlier years.

Table 18A.2 **Nominal expenditure on homelessness services**

	Unit	*NSW* (a)	*Vic* (b)	*Qld* (c)	*WA*	*SA*	*Tas*	*ACT*	*NT* (d)	*Aust*

– Nil or rounded to zero.

Source: Australian, State and Territory governments (unpublished)

Table 18A.3 **Total recurrent expenditure on homelessness services, 2014-15 dollars (a)**

	Unit	*NSW* (b)	*Vic* (c)	*Qld* (d)	*WA*	*SA*	*Tas*	*ACT*	*NT* (e)	*Aust*
Nominal funding										
2014-15	$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
2013-14	$m	138.5	190.8	106.0	68.7	58.4	25.1	22.1	9.5	619.1
2012-13	$m	134.5	181.3	93.6	67.7	56.6	18.3	23.6	7.7	583.3
2011-12	$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
2010-11	$m	128.8	110.0	86.1	60.0	50.9	16.7	19.9	10.8	483.2
Real funding (2014-15 dollars)										
2014-15	$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
2013-14	$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
2012-13	$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
2011-12	$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
2010-11	$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0

(a) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(b) The increase in funding in 2014-15 is due to the inclusion of NPAH expenditure which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(c) Expenditure for 2012-13 has been revised to include additional expenditure.

(d) Data for 2013-14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(e) Expenditure for 2012-13 has been revised to exclude Australian Government expenditure which was included in earlier years.

Source: State and Territory governments (unpublished); Tables 18A.2 and 18A.34.

Table 18A.4 **Real recurrent homelessness expenditure per person in the residential population, 2014-15 dollars (a), (b)**

		NSW (c)	*Vic* (d)	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT* (f)	Aust
2014-15	$	23.98	35.77	25.99	27.41	34.94	57.32	53.32	48.01	29.93
2013-14	$	18.87	33.51	22.98	27.40	35.42	49.69	58.63	40.00	27.01
2012-13	$	18.87	32.90	20.93	28.24	35.08	36.89	64.19	33.40	26.25
2011-12	$	19.00	32.22	21.04	29.23	34.68	34.63	63.43	50.78	26.33
2010-11	$	19.04	21.26	20.61	27.45	33.10	34.74	57.89	49.76	23.14

(a) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(b) Population data for all Australians for all years are estimates. See Chapter 2 (tables 2A.1-2) for details.

(c) The increase in funding in 2014-15 is due to the inclusion of NPAH expenditure which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(d) Victorian homelessness expenditure for 2012-13 has been revised to include additional homelessness expenditure.

(e) Data for 2013-14 include National Partnership on Homelessness (NPAH) services expenditure which was excluded in earlier years.

(f) Expenditure for 2012-13 has been revised to exclude Australian Government expenditure which was included in earlier years.

Source: Australian State and Territory governments (unpublished); Tables 18A.3, 18A.34 and 2A.2.

Table 18A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
2014-15										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	26.6	11.9	34.1	48.5	31.3	15.2	21.0	76.2	28.1
Services other than accommodation	%	22.2	5.5	28.3	22.3	19.8	13.0	11.5	67.9	15.4
Total Aboriginal and Torres Strait Islander clients with met demand	**no.**	**12 267**	**8 709**	**14 325**	**8 607**	**5 310**	**1 092**	**831**	**5 809**	**57 096**
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
Services other than accommodation	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
Total Aboriginal and Torres Strait Islander clients with met demand	**no.**	**12 551**	**8 327**	**14 031**	**7 357**	**5 371**	**970**	**862**	**5 442**	**55 288**
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3
Services other than accommodation	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
Total Aboriginal and Torres Strait Islander clients with met demand	**no.**	**12 362**	**7 859**	**13 614**	**6 751**	**4 997**	**841**	**831**	**5 197**	**52 506**
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1

Table 18A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
Services other than accommodation	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
Total Aboriginal and Torres Strait Islander clients with met demand	**no.**	**12 127**	**6 608**	**12 841**	**7 065**	**na**	**960**	**805**	**4 774**	**47 602**
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non–main English speaking countries (non–MESC) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	10.5	15.2	7.6	8.8	5.9	4.2	17.2	3.3	10.5
Services other than accommodation	%	7.3	12.5	6.7	10.0	5.7	4.9	17.5	2.3	9.8
Total non-MESC clients with met demand	**no.**	**4 150**	**12 928**	**3 054**	**1 958**	**1 165**	**320**	**855**	**216**	**24 418**
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
Services other than accommodation	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
Total non-MESC clients with met demand	**no.**	**5 196**	**13 086**	**3 274**	**2 036**	**1 251**	**268**	**869**	**201**	**25 935**
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
Services other than accommodation	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
Total non-MESC clients with met demand	**no.**	**4 882**	**11 690**	**3 074**	**2 224**	**1 184**	**186**	**863**	**213**	**24 054**
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.0	12.8	6.7	10.6	na	4.0	14.4	4.1	9.7
Services other than accommodation	%	8.5	10.5	5.6	12.2	na	4.0	14.3	2.5	9.4
Total non-MESC clients with met demand	**no.**	**5 027**	**9 136**	**2 582**	**2 280**	**na**	**233**	**740**	**230**	**20 424**
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

Table 18A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non–main English speaking countries (non–MESC) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)

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

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.7 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	4.1	5.8	3.0	3.9	2.7	5.0	4.0	2.8	4.1
Services other than accommodation	%	2.9	2.8	2.9	7.0	1.8	4.2	2.7	3.3	3.0
Total clients with disability with met demand	**no.**	**1 800**	**4 416**	**1 308**	**1 161**	**627**	**369**	**173**	**240**	**9 831**
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Services other than accommodation	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
Total clients with disability with met demand	**no.**	**1 821**	**4 555**	**1 440**	**667**	**615**	**337**	**184**	**241**	**9 656**
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
Total clients with disability with met demand	**no.**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
Total clients with disability with met demand	**no.**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

Table 18A.7 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)

(a) Clients with disability are defined as those people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with a disability accessing specialist homelessness services and the measure may underestimate the number of clients with a disability who need support to access and maintain housing.

(b) Data from the disability questions in the SHSC have been collected from July 2013. Response rates for these questions in 2013–14 varied between jurisdictions and were initially low but increased over the year – although the rate did not increase proportionately with the decrease in 'not known' responses (it decreased slightly) because those clients who did not have a disability accounted for the majority of the increased response rate. Reporting in the last quarter of the year is likely to be more indicative of the true level of disability among SHS clients.

(c) A client with a need for assistance with core activities can have their needs met for both accommodation services and services other than accommodation. Therefore the sum of the rows does not add to the total.

na Not available.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.8 **Aboriginal and Torres Strait Islander people, people born in non–main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	26.7	9.0	33.6	40.1	26.7	15.3	16.9	78.0	23.5
In the population (June 2014)	%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
People born in non–MESC										
In specialist homelessness services	%	9.7	17.1	7.6	9.5	6.1	5.1	18.9	3.1	11.5
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.9	4.6	3.1	5.5	3.1	5.2	3.5	3.2	4.1
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
2013-14										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9
In the population (June 2013)	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
People born in non–MESC										
In specialist homelessness services	%	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population (June 2014)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
2012-13										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5

Table 18A.8 **Aboriginal and Torres Strait Islander people, people born in non–main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
In the population (June 2012)	%	2.9	0.9	4.2	3.7	2.3	4.8	1.7	29.8	3.0
People born in non–MESC										
In specialist homelessness services	%	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1
2011-12										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	23.8	8.0	31.0	34.6	22.3	16.1	15.5	73.9	21.7
In the population (June 2011)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non–MESC										
In specialist homelessness services	%	10.7	14.4	6.7	11.8	6.2	4.4	16.7	4.1	10.7
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2012)	%	6.4	6.4	5.5	4.9	6.9	7.7	5.2	3.8	6.1

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

(b) Clients with disability are defined as people who have identified as having a long-term health condition or disability and who need assistance with core activities (including needing assistance with self-care, mobility or communication). Data do not measure the total number of people with a disability accessing specialist homelessness services and the measure may underestimate the number of clients with a disability who need support to access and maintain housing.

Table 18A.8 **Aboriginal and Torres Strait Islander people, people born in non–main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(c) Data on representation in the community are reported for different years due to the availability of data and are sourced from the ABS.

na Not available.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection;* ABS (2014) *Australian Demographic Statistics, June 2014,* Cat. no. 3101.0, Canberra*;* ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026, Cat. no. 3238.0;* ABS (2012), *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex,* Cat. no. 2001; ABS (2013) *Disability, Ageing and Carers, Australia: Summary of Findings, 2012* , Cat. no. 4430.0*;* tables 2A.1, 2A.8, 2A.13 and 2A.14.

Table 18A.9 Average daily unassisted requests for accommodation and services other than accommodation (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Accommodation services	no.	51.0	52.6	41.0	47.1	0.8	16.8	1.5	11.0	221.7
Services other than accommodation	no.	13.1	55.4	4.4	12.1	1.0	0.5	0.9	2.9	90.3
No service need identified	no.	2.7	7.5	2.9	2.6	–	0.3	0.1	0.5	16.5
2013-14										
Accommodation services	no.	78.8	44.1	88.6	50.2	1.6	12.7	1.7	14.0	291.7
Services other than accommodation	no.	14.0	47.9	9.0	7.9	1.0	0.7	0.7	2.7	83.9
No service need identified	no.	10.2	9.8	15.7	7.5	–	1.0	0.2	3.1	47.5
2012-13										
Accommodation services	no.	89.2	36.2	94.8	47.7	1.5	12.2	1.5	13.6	296.7
Services other than accommodation	no.	12.1	42.6	7.4	7.9	1.3	0.7	0.6	1.0	73.7
No service need identified	no.	9.0	7.2	17.7	8.8	–	0.8	0.2	2.7	46.4
2011-12										
Accommodation services	no.	96.2	24.6	88.5	43.0	na	14.5	1.0	9.4	278.6
Services other than accommodation	no.	10.9	31.9	6.4	9.7	na	1.0	0.6	0.6	57.0
No service need identified	no.	7.2	5.7	23.5	5.7	na	0.8	0.1	0.8	49.0

(a) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) The sum of all state and territory average unassisted requests may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.10 **Proportion of clients with unmet needs for accommodation and services other than accommodation (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Accomodation services										
Clients with identified need for accommodation who were not provided with that service (d)	no.	7 274	14 546	9 144	2 354	1 396	1 045	1 210	484	37 063
Total clients with need for accommodation	no.	31 811	45 719	33 420	14 405	7 316	5 312	3 573	4 866	142 943
Proportion of clients with unmet need	**%**	**22.9**	**31.8**	**27.4**	**16.3**	**19.1**	**19.7**	**33.9**	**9.9**	**25.9**
Services other than accommodation										
Clients with identified need for services other than accommodation who were not provided with that service (d)	no.	261	1 639	92	8	–	33	9	21	2 065
Total clients with need for services other than accommodation	no.	16 451	56 803	10 793	8 616	13 800	2 016	1 414	2 784	112 444
Proportion of clients with unmet need	**%**	**1.6**	**2.9**	**0.9**	**0.1**	**–**	**1.7**	**0.6**	**0.8**	**1.8**
Total clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
2013-14										
Accomodation services										
Clients with identified need for accommodation who were not provided with that service (d)	no.	5 267	15 041	7 726	2 002	692	1 286	1 416	475	33 648
Total clients with need for accommodation	no.	32 577	44 223	32 435	12 609	6 729	5 065	3 962	5 216	139 446
Proportion of clients with unmet need	**%**	**16.0**	**34.0**	**24.0**	**16.0**	**10.0**	**25.0**	**36.0**	**9.0**	**24.0**
Services other than accommodation										
Clients with identified need for services other than accommodation who were not provided with that service (d)	no.	102	876	103	34	na	33	8	32	1 190
Total clients with need for services other than accommodation	no.	19 048	55 400	11 314	8 828	14 926	1 549	1 375	1 907	114 124
Proportion of clients with unmet need	**%**	**0.5**	**1.6**	**0.9**	**0.4**	**–**	**2.1**	**0.6**	**1.7**	**1.0**

Table 18A.10 **Proportion of clients with unmet needs for accommodation and services other than accommodation (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Total clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
2012-13										
Accomodation services										
Clients with identified need for accommodation who were not provided with that service (d)	no.	5 551	14 709	5 891	1 861	189	905	1 510	349	30 669
Total clients with need for accommodation	no.	32 634	44 115	32 476	12 537	7 159	4 012	4 112	5 349	138 732
Proportion of clients with unmet need	**%**	**17.0**	**33.3**	**18.1**	**14.8**	**2.6**	**22.6**	**36.7**	**6.5**	**22.1**
Services other than accommodation										
Clients with identified need for services other than accommodation who were not provided with that service (d)	no.	94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation	no.	18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
Proportion of clients with unmet need	**%**	**0.5**	**1.7**	**0.8**	**0.5**	**–**	**1.6**	**1.0**	**0.7**	**1.0**
Total clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
2011-12										
Accomodation services										
Clients with identified need for accommodation who were not provided with that service (d)	no.	4 347	11 065	5 443	1 594	na	972	1 298	457	25 036
Total clients with need for accommodation	no.	32 950	37 314	32 367	12 401	na	4 529	4 541	5 090	126 686
Proportion of clients with unmet need	**%**	**13.2**	**29.7**	**16.8**	**12.9**	**na**	**21.5**	**28.6**	**9.0**	**19.8**
Services other than accommodation										
Clients with identified need for services other than accommodation who were not provided with that service (d)	no.	73	750	283	96	na	3	8	22	1 235
Total clients with need for services other than accommodation	no.	19 105	48 711	10 117	8 773	na	1 606	1 061	1 477	90 754

Table 18A.10 **Proportion of clients with unmet needs for accommodation and services other than accommodation (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Proportion of clients with unmet need	**%**	**0.4**	**1.5**	**2.8**	**1.1**	**na**	**0.2**	**0.7**	**1.5**	**1.4**
Total clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

(a) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) The client may have received other types of service.

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

Source : AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.11 **Proportion of closed support periods with an agreed case management plan (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Yes – Case management plan (d)	**%**	**51.8**	**39.7**	**86.1**	**45.3**	**33.6**	**41.9**	**59.4**	**69.1**	**49.3**
No case management plan										
Client did not agree to one	%	7.2	7.3	2.7	7.6	7.1	5.3	2.9	7.2	6.5
Support period too short	%	34.0	41.6	9.4	31.4	53.3	37.9	9.3	17.5	34.7
Other	%	7.0	11.4	1.8	15.7	6.1	14.8	28.4	6.1	9.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (e)	no.	58 988	177 170	52 982	29 893	26 267	11 651	5 376	9 085	371 411
2013-14										
Yes – Case management plan (d)	**%**	**58.5**	**38.2**	**72.7**	**48.2**	**30.6**	**48.4**	**50.1**	**72.4**	**48.2**
No case management plan										
Client did not agree to one	%	9.2	6.2	4.2	7.3	5.0	6.4	5.4	6.5	6.4
Support period too short	%	25.3	46.0	21.2	38.5	57.0	36.8	13.8	17.3	37.6
Other	%	7.0	9.5	2.0	6.1	7.4	8.4	30.6	3.8	7.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (e)	no.	61 032	169 484	52 569	26 903	26 144	8 633	6 013	8 820	359 597
2012-13										
Yes – Case management plan (d)	**%**	**56.6**	**33.4**	**69.7**	**50.2**	**36.4**	**56.9**	**45.6**	**63.5**	**45.7**
No case management plan										
Client did not agree to one	%	10.2	7.4	3.7	8.1	5.5	7.4	6.3	6.3	7.2
Support period too short	%	24.0	48.4	24.8	37.9	54.3	32.0	11.7	28.1	38.9
Other	%	9.2	10.7	1.8	3.8	3.8	3.7	36.4	2.1	8.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (e)	no.	59 982	161 171	51 439	26 669	26 050	6 615	6 157	8 714	346 797

Table 18A.11 **Proportion of closed support periods with an agreed case management plan (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
2011-12										
Yes – Case management plan (d)	**%**	**55.1**	**31.5**	**61.3**	**58.4**	**34.0**	**54.2**	**43.0**	**60.5**	**44.1**
No case management plan										
Client did not agree to one	%	9.3	6.9	5.0	8.5	11.9	9.3	5.9	4.0	7.5
Support period too short	%	28.3	52.0	31.1	28.4	48.5	31.0	13.3	32.3	40.8
Other	%	7.3	9.6	2.6	4.8	5.7	5.6	37.8	3.1	7.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (e)	no.	59 243	148 343	51 154	26 191	24 504	7 316	5 803	7 515	330 068

(a) Case management is dealt differently by different jurisdictions and data may not be comparable.

(b) Data include clients for whom a case management plan may not have been appropriate, e.g. people accessing a drop–in centre, a meals service or an information/referral service.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) Includes support periods where client was included on another person's case management plan.

(e) Total clients with closed support periods excludes support periods with invalid responses.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.12 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (c)	*NT*	*Aust* (d)
2014-15										
Yes – Case management plan (e)	**%**	**61.5**	**43.6**	**83.3**	**43.7**	**37.4**	**43.8**	**62.4**	**68.4**	**58.9**
No case management plan										
Client did not agree to one	%	7.8	8.3	3.4	11.8	5.3	4.3	2.3	7.8	7.1
Support period too short	%	23.8	37.2	11.3	25.7	52.7	37.8	10.2	18.3	25.4
Other	%	7.0	10.9	2.0	18.8	4.6	14.1	25.0	5.5	8.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	12 471	12 176	16 734	11 665	5 737	1 408	841	6 888	67 922
2013-14										
Yes – Case management plan (e)	**%**	**67.4**	**44.4**	**66.7**	**47.1**	**31.8**	**51.7**	**62.5**	**70.8**	**57.1**
No case management plan										
Client did not agree to one	%	7.9	10.2	4.9	14.6	4.9	4.8	3.6	6.6	8.0
Support period too short	%	19.3	37.3	26.1	29.3	56.1	33.6	11.8	19.3	28.9
Other	%	5.5	8.2	2.4	9.0	7.2	9.9	22.1	3.3	5.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	12 070	10 598	15 735	9 426	5 268	1 109	948	6 544	61 698
2012-13										
Yes – Case management plan (e)	**%**	**62.6**	**38.4**	**63.7**	**49.4**	**38.0**	**56.2**	**57.7**	**60.5**	**54.2**
No case management plan										
Client did not agree to one	%	9.0	10.9	4.5	16.7	6.1	6.6	5.0	7.3	8.9
Support period too short	%	21.7	41.8	30.1	30.1	53.2	33.3	7.5	30.5	32.1
Other	%	6.8	9.0	1.7	3.8	2.7	3.9	29.7	1.7	4.9

Table 18A.12 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT* (c)	*NT*	*Aust* (d)
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	11 452	9 750	14 464	8 883	4 797	873	976	5 855	57 050
2011-12										
Yes – Case management plan (e)	**%**	**58.6**	**35.2**	**58.7**	**56.1**	**38.8**	**50.1**	**42.7**	**57.6**	**52.5**
No case management plan										
Client did not agree to one	%	9.8	9.7	5.6	10.9	12.4	11.0	8.9	4.2	8.5
Support period too short	%	25.3	50.8	32.7	28.5	43.1	34.2	18.7	36.2	34.3
Other	%	6.3	4.3	3.0	4.4	5.7	4.7	29.8	2.0	4.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to Aboriginal and Torres Strait Islander clients (f)	no.	11 377	8 387	14 002	8 532	4 325	927	839	5 315	53 704

(a) Case management is dealt differently by different jurisdictions and data may not be comparable.

(b) Includes support periods for high voulme agencies such as day or meal centres where a case management plan may not be appropriate.

(c) Includes support periods for central intake agencies (where a case management plan is not appropriate) in 'other' rather than in 'support period too short'.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) Includes support periods where client was included on another person's case management plan.

(f) Excludes support periods with invalid responses.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.13 **Support needs of clients, summary (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2014-15										
All clients										
Provided only	%	53.4	63.0	50.1	64.3	75.1	35.9	53.4	68.6	59.8
Referred only	%	1.7	1.6	1.2	1.0	0.2	9.6	0.2	0.1	1.6
Provided & referred	%	42.0	30.7	45.3	33.9	24.7	52.2	45.1	30.5	35.4
Not provided or referred	%	2.9	4.7	3.4	0.8	–	2.3	1.3	0.8	3.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	‘000	34 442	85 095	35 823	18 908	15 809	5 961	3 123	5 885	202 500
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.5	54.4	53.8	65.1	73.4	34.8	52.3	67.3	58.6
Referred only	%	2.1	1.4	0.9	0.8	0.3	7.0	0.2	0.1	1.2
Provided & referred	%	42.9	39.5	42.5	33.1	26.4	56.0	46.0	31.9	37.7
Not provided or referred	%	3.6	4.7	2.8	1.0	–	2.3	1.4	0.8	2.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	‘000	9 193	6 949	11 949	7 841	4 027	919	506	4 568	46 580
Non-MESC clients										
Provided only	%	53.1	59.9	41.2	46.4	71.9	34.3	51.0	63.1	55.9
Referred only	%	0.9	1.5	2.0	1.8	–	9.8	0.6	–	1.5
Provided & referred	%	44.6	33.8	54.4	51.2	28.1	53.9	47.1	36.2	39.3
Not provided or referred	%	1.4	4.8	2.5	0.5	–	2.1	1.3	0.7	3.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	‘000	2 871	11 136	2 374	1 501	928	249	539	162	19 622
2013-14										
All clients										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2

Table 18A.13 **Support needs of clients, summary (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Referred only	%	1.1	1.4	1.8	0.5	–	4.1	0.8	0.2	1.3
Provided & referred	%	43.2	27.9	51.4	32.6	17.1	37.5	45.3	30.3	34.6
Not provided or referred	%	1.7	4.5	3.1	1.0	–	3.4	1.8	0.8	2.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	‘000	38 041	80 845	35 406	16 990	15 885	5 091	3 433	5 394	198 770
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.7	55.7	46.1	70.5	82.4	53.9	56.3	66.7	58.4
Referred only	%	1.3	1.2	1.5	0.6	–	1.8	0.6	0.3	1.0
Provided & referred	%	44.8	38.3	49.7	28.0	17.6	41.9	41.9	32.3	38.4
Not provided or referred	%	2.3	4.8	2.6	0.9	–	2.4	1.2	0.8	2.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	‘000	9 651	6 369	11 731	6 659	3 876	753	521	4 265	44 789
Non-MESC clients										
Provided only	%	53.2	61.6	37.3	47.5	80.6	56.0	56.0	69.9	57.1
Referred only	%	1.1	2.2	2.7	0.7	–	5.9	–	–	1.8
Provided & referred	%	44.8	30.8	57.6	50.4	19.4	34.6	42.9	30.1	37.5
Not provided or referred	%	1.0	5.4	2.4	1.3	–	3.5	1.1	–	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	‘000	3 705	11 427	2 648	1 535	983	226	567	140	21 072
2012-13										
All clients										
Provided only	%	57.9	65.0	44.0	63.8	86.8	64.5	51.5	66.7	61.7
Referred only	%	0.8	2.2	1.9	0.5	–	0.5	1.9	0.7	1.5
Provided & referred	%	39.6	27.5	51.2	34.8	13.1	31.8	43.3	30.9	33.6
Not provided or referred	%	1.7	5.2	2.9	0.8	–	3.3	3.3	1.7	3.2

Table 18A.13 **Support needs of clients, summary (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	36 031	75 732	34 360	16 502	14 997	4 328	3 293	5 386	188 170
Aboriginal and Torres Strait Islander clients										
Provided only	%	54.8	55.7	44.2	68.6	86.7	57.8	41.4	66.5	58.3
Referred only	%	0.6	1.2	1.8	0.4	0.1	0.7	2.5	0.4	1.0
Provided & referred	%	42.2	39.2	52.1	30.0	13.2	38.2	51.8	31.9	38.8
Not provided or referred	%	2.4	3.9	1.9	1.1	–	3.3	4.2	1.2	2.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	8 919	6 095	11 132	5 963	3 535	684	536	4 116	41 576
Non-MESC clients										
Provided only	%	58.1	59.1	37.7	45.2	83.1	63.7	50.4	58.1	56.2
Referred only	%	1.0	3.3	2.9	0.3	–	–	1.0	1.3	2.4
Provided & referred	%	40.0	30.6	57.4	53.6	16.9	34.3	45.5	39.3	37.0
Not provided or referred	%	0.8	7.1	2.0	0.9	–	2.0	3.1	1.3	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 252	10 422	2 388	1 614	839	152	531	161	19 197
2011-12										
All clients										
Provided only	%	53.4	65.6	42.3	61.6	na	56.1	33.1	57.6	57.1
Referred only	%	1.7	2.2	3.2	1.2	na	3.5	4.2	1.1	2.3
Provided & referred	%	43.5	28.1	50.8	36.2	na	37.1	51.4	38.9	37.4
Not provided or referred	%	1.4	4.1	3.8	1.0	na	3.3	11.3	2.4	3.3
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	37 969	71 148	34 625	16 490	na	4 771	3 446	5 111	171 852
Aboriginal and Torres Strait Islander clients										

Table 18A.13 **Support needs of clients, summary (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Provided only	%	48.9	53.7	40.1	66.5	na	56.5	31.6	54.0	50.8
Referred only	%	2.0	1.9	2.8	1.2	na	2.8	3.1	0.8	2.0
Provided & referred	%	47.6	41.1	54.6	31.4	na	39.5	54.9	44.1	45.2
Not provided or referred	%	1.4	3.4	2.5	0.9	na	1.2	10.4	1.1	2.0
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	9 082	5 122	10 495	5 858	na	704	497	3 865	36 539
Non-MESC clients										
Provided only	%	51.1	55.9	33.7	44.7	na	46.7	29.0	57.5	50.0
Referred only	%	1.9	3.2	3.3	1.5	na	1.6	2.5	5.1	2.7
Provided & referred	%	46.0	36.9	60.5	53.3	na	50.1	55.9	34.0	44.2
Not provided or referred	%	1.0	4.1	2.5	0.5	na	1.6	12.6	3.5	3.1
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	'000	3 540	7 682	2 064	1 661	na	192	464	158	15 649

(a) Not all clients have a need recorded.

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

(c) SA collection methodology in 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Accommodation/accommodation related assistance										
Provided only	%	37.6	30.2	41.2	60.2	66.2	25.5	23.9	78.4	40.7
Referred only	%	21.7	15.0	13.3	10.5	1.6	33.5	13.5	2.3	15.2
Provided & referred	%	15.3	17.6	16.0	11.7	13.0	19.8	23.6	9.8	15.3
Not provided or referred	%	25.5	37.2	29.5	17.5	19.2	21.2	39.0	9.5	28.8
Total clients for whom need was identified	no.	21 419	33 611	26 550	11 719	4 675	4 143	2 076	3 974	105 794
Assistance to sustain tenure										
Provided only	%	70.0	72.6	68.0	78.2	96.3	58.8	65.3	81.1	71.5
Referred only	%	5.8	3.5	4.9	5.6	0.5	17.9	5.1	6.0	4.8
Provided and referred	%	12.5	8.4	14.7	9.7	2.1	11.9	14.5	2.9	10.5
Not provided or referred	%	11.6	15.5	12.4	6.6	1.1	11.4	15.1	9.9	13.1
Clients for whom need was identified	no.	12 843	28 349	13 028	3 065	1 689	1 772	1 404	1 016	61 852
Mental health										
Provided only	%	24.4	33.6	23.9	29.8	7.1	34.6	17.1	38.5	28.0
Referred only	%	29.3	17.4	34.8	23.0	76.9	17.7	39.0	26.6	26.8
Provided and referred	%	20.6	16.9	20.5	25.7	10.1	16.0	15.6	17.7	19.0
Not provided or referred	%	25.6	32.1	20.8	21.5	6.0	31.8	28.3	17.2	26.3
Clients for whom need was identified	no.	3 977	4 857	2 753	1 276	268	297	541	242	13 686
Family										
Provided only	%	38.7	45.4	40.2	36.6	55.1	48.0	28.8	33.8	41.2
Referred only	%	19.1	15.8	22.6	23.9	23.5	13.0	20.2	15.8	19.3
Provided and referred	%	26.5	19.8	25.0	27.9	20.3	28.7	40.2	37.3	24.9
Not provided or referred	%	15.7	19.0	12.2	11.7	1.1	10.4	10.7	13.0	14.6
Clients for whom need was identified	no.	3 723	4 375	2 608	1 952	471	367	481	438	14 129

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Disability										
Provided only	%	20.4	29.8	32.6	24.1	14.0	10.5	21.3	49.4	26.4
Referred only	%	26.9	22.1	26.0	27.9	51.0	23.7	23.6	16.6	25.2
Provided and referred	%	19.4	10.5	12.4	17.1	14.0	26.4	20.1	4.2	14.3
Not provided or referred	%	33.3	37.7	29.0	31.0	21.0	39.3	35.0	29.8	34.1
Clients for whom need was identified	no.	417	530	272	102	14	38	46	25	1 403
Drug/alcohol										
Provided only	%	43.0	36.1	26.2	29.7	15.4	45.7	22.3	30.4	35.3
Referred only	%	18.2	15.5	24.1	23.6	62.2	13.3	16.8	10.2	19.5
Provided and referred	%	16.7	17.4	20.2	16.4	5.4	15.7	44.9	11.5	18.0
Not provided or referred	%	22.1	30.9	29.5	30.3	17.0	25.2	16.0	47.9	27.2
Clients for whom need was identified	no.	2 315	1 846	1 154	729	130	128	275	249	6 511
Legal/financial										
Provided only	%	30.3	53.4	34.1	22.2	14.2	52.0	33.5	35.6	38.5
Referred only	%	28.8	18.0	29.8	38.4	74.5	19.4	24.8	29.8	27.6
Provided and referred	%	21.4	12.3	24.8	23.0	8.8	12.2	32.3	18.4	18.7
Not provided or referred	%	19.5	16.3	11.4	16.4	2.5	16.3	9.3	16.1	15.1
Clients for whom need was identified	no.	3 036	4 886	3 021	1 365	477	173	318	535	13 480
Domestic/family violence										
Provided only	%	72.4	75.2	71.7	81.3	91.5	76.6	49.1	90.6	76.3
Referred only	%	3.7	2.7	6.4	1.6	0.2	6.8	9.7	0.3	3.0
Provided and referred	%	15.3	13.6	14.6	14.4	8.0	10.5	29.1	4.2	13.4
Not provided or referred	%	8.5	8.6	7.3	2.7	0.2	6.0	12.2	4.9	7.3
Clients for whom need was identified	no.	7 221	27 680	6 075	5 072	2 926	549	439	1 833	51 037
Immigration/cultural services										

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Provided only	%	59.7	68.3	55.7	74.8	82.4	53.9	34.3	88.2	68.3
Referred only	%	9.0	5.2	9.9	8.0	7.6	10.8	18.9	6.6	7.6
Provided and referred	%	23.8	20.5	26.7	13.0	9.0	32.6	39.0	2.4	18.5
Not provided or referred	%	7.5	6.0	7.7	4.3	1.0	2.7	7.8	2.9	5.6
Clients for whom need was identified	no.	2 247	3 777	1 406	1 624	633	37	277	1 370	11 130
Other specialised services										
Provided only	%	45.2	49.4	33.9	34.0	41.9	47.9	29.7	64.8	43.4
Referred only	%	17.4	16.6	24.1	29.4	42.0	16.9	24.5	8.4	21.0
Provided and referred	%	27.8	21.0	34.3	28.0	15.2	21.9	35.9	22.3	26.3
Not provided or referred	%	9.6	13.1	7.6	8.6	0.9	13.3	9.9	4.5	9.3
Clients for whom need was identified	no.	8 184	8 993	7 218	3 702	1 910	543	882	1 921	32 357
Total clients who needed homelessness services (d)	**no.**	**34 442**	**85 098**	**35 823**	**18 908**	**15 809**	**5 961**	**3 123**	**5 885**	**202 503**
2013-14										
Accommodation/accommodation related assistance										
Provided only	%	46.0	27.6	42.1	60.5	75.9	36.3	22.0	81.2	42.5
Referred only	%	17.8	14.5	14.8	10.2	1.6	22.2	11.1	2.2	14.2
Provided and referred	%	18.0	17.8	17.6	12.4	13.4	13.3	24.1	8.0	16.2
Not provided or referred	%	18.2	40.1	25.5	16.9	9.1	28.2	42.7	8.6	27.1
Clients for whom need was identified	no.	22 350	31 732	25 528	9 904	4 099	3 821	2 456	4 110	101 851
Assistance to sustain tenure										
Provided only	%	71.9	72.8	63.1	76.0	96.8	68.8	68.0	83.8	71.4
Referred only	%	5.3	3.3	5.8	4.0	0.4	6.6	5.8	2.6	4.3
Provided and referred	%	15.0	7.5	19.9	9.9	1.8	7.0	12.9	4.3	11.5
Not provided or referred	%	7.8	16.4	11.2	10.1	1.0	17.6	13.4	9.2	12.7

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	12 161	26 967	12 294	3 294	1 698	1 170	1 357	852	58 669
Mental health										
Provided only	%	26.8	30.2	22.9	25.1	12.9	34.9	25.7	40.8	27.0
Referred only	%	27.7	21.1	35.3	27.2	65.1	13.6	39.5	23.9	27.8
Provided and referred	%	24.9	16.3	18.4	27.3	11.0	10.6	10.1	14.6	19.9
Not provided or referred	%	20.6	32.4	23.4	20.4	11.0	40.8	24.8	20.7	25.3
Clients for whom need was identified	no.	4 582	4 234	2 592	1 172	163	260	609	154	13 211
Family										
Provided only	%	38.3	42.1	39.1	35.3	67.5	53.3	34.1	28.6	40.3
Referred only	%	19.2	18.5	22.9	25.9	15.2	15.8	25.0	25.0	20.6
Provided and referred	%	31.5	22.2	25.3	26.5	16.3	19.3	30.6	33.8	26.3
Not provided or referred	%	11.1	17.2	12.7	12.3	1.0	11.6	10.3	12.5	12.8
Clients for whom need was identified	no.	4 472	4 103	2 609	1 677	517	315	417	430	14 214
Disability										
Provided only	%	19.1	25.3	26.8	23.9	9.0	23.2	28.3	25.7	23.8
Referred only	%	28.0	20.6	32.7	27.9	54.8	39.0	39.5	12.7	27.0
Provided and referred	%	24.6	12.3	9.8	14.4	–	11.3	13.1	29.4	16.1
Not provided or referred	%	28.2	41.7	30.8	33.8	36.2	26.5	19.1	32.2	33.1
Clients for whom need was identified	no.	424	474	232	108	11	46	72	32	1 368
Drug/alcohol										
Provided only	%	42.7	34.7	25.1	34.8	15.9	40.3	26.6	36.3	35.7
Referred only	%	14.9	15.5	26.0	19.8	62.7	18.8	8.5	15.4	18.0
Provided and referred	%	22.1	16.6	15.1	18.4	11.9	10.6	50.7	13.2	19.7
Not provided or referred	%	20.4	33.1	33.9	26.9	9.5	30.3	14.3	35.1	26.7
Clients for whom need was identified	no.	2 883	1 678	1 217	654	95	104	290	227	6 818

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Legal/financial										
Provided only	%	31.1	50.9	28.2	21.4	14.4	46.5	50.0	51.3	37.0
Referred only	%	29.2	19.1	35.5	38.9	69.3	20.3	17.2	23.1	28.8
Provided and referred	%	25.1	12.1	23.0	23.1	12.7	7.2	20.5	14.4	19.1
Not provided or referred	%	14.7	17.9	13.2	16.5	3.6	26.0	12.3	11.1	15.1
Clients for whom need was identified	no.	3 516	4 324	2 937	1 145	362	172	317	465	12 907
Domestic/family violence										
Provided only	%	76.3	86.5	75.8	84.9	93.1	75.2	50.5	87.0	83.2
Referred only	%	3.2	1.3	5.1	1.3	0.1	3.0	12.5	0.3	2.2
Provided and referred	%	13.9	7.6	12.6	10.9	6.6	12.1	17.6	5.1	9.6
Not provided or referred	%	6.5	4.6	6.5	2.9	0.2	9.7	19.4	7.6	5.1
Clients for whom need was identified	no.	8 827	23 459	5 923	4 472	2 813	514	529	1 533	47 355
Immigration/cultural services										
Provided only	%	47.6	68.5	49.6	76.6	86.1	72.9	38.5	88.1	64.7
Referred only	%	14.2	5.8	16.7	8.5	3.6	9.0	24.4	5.4	9.8
Provided and referred	%	33.2	19.5	28.3	12.2	10.3	15.0	32.0	3.9	21.0
Not provided or referred	%	4.9	6.2	5.4	2.7	–	3.1	5.1	2.5	4.5
Clients for whom need was identified	no.	2 689	3 686	1 388	1 658	616	33	257	1 139	11 234
Other specialised services										
Provided only	%	42.0	48.3	26.6	35.6	41.6	48.0	37.2	53.4	40.0
Referred only	%	19.8	16.6	27.2	29.0	46.4	15.5	28.7	12.3	22.7
Provided and referred	%	30.8	21.4	38.4	26.7	11.1	20.1	27.1	26.4	28.2
Not provided or referred	%	7.4	13.7	7.9	8.7	0.9	16.3	7.0	8.0	9.1
Clients for whom need was identified	no.	9 420	8 409	7 745	3 150	1 632	491	922	1 611	32 322

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Total clients who needed homelessness services (d)	**no.**	**38 202**	**80 849**	**35 407**	**16 990**	**15 885**	**5 091**	**3 433**	**5 394**	**198 936**
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	46.4	27.9	44.4	60.4	87.1	48.5	22.2	80.2	43.9
Referred only	%	17.4	16.2	17.8	11.9	1.5	8.0	14.2	4.8	15.3
Provided and referred	%	16.6	16.6	18.7	12.8	8.8	18.5	21.3	9.3	15.8
Not provided or referred	%	19.5	39.3	19.1	14.9	2.7	25.1	42.2	5.8	25.0
Clients for whom need was identified	no.	21 224	32 376	25 432	9 498	4 441	3 056	2 506	4 172	100 439
Assistance to sustain tenure										
Provided only	%	72.9	71.1	62.0	77.6	97.7	72.6	71.5	73.4	71.2
Referred only	%	4.8	4.4	7.3	3.8	0.3	3.8	8.3	7.8	4.9
Provided and referred	%	12.8	7.3	17.9	8.0	1.3	9.3	9.5	9.2	10.2
Not provided or referred	%	9.5	17.2	12.8	10.6	0.7	14.5	10.8	9.7	13.6
Clients for whom need was identified	no.	9 761	23 626	9 412	3 523	1 899	766	981	650	49 614
Mental health										
Provided only	%	27.5	25.9	23.9	30.0	17.7	33.2	20.9	48.8	26.8
Referred only	%	28.5	24.4	38.0	22.5	50.8	19.9	38.7	18.0	28.9
Provided and referred	%	22.7	16.9	19.9	20.8	18.5	11.3	17.4	17.2	19.5
Not provided or referred	%	21.2	32.8	18.1	26.9	13.1	35.2	23.1	16.0	24.8
Clients for whom need was identified	no.	3 940	3 492	2 646	1 188	130	256	455	256	11 776
Family										
Provided only	%	38.8	40.0	42.0	41.8	71.2	49.3	35.8	41.2	41.8
Referred only	%	20.1	20.4	24.4	20.1	8.3	19.4	15.6	16.0	20.2
Provided and referred	%	28.9	21.3	21.9	25.9	18.3	20.5	33.4	24.8	24.5

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Not provided or referred	%	12.2	18.3	11.7	12.2	2.1	10.9	14.9	17.9	13.5
Clients for whom need was identified	no.	3 764	3 181	2 889	1 581	563	341	422	624	13 025
Disability										
Provided only	%	21.8	23.6	21.8	27.2	–	20.8	28.4	23.1	23.1
Referred only	%	26.0	23.6	33.9	28.9	66.7	33.3	11.9	34.6	27.1
Provided and referred	%	23.4	20.5	11.7	21.9	8.3	8.3	32.8	11.5	20.0
Not provided or referred	%	28.8	32.2	32.7	21.9	25.0	37.5	26.9	30.8	29.8
Clients for whom need was identified	no.	427	351	248	114	12	24	67	26	1 223
Drug/alcohol										
Provided only	%	41.6	32.4	24.8	43.6	17.0	35.0	24.0	53.0	36.4
Referred only	%	13.6	16.6	30.2	20.3	49.1	9.7	18.5	19.1	18.7
Provided and referred	%	22.9	16.5	14.6	15.5	20.8	21.4	37.0	9.8	18.8
Not provided or referred	%	21.9	34.5	30.4	20.6	11.3	34.0	20.5	18.1	26.1
Clients for whom need was identified	no.	2 574	1 460	1 159	785	53	103	254	215	6 286
Legal/financial										
Provided only	%	31.2	47.4	30.6	26.8	23.9	38.9	49.2	62.7	36.7
Referred only	%	28.1	20.6	31.9	35.1	61.8	29.8	19.1	13.5	27.9
Provided and referred	%	22.1	12.3	26.0	24.5	13.3	9.6	20.1	9.1	19.4
Not provided or referred	%	18.6	19.7	11.4	13.7	1.1	22.1	11.3	14.9	16.0
Clients for whom need was identified	no.	2 935	3 352	2 822	1 504	285	208	309	549	11 596
Domestic/family violence										
Provided only	%	77.0	85.2	78.6	84.7	92.7	78.9	47.1	75.7	82.5
Referred only	%	4.4	2.3	4.8	1.3	0.2	3.9	12.1	0.8	2.9
Provided and referred	%	12.5	7.5	11.9	10.3	6.9	10.0	22.2	17.0	9.7
Not provided or referred	%	6.0	5.0	4.7	3.7	0.3	7.3	18.3	6.5	4.9

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	7 872	19 803	5 944	3 995	2 621	441	486	1 542	42 009
Immigration/cultural services										
Provided only	%	52.4	65.3	48.2	75.2	88.7	90.5	41.2	67.2	63.0
Referred only	%	14.7	4.8	13.9	6.5	2.5	3.2	20.1	25.0	9.6
Provided and referred	%	24.8	22.2	33.2	13.8	8.9	4.8	28.9	5.6	21.3
Not provided or referred	%	8.2	7.7	4.7	4.3	–	1.6	10.3	2.3	6.1
Clients for whom need was identified	no.	2 170	3 473	1 581	1 668	675	63	204	521	10 124
Other specialised services										
Provided only	%	42.7	46.9	29.1	44.8	47.1	51.0	39.9	33.5	40.6
Referred only	%	19.3	18.8	24.7	22.2	41.0	12.9	24.6	27.1	22.3
Provided and referred	%	29.8	20.7	39.9	25.4	10.9	23.3	24.9	27.6	28.1
Not provided or referred	%	8.3	13.5	6.3	7.6	0.9	12.7	10.5	11.9	9.0
Clients for whom need was identified	no.	7 968	7 018	7 354	3 457	1 474	490	889	1 164	28 749
Total clients who needed homelessness services (d)	**no.**	**36 061**	**75 738**	**34 535**	**16 508**	**14 997**	**4 328**	**3 293**	**5 387**	**188 394**
2011-12										
Accommodation/accommodation related assistance										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
Assistance to sustain tenure										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
Mental health										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
Family										
Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393
Disability										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
Drug/alcohol										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
Legal/financial										
Provided only	%	32.0	45.4	28.1	23.3	na	36.7	40.1	50.1	34.4
Referred only	%	29.6	24.7	34.7	33.5	na	28.5	30.8	20.6	29.7
Provided and referred	%	25.6	14.1	23.3	29.1	na	15.8	21.9	19.3	21.9
Not provided or referred	%	12.8	15.9	13.9	14.0	na	19.3	7.2	10.0	14.0
Clients for whom need was identified	no.	4 016	3 613	3 247	1 616	na	316	416	441	13 354
Domestic/family violence										
Provided only	%	74.5	82.7	70.4	87.1	na	71.3	53.9	77.1	79.4
Referred only	%	4.4	3.2	6.7	1.4	na	8.8	11.6	1.0	3.7
Provided and referred	%	16.0	8.1	15.2	7.2	na	11.2	23.3	19.3	11.1
Not provided or referred	%	5.1	6.0	7.6	4.2	na	8.6	11.2	2.7	5.8
Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725
Immigration/cultural services										
Provided only	%	56.0	59.2	35.7	71.6	na	51.9	33.5	35.3	55.3
Referred only	%	12.7	5.9	14.7	6.3	na	22.2	22.0	47.1	11.1
Provided and referred	%	27.5	28.3	42.0	17.5	na	17.3	36.0	12.4	28.0
Not provided or referred	%	3.8	6.6	7.8	4.5	na	8.6	8.5	5.3	5.6
Clients for whom need was identified	no.	2 879	3 135	1 568	1 552	na	81	200	340	9 614
Other specialised services										
Provided only	%	39.3	46.3	25.9	46.1	na	39.0	28.8	30.8	37.9
Referred only	%	24.5	22.0	26.4	20.7	na	25.6	25.5	26.4	24.0
Provided and referred	%	28.7	21.1	38.9	24.3	na	22.3	32.2	36.6	29.0

Table 18A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Not provided or referred	%	7.6	10.7	8.9	8.9	na	13.1	13.6	6.2	9.1
Clients for whom need was identified	no.	9 353	7 648	8 017	3 696	na	579	884	1 300	30 636
Total clients who needed homelessness services (d)	**no.**	**37 990**	**71 150**	**34 629**	**16 504**	**13 160**	**4 785**	**3 446**	**5 111**	**184 589**

(a) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) A client may be assessed as having a need for multiple services and assistance types, therefore the sum of the categories is not equal to the total number of clients.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Accommodation/accommodation related assistance										
Provided only	%	37.4	33.9	47.9	73.7	73.9	27.1	30.5	82.6	53.6
Referred only	%	20.9	17.1	12.2	7.3	2.4	28.8	16.6	1.4	12.4
Provided & referred	%	16.9	21.9	15.1	9.2	9.6	24.1	25.3	8.3	13.9
Not provided or referred	%	24.9	27.2	24.8	9.9	14.1	20.0	27.6	7.7	20.0
Total clients for whom need was identified	no.	5 737	3 342	8 656	5 597	1 384	641	370	3 020	28 034
Assistance to sustain tenure										
Provided only	%	69.0	75.1	66.4	74.3	96.9	68.3	77.4	80.7	71.5
Referred only	%	6.8	3.5	4.6	5.9	–	14.0	3.2	7.7	5.3
Provided and referred	%	12.5	7.5	11.1	11.8	2.0	8.0	9.3	3.1	9.9
Not provided or referred	%	11.7	13.9	17.9	8.0	1.1	9.8	10.2	8.4	13.3
Clients for whom need was identified	no.	3 449	2 129	3 616	640	449	238	247	701	11 105
Mental health										
Provided only	%	21.1	30.8	27.2	25.3	8.5	23.6	12.8	37.7	25.2
Referred only	%	27.3	17.3	33.9	24.6	66.0	23.6	47.7	22.1	28.0
Provided and referred	%	20.4	15.6	18.4	29.6	17.0	19.7	12.8	20.5	19.6
Not provided or referred	%	31.2	36.3	20.6	20.4	8.5	33.2	26.7	19.7	27.2
Clients for whom need was identified	no.	886	489	616	358	59	51	87	144	2 532
Family										
Provided only	%	41.0	42.6	41.1	33.9	43.7	43.6	31.9	33.6	39.4
Referred only	%	17.4	12.9	26.0	22.0	23.5	8.4	24.8	15.5	19.7
Provided and referred	%	25.4	23.2	20.6	29.5	31.2	43.7	35.1	40.0	26.6
Not provided or referred	%	16.2	21.4	12.3	14.7	1.6	4.2	8.2	10.9	14.4

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	1 128	572	868	811	126	72	84	351	3 880
Disability										
Provided only	%	17.9	13.2	41.2	14.1	25.0	14.5	10.8	38.1	21.3
Referred only	%	21.9	27.9	24.4	35.6	–	14.3	49.6	22.1	26.9
Provided and referred	%	22.3	10.3	10.7	33.5	25.0	–	10.3	–	17.1
Not provided or referred	%	37.9	48.6	23.7	16.7	50.0	71.3	29.4	39.8	34.6
Clients for whom need was identified	no.	105	68	68	43	4	7	10	18	304
Drug/alcohol										
Provided only	%	37.4	21.6	25.1	14.2	6.1	52.0	19.7	20.1	26.5
Referred only	%	18.8	27.3	25.1	40.7	69.6	20.0	18.4	11.6	25.2
Provided and referred	%	16.8	16.5	20.5	10.9	4.1	12.0	45.4	10.1	16.0
Not provided or referred	%	26.9	34.6	29.3	34.2	20.3	16.0	16.5	58.2	32.3
Clients for whom need was identified	no.	585	280	312	252	49	25	53	192	1 676
Legal/financial										
Provided only	%	28.9	40.9	27.1	27.1	9.4	59.4	32.6	33.6	29.9
Referred only	%	22.5	27.9	37.0	34.7	75.8	6.2	22.8	32.1	32.1
Provided and referred	%	22.2	10.1	22.4	20.1	9.2	15.7	34.6	18.8	19.4
Not provided or referred	%	26.4	21.1	13.5	18.1	5.5	18.7	9.9	15.5	18.5
Clients for whom need was identified	no.	753	359	683	506	108	32	48	407	2 771
Domestic/family violence										
Provided only	%	72.4	78.2	71.1	82.6	90.3	79.4	43.9	90.9	79.1
Referred only	%	3.4	2.5	4.7	1.7	0.6	4.9	8.1	0.2	2.5
Provided and referred	%	15.7	12.5	17.3	13.3	8.9	9.8	32.9	4.4	12.7
Not provided or referred	%	8.5	6.8	6.9	2.4	0.2	5.9	15.2	4.5	5.6

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	1 860	1 696	1 939	1 977	528	103	65	1 493	9 367
Immigration/cultural services										
Provided only	%	61.5	81.1	51.8	77.2	87.3	36.6	50.4	88.1	75.2
Referred only	%	11.0	3.1	14.2	7.9	6.1	10.5	17.3	7.2	7.9
Provided and referred	%	20.7	10.5	25.7	11.0	5.5	52.9	22.9	1.6	11.9
Not provided or referred	%	6.7	5.2	8.3	4.0	1.1	–	9.3	3.1	4.9
Clients for whom need was identified	no.	1 095	1 329	503	749	370	19	85	1 195	5 159
Other specialised services										
Provided only	%	45.0	48.5	34.4	33.8	27.4	47.3	33.3	64.2	43.9
Referred only	%	16.0	15.1	24.1	32.2	54.9	9.6	21.4	8.6	21.1
Provided and referred	%	28.3	24.2	33.0	27.7	16.4	31.6	37.3	23.1	26.9
Not provided or referred	%	10.7	12.1	8.6	6.3	1.3	11.5	7.9	4.1	8.0
Clients for whom need was identified	no.	2 002	1 050	1 852	1 565	397	96	147	1 609	8 394
Total clients who needed homelessness services (d)	**no.**	**9 193**	**6 949**	**11 949**	**7 841**	**4 027**	**919**	**506**	**4 568**	**46 580**
2013-14										
Accommodation/accommodation related assistance										
Provided only	%	45.0	31.4	47.3	73.4	79.6	40.2	38.0	82.8	54.9
Referred only	%	18.9	19.0	13.5	6.1	1.9	17.7	7.5	1.4	12.2
Provided and referred	%	18.5	20.5	15.8	9.7	10.1	15.6	21.2	8.2	14.3
Not provided or referred	%	17.6	29.1	23.4	10.8	8.4	26.5	33.3	7.5	18.6
Clients for whom need was identified	no.	5 430	2 841	8 144	4 287	1 077	541	355	3 104	25 190
Assistance to sustain tenure										
Provided only	%	70.9	75.2	62.6	68.9	97.3	71.7	78.3	83.3	70.9

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	6.2	2.9	6.2	4.8	0.5	3.9	3.0	3.0	5.0
Provided and referred	%	14.1	9.4	13.7	14.9	1.0	6.4	12.0	5.1	11.9
Not provided or referred	%	8.8	12.4	17.5	11.4	1.3	18.0	6.7	8.5	12.1
Clients for whom need was identified	no.	3 109	1 762	3 054	702	401	159	226	597	9 765
Mental health										
Provided only	%	23.8	29.3	24.3	25.5	29.9	45.9	30.5	32.1	26.1
Referred only	%	24.9	22.8	34.6	25.1	44.5	10.7	25.4	25.5	27.4
Provided and referred	%	24.9	15.4	19.8	31.1	4.3	5.3	9.3	15.1	21.3
Not provided or referred	%	26.4	32.5	21.3	18.2	21.3	38.1	34.9	27.3	25.2
Clients for whom need was identified	no.	812	380	526	227	23	38	72	78	2 040
Family										
Provided only	%	38.9	43.4	38.9	37.4	54.8	48.2	49.6	26.7	39.0
Referred only	%	19.0	19.1	22.1	18.5	26.2	18.6	15.1	25.0	20.3
Provided and referred	%	30.1	25.1	28.3	31.3	16.8	30.8	27.2	35.8	29.4
Not provided or referred	%	12.0	12.4	10.8	12.8	2.2	2.3	8.0	12.6	11.3
Clients for whom need was identified	no.	1 156	419	795	580	90	44	78	363	3 424
Disability										
Provided only	%	9.4	14.2	17.7	15.1	–	75.1	82.1	19.4	16.4
Referred only	%	37.1	37.2	27.3	19.4	100.0	24.9	–	13.6	30.6
Provided and referred	%	24.1	17.3	8.8	23.4	–	–	–	33.9	18.8
Not provided or referred	%	29.5	31.4	46.2	42.1	–	–	17.9	33.0	34.2
Clients for whom need was identified	no.	96	35	58	27	2	4	6	15	239
Drug/alcohol										
Provided only	%	39.1	31.3	25.8	35.2	12.3	45.7	25.5	24.4	32.4

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	16.9	23.7	24.2	17.9	50.8	4.2	14.9	19.4	20.2
Provided and referred	%	21.3	13.5	16.6	21.3	16.4	4.1	46.8	12.1	18.9
Not provided or referred	%	22.6	31.4	33.5	25.5	20.5	46.0	12.8	44.1	28.4
Clients for whom need was identified	no.	607	187	346	193	24	25	49	164	1 507
Legal/financial										
Provided only	%	31.4	42.6	27.3	28.4	12.1	39.1	43.1	44.9	33.0
Referred only	%	27.5	25.9	38.0	32.1	72.9	26.0	18.3	26.3	31.6
Provided and referred	%	24.9	9.2	20.9	19.2	6.0	–	24.4	16.2	19.4
Not provided or referred	%	16.2	22.4	13.7	20.3	9.0	34.9	14.2	12.6	16.1
Clients for whom need was identified	no.	760	313	631	291	67	18	29	368	2 396
Domestic/family violence										
Provided only	%	75.9	81.6	76.4	86.3	91.2	87.5	48.1	86.3	81.1
Referred only	%	2.7	2.4	3.7	0.7	0.4	–	10.9	0.2	2.1
Provided and referred	%	13.8	10.0	13.7	10.1	7.8	10.9	11.9	5.5	10.8
Not provided or referred	%	7.6	6.0	6.2	2.9	0.6	1.6	29.2	8.1	6.0
Clients for whom need was identified	no.	1 974	1 291	1 738	1 556	500	64	96	1 235	8 194
Immigration/cultural services										
Provided only	%	47.8	87.1	48.5	85.4	93.0	72.7	29.1	87.5	73.4
Referred only	%	17.7	2.3	24.1	5.6	3.7	27.3	27.1	6.1	9.9
Provided and referred	%	30.4	7.5	22.0	6.3	3.3	–	39.8	4.0	13.5
Not provided or referred	%	4.1	3.1	5.4	2.6	–	–	3.9	2.5	3.3
Clients for whom need was identified	no.	1 141	1 086	444	664	301	11	52	997	4 541
Other specialised services										
Provided only	%	36.5	51.5	28.7	42.0	30.2	51.6	41.7	51.8	39.8

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	20.5	16.3	25.0	22.9	57.5	10.8	28.7	12.7	21.8
Provided and referred	%	35.6	21.5	38.6	28.0	11.1	18.0	24.5	28.0	30.7
Not provided or referred	%	7.4	10.7	7.7	7.1	1.2	19.6	5.1	7.5	7.6
Clients for whom need was identified	no.	1 986	826	1 760	1 010	324	62	122	1 359	7 166
Total clients who needed homelessness services (d)	**no.**	**9 688**	**6 369**	**11 733**	**6 659**	**3 876**	**753**	**521**	**4 265**	**44 822**
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	44.8	30.7	45.8	73.0	88.4	42.8	29.2	82.8	54.2
Referred only	%	18.6	19.5	19.0	7.2	1.0	8.7	14.4	3.0	14.4
Provided and referred	%	17.0	22.7	17.4	9.9	8.4	26.1	23.2	9.6	15.1
Not provided or referred	%	19.5	27.0	17.7	9.9	2.2	22.4	33.5	4.6	16.2
Clients for whom need was identified	no.	4 962	2 752	7 988	3 893	1 031	437	397	2 901	23 733
Assistance to sustain tenure										
Provided only	%	70.4	70.8	62.1	72.1	96.9	75.6	78.9	73.7	69.6
Referred only	%	4.1	4.3	7.5	4.3	0.8	1.5	6.8	8.0	5.3
Provided and referred	%	15.1	10.7	14.3	10.6	1.1	8.9	5.4	9.5	12.5
Not provided or referred	%	10.4	14.3	16.1	13.0	1.1	14.1	8.8	8.8	12.6
Clients for whom need was identified	no.	2 391	1 454	2 446	784	357	135	147	411	7 877
Mental health										
Provided only	%	21.8	23.6	29.7	25.2	28.0	28.6	12.2	53.6	26.8
Referred only	%	31.0	28.1	34.5	19.8	28.0	17.1	48.6	14.3	29.5
Provided and referred	%	20.8	18.2	18.6	21.9	24.0	22.9	21.6	17.9	19.5
Not provided or referred	%	26.6	30.0	17.0	33.1	16.0	28.6	17.6	13.6	24.2

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	707	313	505	242	25	35	74	140	1 897
Family										
Provided only	%	34.1	43.2	41.6	37.8	64.2	36.8	29.9	40.7	39.7
Referred only	%	24.9	19.3	28.9	19.6	11.9	35.1	13.4	17.7	22.5
Provided and referred	%	28.9	24.4	19.5	28.6	22.0	14.0	41.8	28.4	25.6
Not provided or referred	%	12.0	13.2	10.1	14.2	1.8	14.0	14.9	13.1	12.2
Clients for whom need was identified	no.	916	431	771	598	109	57	67	464	3 300
Disability										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8
Referred only	%	29.2	17.5	38.5	14.3	80.0	57.1	9.1	27.8	29.4
Provided and referred	%	16.9	17.5	9.6	35.7	20.0	14.3	63.6	16.7	18.9
Not provided or referred	%	43.8	17.5	30.8	17.9	–	–	–	33.3	30.3
Clients for whom need was identified	no.	89	40	52	28	5	7	11	18	238
Drug/alcohol										
Provided only	%	33.6	36.5	28.3	35.6	30.8	15.8	20.8	46.1	34.1
Referred only	%	16.1	18.7	28.3	19.8	61.5	–	16.7	19.7	20.3
Provided and referred	%	21.9	14.6	15.8	23.9	7.7	52.6	50.0	11.2	19.2
Not provided or referred	%	28.3	30.1	27.6	21.2	–	31.6	10.4	22.4	26.4
Clients for whom need was identified	no.	515	219	279	222	13	19	48	152	1 388
Legal/financial										
Provided only	%	27.8	36.3	37.0	32.6	20.9	28.1	47.7	63.1	38.7
Referred only	%	25.2	19.7	23.3	31.5	55.8	28.1	22.7	14.0	23.8
Provided and referred	%	21.8	20.1	20.4	21.8	20.9	18.8	13.6	11.8	18.9
Not provided or referred	%	25.2	23.9	18.9	14.0	2.3	25.0	15.9	10.8	18.5

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	551	284	519	435	43	32	44	407	2 227
Domestic/family violence										
Provided only	%	76.1	83.6	76.7	83.9	90.8	82.6	44.9	72.6	79.1
Referred only	%	4.5	1.5	7.0	1.2	0.2	5.8	30.3	0.8	3.5
Provided and referred	%	12.5	10.4	11.2	11.0	8.7	4.3	16.9	19.8	12.1
Not provided or referred	%	6.8	4.6	5.1	4.0	0.2	5.8	6.7	6.8	5.2
Clients for whom need was identified	no.	1 698	1 224	1 560	1 388	402	69	89	1 135	7 304
Immigration/cultural services										
Provided only	%	46.7	81.4	42.9	81.2	94.1	91.7	26.9	62.3	67.0
Referred only	%	21.7	3.4	15.6	5.2	3.4	4.2	32.8	29.1	12.6
Provided and referred	%	23.8	11.3	36.3	6.9	2.5	4.2	22.4	5.8	15.2
Not provided or referred	%	7.8	3.9	5.0	6.9	–	–	17.9	2.8	5.2
Clients for whom need was identified	no.	842	1 020	501	639	355	24	67	430	3 748
Other specialised services										
Provided only	%	33.1	52.2	30.2	53.0	34.1	45.7	30.4	29.6	38.1
Referred only	%	23.4	13.4	23.8	18.9	51.4	10.0	29.0	29.6	23.3
Provided and referred	%	33.3	23.2	40.2	22.2	12.9	28.6	30.4	30.7	30.4
Not provided or referred	%	10.4	11.3	5.8	5.9	1.2	14.3	10.1	9.9	8.2
Clients for whom need was identified	no.	1 533	813	1 787	1 207	249	70	138	877	6 377
Total clients who needed homelessness services (d)	**no.**	**8 925**	**6 095**	**11 175**	**5 962**	**3 535**	**684**	**536**	**4 116**	**41 625**
2011-12										
Accommodation/accommodation related assistance										
Provided only	%	41.3	24.0	40.5	71.7	na	44.9	25.1	76.3	48.9

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	23.2	22.4	22.5	8.9	na	14.1	16.0	3.6	17.9
Provided and referred	%	21.2	23.7	20.6	8.0	na	22.5	29.1	15.2	17.8
Not provided or referred	%	14.4	29.9	16.4	11.5	na	18.3	30.1	4.9	15.5
Clients for whom need was identified	no.	5 442	2 385	7 516	4 000	na	432	375	2 840	22 574
Assistance to sustain tenure										
Provided only	%	73.6	64.9	55.5	72.1	na	59.0	59.5	51.6	64.8
Referred only	%	7.4	7.0	10.9	3.0	na	7.7	9.5	10.3	8.2
Provided and referred	%	13.3	15.2	18.8	14.4	na	13.7	25.4	22.0	16.0
Not provided or referred	%	5.7	12.9	14.9	10.5	na	19.7	5.6	16.1	11.0
Clients for whom need was identified	no.	2 374	1 071	2 282	829	na	117	126	273	6 927
Mental health										
Provided only	%	22.1	16.5	17.2	21.6	na	33.3	–	31.8	20.5
Referred only	%	33.2	32.0	39.8	27.2	na	19.4	50.0	26.0	33.0
Provided and referred	%	25.7	24.4	22.7	22.8	na	11.1	31.8	29.2	24.4
Not provided or referred	%	19.1	26.7	20.3	28.4	na	33.3	18.2	13.0	22.0
Clients for whom need was identified	no.	716	303	512	250	na	36	44	154	1 919
Family										
Provided only	%	34.3	35.5	33.9	35.9	na	46.6	23.8	35.6	35.0
Referred only	%	24.9	21.5	22.7	18.6	na	15.1	23.8	22.1	22.1
Provided and referred	%	31.4	26.8	25.1	29.3	na	20.5	46.0	33.8	29.4
Not provided or referred	%	9.4	16.2	18.5	16.1	na	19.2	6.3	8.5	13.5
Clients for whom need was identified	no.	1 176	377	806	601	na	73	63	497	3 512
Disability										
Provided only	%	15.6	14.3	14.8	21.6	na	14.3	–	26.7	17.0

Table 18A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	34.4	25.0	35.2	21.6	na	28.6	80.0	20.0	32.3
Provided and referred	%	22.2	21.4	14.8	24.3	na	28.6	–	33.3	22.4
Not provided or referred	%	27.8	35.7	33.3	29.7	na	28.6	20.0	13.3	28.3
Clients for whom need was identified	no.	90	28	54	37	na	7	5	15	223
Drug/alcohol										
Provided only	%	33.7	20.1	13.6	39.2	na	19.4	9.5	25.3	26.6
Referred only	%	24.7	32.1	32.1	13.8	na	29.0	47.6	34.7	27.2
Provided and referred	%	24.1	23.0	22.5	21.1	na	9.7	28.6	7.4	21.3
Not provided or referred	%	17.3	25.4	31.8	25.9	na	41.9	11.9	33.7	24.9
Clients for whom need was identified	no.	526	209	324	232	na	31	42	95	1 387
Legal/financial										
Provided only	%	29.9	40.7	29.1	26.6	na	51.6	27.0	45.2	32.7
Referred only	%	35.2	22.9	33.1	25.7	na	17.2	35.1	22.5	29.8
Provided and referred	%	20.8	22.1	20.9	30.0	na	15.6	35.1	21.8	22.6
Not provided or referred	%	14.0	13.9	16.9	17.7	na	14.1	2.7	10.5	15.0
Clients for whom need was identified	no.	899	280	640	417	na	64	37	325	2 576
Domestic/family violence										
Provided only	%	75.5	79.2	72.0	86.1	na	74.3	45.7	77.5	77.9
Referred only	%	5.5	2.4	6.3	1.3	na	6.8	7.4	0.7	3.5
Provided and referred	%	13.0	9.7	12.8	7.9	na	9.5	35.8	20.2	12.7
Not provided or referred	%	5.9	8.7	8.8	4.8	na	8.1	11.1	1.6	5.9
Clients for whom need was identified	no.	2 002	1 045	1 380	1 704	na	74	81	1 418	7 546
Immigration/cultural services										
Provided only	%	52.7	68.2	31.2	79.0	na	68.0	22.8	33.0	54.9

Table 18A.15 Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	17.8	7.1	17.4	9.1	na	12.0	26.3	50.7	16.8
Provided and referred	%	25.0	19.3	44.5	4.1	na	16.0	45.6	11.1	22.5
Not provided or referred	%	4.6	5.2	6.9	7.8	na	4.0	5.3	5.6	5.7
Clients for whom need was identified	no.	1 162	729	638	613	na	25	57	306	3 451
Other specialised services										
Provided only	%	32.4	46.1	22.5	47.1	na	47.5	26.0	19.2	32.0
Referred only	%	28.5	22.2	22.9	20.2	na	16.2	29.8	31.6	24.9
Provided and referred	%	30.8	22.4	47.5	23.0	na	22.2	35.6	43.4	34.9
Not provided or referred	%	8.3	9.3	7.2	9.7	na	13.1	8.7	5.8	8.2
Clients for whom need was identified	no.	2 007	749	2 061	1 190	na	99	104	944	6 940
Total clients who needed homelessness services (d)	**no.**	**8 159**	**3 985**	**9 233**	**5 334**	**2 290**	**621**	**436**	**3 522**	**33 026**

(a) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) A client may be assessed as having a need for multiple services and assistance types, therefore the sum of the categories is not equal to the total number of clients.

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

Sou AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Accommodation/accommodation related assistance										
Provided only	%	49.5	27.0	35.3	32.8	69.7	27.2	20.1	56.9	33.8
Referred only	%	20.2	14.9	16.6	28.2	2.0	32.6	15.1	7.4	17.2
Provided & referred	%	17.2	17.7	24.1	14.2	17.0	23.5	23.3	18.7	18.2
Not provided or referred	%	13.1	40.3	24.0	24.9	11.2	16.8	41.5	17.0	30.8
Total clients for whom need was identified	no.	1 809	5 341	1 693	997	247	145	354	126	10 581
Assistance to sustain tenure										
Provided only	%	77.2	65.7	70.4	53.4	90.5	68.6	66.5	86.3	67.9
Referred only	%	4.6	3.5	4.0	15.6	1.2	14.8	5.5	–	4.7
Provided and referred	%	13.0	7.7	13.6	22.0	7.1	7.4	15.6	3.5	10.5
Not provided or referred	%	5.2	23.2	12.0	9.0	1.2	9.2	12.3	10.2	16.9
Clients for whom need was identified	no.	1 002	3 334	816	379	84	54	239	30	5 868
Mental health										
Provided only	%	22.6	32.5	18.2	30.3	–	43.1	19.8	28.5	27.1
Referred only	%	42.8	20.0	42.8	27.4	75.2	42.7	42.4	21.8	31.1
Provided and referred	%	19.7	13.2	20.7	18.7	16.5	–	13.0	21.2	16.3
Not provided or referred	%	14.9	34.4	18.3	23.6	8.3	14.2	24.9	28.4	25.5
Clients for whom need was identified	no.	315	583	175	108	12	7	79	14	1 272
Family										
Provided only	%	38.8	42.2	46.7	39.2	60.8	33.5	42.5	35.2	42.1
Referred only	%	18.3	17.3	18.2	26.4	19.6	16.6	12.7	14.5	18.4
Provided and referred	%	31.2	19.0	25.7	24.8	19.6	33.3	36.1	29.0	25.1
Not provided or referred	%	11.7	21.5	9.5	9.6	–	16.6	8.7	21.3	14.3

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	248	419	163	140	15	6	94	14	1 088
Disability										
Provided only	%	29.2	26.4	25.3	51.6	–	–	–	–	25.4
Referred only	%	22.2	32.2	32.9	–	49.9	–	100.0	–	32.8
Provided and referred	%	25.7	11.4	25.4	–	–	–	–	–	16.6
Not provided or referred	%	22.9	30.0	16.5	48.4	50.1	–	–	–	25.2
Clients for whom need was identified	no.	32	53	12	2	2	–	5	–	105
Drug/alcohol										
Provided only	%	54.4	42.0	27.6	63.8	–	50.3	44.2	67.3	48.1
Referred only	%	13.4	10.6	17.3	12.1	28.6	–	20.8	–	14.3
Provided and referred	%	9.1	14.6	17.4	12.0	14.3	–	28.4	–	13.6
Not provided or referred	%	23.1	32.8	37.7	12.1	57.1	49.7	6.6	32.7	24.0
Clients for whom need was identified	no.	124	96	30	34	7	2	29	3	306
Legal/financial										
Provided only	%	29.3	44.9	22.3	19.0	15.9	62.6	33.9	45.1	34.1
Referred only	%	34.3	21.6	43.3	49.0	81.3	12.5	23.3	22.6	32.3
Provided and referred	%	26.7	14.7	22.3	22.1	2.9	–	38.1	23.2	20.0
Not provided or referred	%	9.7	18.9	12.1	9.9	–	25.0	4.8	9.1	13.6
Clients for whom need was identified	no.	312	626	246	147	35	8	66	23	1 446
Domestic/family violence										
Provided only	%	72.3	74.4	83.0	84.3	87.0	82.6	50.2	89.1	76.5
Referred only	%	3.4	1.9	3.7	1.1	–	–	3.0	–	2.2
Provided and referred	%	20.5	20.4	10.2	10.9	12.6	11.9	35.1	7.1	17.9
Not provided or referred	%	3.9	3.3	3.1	3.7	0.4	5.5	11.6	3.8	3.4

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	646	2 872	691	383	254	18	99	56	4 988
Immigration/cultural services										
Provided only	%	48.8	60.6	56.9	73.3	74.6	71.4	16.3	53.9	60.1
Referred only	%	8.2	5.9	7.3	7.4	8.3	14.2	23.0	10.5	7.4
Provided and referred	%	34.8	28.4	30.9	15.8	16.5	14.3	52.1	32.1	27.5
Not provided or referred	%	8.2	5.1	4.9	3.5	0.6	–	8.6	3.5	5.1
Clients for whom need was identified	no.	555	1 680	655	673	182	14	110	29	3 868
Other specialised services										
Provided only	%	46.4	40.9	48.4	36.7	49.8	57.9	23.0	65.8	43.4
Referred only	%	20.1	18.0	17.7	26.4	33.9	10.5	23.7	15.8	20.1
Provided and referred	%	27.2	22.8	27.2	26.3	16.3	26.3	46.9	13.0	25.6
Not provided or referred	%	6.3	18.2	6.8	10.6	–	5.3	6.4	5.4	10.9
Clients for whom need was identified	no.	840	1 201	649	314	135	19	145	39	3 287
Total clients who needed homelessness services (d)	**no.**	**2 871**	**11 136**	**2 374**	**1 501**	**928**	**249**	**539**	**162**	**19 622**
2013-14										
Accommodation/accommodation related assistance										
Provided only	%	51.3	25.3	33.8	33.5	76.7	38.1	23.2	80.2	34.2
Referred only	%	16.9	14.9	19.8	21.2	1.3	23.7	11.3	3.6	16.4
Provided and referred	%	22.5	16.3	24.0	11.2	15.7	13.0	24.1	7.2	18.0
Not provided or referred	%	9.3	43.5	22.4	34.1	6.2	25.2	41.4	9.0	31.5
Clients for whom need was identified	no.	2 199	5 367	1 846	1 088	230	147	404	117	11 249
Assistance to sustain tenure										
Provided only	%	74.7	66.7	61.8	63.3	96.4	55.0	64.7	96.6	67.4

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	5.0	3.7	6.3	3.9	–	8.7	6.4	–	4.3
Provided and referred	%	13.8	6.1	19.1	12.5	3.6	14.8	11.9	3.4	9.8
Not provided or referred	%	6.5	23.5	12.8	20.4	–	21.5	17.0	–	18.4
Clients for whom need was identified	no.	940	3 363	810	468	83	49	203	33	5 864
Mental health										
Provided only	%	28.2	29.2	22.3	26.2	–	12.4	20.3	16.7	27.1
Referred only	%	31.3	22.2	31.7	32.0	71.7	15.0	32.9	33.5	28.8
Provided and referred	%	24.1	14.7	25.5	23.6	21.2	24.0	19.8	–	20.1
Not provided or referred	%	16.5	33.9	20.5	18.2	7.1	48.6	26.9	49.8	24.1
Clients for whom need was identified	no.	487	515	213	91	14	8	71	7	1 369
Family										
Provided only	%	44.6	35.5	40.7	35.3	60.5	60.1	35.8	47.0	39.8
Referred only	%	12.6	17.9	21.7	18.5	26.6	9.9	15.4	18.5	16.9
Provided and referred	%	32.1	25.3	26.6	34.2	12.9	19.8	38.2	34.5	29.2
Not provided or referred	%	10.7	21.3	11.0	12.1	–	10.2	10.6	–	14.2
Clients for whom need was identified	no.	405	420	144	142	23	10	60	7	1 189
Disability										
Provided only	%	21.2	29.9	23.6	21.2	–	–	27.3	–	25.9
Referred only	%	17.0	21.7	29.7	57.1	–	–	51.7	–	27.2
Provided and referred	%	35.8	9.4	5.6	7.4	–	–	10.6	–	15.4
Not provided or referred	%	26.1	39.0	41.0	14.3	–	100.0	10.4	–	31.6
Clients for whom need was identified	no.	36	66	18	15	–	1	10	–	144
Drug/alcohol										
Provided only	%	53.5	43.5	36.3	58.9	32.8	–	39.2	100.0	48.1

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	9.9	11.8	12.8	15.1	67.2	50.0	22.3	–	12.3
Provided and referred	%	18.4	13.2	15.1	11.1	–	–	38.5	–	16.9
Not provided or referred	%	18.2	31.5	35.7	14.9	–	50.0	–	–	22.7
Clients for whom need was identified	no.	156	77	40	28	3	2	14	1	310
Legal/financial										
Provided only	%	31.3	40.9	25.1	14.3	26.2	22.5	42.8	46.0	32.0
Referred only	%	31.5	22.3	33.4	46.1	52.9	22.2	17.5	13.9	30.1
Provided and referred	%	23.8	17.7	32.5	30.5	20.9	11.1	30.0	26.6	23.9
Not provided or referred	%	13.4	19.2	9.0	9.1	–	44.3	9.7	13.6	14.0
Clients for whom need was identified	no.	463	534	275	184	24	9	64	8	1 533
Domestic/family violence										
Provided only	%	77.8	79.4	81.3	85.2	90.9	74.7	53.8	90.5	80.0
Referred only	%	1.6	1.1	3.1	1.8	–	3.9	9.1	–	1.6
Provided and referred	%	16.6	16.3	11.4	8.9	9.1	8.0	23.5	9.5	14.8
Not provided or referred	%	4.0	3.2	4.2	4.1	–	13.4	13.7	–	3.6
Clients for whom need was identified	no.	1 071	2 658	719	361	276	25	91	32	5 179
Immigration/cultural services										
Provided only	%	43.5	60.5	48.5	70.7	78.2	73.7	32.7	21.2	57.6
Referred only	%	12.8	6.5	12.4	10.4	2.5	–	26.3	–	9.5
Provided and referred	%	37.2	26.5	34.9	17.1	19.3	19.5	35.8	56.8	27.9
Not provided or referred	%	6.5	6.5	4.3	1.8	–	6.7	5.2	22.1	5.0
Clients for whom need was identified	no.	810	1 833	666	790	202	15	121	9	4 402
Other specialised services										
Provided only	%	43.3	41.7	36.9	37.2	45.8	46.1	36.1	66.6	41.1

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	21.2	14.9	22.8	26.2	38.3	7.6	26.8	13.2	20.8
Provided and referred	%	29.4	26.7	34.4	28.4	15.9	34.3	31.0	13.5	28.6
Not provided or referred	%	6.1	16.7	5.9	8.1	–	12.0	6.1	6.7	9.5
Clients for whom need was identified	no.	1 100	1 113	649	385	126	26	135	16	3 476
Total clients who needed homelessness services (d)	**no.**	**3 711**	**11 427**	**2 648**	**1 535**	**983**	**226**	**567**	**140**	**21 078**
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	54.6	25.5	36.5	34.4	89.1	56.1	23.8	71.3	35.9
Referred only	%	14.0	14.0	22.2	24.0	1.8	4.1	13.2	7.0	15.8
Provided and referred	%	20.3	16.0	23.8	12.7	7.7	22.4	24.3	14.7	17.6
Not provided or referred	%	11.1	44.4	17.6	28.9	1.5	16.3	38.7	7.7	30.7
Clients for whom need was identified	no.	2 021	5 120	1 741	979	274	98	403	143	10 635
Assistance to sustain tenure										
Provided only	%	72.8	67.0	61.4	71.2	97.6	53.8	64.4	52.9	67.8
Referred only	%	6.2	4.7	11.4	7.5	–	–	9.6	8.8	5.9
Provided and referred	%	14.0	6.2	17.2	9.2	1.2	23.1	15.6	29.4	9.3
Not provided or referred	%	7.1	22.2	10.0	12.0	1.2	19.2	9.6	5.9	17.0
Clients for whom need was identified	no.	680	2 858	528	424	83	26	135	34	4 709
Mental health										
Provided only	%	32.7	18.5	30.1	23.2	10.0	57.1	21.2	45.5	25.7
Referred only	%	31.4	27.8	38.5	40.0	70.0	14.3	30.8	36.4	31.9
Provided and referred	%	21.3	14.7	18.6	17.6	10.0	14.3	23.1	9.1	17.7
Not provided or referred	%	14.7	39.1	11.5	18.4	10.0	14.3	25.0	9.1	24.9

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	395	496	156	125	10	7	52	11	1 214
Family										
Provided only	%	46.9	40.7	49.4	40.1	66.7	77.8	34.3	27.3	43.8
Referred only	%	21.0	22.5	18.9	19.8	4.2	11.1	14.3	36.4	20.2
Provided and referred	%	23.8	16.3	21.1	34.1	29.2	11.1	40.0	9.1	23.7
Not provided or referred	%	8.6	20.5	10.6	6.0	–	–	11.4	27.3	12.4
Clients for whom need was identified	no.	290	307	180	167	24	9	70	11	1 037
Disability										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5
Referred only	%	30.6	23.8	42.9	40.0	–	–	33.3	100.0	32.8
Provided and referred	%	30.6	11.9	14.3	26.7	–	–	33.3	–	21.8
Not provided or referred	%	5.6	38.1	28.6	13.3	–	100.0	–	–	21.8
Clients for whom need was identified	no.	36	42	7	30	–	1	3	1	119
Drug/alcohol										
Provided only	%	56.1	25.3	33.3	47.2	50.0	–	36.4	50.0	42.6
Referred only	%	12.9	15.8	13.3	8.3	50.0	–	13.6	50.0	14.8
Provided and referred	%	18.0	12.6	13.3	22.2	–	–	45.5	–	17.9
Not provided or referred	%	12.9	45.3	40.0	19.4	–	100.0	4.5	–	24.7
Clients for whom need was identified	no.	139	95	30	36	2	2	22	6	324
Legal/financial										
Provided only	%	31.2	32.1	30.7	18.7	35.3	60.0	48.5	50.0	30.3
Referred only	%	29.8	25.3	31.2	49.8	52.9	20.0	21.2	40.0	31.5
Provided and referred	%	28.2	14.6	28.1	22.8	11.8	20.0	27.3	–	22.7
Not provided or referred	%	10.5	27.9	9.5	8.7	–	–	3.0	10.0	15.5

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Clients for whom need was identified	no.	362	458	231	241	17	5	66	10	1 358
Domestic/family violence										
Provided only	%	81.1	75.6	85.8	87.6	90.9	70.4	46.7	89.3	79.5
Referred only	%	1.9	4.5	1.6	0.7	0.5	3.7	5.6	3.6	3.1
Provided and referred	%	13.8	16.5	11.0	9.0	8.7	14.8	32.2	10.7	14.3
Not provided or referred	%	3.2	3.4	1.6	2.5	–	11.1	15.6	–	3.1
Clients for whom need was identified	no.	838	2 363	636	442	208	27	90	28	4 591
Immigration/cultural services										
Provided only	%	52.9	61.7	49.8	72.8	75.4	87.5	38.2	70.6	60.8
Referred only	%	11.2	4.5	11.3	6.1	0.7	–	18.0	5.9	7.2
Provided and referred	%	29.0	26.2	34.5	18.8	23.9	6.3	37.1	23.5	26.5
Not provided or referred	%	6.9	7.6	4.3	2.3	–	–	7.9	–	5.6
Clients for whom need was identified	no.	714	1 769	699	825	142	16	89	17	4 219
Other specialised services										
Provided only	%	45.4	38.9	34.1	37.6	62.0	73.1	34.8	33.3	40.6
Referred only	%	18.3	20.8	27.6	28.7	22.8	7.7	30.4	40.0	22.8
Provided and referred	%	31.0	22.2	34.6	26.5	13.0	11.5	28.1	13.3	27.2
Not provided or referred	%	5.2	18.1	3.5	7.4	2.2	7.7	6.7	16.7	9.4
Clients for whom need was identified	no.	897	944	540	460	92	26	135	30	3 055
Total clients who needed homelessness services (d)	**no.**	**3 252**	**10 422**	**2 401**	**1 620**	**839**	**152**	**531**	**161**	**19 215**
2011-12										
Accommodation/accommodation related assistance										
Provided only	%	50.3	21.0	35.1	39.9	na	26.7	18.5	55.6	33.5

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	14.0	22.9	24.9	29.3	na	18.5	19.8	11.3	21.5
Provided and referred	%	25.2	21.7	25.6	17.8	na	36.3	26.9	17.3	23.0
Not provided or referred	%	10.5	34.4	14.5	13.1	na	19.3	34.8	15.8	22.0
Clients for whom need was identified	no.	2 083	3 103	1 529	902	na	135	379	133	8 160
Assistance to sustain tenure										
Provided only	%	75.6	69.0	56.7	72.9	na	70.6	57.4	60.7	68.7
Referred only	%	4.7	5.9	14.0	4.7	na	5.9	11.6	3.6	6.8
Provided and referred	%	15.8	9.6	19.8	12.3	na	8.8	19.4	10.7	13.1
Not provided or referred	%	3.7	15.5	9.4	10.3	na	14.7	12.4	21.4	11.4
Clients for whom need was identified	no.	722	1 556	501	465	na	34	129	28	3 392
Mental health										
Provided only	%	25.7	16.5	15.2	32.8	na	28.6	13.7	25.0	21.2
Referred only	%	35.4	46.0	41.3	36.0	na	14.3	47.1	33.3	40.2
Provided and referred	%	24.3	17.4	22.5	16.0	na	14.3	23.5	33.3	21.0
Not provided or referred	%	14.6	20.1	21.7	15.2	na	42.9	15.7	–	17.6
Clients for whom need was identified	no.	534	448	138	125	na	7	51	12	1 278
Family										
Provided only	%	29.7	30.6	40.0	36.0	na	45.5	38.3	36.8	32.9
Referred only	%	25.1	28.5	18.0	32.6	na	27.3	10.0	15.8	25.3
Provided and referred	%	35.5	25.5	37.3	25.6	na	9.1	31.7	36.8	30.9
Not provided or referred	%	9.7	15.8	4.7	5.2	na	18.2	20.0	10.5	10.8
Clients for whom need was identified	no.	391	330	150	172	na	11	60	19	1 126
Disability										
Provided only	%	23.8	24.1	16.0	37.5	na	100.0	28.6	–	25.0

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	42.9	37.9	68.0	18.8	na	–	71.4	–	44.2
Provided and referred	%	16.7	24.1	4.0	31.3	na	–	–	–	17.5
Not provided or referred	%	16.7	13.8	8.0	12.5	na	–	–	100.0	14.2
Clients for whom need was identified	no.	42	29	25	16	na	1	7	1	120
Drug/alcohol										
Provided only	%	53.5	18.3	14.3	45.7	na	–	18.2	33.3	37.6
Referred only	%	10.1	30.5	25.0	25.7	na	33.3	63.6	11.1	21.7
Provided and referred	%	23.3	20.7	14.3	11.4	na	–	–	44.4	19.7
Not provided or referred	%	13.2	30.5	42.9	14.3	na	66.7	9.1	–	21.0
Clients for whom need was identified	no.	129	82	28	35	na	3	11	9	290
Legal/financial										
Provided only	%	29.3	30.5	23.6	23.6	na	37.5	32.3	50.0	28.3
Referred only	%	25.7	32.5	37.2	40.2	na	37.5	43.5	21.4	32.9
Provided and referred	%	36.3	19.4	35.7	30.9	na	12.5	14.5	14.3	28.4
Not provided or referred	%	8.6	17.9	4.0	5.7	na	8.3	8.1	7.1	10.5
Clients for whom need was identified	no.	474	459	199	246	na	24	62	14	1 452
Domestic/family violence										
Provided only	%	74.8	77.8	72.5	91.0	na	59.4	68.5	51.5	77.4
Referred only	%	2.9	4.0	4.0	2.2	na	12.5	7.6	6.1	3.7
Provided and referred	%	19.1	15.8	19.4	5.5	na	12.5	14.1	27.3	15.9
Not provided or referred	%	3.2	2.4	4.2	1.1	na	15.6	9.8	15.2	3.0
Clients for whom need was identified	no.	1 153	2 772	505	457	na	32	92	33	5 008
Immigration/cultural services										
Provided only	%	55.2	54.8	33.1	67.0	na	51.5	36.0	35.3	54.0

Table 18A.16 **Support needs of clients, by service assistance type, clients born in non–main English speaking countries (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Referred only	%	9.0	4.4	12.7	2.7	na	18.2	21.3	17.6	6.6
Provided and referred	%	32.3	34.4	48.7	28.3	na	21.2	31.5	41.2	34.4
Not provided or referred	%	3.5	6.4	5.7	1.8	na	9.1	11.2	5.9	4.9
Clients for whom need was identified	no.	932	1 643	528	773	na	33	89	17	3 980
Other specialised services										
Provided only	%	40.4	41.7	29.7	51.7	na	48.3	34.6	43.3	40.6
Referred only	%	19.8	22.4	23.6	22.0	na	24.1	23.9	26.7	21.9
Provided and referred	%	33.5	25.7	39.6	22.2	na	20.7	27.0	23.3	29.9
Not provided or referred	%	6.2	10.2	7.0	4.2	na	3.4	14.5	6.7	7.7
Clients for whom need was identified	no.	1 089	985	512	478	na	29	159	30	3 222
Total clients who needed homelessness services (d)	**no.**	**3 540**	**7 682**	**2 064**	**1 661**	**711**	**192**	**464**	**158**	**16 331**

(a) Jurisdictions which operate central intake models mean that their data are not directly comparable with other states and territories.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(d) A client may be assessed as having a need for multiple services and assistance types, therefore the sum of the categories is not equal to the total number of clients.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.17 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust (* b)
2014-15										
Educational enrolment status before support										
Not a student	%	25.1	23.8	39.5	28.6	22.0	20.7	21.1	22.2	27.0
Student										
Primary school	%	4.8	7.0	9.2	10.6	12.8	3.5	11.8	22.8	7.6
Secondary school	%	59.5	53.2	41.0	50.5	61.0	69.8	57.4	50.1	54.1
University student	%	0.5	0.6	0.7	0.2	–	–	0.9	–	0.5
Vocational education/training	%	6.8	9.0	5.8	5.6	2.1	0.9	6.2	3.3	6.5
Other education/training	%	3.4	6.5	3.9	4.4	2.1	5.2	2.6	1.6	4.2
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training before support	**%**	74.9	76.2	60.5	71.4	78.0	79.3	78.9	77.8	73.0
Educational enrolment status after support										
Not a student	%	28.2	27.4	37.7	30.1	26.2	28.4	20.2	26.1	29.1
Student										
Primary school	%	4.1	4.9	6.5	7.8	10.0	3.5	8.1	15.6	5.7
Secondary school	%	54.2	46.7	38.1	47.9	52.4	52.7	58.4	53.4	49.4
University student	%	0.4	1.1	1.2	0.5	1.4	0.9	0.9	–	0.7
Vocational education/training	%	9.5	12.5	11.4	8.8	4.9	10.3	8.8	3.3	10.2
Other education/training	%	3.5	7.3	5.3	4.9	5.1	4.3	3.5	1.6	4.9
Total clients aged 12–18 years who needed education and/or training assistance and who were **enrolled in formal study or training after support**	**%**	**71.8**	**72.6**	**62.3**	**69.9**	**73.8**	**71.6**	**79.8**	**73.9**	**70.9**
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 707	1 119	821	445	177	126	124	141	4 580

Table 18A.17 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust (* b)
2013-14										
Educational enrolment status before support										
Not a student	%	32.1	21.8	36.2	32.6	20.5	28.4	14.0	22.7	29.2
Student										
Primary school	%	3.3	6.6	7.5	11.8	10.2	6.3	16.2	24.5	6.7
Secondary school	%	53.4	53.2	44.6	45.9	59.4	51.0	63.4	44.1	51.4
University student	%	0.2	0.6	1.1	0.8	–	1.3	1.3	0.9	0.6
Vocational education/training	%	7.1	13.3	6.2	5.8	6.0	6.6	3.9	6.0	8.1
Other education/training	%	3.9	4.4	4.6	3.1	3.8	6.4	1.3	1.8	4.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training before support	**%**	67.9	78.2	63.8	67.4	79.5	71.6	86.0	77.3	70.8
Educational enrolment status after support										
Not a student	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6
Student										
Primary school	%	2.7	3.9	6.1	9.5	8.4	6.5	11.5	19.6	5.1
Secondary school	%	46.2	47.4	40.1	40.0	54.0	49.7	54.3	42.3	45.5
University student	%	1.2	1.3	1.8	1.5	–	1.3	1.3	0.9	1.3
Vocational education/training	%	11.0	15.8	9.0	7.5	5.1	7.9	13.9	8.5	11.2
Other education/training	%	4.5	5.8	6.4	3.6	5.6	9.0	1.3	1.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were **enrolled in formal study or training after support**	**%**	**65.7**	**74.2**	**63.4**	**62.0**	**73.2**	**74.4**	**82.4**	**73.0**	**68.4**
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 069	1 204	870	369	149	107	118	146	4 958

Table 18A.17 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust (* b)
2012-13										
Educational enrolment status before support										
Not a student	%	28.6	26.0	49.9	33.0	7.6	14.7	19.4	28.4	29.6
Student										
Primary school	%	4.0	7.6	6.4	18.0	5.3	3.6	7.7	16.5	6.8
Secondary school	%	55.2	49.3	33.2	38.1	79.1	75.5	63.0	44.5	51.7
University student	%	0.5	np	1.1	–	–	–	–	np	0.5
Vocational education/training	%	7.2	8.5	5.0	5.4	2.7	3.7	9.9	5.6	6.4
Other education/training	%	4.5	8.3	4.3	5.4	5.2	2.5	–	3.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training before support	**%**	71.4	74.0	50.1	67.0	92.4	85.3	80.6	71.6	70.4
Educational enrolment status after support										
Not a student	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Student										
Primary school	%	2.5	4.7	6.0	15.1	5.3	4.9	2.2	17.6	5.3
Secondary school	%	46.6	45.5	31.0	36.6	76.5	60.9	60.4	37.9	46.6
University student	%	0.9	0.8	1.8	np	–	–	np	np	1.0
Vocational education/training	%	8.6	13.4	9.7	10.9	3.4	8.6	15.8	2.8	9.4
Other education/training	%	5.6	8.1	5.2	6.3	5.1	np	np	3.0	5.7
Total clients aged 12–18 years who needed education and/or training assistance and who were **enrolled in formal study or training after support**	**%**	**64.2**	**72.5**	**53.8**	**69.7**	**90.4**	**75.6**	**80.5**	**62.5**	**67.9**
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 792	1 087	923	362	347	152	137	113	4 810

Table 18A.17 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust (* b)
2011-12										
Educational enrolment status before support										
Not a student	%	27.4	28.1	41.0	36.4	na	22.9	30.7	34.2	31.4
Student										
Primary school	%	7.3	4.3	5.8	15.7	na	np	9.7	9.2	7.3
Secondary school	%	54.0	53.4	42.3	39.3	na	65.5	50.6	51.0	50.2
University student	%	–	0.6	np	–	na	–	–	–	0.2
Vocational education/training	%	9.1	11.0	5.8	5.4	na	8.1	7.8	2.6	8.0
Other education/training	%	2.2	2.7	4.8	3.2	na	np	np	2.9	2.9
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training before support	**%**	72.6	71.9	59.0	63.6	25.1	77.1	69.3	65.8	68.6
Educational enrolment status after support										
Not a student	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Student										
Primary school	%	6.8	3.4	4.9	10.4	na	np	8.6	5.6	6.0
Secondary school	%	47.8	44.5	39.6	40.3	na	53.8	36.0	45.3	44.6
University student	%	0.4	1.7	0.5	np	na	–	–	np	0.7
Vocational education/training	%	10.7	15.7	10.8	9.2	na	11.9	14.0	7.5	11.5
Other education/training	%	3.6	2.7	5.9	3.3	na	np	5.2	np	3.8
Total clients aged 12–18 years who needed education and/or training assistance and who were **enrolled in formal study or training after support**	**%**	**69.4**	**68.0**	**61.8**	**63.6**	**na**	**68.0**	**63.7**	**60.4**	**66.5**
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 083	1 075	945	498	na	173	166	198	5 081

Table 18A.17 **Proportion of clients aged 12 to 18 years who needed education and/or training assistance who were enrolled in formal study or training after support, status before and after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust (* b)

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.18 **Recurrent cost per completed support period, 2014-15 dollars (a), (b), (c), (d)**

	Unit	*NSW*	*Vic*	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15										
Recurrent allocation	$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
Cost per completed support period	**$**	**3 068**	**1 184**	**2 326**	**2 362**	**1 771**	**2 534**	**3 844**	**1 289**	**1 864**
2013-14										
Recurrent allocation	$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
Closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Cost per completed support period	**$**	**2 294**	**1 140**	**2 045**	**2 594**	**1 797**	**2 954**	**3 746**	**1 099**	**1 712**
2012-13										
Recurrent allocation	$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
Closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
Cost per completed support period	**$**	**2 299**	**1 156**	**1 856**	**2 594**	**2 021**	**2 855**	**3 956**	**907**	**1 712**
2011-12										
Recurrent allocation	$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
Closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738
Cost per completed support period	**$**	**2 293**	**1 203**	**1 837**	**2 642**	**2 328**	**2 402**	**4 052**	**1 564**	**1 780**
2010-11										
Recurrent allocation	$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0
Closed support periods	no.	na	na	na	na	na	na	na	na	na
Cost per completed support period	**$**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**

(a) Expenditure data are provided by State and Territory governments, while data on the number of closed support periods are drawn from the Specialist Homelessness Services Collection.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

Table 18A.18 **Recurrent cost per completed support period, 2014-15 dollars (a), (b), (c), (d)**

	Unit	*NSW*	*Vic*	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(d) The number of closed support periods in 2010-11 are not available.

(e) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

na Not available.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 18A.3 and 18A.34.

Table 18A.19 **Recurrent cost per client accessing homelessness services, 2014-15 dollars (a), (b), (c), (d)**

	Unit	*NSW*	*Vic*	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15										
Recurrent allocation	$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Reported number of clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
Estimated cost per client	**$**	**3 759**	**2 048**	**2 792**	**3 073**	**2 799**	**4 030**	**4 144**	**1 533**	**2 766**
2013-14										
Recurrent allocation	$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
Reported number of clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
Estimated cost per client	**$**	**2 720**	**1 943**	**2 464**	**3 260**	**2 743**	**3 862**	**4 219**	**1 362**	**2 479**
2012-13										
Recurrent allocation	$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
Reported number of clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
Estimated cost per client	**$**	**2 669**	**2 021**	**2 244**	**3 260**	**2 732**	**3 384**	**4 539**	**1 137**	**2 463**
2011-12										
Recurrent allocation	$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
Reported number of clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Estimated cost per client	**$**	**2 643**	**2 085**	**2 234**	**3 293**	**2 926**	**2 882**	**4 197**	**1 792**	**2 504**
2010-11										
Recurrent allocation	$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0
Reported number of clients	no.	na	na	na	na	na	na	na	na	na
Estimated cost per client	**$**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**

(a) Expenditure data are provided by State and Territory governments, while data on the number of clients are drawn from the Specialist Homelessness Services Collection.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

Table 18A.19 **Recurrent cost per client accessing homelessness services, 2014-15 dollars (a), (b), (c), (d)**

	Unit	*NSW*	*Vic*	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(d) The reported number of clients in 2010-11 are not available.

(e) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

na Not available.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 18A.3 and 18A.34.

Table 18A.20 **Recurrent cost per day of support for clients, 2014-15 dollars (a), (b), (c), (d)**

	Unit	*NSW*	*Vic*	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
2014-15										
Recurrent allocation	$m	181.4	210.5	123.4	70.8	59.1	29.5	20.7	11.7	707.2
Number of support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Cost per support day	**$**	**45.98**	**29.20**	**41.22**	**44.82**	**30.38**	**54.30**	**25.48**	**18.32**	**35.95**
2013-14										
Recurrent allocation	$m	140.9	194.1	107.8	69.9	59.4	25.5	22.5	9.7	629.8
Number of support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Cost per support day	**$**	**27.07**	**28.08**	**38.45**	**40.04**	**28.57**	**51.33**	**28.47**	**16.18**	**30.53**
2012-13										
Recurrent allocation	$m	138.6	186.9	96.5	69.8	58.3	18.9	24.4	7.9	601.3
Number of support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Cost per support day	**$**	**24.30**	**30.01**	**35.59**	**36.77**	**26.10**	**40.91**	**29.86**	**14.03**	**29.16**
2011-12										
Recurrent allocation	$m	137.7	179.6	94.9	69.8	57.0	17.7	23.5	11.8	592.1
Number of support days	'000	na	na	na	na	na	na	na	na	na
Cost per support day	**$**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**
2010-11										
Recurrent allocation	$m	136.7	116.8	91.4	63.7	54.0	17.7	21.1	11.5	513.0
Number of support days	'000	na	na	na	na	na	na	na	na	na
Cost per support day	**$**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**	**na**

(a) Expenditure data are provided by State and Territory governments, while data on the number of support days are drawn from the Specialist Homelessness Services Collection.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

Table 18A.20 **Recurrent cost per day of support for clients, 2014-15 dollars (a), (b), (c), (d)**

	Unit	*NSW*	*Vic*	*Qld* (e)	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*

(c) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.34). See Chapter 2 (sections 2.5–6) for details.

(d) The number of support days from 2011-12 or prior are not available.

(e) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

na Not available.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 18A.3 and 18A.34.

Table 18A.21 **Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
2014-15										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.0	2.6	1.4	3.1	2.6	–	3.3	4.8	2.7
Employed — Part-time	%	8.7	8.7	7.1	7.1	7.4	8.2	9.8	4.4	8.2
Not employed — Unemployed	%	57.3	52.2	64.9	61.1	57.3	39.5	58.9	57.8	57.6
Not employed — Not in Labour force	%	31.0	36.4	26.7	28.7	32.6	52.3	27.9	33.1	31.6
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	7.0	4.7	4.6	7.2	4.4	2.7	9.7	8.1	6.0
Employed — Part-time	%	12.7	11.4	11.8	12.1	17.6	11.9	13.6	8.6	12.3
Total *employed* after support (c)	**%**	**20.6**	**16.9**	**17.2**	**19.8**	**22.7**	**16.5**	**23.7**	**17.0**	**19.1**
Total *not employed* after support	%	79.4	83.1	82.8	80.2	77.3	83.5	76.3	83.0	80.9
Total clients who needed employment and/or training support	no.	2 622	2 632	1 898	1 061	342	127	350	338	9 078
2013-14										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	2.5	1.7	1.8	3.4	6.9	0.9	5.8	6.0	2.6
Employed — Part-time	%	8.8	8.6	7.1	6.9	11.8	6.1	8.7	5.4	8.3
Not employed — Unemployed	%	53.9	50.0	64.2	61.4	42.6	61.7	54.4	50.8	55.6
Not employed — Not in Labour force	%	34.8	39.6	26.9	28.2	38.7	31.3	31.2	37.7	33.5
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	6.4	3.9	3.8	6.3	8.6	2.1	10.8	8.3	5.6
Employed — Part-time	%	13.7	9.9	11.3	9.0	10.9	7.7	11.7	6.3	11.5
Total *employed* after support (c)	**%**	**20.8**	**14.5**	**15.5**	**15.8**	**20.2**	**9.7**	**23.5**	**15.0**	**17.7**
Total *not employed* after support	%	79.2	85.5	84.5	84.2	79.8	90.3	76.5	85.0	82.3

Table 18A.21 Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
Total clients who needed employment and/or training support	no.	3 503	2 836	1 973	1 080	374	187	396	319	10 340
2012-13										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.1	2.0	2.2	3.4	2.3	4.0	5.0	3.6	2.7
Employed — Part-time	%	10.8	6.7	7.7	6.6	8.3	8.4	10.2	8.6	8.7
Not employed — Unemployed	%	50.5	51.5	62.4	57.7	45.5	50.7	48.8	52.4	54.1
Not employed — Not in Labour force	%	35.6	39.8	27.7	32.4	43.9	36.8	36.1	35.3	34.4
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	6.7	4.3	4.4	6.8	4.1	np	5.2	10.5	5.6
Employed — Part-time	%	15.2	10.5	12.2	9.3	11.6	12.7	20.8	14.3	13.2
Total *employed* after support (c)	**%**	**21.9**	**14.8**	**16.5**	**16.2**	**15.7**	**14.9**	**26.0**	**24.8**	**18.8**
Total *not employed* after support	%	78.1	85.2	83.5	83.8	84.3	85.1	74.0	75.2	81.2
Total clients who needed employment and/or training support	no.	3 158	2 607	2 114	967	301	151	398	259	9 587
2011-12										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.5	3.1	2.6	3.8	na	np	3.1	10.2	3.4
Employed — Part-time	%	9.6	8.8	6.4	7.7	na	6.6	9.7	9.7	8.5
Not employed — Unemployed	%	51.8	50.0	58.1	57.0	na	53.3	52.6	47.5	53.4
Not employed — Not in Labour force	%	35.1	38.1	33.0	31.5	na	38.2	34.7	32.6	34.7
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	8.6	4.7	5.0	8.7	na	3.1	5.8	16.1	7.1
Employed — Part-time	%	15.1	10.7	10.6	13.7	na	10.3	14.9	11.9	13.0

Table 18A.21 Labour force status of clients who needed employment and/or training assistance before support, before and after support (closed support periods)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
Total *employed* after support (c)	**%**	**23.7**	**15.4**	**15.7**	**22.4**	**na**	**13.4**	**20.6**	**28.0**	**20.1**
Total *not employed* after support	%	76.3	84.6	84.3	77.6	na	86.6	79.4	72.0	79.9
Total clients who needed employment and/or training support	no.	3 381	2 076	2 351	1 055	na	173	353	290	9 381

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) 'Total employed' may not reflect the sum of 'employed full-time' and 'employed part-time', due to missing full-time/part-time employment status.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.22 **Proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance, who were employed after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
2014-15										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	1.3	1.2	0.5	1.6	5.1	–	4.0	3.4	1.5
Employed — Part-time	%	5.3	6.1	3.2	3.2	6.5	–	7.5	1.4	4.2
Not employed — Unemployed	%	61.7	53.2	72.1	59.9	55.6	52.3	60.8	53.8	62.2
Not employed — Not in Labour force	%	31.7	39.4	24.2	35.4	32.9	47.7	27.8	41.4	32.0
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.6	4.6	2.4	5.1	7.0	np	14.8	6.2	4.7
Employed — Part-time	%	7.1	9.6	6.5	6.7	6.7	np	11.2	7.8	7.3
Total *employed* after support (c)	**%**	**12.3**	**15.3**	**9.4**	**12.1**	**13.6**	**np**	**26.1**	**14.0**	**12.5**
Total *not employed* after support	%	87.7	84.7	90.6	87.9	86.4	np	73.9	86.0	87.5
Total clients who needed employment and/or training support	no.	551	216	464	285	66	25	59	178	1 773
2013-14										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	1.3	0.8	2.5	2.0	5.1	–	3.5	3.7	2.0
Employed — Part-time	%	7.9	7.2	4.6	2.6	7.6	–	11.0	3.6	6.0
Not employed — Unemployed	%	56.8	48.3	66.8	65.5	46.8	67.2	67.1	50.6	59.1
Not employed — Not in Labour force	%	34.0	43.7	26.1	29.9	40.6	32.8	18.4	42.1	32.9
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.1	3.2	3.9	4.5	10.4	8.1	14.5	3.1	4.5
Employed — Part-time	%	11.4	10.2	5.7	3.9	6.3	–	–	5.0	8.0
Total *employed* after support (c)	**%**	**15.8**	**13.5**	**9.6**	**8.5**	**16.8**	**8.1**	**14.5**	**8.1**	**12.6**
Total *not employed* after support	%	84.2	86.5	90.4	91.5	83.2	91.9	85.5	91.9	87.4

Table 18A.22 **Proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance, who were employed after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
Total clients who needed employment and/or training support	no.	746	201	447	249	66	17	49	200	1 913
2012-13										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.0	np	1.6	5.2	np	–	–	np	2.6
Employed — Part-time	%	13.9	6.9	4.9	4.2	9.1	–	7.7	6.1	8.7
Not employed — Unemployed	%	51.2	50.5	65.7	57.7	37.9	53.2	52.9	55.6	55.8
Not employed — Not in Labour force	%	31.9	40.7	27.9	32.9	51.1	46.8	39.4	35.0	33.0
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	5.7	np	1.8	8.4	np	–	np	9.6	4.4
Employed — Part-time	%	15.6	8.6	6.9	4.3	8.4	np	np	11.3	10.7
Total *employed* after support (c)	**%**	**21.2**	**9.8**	**8.7**	**12.7**	**11.1**	**np**	**7.7**	**20.9**	**15.2**
Total *not employed* after support	%	78.5	90.2	91.3	87.3	88.9	86.7	89.7	79.1	84.8
Total clients who needed employment and/or training support	no.	647	219	460	197	56	27	55	122	1 697
2011-12										
Labour force status before support — clients who needed employment and/or training assistance										
Employed — Full-time	%	2.0	np	4.7	np	na	np	–	13.0	3.7
Employed — Part-time	%	10.4	4.8	4.7	6.9	na	–	4.8	3.1	7.1
Not employed — Unemployed	%	48.6	58.8	56.3	46.9	na	61.3	62.9	47.1	52.2
Not employed — Not in Labour force	%	38.9	33.5	34.3	44.5	na	33.9	32.4	36.8	37.0
Labour force status after support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.1	np	5.4	7.8	na	np	–	17.2	5.7
Employed — Part-time	%	12.2	7.5	7.5	6.4	na	np	np	1.3	9.1

Table 18A.22 **Proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance, who were employed after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
Total *employed* after support (c)	**%**	**16.3**	**9.9**	**12.8**	**14.2**	**na**	**np**	**np**	**18.6**	**14.9**
Total *not employed* after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1
Total clients who needed employment and/or training support	no.	673	159	483	223	na	25	34	142	1 683

(a) SA collection methodology for 2011-12 does not allow for this type of analysis.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(c) 'Total employed' may not reflect the sum of 'employed full-time' and 'employed part-time', due to missing full-time/part-time employment status.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.23 **Proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support (closed support periods), by labour force status (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Of those unemployed before support										
Employed full time after support	%	5.8	3.9	4.6	5.7	2.7	4.6	9.0	5.2	5.1
Employed part time after support	%	9.8	8.1	8.7	8.3	11.8	9.2	8.9	6.5	8.9
Of those not in the labour force before support										
Employed full time after support	%	2.4	2.2	1.4	3.6	2.4	2.0	3.3	3.2	2.4
Employed part time after support	%	6.7	7.4	7.9	7.0	16.5	10.4	7.0	4.5	7.5
2013-14										
Of those unemployed before support										
Employed full time after support	%	6.0	4.4	2.9	3.8	4.0	2.2	9.0	3.2	4.6
Employed part time after support	%	9.1	4.8	8.6	4.3	2.0	6.8	5.1	3.1	7.1
Of those not in the labour force before support										
Employed full time after support	%	2.7	1.5	2.4	4.4	–	2.2	7.8	4.8	2.6
Employed part time after support	%	10.1	6.8	6.8	8.4	1.0	2.2	9.3	3.6	7.9
2012-13										
Of those unemployed before support										
Employed full time after support	%	5.1	4.1	3.7	4.9	–	np	7.2	7.5	4.5
Employed part time after support	%	7.9	6.6	9.1	6.0	2.7	np	16.0	9.8	8.1
Of those not in the labour force before support										
Employed full time after support	%	3.8	2.0	1.0	4.0	3.9	–	np	12.8	3.0
Employed part time after support	%	8.8	8.1	6.3	7.0	5.7	15.6	13.4	11.8	8.2

Table 18A.23 **Proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support, who were employed after support (closed support periods), by labour force status (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2011-12										
Of those unemployed before support										
Employed full time after support	%	7.1	4.2	4.0	5.6	na	np	3.7	8.4	5.5
Employed part time after support	%	9.4	6.2	6.2	12.0	na	8.8	18.1	6.9	8.5
Of those not in the labour force before support										
Employed full time after support	%	4.4	2.2	2.7	6.7	na	–	np	11.0	3.9
Employed part time after support	%	8.9	6.6	9.7	7.9	na	7.9	12.0	5.9	8.6

(a) Total employed after support may not reflect the sum of 'employed full-time' and 'employed part-time', due to missing full-time/part-time employment status.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source : AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.24 **Proportion of clients who needed income assistance, who had an income source after support (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Source of income before support — clients who needed income assistance										
No income	%	12.9	10.3	11.4	10.8	14.8	14.9	12.5	6.4	11.6
Awaiting benefit	%	8.4	7.3	8.4	6.5	6.2	5.6	8.9	4.0	7.7
Government pension/allowance	%	71.4	74.8	75.0	75.6	73.4	76.6	71.1	79.4	73.7
Employee/business income	%	6.1	6.5	4.6	6.2	4.2	2.6	7.2	9.6	5.9
Other	%	1.2	1.2	0.6	0.9	1.5	0.4	0.3	0.6	1.0
Source of income after support — clients who needed income assistance										
No income	%	7.2	6.5	6.9	5.6	11.7	8.5	5.1	6.4	7.1
Awaiting benefit	%	4.4	3.8	3.4	3.7	–	2.6	2.5	2.3	3.7
Government pension/allowance	%	78.8	82.2	83.1	84.2	83.1	84.0	81.4	78.4	81.3
Employee/business income	%	8.4	6.8	5.9	5.6	4.6	4.5	11.0	12.5	7.2
Other	%	1.1	0.6	0.6	0.8	0.6	0.4	–	0.4	0.8
Total clients who needed income assistance and who had an income source after support	**%**	**92.8**	**93.5**	**93.1**	**94.4**	**88.3**	**91.5**	**94.9**	**93.6**	**92.9**
Total clients who needed income assistance	no.	3 306	3 707	3 431	1 311	597	286	347	512	13 008
2013-14										
Source of income before support — clients who needed income assistance										
No income	%	12.4	9.2	9.9	11.3	14.9	7.0	5.4	6.1	10.6
Awaiting benefit	%	8.8	8.4	8.1	7.6	7.0	12.1	13.0	2.1	8.4
Government pension/allowance	%	72.6	75.1	76.6	73.4	71.6	74.9	76.3	81.9	74.4
Employee/business income	%	5.0	6.2	4.8	6.7	5.7	5.5	5.3	9.6	5.7
Other	%	1.1	1.1	0.7	1.0	0.8	0.4	–	0.2	0.9

Table 18A.24 **Proportion of clients who needed income assistance, who had an income source after support (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Awaiting benefit	%	3.4	4.2	3.9	4.2	–	5.6	1.8	0.9	3.7
Government pension/allowance	%	81.9	83.0	84.4	82.0	81.1	86.3	85.2	82.6	82.6
Employee/business income	%	6.4	6.4	5.4	6.5	5.9	3.1	7.8	11.5	6.5
Other	%	0.9	0.7	0.6	1.2	0.5	0.4	1.0	0.6	0.8
Total clients who needed income assistance and who had an income source after support	**%**	**92.6**	**94.3**	**94.4**	**93.9**	**87.5**	**95.4**	**95.6**	**95.6**	**93.6**
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081
2012-13										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.6	10.3	9.1	9.5	15.0	11.3	6.9	7.8	10.4
Awaiting benefit	%	8.0	8.1	7.7	6.6	3.1	11.3	14.9	4.8	7.9
Government pension/allowance	%	74.8	75.2	77.0	76.8	74.7	67.4	64.8	80.3	75.0
Employee/business income	%	5.1	5.5	5.6	5.8	6.1	10.0	13.1	6.6	6.0
Other	%	0.5	0.8	0.6	1.3	1.1	–	np	np	0.7
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Awaiting benefit	%	4.7	4.5	3.5	4.3	–	2.9	4.3	2.0	4.0
Government pension/allowance	%	81.2	82.0	84.5	83.4	77.6	79.6	79.6	80.2	81.9
Employee/business income	%	7.1	6.5	6.0	7.2	6.7	7.7	12.9	12.4	7.2
Other	%	0.5	1.0	0.6	1.0	1.1	np	np	0.9	0.7
Total clients who needed income assistance and who had an income source after support	**%**	**93.4**	**94.0**	**94.5**	**96.0**	**85.4**	**91.6**	**97.2**	**95.5**	**93.9**

Table 18A.24 **Proportion of clients who needed income assistance, who had an income source after support (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762
2011-12										
Source of income before support — clients who needed income assistance										
No income	%	11.1	9.1	8.7	11.1	na	14.0	9.8	8.1	10.0
Awaiting benefit	%	7.5	8.8	7.0	7.7	na	13.7	13.9	6.6	8.1
Government pension/allowance	%	74.3	74.1	79.4	73.3	na	67.1	68.4	77.5	75.1
Employee/business income	%	5.9	6.8	4.4	7.0	na	3.2	7.2	7.6	5.9
Other	%	1.1	1.1	0.6	0.9	na	2.1	0.8	0.2	0.9
Source of income after support — clients who needed income assistance										
No income	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
Awaiting benefit	%	4.6	3.9	3.3	4.5	na	7.1	5.7	4.3	4.3
Government pension/allowance	%	81.0	83.0	86.3	79.0	na	81.0	80.5	80.2	82.2
Employee/business income	%	8.2	7.5	4.3	9.2	na	3.3	9.5	10.3	7.3
Other	%	0.7	0.7	0.7	0.8	na	1.0	0.8	0.2	0.7
Total clients who needed income assistance and who had an income source after support	**%**	**94.5**	**95.0**	**94.7**	**93.4**	**na**	**92.4**	**96.5**	**95.1**	**94.5**
Total clients who needed income assistance	no.	3 885	2 970	3 462	1 410	na	298	428	563	12 584

(a) A client's income status was determined at the end of their last closed support period in the reference year.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.25 **Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance, who had an income source after support (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Source of income before support — clients who needed income assistance										
No income	%	10.6	7.5	8.0	12.2	9.2	7.0	15.2	5.3	9.4
Awaiting benefit	%	6.8	5.1	4.8	3.7	3.3	11.6	7.0	3.0	5.3
Government pension/allowance	%	77.9	82.7	84.3	80.7	84.9	81.4	77.8	84.3	81.3
Employee/business income	%	4.1	3.8	2.7	3.2	0.9	–	–	7.4	3.6
Other	%	0.6	1.0	0.2	0.2	1.7	–	–	–	0.5
Source of income after support — clients who needed income assistance										
No income	%	7.6	5.1	5.2	5.9	7.6	2.3	11.4	6.6	6.4
Awaiting benefit	%	2.2	2.4	1.8	3.0	–	2.3	–	3.0	2.2
Government pension/allowance	%	85.2	87.7	90.3	87.8	91.4	95.4	83.0	82.6	87.3
Employee/business income	%	4.9	4.1	2.5	2.7	0.9	–	5.6	7.9	3.8
Other	%	0.1	0.7	0.2	0.7	–	–	–	–	0.3
Total clients who needed income assistance and who had an income source after support	**%**	**92.4**	**94.9**	**94.8**	**94.1**	**92.4**	**97.7**	**88.6**	**93.4**	**93.6**
Total clients who needed income assistance	no.	756	330	964	432	149	44	60	254	2 870
2013-14										
Source of income before support — clients who needed income assistance										
No income	%	11.0	9.3	6.4	8.1	11.3	16.2	6.0	3.8	8.2
Awaiting benefit	%	5.9	5.3	5.7	2.6	8.1	4.6	13.4	2.2	5.2
Government pension/allowance	%	80.8	84.1	84.6	86.6	77.2	77.0	78.1	89.1	83.6
Employee/business income	%	2.1	1.2	3.1	2.2	3.3	2.3	2.6	4.9	2.8
Other	%	0.3	–	0.2	0.5	–	–	–	–	0.2

Table 18A.25 **Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance, who had an income source after support (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1
Awaiting benefit	%	2.5	3.6	3.0	3.2	–	4.6	2.6	1.4	2.7
Government pension/allowance	%	87.6	88.8	90.3	87.2	88.5	86.1	86.3	89.1	88.4
Employee/business income	%	3.8	2.3	3.3	2.2	1.7	2.3	5.1	6.5	3.8
Other	%	–	–	–	0.8	–	–	–	–	0.1
Total clients who needed income assistance and who had an income source after support	**%**	**93.9**	**94.7**	**96.6**	**93.4**	**90.3**	**93.0**	**94.0**	**97.0**	**94.9**
Total clients who needed income assistance	no.	929	287	926	338	108	53	55	392	2 965
2012-13										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	7.5	4.1	7.5	7.5	13.8	16.3	12.0	4.3	7.5
Awaiting benefit	%	4.4	4.9	4.9	2.6	np	–	21.9	2.0	4.4
Government pension/allowance	%	85.3	86.1	84.9	85.1	82.8	78.5	61.1	89.9	84.7
Employee/business income	%	2.6	3.5	2.5	4.4	np	np	np	3.8	3.1
Other	%	np	np	np	np	–	–	–	–	0.3
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Awaiting benefit	%	2.3	1.4	2.0	2.7	–	–	7.0	1.7	2.2
Government pension/allowance	%	88.6	93.1	90.1	90.6	79.5	78.4	88.0	87.5	88.9
Employee/business income	%	4.3	2.1	2.6	3.6	5.1	np	5.0	7.7	4.0
Other	%	–	np	–	–	–	–	–	np	0.2
Total clients who needed income assistance and who had an income source after support	**%**	**95.1**	**97.9**	**94.7**	**96.9**	**84.6**	**83.6**	**100.0**	**97.4**	**95.2**

Table 18A.25 **Proportion of Aboriginal and Torres Strait Islander clients who needed income assistance, who had an income source after support (closed support periods) (a)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (b)	*Tas*	*ACT*	*NT*	*Aust* (c)
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626
2011-12										
Source of income before support — clients who needed income assistance										
No income	%	4.0	3.4	2.9	4.3	na	np	–	3.9	3.7
Awaiting benefit	%	7.5	6.2	4.1	7.4	na	9.9	6.8	3.3	5.7
Government pension/allowance	%	80.6	83.1	88.4	83.1	na	67.9	77.6	86.0	83.8
Employee/business income	%	4.6	1.8	1.0	2.7	na	6.1	–	4.0	3.0
Other	%	3.3	5.5	3.6	2.5	na	13.0	15.6	2.8	3.8
Source of income after support — clients who needed income assistance										
No income	%	3.6	5.7	3.2	3.2	na	np	–	4.3	3.8
Awaiting benefit	%	3.9	1.7	2.4	2.7	na	9.9	6.8	1.9	3.1
Government pension/allowance	%	86.6	86.2	92.2	89.9	na	80.8	89.9	87.4	88.4
Employee/business income	%	5.6	5.5	2.2	3.8	na	np	np	6.4	4.6
Other	%	0.3	0.8	–	0.4	na	–	–	–	0.2
Total clients who needed income assistance and who had an income source after support	**%**	**96.4**	**94.3**	**96.8**	**96.8**	**na**	**96.9**	**100.0**	**95.7**	**96.2**
Total clients who needed income assistance	no.	833	247	823	411	na	48	58	383	2 713

(a) A client's income status was determined at the end of their last closed support period in the reference year.

(b) SA collection methodology for 2011-12 does not allow for this type of analysis.

(c) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2014-15										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.3	0.8	1.0	1.5	1.1	2.1	0.3	1.2
Private rental	%	29.8	39.0	35.9	32.3	18.7	37.0	16.2	14.6	34.9
Public housing rental	%	8.4	8.9	8.7	9.6	13.9	10.7	19.6	46.3	9.9
Community housing rental	%	4.0	1.3	3.1	1.9	3.1	2.5	2.6	2.9	2.5
Other rental	%	3.9	2.3	2.1	2.0	4.3	1.4	2.7	1.0	2.5
Total	**%**	**47.7**	**52.8**	**50.6**	**46.8**	**41.4**	**52.6**	**43.3**	**65.1**	**51.0**
Non–independent housing										
Crisis	%	12.6	4.1	5.7	5.7	5.7	6.1	10.0	4.2	6.4
Transitional Housing (incl. rent free)	%	2.2	2.8	1.2	2.1	2.5	0.5	2.3	4.4	2.2
Caravan park rental	%	1.5	1.5	1.8	1.7	0.6	0.6	0.5	1.0	1.5
Institutional setting	%	2.1	4.8	1.4	2.6	4.2	2.6	2.6	1.9	3.2
Improvised dwelling/sleeping rough	%	7.9	7.7	10.8	11.4	8.3	8.9	13.4	7.2	8.6
Boarding/rooming house	%	9.2	11.5	9.5	14.2	15.6	7.2	6.2	6.1	10.5
Other (no tenure)	%	16.6	14.7	18.9	15.5	21.6	21.5	21.6	10.0	16.7
Total	**%**	**52.3**	**47.2**	**49.4**	**53.2**	**58.6**	**47.4**	**56.7**	**34.9**	**49.0**
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.0	0.8	0.8	0.9	0.9	1.8	–	1.0
Private rental	%	39.0	42.5	39.1	35.1	30.8	43.2	18.2	14.2	39.6
Public housing rental	%	12.0	14.6	17.3	15.6	21.8	18.1	38.1	49.3	16.4
Community housing rental	%	7.1	2.2	6.2	3.1	5.1	5.3	5.6	2.1	4.4

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Other rental	%	3.5	1.7	1.7	1.8	5.0	1.3	2.0	0.8	2.1
Total	**%**	**63.0**	**62.0**	**65.1**	**56.5**	**63.5**	**68.9**	**65.7**	**66.4**	**63.5**
Non–independent housing										
Crisis	%	7.8	4.3	5.2	5.8	3.6	4.3	7.8	9.7	5.3
Transitional Housing (incl. rent free)	%	3.5	2.2	2.1	1.5	1.6	0.8	1.9	6.4	2.4
Caravan park rental	%	1.3	1.7	1.4	1.7	0.9	0.3	0.3	0.6	1.4
Institutional setting	%	2.1	3.8	1.2	1.6	2.2	1.7	2.3	1.6	2.5
Improvised dwelling/sleeping rough	%	3.8	4.2	4.9	7.9	3.9	3.8	3.7	3.5	4.3
Boarding/rooming house	%	8.1	11.8	9.1	13.5	14.4	6.6	7.0	5.2	10.1
Other (no tenure)	%	10.5	10.0	11.0	11.6	9.9	13.6	11.3	6.7	10.5
Total	**%**	**37.0**	**38.0**	**34.9**	**43.5**	**36.5**	**31.1**	**34.3**	**33.6**	**36.5**
Total clients who needed assistance to obtain or maintain independent housing	no.	19 636	41 728	22 473	6 181	3 077	4 189	2 530	1 628	99 457
2013-14										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.1	0.8	1.1	1.3	1.1	1.2	–	1.2
Private rental	%	30.4	38.3	37.3	36.4	23.1	31.2	14.3	12.6	35.1
Public housing rental	%	7.9	9.0	8.1	10.4	22.7	10.6	20.0	35.0	9.7
Community housing rental	%	4.1	1.4	3.4	2.4	4.9	2.1	2.3	4.2	2.7
Other rental	%	3.0	2.8	1.8	1.9	2.7	1.6	4.1	2.1	2.5
Total	**%**	**47.1**	**52.6**	**51.4**	**52.2**	**54.7**	**46.6**	**41.9**	**53.9**	**51.2**
Non–independent housing										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Transitional Housing (incl. rent free)	%	2.2	2.8	0.8	2.9	3.4	0.6	1.9	2.3	2.1
Caravan park rental	%	1.3	1.9	2.2	1.7	0.8	1.0	0.7	0.8	1.7
Institutional setting	%	2.0	4.9	1.4	2.7	5.4	3.3	3.2	4.1	3.1
Improvised dwelling/sleeping rough	%	8.0	8.4	11.0	10.2	4.9	9.1	14.5	8.3	9.0
Boarding/rooming house	%	10.5	11.5	10.2	12.7	13.1	9.2	6.7	10.0	10.8
Other (no tenure)	%	15.2	14.0	17.4	11.5	11.2	24.9	24.5	15.1	15.6
Total	**%**	**52.9**	**47.4**	**48.6**	**47.7**	**45.4**	**53.4**	**58.0**	**46.0**	**48.8**
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.6	1.1	0.9	0.8	2.1	0.1	0.9
Private rental	%	39.8	41.5	38.7	38.4	29.5	35.4	13.3	10.5	39.0
Public housing rental	%	12.3	15.2	14.9	17.8	26.9	22.2	39.4	40.0	16.3
Community housing rental	%	7.8	2.1	6.0	3.4	7.7	2.7	4.1	3.7	4.6
Other rental	%	3.6	2.0	1.5	1.6	2.2	1.1	3.7	2.1	2.2
Total	**%**	**64.8**	**61.7**	**61.7**	**62.3**	**67.2**	**62.2**	**62.6**	**56.4**	**63.0**
Non–independent housing										
Crisis	%	7.8	4.4	7.3	6.7	3.5	5.3	6.8	12.8	6.0
Transitional Housing (incl. rent free)	%	3.1	2.4	1.9	2.3	2.8	0.8	2.8	4.4	2.4
Caravan park rental	%	1.2	1.8	1.8	1.4	1.1	0.5	0.1	0.5	1.5
Institutional setting	%	1.8	4.1	1.1	1.2	2.1	2.0	3.4	0.5	2.4
Improvised dwelling/sleeping rough	%	4.2	4.9	5.3	6.4	2.6	3.5	3.8	5.3	4.7
Boarding/rooming house	%	8.6	11.2	10.1	12.6	12.7	8.9	7.2	10.0	10.2
Other (no tenure)	%	8.6	9.4	10.9	7.0	8.2	16.9	13.4	10.2	9.8
Total	**%**	**35.3**	**38.2**	**38.4**	**37.6**	**33.0**	**37.9**	**37.5**	**43.7**	**37.0**

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Total clients who needed assistance to obtain or maintain independent housing	no.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772
2012-13										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.1	0.7	2.1	2.5	1.8	1.3	0.5	1.2
Private rental	%	33.4	37.3	35.6	39.2	21.2	22.0	12.7	13.9	34.6
Public housing rental	%	7.7	10.0	6.4	12.2	21.1	8.7	16.4	18.8	9.5
Community housing rental	%	4.4	1.4	3.4	2.5	2.6	1.9	1.1	3.3	2.7
Other rental	%	3.6	2.8	1.9	1.5	2.3	1.9	2.7	3.0	2.6
Total	**%**	**50.5**	**52.5**	**48.0**	**57.5**	**49.8**	**36.3**	**34.2**	**39.5**	**50.5**
Non–independent housing										
Crisis	%	12.1	4.2	7.1	5.3	5.0	7.2	5.6	8.7	6.7
Transitional Housing (incl. rent free)	%	1.7	2.9	1.3	1.7	4.6	0.4	1.9	1.8	2.1
Caravan park rental	%	1.9	1.7	2.1	1.9	0.6	1.5	0.4	3.5	1.8
Institutional setting	%	2.1	4.2	1.4	3.5	2.6	2.3	3.3	6.8	2.9
Improvised dwelling/sleeping rough	%	5.9	7.6	10.9	9.7	3.3	11.5	15.7	12.4	8.4
Boarding/rooming house	%	11.6	13.4	11.8	11.2	15.7	12.1	6.3	10.7	12.2
Other (no tenure)	%	14.1	13.5	17.4	9.3	18.4	28.7	32.7	16.6	15.5
Total	**%**	**49.5**	**47.5**	**52.0**	**42.5**	**50.2**	**63.7**	**65.8**	**60.5**	**49.5**
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.7	1.8	1.8	1.1	1.3	0.5	1.0
Private rental	%	39.5	40.3	36.7	37.7	26.9	27.0	11.7	15.5	37.3

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Public housing rental	%	11.4	15.1	14.0	20.1	27.5	20.5	29.1	20.2	15.7
Community housing rental	%	8.6	2.9	6.4	2.9	6.5	3.4	2.8	7.0	5.1
Other rental	%	3.0	2.1	1.5	1.5	1.8	1.7	2.9	2.0	2.1
Total	**%**	**63.8**	**61.3**	**59.3**	**64.0**	**64.5**	**53.6**	**47.9**	**45.2**	**61.2**
Non–independent housing										
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2
Transitional Housing (incl. rent free)	%	3.4	2.6	2.5	1.6	2.0	1.8	4.8	5.8	2.7
Caravan park rental	%	1.4	1.7	1.6	1.8	0.9	1.3	0.2	2.4	1.5
Institutional setting	%	1.2	3.4	0.8	1.6	2.4	1.4	1.5	2.0	1.9
Improvised dwelling/sleeping rough	%	3.1	4.7	5.2	6.3	2.1	4.8	7.8	5.6	4.5
Boarding/rooming house	%	9.4	12.1	9.8	11.2	14.3	11.8	7.4	13.2	10.7
Other (no tenure)	%	8.8	9.4	11.2	6.4	10.0	17.5	22.6	11.8	10.1
Total	**%**	**36.2**	**38.7**	**40.7**	**36.0**	**35.5**	**46.4**	**52.1**	**54.8**	**38.8**
Total clients who needed assistance to obtain or maintain independent housing	no.	16 733	37 184	19 621	6 059	2 799	2 109	2 537	1 344	86 663
2011-12										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.9	1.4	0.9	2.0	na	3.5	0.5	1.1	1.5
Private rental	%	31.8	34.5	38.7	37.6	na	24.6	15.3	14.2	34.5
Public housing rental	%	7.8	12.1	5.9	14.1	na	8.9	20.9	16.5	9.9
Community housing rental	%	3.4	1.0	3.1	2.4	na	0.9	2.3	6.4	2.4
Other rental	%	2.7	2.9	1.9	1.6	na	2.2	1.6	2.6	2.4
Total	**%**	**47.6**	**51.9**	**50.6**	**57.8**	**–**	**40.1**	**40.6**	**40.8**	**50.6**

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Non–independent housing										
Crisis	%	11.7	4.8	6.0	6.4	na	5.6	8.0	3.9	6.8
Transitional Housing (incl. rent free)	%	1.9	2.8	0.6	1.5	na	1.4	5.0	2.4	1.9
Caravan park rental	%	2.1	2.2	2.3	1.4	na	0.8	–	1.5	2.0
Institutional setting	%	2.8	2.9	1.7	3.4	na	2.7	5.1	5.5	2.6
Improvised dwelling/sleeping rough	%	7.4	9.1	10.8	7.7	na	12.4	12.8	17.9	9.2
Boarding/rooming house	%	12.6	13.9	13.5	12.5	na	12.7	6.4	12.4	13.1
Other (no tenure)	%	13.9	12.3	14.5	9.3	na	24.3	22.2	15.6	13.7
Total	**%**	**52.4**	**48.1**	**49.4**	**42.2**	**na**	**59.9**	**59.4**	**59.2**	**49.4**
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.6	1.0	0.7	1.6	na	2.0	0.8	1.1	1.1
Private rental	%	35.2	37.4	36.7	37.7	na	29.3	13.3	14.1	35.8
Public housing rental	%	11.0	16.1	8.9	22.1	na	16.1	35.0	23.8	14.2
Community housing rental	%	6.9	2.3	5.7	3.2	na	3.1	2.4	6.9	4.5
Other rental	%	2.7	2.3	2.3	2.0	na	1.6	0.8	2.5	2.3
Total	**%**	**57.5**	**59.2**	**54.3**	**66.5**	**na**	**52.1**	**52.4**	**48.3**	**58.0**
Non–independent housing										
Crisis	%	10.4	5.5	12.2	5.1	na	7.2	10.4	9.9	8.5
Transitional Housing (incl. rent free)	%	3.0	2.5	2.3	1.8	na	2.7	4.3	3.7	2.6
Caravan park rental	%	1.6	2.1	1.7	1.6	na	1.1	np	2.3	1.7
Institutional setting	%	2.0	2.1	0.9	1.6	na	2.0	2.8	1.0	1.7
Improvised dwelling/sleeping rough	%	5.0	6.3	6.2	5.1	na	6.0	6.6	5.9	5.7
Boarding/rooming house	%	10.5	13.0	11.4	10.4	na	12.4	7.1	13.4	11.5

Table 18A.26 **Proportion of clients who needed assistance to obtain or maintain independent housing, type of tenure before and after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Other (no tenure)	%	10.1	9.3	11.0	7.9	na	16.6	16.2	15.4	10.3
Total	**%**	**42.5**	**40.8**	**45.7**	**33.5**	**na**	**47.9**	**47.4**	**51.7**	**42.0**
Total clients who needed assistance to obtain or maintain independent housing	no.	17 336	30 438	19 444	5 794	na	2 431	2 302	1 310	77 838

(a) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved indpendent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2014-15										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	0.6	0.3	0.2	0.3	0.4	0.4	–	0.2	0.3
Private rental	%	21.8	19.5	24.8	12.1	10.6	26.0	6.5	5.6	20.4
Public housing rental	%	13.8	17.9	14.7	20.2	16.7	11.5	20.2	57.5	18.0
Community housing rental	%	5.8	3.8	4.0	2.2	4.8	2.8	6.7	3.8	4.4
Other rental	%	4.9	2.4	2.0	3.1	4.1	3.0	1.0	0.8	3.0
Total	**%**	**46.9**	**43.9**	**45.8**	**37.9**	**36.5**	**43.7**	**34.4**	**67.9**	**46.0**
Non–independent housing										
Crisis	%	10.9	4.9	7.1	7.2	6.7	8.5	12.8	4.7	7.7
Transitional Housing (incl. rent free)	%	2.1	3.9	1.4	1.2	2.5	0.2	6.4	5.3	2.3
Caravan park rental	%	1.3	1.6	1.7	0.8	0.5	0.6	0.3	0.2	1.2
Institutional setting	%	1.6	5.2	1.1	1.6	4.6	2.2	2.3	1.1	2.1
Improvised dwelling/sleeping rough	%	6.8	8.3	9.7	10.5	5.8	9.9	13.8	5.3	8.3
Boarding/rooming house	%	9.8	13.4	12.4	16.6	20.8	6.1	6.0	5.4	11.8
Other (no tenure)	%	20.6	18.8	20.8	24.1	22.7	28.9	24.0	10.0	20.5
Total	**%**	**53.1**	**56.1**	**54.2**	**62.1**	**63.5**	**56.3**	**65.6**	**32.1**	**54.0**
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.6	0.3	0.1	0.1	–	0.4	–	–	0.3
Private rental	%	29.6	23.6	29.7	14.6	19.9	31.9	8.6	6.2	25.6
Public housing rental	%	18.7	24.8	24.1	28.2	27.4	18.9	39.6	60.6	25.7
Community housing rental	%	9.0	5.2	7.9	3.1	6.3	5.3	9.8	2.5	7.0

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Other rental	%	4.1	1.8	1.7	2.2	7.4	1.6	3.7	0.3	2.5
Total	**%**	**62.1**	**55.7**	**63.6**	**48.3**	**61.0**	**58.1**	**61.7**	**69.7**	**61.1**
Non–independent housing										
Crisis	%	7.6	5.0	6.6	5.2	4.3	7.8	11.5	6.2	6.4
Transitional Housing (incl. rent free)	%	3.7	4.0	2.2	1.5	1.8	0.6	1.7	7.1	3.0
Caravan park rental	%	1.0	1.2	1.1	0.9	0.9	–	–	0.2	0.9
Institutional setting	%	1.5	4.1	1.3	1.4	2.5	1.4	1.6	1.8	1.9
Improvised dwelling/sleeping rough	%	3.4	4.7	3.8	8.5	3.1	4.8	5.3	2.9	4.0
Boarding/rooming house	%	8.0	11.2	10.1	15.8	15.1	7.2	5.2	4.5	9.8
Other (no tenure)	%	12.8	14.2	11.4	18.4	11.4	20.0	13.0	7.6	12.9
Total	**%**	**37.9**	**44.3**	**36.4**	**51.7**	**39.0**	**41.9**	**38.3**	**30.3**	**38.9**
Total clients who needed assistance to obtain or maintain independent housing	no.	5 243	3 428	6 509	1 683	766	596	406	1 069	19 164
2013-14										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	0.7	0.6	0.3	0.1	np	1.3	1.6	np	0.5
Private rental	%	23.8	20.0	26.4	11.7	10.8	25.5	3.8	7.1	22.1
Public housing rental	%	14.9	16.6	11.6	24.9	24.6	11.0	25.4	43.6	16.6
Community housing rental	%	5.9	2.6	4.3	2.4	6.8	1.0	6.0	5.5	4.5
Other rental	%	3.1	4.0	2.1	2.4	5.0	0.3	4.2	2.2	2.7
Total	**%**	**48.4**	**43.8**	**44.7**	**41.5**	**47.2**	**39.1**	**41.0**	**58.4**	**46.4**
Non–independent housing										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Transitional Housing (incl. rent free)	%	1.9	4.2	0.7	2.5	3.6	–	4.5	1.8	1.8
Caravan park rental	%	0.9	2.5	1.8	0.3	0.3	0.7	0.5	0.3	1.4
Institutional setting	%	1.5	5.5	1.2	2.5	6.0	3.0	0.9	2.6	2.2
Improvised dwelling/sleeping rough	%	7.0	9.5	10.5	10.0	7.3	10.9	14.4	6.7	8.8
Boarding/rooming house	%	11.5	11.7	13.4	16.3	13.3	10.3	4.7	8.7	12.4
Other (no tenure)	%	18.4	18.7	21.1	20.4	14.6	27.9	26.0	16.4	19.8
Total	**%**	**51.6**	**56.2**	**55.4**	**58.5**	**52.7**	**60.8**	**59.1**	**41.5**	**53.6**
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.5	0.1	0.7	–	0.3	1.6	0.2	0.4
Private rental	%	32.3	24.5	28.8	13.4	14.3	28.6	7.4	5.1	26.3
Public housing rental	%	18.5	26.6	19.3	34.2	28.0	24.3	47.1	49.7	23.9
Community housing rental	%	11.1	3.6	7.0	3.9	10.8	2.3	1.3	4.7	7.2
Other rental	%	3.2	2.4	2.1	2.2	3.6	0.7	3.3	1.4	2.4
Total	**%**	**65.6**	**57.6**	**57.3**	**54.4**	**56.7**	**56.2**	**60.7**	**61.1**	**60.2**
Non–independent housing										
Crisis	%	6.1	4.2	7.9	6.0	7.3	6.9	9.5	10.3	6.6
Transitional Housing (incl. rent free)	%	2.7	3.9	2.2	2.1	3.6	2.0	2.0	3.9	2.7
Caravan park rental	%	0.9	1.4	1.5	0.2	1.3	0.4	0.5	–	1.1
Institutional setting	%	1.6	4.8	1.0	1.1	3.0	3.1	3.4	0.7	1.8
Improvised dwelling/sleeping rough	%	3.6	4.7	4.8	8.3	3.3	4.3	4.7	5.3	4.5
Boarding/rooming house	%	8.5	10.2	11.5	15.1	13.8	9.5	5.7	7.4	10.4
Other (no tenure)	%	11.2	13.2	14.0	12.8	10.9	17.7	13.5	11.4	12.8
Total	**%**	**34.6**	**42.4**	**42.9**	**45.6**	**43.2**	**43.9**	**39.3**	**39.0**	**39.9**

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Total clients who needed assistance to obtain or maintain independent housing	no.	4 872	2 905	6 028	1 424	610	445	396	947	17 199
2012-13										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4
Private rental	%	27.3	20.0	24.3	15.2	9.4	17.4	4.5	6.7	22.1
Public housing rental	%	12.6	15.6	10.5	29.7	25.4	7.1	19.0	25.9	14.8
Community housing rental	%	7.3	3.7	4.2	2.2	1.9	np	2.5	5.0	4.6
Other rental	%	4.0	2.1	1.9	1.1	3.4	1.5	2.1	2.0	2.4
Total	**%**	**51.9**	**42.0**	**41.1**	**48.4**	**40.1**	**26.1**	**28.1**	**39.6**	**44.3**
Non–independent housing										
Crisis	%	10.1	4.8	7.6	7.2	5.9	7.7	7.5	8.4	7.8
Transitional Housing (incl. rent free)	%	0.9	5.0	1.5	2.0	4.3	–	np	1.1	1.8
Caravan park rental	%	2.4	1.4	1.6	1.3	–	np	np	1.2	1.6
Institutional setting	%	1.4	7.2	1.0	3.5	3.9	np	4.3	5.6	2.4
Improvised dwelling/sleeping rough	%	4.6	7.4	8.7	9.4	3.4	11.1	20.0	14.2	7.8
Boarding/rooming house	%	13.1	14.0	14.7	12.9	14.7	10.2	5.0	9.2	13.5
Other (no tenure)	%	15.6	18.3	23.8	15.1	27.3	43.4	33.1	20.2	20.8
Total	**%**	**48.1**	**58.0**	**58.9**	**51.4**	**59.5**	**72.4**	**69.9**	**59.9**	**55.7**
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.3	0.4	0.1	0.7	–	0.5	0.2	0.4
Private rental	%	32.9	23.1	26.8	14.5	12.5	21.9	5.5	8.8	25.1

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Public housing rental	%	16.8	23.4	18.7	39.6	29.9	26.1	37.3	26.0	22.3
Community housing rental	%	11.5	5.7	8.1	2.3	8.6	1.0	4.5	8.4	7.9
Other rental	%	3.5	3.0	1.5	2.1	1.2	2.0	3.6	3.1	2.3
Total	**%**	**65.1**	**55.5**	**55.4**	**58.7**	**52.9**	**51.1**	**51.4**	**46.5**	**58.0**
Non–independent housing										
Crisis	%	6.6	7.0	10.0	7.2	6.1	12.7	8.0	15.4	8.5
Transitional Housing (incl. rent free)	%	2.6	3.4	2.3	2.2	3.8	1.5	2.6	5.4	2.7
Caravan park rental	%	1.8	1.0	1.3	1.1	–	np	–	1.0	1.3
Institutional setting	%	1.1	5.4	0.8	2.3	4.4	1.5	np	1.6	1.7
Improvised dwelling/sleeping rough	%	2.7	4.4	3.4	7.1	1.5	5.6	10.4	3.6	3.7
Boarding/rooming house	%	10.1	11.3	11.6	11.7	14.6	8.2	5.5	12.6	11.1
Other (no tenure)	%	10.0	12.0	15.3	9.6	16.6	18.4	21.1	13.7	13.1
Total	**%**	**34.9**	**44.4**	**44.6**	**41.2**	**47.1**	**47.9**	**47.6**	**53.2**	**42.0**
Total clients who needed assistance to obtain or maintain independent housing	no.	4 081	2 621	5 604	1 485	543	334	370	836	15 417
2011-12										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.5	0.1	–	na	3.2	–	–	0.2
Private rental	%	24.9	17.9	27.1	10.9	na	17.2	11.2	7.1	22.0
Public housing rental	%	13.9	20.6	9.6	32.2	na	8.9	18.6	20.2	15.5
Community housing rental	%	4.1	2.5	3.8	4.6	na	1.9	np	11.0	4.2
Other rental	%	2.4	3.4	2.1	1.2	na	2.6	2.4	2.6	2.3
Total	**%**	**45.5**	**44.9**	**42.7**	**49.0**	**na**	**33.7**	**32.2**	**40.9**	**44.2**

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Non–independent housing										
Crisis	%	9.3	3.3	7.4	5.3	na	4.4	4.9	1.6	6.8
Transitional Housing (incl. rent free)	%	1.4	2.8	0.3	1.8	na	np	4.8	1.1	1.2
Caravan park rental	%	2.0	2.5	2.3	1.3	na	–	–	1.1	1.9
Institutional setting	%	3.0	1.5	1.4	2.4	na	4.0	7.8	4.0	2.3
Improvised dwelling/sleeping rough	%	6.1	8.5	9.6	8.3	na	15.9	13.4	24.6	9.2
Boarding/rooming house	%	16.6	15.0	17.6	14.1	na	15.4	9.9	8.1	15.9
Other (no tenure)	%	16.1	21.4	18.7	17.8	na	26.0	25.3	18.6	18.5
Total	**%**	**54.5**	**55.1**	**57.3**	**51.0**	**na**	**65.7**	**66.1**	**59.1**	**55.8**
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.9	–	np	na	np	–	–	0.2
Private rental	%	27.2	20.0	27.2	10.5	na	22.3	4.8	6.3	23.0
Public housing rental	%	17.9	26.1	12.5	40.9	na	18.4	29.5	28.7	20.4
Community housing rental	%	7.3	3.5	6.7	3.1	na	3.2	np	11.3	6.2
Other rental	%	2.5	3.8	2.9	2.6	na	np	2.5	2.2	2.8
Total	**%**	**55.2**	**54.3**	**49.3**	**57.1**	**na**	**43.8**	**36.8**	**48.5**	**52.7**
Non–independent housing										
Crisis	%	8.4	5.1	12.6	4.4	na	12.0	13.1	10.2	9.3
Transitional Housing (incl. rent free)	%	2.0	3.7	2.0	2.1	na	2.5	5.3	1.7	2.3
Caravan park rental	%	2.1	1.2	1.5	1.2	na	np	–	2.1	1.5
Institutional setting	%	2.1	2.8	0.9	2.3	na	4.0	4.9	1.5	1.8
Improvised dwelling/sleeping rough	%	4.4	6.2	5.8	5.5	na	7.0	9.2	7.7	5.4
Boarding/rooming house	%	14.1	12.2	14.4	9.6	na	10.8	11.6	10.1	13.0

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods), type of tenure before and after support (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Other (no tenure)	%	11.7	14.4	13.6	17.7	na	17.3	18.4	18.2	14.0
Total	**%**	**44.8**	**45.7**	**50.7**	**42.8**	**na**	**53.6**	**62.4**	**51.5**	**47.3**
Total clients who needed assistance to obtain or maintain independent housing	no.	4 375	2 136	5 171	1 609	na	316	287	796	14 388

(a) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved indpendent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.28 **Proportion of clients who were living in non–independent housing before support, who obtained independent housing after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2014-15										
Clients who were living in non–independent housing before support:										
Type of tenure before support										
Non–independent housing										
Crisis	%	24.2	8.7	11.5	10.7	9.7	12.8	17.7	12.0	13.0
Transitional Housing (incl. rent free)	%	4.3	5.9	2.5	3.9	4.4	1.0	4.0	12.7	4.4
Caravan park rental	%	2.9	3.2	3.6	3.1	1.0	1.2	0.9	3.0	3.0
Institutional setting	%	4.1	10.2	2.9	5.0	7.2	5.4	4.7	5.6	6.5
Improvised dwelling/sleeping rough	%	15.2	16.3	21.9	21.5	14.2	18.9	23.7	20.6	17.7
Boarding/rooming house	%	17.7	24.4	19.1	26.7	26.7	15.3	11.0	17.5	21.3
Other (no tenure)	%	31.7	31.2	38.3	29.1	36.9	45.5	38.1	28.7	34.0
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Who obtained independent housing after support: Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.2	0.3	–	0.3	0.3	0.3	–	0.2
Private rental	%	22.3	16.2	18.3	12.3	26.0	22.0	11.6	7.7	17.9
Public housing rental	%	7.8	11.8	14.2	11.7	13.5	14.6	28.8	16.8	12.3
Community housing rental	%	5.8	1.5	6.1	3.0	5.0	4.3	5.2	0.9	3.9
Other rental	%	2.6	1.2	1.1	1.4	4.7	1.3	1.7	0.2	1.6
Total	**%**	**38.8**	**30.9**	**40.0**	**28.4**	**49.4**	**42.5**	**47.6**	**25.6**	**35.9**
Total clients who were living in non–independent housing before support	no.	10 261	19 698	11 104	3 288	1 802	1 984	1 435	568	48 724

Table 18A.28 **Proportion of clients who were living in non–independent housing before support, who obtained independent housing after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2013-14										
Clients who were living in non–independent housing before support:										
Type of tenure before support										
Non–independent housing										
Crisis	%	25.9	8.3	11.5	12.6	14.5	9.9	11.3	11.8	13.3
Transitional Housing (incl. rent free)	%	4.3	6.0	1.6	6.0	7.6	1.1	3.3	5.1	4.3
Caravan park rental	%	2.4	4.0	4.6	3.5	1.9	1.8	1.3	1.8	3.5
Institutional setting	%	3.8	10.2	2.9	5.6	11.9	6.2	5.5	8.9	6.4
Improvised dwelling/sleeping rough	%	15.1	17.8	22.6	21.4	10.8	17.0	25.0	18.0	18.4
Boarding/rooming house	%	19.8	24.2	21.0	26.7	28.8	17.3	11.5	21.7	22.2
Other (no tenure)	%	28.8	29.6	35.8	24.1	24.6	46.7	42.2	32.8	31.9
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Who obtained independent housing after support: Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.1	0.2	0.3	0.2	0.2	0.9	0.3	0.2
Private rental	%	22.4	15.3	14.5	13.0	19.0	17.0	8.4	4.1	16.3
Public housing rental	%	8.4	12.1	11.2	15.1	10.4	17.8	27.6	16.8	12.1
Community housing rental	%	6.8	1.4	5.3	3.1	6.7	1.8	4.4	1.2	3.9
Other rental	%	3.3	1.4	1.1	1.1	1.3	0.6	2.5	1.6	1.7
Total	**%**	**41.2**	**30.3**	**32.2**	**32.6**	**37.6**	**37.4**	**43.8**	**24.0**	**34.2**
Total clients who were living in non–independent housing before support	no.	10 050	18 996	10 577	2 715	1 177	1 768	1 573	633	46 265

Table 18A.28 **Proportion of clients who were living in non–independent housing before support, who obtained independent housing after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2012-13										
Clients who were living in non–independent housing before support:										
Type of tenure before support										
Non–independent housing										
Crisis	%	24.5	8.8	13.6	12.5	9.9	11.3	8.5	14.4	13.5
Transitional Housing (incl. rent free)	%	3.4	6.1	2.4	4.1	9.1	0.6	2.9	3.0	4.2
Caravan park rental	%	3.9	3.6	4.1	4.4	1.2	2.4	0.7	5.8	3.6
Institutional setting	%	4.3	8.9	2.8	8.1	5.2	3.6	4.9	11.3	5.8
Improvised dwelling/sleeping rough	%	12.0	16.0	21.0	22.7	6.6	18.0	23.8	20.5	17.0
Boarding/rooming house	%	23.4	28.2	22.6	26.4	31.3	19.1	9.5	17.6	24.6
Other (no tenure)	%	28.5	28.4	33.5	21.8	36.7	45.1	49.6	27.4	31.3
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**	**100.0**
Who obtained independent housing after support: Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	2.1	1.9	3.1	1.9	2.6	4.6	4.1	4.2	2.5
Private rental	%	13.2	8.3	9.5	9.1	7.4	8.1	6.3	15.3	9.5
Public housing rental	%	8.3	8.7	8.1	5.5	9.4	8.4	8.3	8.3	8.1
Community housing rental	%	7.7	8.0	8.7	6.9	10.3	12.2	10.6	5.6	8.4
Other rental	%	4.7	3.7	5.9	2.3	3.9	5.4	3.8	4.5	4.4
Total	**%**	**36.0**	**30.6**	**35.2**	**25.7**	**33.6**	**38.7**	**33.0**	**37.9**	**33.0**
Total clients who were living in non–independent housing before support	no.	8 277	17 654	10 201	2 577	1 405	1 343	1 670	813	42 917

Table 18A.28 **Proportion of clients who were living in non–independent housing before support, who obtained independent housing after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2011-12										
Clients who were living in non–independent housing before support:										
Type of tenure before support										
Non–independent housing										
Crisis	%	22.3	10.1	12.1	15.1	na	9.4	13.5	6.7	13.8
Transitional Housing (incl. rent free)	%	3.7	5.9	1.3	3.6	na	2.4	8.4	4.0	3.9
Caravan park rental	%	3.9	4.6	4.7	3.4	na	1.4	–	2.6	4.1
Institutional setting	%	5.3	6.0	3.5	8.0	na	4.5	8.5	9.3	5.3
Improvised dwelling/sleeping rough	%	14.1	18.9	21.8	18.2	na	20.7	21.5	30.3	18.6
Boarding/rooming house	%	24.1	29.0	27.3	29.6	na	21.1	10.7	20.9	26.6
Other (no tenure)	%	26.6	25.6	29.3	21.9	na	40.6	37.3	26.3	27.7
Total	**%**	**100.0**	**100.0**	**100.0**	**100.0**	**na**	**100.0**	**100.0**	**100.0**	**100.0**
Who obtained independent housing after support: Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.2	0.1	0.5	na	–	0.5	0.3	0.2
Private rental	%	14.1	13.4	10.7	10.6	na	18.3	5.3	5.0	12.5
Public housing rental	%	7.6	8.5	5.3	18.3	na	11.1	19.9	15.1	8.7
Community housing rental	%	5.9	2.2	5.5	3.2	na	2.8	1.7	4.6	4.2
Other rental	%	2.1	1.6	2.0	1.0	na	0.6	0.3	0.5	1.7
Total	**%**	**29.9**	**26.1**	**23.6**	**33.7**	**na**	**32.7**	**27.7**	**25.5**	**27.2**
Total clients who were living in non–independent housing before support	no.	9 079	14 629	9 615	2 446	na	1 457	1 368	775	38 421

Table 18A.28 **Proportion of clients who were living in non–independent housing before support, who obtained independent housing after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)

(a) These data are calculated using the numerator 'Total number of clients who, on presentation, were living in non-independent/supported housing and achieved independent housing at the end of support' and the denominator 'Total number of clients who, on presentation, were living in non-independent/supported housing'. Only those clients who were assessed as requiring one of the following forms of assistance during the financial year are included: 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction', or to 'prevent foreclosures or for mortgage arrears'.

(b) A client's housing tenancy was determined at the end of their last closed support period in the reference year.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.29 **Proportion of clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	1.6	1.4	0.8	1.1	1.3	1.2	2.3	0.1	1.3
Private rental	%	52.6	58.7	52.8	54.6	41.1	56.1	27.0	18.7	54.2
Public housing rental	%	16.5	19.8	21.4	23.8	29.4	22.3	47.7	64.9	21.8
Community housing rental	%	11.3	3.1	9.0	5.6	8.9	6.9	7.6	3.2	6.6
Other Rental	%	8.2	4.0	4.3	5.3	8.8	3.3	6.6	2.5	5.1
Total	**%**	**90.1**	**87.1**	**88.2**	**90.5**	**89.5**	**89.9**	**91.3**	**89.4**	**88.9**
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	12 520	26 954	15 035	3 594	2 112	2 813	1 631	1 129	64 710
2013-14										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	1.3	1.2	0.6	1.4	1.9	1.3	2.7	0.1	1.1
Private rental	%	54.2	57.8	54.8	54.2	35.4	52.8	18.8	17.7	53.9
Public housing rental	%	17.4	20.9	19.8	27.3	34.8	29.0	52.7	59.4	22.6
Community housing rental	%	11.6	3.3	9.0	4.7	9.7	5.1	6.8	7.2	6.8
Other Rental	%	6.8	4.5	3.5	5.0	4.9	2.9	9.9	3.6	4.8
Total	**%**	**91.2**	**87.5**	**87.6**	**92.5**	**86.6**	**91.2**	**90.8**	**88.0**	**89.2**

Table 18A.29 **Proportion of clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	10 805	21 438	13 241	3 390	1 760	1 859	1 600	671	53 941
2012-13										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	1.3	1.1	0.8	1.7	2.9	1.7	2.1	0.9	1.2
Private rental	%	53.9	56.5	52.3	51.3	38.0	43.1	22.1	27.3	52.6
Public housing rental	%	16.8	20.6	20.4	29.1	37.2	31.1	47.4	39.0	22.5
Community housing rental	%	14.0	4.3	10.7	5.0	10.3	8.8	7.6	13.4	8.3
Other Rental	%	5.5	4.5	4.5	4.8	3.9	2.9	9.6	5.4	4.8
Total	**%**	**91.6**	**87.1**	**88.6**	**92.0**	**92.3**	**87.6**	**88.9**	**86.0**	**89.4**
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	8 505	16 429	10 799	3 627	1 681	1 023	1 161	526	43 067
2011-12										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	2.2	1.5	1.1	1.9	4.0	3.1	1.7	2.2	1.7
Private rental	%	53.8	55.4	57.0	48.5	42.4	47.8	22.1	25.0	53.2
Public housing rental	%	17.9	25.0	15.4	32.3	35.4	26.2	55.4	44.2	23.3
Community housing rental	%	11.8	3.8	9.5	4.9	8.7	8.5	6.2	11.4	7.5

Table 18A.29 **Proportion of clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
Other Rental	%	5.6	5.2	4.7	5.0	3.5	3.9	4.5	5.7	5.0
Total	**%**	**91.4**	**90.9**	**87.7**	**92.5**	**94.0**	**89.5**	**89.8**	**88.5**	**90.8**
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	8 381	13 452	9 658	3 584	1 228	1 052	1 041	569	38 400

(a) This table reflects clients with a support period that closed during the financial year in which the client had an identified need for assistance for obtaining or maintaining independent housing (i.e. a need for 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears'), who achieved independent housing at the end of that support period, and who did not present again during the financial year with an identified need for housing/accommodation assistance (i.e. a need for 'short term or emergency accommodation'; 'medium term/transitional housing'; 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears)'. The table excludes clients where the independent housing status at the end of support cannot be determined. It also excludes clients with in-scope support periods whose subsequent support period started less than 30 days after this support period ended.

(b) Housing tenure after support reflects the housing tenure recorded at the end of the former support period.

(c) State and Territory client totals may not add to the Australian total as some clients may have received support in more than one State and/or Territory.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.30 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
2014-15										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	0.4	0.3	0.2	0.2	–	0.7	–	–	0.3
Private rental	%	39.3	35.0	40.7	25.6	27.5	45.8	13.6	7.8	35.7
Public housing rental	%	24.5	33.2	29.5	45.7	41.5	28.2	54.1	75.5	34.0
Community housing rental	%	13.7	6.9	10.4	6.3	11.2	7.7	11.6	3.8	10.1
Other Rental	%	10.0	5.0	4.9	9.3	9.8	3.7	8.0	1.1	6.5
Total	**%**	**87.8**	**80.4**	**85.7**	**87.0**	**89.9**	**86.1**	**87.3**	**88.2**	**86.6**
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	3 356	2 129	4 399	849	515	352	245	793	12 335
2013-14										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	0.5	0.5	0.2	0.4	0.2	0.7	1.4	0.2	0.4
Private rental	%	43.5	33.9	43.8	23.5	22.9	46.6	10.0	9.7	37.7
Public housing rental	%	25.2	36.3	25.8	54.3	44.0	32.2	58.4	66.3	33.3
Community housing rental	%	14.3	5.2	10.4	5.1	13.7	4.5	9.1	9.0	10.2
Other Rental	%	6.5	6.0	4.4	7.4	6.4	1.5	9.8	2.3	5.5
Total	**%**	**90.0**	**81.9**	**84.5**	**90.7**	**87.2**	**85.5**	**88.8**	**87.5**	**87.0**

Table 18A.30 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	2 788	1 607	3 510	734	361	229	214	489	9 727
2012-13										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	0.4	0.1	0.3	0.3	1.0	0.6	0.5	0.3	0.3
Private rental	%	42.9	35.7	40.4	22.3	22.1	35.5	12.2	13.7	36.4
Public housing rental	%	23.9	33.1	27.0	53.1	46.8	44.8	51.1	48.0	32.4
Community housing rental	%	17.3	7.7	12.7	5.0	13.3	5.4	9.3	14.7	12.4
Other Rental	%	5.7	5.7	4.6	5.8	4.6	2.4	14.1	5.6	5.4
Total	**%**	**90.2**	**82.3**	**85.0**	**86.6**	**87.8**	**88.7**	**87.2**	**82.4**	**86.9**
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	2 189	1 140	3 071	778	270	150	180	321	7 912
2011-12										
Clients who needed assistance to obtain or maintain independent housing and who achieved independent housing after support, and did not present again with a need for accommodation										
Type of tenure after support										
Purchasing/purchased own home	%	0.3	0.4	0.2	0.2	1.1	0.7	–	–	0.3
Private rental	%	40.4	30.7	43.5	16.8	27.0	45.0	16.3	12.3	35.8
Public housing rental	%	30.5	42.3	21.0	61.2	53.5	30.0	57.8	52.5	34.4

Table 18A.30 **Proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing, who achieved independent housing after support, and did not present again with a need for accommodation within the reporting period, by tenure type after support (closed support periods) (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust* (c)
Community housing rental	%	12.7	5.3	11.4	6.9	10.8	5.8	2.5	16.7	10.6
Other Rental	%	5.8	6.1	5.6	5.9	1.9	5.1	3.3	4.4	5.6
Total	**%**	**89.8**	**84.9**	**81.7**	**91.0**	**94.3**	**86.7**	**79.9**	**86.0**	**86.7**
Total clients who needed assistance to obtain or maintain independent housing and who had independent housing at the end of support	no.	2 018	938	2 437	810	210	120	100	354	6 818

(a) This table reflects clients with a support period that closed during the financial year in which the client had an identified need for assistance for obtaining or maintaining independent housing (i.e. a need for 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears'), who achieved independent housing at the end of that support period, and who did not present again during the financial year with an identified need for housing/accommodation assistance (i.e. a need for 'short term or emergency accommodation'; 'medium term/transitional housing'; 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; or 'assistance to prevent foreclosures or for mortgage arrears)'. The table excludes clients where the independent housing status at the end of support cannot be determined. It also excludes clients with in-scope support periods whose subsequent support period started less than 30 days after this support period ended.

(b) Housing tenure after support reflects the housing tenure recorded at the end of the former support period.

(c) State and Territory client totals may not add to the Australian total as some clients may have received support in more than one State and/or Territory.

– Nil or rounded to zero.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
2014-15										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	11.3	5.5	5.9	6.9	5.3	6.4	6.1	5.9	5.5
Balance of State	%	6.6	7.1	5.3	5.2	6.0	6.9	8.1	4.9	5.9
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Capital city	no.	183	1 575	522	389	350	115	67	64	2 953
Balance of State	no.	1 498	934	820	210	132	147	129	66	3 580
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533
Clients who experienced homelessness at some time in 2014-15										
Capital city	no.	1 784	34 111	8 980	6 071	8 248	1 846	1 134	1 148	61 882
Balance of State	no.	24 470	14 399	15 866	5 107	2 798	2 180	1 702	1 444	66 286
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
2013-14										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.4	4.2	5.0	5.8	8.0	4.7	7.7	5.9	4.7
Balance of State	%	6.1	5.2	4.9	4.4	10.4	4.9	5.9	4.3	5.3
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Capital city	no.	126	1 059	400	265	390	70	73	59	2 221
Balance of State	no.	1 249	637	706	140	207	98	100	70	2 929
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Capital city	no.	2 865	32 669	8 770	5 303	6 577	1 705	1 161	1 219	59 009
Balance of State	no.	24 709	15 023	15 428	4 957	2 558	2 220	1 925	2 102	67 226

Table 18A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012-13										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.7	4.0	5.1	6.3	3.7	4.7	7.1	5.0	4.4
Balance of State	%	5.7	4.1	4.4	3.5	3.9	4.3	15.4	4.7	4.2
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who had more than one period of homelessness										
Capital city	no.	658	847	390	243	217	56	180	49	2 361
Balance of State	no.	540	439	561	109	105	66	14	58	1 676
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Capital city	no.	15 115	30 690	9 095	4 708	7 674	1 531	3 172	1 388	71 306
Balance of State	no.	13 191	14 969	14 722	5 217	3 377	1 803	94	1 810	53 667
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011-12										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	8.5	6.2	7.7	5.6	3.9	6.4	12.9	5.6	6.5
Balance of State	%	7.1	6.5	5.5	5.6	4.4	7.0	25.3	7.1	5.8
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Capital city	no.	847	1 132	511	229	227	85	274	60	3 099
Balance of State	no.	707	619	712	138	101	110	22	95	2 241
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340
Clients who experienced homelessness at some time in 2011-12										
Capital city	no.	13 511	25 182	8 365	5 099	6 972	1 765	3 258	1 453	63 715

Table 18A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Balance of State	no.	13 552	14 039	15 199	3 615	2 628	1 868	103	1 683	51 451
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) The ‘proportion of clients experiencing homelessness who had repeat periods of homelessness’ is only calculated for clients where homelessness status could be assessed. The number of ‘clients who experienced homelessness’ presented in the table is estimated by the AIHW to take into account missing data. This estimate is calculated by multiplying the proportion of homelessness clients with the total number of clients. This calculation is performed separately for each jurisdiction. Rates of missing data are described in the data quality statement for this performance indicator.

(b) Prior to 2013-14, the calculation included ‘tenure type’ of ‘no tenure’ where dwelling type was ‘Institution'. However, in line with the definition of homelessness, regardless of tenure or conditions of occupancy, any client will not be considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre. Data for 2011-12 and 2012-13 have been revised to exclude clients in these categories.

(c) Improvements were introduced in SA at the beginning of 2013–14 to the recording of housing status for clients. The improvement initially increased the proportion of clients with housing status recorded as 'unknown', with this proportion progressively reducing through the year. This has resulted in the measure of repeat periods of homelessness being over-stated for the year.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b)

	Unit	NSW	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
2014-15										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	8.7	6.0	6.3	6.9	7.9	10.9	5.1	6.3
Non-Indigenous clients	%	6.9	5.7	5.3	6.1	5.0	6.5	6.4	5.9	5.5
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	472	407	500	257	155	52	57	87	1 799
Non-Indigenous clients	no.	1 209	2 102	842	342	327	210	139	42	4 734
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533
Clients who experienced homelessness at some time in 2014-15										
Aboriginal and Torres Strait Islander clients	no.	7 465	5 380	8 616	4 503	3 111	683	557	1 840	31 470
Non-Indigenous clients	no.	18 783	43 060	16 232	6 792	7 961	3 344	2 276	749	96 639
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
2013-14										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.0	6.8	5.6	4.7	9.4	6.3	6.0	5.0	5.7
Non-Indigenous clients	%	6.1	4.3	4.7	5.5	8.4	4.5	6.6	5.0	4.8
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	345	264	427	139	174	38	27	95	1 377
Non-Indigenous clients	no.	1 044	1 435	683	266	423	129	146	36	3 794
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Aboriginal and Torres Strait Islander clients	no.	7 192	5 155	8 421	3 917	2 669	667	557	2 505	30 498

Table 18A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Non-Indigenous clients	no.	20 554	42 599	15 816	6 487	6 491	3 256	2 549	818	96 067
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012-13										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	6.0	5.2	4.0	5.3	4.5	10.3	5.1	5.1
Non-Indigenous clients	%	5.3	3.8	4.4	5.7	3.2	4.5	6.9	4.2	4.1
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	358	197	357	94	120	22	41	76	1 097
Non-Indigenous clients	no.	840	1 088	594	259	202	101	153	31	2 940
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Aboriginal and Torres Strait Islander clients	no.	7 318	4 949	8 104	3 422	3 095	595	575	2 226	29 465
Non-Indigenous clients	no.	21 076	40 759	15 706	6 466	7 999	2 741	2 706	946	95 548
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011-12										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	8.4	9.0	6.7	5.8	4.3	8.2	13.4	5.5	6.6
Non-Indigenous clients	%	7.6	6.0	6.0	5.4	4.0	6.4	13.3	8.2	6.0
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	396	233	438	140	87	41	43	89	1 311
Non-Indigenous clients	no.	1 158	1 518	785	227	240	154	252	67	4 028
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340

Table 18A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b)

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (c)	*Tas*	*ACT*	*NT*	*Aust* (d)
Clients who experienced homelessness at some time in 2011-12										
Aboriginal and Torres Strait Islander clients	no.	6 640	3 862	7 847	3 341	2 454	625	551	2 097	26 767
Non-Indigenous clients	no.	20 437	35 394	15 700	5 423	7 156	3 007	2 824	1 004	88 412
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) The ‘proportion of clients experiencing homelessness who had repeat periods of homelessness’ is only calculated for clients where homelessness status could be assessed. The number of ‘clients who experienced homelessness’ presented in the table is estimated by the AIHW to take into account missing data. This estimate is calculated by multiplying the proportion of homelessness clients with the total number of clients. This calculation is performed separately for each jurisdiction. Rates of missing data are described in the data quality statement for this performance indicator.

(b) Prior to 2013-14, the calculation included ‘tenure type’ of ‘no tenure’ where dwelling type was ‘Institution'. However, in line with the definition of homelessness, regardless of tenure or conditions of occupancy, any client will not be considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre. Data for 2011-12 and 2012-13 have been revised to exclude clients in these categories.

(c) Improvements were introduced in SA at the beginning of 2013-14 to the recording of housing status for clients. The improvement initially increased the proportion of clients with housing status recorded as 'unknown', with this proportion progressively reducing through the year. This has resulted in the measure of repeat periods of homelessness being over-stated for the year.

(d) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.33 **Case management goals achieved after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
2014-15										
Proportion of closed support periods with individual case management plan where										
No goals achieved	%	11.1	9.4	4.2	13.3	7.9	12.7	5.6	9.5	8.6
Up to half the goals achieved	%	29.7	18.5	15.1	32.1	11.0	31.3	26.1	26.5	20.8
Half or more of the goals achieved	%	23.2	18.3	25.1	21.8	34.0	20.6	25.2	18.3	22.4
All the goals achieved	%	36.0	53.7	55.6	32.8	47.0	35.4	43.2	45.6	48.3
Total support periods with individual case management plans	**no.**	**23 620**	**49 802**	**35 641**	**9 562**	**8 813**	**4 124**	**2 736**	**4 211**	**137 779**
Total support periods where client is part of another person's case management plan	no.	7 041	21 041	9 976	4 024	–	760	455	2 072	45 369
Total support periods with case management plans	no.	30 661	70 842	45 618	13 586	8 813	4 884	3 191	6 283	183 148
2013-14										
Proportion of closed support periods with individual case management plan where										
No goals achieved	%	9.9	8.5	5.4	13.1	na	13.0	8.7	9.6	8.1
Up to half the goals achieved	%	25.9	18.2	17.3	29.5	na	30.4	23.7	26.5	20.0
Half or more of the goals achieved	%	26.0	15.3	20.7	22.6	na	21.4	27.1	19.5	25.0
All the goals achieved	%	38.3	58.0	56.7	34.8	na	35.2	40.5	44.4	47.0
Total support periods with individual case management plans	**no.**	**27 915**	**47 424**	**28 994**	**9 001**	**8 006**	**3 282**	**2 422**	**4 666**	**130 707**
Total support periods where client is part of another person's case management plan	no.	7 915	18 149	9 254	3 967	–	907	593	1 735	42 520
Total support periods with case management plans	no.	35 830	65 573	38 247	12 968	8 006	4 189	3 015	6 401	173 226

Table 18A.33 **Case management goals achieved after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)
2012-13										
Proportion of closed support periods with individual case management plan where										
No goals achieved	%	10.6	10.0	7.1	12.9	7.7	12.5	8.9	7.9	9.5
Up to half the goals achieved	%	28.2	19.9	20.8	33.8	1.9	30.8	28.5	35.3	22.5
Half or more of the goals achieved	%	26.2	15.8	19.4	25.4	68.8	26.2	28.8	21.1	24.3
All the goals achieved	%	35.0	54.3	52.6	27.9	21.5	30.5	33.8	35.7	43.7
Total support periods with individual case management plans	**no.**	**26 986**	**42 220**	**26 560**	**9 032**	**9 481**	**2 874**	**2 220**	**4 383**	**123 102**
Total support periods where client is part of another person's case management plan	no.	7 144	11 986	9 364	4 426	–	892	593	1 151	35 555
Total support periods with case management plans	no.	34 130	54 206	35 925	13 458	9 481	3 766	2 812	5 534	158 657
2011-12										
Proportion of closed support periods with individual case management plan where										
No goals achieved	%	9.6	10.4	10.9	11.2	33.2	13.2	11.1	5.6	12.0
Up to half the goals achieved	%	28.5	21.3	31.2	35.5	6.3	34.9	30.3	45.2	26.6
Half or more of the goals achieved	%	22.2	18.5	19.5	21.6	19.0	20.4	27.3	17.5	20.1
All the goals achieved	%	39.7	49.8	38.4	31.8	41.5	31.4	31.4	31.7	41.4
Total support periods with individual case management plans	**no.**	**26 728**	**36 895**	**23 064**	**11 436**	**8 327**	**2 908**	**1 950**	**3 921**	**113 683**
Total support periods where client is part of another person's case management plan	no.	6 232	10 870	8 514	3 985	–	1 092	544	645	31 882
Total support periods with case management plans	no.	32 960	47 765	31 578	15 421	8 327	3 999	2 494	4 566	145 564

Table 18A.33 **Case management goals achieved after support (closed support periods)**

	Unit	*NSW*	*Vic*	*Qld*	*WA*	*SA* (a)	*Tas*	*ACT*	*NT*	*Aust* (b)

(a) Changes made as part of general systems improvements introduced at the beginning of 2013-14 resulted in an error that caused all data entries for some items to inaccurately display as 'half or more' in the reported extracts. As this error was only identified in September 2014, data for these items have been excluded.

(b) State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

na Not available. – Nil or rounded to zero.

Source : AIHW (unpublished) *Specialist Homelessness Services Collection.*

Table 18A.34 General Government Final Consumption Expenditure Price Deflator, Chain price Index (GGFCE) (a), (b), (c)

	2014-15 dollars (2014-15=100)
Nominal dollars (year)	
2014-15	100.0
2013-14	98.3
2012-13	97.0
2011-12	95.7
2010-11	94.2
2009-10	89.6
2008-09	87.2
2007-08	83.9
2006-07	80.7
2005-06	77.8

(a) Data are sourced from table 36, Expenditure on Gross Domestic Product (GDP), Chain volume measures and current prices, Annual (Series ID: A2304687R) (ABS 2015). See Statistical context, section 2.6 Statistical concepts used in the Report for information on how these gross domestic product deflators were calculated using data from that source.

(b) Estimates used to calculate the GGFCE Chain price indexes are subject to annual re-referencing by the Australian Bureau of Statistics (ABS) and also reflect any revisions inherent in source data which are aggregated up to the GGFCE level. These processes can cause volatility in deflator values from year to year. In addition to changes caused by re-referencing and source data revisions, starting from the 2013-14 deflator, the deflator in this table will differ in future reports due to the introduction by the ABS of updated supply-use benchmarks, which will be backcast, causing revisions throughout the time series.

(c) To convert nominal dollars to real dollars, divide the amount in nominal dollars by the GGFCE Chain price indexes for the applicable financial year and multiply by 100. For example: to convert 2005-06 dollars to 2014-15 dollars, divide by 77.8 and multiply by 100; to convert 2008-09 dollars to 2013-14 dollars, divide by 88.7 and multiply by 100. For further information, see Statistical context, table 2.1, p. 2.16.

Source: Review calculations based on ABS (2015) *Australian National Accounts: National Income, Expenditure and Product, June 2015,* Cat. no. 5206.0, Canberra.

Data quality information — Homelessness services, chapter 18

Data quality information

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

Where Report on Government Services indicators align with National Agreement indicators, DQI has been sourced from the Steering Committee's reports on National Agreements to the Council of Australian Governments Reform Council.

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

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Data collections

Specialist homelessness services client collection

Data quality information for this data collection has been sourced from the Australian Institute of Health and Welfare (AIHW) with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various
Measure (computation)	Various
Data source/s	Specialist Homelessness Services Client Collection (SHSC) The SHSC collects information on people who receive services from agencies that are funded under the *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH) to provide specialist homelessness services. A limited amount of data is also collected about clients who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and reports data in collaboration with jurisdictions. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	**Scope and coverage—clients** The SHSC collects information about people who receive assistance from specialist homelessness agencies funded by state and territory governments to respond to or prevent homelessness. In addition, some information is also collected about people who seek services from a specialist homelessness agency and do not receive any services at that time. The SHSC does not cover all homeless people and those at risk of homelessness, rather it captures those who seek assistance from a Specialist Homelessness Service (SHS) agency. Not everyone in scope for the SHSC is homeless, because specialist homelessness agencies provide services to people who are at risk of homelessness aimed at preventing them from becoming homeless, as well as to people who are currently homeless. Data about clients are submitted based on support periods—a period of support provided by a specialist homelessness service agency to a client. Information about clients is then linked together based on a statistical key (see 'Statistical Linkage Key (SLK) validity' below). A client may be of any age—children are clients if they receive specialist homelessness assistance. **Scope and coverage—agencies** The SHSC collects information on people who seek and receive services from specialist homelessness agencies. All agencies that receive funding under the NAHA or NPAH to provide specialist homelessness services are in scope for the SHSC in general, but only those who received funding for at least four months during the 2014–15 financial year are in scope for the 2014–15 reporting period. Agencies that are in coverage are those in-scope agencies for which details have been provided to the AIHW by the relevant state/territory government.

Of the agencies expected to participate in the collection in at least one month during the 2014-15 reporting period, 97.9 per cent of agencies provided data for each month where they were expected to participate, 1.8 per cent provided data for some but not all of the months where data was expected, and 0.3 per cent failed to provide data for any month.

Timeliness

The SHSC began on 1 July 2011. Specialist homelessness agencies provide their data to the AIHW each month, once sufficient data is received and validated 'snapshots' are created at particular points in time for reporting purposes. The 2014-15 snapshot contains data submitted to the AIHW for the July 2014 to June 2015 collection months, using responses received and validated as at 13 August 2015.

Accuracy

Potential sources of error

As with all data collections, the SHSC estimates are subject to error. These can arise from data coding and processing errors, inaccurate data or missing data. Reported findings are based on data reported by agency workers.

Data validation

The AIHW receives data from specialist homelessness agencies every month. These data go through two processes of data validation (error checking). Firstly, data validation is incorporated into the client management systems (CMS) most agencies use to record their data. Secondly, data are submitted through the AIHW online reporting web-portal, Specialist Homelessness Online Reporting. The web-portal completes a more thorough data validation and reports (to staff of the homelessness agency) any errors that need correcting before data can be accepted into the SHSC.

Statistical Linkage Key (SLK) validity

An individual client may seek or receive support on more than one occasion—either from the same agency or from a different agency. Data from individual clients who presented at different agencies and/or at different times is matched based on an SLK which allows client level data to be created. The SLK is constructed from information about the client's date of birth, sex and selected letters of their name.

If a support period record does not have a valid SLK, it cannot be linked to a client, and thus it is not included in client-level tables (although it is included in support period-level tables). Ninety-four per cent of support periods had a valid SLK in 2014-15.

Incomplete responses

In many support periods, in 2014-15, valid responses were not recorded for all questions—invalid responses were recorded, 'don't know' was selected, or no response was recorded. Support periods with invalid/'don't know'/missing responses were retained in the collection and, no attempt was made to deduce or impute the true value of invalid/'don't know'/missing responses.

Where data relate to the total population, the estimate includes clients with missing information. This information has been attributed in proportion with those clients for whom information is available. In tables where the population relates to clients with a particular need or accommodation circumstance, clients with missing needs information are excluded.

During the 2014-15 reporting period, changes were made to the CMS to prompt data providers to report mandatory data items. This led to a substantial improvement to data quality, in particular a decline in the number of non-response or 'missing' values for those items.

Non-response bias

Non-response occurs where there is less than 100 per cent agency participation, less than 100 per cent SLK validity and where there are incomplete responses. However estimates will not necessarily be biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, then there will be no bias. However, no information is yet available to indicate whether or not there is any systematic bias in agency non-participation, SLK validity and incomplete responses.

Imputation

An imputation strategy is used to correct for two types of non-sampling error: agency non-response and data error in the SLK data item, which is used to link information about

individual clients together to provide a complete picture for that client.

This strategy has two parts. The first part addresses agency non-response by using both explicit and implicit imputation and results in agency weights and some explicitly imputed service period records and end dates. The second part addresses the impact of invalid SLKs on the total number of clients and results in client weights.

Agencies that are out of scope for 9 months in 2014-15 are deemed to be out of scope for the whole period and excluded from all calculations.

Coherence

The SHSC replaces the Supported Accommodation Assistance Program National Data Collection (SAAP NDC), which began in 1996. The SHSC differs from the SAAP NDC in many respects. The major definitional differences between the SAAP NDC and the SHSC relate to the capture of information about children and support. In the SAAP NDC, children who accompanied a parent or guardian were counted as accompanying children (with only limited information collected); in the SHSC, children are included as clients (in their own right) if they directly receive a service. In the SAAP NDC, support was considered to entail generally 1 hour or more of a worker's time; in the SHSC no time-related condition exists.

Changes in SHSC data over time may be influenced by changes in underlying jurisdiction policies, programs or systems. These changes might affect the service footprint, the characteristics of priority clients, or how services work together to respond to client needs.

State/Territory specific issues:

NSW homelessness services underwent a period of major transition in 2014-15 that affected continuity of reporting for some service providers. In 2014-15, NSW also changed its service delivery approach to a central information management model. Accordingly this data should be used with caution when making comparisons with past years' figures for NSW or with data for other States.

Also in 2014-15, Qld introduced a new Homelessness Information Platform, a government funded assessment and referral tool. The introduction of this tool has affected a number of SHSC concepts and in particular may have led to a decline in the number of individuals leaving a service unassisted.

Accessibility

Results are published on the AIHW website. Data not available online or in reports can be requested via the online customised data request system https://datarequest.aihw.gov.au; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au . Data requests are charged on a cost-recovery basis.

Interpretability

Information on the development of the SHSC, definitions and concepts, and collection materials and processes can be found on the AIHW website, <www.aihw.gov.au>. Information on definitions, concepts and classifications can also be found in the SHSC's collection manual (AIHW 2011).

Data Gaps/Issues Analysis

Key data gaps/ issues

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

- The key data quality issue related to the use of the specialist homelessness services data is relevance. The data do not capture the whole of the homeless (and at risk) population, rather only people who access specialist homelessness services.

Performance indicators

Access to specialist homelessness services by people with disability

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

Indicator definition and description

Element Equity – access

Indicator *Access to Specialist Homelessness Services by people with disability*

Measure (computation) Definition: The proportion of SHS clients who identified as having a long-term health condition or disability who needed assistance with core activities and whose need for accommodation or services other than accommodation were met.

Derivation: A client is defined as having a need for assistance with core activities if at any time during their support period in the reporting year the client indicated that he/she 'Always/sometimes need help and/or supervision' with self-care, mobility or communication.

Numerator: the number of clients where the client needed assistance with core activities, and whose needs for accommodation or services other than accommodation were met.

Denominator: Total number of clients who sought assistance from SHS services whose needs for accommodation or services other than accommodation were met.

Data source/s The SHSC.

The SHSC collects information on people who receive services from agencies that are funded under the NAHA or the NPAH to provide specialist homelessness services. A limited amount of data is also collected about clients who seek, but do not receive, assistance from a specialist homelessness agency. Data are collected monthly from agencies participating in the collection.

Data Quality Framework Dimensions

Institutional environment See General SHSC DQI.

Relevance The SHSC collects information about clients of specialist homelessness agencies, that is, people who receive assistance from agencies funded by state and territory governments to respond to or prevent homelessness. Consequently, SHSC data does not capture disability information for unassisted persons. Data may not be complete for all clients who are assisted.

Timeliness See General SHSC DQI.

Accuracy Missing Data

The question pertaining to disability was included for the first time in July 2013. The question was asked of new clients and existing client information was progressively updated through the year. In 2014-15, 38 878 clients or 15.2 per cent of clients were excluded from the derivation of this indicator due to disability status not being stated.

Proportion of missing data for disability status by jurisdiction (2014-15)

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Disability not stated	4 918	20 315	2 024	3 020	6 945	866	309	503	38 878
Per cent not stated	10.2	19.8	4.6	13.1	32.9	11.8	6.2	6.6	15.2
Total clients	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657

Coherence From 2013, the SHSC commenced collecting information on whether, and to what extent, a long term health condition or disability restricts core activities for the client. The information is consistent with data collected in the 2011 Census and the 2014 National Social Housing Survey. Questions are based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the ABS's Survey of Disability, Ageing and Carers. This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities self–care, body movements or communication.

These data were not collected in previous years.

Accessibility See General SHSC DQI.

Interpretability See General SHSC DQI.

Data Gaps/Issues Analysis

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

- Data from the SHSC to enumerate this measure primarily concerns clients with need for assistance in core activities of daily living, such as self-care, mobility and communication and do not measure the total number of people with a disability accessing specialist homelessness services. Consequently, the indicator may under-represent clients with a disability who need support to access and maintain housing.

Clients experiencing repeat periods of homelessness

Data quality information for this data collection has been drafted by the AIHW.

Indicator definition and description

Element Outcomes

Indicator This is a proxy measure as it only captures homelessness people who access specialist homelessness services rather than all those in the population who experience homelessness.

'Homeless' definition: A client is defined as being homeless in each month where at least one of the following describes their housing situation:

- *dwelling type* is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast
- *tenure type* is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure
- conditions of occupancy is Couch surfer.

'Not Homeless' definition: A client is defined as being 'not homeless' in each month where they have provided a response and none of the above conditions are met.

Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:

- hospital (excluding psychiatric)
- psychiatric hospital/unit
- disability support
- rehabilitation
- adult correctional facility
- youth/juvenile justice correctional centre
- boarding school/residential college
- aged care facility
- immigration detention centre.

Measure (computation) Definition: Proportion of people experiencing repeat periods of homelessness

Numerator: number of SHS clients who change status from 'homeless' to 'not homeless' and back to 'homeless' during the reporting period.

Denominator: number of SHS clients who experienced homelessness at any time during the reporting period.

Computation: Presented as a *proportion*.

Data source/s AIHW — SHSC.

Data Quality Framework Dimensions

Institutional environment See General SHSC DQI.

Relevance SHSC data does not cover all homeless people but only those who seek assistance from an SHS agency. The financial year is the time frame for the indicator. By only counting homeless people within a financial year, persons who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.

Timeliness See General SHSC DQI.

Accuracy The repeat homelessness indicator relies on an assessment of the homelessness status of clients in each month where they are supported by SHS agencies. This assessment is based on the dwelling type, tenure type and conditions of occupancy reported for the client in each month, and the total number of clients is estimated from those records where the required data is available. In 2014-15, 26 841 clients or nearly 10.5 per cent of clients were excluded from the derivation of the repeat homelessness indicator due to missing data.

Proportion of not stated for homelessness

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Homeless not stated	3 333	14 149	858	3 326	4 302	216	262	511	26 841
Per cent not stated	6.9	13.8	1.9	14.4	20.4	2.9	5.3	6.7	10.5
Total clients	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657

Coherence Both the numerator and the denominator are drawn from the SHSC and have been produced using the same estimation methods.

The denominator has been defined as the total number of SHS clients who experienced homelessness at any time during the financial year reference period as it is the measure that will provide the most reliable comparison with the indicator numerator.

Accessibility See General SHSC DQI.

Interpretability See General SHSC DQI.

Data Gaps/Issues Analysis

Key data gaps /issues See General SHSC DQI.

Achievement of employment on exit

Data quality information for this data collection has been drafted by the AIHW.

Indicator definition and description

Element Outcomes

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

Measure (computation) 'Achievement of employment on exit' is defined by three measures. These measures are calculated for all SHS clients aged 15 and over with closed support and an assessed need for employment and/or training. They are also calculated separately for Aboriginal and Torres Strait Islander clients with the same characteristics.

Measure 1: Proportion of people with need for employment and/or training assistance who became/remained employed at close of support

Definition: Of people with a need for employment and/or training assistance at the start of support, the proportion who were in employment at end of support (whether full time or part time).

Numerator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance and whose combined employment and labour force status indicated 'employed full–time' or 'employed part–time' at the end of support.

Denominator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance.

Computation: Presented as a *proportion*.

Measure 2: Proportion of unemployed people with a need for employment and/or training assistance who became employed by the close of support.

Definition: Of people who were unemployed at the start of support and had a need for employment/training assistance, the proportion who were employed at the end of support (whether full time or part time).

Numerator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance whose labour force status was unemployed at presentation; and whose labour force status was 'employed ' at the end of support.

Denominator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were unemployed at presentation.

Computation: Presented as a *proportion*.

Measure 3: Proportion of people not in the labour force at presentation and with an identified need for employment and/or training assistance at the start of support, who were 'employed full–time' or 'employed part–time' at the end of support.

Definition: Of people who were 'not in the labour force' at presentation and who had a need for employment/training assistance, the proportion who were employed at end of support (whether full time or part time).

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

Denominator: the number of clients, with closed support periods only, with an identified need for employment and/or training assistance who were not in the labour force at presentation.

Computation: Presented as a *proportion*.

Data source/s AIHW — SHSC.

Data Quality Framework Dimensions

Institutional environment See General SHSC DQI.

Relevance This indicator compares the labour force status of SHS clients with closed support and an assessed need for employment and/or training, between the start and end of support within the financial year. It thus describes short-term outcomes for a sub-group of SHS clients. The proportion of clients that are in-scope for this indicator may vary across financial years and jurisdictions. In particular, this indicator does not describe longer-term employment outcomes e.g. achieved after referral to other services.

Timeliness See General SHSC DQI.

Accuracy Clients with an unknown labour force status at the start and/or end of support were excluded from the performance indicator. In 2014-15, 968 clients with closed support periods with an unknown labour force status at the start and/or end of support were excluded from the performance indicator, representing nearly 11 per cent of in-scope clients across Australia. The rate of unknown labour force status varied across jurisdictions.

Proportion of clients aged 15 or over with a closed support period and an assessed need for employment and/or training, for whom labour force status was not stated

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Labour force status not stated at either the start or end of support	251	414	97	80	56	17	37	50	968
Per cent not stated	9.6	15.7	5.1	7.6	16.5	13.5	10.5	14.8	10.7
Total clients	2 619	2 632	1 898	1 061	342	127	351	338	9 075

Coherence Results have been produced using the same estimation methods since the commencement of the SHSC in 2011-12.

Accessibility See General SHSC DQI.

Interpretability See General SHSC DQI.

Data Gaps/Issues Analysis

Key data gaps /issues See General SHSC DQI.

Achievement of income on exit

Data quality information for this data collection has been drafted by the AIHW.

Indicator definition and description

Element Outcomes

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

Measure (computation) 'Achievement of income on exit' is reported for all SHS clients aged 15 and over with closed support and an assessed need for income assistance. It is also reported separately for Aboriginal and Torres Strait Islander clients with the same characteristics.

Definition: Of people with a need for income assistance at the start of support, the proportion who had an income source at end of support

Numerator: the number of clients, with closed support periods only, with an identified need for income assistance and who exited homelessness services with an income source.

Denominator: the number of clients, with closed support periods only, with an identified need for income assistance.

Computation: Presented as a *proportion*.

Data source/s AIHW — SHSC.

Data Quality Framework Dimensions

Institutional environment See General SHSC DQI.

Relevance This indicator compares the income status of SHS clients with closed support and an assessed need for income assistance, between the start and end of support within the financial year. It thus describes short-term outcomes for a sub-group of SHS clients. The proportion of clients that are in-scope for this indicator may vary across financial years and jurisdictions. In particular, this indicator does not describe longer-term income outcomes e.g. achieved after referral to other services or after clients met eligibility criteria for government payments.

Timeliness See General SHSC DQI.

Accuracy Clients with an unknown source of income at the start and/or end of support were excluded from the performance indicator. In 2014-15, 1078 clients with an unknown source of income at the start and/or end of support were excluded from the performance indicator, representing just over 8 per cent of in-scope clients across Australia. The rate of unknown labour force status varied across jurisdictions.

Proportion of clients aged 15 or older with a closed support period and an assessed need for income assistance, for whom source of income was not stated either at the start or end of support

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of in-scope clients with source of income not stated at either the start or end of support	241	513	124	83	93	15	26	29	1 078
Per cent not stated	7.3	13.8	3.6	6.3	15.6	5.3	7.6	5.6	8.3
Total clients	3 301	3 707	3 431	1 311	597	286	348	512	13 004

Coherence	Results have been produced using the same estimation methods since the commencement of the SHSC in 2011-12.
Accessibility	See General SHSC DQI.
Interpretability	See General SHSC DQI.

Data Gaps/Issues Analysis

Key data gaps /issues	See General SHSC DQI.

Achievement of independent housing on exit

Data quality information for this data collection has been drafted by the AIHW.

Indicator definition and description

Element Outcomes

Indicator 'Achievement of independent housing' is an indicator of governments' objective to enable clients to participate as productive and self–reliant members of society at the end of their support period.

Measure (computation) Achievement of 'independent housing on exit' is defined by three measures. These measures are reported for all SHS clients and separately for Aboriginal and Torres Strait Islander clients.

Measure 1

Definition: Of people with an identified need for assistance to obtain or maintain independent housing at the start of support, the proportion who had achieved independent housing by the end of support.

Numerator: the number of clients, with closed support periods only, with an identified need for assistance to obtain 'long term housing', or 'sustain tenancy or prevent tenancy failure or eviction', or 'prevent foreclosures or for mortgage arrears', and had achieved independent housing by the end of support.

Denominator: the number of clients, with closed support periods only, with an identified need for assistance to obtain 'long term housing', or 'sustain tenancy or prevent tenancy failure or eviction', or 'prevent foreclosures or for mortgage arrears'.

Computation: Presented as a *proportion*.

Measure 2

Definition: Of people who were living in non-independent/supported housing at the start of support, the proportion who had achieved independent housing by the end of support.

Numerator: the number of clients with closed support periods only who at presentation were living in non–independent housing and achieved independent housing by the end of support.

Denominator: the number of clients, with closed support periods only, who at presentation were living in non–independent/supported housing.

Computation: Presented as a *proportion*

Measure 3

Definition: Of people with an identified need for assistance with obtaining or maintaining independent/non–supported housing and who had achieved independent/non–supported housing by the end of support, the proportion that did not present again during the financial year with an identified need for housing assistance.

Numerator: the number of clients with closed support periods only, with an identified need for assistance to obtain 'long term housing', or 'sustain tenancy or prevent tenancy failure or eviction' or 'prevent foreclosures or for mortgage arrears', who achieved independent housing at the end of support, and who did not present again during the reference year with an identified need for short–term, medium–term, or long–term housing; assistance to sustain tenancy or prevent tenancy failure or eviction; or assistance to prevent foreclosures or for mortgage arrears.

Denominator: the number of clients with closed support periods only, with an identified need for assistance with obtaining or maintaining independent/non–supported housing, and who had achieved independent/non–supported housing at the end of support.

Computation: Presented as a *proportion*\

Data source/s AIHW — SHSC.

Data Quality Framework Dimensions

Institutional environment See General SHSC DQI.

Relevance The three measures indicate the achievement of independent housing during the financial year for clients with specific characteristics. It does not describe the achievement of independent housing for broader SHS clients, or longer-term outcomes e.g. where independent housing is achieved after referral to other services.

The proportion of SHS clients that are in-scope for this indicator may vary across financial years and jurisdictions.

Independent housing is defined in a manner that is consistent with the definition of homelessness within the SHSC and the Australian Bureau of Statistics' statistical definition of homelessness. Results are presented for a number of housing tenure types

Timeliness See General SHSC DQI.

Accuracy Due to missing data, some clients were excluded from the three measures. The rate of excluded clients is relatively high for some jurisdictions, as these measures require a range of data to be available including dwelling type, housing tenure and conditions of occupancy.

Rates of missing data for 2014–15 are outlined below.

The first table presents missing data for measures one and three.

The second table presents missing data for measure two. The totals are slightly higher than in Table 18A.28, as the second table below includes clients with a not stated first reported housing type.

Clients with a closed support period and an assessed need for housing assistance, for whom independent housing status at the end of support was not stated

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of clients whose housing status at the end of support was not stated	2 440	4 755	1 815	489	867	521	464	172	11 145
Per cent not stated	12.4	11.4	8.1	7.9	28.2	12.4	18.3	10.6	11.2
Total clients	19 620	41 728	22 477	6 181	3 077	4 189	2 533	1 628	99 448

Clients with a closed support period, an assessed need for housing assistance, and who were living in non-independent/supported housing at the start of support, for whom independent housing status at the end of support was not stated

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of clients whose housing status at the end of support was not stated	1 003	1 830	795	211	198	276	232	54	4 366
Per cent not stated	10.5	10.2	7.5	6.7	14.2	14.1	17.1	10.1	9.6
Total clients	9 545	18 028	10 654	3 130	1 395	1 954	1 355	534	45 346

Coherence	The basis on which the third measure is enumerated has changed since the 2015 Report to better represent in-scope clients who re-presented during the financial year. Data for 2013-14, 2012-13 and 2011-12 have been revised to reflect this change.
Accessibility	See General SHSC DQI.
Interpretability	See General SHSC DQI.

Data Gaps/Issues Analysis

Key data gaps /issues	See General SHSC DQI.

Goals achieved on exit from service

Data quality information for this data collection has been drafted by the AIHW.

Indicator definition and description

Element Outcomes

Indicator 'Goals achieved on exit' is an indicator of governments' objective to ensure homelessness services meet the needs and expectations of clients.

Measure (computation) Definition: Of the proportion of closed support periods with an individual case management plan, the proportion who by the end of support achieved:

- All their goals
- Half or more of their goals
- Up to half their goals
- None of their goals

Numerator: the number of closed support periods only, with a case management plan, where by the end of support achieved:

- All their goals
- Half or more of their goals
- Up to half their goals
- None of their goals.

Denominator: the number closed support periods only, with a case management plan.

Computation: Presented as a *proportion*, for those achieving:

- All their goals
- Half or more of their goals
- Up to half their goals
- None of their goals.

Data source/s AIHW — SHSC

Data Quality Framework Dimensions

Institutional environment See General SHSC DQI.

Relevance This indicator only relates to closed support periods with an individual case management plan. The proportion of support periods with an individual case management plan may vary across financial years and jurisdictions. Some clients with a case management plan have multiple support periods.

Timeliness See General SHSC DQI.

Accuracy The nature of case management goals are not recorded in the SHSC. No information is currently available to determine whether the underlying goals are comparable nationally, nor the extent to which the achievement of these goals is consistently recorded by agency workers.

Nationally, in 2014-15, there were 13 closed support periods with a missing case management plan indicator.

In the SHSC, there are some support periods where a case management plan is recorded in answer to the question 'was there a case management plan for the client' (question 5 in the ongoing client form), but 'no case management plan' is recorded in relation to question 7 'to what extent were the client's case management plan goals achieved'. In 2014-15, 7,834 closed support periods fell into this category nationally. These support periods represented a small proportion of closed support periods with a recorded case management plan in question 5 in all jurisdictions except South Australia. The South Australian Department for Communities and Social Inclusion has advised that these closed support periods did not have a case management plan in place. These support periods were thus excluded from the number of closed support periods with case management plans in South Australia in 2014-15, 2013-14, 2012-13 and 2011-12.

All proportions for all jurisdictions in Table 18A.33 exclude closed support periods with the

inconsistency between questions 5 and 7, in both the numerator and the denominator.

Proportion of closed support periods with an unknown case management plan

	NSW	*Vic*	*Qld*	*WA*	*SA*	*Tas*	*ACT*	*NT*	*Aust*
Number of support periods with a case management plan recorded in question 5 and no case management plan recorded in question 7	98	574	21	34	7 104	1	0	2	7 834
Per cent of support periods with a case management plan recorded in question 5	0.4	1.2	0.1	0.4	44.6	0.0	0.0	0.1	5.38
Total support periods with a recorded case management plan in question 5	23 620	49 802	35 641	9 562	15 917	4 124	2 736	4 211	145 614

Coherence

The basis on which this indicator is enumerated has changed from the 2014 Report. Data for 2012–13 and 2011–12 was revised in the 2014 report to reflect this change. Previously this indicator was calculated on a client basis. As a result, clients with multiple support periods may have been recorded as having 'up to half' or 'half or more goals achieved', despite having achieved no goals in one support period. To ensure accuracy of the measure, the calculation was revised for 2013-14 and is now based on support periods. Data from previous reference periods was revised to maintain comparability over time.

Support periods with an inconsistency between the responses to questions 5 (was there a case management plan for the client) and 7 (to what extent were the client's case management plan goals achieved) of the ongoing client form were excluded from the South Australian figures for the total support periods with case management plans in the 2016 Report. Data from 2011-12 to 2013-14 have been revised and made consistent with 2014-15 data.

Accessibility See General SHSC DQI.

Interpretability See General SHSC DQI.

Data Gaps/Issues Analysis

Key data gaps /issues See General SHSC DQI.