# 17 Housing

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| 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. |
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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 two­thirds 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.

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| 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. |
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### 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 2014­15, 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).

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| Table 17.1 State and Territory government net recurrent expenditure on social housing ($million) (2014–15 dollars)**a** |
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| a See table 17A.2 for detailed footnotes and caveats. |
| *Source:* State and Territory governments (unpublished); tables 17A.2 and 17A.58. |
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### Size and scope

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

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| 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. |
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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.

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| Box 17.3 Models of community housing |
| Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government 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:   1. *housing cooperatives*, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative 2. *local government housing associations*, providing low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and can directly manage the housing stock 3. *regional or local housing associations*, providing property and tenancy management services, and support services to tenants 4. *specialist providers* are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups (including people with disability) 5. *broad service delivery* are organisations that provide housing and other welfare services, such as aged care and disability services 6. *vertically integrated providers of affordable housing* are involved in all stages of providing affordable housing, from construction to property and tenancy management 7. *community ownership and/or management*, where housing is owned and/or managed by  not–for–profit or community housing associations 8. *joint ventures and housing partnerships*, where church and welfare entities, local government, private sector and other organisations provide resources in cooperation with State and Territory governments; or where groups of community housing providers form partnerships to maximise growth opportunities, share resources and/or manage risk 9. *equity share rental housing*, where housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management). |
| *Source*: Australian, State and Territory governments (unpublished). |
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#### 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).

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| 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). |
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### 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.

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| 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. |
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#### Eligibility criteria for access to social housing

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

* 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.

## 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.

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| 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). |
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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).

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| Figure 17.1 Social housing performance indicator framework |
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## 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).

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| 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. |
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##### 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).

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| Figure 17.2 New allocations to those in greatest need**a** |
| |  | | --- | | **Public housing**  **Figure 17.2 New allocations to those in greatest need  Public housing  More details can be found within the text surrounding this image.SOMIH**b  **Figure 17.2 New allocations to those in greatest need  SOMIH  More details can be found within the text surrounding this image.Community housing**c  **Figure 17.2 New allocations to those in greatest need  Community housing  More details can be found within the text surrounding this image.**  **Legend to Figure 17.2 New allocations to those in greatest need  More details can be found within the text surrounding this image.** | |
| 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. |
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##### 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).

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| 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. |
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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).

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| 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. |
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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).

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| Figure 17.3 New tenancies allocated to households with special needs**a** |
| |  | | --- | | **Public housing Figure 17.3 New tenancies allocated to households with special needs  Public housing  More details can be found within the text surrounding this image. SOMIH Figure 17.3 New tenancies allocated to households with special needs  SOMIH  More details can be found within the text surrounding this image.**  **Community housing**b **Figure 17.3 New tenancies allocated to households with special needs  Community housing  More details can be found within the text surrounding this image.** **Legend to Figure 17.3 New tenancies allocated to households with special needs  More details can be found within the text surrounding this image.** | |
| 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*;* tables17A.12–14. |
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### Effectiveness

#### Quality — Dwelling condition

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

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| 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. |
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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, 70.1per 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.

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| Figure 17.4 Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)**a,b** |
| Figure 17.4 Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)  Public housing, 2014  More details can be found within the text surrounding this image.Figure 17.4 Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)  SOMIH, 2014  More details can be found within the text surrounding this image.**Figure 17.4 Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)  Community housing, 2014  More details can be found within the text surrounding this image.Figure 17.4 Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)  Indigneous community housing, 2012-2013  More details can be found within the text surrounding this image.** |
| 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. |
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### 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).

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| 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 2013­14 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. |
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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 2010­11 (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.

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| Figure 17.5 Net recurrent cost per dwelling – public housing  (2014‑15 dollars) **a** |
| **Excluding the cost of capitalFigure 17.5 Net recurrent cost per dwelling – public housing  (2014-15 dollars)  Excluding the cost of capital  More details can be found within the text surrounding this image.Including the cost of capital**   |  | | --- | | Figure 17.5 Net recurrent cost per dwelling – public housing  (2014-15 dollars)  Including the cost of capital  More details can be found within the text surrounding this image. | |
| 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. |
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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:

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

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| Figure 17.6 Net recurrent cost per dwelling — SOMIH (2014‑15 dollars)**a** |
| Figure 17.6 Net recurrent cost per dwelling — SOMIH (2014-15 dollars)  More details can be found within the text surrounding this image. |
| 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. |
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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.

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| Figure 17.7 Net recurrent cost per tenancy — community housing  (2013‑14 dollars)**a, b, c** |
| |  | | --- | | Figure 17.7 Net recurrent cost per tenancy — community housing  (2014-15 dollars)  More details can be found within the text surrounding this image. | |
| 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. |
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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).

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| 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. |
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#### Occupancy rate

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

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| 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. |
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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).

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| 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*;* tables17A.24–27. |
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#### Turnaround time

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

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| 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. |
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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.

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| Figure 17.8 Average turnaround time for vacant stock, 2014‑15**a, b** |
| |  | | --- | | **Figure 17.8 Average turnaround time for vacant stock, 2014-15  Public housing  More details can be found within the text surrounding this image.Figure 17.8 Average turnaround time for vacant stock, 2014-15  SOMIH  More details can be found within the text surrounding this image.**More details can be founding within the text surrounding this image. | |
| 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. |
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#### Rent collection rate

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

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| 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. |
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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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| 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. |
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### 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).

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| 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. |
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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.

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| Figure 17.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014**a,b** |
| |  | | --- | | Figure 17.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014  Public housing  More details can be found within the text surrounding this image.Figure 17.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014  SOMIH  More details can be found within the text surrounding this image.Figure 17.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014  Community housing  More details can be found within the text surrounding this image.Legend to Figure 17.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014  More details can be found within the text surrounding this image. | |
| 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. |
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#### 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).

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| 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. |
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##### 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).

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| Figure 17.10 Average weekly subsidy per rebated household at 30 June (2014‑15 dollars)**a** |
| **Figure 17.10 Average weekly subsidy per rebated household at 30 June (2014-15 dollars)  Public housing  More details can be found within the text surrounding this image.**Figure 17.10 Average weekly subsidy per rebated household at 30 June (2014-15 dollars)  SOMIH  More details can be found within the text surrounding this image.Legend to Figure 17.10 Average weekly subsidy per rebated household at 30 June (2014-15 dollars)  More details can be found within the text surrounding this image. |
| 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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##### 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.

##### 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.

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| Table 17.7 Proportion of low income households, in social housing, spending more than 30 per cent of their gross income on rent, at 30 June (per cent)**a** |
| |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | 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. |
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#### Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.15). (The objectives of community housing providers in providing housing assistance may be different to those of governments.)

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| 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. |
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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.

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| Figure 17.11 Overcrowded households, at 30 June**a** |
| Figure 17.11 Overcrowded households, at 30 June  Public housing  More details can be found within the text surrounding this image.**Figure 17.11 Overcrowded households, at 30 June  SOMIH  More details can be found within the text surrounding this image.**Figure 17.11 Overcrowded households, at 30 June  Community housing  More details can be found within the text surrounding this image.Legend to Figure 17.11 Overcrowded households, at 30 June  More details can be founding within the text surrounding this image. |
| 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. |
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| 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. |
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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).

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| 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. |
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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.

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| --- |
| 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** |
| |  | | --- | | Figure 17.12 Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2014  More details can be found within the text surrounding this image. | |
| a 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 Survey2014; tables 17A.55–57. |
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## 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.

## 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).

|  |  |
| --- | --- |
| **Table 17A.1** | State and Territory Government nominal expenditure on social housing |
| **Table 17A.2** | State and Territory Government real expenditure on social housing (2014‑15 dollars) |
| **Table 17A.3** | Descriptive data ― number of social housing dwellings, at 30 June |
| **Table 17A.4** | Descriptive data ― number of households in social housing, at 30 June |
| **Table 17A.5** | Descriptive data ― public housing, at 30 June |
| **Table 17A.6** | Descriptive data ― State owned and managed Indigenous housing, at 30 June |
| **Table 17A.7** | Descriptive data ― community housing, at 30 June |
| **Table 17A.8** | Descriptive data ― Indigenous community housing, at 30 June |
| **Table 17A.9** | Greatest need allocations as a proportion of all new allocations — public housing (per cent) |
| **Table 17A.10** | Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) |
| **Table 17A.11** | Greatest need allocations as a proportion of all new allocations — community housing (per cent) |
| **Table 17A.12** | Proportion of new tenancies allocated to households with special needs — public housing (per cent) |
| **Table 17A.13** | Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) |
| **Table 17A.14** | Proportion of new tenancies allocated to households with special needs — community housing (per cent) |
| **Table 17A.15** | Dwelling condition, public housing, 2014 (per cent) |
| **Table 17A.16** | Dwelling condition, SOMIH, 2014 (per cent) |
| **Table 17A.17** | Dwelling condition, community housing, 2014 (per cent) |
| **Table 17A.18** | Dwelling condition, Indigenous community housing, 2012‑13 (per cent) |
| **Table 17A.19** | Nominal government expenditure on public housing, 2005‑06 to 2014‑15 ($ per dwelling) |
| **Table 17A.20** | Real government expenditure on public housing, 2005‑06 to 2014‑15 ($ per dwelling) (2014‑15 dollars) |
| **Table 17A.21** | Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH ($ per dwelling) |
| **Table 17A.22** | Net recurrent cost per tenancy — community housing ($ per dwelling) |
| **Table 17A.23** | Net recurrent cost per dwelling — Indigenous community housing (2013‑14 dollars) |
| **Table 17A.24** | Public housing occupancy rates as at 30 June (per cent) |
| **Table 17A.25** | SOMIH occupancy rates as at 30 June (per cent) |
| **Table 17A.26** | Community housing occupancy rates at 30 June (per cent) |
| **Table 17A.27** | Indigenous community housing occupancy rates (per cent) |
| **Table 17A.28** | Average turnaround times for vacant stock — public housing (days) |
| **Table 17A.29** | Average turnaround times for vacant stock — SOMIH (days) |
| **Table 17A.30** | Public housing rent collection rate (per cent) |
| **Table 17A.31** | SOMIH rent collection rate (per cent) |
| **Table 17A.32** | Community housing rent collection rate (per cent) |
| **Table 17A.33** | Indigenous community housing rent collection rate (per cent) |
| **Table 17A.34** | Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 |
| **Table 17A.35** | Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) |
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## 17.7 References

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