

Report on Government Services 2017

Volume G:
Housing and
homelessness

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Publications enquiries

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

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

Foreword

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

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

Improving the services in this Report is important to us all — everyone will rely on some of these services at some time in their lives (for example, school education), with some services for people with specific needs (for example, disability services) and some services an important part of the social welfare system (for example, social housing).

This edition is the first step in a major transformation to improve the Report’s accessibility and timeliness.

Accessibility has been improved with the Report streamlined to focus on information critical to understanding service performance, and the introductory chapters now available as a series of web pages with direct links to key material, rather than having to download a number of files.

The Report’s usefulness also relies on timely data. While we have current year data for most service areas some gaps remain, particularly for health data. For service-level data to be more useful for policy makers and the community, we need to reduce the time from data collection to clearance by agencies for reporting.

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

Peter Harris AO
Chairman

January 2017

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Steering Committee

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

Mr Peter Harris	Chairman	Productivity Commission
Mr Nicholas Hunt	Aust. Govt.	Department of Finance
Mr Marty Robinson	Aust. Govt.	The Treasury
Ms Josephine Laduzko	Aust. Govt.	Department of the Prime Minister and Cabinet
Mr Rick Sondalini	NSW	NSW Treasury
Ms Anita Truninger	NSW	Department of Premier and Cabinet
Ms Brigid Monagle	Vic	Department of Premier and Cabinet
Mr Jeremy Nott	Vic	Department of Treasury and Finance
Ms Nicole Tabb	Qld	Department of the Premier and Cabinet
Ms Janelle Thurlby	Qld	Queensland Treasury
Ms Melissa Rudez	WA	Department of the Premier and Cabinet
Mr Kurt Sibma	WA	Department of Treasury
Ms Tammie Pribanic	SA	Department of Treasury and Finance
Mr Chris McGowan	SA	Department of the Premier and Cabinet
Ms Ruth McArdle	Tas	Department of Premier and Cabinet
Mr Geoffrey Rutledge	ACT	Chief Minister, Treasury and Economic Development Directorate
Ms Jean Doherty	NT	Department of the Chief Minister
Ms Linda Weatherhead	NT	Department of the Chief Minister
Ms Nardia Harris	NT	Department of Treasury and Finance
Dr Paul Jelfs		Australian Bureau of Statistics
Mr Barry Sandison		Australian Institute of Health and Welfare

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

Ms Emily Martin	Aust. Govt.	The Treasury
Mr Jonathan Rollings	Aust. Govt.	The Treasury
Ms Michelle Dumazel	NSW	Department of Premier and Cabinet
Ms Nicole Hunter	SA	Department of the Premier and Cabinet
Ms Rebekah Burton	Tas	Department of Premier and Cabinet
Mr Andrew Kettle		Australian Institute of Health and Welfare

Terms of Reference

The Report on Government Services

- 1. The Steering Committee will measure and publish annually data on the equity, efficiency and cost effectiveness of government services through the Report on Government Services (ROGS). Outputs and objectives
- 2. The ROGS facilitates improved service delivery, efficiency and performance, and accountability to governments and the public by providing a repository of meaningful, balanced, credible, comparative information on the provision of government services, capturing qualitative as well as quantitative change. The Steering Committee will seek to ensure that the performance indicators are administratively simple and cost effective.
- 3. The ROGS should include a robust set of performance indicators, consistent with the principles set out in the Intergovernmental Agreement on Federal Financial Relations; and an emphasis on longitudinal reporting, subject to a program of continual improvement in reporting.
- 4. To encourage improvements in service delivery and effectiveness, ROGS should also highlight improvements and innovation.
- 5. The Steering Committee exercises overall authority within the ROGS reporting process, including determining the coverage of its reporting and the specific performance indicators that will be published, taking into account the scope of National Agreement reporting and avoiding unnecessary data provision burdens for jurisdictions. Steering Committee authority
- 6. The Steering Committee will implement a program of review and continuous improvement that will allow for changes to the scope of the ROGS over time, including reporting on new service areas and significant service delivery areas that are jurisdiction-specific.
- 7. The Steering Committee will review the ROGS every three years and advise COAG on jurisdictions' compliance with data provision requirements and of potential improvements in data collection. It may also report on other matters, for example, ROGS's scope, relevance and usefulness; and other matters consistent with the Steering Committee's terms of reference and charter of operations. Reporting to COAG

G Housing and homelessness sector overview

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Attachment tables

Attachment tables are identified in references throughout this sector overview by a 'GA' prefix (for example, table GA.1) and are available from the website at www.pc.gov.au/rogs/2017.

G.1 Introduction

This sector overview provides an introduction to the Housing (chapter 18) and Homelessness services (chapter 19) chapters of this Report and provides contextual information along with high level performance information.

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

Profile of the housing and homelessness sector

Detailed profiles for social housing and specialist homelessness services are reported in chapters 18 and 19. In summary, 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 through the private market. Specialist

homelessness services are services to assist people who are homeless or at risk of homelessness. Housing assistance and services to people who are homeless or at risk of homelessness are closely interconnected. This sector overview provides contextual information about the broader sector in which those services operate.

Roles and responsibilities

The National Affordable Housing Agreement (NAHA) provides the framework for the Australian, State and Territory governments to work together to improve housing and homelessness outcomes (box G.1).

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

Under the NAHA, which commenced on 1 January 2009, governments have committed to undertake reforms in the housing sector to improve integration between homelessness services and mainstream services, and reduce the rate of homelessness. The NAHA intended outcomes include:

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

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

Under the NAHA and associated National Partnership Agreements, the Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility. The NAHA is associated with the National Affordable Housing Specific Purpose Payment (NAH SPP), which is an indexed payment to the states and territories to be spent in the housing and homelessness sector.

Governments also provide other forms of support for housing and homelessness, including home purchase assistance and private rental assistance. Each level of government has

different roles and responsibilities. Section G.5 provides contextual information about factors affecting the sector, including housing affordability and private rental markets.

The Australian Government influences the housing market through direct and indirect means, including the provision of Commonwealth Rent Assistance (CRA) — financial assistance for people who pay rent in the private rental market and receive a Centrelink payment.

State and Territory governments administer and deliver the social housing services reported in chapter 18. 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

The Australian Government provided \$1.8 billion in 2015-16 to State and Territory governments for housing assistance and homelessness services through the NAH SPP and related National Partnership agreements (table GA.1) — the mechanisms through which most Australian Government funding for housing and homelessness services is provided.

Table G.1 Housing and homelessness services sector, selected descriptive statistics, Australia, 2015-16^a

	<i>Net recurrent expenditure^b</i>	<i>Dwellings^c</i>	<i>Households</i>	<i>Clients</i>
	<i>\$m</i>	<i>no.</i>	<i>no.</i>	<i>no.</i>
<i>Social housing</i>				
Public housing	2 814.5	320 041	312 219	..
SOMIH	114.6	9 949	9 660	..
Community housing	885.6	80 225	72 410	..
ICH (2014-15)	117.2	15 643	13 088	..
<i>Homelessness services</i>	763.6	279 196

^a See tables GA.2 and GA.3 for detailed definitions and caveats. ^b Net recurrent expenditure is for 2014-15 for Community housing and ICH. ^c For Community housing, dwelling is total tenancy rental units at 30 June 2016. For ICH, dwelling is number of permanent dwellings as at 30 June 2015. .. Not applicable.

Source: Chapters 18 and 19; tables GA.2 and GA.3.

Net recurrent expenditure on housing and specialist homelessness services for the most recent reporting year is reported in table G.1 and summary data for each jurisdiction in tables GA.2 and GA.3.

Commonwealth Rent Assistance

CRA helps eligible people meet the cost of rental housing in the private market, aiming to reduce the incidence of rental stress. It is an Australian Government non-taxable income supplement, paid to recipients of income support payment, ABSTUDY, Family Tax Benefit Part A, or a Veteran's service pension or income support supplement.

Australian Government expenditure on CRA was \$4.4 billion in 2015-16, increasing in real terms from \$3.6 billion in 2011-12 (table GA.12). The average government CRA expenditure per eligible income unit was \$3251 in 2015-16 (table GA.13).

Nationally in June 2016, there were 1 345 983 income units receiving CRA (table GA.15). Of these, 79.4 per cent paid enough rent to be eligible to receive the maximum rate of CRA (an increase from 75.0 per cent in 2012) (table GA.26).

The median CRA payment at June 2016 was \$130 per fortnight, with median rent being \$437 per fortnight (table GA.25).

CRA and rental stress

Rental stress is defined as more than 30 per cent of household income being spent on rent, and is a separate sector-wide indicator reported in section G.2. CRA is indexed to the Consumer Price Index (CPI) but rental costs have increased at a faster rate than the CPI since 2008 (ABS 2016), so the real value of CRA payments has decreased for individuals in that time.

Nationally in June 2016, 68.2 per cent of CRA income units would have paid more than 30 per cent of their gross income on rent if CRA were not provided — with CRA this proportion was 41.2 per cent (figure G.1 and table GA.27). (Data on social housing households in rental stress are reported separately in chapter 18.)

Tables GA.12–33 present a range of CRA data, including Australian Government expenditure and information on CRA income units — including Aboriginal and Torres Strait Islander recipients, those with special needs — and those in rural and remote areas.

Figure G.1 **Proportion of income units receiving CRA with more than 30 per cent of income spent on rent, by special needs group, 2016^a**



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

Source: Department of Social Services and FaHCSIA (unpublished); table GA.27.

Social and economic factors affecting demand for services

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

Demand for housing and homelessness services is influenced by family and relationship breakdown, a shortage of affordable housing, long-term unemployment and financial hardship, mental health issues and substance abuse. In 2015-16, an estimated 38 per cent of specialist homelessness services clients received assistance as a result of experiencing family or domestic violence (AIHW 2016).

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

Demand for housing assistance and service support may continue even after recipients have gained stable employment and financial circumstances are improved. A study of workforce participation of women living in public housing (see chapter 18 for information on public housing) in Australia found that job insecurity and low wages are the main incentives for tenants to continue to live in public housing (Saugeres and Hulse 2010).

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

Service-sector objectives

The overarching service-sector objectives in box G.2 draw together the objectives from each of the specific services (described in chapters 18 and 19), as well as reflecting the objectives set out in the NAHA (box G.1).

Box G.2 Objectives for housing and homelessness services

The overarching objective of housing and homelessness services is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. Further, government services are to be provided in a collaborative, equitable and efficient manner. The specific objectives of the housing and homelessness sector services within the scope of this Report are summarised below:

- *Social housing assistance* aims to provide low income people who do not have alternative suitable housing options with access to social housing assistance that supports their wellbeing and contributes to their social and economic participation; and to contribute to Aboriginal and Torres Strait Islander community wellbeing through improved housing outcomes, particularly in remote areas and discrete communities (chapter 18).
- *Government funded specialist homelessness services* aim to support people who are homeless or at risk of homelessness to achieve sustainable housing, social inclusion and greater economic participation, through the delivery of transitional supported accommodation and a range of related support services (chapter 19).

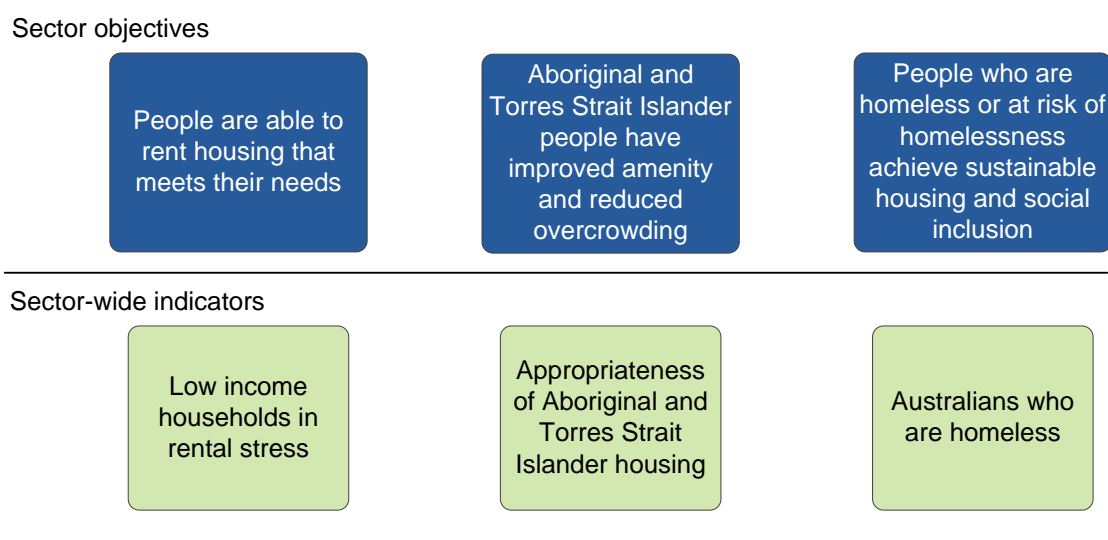
Sources: COAG (2012); chapters 18 and 19.

G.2 Sector performance indicator framework

This sector overview is based on a sector performance indicator framework (figure G.2) made up of the following elements:

- Sector objectives — three sector objectives reflect the key objectives of the housing and homelessness sector (box G.2)
- Sector-wide indicators — three sector-wide indicators relate to the overarching service sector objectives.

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



Low income households in rental stress

‘Low income households in rental stress’ is an indicator of governments’ objective that people are able to rent housing that meets their needs (box G.3).

Box G.3 Low income households in rental stress

‘Low income households in rental stress’ is defined as the proportion of low income renter households spending more than 30 per cent of their gross household income on rent.

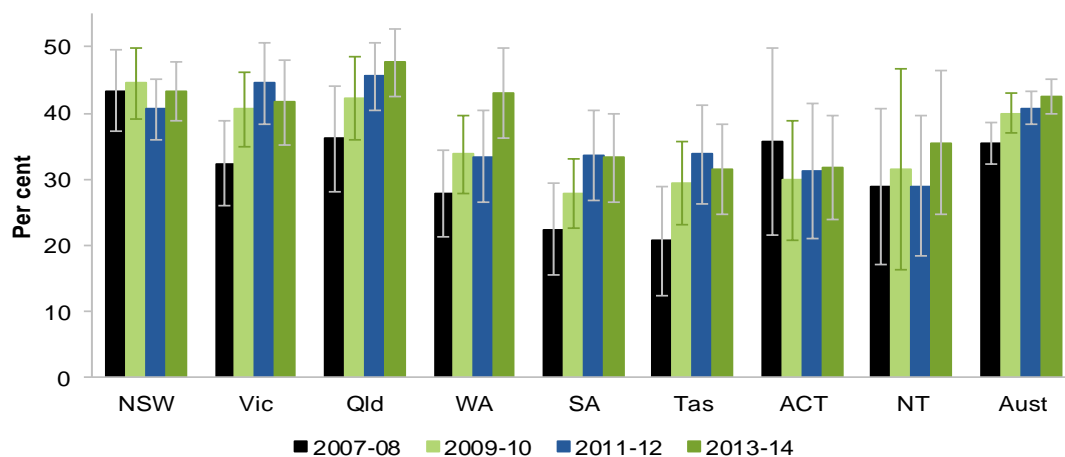
Low income renter households are defined as those with equivalised disposable household incomes in the bottom 40 per cent. Equivalised disposable income is an estimate of disposable household income after taking into account household size and composition (ABS 2010, 2016). Household income and rent expenditure exclude CRA.

A low or decreasing proportion of households in rental stress is desirable. Data reported for these measures are:

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

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

Figure G.3 Proportion of low income households in rental stress^a



^a See box G.3 and table GA.4 for detailed definitions, footnotes and caveats.

Source: ABS (unpublished) Survey of Income and Housing (various years); table GA.4.

Appropriateness of Aboriginal and Torres Strait Islander housing

‘Appropriateness of Aboriginal and Torres Strait Islander housing’ is an indicator of governments’ objective Aboriginal and Torres Strait Islander people have improved amenity and reduced overcrowding (box G.4).

Box G.4 Appropriateness of Aboriginal and Torres Strait Islander housing

‘Appropriateness of Aboriginal and Torres Strait Islander housing’ is defined by two measures.

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

Overcrowding is defined and measured using the Canadian National Occupancy Standard under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard. The agreed method for determining overcrowding requires the age, sex and relationship status of all tenants within a household to be known, as well as the number of bedrooms within the dwelling. Only households with complete information available are included in the calculation of the indicator.

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

(continued next page)

Box G.4 (continued)

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

Data reported for this measure are:

- not comparable across public housing, SOMIH, community housing and ICH
- comparable across jurisdictions (subject to caveats) and complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2015-16 data are available for all jurisdictions
- not comparable across jurisdictions and are incomplete for:
 - community housing (all required 2015-16 data are not available for the NT)
 - ICH (all required 2015 data are not available for NSW, Tasmania and the NT).

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

'Acceptable standard' is defined as a dwelling with four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

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

Data reported for this measure are:

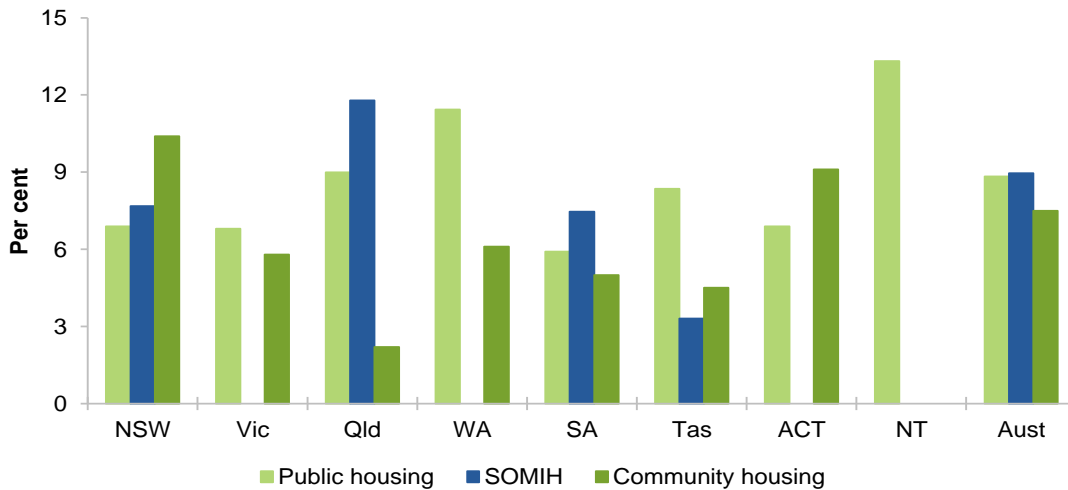
- comparable (subject to caveats) across jurisdictions and complete for the most recent reporting period for public housing. All required 2016 data are available for all jurisdictions
- comparable (subject to caveats) across jurisdictions and incomplete for the most recent reporting period for SOMIH and community housing. All required 2016 data are not available for the NT
- comparable (subject to caveats) across jurisdictions and complete for ICH for the most recent reporting period. All required 2014-15 data are available for all jurisdictions. These ICH data are not comparable with data for other social housing types.

Related information on the appropriateness of social housing is presented for the indicators 'match of dwelling to household size' and 'amenity/location' in chapter 18.

The proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions varied across jurisdictions and across social housing programs in 2016 (figure G.4).

Nationally in 2016, the majority of Aboriginal and Torres Strait Islander respondents lived in dwellings of an acceptable standard (69.6 per cent for public housing; 75.5 per cent for SOMIH and 77.2 per cent for community housing) (figure G.5). Nationally in 2014-15, for ICH tenants, 71.4 per cent of all dwellings were reported to be of an acceptable standard (table GA.7).

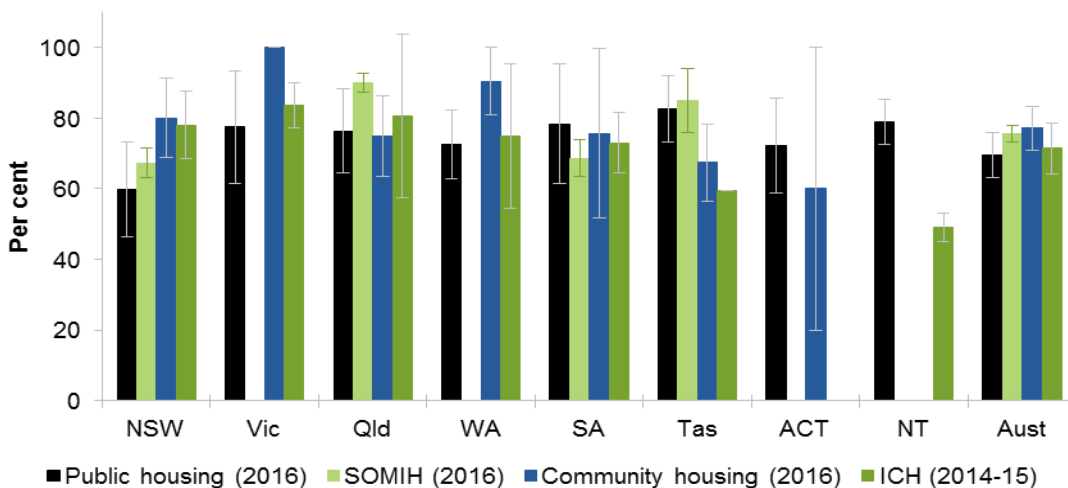
Figure G.4 Aboriginal and Torres Strait Islander households living in overcrowded conditions, by social housing type, at 30 June 2016^{a, b}



^a See box G.4 and table GA.5 for detailed definitions, footnotes and caveats. ^b SOMIH is not applicable in Victoria, WA, the ACT, and the NT. Community housing data are not available for the NT.

Source: AIHW (unpublished) National Housing Assistance Data Repository; table GA.5.

Figure G.5 Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard^{a, b}



^a See box G.4 and tables GA.6–7 for detailed definitions, footnotes and caveats. ^b There were no ICH respondents in the survey sample for the ACT and community housing data were not available for the NT. SOMIH is not applicable in Victoria, WA, the ACT and the NT.

Source: ABS (unpublished) National Aboriginal and Torres Strait Islander Social Survey 2014-15, AIHW (unpublished) National Social Housing Survey 2016; tables GA.6–7.

Australians who are homeless

‘Australians who are homeless’ is an indicator of governments’ objective to ensure all Australians who are homeless or at risk of homelessness achieve sustainable housing and social inclusion (box G.5).

Box G.5 Australians who are homeless

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

For this indicator, people are defined as homeless when a person does not have suitable accommodation alternatives and their current living arrangement: is in a dwelling that is inadequate; or has no tenure, or if their initial tenure is short and not extendable; or does not allow them to have control of, and access to space for social relations.

Data are reported for six homeless operational groups:

- people who are in improvised dwellings, tents or sleeping out
- people in supported accommodation for the homeless
- people staying temporarily with other households
- people staying in boarding houses
- people in other temporary lodging, and
- people in ‘severely’ crowded dwellings.

A decreasing proportion of Australians who are homeless is desirable.

Data for this indicator are:

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

Nationally in 2011, approximately 48.9 Australians per 10 000 people in the population were homeless on Census night (an increase of 8 per cent from 2006 [ABS 2012]). Data for the six homeless operational groups are included in table GA.8.

G.3 Cross-cutting and interface issues

Australian and international research identifies a strong association between housing, health status, living standards and wellbeing (Thompson and Phibbs 2011; Morris 2010). A lack of adequate and affordable housing contributes to housing stress and homelessness, and is detrimental to people’s physical and mental health. Homelessness affects life expectancy, with homeless people estimated to live 15–20 years less than the mainstream population (Quine et al 2004).

The provision of housing assistance and homelessness services can improve people's education, health and employment outcomes, community cohesion and reduce crime (King 2002; Bridge et al 2003; AHURI 2008; Morris 2010). There is evidence to suggest that effective housing assistance programs reduce the burden on health and justice services, leading to reduced expenditure for hospital, ambulance, police and court services (AHURI 2008).

Pathways through the homelessness, child protection and youth justice sectors have been explored in an analysis of linked client data across the three sectors. The analysis suggests that children and young people who are involved with one of the three areas have an increased risk of being involved in the other two areas. This type of analysis assists government and non-government agencies to provide more targeted prevention and support services (AIHW 2012).

G.4 Definitions of key terms

Aboriginal and Torres Strait Islander household	A household with at least one resident who has been identified as being of Aboriginal or Torres Strait Islander origin. Other residents of the household may have been identified as being of Aboriginal or Torres Strait Islander origin, non-Indigenous, or have Aboriginal or Torres Strait Islander status unknown.
Affordability	For all income units receiving CRA: <ul style="list-style-type: none">• affordability with CRA is calculated by dividing the amount of rent minus CRA by the amount of total income (excluding CRA);• affordability without CRA is calculated by dividing the amount of rent by the amount of total income (excluding CRA).
Commonwealth Rent Assistance (CRA)	A fortnightly supplement paid to two types of renter in private and community housing: income support recipients (for example, people receiving the Disability Support Pension), and low- and moderate-income families with children receiving more than the base rate of Family Tax Benefit Part A. Eligibility for CRA continues as long as recipients are eligible for their primary payment and continue to pay rent above the applicable threshold.
Canadian National Occupancy Standard	A standardised measure of housing utilisation and overcrowding that assesses a household's bedroom requirements by specifying that: <ul style="list-style-type: none">• there should be no more than two people per bedroom• a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom)• couples and parents should have a separate bedroom• children less than 5 years of age of different sexes may reasonably share a bedroom• children 5 years or over of different sexes should not share a bedroom• children less than 18 years of age and of the same sex may reasonably share a bedroom• single household members aged 18 years or over should have a separate bedroom.
Dependent child for CRA	Dependent child has a wider meaning under Social Security and Family Assistance law than is used in this chapter in relation to CRA. In this chapter, a dependent child is one in respect of whom an adult member of the income unit receives Family Tax Benefit (FTB) Part A at more than the base rate. Prior to 1 January 2012, children aged 16 or older attracted the base rate of FTB Part A so are not included in the count of dependent children. From January 2012 children aged 16 to 19 years attending secondary school may now receive more than the base rate of FTB Part A. Figures from June 2013 include 16 to 19 years old who receive more than the base rate of FTB Part A. Some children under 20 years of age attract the base rate of FTB Part A only and may not be eligible to be counted for CRA entitlement.
Income support recipient	Recipients in receipt of a payment made under social security law. Under the Machinery of Government changes announced on the 18 September 2013 Income Support Payments administered under social security law are now the responsibility of the Department of Social Services. Family Tax Benefit is paid under family assistance law and is not an income support payment.

Income unit	<p>An income unit may consist of:</p> <ul style="list-style-type: none"> • a single person with no dependent children • a sole parent with one or more dependent children • a couple (married, registered or de facto) with no dependent children • a couple (married, registered or de facto) with one or more dependent children. <p>A non–dependent child living at home, including one who is receiving an income support payment in their own right, is regarded as a separate income unit. Similarly, a group of non–related adults sharing accommodation are counted as separate income units.</p>
Low and moderate incomes	<p>Individuals and families receive CRA with either an income support payment or Family Tax Benefit Part A (FTB Part A). While income support recipients are generally thought of as low income, those receiving FTB Part A can have higher incomes and still be eligible for a part rate of CRA. For this reason, CRA recipients are not defined as those on low incomes.</p>
Primary payment type	<p>Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. The primary payment is determined using a hierarchy of payment types, with precedence given to pensions, then other social security payments and then the Family Tax Benefit part A. No extra weight is given to the payment type with which CRA is paid. Specifically, the hierarchy for the main payments is:</p> <ul style="list-style-type: none"> • Disability Support Pension • Carer Payment • Age Pension • Parenting Payment (Single) • Newstart Allowance • Youth Allowance • Austudy • Parenting Payment (Partnered) • Family Tax Benefit Part A.
Rent	<p>Amount payable as a condition of occupancy of a person’s home. Rent includes site fees for a caravan, mooring fees and payment for services provided in a retirement village. Rent encompasses not only a formal tenancy agreement, but also informal agreements between family members, including the payment of board or board and lodgings. Where a person pays board and lodgings and cannot separately identify the amount paid for lodgings, two thirds of the payment is deemed to be for rent.</p>
Sharer	<p>Some single people are subject to a lower maximum (sharer) rate of CRA. The lower rate may apply to a single person (with no dependent children) who shares a major area of accommodation. The lower rate does not apply to those receiving Disability Support Pension or Carer Payment, those in nursing homes or boarding house accommodation, or those paying for both board and lodgings.</p>

Total income from all sources

Income received by the recipients or partner, excluding income received by a dependent. It includes regular social security payments and any maintenance and other private income taken into account for income testing purposes.

It does not include: one-time payments; arrears payments; advances; Employment or Education Entry Payments; Mobility Allowance; Baby Bonus; Child Care Tax Rebate.

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

G.5 Appendix – Private housing market contextual information

A range of factors influence demand and supply in the private housing market, which encompasses rented accommodation, home ownership and housing investment. In 2013-14, around two-thirds of Australian households (67.2 per cent) owned or were purchasing their own home, 25.7 per cent rented in the private sector, and 3.6 per cent rented through a State or Territory housing authority (table 18A.60).

Housing affordability

A shortage of affordable housing affects demand for housing and homelessness services. A range of government initiatives and programs are designed to assist access to the private housing market and to increase the supply of affordable housing — for example, home purchase assistance, stamp duty concessions, saving incentives, private rental assistance, incentives to build affordable rental housing, and land and planning measures. Private rental assistance and some forms of home purchase assistance can generally be accessed by eligible low to moderate income households.

Affordable housing for low and moderate income households

Housing is considered to be affordable when not more than 30 per cent of gross household income is spent on rent or mortgage payments. Housing affordability data for low and moderate income households (NAHA-related indicator) is available for 2013-14 in table GA.9. Information on the First Home Owner Scheme grant is available in table GA.9 and on private rental market affordability in tables GA.10–11.

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GA Housing and homelessness services sector overview — attachment

Definitions for the indicators and descriptors in this attachment are in section G.4 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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

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- Table GA.33** Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2016 (per cent)
- Table GA.34** General Government Final Consumption Expenditure, Chain price Index (GGFCE)

TABLE GA.1

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16									
NAHA Specific Purpose Payment	424.3	331.7	266.0	144.0	94.2	28.6	21.7	13.5	1 324.1
National Partnership agreements (in support of the NAHA)									
on Homelessness	30.0	22.8	28.7	15.0	8.9	2.8	1.5	5.3	115.0
on Remote Indigenous Housing	48.0	–	144.2	110.8	18.7	–	–	64.3	386.0
Total expenditure on National Partnership agreements	78.1	22.8	172.9	125.7	27.6	2.8	1.5	69.6	501.0
Total Australian Government expenditure related to the NAHA	502.4	354.5	438.9	269.8	121.8	31.4	23.3	83.1	1 825.0
2014-15									
NAHA Specific Purpose Payment	418.2	325.4	262.6	142.7	93.5	28.5	21.4	13.5	1 305.8
National Partnership agreements (in support of the NAHA)									
on Homelessness	35.7	22.8	34.1	15.0	8.9	3.4	1.5	5.3	126.7
on Remote Indigenous Housing	60.7	2.5	143.5	146.9	27.8	2.5	–	71.0	454.7
Total expenditure on National Partnership agreements	96.4	25.3	177.6	161.9	36.6	5.9	1.5	76.3	581.4
Total Australian Government expenditure related to the NAHA	514.6	350.7	440.1	304.6	130.1	34.3	22.9	89.8	1 887.2
2013-14									
NAHA Specific Purpose Payment	409.6	311.6	256.5	138.9	94.1	30.0	22.5	19.6	1 282.7
National Partnership agreements (in support of the NAHA)									
on Homelessness	33.0	30.1	31.5	18.7	15.4	4.0	5.5	5.2	143.2
on Remote Indigenous Housing	44.6	–	177.5	191.3	36.4	–	–	85.7	535.6
Total expenditure on National Partnership agreements	77.6	30.1	209.0	209.9	51.8	4.0	5.5	90.9	678.8
Total Australian Government expenditure related to the NAHA	487.2	341.7	465.5	348.8	145.8	34.0	28.0	110.5	1 961.5

TABLE GA.1

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2012-13									
NAHA Specific Purpose Payment	403.0	299.7	251.2	134.4	94.9	31.5	23.6	25.4	1 263.7
National Partnership agreements (in support of the NAHA)									
on Homelessness	41.4	31.2	39.7	19.6	12.0	2.6	2.4	7.6	156.5
on Remote Indigenous Housing	18.5	2.5	96.9	55.4	5.7	2.5	–	121.5	303.0
Total expenditure on National Partnership agreements	59.9	33.7	136.6	75.0	17.6	5.1	2.4	129.1	459.5
Total Australian Government expenditure related to the NAHA	463.0	333.4	387.8	209.3	112.5	36.6	26.0	154.6	1 723.2
2011-12									
NAHA Specific Purpose Payment	395.8	288.0	245.1	130.2	95.2	32.7	24.4	31.1	1 242.6
National Partnership agreements (in support of the NAHA)									
on Homelessness	34.5	25.9	33.4	16.6	10.0	2.6	2.4	6.2	131.5
on Remote Indigenous Housing	36.0	2.5	145.3	171.8	45.5	3.1	–	389.9	794.1
Total expenditure on National Partnership agreements	70.5	28.4	178.7	188.4	55.5	5.7	2.4	396.1	925.6
Total Australian Government expenditure related to the NAHA	466.4	316.4	423.8	318.6	150.7	38.4	26.8	427.2	2 168.2
Social Housing Initiative for the Nation Building Economic Stimulus Package (a)	–	63.8	39.5	20.0	30.7	4.6	1.4	2.0	162.0

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

– Nil or rounded to zero.

Source: Australian Treasury (2016) *Final Budget Outcome, 2015-16* (and previous years), Canberra.

TABLE GA.2

Table GA.2 **Social housing descriptive statistics (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
2015-16										
Public housing										
Total net recurrent cost	\$m	931.2	414.8	423.8	421.4	377.4	61.2	107.5	77.3	2 814.5
Number of dwellings	no.	110 174	64 241	51 188	33 533	37 852	7 166	10 917	4 970	320 041
Number of households	no.	108 637	62 995	50 093	32 208	35 946	7 038	10 606	4 696	312 219
SOMIH										
Total net recurrent cost	\$m	41.7	..	50.4	..	20.8	1.7	114.6
Number of dwellings	no.	4 613	..	3 344	..	1 769	223	9 949
Number of households	no.	4 506	..	3 233	..	1 700	221	9 660
Community housing										
Total net recurrent cost (d)	\$m	na	na	na	na	na	na	na	na	na
Number of dwellings	no.	32 266	14 236	11 679	7 409	7 472	6 076	715	372	80 225
Number of households	no.	26 897	13 476	11 152	6 937	7 206	5 736	634	372	72 410
2014-15										
Community housing										
Total net recurrent cost (d)	\$m	302.7	191.2	149.3	87.1	65.7	82.4	7.2	na	885.6
Indigenous community housing (e) (f)										
Total net recurrent cost	\$m	27.1	14.2	51.3	24.3	na	0.3	..	na	117.2
Number of dwellings (g)	no.	3 055	1 964	5 000	2 575	1 116	75	..	1 858	15 643
Number of households	no.	2 753	1 571	2 630	3 640	562	74	..	1 858	13 088

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

(b) Data for number of dwellings and number of households are as at 30 June in the reference year.

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

(d) Net recurrent cost data for community housing are not available for 2015-16.

TABLE GA.2

Table GA.2 **Social housing descriptive statistics (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
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(e) Data for Indigenous community housing are not available for 2015-16.

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

(g) The number of Indigenous community housing (ICH) dwellings is the number of permanent dwellings managed by funded ICH Organisations.

na Not available. ... Not applicable.

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

TABLE GA.3

Table GA.3 **Homelessness services descriptive statistics, 2015-16 (a)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total net recurrent cost	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Total number of clients	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196

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

Source: State and Territory governments (unpublished); Table 19A.1–19A.2; AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE GA.4

Table GA.4 **Proportion of low income households in rental stress, by State and Territory, by location (a), (b), (c), (d)**

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

TABLE GA.4

Table GA.4 **Proportion of low income households in rental stress, by State and Territory, by location (a), (b), (c), (d)**

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

(a) Low income households are defined as households with equivalised disposable household income (excluding CRA) at or below the 40th percentile, calculated for capital city and balance of state, on a state-by-state basis. Note that a different definition of low income households applies for social housing affordability analyses reported in chapter 18.

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

(c) Totals may not add due to rounding.

(d) See ABS 2016, *Survey of Income and Housing, User Guide, Australia, 2013-14*, Cat. no. 6553.0 for further information about these data.

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

(f) Data for the NT should be interpreted with caution as the SIH excludes very remote areas, which comprise around 23 per cent of the estimated resident population of the NT.

Not applicable. **np** Not published.

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

TABLE GA.5

Table GA.5 **Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
30 June 2016										
Public housing										
Households living in overcrowded conditions	no	553	145	597	742	120	36	54	284	2 531
Total Aboriginal and Torres Strait Islander households	no	8 032	2 132	6 638	6 486	2 032	431	784	2 133	28 668
Proportion of households in overcrowded conditions	%	6.9	6.8	9.0	11.4	5.9	8.4	6.9	13.3	8.8
SOMIH										
Households living in overcrowded conditions	no	331	..	381	..	123	7	842
Total Aboriginal and Torres Strait Islander households	no	4 310	..	3 233	..	1 648	212	9 403
Proportion of households in overcrowded conditions	%	7.7	..	11.8	..	7.5	3.3	9.0
Community housing										
Households living in overcrowded conditions	no	286	25	21	44	17	8	2	na	403
Total Aboriginal and Torres Strait Islander households	no	2 751	430	937	724	337	176	22	na	5 377
Proportion of households in overcrowded conditions	%	10.4	5.8	2.2	6.1	5.0	4.5	9.1	na	7.5
Indigenous community housing										
Households living in overcrowded conditions	no	na	na	na	na	na	na	na	na	na
Total Aboriginal and Torres Strait Islander households	no	na	na	na	na	na	na	na	na	na
Proportion of households in overcrowded conditions	%	na	na	na	na	na	na	na	na	na
30 June 2015										
Public housing										
Households living in overcrowded conditions	no	580	122	674	1 019	118	35	57	249	2 854
Total Aboriginal and Torres Strait Islander households	no	8 070	1 876	6 327	8 224	2 001	421	758	1 988	29 665
Proportion of households in overcrowded conditions	%	7.2	6.5	10.7	12.4	5.9	8.3	7.5	12.5	9.6
SOMIH (c)										
Households living in overcrowded conditions	no	371	..	410	..	130	10	921
Total Aboriginal and Torres Strait Islander households	no	4 408	..	3 242	..	1 682	209	9 541

TABLE GA.5

Table GA.5 **Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Proportion of households in overcrowded conditions	%	8.4	..	12.6	..	7.7	4.8	9.7
Community housing										
Households living in overcrowded conditions	no	151	34	na	43	9	2	1	na	240
Total Aboriginal and Torres Strait Islander households	no	2 428	362	1 223	707	224	108	22	na	5 074
Proportion of households in overcrowded conditions	%	6.2	9.4	na	6.1	4.0	1.9	4.5	na	4.7
Indigenous community housing										
Households living in overcrowded conditions	no	na	60	582	358	143	na	..	na	na
Total Aboriginal and Torres Strait Islander households	no	na	1 170	2 376	2 200	431	na	..	na	na
Proportion of households in overcrowded conditions	%	na	5.1	24.5	16.3	33.2	na	..	na	na
30 June 2014										
Public housing										
Households living in overcrowded conditions	no	593	163	713	889	113	47	55	247	2 820
Total Aboriginal and Torres Strait Islander households	no	7 677	1 799	6 062	8 123	1 900	527	682	1 902	28 672
Proportion of households in overcrowded conditions	%	7.7	9.1	11.8	10.9	5.9	8.9	8.1	13.0	9.8
SOMIH										
Households living in overcrowded conditions	no	378	..	446	..	145	12	981
Total Aboriginal and Torres Strait Islander households	no	4 431	..	3 270	..	1 674	266	9 641
Proportion of households in overcrowded conditions	%	8.5	..	13.6	..	8.7	4.5	10.2
Community housing										
Households living in overcrowded conditions	no	322	18	na	40	10	2	1	na	393
Total Aboriginal and Torres Strait Islander households	no	2 443	446	na	715	177	92	26	na	3 899
Proportion of households in overcrowded conditions	%	13.2	4.0	na	5.6	5.7	2.2	3.8	na	10.1
Indigenous community housing										
Households living in overcrowded conditions	no	na	82	706	427	na	na	..	na	na
Total Aboriginal and Torres Strait Islander households	no	na	1 355	2 522	2 128	na	na	..	na	na

TABLE GA.5

Table GA.5 **Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Proportion of households in overcrowded conditions	%	na	6.1	28.0	20.1	na	na	..	na	na
30 June 2013										
Public housing										
Households living in overcrowded conditions	no	564	184	758	856	113	69	47	257	2 848
Total Aboriginal and Torres Strait Islander households	no	6 624	1 780	5 791	7 405	1 815	772	616	1 776	26 579
Proportion of households in overcrowded conditions	%	8.5	10.3	13.1	11.6	6.2	8.9	7.6	14.5	10.7
SOMIH										
Households living in overcrowded conditions	no	376	..	485	..	155	19	1 035
Total Aboriginal and Torres Strait Islander households	no	4 393	..	3 286	..	1 677	311	9 667
Proportion of households in overcrowded conditions	%	8.6	..	14.8	..	9.2	6.1	10.7
Community housing										
Households living in overcrowded conditions	no	na	10	na	33	8	–	–	na	51
Total Aboriginal and Torres Strait Islander households	no	na	300	na	597	179	67	23	na	1 166
Proportion of households in overcrowded conditions	%	na	3.3	na	5.5	4.5	0.0	0.0	na	4.4
Indigenous community housing										
Households living in overcrowded conditions	no	na	157	714	483	na	na	na	na	na
Total Aboriginal and Torres Strait Islander households	no	na	1 580	2 239	1 764	na	na	na	na	na
Proportion of households in overcrowded conditions	%	na	9.9	31.9	27.4	na	na	na	na	na
30 June 2012										
Public housing										
Households living in overcrowded conditions	no	482	83	686	894	118	75	38	281	2 657
Total Aboriginal and Torres Strait Islander households	no	6 250	1 420	5 274	7 516	1 809	767	523	1 985	25 544
Proportion of households in overcrowded conditions	%	7.7	5.8	13.0	11.9	6.5	9.8	7.3	14.2	10.4

TABLE GA.5

Table GA.5 **Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
SOMIH										
Households living in overcrowded conditions	no	328	..	426	..	167	20	941
Total Aboriginal and Torres Strait Islander households	no	4 291	..	3 230	..	1 756	334	9 611
Proportion of households in overcrowded conditions	%	7.6	..	13.2	..	9.5	6.0	9.8
Community housing										
Households living in overcrowded conditions	no	na	10	na	20	8	2	–	na	40
Total Aboriginal and Torres Strait Islander households	no	na	297	na	406	204	34	27	na	968
Proportion of households in overcrowded conditions	%	na	3.4	na	4.9	3.9	5.9	0.0	na	4.1
Indigenous community housing										
Households living in overcrowded conditions	no	na	150	721	492	177	na	na	na	na
Total Aboriginal and Torres Strait Islander households	no	na	1 550	2 164	1 622	558	na	na	na	na
Proportion of households in overcrowded conditions	%	na	9.7	33.3	30.3	31.7	na	na	na	na

(a) Includes households where bedroom details are known.

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

(c) Data for the proportion of overcrowded SOMIH households for 2015 have been revised for Tasmania and Australia and may differ from previous reports.

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

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

TABLE GA.6

Table GA.6 **Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, 2016 (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Public housing										
Aboriginal and Torres Strait Islander households	%	59.7	77.5	76.4	72.7	78.4	82.6	72.1	78.9	69.6
Confidence Interval (c)	±	13.4	15.9	12.0	9.7	16.9	9.4	13.5	6.3	6.3
Relative standard error (d)	%	11.4	10.4	8.0	6.8	11.0	5.8	9.5	4.0	4.6
SOMIH (e)										
	%	67.2	..	89.9	..	68.7	85.0	75.5
Confidence Interval (c)	±	4.2	..	2.7	..	5.2	9.2	2.4
Relative standard error (d)	%	3.2	..	1.5	..	3.9	5.5	1.6
Community housing										
Aboriginal and Torres Strait Islander households	%	80.1	100.0	75.0	90.5	75.7	67.4	60.0	na	77.2
Confidence Interval (c)	±	11.2	..	11.5	9.5	23.9	10.8	40.0	na	6.2
Relative standard error (d)	%	7.1	..	7.8	7.1	16.0	8.1	36.6	na	4.1

(a) Excludes Indigenous Community Housing.

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

(c) The percentages reported in this table include 95 per cent confidence intervals (for example, 80.0 per cent ± 2.7 per cent). See chapter 2 for more information on confidence intervals.

(d) See chapter 2 for more information on relative standard errors.

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

na Not available. .. Not applicable.

Source: AIHW (unpublished) National Social Housing Survey 2016.

TABLE GA.7

Table GA.7 **Proportion of Aboriginal and Torres Strait Islander households living in dwellings of an acceptable standard, Indigenous community housing (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (c)</i>	<i>NT</i>	<i>Aust</i>
2014-15										
Proportion	%	78.0	83.6	80.5	74.9	73.0	np	..	49.1	71.4
Confidence Interval (d)	±	9.5	6.4	23.2	20.4	8.5	np	..	4.1	7.2
Relative standard error (e)	%	6.2	3.9	14.7	13.9	6.0	np	..	4.3	5.2
2012-13										
Proportion	%	82.8	77.3	71.0	45.9	62.0	92.0	..	38.6	69.2
Confidence Interval (d)	±	10.3	14.8	10.8	18.8	22.3	17.5	..	16.4	6.8
Relative standard error (e)	%	6.3	9.8	7.8	20.9	18.3	9.7	..	21.7	5.0

(a) 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.

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

(c) There are no Indigenous Community Housing Organisations in the ACT for the years reported.

(d) The percentages reported in this table include 95 per cent confidence intervals (for example, 80.0 per cent ± 2.7 per cent). See chapter 2 for more information on confidence intervals.

(e) See chapter 2 for more information on relative standard errors.

.. Not applicable. **np** Not published.

Source: ABS National Aboriginal and Torres Strait Islander Social Survey 2014-15, Cat. no. 4714.0; ABS Australian Aboriginal and Torres Strait Islander Health Survey 2012-13 (NATSIHS component), Cat. no. 4727.0.

TABLE GA.8

Table GA.8 **Rate of homeless persons per 10 000 of the population, 2011 (a)**

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

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

(b) Includes those accommodated by Specialist Homelessness Services.

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

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

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

TABLE GA.9

Table GA.9 **Supplementary contextual data****Housing affordability**

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

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

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

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

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h)</i>	<i>Tas (i)</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust</i>
First Home Owner Scheme Recipients (including: 'original' (l); 're-targeted - new homes' (m); and 're-targeted - established homes' (n) recipients)										
2015-16	no.	9 053	12 929	6 340	13 142	2 310	726	1 406	453	46 359
2014-15	no.	8 490	11 464	6 158	19 222	3 469	1 652	1 530	857	53 062
2013-14	no.	8 096	16 476	5 316	19 806	9 139	2 643	1 860	899	64 235
2012-13	no.	17 823	34 366	12 757	19 277	7 684	2 011	2 850	1 107	97 875
2011-12	no.	37 410	31 373	19 657	15 192	6 900	1 901	2 615	1 023	100 879
First Home Owner Boost Recipients (o)										
2015-16	no.	- 11	- 73	2	6	- 4	- 1	na	-	- 81
2014-15	no.	1	- 119	-	18	- 19	- 2	1	-	- 120
2013-14	no.	31	68	- 4	6	- 27	- 1	-	-	73
2012-13	no.	41	418	- 9	20	- 12	- 1	4	- 1	460
2011-12	no.	415	1 491	77	102	37	14	99	6	2 241

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

Table GA.9 **Supplementary contextual data**

- (b) All data reflect the number of grants paid less the number of grants recovered, unless otherwise stated (for Victoria and WA). Where numbers are negative, this indicates that grants recovered under the FHOS or FHOB exceeded grants paid.
- (c) Jurisdictions are progressively phasing out FHOS to purchasers of established homes.
- (d) Data for NSW for 2014-15 have been revised and may differ from previous reports. NSW re-targeted their FHOS to be restricted to new homes only from 1 October 2012.
- (e) Data for Victoria do not include the number of FHOS grants recovered. The value of reclaimed FHOS grants was \$11 500 263 in 2015-16. The number of FHOS grants to which the recovered sum relates to is not available.
- (f) Queensland's re-targeted FHOS grant was restricted to new homes only and came into effect on 12 September 2012.
- (g) Data for WA do not include the number of FHOS and FHOB grants reclaimed. For WA, the value of reclaimed FHOS grants and FHOB grants was \$1 155 974 and nil respectively in 2015-16. The number of FHOS and FHOB grants to which the recovered sum relates is not available. Note: The number of FHO Grants paid in 2015-16 in WA was 13 142 and include 6 payments that were both original and boost payments.
- (h) SA introduced a two-stage process to the re-targeting of their FHOS. The introduction of a \$15 000 grant for new homes (effective 15 October 2012) was complemented by a reduced FHOS grant of \$5000 for first home buyers of established homes (effective 22 November 2012). From 1 July 2014, there are no longer grants available for established homes.
- (i) Tasmania's \$7000 FHOS grant for established homes ceased on 30 June 2014. A small number of grants for established properties were still being paid in 2015-16 due to delays in settlement or extensions of time granted to the recipients of earlier transactions. A re-targeted grant for new homes remained available in Tasmania for eligible transactions entered into during 2015-16.
- (j) The ACT's re-targeted FHOS grant was restricted to new homes only and increased to \$12 500 (effective 1 September 2013). Effective 1 January 2016, the FHOG payment reduced from \$12 500 to \$10 000.
- (k) From 13 May 2014 to 31 December 2014, purchasers of established homes in the Darwin area could access a grant of \$12 000, while purchasers of established homes in rural NT could access a grant of \$25 000. From 1 January 2015, there are no longer grants available for established homes. New homes can obtain a grant of \$26 000.
- (l) Scope of FHOS recipients based on original payment of \$7000 to buyers of established and new homes, before the re-targeting process began. Comparable to data in previous reports.
- (m) Scope of FHOS restricted to the re-targeted FHOS (i.e. FHOS limited to first home buyers of new homes only).
- (n) Scope of FHOS restricted to the re-targeted FHOS, but paid to first home buyers of established homes. This is applicable to WA (although WA abolished the FHOG for established homes on 3 October 2015), SA (where a transitional payment to buyers of established homes is in place), NT (where the grant to buyers of established homes was available up until 31 December 2014) and Queensland (where the grant to buyers of established homes was available up until 11 September 2012).

Table GA.9 Supplementary contextual data

(o) FHOB grants are a subset of FHOS grants. While the FHOB ceased on 31 December 2009, the continuation of FHOB payments in 2015-16 reflects the 12 month application period and the timeframes allowed for the construction of new homes.

na Not available. – Nil or rounded to zero.

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

Table GA.10 **Moving annual vacancy rates in the private housing market, by capital city, June (per cent) (a), (b)**

	<i>Unit</i>	<i>Sydney</i>	<i>Melbourne</i>	<i>Brisbane</i>	<i>Perth</i>	<i>Adelaide</i>	<i>Hobart</i>	<i>Canberra</i>	<i>Darwin</i>
2016	%	1.9	3.0	2.9	5.8	na	2.8	2.7	7.9
2015	%	1.9	3.1	2.6	4.3	na	3.2	3.8	6.0
2014	%	1.7	2.8	2.6	3.6	2.7	3.9	4.4	3.6
2013	%	2.1	3.2	2.0	2.4	3.0	4.7	3.1	2.7
2012	%	1.6	3.0	2.1	2.2	3.5	3.7	2.3	2.3

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

(b) Historical data have been revised and may differ from previous reports.

na Not available.

Source: Real Estate Institute of Australia (unpublished).

TABLE GA.11

Table GA.11 Median market rents in the private housing market, by capital city, June quarter (dollars/week)

	<i>Sydney</i>	<i>Melbourne</i>	<i>Brisbane</i>	<i>Perth (a)</i>	<i>Adelaide</i>	<i>Hobart</i>	<i>Canberra</i>	<i>Darwin</i>
2016								
3 bedroom houses	470	370	380	390	330	340	450	515
2 bedroom flats/units	520	390	375	360	280	280	400	390
2015								
3 bedroom houses	460	360	375	430	340	340	430	612
2 bedroom flats/units	500	380	370	400	285	280	390	448
2014								
3 bedroom houses	450	350	370	450	335	330	430	663
2 bedroom flats/units	495	360	365	420	285	280	393	484
2013								
3 bedroom houses	420	340	360	470	320	330	450	656
2 bedroom flats/units	470	360	360	450	280	270	435	485
2012								
3 bedroom houses	420	340	350	430	320	330	460	560
2 bedroom flats/units	450	360	350	400	275	265	450	409

(a) Data for WA have been updated and may differ from previous reports.

Source: Real Estate Institute of Australia (unpublished).

Commonwealth Rent Assistance

Table GA.12 **Australian Government expenditure for Commonwealth Rent Assistance, 2011-12 to 2015-16 (\$ million) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Nominal expenditure									
2015-16	1 409.6	983.2	1 126.7	350.4	326.6	121.8	35.7	21.6	4 375.8
2014-15	1 375.6	944.9	1 064.7	318.1	307.5	116.2	35.1	19.8	4 182.1
2013-14	1 318.7	894.8	995.6	295.8	289.2	103.6	32.7	19.0	3 949.6
2012-13	1 218.3	815.5	914.2	270.8	266.6	95.8	28.9	18.2	3 628.3
2011-12	1 131.6	742.6	847.8	255.7	245.7	88.1	25.8	16.2	3 354.0
Real expenditure (2015-16 dollars) (d)									
2015-16	1 409.6	983.2	1 126.7	350.4	326.6	121.8	35.7	21.6	4 375.8
2014-15	1 409.4	968.1	1 090.9	325.9	315.1	119.1	36.0	20.3	4 284.9
2013-14	1 365.1	926.3	1 030.6	306.2	299.4	107.2	33.9	19.7	4 088.6
2012-13	1 277.0	854.8	958.3	283.9	279.5	100.4	30.3	19.1	3 803.2
2011-12	1 205.1	790.8	902.9	272.3	261.7	93.8	27.5	17.3	3 571.9

(a) Actual expenditure on Commonwealth Rent Assistance (CRA) is reported at a national level. State and Territory figures are estimated by apportioning national expenditure to States and Territories based on each jurisdiction's total daily amount of CRA an income unit is entitled to receive as at 24 June 2016, multiplied by the number of days for the relevant year.

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

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

(d) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table GA.34). See chapter 2 for details.

Source: Department of Social Services and FaHCSIA (unpublished); Table GA.34.

TABLE GA.13

Table GA.13 **Australian Government real expenditure for CRA, per person, 2011-12 to 2015-16 (2015-16 dollars) (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Total expenditure	\$ million	1 409.6	983.2	1 126.7	350.4	326.6	121.8	35.7	21.6	4 375.8
Expenditure per person in population	\$	194	176	250	147	199	238	96	93	183
Expenditure per income unit	\$	3 278	3 221	3 271	3 197	3 221	3 328	3 078	3 130	3 251
2014-15										
Total expenditure	\$ million	1 409.4	968.1	1 090.9	325.9	315.1	119.1	36.0	20.3	4 284.9
Expenditure per person in population	\$	194	174	242	137	192	233	97	87	181
Expenditure per income unit	\$	3 219	3 159	3 209	3 119	3 154	3 280	3 022	3 074	3 190
2013-14										
Total expenditure	\$ million	1 365.1	926.3	1 030.6	306.2	299.4	107.2	33.9	19.7	4 088.6
Expenditure per person in population	\$	188	166	228	128	182	210	91	85	175
Expenditure per income unit	\$	3 138	3 079	3 133	3 032	3 067	3 173	2 918	2 980	3 108
2012-13										
Total expenditure	\$ million	1 277.0	854.8	958.3	283.9	279.5	100.4	30.3	19.1	3 803.2
Expenditure per person in population	\$	176	153	212	119	170	196	82	82	166
Expenditure per income unit	\$	3 031	2 971	3 029	2 917	2 942	3 052	2 805	2 891	2 999
2011-12										
Total expenditure	\$ million	1 205.1	790.8	902.9	272.3	261.7	93.8	27.5	17.3	3 571.9
Expenditure per person in population	\$	166	142	200	114	159	183	74	74	159
Expenditure per income unit	\$	3 034	2 974	3 039	2 941	2 943	3 046	2 804	2 924	3 005

(a) Actual expenditure on CRA is reported at a national level. State and Territory figures are estimated by apportioning national expenditure to States and Territories based on each jurisdiction's total daily amount of CRA an income unit is entitled to receive as at 24 June 2016, multiplied by the number of days for the relevant year.

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

Table GA.13 **Australian Government real expenditure for CRA, per person, 2011-12 to 2015-16 (2015-16 dollars) (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(c)	Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table GA.34). See chapter 2 for details.									

Source: Department of Social Services and FaHCSIA (unpublished); ABS (unpublished) Australian Demographic Statistics, Cat. no. 3101.0 [data available on request]; tables 2A.2 and GA.34.

Table GA.14 Eligibility and payment scales for CRA, 2016 (\$ per fortnight) (a), (b)

<i>Type of income unit</i>	<i>Minimum rent to be eligible for CRA</i>	<i>Minimum rent to be eligible for maximum CRA</i>	<i>Maximum CRA</i>	<i>Average fortnightly CRA (c)</i>
Single — no dependant children	116.00	289.87	130.40	115.85
Single — no children, sharer (d)	116.00	231.91	86.93	80.66
Single — 1 or 2 dependant children	152.60	356.63	153.02	123.15
Single — 3 or more dependant children	152.60	383.13	172.90	146.07
Partnered — no dependant children	188.20	351.93	122.80	110.18
Partnered — 1 or 2 dependant children	225.82	429.85	153.02	112.80
Partnered — 3 or more dependant children	225.82	456.35	172.90	135.21
Partnered — illness separated (e)	116.00	289.87	130.40	129.08
Partnered — temporarily separated (e)	116.00	279.73	122.80	128.73

(a) Rates apply to the period 20 March 2016 to 19 September 2016.

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

(c) Average fortnightly CRA is per income unit.

(d) The maximum rate of assistance is lower for some single persons without dependent children who share accommodation. See section G.4 for a definition of 'sharer' for more information.

(e) Rate per person.

Source: Department of Human Services, *A guide to Australian Government payments*, 20 March 2016 – 1 July 2016.

TABLE GA.15

Table GA.15 Income units receiving CRA, 2016 (a), (b), (c), (d)

Type of income unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Number of CRA recipients									
Single — no dependant children	176 287	125 804	129 973	42 773	42 907	16 543	4 611	2 820	541 751
Single — no children, sharer	51 875	46 665	49 060	16 030	13 051	3 667	2 150	916	183 438
Single — 1 or 2 dependant children	69 667	47 225	59 936	19 073	18 134	6 554	1 517	1 171	223 277
Single — 3 or more dependant children	17 692	10 567	15 503	4 382	3 940	1 640	297	269	54 290
Partnered — no dependant children	39 900	23 201	31 919	9 205	7 872	3 258	647	417	116 425
Partnered — 1 or 2 dependant children	50 553	36 091	37 057	12 146	10 874	3 151	1 699	800	152 372
Partnered — 3 or more dependant children	23 011	15 040	20 251	5 674	4 288	1 730	640	436	71 070
Partnered — illness or temporary separated	1 049	651	839	333	310	90	17	71	3 360
Total	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983
Proportion of CRA recipients									
Single — no dependant children	41.0	41.2	37.7	39.0	42.3	45.2	39.8	40.9	40.2
Single — no children, sharer	12.1	15.3	14.2	14.6	12.9	10.0	18.6	13.3	13.6
Single — 1 or 2 dependant children	16.2	15.5	17.4	17.4	17.9	17.9	13.1	17.0	16.6
Single — 3 or more dependant children	4.1	3.5	4.5	4.0	3.9	4.5	2.6	3.9	4.0
Partnered — no dependant children	9.3	7.6	9.3	8.4	7.8	8.9	5.6	6.0	8.6
Partnered — 1 or 2 dependant children	11.8	11.8	10.8	11.1	10.7	8.6	14.7	11.6	11.3
Partnered — 3 or more dependant children	5.4	4.9	5.9	5.2	4.2	4.7	5.5	6.3	5.3
Partnered — illness or temporary separated	0.2	0.2	0.2	0.3	0.3	0.2	0.1	1.0	0.2
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

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

(c) Due to recent policy changes to Family Tax Benefit Part A, eligible 16-19 year old full-time secondary students are included from 2014. Section G.4 Definitions of key terms and indicators has more detail.

Table GA.15 **Income units receiving CRA, 2016 (a), (b), (c), (d)**

<i>Type of income unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(d) CRA figures from 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore, data may not be strictly comparable with earlier years.

Source : Department of Social Services (unpublished).

TABLE GA.16

Table GA.16 **Number of income units receiving CRA, by age, 2016 (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Age of CRA income units									
less than 20 years	6 606	5 392	7 759	1 957	2 046	938	605	108	25 413
20–24 years	32 572	28 459	31 245	9 658	9 742	3 728	2 147	582	118 150
25–29 years	38 450	30 569	35 258	12 143	11 126	3 887	1 502	772	133 716
30–39 years	91 383	68 777	75 290	25 576	23 163	7 544	2 818	1 684	296 246
40–49 years	81 522	59 714	63 267	20 118	18 707	6 441	1 882	1 331	252 990
50–59 years	58 175	38 340	41 618	12 103	12 363	4 606	910	934	169 054
60–69 years	55 659	34 227	41 342	11 932	10 623	4 575	758	855	159 977
70–74 years	24 196	14 201	18 852	5 640	4 508	1 813	346	312	69 870
75+ years	41 471	25 565	29 907	10 489	9 098	3 101	610	322	120 567
Total	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983

- (a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.
- (b) State totals include unknown localities, Australian totals include other territories and unknown addresses.
- (c) Age is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.4 Definitions of key terms and indicators has more detail.
- (d) CRA figures from 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore, data may not be strictly comparable with earlier years.

Source: Department of Social Services (unpublished).

TABLE GA.17

Table GA.17 **Number of income units with dependent children receiving CRA, 2016 (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Number of income units with dependent children	160 923	108 923	132 747	41 275	37 236	13 075	4 153	2 676	501 009
Number of dependent children in income units (d)	320 495	212 320	270 852	81 001	71 263	26 270	7 994	5 388	995 585
Total number of children in income units (e)	481 561	310 838	401 438	116 385	103 577	39 949	10 267	7 709	1 471 739

- (a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.
- (b) State and Territory totals include unknown localities, Australian totals include other territories and unknown addresses.
- (c) CRA figures from 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore, data may not be strictly comparable with earlier years.
- (d) Dependent children who are counted as eligible CRA children in an income unit.
- (e) Total number of children aged under 25 years recorded in Centrelink Administrative data as living with parents.

Source: Department of Social Services (unpublished).

TABLE GA.18

Table GA.18 **Aboriginal and Torres Strait Islander income units receiving CRA, 2016 (a), (b), (c), (d), (e)**

<i>Type of income unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Number of Aboriginal and Torres Strait Islander income units									
Single — no dependant children	9 730	2 249	7 111	1 807	1 261	837	152	805	23 957
Single — no children, sharer	1 853	547	2 209	607	315	143	48	110	5 832
Single — 1 or 2 dependant children	6 705	1 361	4 982	1 140	820	644	62	331	16 045
Single — 3 or more dependant children	2 489	449	1 865	422	280	201	14	98	5 818
Partnered — no dependant children	1 511	312	1 324	273	181	209	21	78	3 905
Partnered — 1 or 2 dependant children	2 434	541	2 584	477	353	396	34	127	6 946
Partnered — 3 or more dependant children	1 608	326	1 841	324	211	259	27	78	4 674
Partnered — illness or temporary separated	46	12	53	23	10	np	np	62	210
Total	26 376	5 797	21 969	5 073	3 431	2 689	358	1 689	67 387
Proportion of Aboriginal and Torres Strait Islander income units									
Single — no dependant children	36.9	38.8	32.4	35.6	36.8	31.1	42.5	47.7	35.6
Single — no children, sharer	7.0	9.4	10.1	12.0	9.2	5.3	13.4	6.5	8.7
Single — 1 or 2 dependant children	25.4	23.5	22.7	22.5	23.9	23.9	17.3	19.6	23.8
Single — 3 or more dependant children	9.4	7.7	8.5	8.3	8.2	7.5	3.9	5.8	8.6
Partnered — no dependant children	5.7	5.4	6.0	5.4	5.3	7.8	5.9	4.6	5.8
Partnered — 1 or 2 dependant children	9.2	9.3	11.8	9.4	10.3	14.7	9.5	7.5	10.3
Partnered — 3 or more dependant children	6.1	5.6	8.4	6.4	6.1	9.6	7.5	4.6	6.9
Partnered — illness or temporary separated	0.2	0.2	0.2	0.4	0.2	np	np	3.7	0.3
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

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

(c) Values of less than 5 are replaced with 'np'.

Table GA.18 **Aboriginal and Torres Strait Islander income units receiving CRA, 2016 (a), (b), (c), (d), (e)**

<i>Type of income unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(d) Due to recent policy changes to Family Tax Benefit Part A, eligible 16-19 year old full-time secondary students are included from 2014. Section G.4 Definitions of key terms and indicators has more detail.

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

np Not published.

Source: Department of Social Services (unpublished).

TABLE GA.19

Table GA.19 **CRA income units, by payment type, 2016 (a), (b), (c), (d), (e)**

<i>Type of income unit</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Number of CRA units										
Disability Support Pension	no.	86 829	62 512	63 907	17 327	19 568	9 035	1 824	1 313	262 335
Age Pension	no.	88 436	54 063	67 231	21 663	18 176	6 606	1 297	1 062	258 543
Carer Payment	no.	23 377	12 528	12 875	2 560	3 584	1 624	161	144	56 853
Newstart Allowance	no.	85 326	66 866	74 474	27 924	25 557	8 136	1 896	1 763	291 961
Youth Allowance (student)	no.	18 063	19 921	16 289	4 549	5 246	1 869	2 123	113	68 178
Youth Allowance (other)	no.	4 123	3 032	5 162	1 547	1 473	648	193	106	16 288
Austudy	no.	6 563	6 935	6 150	1 976	2 022	572	368	85	24 675
Parenting Payment (Single)	no.	42 946	26 974	37 236	12 448	10 897	4 096	883	754	136 236
Parenting Payment (Partnered)	no.	8 862	5 571	6 091	1 636	1 724	658	172	94	24 808
FTB (only)	no.	59 909	43 342	51 917	16 907	12 173	3 091	2 548	1 412	191 300
Other	no.	5 600	3 500	3 206	1 079	956	298	113	54	14 806
Total	no.	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983
Proportion of CRA units										
Disability Support Pension	%	20.2	20.5	18.5	15.8	19.3	24.7	15.8	19.0	19.5
Age Pension	%	20.6	17.7	19.5	19.8	17.9	18.0	11.2	15.4	19.2
Carer Payment	%	5.4	4.1	3.7	2.3	3.5	4.4	1.4	2.1	4.2
Newstart Allowance	%	19.8	21.9	21.6	25.5	25.2	22.2	16.4	25.6	21.7
Youth Allowance (student)	%	4.2	6.5	4.7	4.1	5.2	5.1	18.3	1.6	5.1
Youth Allowance (other)	%	1.0	1.0	1.5	1.4	1.5	1.8	1.7	1.5	1.2
Austudy	%	1.5	2.3	1.8	1.8	2.0	1.6	3.2	1.2	1.8
Parenting Payment (Single)	%	10.0	8.8	10.8	11.4	10.7	11.2	7.6	10.9	10.1
Parenting Payment (Partnered)	%	2.1	1.8	1.8	1.5	1.7	1.8	1.5	1.4	1.8
FTB (only)	%	13.9	14.2	15.1	15.4	12.0	8.4	22.0	20.5	14.2
Other	%	1.3	1.1	0.9	1.0	0.9	0.8	1.0	0.8	1.1

Table GA.19 **CRA income units, by payment type, 2016 (a), (b), (c), (d), (e)**

<i>Type of income unit</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

- (a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.
- (b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.
- (c) Totals may not add due to rounding
- (d) Primary Payment Type is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.4 Definitions of key terms and indicators has more detail.
- (e) CRA figures from 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.

Source: Department of Social Services (unpublished).

TABLE GA.20

Table GA.20 **Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2016 (a), (b), (c), (d), (e), (f)**

<i>Type of income unit</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Number of Aboriginal and Torres Strait Islander CRA recipients										
Disability Support Pension	no.	6 501	1 465	4 404	792	678	726	85	550	15 202
Age Pension	no.	1 617	312	1 175	248	128	106	8	125	3 719
Carer Payment	no.	1 845	347	1 043	169	152	167	13	41	3 777
Newstart Allowance	no.	6 667	1 611	6 595	1 880	1 083	683	89	468	19 079
Youth Allowance (student)	no.	248	100	214	44	66	44	14	6	736
Youth Allowance (other)	no.	705	150	696	195	140	88	26	31	2 031
Austudy (g)	no.	68	33	92	15	14	np	np	np	233
Parenting Payment (Single)	no.	5 545	1 025	4 454	1 094	736	478	44	243	13 619
Parenting Payment (Partnered)	no.	619	138	659	119	94	117	8	34	1 788
FTB (only)	no.	2 396	574	2 446	455	305	253	64	175	6 668
Other	no.	165	42	191	62	35	np	np	np	535
Total	no.	26 376	5 797	21 969	5 073	3 431	2 689	358	1 689	67 387
Proportion of Aboriginal and Torres Strait Islander CRA recipients										
Disability Support Pension	%	24.6	25.3	20.0	15.6	19.8	27.0	23.7	32.6	22.6
Age Pension	%	6.1	5.4	5.3	4.9	3.7	3.9	2.2	7.4	5.5
Carer Payment	%	7.0	6.0	4.7	3.3	4.4	6.2	3.6	2.4	5.6
Newstart Allowance	%	25.3	27.8	30.0	37.1	31.6	25.4	24.9	27.7	28.3
Youth Allowance (student)	%	0.9	1.7	1.0	0.9	1.9	1.6	3.9	0.4	1.1
Youth Allowance (other)	%	2.7	2.6	3.2	3.8	4.1	3.3	7.3	1.8	3.0
Austudy (g)	%	0.3	0.6	0.4	0.3	0.4	np	np	np	0.3
Parenting Payment (Single)	%	21.0	17.7	20.3	21.6	21.5	17.8	12.3	14.4	20.2
Parenting Payment (Partnered)	%	2.3	2.4	3.0	2.3	2.7	4.4	2.2	2.0	2.7
FTB (only)	%	9.1	9.9	11.1	9.0	8.9	9.4	17.9	10.4	9.9
Other	%	0.6	0.7	0.9	1.2	1.0	np	np	np	0.8

Table GA.20 **Aboriginal and Torres Strait Islander CRA recipients, by payment type, 2016 (a), (b), (c), (d), (e), (f)**

<i>Type of income unit</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

- (a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.
- (b) State and Territory totals include people in unknown localities. Australian totals include people in other territories and people with unknown addresses.
- (c) Totals may not add due to rounding
- (d) Values of less than 5 are replaced with 'np'.
- (e) Primary Payment Type is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.4 Definitions of key terms and indicators has more detail.
- (f) CRA figures from 2014-15 are extracted from a new dataset built from the new Department of Human Services Enterprise Data Warehouse environment. While every effort has been made to replicate the old dataset, there are some small discrepancies due to differences between the old and new environments. Therefore data may not be strictly comparable with previous years.
- (g) Austudy has not been reported separately by State and Territory, except for NSW and Queensland. It is included with 'Other' for each State and Territory.

np Not published.

Source: Department of Social Services (unpublished).

Table GA.21 **CRA income units, by remoteness 2016 (a), (b), (c)**

<i>Type of income unit</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Number of CRA units										
Major Cities	no.	283 663	218 663	211 487	84 000	75 952	..	11 578	..	885 239
Inner Regional Australia	no.	114 914	71 135	78 041	12 532	10 812	25 533	313 060
Outer Regional Australia	no.	29 063	15 073	50 542	9 328	12 008	10 592	..	5 001	131 608
Remote Australia	no.	1 593	152	2 589	2 850	2 106	411	..	1 660	11 361
Very Remote Australia	no.	462	..	1 556	739	429	80	..	227	3 493
Total	no.	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983
Proportion of CRA units										
Major Cities	%	66.0	71.6	61.4	76.6	74.9	..	100.0	..	65.8
Inner Regional Australia	%	26.7	23.3	22.7	11.4	10.7	69.7	23.3
Outer Regional Australia	%	6.8	4.9	14.7	8.5	11.8	28.9	..	72.5	9.8
Remote Australia	%	0.4	–	0.8	2.6	2.1	1.1	..	24.1	0.8
Very Remote Australia	%	0.1	..	0.5	0.7	0.4	0.2	..	3.3	0.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

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

(c) Totals may not add due to rounding

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

Source: Department of Social Services (unpublished).

TABLE GA.22

Table GA.22 **CRA income units, by payment type, by remoteness, Australia 2016 (a), (b), (c), (d)**

<i>Type of income unit</i>	<i>Unit</i>	<i>Major Cities</i>	<i>Inner Regional Australia</i>	<i>Outer Regional Australia</i>	<i>Remote Australia</i>	<i>Very Remote Australia</i>	<i>Australia</i>
Number of CRA units							
Disability Support Pension	no.	158 822	71 853	28 467	2 304	708	262 335
Age Pension	no.	162 570	64 684	27 436	2 599	974	258 543
Newstart Allowance	no.	189 583	67 164	31 260	2 899	829	291 961
Youth Allowance	no.	62 112	16 816	5 033	269	72	84 466
Parenting Payment (Single)	no.	82 004	36 227	16 041	1 390	436	136 236
Parenting Payment (Partnered) (e)	no.	17 103	5 217	2 247	179	46	24 808
FTB (only)	no.	144 459	31 418	13 759	1 233	281	191 300
Other	no.	68 586	19 681	7 365	488	147	96 334
Total	no.	885 239	313 060	131 608	11 361	3 493	1 345 983
Number of Aboriginal and Torres Strait Islander CRA units							
Disability Support Pension	no.	5 545	5 051	3 637	660	300	15 202
Age Pension	no.	1 144	1 083	1 044	259	187	3 719
Newstart Allowance	no.	7 214	5 521	5 089	828	410	19 079
Youth Allowance	no.	1 309	875	503	54	20	2 767
Parenting Payment (Single)	no.	5 119	4 156	3 586	509	237	13 619
Parenting Payment (Partnered) (e)	no.	704	568	443	56	17	1 788
FTB (only)	no.	3 139	1 841	1 394	197	93	6 668
Other	no.	1 757	1 548	1 014	155	69	4 545
Total	no.	25 931	20 643	16 710	2 718	1 333	67 387

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

(b) Primary Payment Type is allocated to an income unit using a hierarchy of the payments received by the members of the income unit. Section G.4 Definitions of key terms and indicators has more detail.

Table GA.22 **CRA income units, by payment type, by remoteness, Australia 2016 (a), (b), (c), (d)**

<i>Type of income unit</i>	<i>Unit</i>	<i>Major Cities</i>	<i>Inner Regional Australia</i>	<i>Outer Regional Australia</i>	<i>Remote Australia</i>	<i>Very Remote Australia</i>	<i>Australia</i>
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(c) Other also includes Austudy and Carer Payment.

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

Source: Department of Social Services (unpublished).

TABLE GA.23

Table GA.23 **Geographic location of income units receiving CRA, 2016 (a), (b), (c), (d), (e)**

<i>Type of income unit</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Number of CRA income units										
In capital cities	no.	228 156	211 057	154 065	86 128	78 534	15 587	11 578	5 003	790 108
Rest of State/Territory	no.	201 538	93 966	190 150	23 311	22 773	21 031	..	1 891	554 660
Total	no.	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983
Proportion of CRA income units										
In capital cities	%	53.1	69.1	44.7	78.6	77.5	42.5	100.0	72.5	58.7
Rest of State/Territory	%	46.9	30.8	55.2	21.3	22.5	57.4	..	27.4	41.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Proportion of CRA income units										
Single, no dependant children under 20 years old										
In capital cities	%	46.5	64.8	41.5	75.8	74.6	40.1	100.0	67.9	54.5
Rest of State/Territory	%	53.4	35.1	58.4	24.0	25.3	59.8	..	32.0	45.4
Single, no children, sharer										
In capital cities	%	61.4	78.8	51.2	87.2	88.9	54.0	100.0	86.8	67.7
Rest of State/Territory	%	38.6	21.2	48.7	12.7	11.1	46.0	..	13.2	32.2
Single, 1 or 2 dependant children under 20 years old										
In capital cities	%	49.7	64.9	43.8	77.5	78.0	45.8	100.0	74.3	56.3
Rest of State/Territory	%	50.3	35.0	56.1	22.3	22.0	54.2	..	25.7	43.6
Single, 3 or more dependant children under 20 years old										
In capital cities	%	46.6	61.0	43.9	74.8	73.8	44.0	100.0	69.1	53.2
Rest of State/Territory	%	53.3	38.9	56.1	25.1	26.1	56.0	..	30.9	46.7
Partnered, no dependant children under 20 years old										
In capital cities	%	53.3	67.3	41.3	74.8	69.4	35.4	100.0	68.3	55.4
Rest of State/Territory	%	46.6	32.6	58.5	24.9	30.6	64.6	..	31.7	44.5

Table GA.23 **Geographic location of income units receiving CRA, 2016 (a), (b), (c), (d), (e)**

Type of income unit	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Partnered, 1 or 2 dependant children under 20 years old										
In capital cities	%	69.4	79.1	49.3	82.9	82.5	44.0	100.0	77.4	68.7
Rest of State/Territory	%	30.5	20.9	50.6	17.1	17.4	56.0	..	22.6	31.3
Partnered, 3 or more dependant children under 20 years old										
In capital cities	%	63.5	73.9	50.3	79.0	75.6	39.1	100.0	72.0	63.7
Rest of State/Territory	%	36.4	26.0	49.6	20.8	24.3	60.9	..	28.0	36.2
Partnered, illness or temporary separated										
In capital cities	%	48.7	59.9	42.2	73.0	65.5	38.9	100.0	28.2	52.8
Rest of State/Territory	%	50.9	39.8	57.8	26.4	34.2	61.1	..	70.4	46.9

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

(b) As a result of recent changes to eligibility for FTB (A), income units from 2014 include full-time secondary students aged 16 to 19 years who are eligible CRA children.

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

(d) Totals may not add due to rounding.

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

.. Not applicable

Source: Department of Social Services (unpublished).

TABLE GA.24

Table GA.24 **Income units receiving CRA, by special needs and geographic location, 2016 (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Non-Indigenous										
Income units	no.	403 658	299 447	322 569	104 543	97 945	33 944	11 220	5 211	1 278 596
Proportion of income units in:										
Capital city	%	54.8	69.6	45.7	79.6	78.0	42.9	100.0	78.7	60.0
Rest of State/Territory	%	45.1	30.3	54.2	20.3	21.9	57.1	..	21.2	40.0
Income units as proportion of all CRA recipient income units	%	93.9	98.1	93.6	95.4	96.6	92.7	96.9	75.5	95.0
Non-Indigenous population, as proportion of total population (June 2014)	%	97.0	99.1	95.6	96.3	97.6	94.9	98.2	70.0	96.9
Aboriginal and Torres Strait Islander (c)										
Income units	no.	26 376	5 797	21 969	5 073	3 431	2 689	358	1 689	67 387
Proportion of income units in:										
Capital city	%	26.4	43.1	30.6	58.1	61.6	38.2	100.0	53.5	34.9
Rest of State/Territory	%	73.6	56.8	69.4	41.8	38.3	61.8	..	46.5	65.0
Income units as proportion of all CRA recipient income units	%	6.1	1.9	6.4	4.6	3.4	7.3	3.1	24.5	5.0
Aboriginal and Torres Strait Islander population, as proportion of total population (June 2014)	%	3.0	0.9	4.4	3.7	2.4	5.1	1.8	30.0	3.1
Disability support pension (d)										
Income units	no.	86 829	62 512	63 907	17 327	19 568	9 035	1 824	1 313	262 335
Proportion of income units in:										
Capital city	%	45.4	65.2	43.9	76.0	74.9	43.6	100.0	62.2	54.3
Rest of State/Territory	%	54.6	34.8	56.1	23.8	25.0	56.4	..	37.7	45.6
Income units as proportion of all CRA recipient income units	%	20.2	20.5	18.5	15.8	19.3	24.7	15.8	19.0	19.5

TABLE GA.24

Table GA.24 **Income units receiving CRA, by special needs and geographic location, 2016 (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Disability Support Pension population, as proportion of total population (June 2014)	%	1.1	1.1	1.3	0.7	1.2	1.7	0.5	0.5	1.1
Aged 24 years or under (e)										
Income units	no.	40 901	35 167	40 735	12 203	12 347	4 909	2 820	736	149 837
Proportion of income units in:										
Capital city	%	42.5	65.8	50.8	82.5	82.7	46.0	100.0	75.5	58.1
Rest of State/Territory	%	57.3	34.0	49.1	17.3	17.2	53.9	..	24.2	41.7
Income units as proportion of all CRA recipient income units	%	9.5	11.5	11.8	11.1	12.2	13.4	24.4	10.7	11.1
People aged 24 years or under, as proportion of total population (June 2014)	%	0.5	0.6	0.9	0.5	0.7	1.0	0.7	0.3	0.6
Aged 75 years or over (f)										
Income units	no.	42 801	26 213	30 925	10 737	9 316	3 212	616	337	124 161
Proportion of income units in:										
Capital city	%	52.1	65.5	40.7	75.8	70.5	34.0	100.0	66.2	55.3
Rest of State/Territory	%	47.8	34.4	59.1	23.9	29.5	66.0	..	33.5	44.5
Income units as proportion of all CRA recipient income units	%	10.0	8.6	9.0	9.8	9.2	8.8	5.3	4.9	9.2
People aged 75 years or over, as proportion of total population (June 2014)	%	0.6	0.4	0.6	0.4	0.5	0.6	0.2	0.1	0.5
Total income units	no.	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

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

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

Table GA.24 **Income units receiving CRA, by special needs and geographic location, 2016 (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(d) Includes income units where one member was in recipient of Disability Support Pension at 24 June 2016.

(e) Includes income where one member was 24 years old or younger at 24 June 2016.

(f) Includes income where one member was 75 years old or older at 24 June 2016.

.. Not applicable.

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

Table GA.25 **Median CRA entitlement, by location, 2016 (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Income units										
Capital city (d)	no.	228 156	211 057	154 065	86 128	78 534	15 587	11 578	5 003	790 108
Rest of State/Territory	no.	201 538	93 966	190 150	23 311	22 773	21 031	..	1 891	554 660
Total	no.	430 034	305 244	344 538	109 616	101 376	36 633	11 578	6 900	1 345 983
Median fortnightly entitlement										
Capital city (d)	\$	130.40	129.36	127.85	126.84	130.40	130.40	122.80	122.80	
Rest of State/Territory	\$	130.40	130.40	130.40	130.40	130.40	130.40	..	130.00	
Total	\$									130.40
Median fortnightly rent										
Capital city (d)	\$	500.00	448.16	468.00	480.00	433.33	400.00	460.00	480.00	
Rest of State/Territory	\$	400.00	380.02	440.00	400.00	360.00	381.00	..	400.00	
Total	\$									437.33

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

(b) Median fortnightly rate is calculated as 14 times the daily rate for 24 June 2016.

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

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

.. Not applicable.

Source: Department of Social Services (unpublished).

Table GA.26 **Income units receiving CRA paying enough rent to be eligible for maximum assistance, by jurisdiction, 2012 to 2016 (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016	79.6	77.8	81.6	81.2	75.1	73.8	84.4	80.6	79.4
2015	78.1	76.1	80.2	79.5	73.2	72.3	83.6	81.2	77.8
2014	76.4	74.5	79.1	77.6	71.2	71.2	83.4	78.3	76.3
2013	76.0	74.4	79.4	76.7	70.7	71.6	82.7	79.2	76.1
2012	74.7	73.0	78.6	76.2	69.8	70.9	81.8	75.7	75.0

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016.

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

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

TABLE GA.27

Table GA.27 **Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by special needs, (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016									
All Income units									
With CRA	43.3	39.0	41.5	46.8	35.7	29.5	48.0	44.8	41.2
Without CRA	69.9	66.1	68.4	71.2	64.8	62.9	70.4	68.9	68.2
Aboriginal and Torres Strait Islander income units (d)									
With CRA	31.1	31.6	35.0	45.2	31.7	24.0	38.6	37.0	33.4
Without CRA	64.0	64.1	65.8	72.1	65.3	57.4	63.1	68.0	65.1
Disability Support Pension income units (e)									
With CRA	32.9	29.9	32.9	35.7	28.6	24.0	28.7	35.1	31.7
Without CRA	71.9	67.7	71.2	74.3	67.3	63.9	71.8	74.1	70.3
Income units which includes a member aged 24 years or under (f)									
With CRA	60.7	58.3	55.5	60.8	51.5	46.4	69.4	50.5	57.6
Without CRA	81.0	79.1	77.6	80.6	76.4	74.0	85.0	72.4	79.0
Income units which includes a member aged 75 years or over (g)									
With CRA	26.5	25.9	30.5	24.6	20.1	21.0	33.7	31.5	26.6
Without CRA	57.3	56.3	61.5	53.4	48.7	57.1	60.0	61.7	57.2
2015									
All Income units									
With CRA	43.1	39.1	41.8	45.6	36.0	29.5	50.3	46.2	41.2
Without CRA	70.2	66.7	68.8	70.0	64.9	63.5	72.1	69.9	68.5
Aboriginal and Torres Strait Islander income units (d)									
With CRA	29.7	30.3	35.4	43.1	32.6	24.7	38.4	38.5	32.8
Without CRA	63.5	63.1	66.2	69.5	65.3	58.2	66.8	68.8	64.8
Disability Support Pension income units (e)									

TABLE GA.27

Table GA.27 **Proportion of income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by special needs, (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
With CRA	32.0	29.2	32.9	35.0	29.1	23.0	28.6	35.4	31.2
Without CRA	72.3	68.2	72.1	74.0	67.6	64.1	72.3	74.3	70.8
Income units which includes a member aged 24 years or under (f)									
With CRA	60.5	58.2	55.6	60.2	51.2	45.6	69.6	53.7	57.5
Without CRA	80.9	79.4	78.1	80.0	76.6	75.4	85.6	73.8	79.2
Income units which includes a member aged 75 years or over (g)									
With CRA	25.2	24.8	29.4	23.7	20.3	20.1	32.7	27.2	25.5
Without CRA	56.5	55.7	60.6	51.6	47.4	57.8	60.5	60.8	56.3

- (a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016. Excludes a small number of income units where income details are incomplete.
- (b) State and Territory totals include unknown localities, Australian totals include other territories and unknown addresses.
- (c) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.
- (d) Includes income units where one member has self-identified as Aboriginal or Torres Strait Islander. Some members of an income unit may also self-identify as South Sea Islander.
- (e) Includes income units where one member was in recipient of Disability Support Pension at 24 June 2016.
- (f) Includes income where one member was 24 years old or younger at 24 June 2016.
- (g) Includes income where one member was 75 years old or older at 24 June 2016.

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

TABLE GA.28

Table GA.28 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location (per cent) (a), (b), (c)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2016										
Capital City		<i>Number</i>								
With CRA	no.	114 628	90 258	65 134	42 286	30 523	5 451	5 474	2 381	356 115
Without CRA	no.	168 037	143 284	104 448	62 300	52 468	10 326	8 030	3 464	552 333
Rest of State/Territory										
With CRA	no.	69 866	27 474	76 024	8 359	5 217	5 236	..	649	192 829
Without CRA	no.	129 904	56 445	128 553	14 735	12 487	12 456	..	1 195	355 780
Total										
With CRA	no.	184 661	117 839	141 267	50 710	35 764	10 695	5 474	3 034	549 486
Without CRA	no.	298 192	199 882	233 207	77 161	64 997	22 793	8 030	4 663	908 976
Capital City		<i>Proportion</i>								
With CRA	%	50.7	43.2	42.7	49.6	39.3	35.4	48.0	48.5	45.5
Without CRA	%	74.3	68.6	68.5	73.1	67.5	67.0	70.4	70.5	70.6
Rest of State/Territory										
With CRA	%	35.0	29.5	40.4	36.3	23.2	25.2	..	35.0	35.1
Without CRA	%	65.1	60.6	68.4	64.0	55.5	59.8	..	64.4	64.8
Total										
With CRA	%	43.3	39.0	41.5	46.8	35.7	29.5	48.0	44.8	41.2
Without CRA	%	69.9	66.1	68.4	71.2	64.8	62.9	70.4	68.9	68.2
2015										
Capital City		<i>Number</i>								
With CRA	no.	117 312	91 789	64 097	39 032	30 321	5 487	5 882	2 374	356 294
Without CRA	no.	173 436	146 392	103 307	58 107	51 661	10 531	8 429	3 402	555 265

TABLE GA.28

Table GA.28 **Number and proportion of income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Rest of State/Territory										
With CRA	no.	69 594	26 746	76 132	8 022	5 202	5 120	..	615	191 434
Without CRA	no.	130 620	55 619	127 809	14 132	12 370	12 298	..	1 119	353 970
Total										
With CRA	no.	187 065	118 626	140 347	47 114	35 548	10 610	5 892	2 993	548 223
Without CRA	no.	304 299	202 154	231 334	72 356	64 063	22 835	8 442	4 526	910 046
Capital City										
		<i>Proportion</i>								
With CRA	%	50.4	43.5	42.7	48.3	39.6	35.5	50.3	50.3	45.5
Without CRA	%	74.5	69.4	68.7	71.9	67.5	68.1	72.1	72.0	70.9
Rest of State/Territory										
With CRA	%	34.7	29.1	41.1	35.8	23.4	25.0	..	35.2	35.1
Without CRA	%	65.1	60.5	68.9	63.2	55.7	60.1	..	64.0	65.0
Total										
With CRA	%	43.1	39.1	41.8	45.6	36.0	29.5	50.3	46.2	41.2
Without CRA	%	70.2	66.7	68.8	70.0	64.9	63.5	72.1	69.9	68.5

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016. Excludes a small number of income units where income details are incomplete.

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

(c) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

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

TABLE GA.29

Table GA.29 **Proportion of Aboriginal and Torres Strait Islander income units receiving CRA, paying more than 30 per cent of income on rent, with and without CRA, by geographic location (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016										
Capital City										
With CRA	%	41.3	42.2	40.2	52.2	36.6	28.2	38.6	41.6	41.4
Without CRA	%	71.5	69.6	69.5	77.8	69.9	62.8	63.1	70.2	70.8
Rest of State/Territory										
With CRA	%	27.5	23.5	32.7	35.6	23.9	21.3	..	31.7	29.2
Without CRA	%	61.2	59.9	64.2	64.2	57.9	54.0	..	65.5	62.0
Total										
With CRA	%	31.1	31.6	35.0	45.2	31.7	24.0	38.6	37.0	33.4
Without CRA	%	64.0	64.1	65.8	72.1	65.3	57.4	63.1	68.0	65.1
2015										
Capital City										
With CRA	%	39.0	40.3	40.4	48.3	37.3	31.4	38.8	46.0	40.4
Without CRA	%	70.9	69.1	69.8	74.0	70.9	64.2	67.8	72.6	70.5
Rest of State/Territory										
With CRA	%	26.3	22.5	33.2	36.4	24.9	20.4	..	29.9	28.7
Without CRA	%	60.8	58.5	64.6	63.5	56.3	54.4	..	64.5	61.7
Total										
With CRA	%	29.7	30.3	35.4	43.1	32.6	24.7	38.8	38.5	32.8
Without CRA	%	63.5	63.1	66.2	69.5	65.3	58.2	67.8	68.8	64.8

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance, where one member of the income unit has self-identified as Aboriginal or Torres Strait Islander. Excludes a small number of income units where income details are incomplete.

(b) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

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

TABLE GA.30

Table GA.30 **Proportion of income units receiving Disability Support Pension and CRA paying more than 30 per cent of income on rent, with and without CRA, by geographic location (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016										
Capital City										
With CRA	%	39.7	33.9	34.5	37.9	31.8	29.2	28.7	38.1	35.6
Without CRA	%	76.7	71.1	72.8	76.5	70.3	68.9	71.8	75.0	73.4
Rest of State/Territory										
With CRA	%	27.3	22.3	31.6	28.7	18.9	19.9	..	30.3	27.1
Without CRA	%	67.9	61.4	70.0	67.3	58.3	60.1	..	72.8	66.6
Total										
With CRA	%	32.9	29.9	32.9	35.7	28.6	24.0	28.7	35.1	31.7
Without CRA	%	71.9	67.7	71.2	74.3	67.3	63.9	71.8	74.1	70.3
2015										
Capital City										
With CRA	%	38.7	33.2	34.3	37.0	32.6	28.1	28.6	37.8	35.1
Without CRA	%	77.1	71.7	73.3	76.4	70.5	68.8	72.3	75.8	73.8
Rest of State/Territory										
With CRA	%	26.2	21.3	31.9	28.8	18.9	19.1	..	31.2	26.5
Without CRA	%	68.3	61.7	71.2	66.7	59.2	60.5	..	71.8	67.2
Total										
With CRA	%	32.0	29.2	32.9	35.0	29.1	23.0	28.6	35.4	31.2
Without CRA	%	72.3	68.2	72.1	74.0	67.6	64.1	72.3	74.3	70.8

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance, where one member of the income unit was in receipt of Disability Support Pension. Excludes a small number of income units where income details are incomplete.

(b) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

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

TABLE GA.31

Table GA.31 **Proportion of income units receiving CRA aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, by geographic location (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016										
Capital City										
With CRA	%	67.7	64.1	57.6	63.4	55.0	50.9	69.4	53.0	61.9
Without CRA	%	84.0	82.0	78.3	82.2	78.7	76.3	85.0	73.4	81.1
Rest of State/Territory										
With CRA	%	55.4	47.0	53.3	48.1	34.7	42.5	..	42.0	51.6
Without CRA	%	78.7	73.3	76.8	72.7	65.1	72.0	..	69.0	76.1
Total										
With CRA	%	60.7	58.3	55.5	60.8	51.5	46.4	69.4	50.5	57.6
Without CRA	%	81.0	79.1	77.6	80.6	76.4	74.0	85.0	72.4	79.0
2015										
Capital City										
With CRA	%	67.3	63.8	57.3	62.5	54.7	50.1	69.6	57.8	61.6
Without CRA	%	84.0	82.4	78.8	81.4	78.7	78.7	85.6	75.7	81.3
Rest of State/Territory										
With CRA	%	55.2	46.9	53.9	49.9	34.9	41.5	..	40.6	51.7
Without CRA	%	78.5	73.4	77.4	73.5	66.6	72.4	..	67.6	76.3
Total										
With CRA	%	60.5	58.2	55.6	60.2	51.2	45.6	69.6	53.7	57.5
Without CRA	%	80.9	79.4	78.1	80.0	76.6	75.4	85.6	73.8	79.2

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance, where one member of the income unit was 24 years old or younger. Excludes a small number of income units where income details are incomplete.

(b) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.

.. Not applicable.

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

TABLE GA.32

Table GA.32 **Proportion of income units receiving CRA aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, by geographic location (per cent) (a), (b)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2016										
Capital City										
With CRA	%	31.9	28.7	31.9	26.4	22.3	28.0	33.7	33.6	29.5
Without CRA	%	62.9	58.0	61.4	53.9	50.4	60.6	60.0	63.7	59.1
Rest of State/Territory										
With CRA	%	20.6	20.7	29.6	19.0	14.7	17.5	..	26.5	23.1
Without CRA	%	51.3	53.1	61.7	51.6	44.6	55.3	..	57.5	54.9
Total										
With CRA	%	26.5	25.9	30.5	24.6	20.1	21.0	33.7	31.5	26.6
Without CRA	%	57.3	56.3	61.5	53.4	48.7	57.1	60.0	61.7	57.2
2015										
Capital City										
With CRA	%	30.2	27.4	30.6	25.1	22.4	26.1	32.7	30.1	28.2
Without CRA	%	62.0	57.3	60.6	52.4	48.6	61.7	60.5	65.3	58.2
Rest of State/Territory										
With CRA	%	19.6	19.7	28.6	19.2	15.6	16.9	..	20.4	22.2
Without CRA	%	50.4	52.4	60.6	48.7	44.6	55.7	..	50.5	53.9
Total										
With CRA	%	25.2	24.8	29.4	23.7	20.3	20.1	32.7	27.2	25.5
Without CRA	%	56.5	55.7	60.6	51.6	47.4	57.8	60.5	60.8	56.3

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance, where one member of the income unit was 75 years or older. Excludes a small number of income units where income details are incomplete.

(b) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.
.. Not applicable.

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

TABLE GA.33

Table GA.33 **Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2016 (per cent) (a), (b), (c)**

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
All income units										
Capital City		<i>Number</i>								
With CRA	no.	44 916	30 517	19 643	15 579	8 585	1 165	2 460	878	123 734
Without CRA	no.	78 112	62 850	43 237	30 021	21 029	3 452	4 054	1 663	244 404
Rest of State/Territory										
With CRA	no.	18 284	6 092	21 725	2 321	899	952	..	169	50 444
Without CRA	no.	46 330	18 275	50 296	5 594	3 471	3 366	..	463	127 798
Total										
With CRA	no.	63 266	36 652	41 421	17 931	9 493	2 117	2 460	1 049	174 404
Without CRA	no.	124 571	81 200	93 612	35 671	24 517	6 821	4 054	2 130	372 606
Capital City		<i>Proportion</i>								
With CRA	%	19.8	14.6	12.9	18.3	11.0	7.6	21.6	17.9	15.8
Without CRA	%	34.5	30.1	28.4	35.2	27.1	22.4	35.5	33.9	31.2
Rest of State/Territory										
With CRA	%	9.2	6.5	11.6	10.1	4.0	4.6	..	9.1	9.2
Without CRA	%	23.2	19.6	26.8	24.3	15.4	16.2	..	25.0	23.3
Total										
With CRA	%	14.8	12.1	12.2	16.5	9.5	5.8	21.6	15.5	13.1
Without CRA	%	29.2	26.9	27.5	32.9	24.4	18.8	35.5	31.5	28.0
Aboriginal and Torres Strait Islander income units (d)										
Capital City		<i>Proportion</i>								
With CRA	%	13.6	12.9	10.2	18.0	8.5	5.4	13.9	14.2	12.3
Without CRA	%	28.4	30.0	26.4	38.9	24.7	16.5	27.3	28.5	28.4

TABLE GA.33

Table GA.33 **Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2016 (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Rest of State/Territory										
With CRA	%	6.3	5.0	8.1	11.4	4.2	4.1	..	7.6	7.0
Without CRA	%	18.5	16.5	21.9	24.5	17.1	14.3	..	24.6	19.7
Total										
With CRA	%	8.3	8.4	8.7	15.3	6.8	4.6	13.9	11.2	8.8
Without CRA	%	21.1	22.3	23.3	32.9	21.8	15.1	27.3	26.7	22.8
Disability Support pension income units (e)										
Capital City										
<i>Proportion</i>										
With CRA	%	11.5	7.1	6.5	10.0	6.8	2.7	9.2	8.5	8.4
Without CRA	%	26.0	21.2	20.8	25.4	20.5	15.7	18.3	24.2	22.6
Rest of State/Territory										
With CRA	%	4.1	2.4	5.3	5.6	2.0	1.5	..	3.5	4.0
Without CRA	%	15.8	12.6	18.5	17.3	9.7	9.6	..	21.9	15.6
Total										
With CRA	%	7.5	5.5	5.8	8.9	5.6	2.0	9.2	6.6	6.4
Without CRA	%	20.4	18.2	19.5	23.5	17.8	12.2	18.3	23.3	19.4
Aged 24 years and under income units (f)										
Capital City										
<i>Proportion</i>										
With CRA	%	36.1	30.8	23.3	25.9	18.2	16.5	40.7	19.4	27.9
Without CRA	%	54.7	52.9	45.1	50.7	42.2	38.2	60.7	41.1	49.7
Rest of State/Territory										
With CRA	%	21.6	15.8	20.1	13.7	8.3	11.5	..	12.6	18.8
Without CRA	%	43.9	35.7	40.6	33.6	24.5	30.8	..	30.5	39.7

TABLE GA.33

Table GA.33 **Number and proportion of income units receiving CRA with more than 50 per cent of income spent on rent, with and without CRA, by special needs and geographic location, 2016 (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total										
With CRA	%	27.8	25.7	21.7	23.8	16.5	13.8	40.7	17.9	24.1
Without CRA	%	48.6	47.1	42.9	47.8	39.2	34.2	60.7	38.7	45.6
Aged 75 years and over income units (g)										
Capital City					<i>Proportion</i>					
With CRA	%	9.4	7.4	6.5	7.6	4.7	4.1	10.2	9.4	7.6
Without CRA	%	18.7	16.6	17.5	15.5	12.5	13.8	20.0	18.8	16.9
Rest of State/Territory										
With CRA	%	3.4	3.9	5.3	3.9	1.9	2.6	..	0.9	4.0
Without CRA	%	10.7	11.1	16.3	11.8	7.7	8.2	..	15.9	12.4
Total										
With CRA	%	6.5	6.2	5.8	6.7	3.9	3.1	10.2	6.8	6.0
Without CRA	%	14.9	14.7	16.8	14.6	11.1	10.1	20.0	18.1	14.9

(a) Includes income units paid CRA under the Social Security Act 1991 or under A New Tax System (Family Assistance) Act 1999 who were entitled to a daily rate of assistance at 24 June 2016. Excludes a small number of income units where income details are incomplete.

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

(c) See section G.4 for an explanation of how the proportion of income spent on rent is calculated.

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

(e) Includes income units where one member was in recipient of Disability Support Pension at 24 June 2016.

(f) Includes income where one member was 24 years old or younger at 24 June 2016.

(g) Includes income where one member was 75 years old or older at 24 June 2016.

.. Not applicable.

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

Table GA.34 **General Government Final Consumption Expenditure, Chain price Index (GGFCE) (a), (b), (c)**

<i>2015-16 dollars</i>	
<i>Nominal dollars (year)</i>	
2015-16	100.0
2014-15	97.6
2013-14	96.6
2012-13	95.4
2011-12	93.9

- (a) Data are sourced from table 36, Expenditure on Gross Domestic Product (GDP), Chain volume measures and current prices, Annual (Series ID: A2304687R) (ABS 2016). See chapter 2 for information on how these gross domestic product deflators were calculated using data from that source.
- (b) Estimates used to calculate the GGFCE Chain price indexes are subject to annual re-referencing by the Australian Bureau of Statistics (ABS) and also reflect any revisions inherent in source data which are aggregated up to the GGFCE level. These processes can cause volatility in deflator values from year to year. In addition to changes caused by re-referencing and source data revisions, starting from the 2013-14 deflator, the deflator in this table will differ in future reports due to the introduction by the ABS of updated supply-use benchmarks, which will be backcast, causing revisions throughout the time series.
- (c) To convert nominal dollars to real dollars, divide the amount in nominal dollars by the GGFCE Chain price indexes for the applicable financial year and multiply by 100. For example: to convert 2006-07 dollars to 2015-16 dollars, divide by 78.6 and multiply by 100; to convert 2009-10 dollars to 2014-15 dollars, divide by 89.5 and multiply by 100. For further information, see Statistical context, table 2.1, p.

Source: Review calculations based on ABS (2016) *Australian National Accounts: National Income, Expenditure and Product, June 2016*, Cat. no. 5206.0, Canberra; table 2A.48.

18 Housing

CONTENTS

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '18A' prefix (for example, table 18A.1) and are available from the website at www.pc.gov.au/rogs/2017.

This chapter presents data on the performance of governments in providing social housing services. Social housing is rental housing provided by not for profit, non-government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. Social housing 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).

This chapter does not consider housing programs not provided under the NAHA (for example, those provided by the Department of Veterans' Affairs (DVA)) or rental or home purchase assistance (the latter is discussed in sector overview G).

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

18.1 Profile of social housing assistance

Service overview

Four forms of social housing are reported in this chapter (box 18.1).

Box 18.1 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, including 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 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. Box 18.2 contains further information on different models of community housing.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils. 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 another form of social housing, but is not able to be separately identified in this Report. Some crisis and transitional housing may be indirectly reported through the forms of social housing that are reported.

Roles and responsibilities

State and Territory governments have primary responsibility for delivering social housing services.

Funding

State and Territory government net recurrent expenditure on social housing was \$3.9 billion in 2015-16, a decrease in real terms from \$4.1 billion in 2014-15 (table 18.1). In 2015-16, this expenditure included \$2.8 billion for public housing and \$114.6 million for SOMIH (tables 18A.1–2).

The Australian Government provided \$1.8 billion in 2015-16 to State and Territory governments for housing assistance through the NAH SPP and related National Partnership agreements (table GA.1). As NAH SPP funding is outcome based and not tied to specific programs, Australian Government funding is reflected in data for State and Territory government net recurrent expenditure.

State and Territory government capital expenditure for social housing was \$1.3 billion in 2015-16 (table 18A.2).

Table 18.1 State and Territory government net recurrent expenditure on social housing (\$million) (2015-16 dollars)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16	1 253.2	533.9	612.5	712.5	439.5	122.5	117.0	77.3	3 868.4
2014-15	1 294.3	569.2	598.7	688.2	441.8	265.8	114.5	83.3	4 055.8
2013-14	1 347.7	495.2	505.5	739.2	415.5	525.4	113.5	83.2	4 225.2
2012-13	1 259.6	488.4	560.4	793.7	459.0	163.8	115.1	79.8	3 919.7
2011-12	1 262.6	485.7	571.7	757.2	387.5	127.2	110.4	173.4	3 875.6

^a See table 18A.2 for detailed footnotes and caveats.

Source: State and Territory governments (unpublished); tables 18A.2 and 18A.58.

Size and scope

Information on the social housing data used in this Report is available from *Housing Assistance in Australia* on the AIHW website (www.aihw.gov.au).

As at 30 June 2016, there were a total of 394 289 households and 410 215 social housing dwellings (excluding ICH) (tables 18A.3 and 18A.4). While the number of public housing and SOMIH households have decreased over the last decade (345 707 in 2007 to 321 879 in 2016), there has been an increase in the number of households in community housing, from 33 526 to 72 410 (table 18A.4). The expanding role of community housing has been driven primarily by changes in government policy that encourage the sector to play an increasing 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 social housing dwellings are or will be owned or managed by community housing organisations.

Public housing

Nationally at 30 June 2016, there were 312 219 households and 320 041 public housing dwellings (tables 18A.3 and 18A.4). (Data exclude 5046 remote public housing dwellings in the NT with 21 865 occupants. Further information is in box 18.3.)

State owned and managed Indigenous housing (SOMIH)

In 2016, SOMIH operated in NSW, Queensland, SA and Tasmania. Nationally at 30 June 2016, there were 9660 households and 9949 SOMIH dwellings (tables 18A.3–4).

Community housing

Nationally at 30 June 2016, there were 72 410 households and 80 225 community housing tenancy rental units (table 18A.7).

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 18.2).

Box 18.2 **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 18A.66 lists the in-scope community housing programs in each jurisdiction.

Some models of community housing are:

- *housing cooperatives*, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative
- *local government housing associations*, providing low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and can directly manage the housing stock
- *regional or local housing associations*, providing property and tenancy management services, and support services to tenants
- *specialist providers* are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups (including people with disability)
- *broad service delivery* are organisations that provide housing and other welfare services, such as aged care and disability services

(Continued next page)

Box 18.2 (continued)

- *vertically integrated providers of affordable housing* are involved in all stages of providing affordable housing, from construction to property and tenancy management
- *community ownership and/or management*, where housing is owned and/or managed by not-for-profit or community housing associations
- *joint ventures and housing partnerships*, where church and welfare entities, local government, private sector and other organisations provide resources in cooperation with State and Territory governments; or where groups of community housing providers form partnerships to maximise growth opportunities, share resources and/or manage risk
- *equity share rental housing*, where housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management).

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

Indigenous community housing

As at 30 June 2015 there were 13 088 households and 15 643 permanent Indigenous community housing (ICH) dwellings managed by government funded ICH organisations (latest available data) (table 18A.8).

ICH 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. 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 NT (box 18.3).

Box 18.3 **Asset transfer from ICH to remote public housing in the Northern Territory**

Around 5000 social housing dwellings in the NT have been excluded from the administrative data collections used in this Report since being transferred from ICH to remote public housing between 2008 and 2010. As at 30 June 2016, approximately 5046 dwellings with approximately 21 865 residents were excluded.

Data for these dwellings are expected to be included in the 2018 Report.

Source: NT Government (unpublished).

Diversity of State and Territory government social housing

While State and Territory governments have similar broad objectives for providing social housing, the emphasis each places on an individual objective differs depending on historical precedents and processes for interaction with community sector providers. Private housing markets also vary across jurisdictions. Accordingly, policy responses and associated forms of assistance vary across jurisdictions. It is important to consider the differing levels and types of assistance provided in each State and Territory, their differing urban, regional and remote area concentrations, and differences in eligibility criteria for the different assistance types, when analysing performance information. Some information on the context for public housing, SOMIH and community housing is provided in tables 18A.63–65.

Urban, regional and remote concentrations

The proportion of public housing, SOMIH and community housing dwellings located in major cities, regional and remote areas varies considerably across jurisdictions (tables 18A.5–7). Remoteness data are not available for Indigenous community housing.

Eligibility criteria for access to social housing

Eligibility criteria for social housing vary between social housing types and between 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 18A.63).
- 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 18A.64).
- Community housing — are generally consistent with those for public housing in each jurisdiction (table 18A.65).

Waiting lists

State and Territory governments prioritise access to social housing in ways that generally reflect the urgent need to address homelessness and applicants' inability to access appropriate private market accommodation. States and territories other than SA have adopted social housing waiting lists that are integrated across public housing, SOMIH (where applicable) and community housing. Victoria introduced an integrated waitlist in October 2016.

18.2 Framework of performance indicators

The framework of performance indicators reflects the objective of social housing delivered under the NAHA (box 18.4).

Box 18.4 Objectives for social housing

The social housing services system aims to provide low income people who do not have alternative suitable housing options with access to social housing assistance that supports their wellbeing and contributes to their social and economic participation. Some forms of social housing aim specifically to contribute to Aboriginal and Torres Strait Islander community wellbeing through improved housing outcomes, particularly in remote areas and discrete communities. The social housing services system seeks to achieve these aims through the provision of services that are:

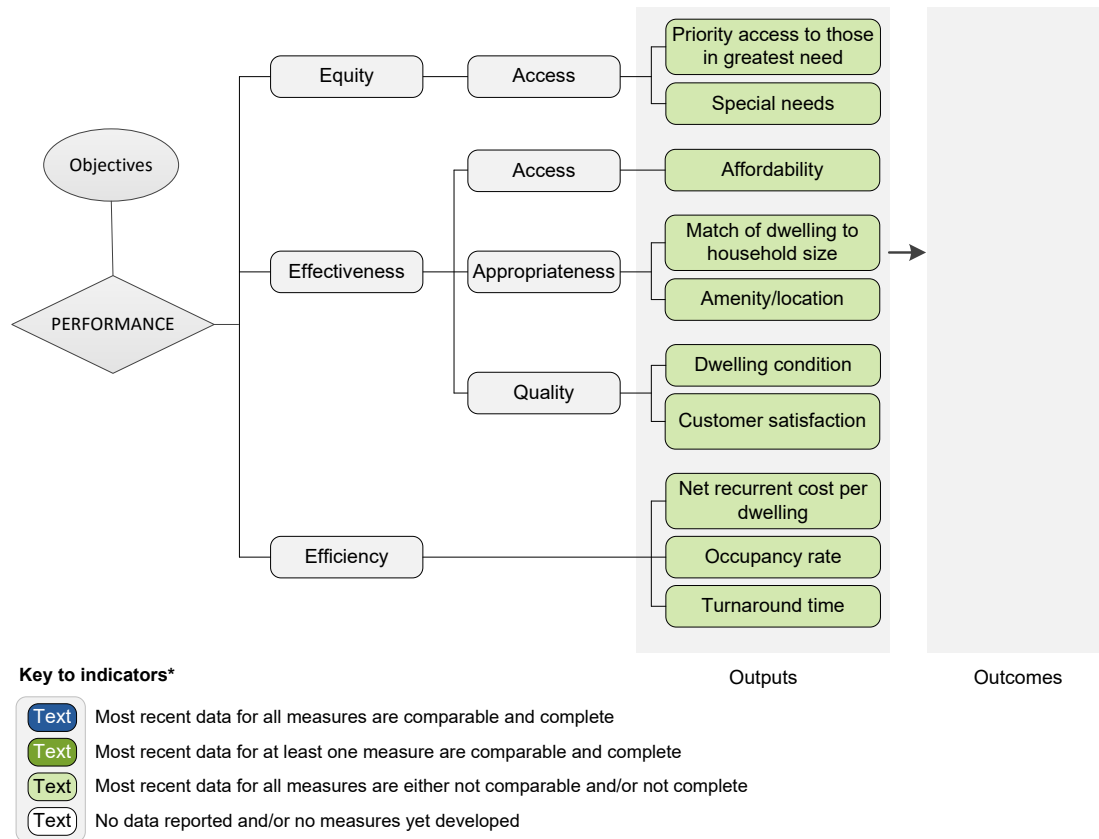
- timely and affordable
- safe
- appropriate, meeting the needs of individual households
- high quality
- sustainable.

Governments aim for social housing services to meet these objectives in an equitable and efficient manner.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of social housing (figure 18.1). The framework shows which data are comparable in the 2017 Report. Chapter 1 discusses data comparability, data completeness and information on data quality from a Report wide perspective. In addition to section 18.1, the Report's Statistical context chapter (chapter 2) contains data that may assist in interpreting the performance indicators presented in this chapter.

Improvements to performance reporting for Housing services are ongoing and will include identifying indicators to fill gaps in reporting against key objectives, improving the comparability and completeness of data and reviewing proxy indicators to see if more direct measures can be developed.

Figure 18.1 Social housing performance indicator framework



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

18.3 Key performance indicator results

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

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). 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 a proxy indicator of governments’ objective to provide social housing services in an equitable manner (box 18.5).

Box 18.5 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 homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or, have very high rental housing costs.

This is a partial proxy indicator as information is not provided about the proportion of households on the waiting list that are ‘greatest need’ households. High or increasing values for these measures, particularly for short timeframes, indicate a high degree of access for those households in greatest need.

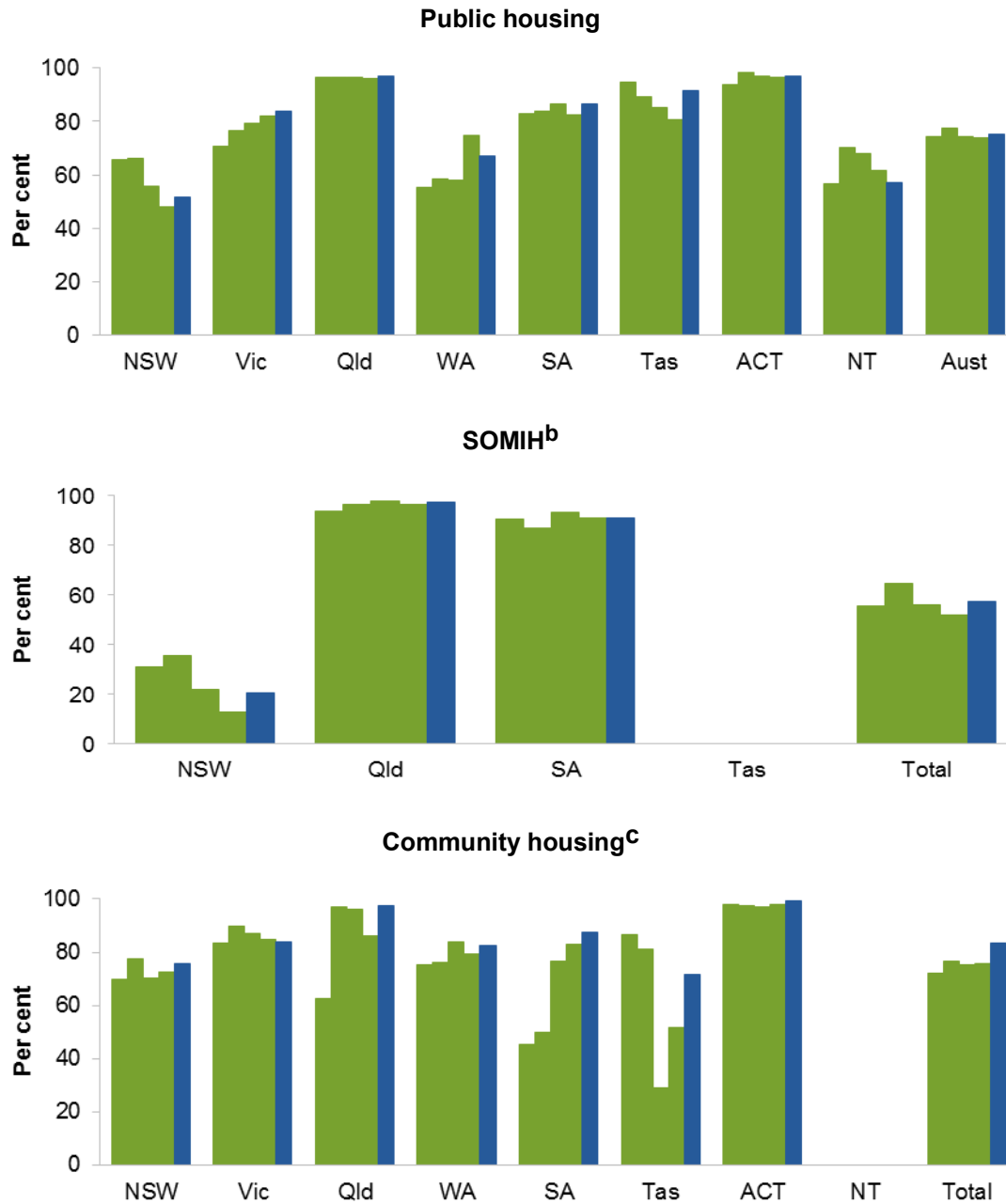
Data for this indicator are reported for public housing, SOMIH and community housing and are:

- 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 for specific jurisdictions)
- not comparable across public housing, SOMIH and community housing
- complete for public housing for the current reporting period (subject to caveats). All required 2015-16 data are available for all jurisdictions providing the service
- incomplete for SOMIH for the current reporting period. All required 2015-16 data are not available for Tasmania
- incomplete for community housing for the current reporting period. All required 2015-16 data are not available for the NT.

Proportion of new allocations that were to households in greatest need

Nationally in 2015-16, 75.1 per cent of new public housing allocations, 57.7 per cent of new SOMIH allocations and 83.6 per cent of new community housing allocations were to those households in greatest need (figure 18.2).

Figure 18.2 Proportion of new allocations to households in greatest need^a



^a See box 18.5 and tables 18A.9–11 for detailed definitions, footnotes and caveats. ^b Data are not available for Tasmania. ^c Data are not available for the NT.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 18A.9–11.

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

Nationally in 2015-16, of all households allocated public housing within three months, 86.4 per cent were households in greatest need (table 18A.9). For households allocated SOMIH within three months, this proportion was 74.9 per cent (table 18A.10). Data for other timeframes are in tables 18A.9 and 18A.10 for public housing and SOMIH, respectively.

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 (AIHW 2015).

Access — Special needs

Access of ‘special needs’ groups to social housing is an indicator of governments’ objective to provide social housing services in an equitable manner (box 18.6).

Box 18.6 Special needs

‘Special needs’ is defined as the proportion of new tenancies allocated to households with special needs.

Special needs households are defined as households that at the time of allocation have:

- for public housing and community housing — a household member with disability, a main tenant aged 24 years or under, a main tenant aged 75 years or over, and/or satisfy the Aboriginal and Torres Strait Islander household definition
- for SOMIH — a household member with disability, a principal tenant aged 24 years or under and/or a principal tenant aged 50 years or over.

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 high or increasing access by special needs households.

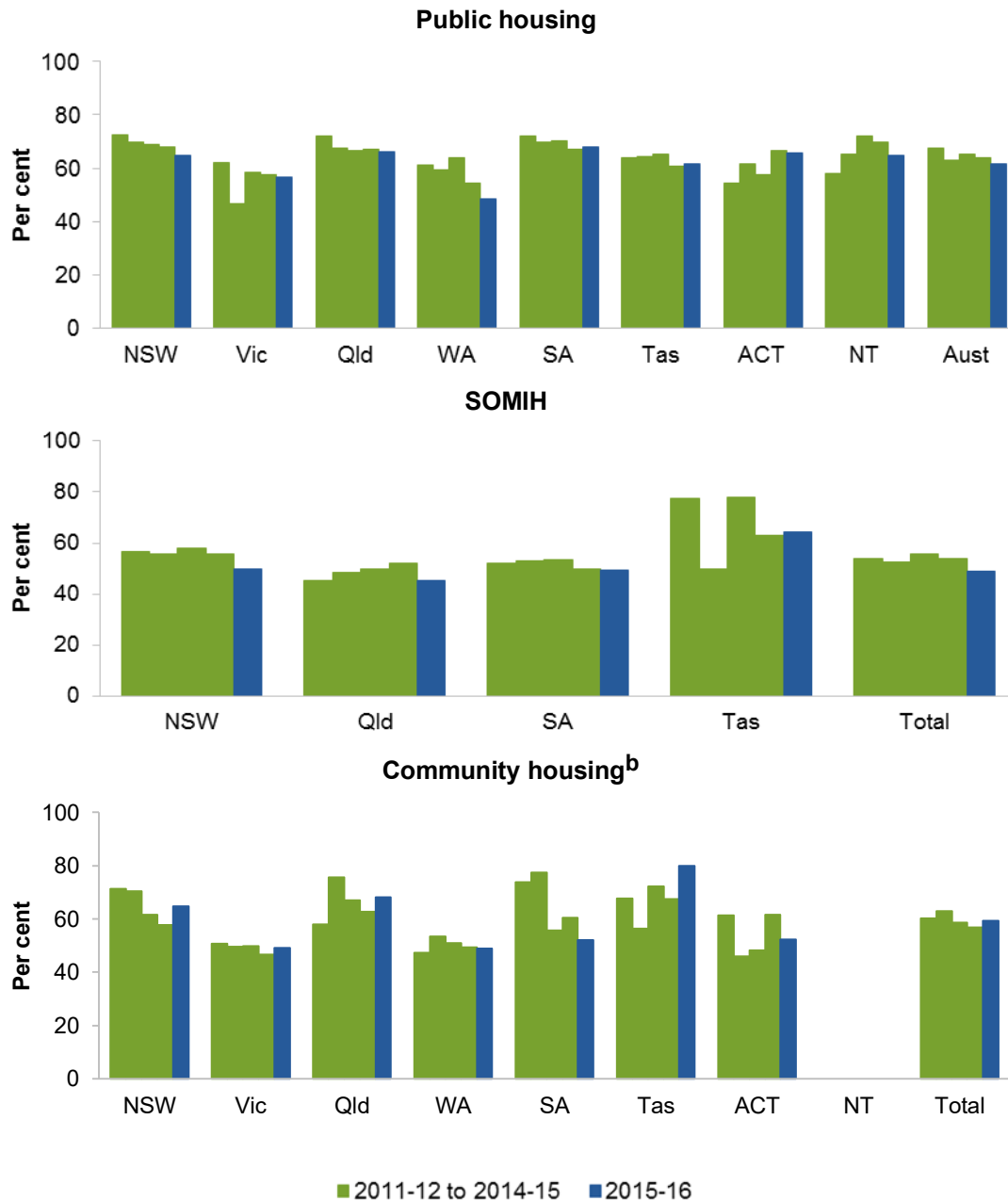
Data for this indicator are reported for public housing, SOMIH and community housing and are:

- 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 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 2015-16 data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2015-16 data are not available for the NT.

The proportion of new housing tenancies allocated to households with special needs varies across the forms of social housing, across jurisdictions and over time.

Nationally in 2015-16, the proportion of new tenancies allocated to households with special needs was 61.5 per cent for public housing and 48.7 per cent for SOMIH — both having decreased since 2011-12 — and 59.4 per cent for community housing, reversing a downward trend from 2012-13 to 2014-15 (figure 18.3).

Figure 18.3 **New tenancies allocated to households with special needs^a**



^a See box 18.6 and tables 18A.12–14 for detailed definitions, footnotes and caveats. ^b Data are not available for the NT.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 18A.12–14.

Effectiveness

Access — Affordability

‘Affordability’ is an indicator of governments’ objective to provide social housing services that are affordable to those who need them (box 18.7).

Box 18.7 Affordability

‘Affordability’ is defined as the financial capacity of low income households in social housing to meet rental costs. It is measured as the proportion of low income social housing households in rental stress, where:

- ‘rental stress’ is defined as spending more than 30 per cent of gross household income on rent
- low income households are defined as those in the bottom 40 per cent of equivalised gross household income (see section 18.4 for further detail). 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).

A low or decreasing proportion of social housing households spending more than 30 per cent of their income on rent implies that social housing is more affordable.

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

- comparable (subject to caveats) across jurisdictions
- not comparable across public housing, SOMIH and community housing
- incomplete for the current reporting period for public housing. All required 2015-16 data are not available for SA for public housing
- incomplete for the current reporting period for SOMIH. All required 2015-16 data are not available for SA and Tasmania
- incomplete for the current reporting period for community housing. All required 2015-16 data are not available for the NT.

At 30 June 2016, the majority of all households in social housing were low income households. Of those in:

- public housing — 97.6 per cent were low income households, of which 0.7 per cent were in rental stress
- SOMIH — 94.4 per cent were low income households, of which 0.2 per cent were in rental stress
- community housing — 95.1 per cent were low income households, of which 4.4 per cent were in rental stress (tables 18A.15–16 and table 18.2).

Further information on the proportion of income paid in rent by low income households is provided in tables 18A.17–20.

Table 18.2 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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust/ Total</i>
<i>Public housing</i>									
2016	0.7	0.4	–	2.9	–	0.1	0.3	3.5	0.7
2015	0.7	0.4	–	1.5	–	0.1	0.1	6.6	0.6
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
<i>SOMIH</i>									
2016	0.3	..	0.1	..	–	–	0.2
2015	0.6	..	–	..	–	–	0.3
2014	0.5	..	0.5	..	–	–	0.4
2013	0.5	..	0.8	..	–	–	0.5
2012	0.5	..	1.1	..	–	–	0.7
<i>Community housing</i>									
2016	3.1	–	9.5	3.0	5.5	20.7	5.1	na	4.4
2015	7.6	0.1	na	17.1	8.9	27.6	0.4	na	8.6
2014	10.4	4.9	na	10.4	3.7	23.0	19.4	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

^a See box 18.7 and table 18A.16 for detailed definitions, footnotes and caveats. **na** Not available. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (unpublished) National Housing Assistance Data Repository; table 18A.16.

Rental stress is mitigated through rental subsidies provided to eligible low income social housing households by State and Territory governments. For public housing and SOMIH, rents are generally set at estimated market rates and subsidised for eligible households so that rental costs do not exceed a set proportion of assessable household income (25 per cent in most states and territories) (tables 18A.63–68).

Nationally, the average weekly subsidy per rebated household as at 30 June 2016 was:

- \$181 for public housing — an increase in real terms from \$152 in 2012 (table 18A.21).
- \$144 for SOMIH — similar to \$145 in 2012 (table 18A.22).

Appropriateness — Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide social housing that is appropriate, meeting the needs of individual households (box 18.8).

Box 18.8 **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) with households deemed to be overcrowded if one or more additional bedrooms are required to meet the standard (see section 18.4 for CNOS definition). State and Territory housing authorities' bedroom entitlement policies may differ from the CNOS.

The CNOS requires knowledge of the age, sex and relationship status of all tenants within a household, as well as the number of bedrooms. Households for which complete information is not available are excluded from data for this 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 and are:

- comparable (subject to caveats) across jurisdictions for public housing and for SOMIH
- 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 2015-16 data are available for all jurisdictions providing the service
- not comparable across jurisdictions and incomplete for:
 - community housing (all required 2015-16 data were not available for the NT)
 - ICH (all required 2015 data were not available for NSW, Tasmania and the NT).

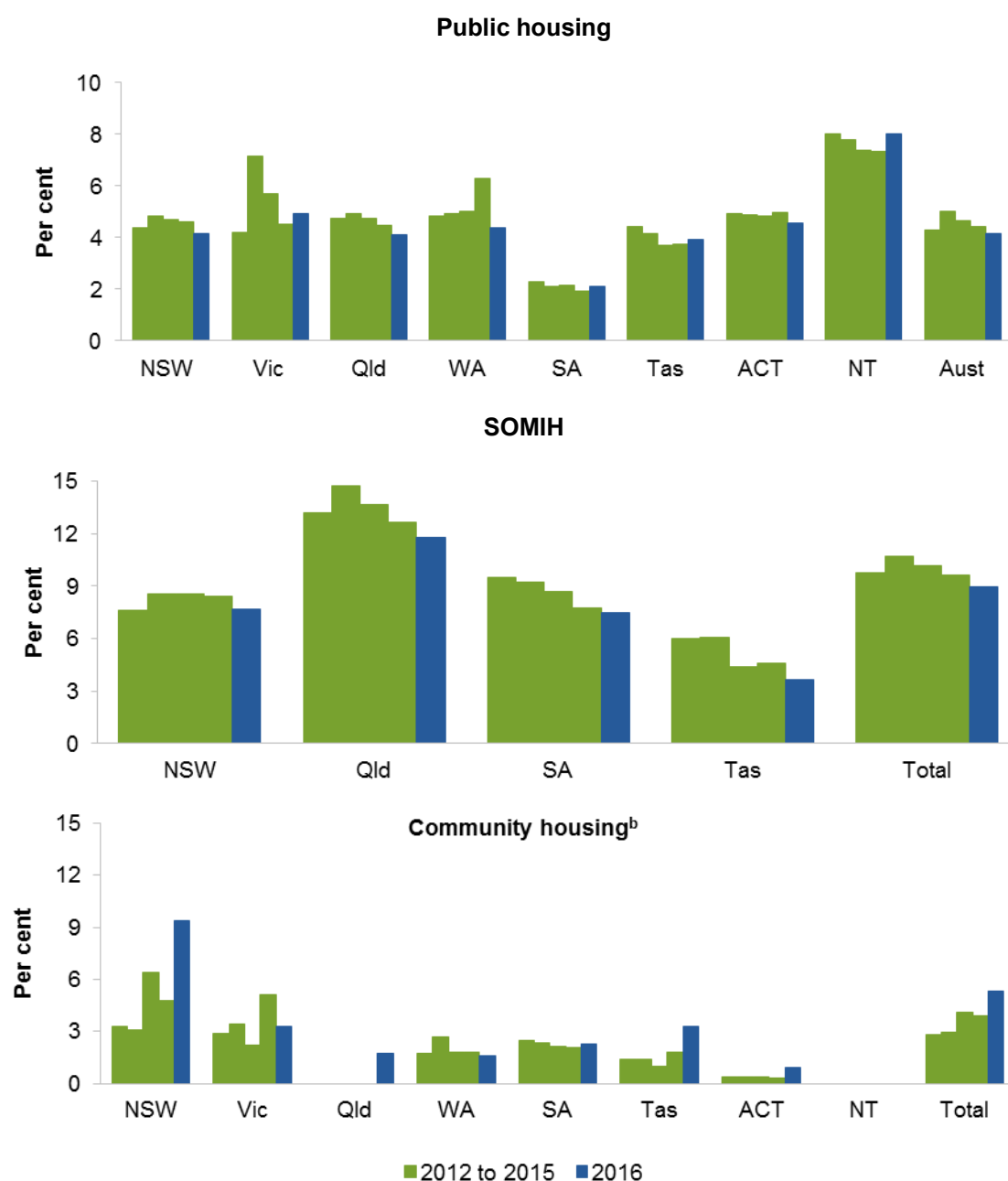
The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2016:

- 4.2 per cent of households in public housing were overcrowded
- 8.9 per cent of SOMIH households were overcrowded
- 5.3 per cent of households in community housing were overcrowded (figure 18.4).

In recent years, overcrowding rates have decreased for public housing and SOMIH, but increased for community housing (figure 18.4).

Data for overcrowding in Indigenous community housing are presented in table 18A.26.

Figure 18.4 Overcrowded households, at 30 June^a



^a See box 18.8 and tables 18A.23–25 for detailed definitions, footnotes and caveats. ^b Community housing data are not available for the NT for 2016, and for Queensland and the NT for 2015 and previous years. National totals include all available data for each year.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 18A.23–25.

Overcrowding data for Aboriginal and Torres Strait Islander households in public housing and SOMIH, disaggregated by remoteness, are presented in tables 18A.27–28. Data for underutilisation in public housing, SOMIH and community housing dwellings are reported in table 18A.29.

Appropriateness — Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide social housing that is appropriate, meeting the needs of individual households (box 18.9).

Box 18.9 Amenity/location

‘Amenity/location’ is defined as the proportion of those households that rate particular aspects of amenity and location as important to their needs, who are in dwellings that meet those 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 include proximity to facilities and services such as: 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 meets household needs.

Data for this indicator are reported for public housing, SOMIH and community housing (ICH data are not available) and are:

- comparable (subject to caveats) across jurisdictions for the current reporting period
- 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 2016 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2016 data were not available for the NT.

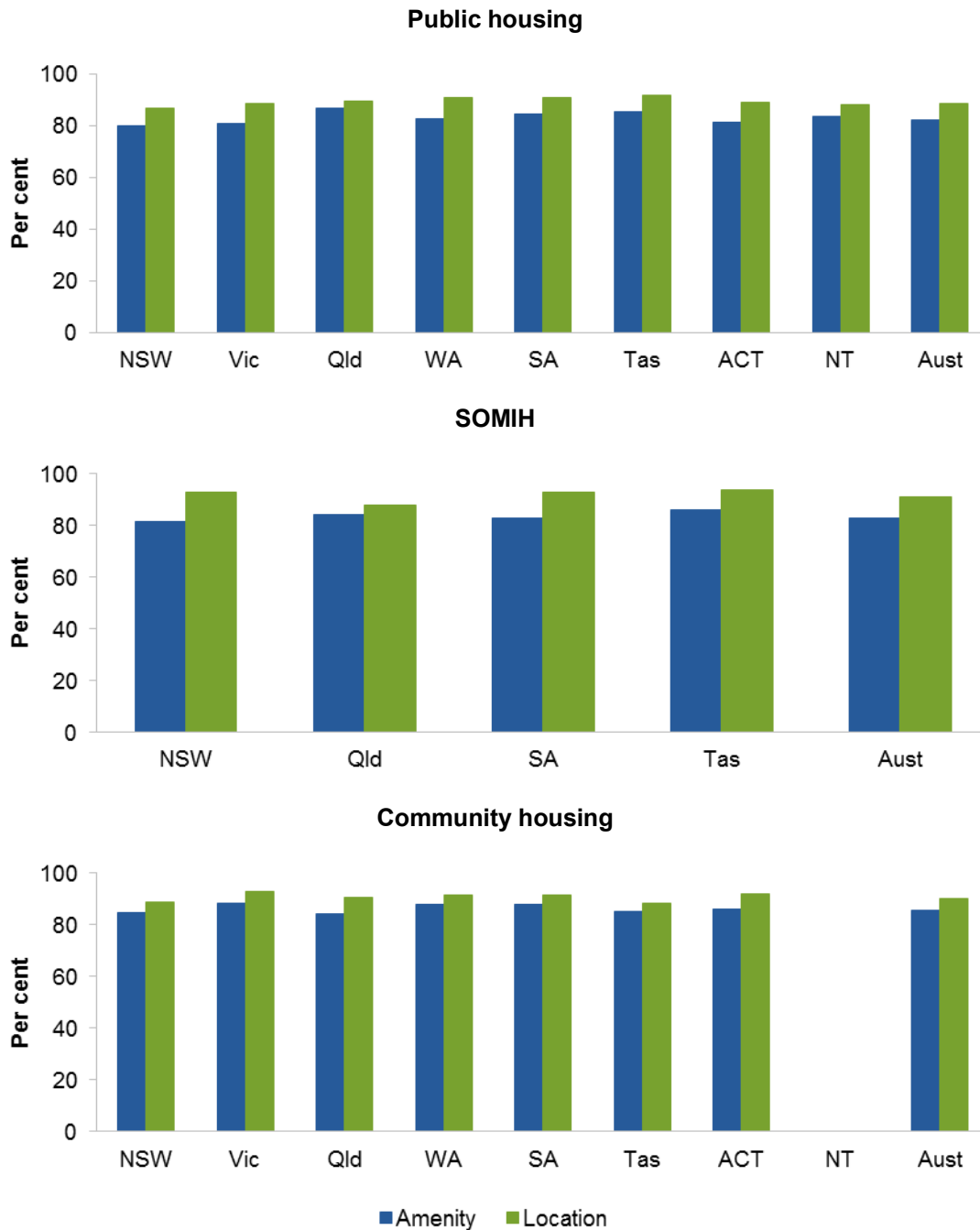
In 2016, the majority of National Social Housing Survey (NSHS) respondents who indicated that the selected amenity and location aspects of their dwelling were important also indicated that those aspects met their household’s needs. Averaged across the amenity items and the location items, the proportion responding that their household’s needs were met were for:

- public housing — amenity (82.6 per cent) and location (89.0 per cent)
- SOMIH — amenity (82.9 per cent) and location (90.9 per cent)
- community housing — amenity (85.8 per cent) and location (90.2 per cent) (figure 18.5).

Confidence intervals and relative standard errors should be considered when interpreting NSHS results (tables 18A.30–35).

Data for households with a member with disability are available in tables 18A.30–35.

Figure 18.5 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2016^{a, b}



^a See box 18.9 and tables 18A.30–35 for detailed definitions, footnotes and caveats. ^b Community housing data are not available for the NT.

Source: AIHW (unpublished) National Social Housing Survey 2016; tables 18A.30–35.

Quality — Dwelling condition

‘Dwelling condition’ is a proxy indicator of governments’ objective to provide services that are high quality (box 18.10).

Box 18.10 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.

The survey collections ask respondents (AIHW 2015b):

- which of a list of facilities is present in their dwelling and whether each is in working order
- which of a list of structural problems is present in their dwelling.

A high or increasing proportion of households living in dwellings of an acceptable standard suggests that services are high or increasing in quality.

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

- 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 2016 (public housing and SOMIH) data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2016 data are not available for the NT
- for ICH, complete and comparable (subject to caveats) for the most current reporting period (2014-15), but not comparable with other social housing types.

Nationally in 2016, the majority of social housing respondents lived in dwellings of an acceptable standard, though proportions were lower for Aboriginal and Torres Strait Islander households:

- for public housing, 80.7 per cent of all dwellings and 69.6 per cent of Aboriginal and Torres Strait Islander dwellings
- for SOMIH, 75.1 per cent of all dwellings
- for community housing, 88.8 per cent of all dwellings and 77.2 per cent of Aboriginal and Torres Strait Islander dwellings (figure 18.6 and tables 18A.36, 18A.38).

Households with a member with disability were also less likely to report living in dwellings of an acceptable standard (73.9 per cent in public housing, 70.2 per cent in SOMIH, and 86.1 per cent in community housing) (tables 18A.36–38).

Nationally in 2014-15, for Indigenous community housing tenants, 71.4 per cent of all dwellings were reported to be of an acceptable standard (table 18A.39). These data are unable to be disaggregated for households with a member with disability.

Figure 18.6 **Dwellings of an acceptable standard (at least four working facilities and not more than two major structural problems)^{a, b}**



^a See box 18.10 and tables 18A.36–39 for detailed definitions, footnotes and caveats. ^b Community housing data are not available for the NT. There were no ICH respondents in the survey sample for the ACT. For Tasmania, ICH data for 2014-15 are not published as the estimate is considered too unreliable for general use.

Source: ABS (unpublished) National Aboriginal and Torres Strait Islander Social Survey 2014-15; ABS (unpublished) National Aboriginal and Torres Strait Islander Health Survey 2012-13, AIHW (unpublished) National Social Housing Survey 2014, 2016; tables 18A.36–39.

Quality — Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide social housing services that are high quality (box 18.11).

Box 18.11 Customer satisfaction

'Customer satisfaction' is defined as the proportion of social housing survey respondents who indicated they were satisfied or very satisfied with the overall service provided by their housing provider.

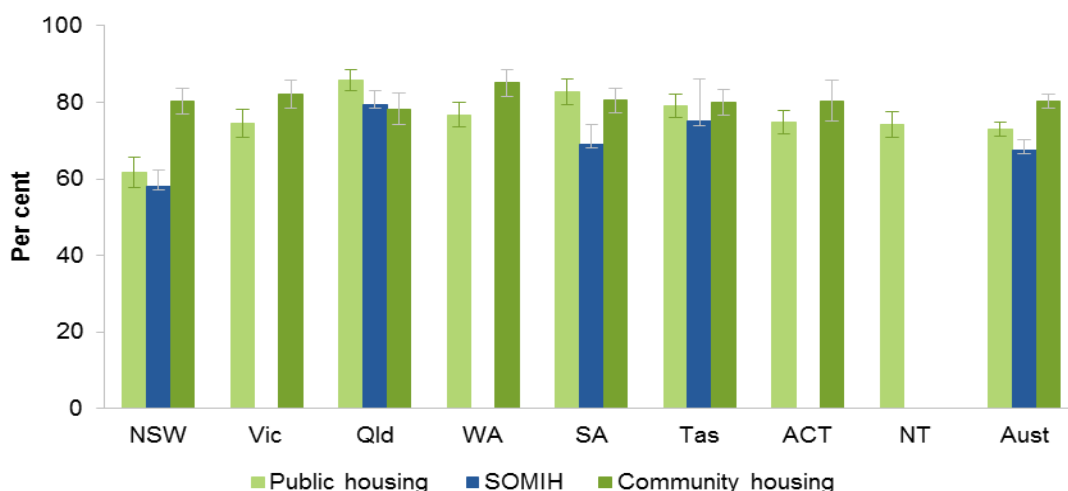
A high or increasing level of customer satisfaction is desirable.

Data are reported for public housing, SOMIH and community housing (ICH data are not available) and are:

- comparable (subject to caveats) across jurisdictions for the current reporting period and comparable (subject to caveats) with data for 2014 but not with earlier surveys
- comparable (subject to caveats) across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2016 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2016 data were not available for the NT.

Nationally in 2016, the majority of social housing tenants were satisfied or very satisfied with the overall service provided by their housing provider (73.1 per cent for public housing, 67.6 per cent for SOMIH, and 80.3 per cent for community housing) (figure 18.7). Customer satisfaction data for households with a member with disability are available in tables 18A.40–42.

Figure 18.7 Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2016^{a, b}



^a See box 18.11 and tables 18A.40–42 for detailed definitions, footnotes and caveats. ^b There is no SOMIH program in Victoria, WA, ACT and the NT, and community housing data are not available for the NT.

Source: AIHW (unpublished) National Social Housing Survey 2016; tables 18A.40–42.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to provide social housing services in an efficient manner (box 18.12).

Box 18.12 Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is defined as the cost of providing assistance per dwelling and is measured as total recurrent expenditure divided by the total number of dwellings.

Data are reported for public housing, SOMIH, community housing and ICH. Net recurrent cost per dwelling for public housing is reported with user cost of capital both included and excluded. User cost of capital data are not available for SOMIH, community housing or ICH. For ICH, total number of dwellings is the number of permanent dwellings.

An inconsistency between numerator and denominator with a deflationary effect on community housing cost per dwelling may result from transfer of management responsibility for some public housing and/or SOMIH stock to the community sector. This transfer is planned by most jurisdictions to occur progressively over time and has already occurred in Tasmania (in the period 2012-13 to 2014-15). The denominator (number of community housing dwellings at 30 June) may include dwellings for which expenditure for only part of the reporting year is counted in the numerator. This inconsistency is not expected to apply for public housing and SOMIH as the denominator (the average of the number of dwellings for each month of the reporting year) largely accounts for transfer of dwellings to the community sector.

Holding other factors — such as dwelling condition and tenant support services — equal, a low or decreasing cost per dwelling is desirable.

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
- 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 2015-16 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
- incomplete for ICH for the current reporting period. All required 2014-15 data are not available for SA and the NT.

Care needs to be taken in interpreting the cost of delivering social housing. Data are not comparable across jurisdictions as jurisdictions vary in how completely costs are captured and how consistently data are collected, as well as the degree to which costs can be separated between different models of social housing and homelessness services. There is also potential for double counting — for example, some of the user cost of capital may also be included in operating costs.

The user cost of capital is the cost of the funds tied up in the capital used to provide social housing. User cost of capital is the main driver of cost per dwelling due to the level of capital expenditure on housing. Data should be interpreted with caution due to variation across jurisdictions in the treatment of assets (table 18A.67) and service delivery models.

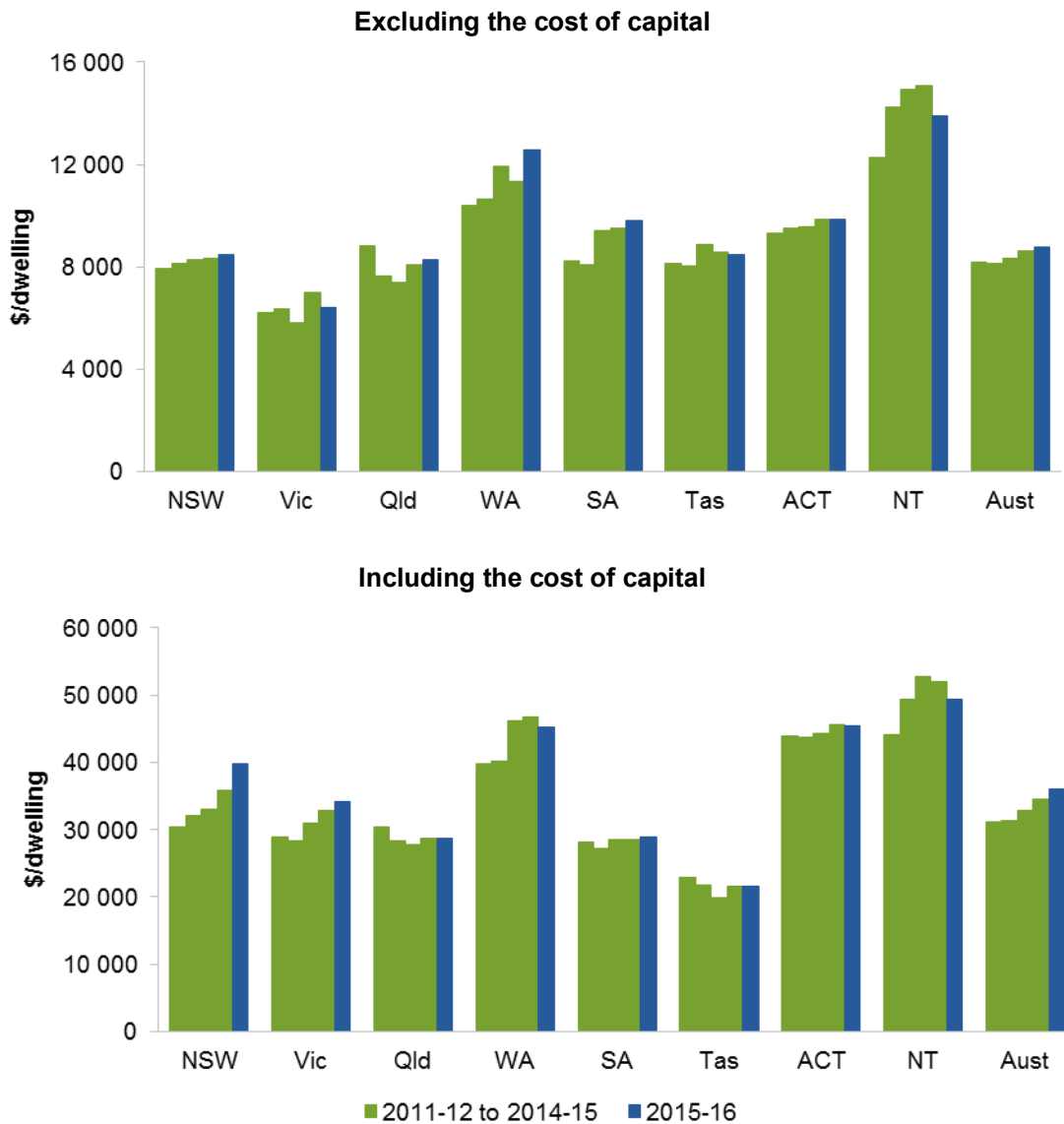
Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions (see chapter 1 for an explanation of the rationale).

Nationally in 2015-16, net recurrent cost per dwelling for public housing was:

- \$8766 (excluding user cost of capital) — up 7.3 per cent (in real terms) from 2011-12
- \$36 066 (including user cost of capital) — up 15.6 per cent (in real terms) since 2011-12 (figure 18.8).

Time series data from 2006-07 are reported in tables 18A.43–44.

Figure 18.8 **Net recurrent cost per dwelling – public housing (2015-16 dollars)^a**



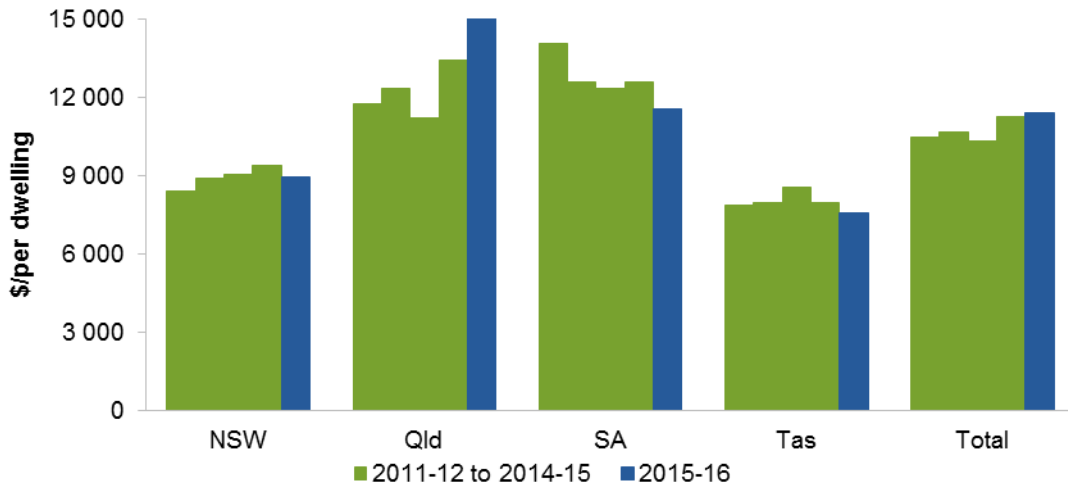
^a See box 18.12 and tables 18A.44 and 18A.58 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); tables 18A.44 and 18A.58.

Nationally, the net recurrent cost of providing assistance (excluding user cost of capital) per dwelling for SOMIH was \$11 424 in 2015-16, up 8.9 per cent (in real terms) since 2011-12 (figure 18.9). Table 18A.45 reports data from 2006-07.

Nationally, the net recurrent cost per community housing tenancy for 2014-15 was \$11 938, up 38.0 per cent (in real terms) since 2010-11 (figure 18.10). Time series data from 2006-07 are reported in table 18A.46.

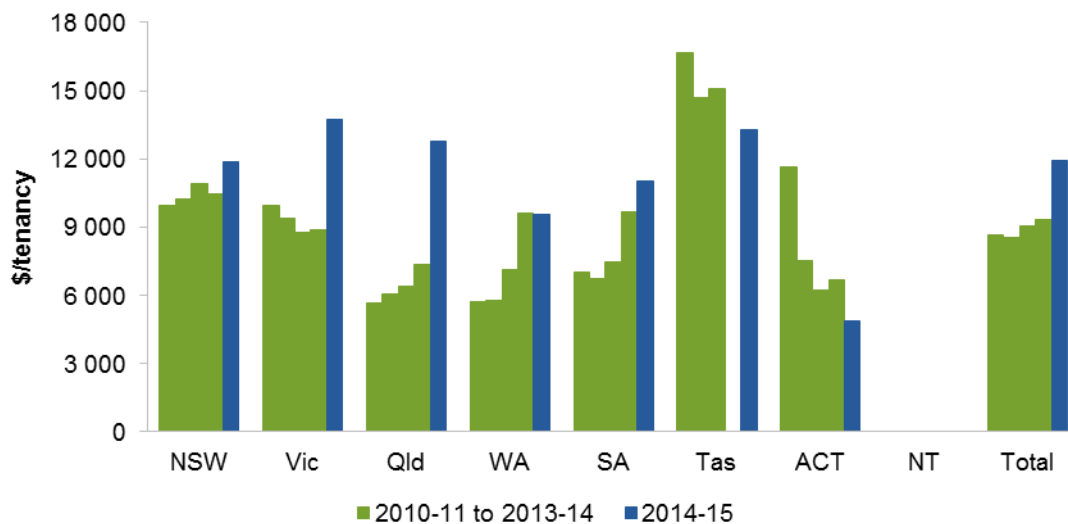
Figure 18.9 Net recurrent cost per dwelling, excluding the cost of capital — SOMIH (2015-16 dollars)^a



^a See box 18.12 and tables 18A.45 and 18A.58 for detailed definitions, footnotes and caveats.

Source: State and Territory governments (unpublished); tables 18A.45 and 18A.58.

Figure 18.10 Net recurrent cost per tenancy — community housing (2014-15 dollars)^{a, b, c}



^a See box 18.12 and tables 18A.46 and 18A.58 for detailed definitions, footnotes and caveats. ^b Data for the NT are not available. ^c Data for 2013-14 for Tasmania are not available.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 18A.46 and 18A.58.

In 2014-15, the average net current cost per ICH dwelling for jurisdictions where data are available was \$10 865 — up 39.7 per cent in real terms since 2010-11 (table 18A.47).

Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to provide social housing services in an efficient manner (box 18.13).

Box 18.13 **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 and 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 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 2016 data are available for all jurisdictions providing the service
- incomplete for ICH for the current reporting period. All required 2015 data were not available for the NT.

Nationally in 2016, the proportion of rental stock occupied was 97.6 per cent for public housing, 97.1 per cent for SOMIH, and 90.3 per cent for community housing (tables 18A.52–54). Nationally in 2015, 92.8 per cent of total ICH rental stock was occupied (table 18A.55).

Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to deliver social housing services in an efficient manner (box 18.14).

Box 18.14 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.

Vacant stock includes dwellings that:

- are available to rent through normal processes (includes dwellings that are undergoing normal maintenance)
- if newly constructed or purchased, or have undergone major redevelopment work — have a completed certificate of occupancy (or the keys have been received)
- are considered hard-to-let.

A low or decreasing turnaround time is desirable.

Caution should be used in interpreting data as jurisdictional differences in a range of areas affects which dwellings are counted as vacant – for example, stock profiles, policies for maintenance of vacated properties, eligibility criteria, stock allocation policies, capital works and disability modification programs, and legislation.

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

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions
- incomplete for public housing and SOMIH. All required 2015-16 data were not available for SA.

The average turnaround time for vacant public housing and SOMIH stock varied within and across jurisdictions over time (figure 18.11). This indicator is currently in the process of being redeveloped to ensure consistent, fully comparable and complete reporting across jurisdictions for both public housing and SOMIH.

Figure 18.11 Average turnaround time for vacant stock^{a, b, c}



^a See box 18.14 and tables 18A.56–57 for detailed definitions, footnotes and caveats. ^b SA data for 2013-14 to 2015-16 are not available. NT data for 2012-13 are not available. ^c National data are available for 2011-12 for public housing and for 2011-12 to 2012-13 for SOMIH.

Source: AIHW (unpublished) National Housing Assistance Data Repository; tables 18A.56–57.

Outcomes

Outcomes are the impact of services on the status of an individual or group (see chapter 1).

The Steering Committee has identified outcomes as an area for development in future Reports.

18.4 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	<p>Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:</p> <ul style="list-style-type: none">• 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. The components of income that are counted as assessable may vary across jurisdictions.
Canadian National Occupancy Standard (CNOS)	<p>A standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:</p> <ul style="list-style-type: none">• 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	<p>A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus, a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is a dwelling only if intended for human residence. A dwelling may include one or more rooms that is/are used as an office or workshop, provided the dwelling is in residential use. Dwelling types include:</p> <ul style="list-style-type: none"> • 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	See low income households entry.
Greatest need	<p>Applies to low-income households if, at the time of allocation, household members were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none"> • 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. <p>A low-income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance.</p>
Household	<p>The grouping of people living in a dwelling. Household composition is based on couple and parent-child relationships. A <i>single-family</i> household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant's children. <i>Group households</i> consist of 2 or more tenants aged 16 or over who are not in a couple or parent-child relationship. <i>Mixed households</i> are households not described by the other two types — for example, multiple single-family households.</p> <p>For the purpose of the public housing, SOMIH and community and Indigenous community housing collections, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.</p>
Low income households	For the purpose of social housing affordability analyses, 'low income households' are defined as those in the bottom 40 per cent of equivalised gross household income. (Different definitions of low income households are used for different purposes by the ABS and others.)

Equivalisation

Increased household size is associated with increased consumption needs, but also with economies of scale. An equivalence scale is used to adjust household incomes to take account of the economies that flow from sharing resources, enabling more meaningful comparisons across different types of households.

The ABS provides low income household equivalised gross income cutoffs derived from the biennial Survey of Income and Housing data to the AIHW. The AIHW determines the equivalised gross household income for social housing households for affordability analyses.

Note that equivalised gross household income is not used to determine eligibility for social housing or rental subsidies (see 'assessable income').

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	<p>An aggregation of non-continuous geographical areas which share common characteristics of remoteness. The delimitation criteria for remoteness areas (RAs) are based on the Accessibility/Remoteness Index for Australia (ARIA+) which measures the remoteness of a point based on the road distance to the nearest urban centre. Within the Australian Statistical Geography Standard, each RA is created from a grouping of Statistical Areas Level 1 having a particular degree of remoteness.</p> <p>Remoteness areas comprise the following six categories:</p> <ul style="list-style-type: none">• 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.
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.

18.5 References

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- Productivity Commission, 2010, 'Appendix I: A case study of social housing', *Contribution of the Not-for-Profit Sector*, Research Report, Canberra.
- Yates, J. and Gabriel, M. 2006, *Housing Affordability in Australia*, Research Paper No. 3, Australian Housing and Urban Research Institute, Melbourne.
- Yates, J. and Milligan, V. 2007, *Housing affordability: a 21st century problem*, Final Report No. 105, Australian Housing and Urban Research Institute, Melbourne.

18A Housing — attachment

Definitions for the indicators and descriptors in this attachment are in section 18.4 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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

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TABLE 18A.1

Table 18A.1 State and Territory Government nominal expenditure on social housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
2015-16										
Net recurrent expenditure on public housing	\$ million	931.2	414.8	423.8	421.4	377.4	61.2	107.5	77.3	2 814.5
Net recurrent expenditure on SOMIH	\$ million	41.7	..	50.4	..	20.8	1.7	114.6
Total net recurrent expenditure on social housing (h)	\$ million	1 253.2	533.9	612.5	712.5	439.5	122.5	117.0	77.3	3 868.4
Capital expenditure on social housing	\$ million	521.0	156.9	347.2	97.6	112.4	14.4	31.1	34.9	1 315.6
Total State and Territory Government expenditure for social housing	\$ million	1 774.3	690.8	959.8	810.1	551.9	136.9	148.0	112.2	5 184.0
Net recurrent expenditure on social housing per person in the population	\$	163.38	89.04	127.38	273.64	258.12	236.71	297.59	316.59	161.59
2014-15										
Net recurrent expenditure on public housing	\$ million	896.4	441.9	403.8	369.0	356.4	60.9	104.3	81.3	2 714.0
Net recurrent expenditure on SOMIH	\$ million	43.0	..	44.0	..	21.7	1.7	110.4
Total net recurrent expenditure on social housing (h)	\$ million	1 263.2	555.6	584.3	671.7	431.2	259.4	111.7	81.3	3 958.4
Capital expenditure on social housing	\$ million	466.7	153.9	277.2	139.1	141.0	30.9	16.2	18.1	1 243.1
Total State and Territory Government expenditure for social housing	\$ million	1 729.9	709.5	861.5	810.9	572.2	290.3	127.9	99.4	5 201.5
Net recurrent expenditure on social housing per person in the population	\$	166.97	94.38	123.00	260.23	254.92	503.41	288.17	332.95	167.55
2013-14										
Net recurrent expenditure on public housing	\$ million	885.8	363.5	365.5	385.6	352.6	89.5	100.1	80.4	2 623.3
Net recurrent expenditure on SOMIH	\$ million	40.5	..	36.6	..	21.3	2.5	101.0
Total net recurrent expenditure on social housing (h)	\$ million	1 301.9	478.4	488.3	714.1	401.4	507.6	109.6	80.4	4 081.5
Capital expenditure on social housing	\$ million	361.8	238.5	236.8	181.4	167.9	21.6	1.8	15.4	1 225.2

TABLE 18A.1

Table 18A.1 State and Territory Government nominal expenditure on social housing (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
Total State and Territory Government expenditure for social housing	\$ million	1 663.7	716.9	725.1	895.5	569.2	529.2	111.4	95.8	5 306.7
Net recurrent expenditure on social housing per person in the population	\$	174.38	82.61	104.09	279.93	239.30	987.55	285.33	331.50	175.03
2012-13										
Net recurrent expenditure on public housing	\$ million	862.1	393.3	375.5	341.7	306.8	88.6	99.2	76.1	2 543.4
Net recurrent expenditure on SOMIH	\$ million	38.5	..	40.0	..	21.5	2.4	102.4
Total net recurrent expenditure on social housing (h)	\$ million	1 201.6	465.9	534.6	757.2	437.9	156.2	109.8	76.1	3 739.4
Capital expenditure on social housing	\$ million	313.6	271.9	367.7	139.5	133.6	68.8	31.7	25.4	1 352.3
Total State and Territory Government expenditure for social housing	\$ million	1 515.3	737.8	902.3	896.7	571.5	225.0	141.5	101.6	5 091.7
Net recurrent expenditure on social housing per person in the population	\$	163.51	82.03	115.94	306.21	263.44	304.89	289.27	321.47	163.25
2011-12										
Net recurrent expenditure on public housing	\$ million	834.4	381.1	429.4	330.9	311.0	92.1	95.7	63.6	2 538.2
Net recurrent expenditure on SOMIH	\$ million	35.4	..	37.4	..	23.6	2.6	99.0
Total net recurrent expenditure on social housing (h)	\$ million	1 185.5	456.1	536.9	711.0	363.9	119.4	103.7	162.8	3 639.2
Capital expenditure on social housing	\$ million	433.4	625.0	434.9	233.5	223.5	144.8	42.6	35.0	2 172.6
Total State and Territory Government expenditure for social housing	\$ million	1 618.9	1 081.0	971.8	944.5	587.3	264.2	146.2	197.8	5 811.8
Net recurrent expenditure on social housing per person in the population	\$	163.58	81.81	118.96	297.83	221.19	233.34	279.65	700.66	161.85

(a) Grants and subsidies are excluded from public housing and SOMIH expenditure data for 2012-13 and subsequent years, but are included in data for total recurrent and capital expenditure on social housing. Historical data have been revised and may differ from previous Reports.

Table 18A.1 **State and Territory Government nominal expenditure on social housing (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
(b)	NPARIH expenditure for 2015-16 is included for NSW and Tasmania in public housing, SOMIH, total net recurrent expenditure and capital expenditure. For Victoria, Queensland, SA and WA, NPARIH expenditure for 2015-16 is excluded from public housing and SOMIH (where applicable) but included in capital expenditure and total net recurrent expenditure. As for other remote Indigenous housing data for the NT, NPARIH expenditure is excluded. NPARIH does not apply in the ACT.									
(c)	For NSW — total net recurrent expenditure on social housing for 2015-16 is inclusive of \$33.3 million Business Services fee. The decrease in total net recurrent expenditure on social housing from 2014-15 to 2015-16 is mainly due to transfer of Housing NSW staff to Family and Community Services which can no longer be separately identified and added to net recurrent expenditure.									
(d)	For Victoria — the substantive reduction in total net recurrent expenditure on social housing data for 2014-15 and previous years is due to exclusion of expenditure on specialist homelessness services. The Rapid Housing Initiative for clients experiencing family violence is included in recurrent and capital expenditure for social housing.									
(e)	Housing Tasmania transferred around 4000 properties to community housing organisations in the period 2012-13 to 2014-15, in line with current policy to progress social housing reform. The transfer is included as current grant expenditure, accounting for the increase in total net recurrent expenditure on social housing and in net recurrent expenditure on social housing per person for those years.									
(f)	For the NT, net recurrent expenditure on public housing (and therefore total net recurrent expenditure on social housing) includes not only expenditure on public housing dwellings but also dwellings related to other categories such as industry housing. Historical data for the NT have been revised to include capital expenditure under the NAHA (to accommodate Australian Government funded capital work for Urban Public Housing).									
(g)	Australian total includes jurisdictions reporting only.									
(h)	Includes expenditure on public housing, SOMIH, community housing, transitional housing and grants to community housing under the National Building and Economic Stimulus Plan - Social Housing Initiative package. Expenditure for SHS agencies, other homelessness services and home purchase assistance is excluded.									
	.. Not applicable.									

Source: State and Territory Governments (unpublished).

TABLE 18A.2

Table 18A.2 State and Territory Government real expenditure on social housing (2015-16 dollars) (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
2015-16										
Net recurrent expenditure on public housing	\$ million	931.2	414.8	423.8	421.4	377.4	61.2	107.5	77.3	2 814.5
Net recurrent expenditure on SOMIH	\$ million	41.7	..	50.4	..	20.8	1.7	114.6
Total net recurrent expenditure on social housing (h)	\$ million	1 253.2	533.9	612.5	712.5	439.5	122.5	117.0	77.3	3 868.4
Capital expenditure	\$ million	521.0	156.9	347.2	97.6	112.4	14.4	31.1	34.9	1 315.6
Total State and Territory Government expenditure for social housing	\$ million	1 774.3	690.8	959.8	810.1	551.9	136.9	148.0	112.2	5 184.0
Net recurrent expenditure on social housing per person in the population	\$	163.38	89.04	127.38	273.64	258.12	236.71	297.59	316.59	161.59
2014-15										
Net recurrent expenditure on public housing	\$ million	918.4	452.8	413.7	378.1	365.1	62.4	106.9	83.3	2 780.8
Net recurrent expenditure on SOMIH	\$ million	44.1	..	45.0	..	22.2	1.8	113.1
Total net recurrent expenditure on social housing (h)	\$ million	1 294.3	569.2	598.7	688.2	441.8	265.8	114.5	83.3	4 055.8
Capital expenditure	\$ million	478.2	157.7	284.0	142.6	144.4	31.6	16.6	18.6	1 273.7
Total State and Territory Government expenditure for social housing	\$ million	1 772.4	727.0	882.7	830.8	586.2	297.4	131.0	101.9	5 329.4
Net recurrent expenditure on social housing per person in the population	\$	171.07	96.70	126.03	266.63	261.18	515.79	295.25	341.13	171.67
2013-14										
Net recurrent expenditure on public housing	\$ million	917.0	376.3	378.4	399.2	365.1	92.7	103.7	83.2	2 715.6
Net recurrent expenditure on SOMIH	\$ million	42.0	..	37.9	..	22.1	39.8	141.8
Total net recurrent expenditure on social housing (h)	\$ million	1 347.7	495.2	505.5	739.2	415.5	525.4	113.5	83.2	4 225.2
Capital expenditure	\$ million	374.5	246.9	245.1	187.8	173.8	22.4	1.9	15.9	1 268.4

TABLE 18A.2

Table 18A.2 State and Territory Government real expenditure on social housing (2015-16 dollars) (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
Total State and Territory Government expenditure for social housing	\$ million	1 722.2	742.1	750.6	927.0	589.3	547.8	115.4	99.2	5 493.5
Net recurrent expenditure on social housing per person in the population	\$	180.52	85.51	107.75	289.78	247.73	1,022.31	295.37	343.16	181.19
2012-13										
Net recurrent expenditure on public housing	\$ million	903.6	412.3	393.6	358.2	321.6	92.8	104.0	79.8	2 666.0
Net recurrent expenditure on SOMIH	\$ million	40.3	..	42.0	..	22.5	2.5	107.4
Total net recurrent expenditure on social housing (h)	\$ million	1 259.6	488.4	560.4	793.7	459.0	163.8	115.1	79.8	3 919.7
Capital expenditure	\$ million	328.7	285.1	385.4	146.2	140.1	72.1	33.2	26.6	1 417.6
Total State and Territory Government expenditure for social housing	\$ million	1 588.3	773.4	945.8	939.9	599.1	235.9	148.3	106.5	5 337.2
Net recurrent expenditure on social housing per person in the population	\$	171.40	85.98	121.53	320.98	276.15	319.59	303.21	336.97	171.12
2011-12										
Net recurrent expenditure on public housing	\$ million	888.6	405.9	457.3	352.4	331.3	98.1	101.9	67.7	2 703.1
Net recurrent expenditure on SOMIH	\$ million	37.7	..	39.8	..	25.1	2.7	105.4
Total net recurrent expenditure on social housing (h)	\$ million	1 262.6	485.7	571.7	757.2	387.5	127.2	110.4	173.4	3 875.6
Capital expenditure	\$ million	461.5	665.6	463.2	248.7	238.0	154.2	45.3	37.2	2 313.7
Total State and Territory Government expenditure for social housing	\$ million	1 724.1	1 151.3	1 034.9	1 005.9	625.5	281.4	155.7	210.6	6 189.3
Net recurrent expenditure on social housing per person in the population	\$	174.20	87.13	126.69	317.18	235.55	248.50	297.82	746.17	172.36

(a) Grants and subsidies are excluded from public housing and SOMIH expenditure data for 2012-13 and subsequent years, but are included in data for total recurrent and capital expenditure on social housing. Historical data have been revised and may differ from previous Reports.

Table 18A.2 **State and Territory Government real expenditure on social housing (2015-16 dollars) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (g)</i>
(b)	NPARIH expenditure for 2015-16 is included for NSW and Tasmania in public housing, SOMIH, total net recurrent expenditure and capital expenditure. For Victoria, Queensland, SA and WA, NPARIH expenditure for 2015-16 is excluded from public housing and SOMIH (where applicable) but included in capital expenditure and total net recurrent expenditure. As for other remote Indigenous housing data for the NT, NPARIH expenditure is excluded. NPARIH does not apply in the ACT.									
(c)	For NSW — total net recurrent expenditure on social housing for 2015-16 is inclusive of \$33.3 million Business Services fee. The decrease in total net recurrent expenditure on social housing from 2014-15 to 2015-16 is mainly due to transfer of Housing NSW staff to Family and Community Services which can no longer be separately identified and added to net recurrent expenditure.									
(d)	For Victoria — the substantive reduction in total net recurrent expenditure on social housing data for 2014-15 and previous years is due to exclusion of expenditure on specialist homelessness services. The Rapid Housing Initiative for clients experiencing family violence is included in recurrent and capital expenditure for social housing.									
(e)	Housing Tasmania transferred around 4000 properties to community housing organisations in the period 2012-13 to 2014-15, in line with current policy to progress social housing reform. The transfer is included as current grant expenditure, accounting for the increase in total net recurrent expenditure on social housing and in net recurrent expenditure on social housing per person for those years.									
(f)	For the NT, net recurrent expenditure on public housing (and therefore total net recurrent expenditure on social housing) includes not only expenditure on public housing dwellings but also dwellings related to other categories such as industry housing. Historical data for the NT have been revised to include capital expenditure under the NAHA (to accommodate Australian Government funded capital work for Urban Public Housing).									
(g)	Australian total includes jurisdictions reporting only.									
(h)	Includes expenditure on public housing, SOMIH, community housing, transitional housing and grants to community housing under the National Building and Economic Stimulus Plan - Social Housing Initiative package. Expenditure for SHS agencies, other homelessness services and home purchase assistance is excluded.									
..	Not applicable.									

Source: State and Territory Governments (unpublished).

TABLE 18A.3

Table 18A.3 Descriptive data — number of social housing dwellings, at 30 June (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (d)</i>
Public housing (g), (c)										
2016	no.	110 174	64 241	51 188	33 533	37 852	7 166	10 917	4 970	320 041
2015	no.	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2008	no.	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2007	no.	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
SOMIH (c)										
2016	no.	4 613	..	3 344	..	1 769	223	9 949
2015	no.	4 641	..	3 355	..	1 817	222	10 035
2014	no.	4 632	..	3 383	..	1 815	283	10 113
2013	no.	4 540	..	3 405	..	1 803	336	10 084
2012	no.	4 478	..	3 394	..	1 830	345	10 047
2011	no.	4 238	..	3 388	..	1 848	346	9 820
2010	no.	4 201	..	3 318	2 187	1 897	349	11 952
2009	no.	4 169	198	3 193	2 275	1 873	348	12 056
2008	no.	4 169	1 024	3 051	2 308	1 879	347	12 778
2007	no.	4 234	1 328	2 997	2 287	1 903	349	13 098

TABLE 18A.3

Table 18A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (d)</i>
Community housing (c)										
2016	no.	32 266	14 236	11 679	7 409	7 472	6 076	715	372	80 225
2015	no.	28 214	13 943	11 580	6 776	5 941	6 202	663	301	73 620
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
2013	no.	26 038	13 957	11 673	6 479	5 875	2 434	590	339	67 385
2012	no.	26 356	12 357	11 444	5 306	5 815	1 630	577	312	63 797
2011	no.	24 890	10 925	10 200	5 274	4 644	664	661	248	57 506
2010	no.	18 466	8 841	7 197	3 859	4 732	618	470	145	44 328
2009	no.	16 141	7 930	7 026	2 987	4 473	410	672	131	39 770
2008	no.	15 397	5 250	6 550	3 111	4 548	387	743	93	36 079
2007	no.	14 140	4 593	6 275	3 869	4 373	529	801	92	34 672
Indigenous community housing (permanent dwellings) (h), (c)										
2015	no.	4 878	1 965	5 000	2 575	1 116	75	..	1 858	17 467
2014	no.	4 730	1 966	5 013	2 493	1 102	73	..	2 152	17 529
2013	no.	4 734	1 960	4 777	2 439	1 100	62	..	2 090	17 162
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	18 695
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	16 908
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	19 583
2007	no.	4 457	..	4 157	2 956	967	..	23	6 337	18 897

(a) Further information on data quality for social housing data collections in the National Housing Assistance Data Repository is available on the AIHW website www.aihw.gov.au/housing-assistance/.

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

Table 18A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust (d)</i>
(c) Number of social housing dwellings are:									
- for public housing and SOMIH — total dwellings									
- for community housing — tenancy rental units									
- for Indigenous community housing (ICH) — permanent dwellings.									
(d) Community housing data for WA and Australia have been revised and may differ from previous reports.									
(e) For SA, 1087 public housing dwellings were transferred to the community sector between 30 June 2015 and 30 June 2016.									
(f) For the NT:									
- public housing data exclude around 5000 remote public housing dwellings (numbering 5046 dwellings at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.									
- ICH data for 2013-14 exclude outstation dwellings. The NT relies on information collected by ICH organisations and there is a shared understanding that it is not always possible for ICH organisations to have current information on their locations due to distance and access issues. See table 18A.8 for additional information on ICH.									
(g) For public housing, the number of dwellings at 30 June may differ from tables 18A.43–18A.44, where the number of dwellings is averaged over the year to account for transfer of stock to the community sector.									
(h) Data for 2012 and previous years include permanent dwellings managed by funded and unfunded ICH organisations ('unfunded' ICH organisations are not funded by government).									
From 2013, data exclude ICH dwellings managed by unfunded ICH organisations for all states and territories except NSW and the NT.									
From 2014, data exclude dwellings managed by unfunded ICH organisations for all states and territories except NSW.									
For all jurisdictions other than NSW, dwellings managed by unfunded ICH organisations may be undercounted. See table 18A.8 for more information.									
.. Not applicable.									

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

Table 18A.4 Descriptive data — number of households in social housing, at 30 June (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas (f)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>
Public housing (g)										
2016	no.	108 637	62 995	50 093	32 208	35 946	7 038	10 606	4 696	312 219
2015	no.	108 732	63 125	50 371	32 602	37 766	7 109	10 611	4 647	314 963
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 720	317 008
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 790	321 213
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
2011	no.	111 448	62 928	51 262	32 519	39 876	11 132	10 836	4 907	324 908
2010	no.	114 421	62 593	51 041	30 558	40 206	11 266	10 737	4 904	325 726
2009	no.	117 242	62 565	50 579	30 616	40 774	11 364	10 620	4 976	328 736
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2007	no.	120 187	63 278	49 677	30 142	42 527	11 526	10 627	5 121	333 085
SOMIH										
2016	no.	4 506	..	3 233	..	1 700	221	9 660
2015	no.	4 530	..	3 242	..	1 741	219	9 732
2014	no.	4 504	..	3 270	..	1 741	275	9 790
2013	no.	4 452	..	3 286	..	1 754	328	9 820
2012	no.	4 372	..	3 230	..	1 756	334	9 692
2011	no.	4 233	..	3 243	..	1 749	339	9 564
2010	no.	4 122	..	3 147	2 088	1 753	341	11 451
2009	no.	4 083	198	3 048	2 152	1 758	343	–	–	11 582
2008	no.	4 104	1 002	2 980	2 172	1 778	339	–	–	12 375
2007	no.	4 135	1 280	2 925	2 151	1 790	341	–	–	12 622
Community housing (d)										
2016	no.	26 897	13 476	11 152	6 937	7 206	5 736	634	372	72 410
2015	no.	26 220	13 111	11 199	6 410	5 701	5 956	574	na	69 171
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	na	66 708
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	na	65 632
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 345
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	55 159

Table 18A.4 **Descriptive data — number of households in social housing, at 30 June (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas (f)</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust</i>
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 559
2009	no.	15 858	7 531	6 976	2 650	4 329	406	643	na	38 524
2008	no.	15 150	5 009	6 356	2 980	4 370	387	698	93	35 043
2007	no.	13 743	4 436	6 060	3 718	4 232	521	724	92	33 526

(a) Further information on data quality for social housing data collections in the National Housing Assistance Data Repository is available on the AIHW website www.aihw.gov.au/housing-assistance/.

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

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

(d) Community housing data for NSW, Victoria, WA, SA, Tasmania and the ACT reflect the number of occupied tenancy units reported by community housing organisations participating in the data collection. For Queensland and the NT, data reflect government administrative data.

(e) For SA, the change in number of households for public housing and community housing between 30 June 2015 and 30 June 2016 reflects the transfer of 1 087 public housing dwellings to the community sector.

(f) For Tasmania 2014-15: on 14 July 2014 the management of the final tranche of about 1100 public housing dwellings and associated tenancies were transferred to the community sector, accounting for a 14 per cent decrease in the public housing portfolio.

(g) For the NT, household data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

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

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

TABLE 18A.5

Table 18A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
Total households paying less than market rent										
2016	no.	100 230	55 208	47 317	31 532	31 696	6 305	10 078	4 432	286 798
2015	no.	99 941	55 111	48 090	32 184	33 335	6 356	10 092	4 206	289 315
2014	no.	100 508	54 325	48 985	29 309	33 404	7 207	10 143	4 197	288 078
2013	no.	99 369	53 794	49 445	29 599	34 233	9 305	9 973	4 028	289 746
2012	no.	101 148	53 370	49 364	30 210	35 092	9 550	9 859	4 276	292 869
Total new households assisted (g)										
2015-16	no.	6 166	3 694	4 086	2 816	2 051	658	591	440	20 502
2014-15	no.	6 445	3 990	3 930	2 911	2 601	652	553	328	21 410
2013-14	no.	5 989	4 202	3 656	2 657	2 160	998	608	341	20 611
2012-13	no.	6 191	4 112	4 064	2 567	2 445	971	628	321	21 299
2011-12	no.	6 505	4 013	3 470	2 929	2 383	929	695	441	21 365
Total new Aboriginal and Torres Strait Islander households assisted										
2015-16	no.	1 192	426	1 112	803	425	65	69	235	4 327
2014-15	no.	1 199	356	1 076	867	457	60	89	193	4 297
2013-14	no.	1 105	334	923	1 045	390	138	77	208	4 220
2012-13	no.	966	336	974	753	391	127	72	163	3 782
2011-12	no.	985	241	779	1 028	380	127	84	194	3 818
Households relocating from one public housing dwelling to another (g)										
2015-16	no.	2 652	1 369	1 425	306	836	37	395	268	7 288
2014-15	no.	2 750	1 392	1 384	511	864	97	219	270	7 487
2013-14	no.	2 578	1 538	1 282	1 335	752	320	278	314	8 397
2012-13	no.	2 549	1 579	1 616	905	825	244	231	264	8 213
2011-12	no.	2 864	1 112	1 312	1 146	921	246	334	240	8 175

TABLE 18A.5

Table 18A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
Total rent charged										
2015-16	\$'000	826 408	451 930	362 063	227 785	250 910	52 312	80 100	31 445	2 282 952
2014-15	\$'000	812 525	444 233	331 012	421 440	259 138	48 281	80 555	31 208	2 428 392
2013-14	\$'000	782 812	425 686	323 309	206 256	258 954	72 137	80 817	31 753	2 181 724
2012-13	\$'000	731 631	403 967	311 921	201 533	251 425	73 118	81 795	30 026	2 085 416
2011-12	\$'000	693 039	388 851	294 916	193 817	248 383	71 329	79 917	30 361	2 000 613
Total Aboriginal and Torres Strait Islander households (e)										
2016	no.	10 600	2 268	6 638	6 486	2 074	431	893	2 133	31 523
2015	no.	10 600	2 061	6 327	8 224	2 048	421	857	2 034	32 572
2014	no.	10 600	1 890	6 062	8 124	1 942	527	779	1 962	31 886
2013	no.	10 600	1 784	5 791	7 405	1 869	772	716	1 837	30 774
2012	no.	10 600	1 617	5 274	7 516	1 809	767	634	2 045	30 262
Total new greatest need applicants on waiting list										
2016	no.	8 542	8 995	10 288	3 144	3 379	1 817	1 087	645	37 897
2015	no.	8 990	9 776	10 850	3 380	3 203	1 153	1 526	687	39 565
2014	no.	10 726	9 852	12 993	2 884	2 925	1 581	1 607	656	43 224
2013	no.	13 717	10 354	15 457	3 007	2 306	1 430	1 565	757	48 593
2012	no.	15 182	10 169	20 427	3 177	2 579	1 853	1 344	622	55 353
Total applicants on waiting list (excluding applicants for transfer) (c), (d), (j)										
2016	no.	59 031	31 764	11 720	18 029	19 305	3 365	1 917	2 753	147 884
2015	no.	57 345	34 464	12 565	22 696	19 062	2 587	2 320	2 950	153 989
2014	no.	57 791	34 625	15 013	20 003	19 515	2 227	2 300	3 092	154 566
2013	no.	57 648	35 778	17 841	21 218	19 602	1 853	2 231	2 800	158 971
2012	no.	52 986	36 942	24 166	22 883	20 510	2 670	1 811	2 355	164 323

TABLE 18A.5

Table 18A.5 Descriptive data — public housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
Total applicants for transfer (j)										
2016	no.	7 089	7 296	1 934	1 329	3 486	228	807	583	22 752
2015	no.	7 403	7 503	2 084	2 451	3 540	219	839	501	24 540
2014	no.	7 585	7 288	2 382	1 885	3 620	284	1 019	591	24 654
2013	no.	7 667	7 223	2 606	1 980	3 595	278	1 197	649	25 195
2012	no.	7 041	7 262	3 042	2 110	3 734	350	1 212	597	25 348
Total tenatable dwellings										
2016	no.	109 966	64 023	50 450	33 301	36 631	7 095	10 676	4 803	316 945
2015	no.	110 131	64 098	50 564	33 151	38 382	7 157	10 673	4 702	318 858
2014	no.	110 773	64 216	50 760	32 679	38 871	8 336	10 781	4 741	321 157
2013	no.	111 190	64 303	51 062	32 701	39 456	10 859	10 832	4 823	325 226
2012	no.	112 255	64 391	51 259	32 951	39 985	11 018	10 828	4 917	327 604
Total untenatable dwellings										
2016	no.	208	—	738	223	516	63	165	142	2 055
2015	no.	78	—	684	185	648	67	90	74	1 826
2014	no.	17	36	604	620	251	50	25	170	1 773
2013	no.	19	1	603	723	262	268	45	118	2 039
2012	no.	37	33	520	738	310	184	54	112	1 988
Total number of dwellings undergoing major redevelopment										
2016	no.	—	218	—	9	705	8	76	25	1 041
2015	no.	5	306	—	25	398	10	70	129	943
2014	no.	15	219	4	168	300	27	42	98	873
2013	no.	7	312	10	237	300	12	79	118	1 075
2012	no.	18	344	14	207	611	1	68	51	1 314

TABLE 18A.5

Table 18A.5 Descriptive data — public housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
Total dwellings										
2016	no.	110 174	64 241	51 188	33 533	37 852	7 166	10 917	4 970	320 041
2015	no.	110 214	64 404	51 248	33 361	39 428	7 234	10 833	4 905	321 627
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
Total occupied dwellings										
2016	no.	108 637	62 995	50 093	32 208	35 946	7 038	10 606	4 696	312 219
2015	no.	108 732	63 125	50 371	32 602	37 766	7 109	10 611	4 647	314 963
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 666	316 954
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 736	328 340
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 845	323 369
Total rents charged for week of 30 June (i)										
2016	\$'000	15 871	8 681	7 121	4 516	4 664	886	1 542	624	43 905
2015	\$'000	15 714	8 607	6 741	4 158	4 851	889	1 536	664	43 159
2014	\$'000	15 472	8 333	6 270	3 976	4 820	1 009	1 549	670	42 099
2013	\$'000	14 588	7 907	6 024	3 859	4 711	1 301	1 590	718	40 698
2012	\$'000	13 547	7 689	5 935	3 793	4 561	1 272	1 601	573	38 972
Total market rent value of all dwellings for which rent was charged for week of 30 June (e), (i)										
2016	\$'000	37 564	16 846	13 921	11 714	8 398	1 476	4 176	1 871	95 966
2015	\$'000	36 421	16 532	13 718	11 879	8 650	1 472	4 174	1 847	94 693
2014	\$'000	35 245	15 538	13 773	7 942	8 511	1 634	4 217	1 857	88 715
2013	\$'000	31 495	14 614	13 312	7 869	8 386	2 076	4 118	1 232	83 102
2012	\$'000	30 196	13 831	13 070	8 006	8 256	2 094	4 126	1 261	80 840

TABLE 18A.5

Table 18A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
Total dwellings in major cities (i), (k)										
2016	no.	92 276	46 812	34 574	23 106	29 277	..	10 898	..	236 942
2015	no.	92 259	46 947	34 687	22 861	30 710	..	10 823	..	238 287
2014	no.	92 382	46 935	34 829	23 003	30 608	..	10 837	..	238 594
2013	no.	93 136	46 994	35 056	23 228	30 958	..	10 944	..	240 316
2012	no.	93 667	46 899	34 861	22 634	31 634	..	10 939	..	240 634
Total dwellings in inner regional areas (i), (k)										
2016	no.	14 288	14 209	8 256	2 714	1 484	5 375	19	..	46 346
2015	no.	14 311	14 224	8 247	2 737	1 541	5 404	10	..	46 474
2014	no.	14 385	14 285	8 212	2 732	1 548	6 562	11	..	47 735
2013	no.	14 411	14 329	8 225	2 739	1 619	8 291	12	..	49 626
2012	no.	14 924	14 509	8 527	3 376	2 757	8 215	11	..	52 319
Total dwellings in outer regional areas (i), (k)										
2016	no.	3 305	3 194	7 269	3 409	6 312	1 731	..	3 478	28 699
2015	no.	3 335	3 207	7 226	3 423	6 390	1 766	..	3 422	28 769
2014	no.	3 305	3 225	7 265	3 448	6 482	1 786	..	3 487	28 998
2013	no.	3 343	3 268	7 332	3 446	6 641	2 771	..	3 524	30 325
2012	no.	3 356	3 341	7 297	3 590	5 686	2 909	..	3 608	29 787
Total dwellings in remote areas (i), (k)										
2016	no.	240	26	754	2 768	685	50	..	1 316	5 839
2015	no.	244	26	752	2 774	702	53	..	1 309	5 860
2014	no.	244	26	734	2 817	703	53	..	1 346	5 923
2013	no.	248	26	730	2 811	718	59	..	1 366	5 958
2012	no.	300	18	830	2 781	747	55	..	1 288	6 019

TABLE 18A.5

Table 18A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
Total dwellings in very remote areas (i), (k)										
2016	no.	64	..	335	1 537	93	10	..	176	2 215
2015	no.	65	..	335	1 566	84	11	..	174	2 235
2014	no.	66	..	328	1 468	82	12	..	176	2 132
2013	no.	69	..	333	1 437	82	18	..	169	2 108
2012	no.	34	..	278	1 515	81	24	..	184	2 116

- (a) Further information on data quality for the public housing data collection is available on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/656267.
- (b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.
- (c) For NSW:
 - from 2014-15, data for 'Total Aboriginal and Torres Strait Islander households' are estimates, based on the 2011 Census, provided by NSW, due to an undercount in unit record data
 - a single integrated social housing waiting list is used for public and community housing since 2010. Data are the total of public housing, SOMIH and community housing
 - for 2014-15 and 2015-16, SOMIH applicants still waiting at 30 June are also included in public rental housing (PH) waitlist. Caution should be exercised when interpreting the total number of applicants on the waiting list due to overcounting.
- (d) For Queensland, from 2014-15 there is one waiting list for all social housing. However, applicants can be listed under multiple housing programs (for example, applicants counted under the SOMIH program can be also included in a waiting list for public housing or community housing). Caution should be exercised when interpreting the total number of applicants on the waiting list due to overcounting.
- (e) For WA, from 2015-16 data for 'total Aboriginal and Torres Strait Islander households' include only households that are confirmed to include Aboriginal and Torres Strait Islander household members. For previous years, data include unconfirmed households reported as Aboriginal and Torres Strait Islander households. Indigenous status is voluntarily reported.
 Market rents were reviewed in WA in 2014-15 leading to an improvement in data quality for 'total market rent value of all dwellings for which rent was charged'.
- (f) For SA, 1087 public housing dwellings were transferred to the community sector between 30 June 2015 and 30 June 2016.
- (g) For Tasmania for 2014-15, the numbers of new allocations and transfers during the year are undercounted by around 200 due to the practice for a number tenants with special support needs remaining on the wait list whilst also being tenanted.
- (h) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

Table 18A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT</i>	<i>NT (h)</i>	<i>Aust (i)</i>
(i)	Due to rounding the national total may not equal the sum of jurisdictions' data items for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged.									
(j)	From 2011-12, the definition of 'Total applicants on waiting list' has changed to exclude the number of applicants waiting for transfer. Applicants waiting for transfer are reported separately. Data for earlier years have been revised to reflect this change.									
(k)	Data from 2012–2013 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaced the Australian Standard Geographical Classification (ASGC) remoteness area structure which was applied to previous years. This constituted a time series break at sub-state level. Data for 2012-13 and subsequent years are not comparable with data for 2011-12 and previous years.									
	.. Not applicable. – Nil or rounded to zero.									

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

Table 18A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Qld (c)</i>	<i>SA</i>	<i>Tas</i>	<i>Total (d)</i>
Total households paying less than market rent						
2016	no.	3 209	2 560	1 466	205	7 440
2015	no.	3 224	2 747	1 509	198	7 678
2014	no.	3 041	2 817	1 525	245	7 628
2013	no.	2 856	2 839	1 545	287	7 527
2012	no.	2 854	2 870	1 534	292	7 550
Total new households assisted						
2015-16	no.	374	279	113	31	797
2014-15	no.	419	260	146	27	852
2013-14	no.	374	258	109	36	777
2012-13	no.	394	309	125	30	858
2011-12	no.	418	177	148	31	774
Households relocating from one State owned and managed Indigenous housing dwelling to another						
2015-16	no.	108	110	51	3	272
2014-15	no.	128	111	55	1	295
2013-14	no.	141	103	47	6	297
2012-13	no.	162	100	53	6	321
2011-12	no.	136	117	44	8	305
Total rent charged						
2015-16	\$'000	53 887	28 172	13 163	1 580	96 802
2014-15	\$'000	52 381	25 112	13 464	1 538	92 495
2013-14	\$'000	49 682	25 063	12 863	2 086	89 694
2012-13	\$'000	42 561	29 025	12 216	2 034	85 836
2011-12	\$'000	39 319	22 236	11 638	2 044	75 237
Total new greatest need applicants on waiting list						
2016	no.	372	3 297	127	—	3 796
2015	no.	255	3 075	131	na	3 461
2014	no.	304	3 400	123	na	3 827
2013	no.	416	4 390	101	na	4 907
2012	no.	403	4 800	88	na	5 291
Total applicants on waiting list (excluding applicants for transfer) (e)						
2016	no.	2 731	3 641	1 735	92	8 199
2015	no.	2 332	3 430	1 744	92	7 598
2014	no.	2 409	3 808	1 744	47	8 008
2013	no.	2 404	4 784	1 718	47	8 953
2012	no.	2 200	5 266	1 687	80	9 233
Total applicants for transfer						
2016	no.	680	582	190	5	1 457
2015	no.	592	499	197	9	1 297

TABLE 18A.6

Table 18A.6 **Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld (c)</i>	<i>SA</i>	<i>Tas</i>	<i>Total (d)</i>
2014	no.	543	557	193	5	1 298
2013	no.	592	633	177	10	1 412
2012	no.	569	752	187	14	1 522
Total tenantable dwellings						
2016	no.	4 574	3 284	1 723	222	9 803
2015	no.	4 639	3 265	1 763	222	9 889
2014	no.	4 625	3 306	1 788	283	10 002
2013	no.	4 536	3 308	1 784	328	9 956
2012	no.	4 459	3 262	1 783	339	9 843
Total untenable dwellings						
2016	no.	39	60	25	1	125
2015	no.	2	90	30	—	122
2014	no.	7	77	2	—	86
2013	no.	4	94	4	8	110
2012	no.	19	131	6	5	161
Total number of dwellings undergoing major redevelopment						
2016	no.	—	—	21	—	21
2015	no.	—	—	24	—	24
2014	no.	—	—	25	—	25
2013	no.	—	3	15	—	18
2012	no.	—	1	41	1	43
Total dwellings						
2016	no.	4 613	3 344	1 769	223	9 949
2015	no.	4 641	3 355	1 817	222	10 035
2014	no.	4 632	3 383	1 815	283	10 113
2013	no.	4 540	3 405	1 803	336	10 084
2012	no.	4 478	3 394	1 830	345	10 047
Total occupied dwellings, at 30 June						
2016	no.	4 506	3 233	1 700	221	9 660
2015	no.	4 530	3 242	1 741	219	9 732
2014	no.	4 504	3 270	1 741	275	9 790
2013	no.	4 452	3 286	1 754	328	9 820
2012	no.	4 372	3 230	1 756	334	9 692
Total rents charged for week of 30 June (d)						
2016	\$'000	968	555	254	30	1 807
2015	\$'000	954	510	257	30	1 751
2014	\$'000	929	484	250	37	1 700
2013	\$'000	860	468	237	44	1 609
2012	\$'000	766	440	225	43	1 474

Table 18A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Qld (c)</i>	<i>SA</i>	<i>Tas</i>	<i>Total (d)</i>
Total market rent value of all dwellings for which rent was charged for week of 30 June (d)						
2016	\$'000	1 448	914	465	54	2 880
2015	\$'000	1 407	919	467	53	2 846
2014	\$'000	1 331	926	453	62	2 772
2013	\$'000	1 215	900	438	72	2 624
2012	\$'000	1 122	878	425	73	2 498
Total dwellings in major cities, at 30 June (d), (f)						
2016	no.	2 068	449	1 090	..	3 607
2015	no.	2 082	451	1 123	..	3 656
2014	no.	2 071	455	1 115	..	3 641
2013	no.	2 012	457	1 109	..	3 578
2012	no.	1 958	453	1 113	..	3 524
Total dwellings in inner regional areas, at 30 June (d), (f)						
2016	no.	1 453	620	114	190	2 377
2015	no.	1 463	620	124	189	2 396
2014	no.	1 462	624	123	249	2 458
2013	no.	1 430	627	123	280	2 460
2012	no.	1 411	631	143	286	2 471
Total dwellings in outer regional areas, at 30 June (d), (f)						
2016	no.	799	1 355	337	33	2 524
2015	no.	801	1 354	342	33	2 530
2014	no.	805	1 333	337	34	2 509
2013	no.	801	1 354	339	56	2 550
2012	no.	819	1 345	333	59	2 556
Total dwellings in remote areas, at 30 June (d), (f)						
2016	no.	208	301	92	—	601
2015	no.	211	302	92	—	605
2014	no.	212	306	94	—	612
2013	no.	213	286	94	—	593
2012	no.	249	345	98	—	692
Total dwellings in very remote areas, at 30 June (d), (f)						
2016	no.	84	619	137	—	841
2015	no.	85	629	137	—	851
2014	no.	83	666	146	—	895
2013	no.	83	682	138	—	903
2012	no.	38	619	143	—	800

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

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

Table 18A.6 **Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld (c)</i>	<i>SA</i>	<i>Tas</i>	<i>Total (d)</i>
(c)	There is one waiting list for all social housing in Queensland. Applicants can be listed under multiple housing programs (e.g. applicants counted under the SOMIH program can be also included in a waiting list for Public Housing or Community housing). Caution should be exercised when interpreting the total number of applicants on the waiting list due to overcounting.					
(d)	Due to rounding the national total may not equal the sum of jurisdictions' data items for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged.					
(e)	Waitlist data are reported separately for each social housing program. Where states and territories have an integrated waitlist (NSW and QLD), applicants may be counted for each program for which they are applying. In some states and territories, Community Housing Organisations may additionally maintain and allocate housing to households on their own waiting list.					
(f)	Data from 2012–2013 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaced the Australian Standard Geographical Classification (ASGC) remoteness area structure which was applied to previous years. This constituted a time series break at sub-state level. Data for 2012-13 and subsequent years are not comparable with data for 2011-12 and previous years.					

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

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

TABLE 18A.7

Table 18A.7 Descriptive data — community housing, at 30 June (a), (b)

		NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
Total new households assisted (f), (g)										
2015-16	no.	4 021	2 200	2 528	1 623	1 595	1 098	212	na	13 277
2014-15	no.	3 991	2 115	2 419	1 789	1 369	2 303	234	na	14 220
2013-14	no.	3 158	2 292	2 367	1 651	996	1 759	168	na	12 391
2012-13	no.	2 216	3 209	2 673	1 394	876	642	162	na	11 172
2011-12	no.	4 012	3 709	2 575	1 370	1 020	663	179	na	13 528
Total new Aboriginal and Torres Strait Islander households assisted (l)										
2015-16	no.	744	107	760	280	130	87	7	na	2 115
2014-15	no.	637	95	484	306	117	93	8	na	1 740
2013-14	no.	485	101	527	248	72	25	8	na	1 466
2012-13	no.	334	150	425	208	73	43	8	na	1 241
2011-12	no.	536	222	440	100	66	27	8	na	1 399
Total rent charged to tenants for year ending 30 June (s), (g), (n)										
2015-16	\$'000	225 024	123 259	103 241	64 251	55 475	54 857	4 053	na	630 160
2014-15	\$'000	225 467	115 153	63 535	54 623	43 413	16 676	4 093	na	522 959
2013-14	\$'000	194 801	111 006	59 991	50 457	42 745	10 776	3 952	na	473 729
2012-13	\$'000	204 493	100 632	36 774	43 478	36 368	9 602	2 997	na	434 343
2011-12	\$'000	189 331	74 069	33 236	27 865	28 409	na	2 717	na	355 626
Total Aboriginal and Torres Strait Islander households (g)										
2016	no.	2 751	430	937	724	337	176	22	na	5 377
2015	no.	2 428	362	1 223	707	224	108	22	na	5 074
2014	no.	2 448	492	1 094	741	187	100	26	na	5 088
2013	no.	2 301	395	1 039	604	180	98	23	na	4 640
2012	no.	2 098	379	1 179	424	204	34	27	na	4 345

TABLE 18A.7

Table 18A.7 Descriptive data — community housing, at 30 June (a), (b)

		NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
Total number of new applicants on waiting list who have a greatest need (f), (g), (h)										
2016	no.	na	8 289	7 277	143	1 165	119	81	na	17 074
2015	no.	na	9 585	14 903	309	866	199	107	na	25 969
2014	no.	na	7 729	18 915	757	732	355	348	na	28 836
2013	no.	na	11 163	19 021	407	719	na	10	na	31 320
2012	no.	na	10 892	21 578	114	691	na	—	na	33 275
Total applicants on waiting list (excluding applicants for transfer) (d), (e), (i)										
2016	no.	na	13 629	15 045	234	8 834	381	386	na	38 509
2015	no.	na	13 280	16 636	363	6 358	401	508	na	37 546
2014	no.	na	16 811	19 295	1 002	5 307	449	518	na	43 382
2013	no.	na	21 607	22 086	553	5 356	na	10	na	49 612
2012	no.	na	22 090	24 964	245	4 021	na	—	na	51 320
Total applicants for transfer (k)										
2016	no.	na	651	1 843	187	—	5	na	na	2 686
2015	no.	na	561	118	115	5	3	na	na	802
2014	no.	na	627	98	437	8	7	na	na	1 177
2013	no.	na	551	96	411	114	na	6	na	1 178
2012	no.	na	na	na	na	na	na	na	na	na
Total tenantable tenancy rental units (j), (g)										
2016	no.	27 323	13 801	11 335	7 300	7 374	6 001	714	372	74 220
2015	no.	26 956	13 548	11 408	6 669	5 832	6 075	636	301	71 425
2014	no.	25 550	13 472	11 545	6 832	5 934	4 738	603	338	69 012
2013	no.	25 852	13 515	11 572	6 247	5 845	2 408	582	339	66 360
2012	no.	26 114	12 014	11 306	5 134	5 774	1 604	575	312	62 833

TABLE 18A.7

Table 18A.7 Descriptive data — community housing, at 30 June (a), (b)

		NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
Total untenable tenancy rental units										
2016	no.	152	335	344	109	98	75	1	na	1 114
2015	no.	141	393	172	107	107	127	27	na	1 074
2014	no.	42	390	122	135	35	49	7	–	780
2013	no.	186	442	101	232	30	26	8	–	1 025
2012	no.	242	343	138	170	41	26	2	–	962
Total tenancy rental units (m), (q), (g)										
2016	no.	32 266	14 236	11 679	7 409	7 472	6 076	715	372	80 225
2015	no.	28 214	13 943	11 580	6 776	5 941	6 202	663	301	73 620
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
2013	no.	26 038	13 957	11 673	6 479	5 875	2 434	590	339	67 385
2012	no.	26 356	12 357	11 444	5 306	5 815	1 630	577	312	63 797
Total occupied tenancy rental units (m), (f), (g)										
2016	no.	26 897	13 476	11 152	6 937	7 206	5 736	634	na	72 410
2015	no.	26 220	13 111	11 199	6 410	5 701	5 956	574	na	69 171
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	na	66 708
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	na	65 632
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 345
Total rents charged for week of 30 June, where both rent charged and household income are known (o)										
2016	\$'000	3 515	1 534	498	718	726	620	56	20	7 689
2015	\$'000	3 491	1 118	865	753	559	606	56	20	7 468
2014	\$'000	3 228	1 455	995	711	568	286	48	27	7 317
2013	\$'000	3 876	1 405	848	724	603	176	48	27	7 707
2012	\$'000	3 548	1 082	685	498	570	119	46	27	6 576

TABLE 18A.7

Table 18A.7 Descriptive data — community housing, at 30 June (a), (b)

		NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
Total tenancy rental units by ASGS remoteness - major cities (p), (f), (g), (n)										
2016	no.	23 703	9 596	6 249	5 462	6 401	..	714	..	52 125
2015	no.	19 882	9 470	6 059	5 285	4 930	..	662	..	46 287
2014	no.	18 444	9 722	6 086	5 041	5 058	..	609	..	44 960
2013	no.	17 668	9 296	6 227	4 884	4 995	..	589	..	43 658
2012	no.	17 019	7 919	5 841	3 700	4 903	..	578	..	39 960
Total tenancy rental units by ASGS remoteness - inner regional areas (p)										
2016	no.	7 559	2 930	2 495	656	422	4 603	1	..	18 666
2015	no.	6 525	2 813	2 514	637	394	4 473	1	..	17 357
2014	no.	6 840	2 814	2 553	577	412	3 218	1	..	16 415
2013	no.	6 774	2 805	2 750	602	413	1 681	1	..	15 025
2012	no.	6 647	2 698	2 515	999	519	1 389	2	..	14 769
Total tenancy rental units by ASGS remoteness - outer regional areas (p)										
2016	no.	1 669	401	2 404	509	570	1 614	..	155	7 322
2015	no.	1 754	398	2 375	502	546	1 609	..	127	7 311
2014	no.	1 584	413	2 356	498	451	1 556	..	151	7 009
2013	no.	1 540	395	2 583	464	415	425	..	158	5 979
2012	no.	1 611	391	2 347	400	313	508	..	133	5 703
Total tenancy rental units by ASGS remoteness - remote areas (p)										
2016	no.	45	9	185	187	68	28	..	175	697
2015	no.	47	8	254	163	68	27	..	129	697
2014	no.	41	8	257	183	69	31	..	146	734
2013	no.	35	9	253	126	69	17	..	167	676
2012	no.	29	15	337	59	66	22	..	174	702

TABLE 18A.7

Table 18A.7 **Descriptive data — community housing, at 30 June (a), (b)**

		NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
Total tenancy rental units by ASGS remoteness - very remote areas (p)										
2016	no.	6	..	346	94	4	38	488
2015	no.	6	..	383	45	4	39	477
2014	no.	6	..	408	50	4	36	504
2013	no.	6	..	472	31	4	14	527
2012	no.	5	..	404	10	4	np	..	5	429
Total tenancy rental units by remoteness — all ASGS remoteness areas (p), (q)										
2016	no.	32 982	12 936	11 679	6 908	7 465	6 245	715	368	79 298
2015	no.	28 214	12 689	11 585	6 632	5 941	6 109	663	295	72 128
2014	no.	26 915	12 957	11 660	6 349	5 994	4 805	610	333	69 622
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
Total community housing providers (g)										
2016	no.	150	96	272	32	50	66	5	33	704
2015	no.	113	99	258	32	53	66	5	32	658
2014	no.	120	102	265	34	80	72	5	37	715
2013	no.	126	105	271	33	86	77	5	34	737
2012	no.	130	106	284	29	86	78	5	34	752

(a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

Table 18A.7 **Descriptive data — community housing, at 30 June (a), (b)**

	<i>NSW (c)</i>	<i>Vic (d)</i>	<i>Qld (e)</i>	<i>WA (f), (n)</i>	<i>SA (g), (n)</i>	<i>Tas (h)</i>	<i>ACT (i)</i>	<i>NT (j)</i>	<i>Total (k), (n)</i>
(b)	Some community housing organisations provide incomplete data about the dwellings they manage for the community housing data collection and some provide no data at all. Data are undercounted to the extent that dwelling information is missing. Information on response rates by jurisdiction is available in table 18A.68. Data may not be comparable across jurisdictions or over time and comparisons could be misleading. In particular for 2015-16, a decrease in response rate was observed for NSW and an increase in response rate was observed for WA. In addition, differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations and in the treatment of Commonwealth Rent Assistance (CRA) entitlements, across time and across jurisdictions, mean care should be taken in interpreting these figures.								
(c)	For NSW: <ul style="list-style-type: none"> - Data for 2013-14 and subsequent years are based on unit record level data submitted to the community housing data collection. For previous years, data were submitted as finalised aggregate data. - A decrease in response rate was observed for 2015-16. - The increase in number of new households assisted data from 2013-14 to 2014-15 is partly due to the transfer of tenancy management for 666 public rental housing dwellings to the community housing sector. - Data for total tenancy rental units by remoteness is greater than total tenancy rental units due to discrepancies between the data sources from which the tenancy rental units by remoteness are calculated. 								
(d)	For Victoria: <ul style="list-style-type: none"> - For 2012-13 and 2013-14, there were a large number of records with unresolved inconsistencies in the reported data. - Waitlist data include people also on public housing waiting lists. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling. 								
(e)	For Queensland: <ul style="list-style-type: none"> - Unit record community housing data were available for the first time for the 2015-16 reporting year, and were supplemented by aggregate administrative data for funded organisations, properties and current waitlist applications. Unit record data were used for 'Total Aboriginal and Torres Strait Islander Households' and 'Total rent charged for week ending 30 June, where both rent charged and household income are known' and are therefore not comparable with data for previous years. - Variation in 'Total rent charged to tenants' from 2013-14 onwards is a result of the inclusion of financial data for the Affordable Housing Program. - Decline in 'Total rent charged to tenants' in 2015-16 is mainly due to one large community housing organisation not responding. - Waitlist data include people also on public housing waiting lists. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling, which is also reflected in the national total. 								

Table 18A.7 **Descriptive data — community housing, at 30 June (a), (b)**

	NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
(f) For WA:									
- A decrease in response rate was observed for 2015-16.									
- In 2015, methodological improvements resulted in better identification of Indigenous households.									
- The notable decline in the number of applicants on the waiting list in 2014-15 who have a greatest need can be attributed to one of the organisations, which in the previous collection period had a large number of applicants on the waiting list with a greatest need, which did not provide any data for the 2014-15 collection period.									
- The reduction in occupied tenancy rental units from 2014 to 2015 resulted from the use of a number of lodging house rooms in one organisation as crisis accommodation.									
- 'Total tenancy rental units in major cities' data for 2015 have been revised and may differ from previous reports.									
(g) For SA:									
- The significant increase in new households assisted and tenancy units from 2015 to 2016 reflects transfer to the community sector of a large number of public housing dwellings.									
- The increase in the number of new Indigenous households assisted in 2015 was due to improved identification of Indigenous status.									
- New applicants on waiting list who have a greatest need data for 2015 have been revised for SA (and therefore the national total) and may differ from previous reports.									
- Improvement to accredited social housing management software has allowed organisations to separate out financial data. This had led to more accurate reporting for 'Total rent charged to tenants'.									
- Implementation of the National Regulatory System in SA resulted in most Community Housing Providers merging with other larger groups resulting in a decline in the total number of providers between June 2014 and June 2015.									
(h) For Tasmania:									
- Transfer of public rental housing dwellings to the community housing sector as part of Better Housing Futures program contributed to an increase in the number of new households assisted in 2013-14 and 2014-15 (with a corresponding impact on related performance indicators) and to an increase in total rent charged in 2015-16.									
- A large reduction in the number of applicants on the waiting list who have a greatest need between 2014 and 2015 reflects the introduction of a new assessment protocol that resulted in changes to applicants' status based on greatest need.									
- Data for total tenancy rental units by remoteness is greater than total tenancy rental units due to discrepancies between the data sources from which the tenancy rental units by remoteness are calculated.									
(i) For the ACT:									
- Integrated waitlist data mean it is not possible to separately identify applicants requesting a transfer to another community housing organisation. Therefore, total applicants on waiting list (excluding applicants for transfer) data for the ACT reflects the total number of waitlist applicants.									

Table 18A.7 **Descriptive data — community housing, at 30 June (a), (b)**

	NSW (c)	Vic (d)	Qld (e)	WA (f), (n)	SA (g), (n)	Tas (h)	ACT (i)	NT (j)	Total (k), (n)
(j)	For the NT, data are submitted as finalised aggregate data for the community housing data collection. This includes dwelling- and organisational-level data, but not information on individual tenancies or persons.								
(k)	National totals reported reflect data for the jurisdictions and/or organisations for which data are available. Due to missing data, totals may not reflect the national community housing sector. Due to rounding, national totals may not equal the sum of jurisdictions' data items.								
(l)	Data for new and total Aboriginal and Torres Strait Islander households assisted should be interpreted with caution. These data may undercount Aboriginal and Torres Strait Islander households due to how data are collected and recorded.								
(m)	Data for 'Total tenancy rental units' and 'Total occupied tenancy rental units' for NSW, Victoria, WA, SA, Tasmania and the ACT reflect the number of tenancies reported by community housing organisations participating in the data collection. For Queensland and the NT, these data reflect government administrative data.								
(n)	Data for 2014-15 have been revised and may differ from previous reports for 'Total number of new applicants on waiting list who have a greatest need' (SA, national total), 'Total rent charged to tenants' (national total) and 'Total tenancy rental units in major cities' (WA, national total).								
(o)	Some organisations were unable to exclude CRA entitlements from rent calculations.								
(p)	Data from 2012-2013 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. Data are assigned based on the reported dwelling postcode and exclude dwellings with missing postcode information. The ASGS replaced the Australian Standard Geographical Classification (ASGC) remoteness area structure which was applied for 2011-12 and previous years. This constituted a time series break at sub-state level. Data for 2012-13 and subsequent years are not comparable with data for 2011-12 and previous years.								
(q)	'Total tenancy rental units by remoteness — all ASGS remoteness areas' may not equal 'total tenancy rental units' due to different methodologies used to calculate this information. Where 'total tenancy rental units by remoteness — all ASGS remoteness areas' is greater than 'total tenancy rental units' (NSW and Tasmania), there are discrepancies between the data sources from which tenancy rental units by remoteness data are calculated. 'Total tenancy rental units by remoteness — all ASGS remoteness areas' exclude dwellings with missing remoteness area information.								

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

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

Table 18A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust (e)</i>
Number of permanent dwellings managed by funded ICH organisations (l)										
2015	no.	3 055	1 964	5 000	2 575	1 116	75	..	1 858	15 643
2014	no.	2 746	1 966	5 013	2 493	1 102	73	..	2 152	15 545
2013	no.	2 991	1 960	4 777	2 439	1 100	62	..	2 065	15 394
2012	no.	3 055	1 981	4 606	2 380	938	63	23	2 043	15 089
2011	no.	2 445	1 915	4 504	2 414	920	59	24	2 043	14 324
Number of permanent dwellings managed by funded and unfunded ICH organisations (c)										
2015	no.	4 878	1 965	5 000	2 575	1 116	75	..	1 858	17 467
2014	no.	4 730	1 966	5 013	2 493	1 102	73	..	2 152	17 529
2013	no.	4 734	1 960	4 777	2 439	1 100	62	..	2 090	17 162
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543
Number of improvised dwellings managed by funded ICH organisations (m)										
2015	no.	—	—	na	—	na	na	..	na	na
2014	no.	—	—	na	—	na	na	..	na	na
2013	no.	na	na	na	na	na	na	..	308	na
2012	no.	—	—	na	—	na	—	—	383	383
2011	no.	—	—	na	8	na	—	—	383	391
Total number of households living in permanent dwellings managed by funded ICH organisations (n)										
2015	no.	2 753	1 571	2 630	3 640	562	74	..	1 858	13 088
2014	no.	2 945	1 699	2 522	3 379	—	78	..	2 152	12 775
2013	no.	1 296	1 866	2 633	3 301	793	57	..	2 065	12 011
2012	no.	3 124	1 595	4 467	2 993	1 408	58	na	2 043	15 688
2011	no.	2 583	1 557	4 369	3 167	922	53	na	2 043	14 694
Total rent collected by funded ICH organisations (o)										
2014-15	\$'000	11 544	15 437	20 804	9 178	2 034	370	..	2 988	62 355
2013-14	\$'000	14 760	15 523	19 104	6 930	2 190	336	..	2 289	61 132
2012-13	\$'000	6 992	15 965	16 992	6 072	1 472	275	..	2 453	50 221

Table 18A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust (e)</i>
2011-12	\$'000	15 454	13 766	16 674	5 174	1 208	200	na	2 192	54 668
2010-11	\$'000	12 870	12 389	15 145	4 592	934	182	na	2 229	48 342
Total rent charged by funded ICH organisations (p)										
2014-15	\$'000	12 296	15 377	25 115	10 848	2 257	370	..	na	66 263
2013-14	\$'000	15 918	15 514	21 754	7 721	na	337	..	na	61 244
2012-13	\$'000	7 558	16 002	18 458	6 893	na	262	..	3 872	53 046
2011-12	\$'000	17 967	13 550	17 626	6 571	na	199	na	3 845	59 758
2010-11	\$'000	13 610	12 374	16 284	5 178	na	186	na	3 970	51 601
Total recurrent expenditure for funded ICH organisations (q)										
2014-15	\$'000	28 505	14 417	51 277	25 850	6 084	426	..	na	126 559
2013-14	\$'000	38 973	13 655	43 787	25 811	6 116	435	..	na	128 777
2012-13	\$'000	43 636	14 695	30 491	25 521	6 572	613	..	7 639	129 169
2011-12	\$'000	41 795	10 438	27 141	23 457	6 502	584	na	na	109 916
2010-11	\$'000	42 390	9 298	24 943	21 588	4 069	437	na	na	102 725
Total capital expenditure for funded ICH organisations (r)										
2014-15	\$'000	22 116	550	96 502	48 556	10 218	30	..	na	177 972
2013-14	\$'000	42 915	1 564	132 538	83 583	27 430	20	..	na	288 050
2012-13	\$'000	19 796	2 636	79 712	129 310	23 649	37	..	na	255 140
2011-12	\$'000	19 070	3 008	67 181	136 480	31 685	8	na	na	257 432
2010-11	\$'000	33 767	6 111	72 547	97 738	4 127	14	na	na	214 304
Total net recurrent costs for funded ICH organisations (q), (s)										
2014-15	\$'000	27 119	14 190	51 277	24 331	na	261	..	na	117 178
2013-14	\$'000	25 949	13 355	43 787	24 304	na	277	..	na	107 672
2012-13	\$'000	32 461	14 440	30 491	24 331	na	613	..	na	102 337
2011-12	\$'000	30 107	10 291	27 141	22 311	na	584	na	na	90 434
2010-11	\$'000	26 053	7 995	24 943	21 588	na	293	na	na	80 871
Total number of occupied permanent dwellings managed by funded ICH organisations (t)										
2015	no.	2 447	1 571	2 630	2 307	572	73	..	na	9 600

Table 18A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust (e)</i>
2014	no.	2 655	1 689	2 522	2 277	573	73	..	na	9 789
2013	no.	1 169	1 838	2 633	2 133	495	57	..	na	8 325
2012	no.	2 591	1 595	4 467	1 963	797	58	na	na	11 471
2011	no.	2 125	1 557	4 369	1 926	722	53	na	na	10 752
Total number of households requiring two or more additional bedrooms (u)										
2015	no.	na	3	257	125	67	na	..	na	na
2014	no.	na	11	302	151	na	na	..	na	na
2013	no.	na	25	363	236	na	na	..	na	na
2012	no.	na	29	373	246	67	na	..	na	na
2011	no.	na	9	314	265	144	na	na	na	na
Total number of households requiring one or more additional bedrooms (u)										
2015	no.	na	60	582	358	143	na	..	na	na
2014	no.	na	82	706	427	na	na	..	na	na
2013	no.	na	157	714	483	na	na	..	na	na
2012	no.	na	150	721	492	177	na	..	na	na
2011	no.	na	44	607	525	237	na	na	na	na
Total number of additional bedrooms required (u)										
2015	no.	na	63	982	567	257	na	..	na	na
2014	no.	na	95	1 191	658	na	na	..	na	na
2013	no.	na	188	1 346	925	na	na	..	na	na
2012	no.	na	182	1 374	989	326	na	..	na	na
2011	no.	na	53	1 163	999	646	na	na	na	na
Total number of households for which household groups and dwelling details were known (funded ICH organisations) (u), (v)										
2015	no.	na	1 170	2 376	2 200	431	na	..	na	na
2014	no.	na	1 355	2 522	2 128	na	na	..	na	na
2013	no.	na	1 580	2 239	1 764	na	na	..	na	na
2012	no.	na	1 550	2 164	1 622	558	na	—	na	na
2011	no.	na	773	1 771	1 594	456	na	na	na	na

Table 18A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust (e)</i>
Total number of bedrooms in permanent dwellings (funded ICH organisations)										
2015	no.	9 644	5 586	16 087	7 650	1 942	200	..	na	41 109
2014	no.	8 735	5 502	16 121	7 464	1 863	193	..	na	39 878
2013	no.	3 580	5 416	15 436	7 337	1 854	176	..	na	33 799
2012	no.	9 583	4 736	14 952	7 140	2 359	158	72	na	39 000
2011	no.	7 644	4 754	14 630	7 198	2 231	158	75	na	36 690
Total number of people living in permanent dwellings (funded ICH organisations)										
2015	no.	6 899	4 096	9 827	7 437	2 551	141	..	na	30 951
2014	no.	8 495	4 514	9 623	7 949	2 382	139	..	na	33 102
2013	no.	3 531	5 114	9 242	8 467	na	119	..	na	26 473
2012	no.	7 816	4 412	9 233	7 747	3 139	124	na	na	32 471
2011	no.	6 647	4 189	7 590	7 524	3 032	73	na	na	29 055
Number of currently funded ICH organisations (w)										
2015	no.	104	16	32	7	33	2	..	33	227
2014	no.	95	16	35	7	33	2	..	32	220
2013	no.	75	16	35	7	33	2	..	27	195
2012	no.	121	18	33	7	33	2	1	28	243
2011	no.	97	19	28	8	32	2	1	30	217
Number of funded and unfunded ICH organisations (c)										
2015	no.	203	17	32	7	34	2	..	33	328
2014	no.	203	16	35	7	33	2	..	32	328
2013	no.	205	17	35	7	34	2	..	28	328
2012	no.	206	19	33	7	34	2	1	28	330
2011	no.	206	19	28	na	41	3	1	30	328

(a) Further information on data quality for the Indigenous community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/628419.

(b) Data provided may not be comparable across jurisdictions and over time due to variations in response rates and completeness. Thus, comparisons need to be made with caution.

Table 18A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (e), (f), (g)**

<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust (e)</i>
(c)	Unfunded ICH organisations are ICH organisations not funded by government. From 2009-10, the focus of the ICH collection has been funded ICH organisations. Jurisdictions may not have access to unfunded ICH organisations' data and hence, data for these providers are reported only for organisations and permanent dwelling numbers. The data should be considered as indicative for NSW and undercounts for other jurisdictions. Dwelling number estimates may improve as National Regulatory System for Community Housing registrar records data become available.								
(e)	Data for 2012 and subsequent years are based on organisations that received ICH funding during the reported financial year and are not comparable to data for 2011 and previous years that were based on funded and unfunded organisations.								
(f)	National totals may not equal the sum of jurisdictions' data items due to rounding.								
(g)	Under the NPARIH reforms, there have been significant transfers of property and tenancy management functions from ICH organisations to state/territory housing authorities.								
(h)	NSW: The scope of the collection for 2013-14 and subsequent years includes Aboriginal Community Housing providers funded by the AHO as at 30 June. For 2012-13 and previous years, the scope of the collection was Aboriginal Community Housing providers that were actively registered with the AHO.								
(i)	SA: Data for overcrowding, occupancy and households are unavailable for reporting due to inaccuracies in the data collected.								
(j)	ACT reported no in-scope providers for 2013 and subsequent years.								
(k)	NT: During 2008-09 in the NT, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 5046 at 30 June 2016 due to further transfers and new dwellings being constructed since 2008-09. Since 2008-09, these dwellings were not captured by the ICH data collection or the public housing data collection. Data are expected to be included in the 2018 Report. For 2013-14, no data were collected on outstation dwellings in the NT. The NT relies on information collected by ICH organisations and there is a shared understanding that it is not always possible for these organisations to have current information on these locations, due to distance and access issues. From 2013-14, data relate to permanently occupied dwellings. No distinction is made between improvised and permanent dwellings due to a change in funding methodology — permanent occupied dwellings are funded regardless of construction type. Caution is advised when comparing data for 2014-15 with that of previous years.								
(l)	NSW: The data provided for 2013-14 and subsequent years are for permanent dwellings managed by Aboriginal Community Housing providers (ACHPs) that are registered with the NSW Aboriginal Housing Office (AHO) as Approved providers or head lease providers or transitionally registered and that provided data as at June.								
(m)	Data for improvised dwellings are not available for Queensland, South Australia, Tasmania, and the NT.								
(n)	NSW: Household data only reflect information for funded ICH organisations that provided data.								
(o)	NSW: Improved dwelling coverage in 2013-14 led to an increase in rental data compared to previous year. Queensland: Data for rent collected relate to tenancies managed by the State housing authority. Rent information is not available on the properties managed by the ICH organisations.								
(p)	NSW: Improved dwelling coverage for rental data led to an increase in 2013-14 compared to previous year. Queensland: Data for rent charged relate to tenancies managed by the state housing authority. Rent information is not available for properties managed by the ICH organisations. Tasmania: Given there are only two ICH organisations, any fluctuations in the financial data reported may appear as significant when comparing figures from previous years.								

Table 18A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (e), (f), (g)**

	<i>Unit</i>	<i>NSW (h)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (i)</i>	<i>Tas</i>	<i>ACT (j)</i>	<i>NT (k)</i>	<i>Aust (e)</i>
(q)	Queensland: Expenditure data are for ICH tenancies managed by the State Housing Authority (SHA) and exclude expenditure for properties managed by the ICH organisations (due to data availability). The SHA only holds information on maintenance and upgrades costs, which they currently fund in communities with government tenancy management. Since maintenance costs are one component of all three measures, and the only data available, all measures record the same total. Therefore the items total recurrent expenditure for funded and unfunded ICH organisations for the year ending 30 June and Total net recurrent costs for funded and unfunded ICH organisations for the year ending 30 June are identical.									
(r)	For Queensland, expenditure data cover only ICH dwellings with tenancy management by the State Housing Authority (SHA) and includes only maintenance and upgrades funded by the SHA.									
(s)	Tasmania: Net recurrent costs for 2013-14 are not comparable with the data for previous years due to inclusion of non-cash expenses.									
(t)	Only some jurisdictions are able to report how many households reside in a dwelling. Queensland: Data provided are for permanent dwellings managed by the state housing authority and exclude details for dwellings managed by funded ICH organisations. This reflects a change in methodology as the number of households is no longer imputed for the dwellings managed by ICHOs. SA: From 2012-13, information is only reported for tenancies managed by the state housing authority and not tenancies managed by ICHOs (with the exception of an estimated count of permanent dwellings managed by funded ICH organisations). Data do not represent the entire ICH sector. For 2014-15, 7 organisations out of 34 are managed by the state housing authority.									
(u)	The availability and completeness coverage of data varies. Caution should be used when comparing data across jurisdictions and years. Data for Australian totals are not reported due to insufficient data for jurisdictions.									
(v)	WA: Implementation of measures specifically targeted to address data quality saw an increment in total number of households for which household groups and dwellings are known in 2014.									
(w)	NSW: The increase in number of currently funded ICH organisations from 2014 to 2015 results from an increase in the number of approved providers and head leased providers under the Provider Assessment and Registration System.									

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

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

TABLE 18A.9

Table 18A.9 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a), (b), (c)**

	NSW (d)	Vic	Qld	WA	SA	Tas (e)	ACT	NT (f)	Aust
2015-16									
Proportion of greatest need allocations in:									
< 3 months	76.7	74.6	98.0	92.5	89.0	91.3	97.0	64.2	86.4
3 months to < 6 months	73.7	86.5	97.2	74.6	89.8	97.2	89.1	85.7	85.8
6 months to <1 year	62.6	88.6	96.4	65.9	93.4	95.4	100.0	81.8	82.1
1 year to < 2 years	33.2	87.5	93.9	77.2	87.9	84.9	97.7	72.3	72.1
2+ years	22.8	97.8	93.7	44.9	63.8	82.0	97.3	35.2	46.9
Overall total	51.7	83.8	96.9	67.3	86.5	91.3	96.8	57.3	75.1
2014-15									
Proportion of greatest need allocations in:									
< 3 months	70.9	86.3	96.6	63.2	87.0	80.1	98.4	45.5	85.1
3 months to < 6 months	67.7	83.8	95.8	75.0	89.3	79.1	92.4	75.0	83.3
6 months to <1 year	60.8	81.0	96.0	83.3	88.9	84.2	96.2	68.4	80.6
1 year to < 2 years	32.1	88.7	94.6	69.1	87.4	79.5	92.9	74.7	70.3
2+ years	29.2	67.6	93.9	75.6	53.7	80.0	96.6	53.4	56.3
Overall total	48.0	82.1	95.9	74.9	82.4	80.5	96.7	61.6	73.7
2013-14									
Proportion of greatest need allocations in:									
< 3 months	77.2	86.2	97.4	66.9	92.6	83.2	98.6	50.0	86.6
3 months to < 6 months	76.7	80.1	98.9	85.0	89.6	88.0	97.4	71.4	86.4
6 months to <1 year	65.0	82.5	95.9	78.5	88.4	86.9	97.0	89.3	82.0
1 year to < 2 years	42.6	83.2	94.5	75.1	85.7	87.2	84.1	83.7	72.6
2+ years	36.9	57.2	91.1	36.4	63.7	87.5	94.3	52.1	46.1
Overall total	55.5	79.4	96.5	58.0	86.5	85.3	96.9	67.7	74.1
2012-13									
Proportion of greatest need allocations in:									
< 3 months	83.1	83.8	97.4	62.6	89.6	88.0	99.6	81.0	86.7
3 months to < 6 months	76.1	78.1	97.0	85.8	90.3	92.0	97.6	81.3	85.8
6 months to <1 year	71.4	80.9	95.7	73.4	87.9	90.8	98.9	89.0	83.3
1 year to < 2 years	57.6	76.3	95.0	77.4	82.4	90.3	92.9	81.1	76.1
2+ years	47.9	58.8	94.0	36.6	64.1	87.5	90.9	45.7	53.6
Overall total	66.4	76.7	96.4	58.4	83.9	89.3	98.2	70.1	77.3
2011-12									
Proportion of greatest need allocations in:									
< 3 months	78.1	67.3	96.8	63.0	90.1	94.0	97.6	47.5	81.1
3 months to < 6 months	77.0	70.2	97.4	75.8	90.6	95.9	94.7	67.6	83.2
6 months to <1 year	67.5	78.2	96.4	77.9	88.1	97.2	90.5	73.6	81.3
1 year to < 2 years	66.3	80.5	94.8	72.2	85.5	96.7	83.6	67.0	77.7
2+ years	47.3	63.9	95.3	34.0	59.5	83.7	91.3	42.0	51.7
Overall total	65.6	70.8	96.4	55.2	83.1	94.9	94.0	56.5	74.2

(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

Table 18A.9 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a), (b), (c)**

	NSW (d)	Vic	Qld	WA	SA	Tas (e)	ACT	NT (f)	Aust
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(b) Data may not be comparable over time and comparisons could be misleading.

(c) Excludes households for which complete information was not available.

(d) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated due to exclusion of households with very high rental housing costs. Data are not comparable to 2010-11 and previous reporting years which included households with 'very high rental housing costs' in the count of 'households in greatest need'.

(e) Tasmania introduced a new method to assess greatest need, the Housing Assessment Prioritisation System (HAPS), in 2014. This is anticipated to improve identification of greatest need among households assessed since its introduction.

(f) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

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

Table 18A.10 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a), (b), (c)**

	<i>NSW (d)</i>	<i>Qld</i>	<i>SA</i>	<i>Tas (e)</i>	<i>Total</i>
2015-16					
Proportion of new allocations to those in greatest need in:					
< 3 months	39.3	97.9	90.0	na	74.9
3 months to < 6 months	23.8	98.2	88.9	na	58.1
6 months to < 1 year	14.8	96.7	100.0	na	45.5
1 year to < 2 years	7.2	96.4	87.5	na	35.5
2+ years	4.9	94.4	100.0	na	31.5
Overall total	20.6	97.5	91.2	na	57.7
2014-15					
Proportion of new allocations to those in greatest need in:					
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 total	12.9	96.5	91.1	na	51.8
2013-14					
Proportion of new allocations to those in greatest need in:					
Under 3 months	43.2	98.4	98.5	na	76.9
3 < 6 months	42.9	100.0	100.0	na	71.7
6 months to < 1 year	17.7	95.0	100.0	na	52.0
1 < 2 years	7.2	100.0	90.0	na	29.8
2+ years	10.7	95.2	37.5	na	25.6
Overall total	21.8	98.1	93.6	na	56.3
2012-13					
Proportion of new allocations to those in greatest need in:					
Under 3 months	64.7	97.1	89.0	na	81.2
3 < 6 months	54.3	96.2	91.7	na	71.7
6 months to < 1 year	24.6	98.3	88.2	na	61.5
1 < 2 years	12.5	100.0	92.3	na	52.0
2+ years	17.9	78.6	60.0	na	28.6
Overall total	35.5	96.8	87.2	na	64.6

Table 18A.10 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a), (b), (c)**

	<i>NSW (d)</i>	<i>Qld</i>	<i>SA</i>	<i>Tas (e)</i>	<i>Total</i>
2011-12					
Proportion of new allocations to those in greatest need in:					
Under 3 months	45.3	95.9	89.5	na	70.4
3 < 6 months	38.2	91.2	100.0	na	60.9
6 months to < 1 year	28.1	94.7	100.0	na	58.1
1 < 2 years	19.3	90.9	100.0	na	42.3
2+ years	21.4	90.0	44.4	na	28.8
Overall total	31.0	93.8	90.5	na	55.7

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

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

(c) Excludes households for which complete information were not available.

(d) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated as data do not capture the greatest need category 'households with very high rental costs'. Data are not comparable to 2010-11 and previous reporting years which included households with 'very high rental housing costs' in the count of 'households in greatest need'.

(e) Needs assessments are conducted for SOMIH applicants in Tasmania. However, these are not captured in the data information system and so data are not available for Tasmania.

na Not available.

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

Table 18A.11 **Greatest need allocations as a proportion of all new allocations — community housing (per cent) (a), (b), (c)**

	NSW (d), (e)	Vic	Qld (f), (e)	WA	SA (g)	Tas (h)	ACT (e)	NT (e)	Total (i), (e), (f)
2015-16	75.8	83.9	97.5	82.7	87.6	71.5	99.5	na	83.6
2014-15	72.5	84.9	86.0	79.4	83.1	51.7	97.9	na	75.6
2013-14	70.2	86.9	95.9	84.1	76.6	29.2	97.0	na	75.1
2012-13	77.7	89.8	96.9	76.3	49.8	81.0	97.5	na	76.7
2011-12	69.7	83.5	62.4	75.4	45.3	86.6	97.8	na	72.0

(a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

(b) Excludes households for which complete information was not available.

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

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

(e) For NSW (for 2014-15 and previous years only), Queensland, the ACT and the NT, data exclude National Rental Affordability Scheme (NRAS) properties managed by community housing organisations.

(f) Data for 2014-15 have been revised for Queensland and the national total and may differ from previous reports. Unit record community housing data for Queensland are available for the first time for 2015-16. Data are not comparable with previous years.

(g) For SA, the increase in the proportion of all new allocations that were greatest need allocations is associated with improved data collection processes and systems that have led to increased identification of those with greatest need amongst new allocation households.

(h) For Tasmania, the large decrease recorded in the proportion of greatest needs allocations from 2012-13 to 2013-14 is due largely to the transfer of properties from public housing to community housing late in the reporting year.

(i) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

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

TABLE 18A.12

Table 18A.12 **Proportion of new tenancies allocated to households with special needs — public housing (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (e)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Aust</i>
2015-16	64.6	56.5	66.2	48.5	67.9	61.7	65.7	64.5	61.5
2014-15	68.0	57.7	67.2	54.1	67.2	60.6	66.5	69.8	63.7
2013-14	68.9	58.4	66.6	63.9	70.2	65.3	57.6	71.8	65.4
2012-13	69.7	46.8	67.6	59.5	69.6	64.3	61.5	65.1	63.1
2011-12	72.6	62.1	71.9	61.1	71.9	64.0	54.1	57.8	67.5

(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

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

(c) Excludes households for which complete information was not available.

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

(e) For WA, from 2015-16, Indigenous households are included in data only for confirmed Indigenous households. For previous years, data include reported (but unconfirmed) Indigenous households.

(f) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

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

Table 18A.13 Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) (a), (b), (c), (d)

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2015-16	49.7	45.2	49.6	64.5	48.7
2014-15	55.6	51.9	50.0	63.0	53.8
2013-14	58.0	50.0	53.2	77.8	55.6
2012-13	55.8	48.5	52.8	50.0	52.6
2011-12	56.7	45.2	52.0	77.4	54.0

- (a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.
- (b) Excludes households for which complete information were not available.
- (c) Data may not be comparable over time and comparisons could be misleading.
- (d) These data are calculated using the numerator 'Total number of new applicants who have greatest need, at June 30' and denominator 'Total new households assisted, for year ending 30 June' reported in table 18A.6.

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

Table 18A.14 **Proportion of new tenancies allocated to households with special needs — community housing (per cent) (a), (b), (c), (d), (e)**

	NSW (f)	Vic	Qld (g)	WA	SA	Tas	ACT (h)	NT	Total (i), (g)
2015-16	64.8	49.1	68.1	48.9	52.1	79.9	52.4	na	59.4
2014-15	57.7	46.7	62.7	49.4	60.5	67.5	61.5	na	56.9
2013-14	61.6	49.8	67.0	50.9	55.6	72.3	48.2	na	58.7
2012-13	70.3	49.6	75.6	53.4	77.4	56.3	46.0	na	62.9
2011-12	71.3	50.7	58.0	47.4	73.9	67.7	61.5	na	60.3

(a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

(b) Excludes households for which complete information was not available. For 2014-15, the number of new tenancy allocations to households with unknown special needs status was small compared to the number allocated to special needs households except for Tasmania, where 2303 new tenancies were allocated to households with special needs and 1240 were allocated to households with unknown special needs status (see table 18A.7 for more information).

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

(d) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and the denominator 'Total new households assisted, for year ending 30 June' reported in table 18A.7.

(e) Households for which Aboriginal or Torres Strait Islander or disability household status, or the age of the main tenant are unknown and where a 'special needs' household could not be determined are excluded from this indicator.

(f) For NSW (for 2014-15 and previous years only), Queensland, the ACT and the NT, data exclude National Rental Affordability Scheme (NRAS) properties managed by community housing organisations.

(g) Data for 2015 have been revised for Queensland and Total and may differ from previous reports. Unit record community housing data for Queensland are available for the first time for 2015-16. Data are not comparable with previous years.

(h) For the ACT, the increased proportion of new tenancy allocations to households with special needs from 2013-14 to 2014-15 has been attributed to the NDIS, which meant that people living in government-managed disability homes were able to relocate to non-government dwellings.

(i) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

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

TABLE 18A.15

Table 18A.15 **Low income households in social housing, at 30 June (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i> (e)	<i>SA</i> (f)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (g)	<i>Aust</i> (d), (e), (h)
Public housing										
Number of low income households in public housing										
2016	no.	107 068	53 981	46 786	31 569	30 824	6 193	10 483	4 658	291 562
2015 (e)	no.	98 659	54 130	47 372	32 061	32 372	6 272	10 495	4 606	285 967
2014	no.	98 530	53 190	47 776	31 762	32 357	7 067	10 613	4 597	285 892
2013	no.	98 467	52 887	48 292	31 663	33 211	9 254	10 631	4 679	289 084
2012	no.	100 230	52 933	48 208	31 865	34 151	9 258	10 714	4 784	292 143
Low income households as a proportion of all households in public housing										
2016	%	98.6	97.8	94.7	98.5	97.7	92.9	98.8	99.2	97.6
2015	%	98.8	98.2	95.2	98.4	97.7	93.2	98.9	99.3	97.8
2014	%	98.5	97.9	94.5	98.3	97.4	91.3	98.9	98.5	97.4
2013	%	99.1	98.3	94.8	98.2	97.5	92.6	99.0	98.8	97.7
2012	%	99.1	99.3	94.4	97.7	98.0	92.2	99.3	99.2	97.8
SOMIH										
Number of low income households in SOMIH										
2016	no.	4 386	..	2 741	..	1 346	195	8 668
2015	no.	3 164	..	2 864	..	1 370	188	7 586
2014	no.	2 967	..	2 911	..	1 368	228	7 474
2013	no.	2 814	..	2 927	..	1 395	269	7 405
2012	no.	2 818	..	2 895	..	1 415	272	7 400
Low income households as a proportion of all households in SOMIH										
2016	%	97.4	..	89.4	..	96.3	91.5	94.4
2015	%	98.2	..	91.7	..	97.6	93.1	95.4

TABLE 18A.15

Table 18A.15 **Low income households in social housing, at 30 June (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i> (e)	<i>SA</i> (f)	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (g)	<i>Aust</i> (d), (e), (h)
2014	%	97.6	..	89.0	..	95.7	90.1	93.5
2013	%	98.5	..	89.1	..	96.5	90.0	93.9
2012	%	98.8	..	89.7	..	97.1	91.3	94.4
Community housing (d), (f)										
Number of low income households in community housing										
2016	no.	30 883	11 303	3 753	5 627	5 122	4 270	587	na	61 545
2015	no.	24 126	11 016	na	5 453	3 832	3 912	531	na	48 870
2014	no.	21 542	10 758	na	5 661	4 591	1 752	464	na	44 768
2013	no.	22 654	10 438	na	5 132	4 557	1 264	477	na	44 522
2012	no.	23 020	8 392	na	4 403	4 375	814	471	na	41 475
Low income households as a proportion of all households in community housing										
2016	%	97.6	91.8	91.3	98.4	90.0	91.3	99.2	na	95.1
2015	%	95.5	93.0	na	96.5	87.2	88.9	99.4	na	93.8
2014	%	93.0	90.2	na	97.3	91.1	88.9	98.9	na	92.5
2013	%	87.2	90.8	na	96.2	92.7	92.7	99.4	na	89.8
2012	%	90.3	90.6	na	97.1	94.5	87.7	99.4	na	91.5

(a) For further information on data quality, including collection methodologies and data limitations for social housing data collections in the National Housing Assistance Data Repository, see the AIHW website www.aihw.gov.au/housing-assistance/.

(b) Low income households are those in the bottom 40 per cent of equivalised gross household income. The low income cut-off is derived by the ABS from its biennial Survey of Income and Housing (SIH) data and provided to the AIHW. Data for June 2013 and June 2014 are based on the 30 June 2012 cut-off from the 2011-12 SIH. Data for June 2015 and June 2016 are based on the 30 June 2014 cut-off from the 2013-14 SIH. As the lag between cut-off date and reporting year increases, a deflationary effect on the number of low income households is anticipated. Note that a different definition of low income households applies to the 'low income households in rental stress' indicator reported in sector overview G Housing and homelessness.

(c) Data exclude households for which gross household income and household member ages (used to determine equivalised household income) could not be determined.

Table 18A.15 **Low income households in social housing, at 30 June (a), (b), (c)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (g)</i>	<i>Aust (d), (e), (h)</i>
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(d) Queensland community housing data are available for the first time for 2015-16. This affects national totals.

(e) For WA (and therefore Australia), the number of low income households in public housing for 2015 has been revised and may differ from previous reports.

(f) For SA, community housing data for 2015 have been corrected and may differ from previous reports. The number of low income community housing households has been revised accordingly for Australia. The change in number of low income households for public housing and community housing between 30 June 2015 and 30 June 2016 reflects in part the transfer of 1 087 public housing dwellings to the community sector.

(g) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

(h) Australian totals may not represent national totals due to incomplete data for some jurisdictions.

na Not available. ... Not applicable

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

TABLE 18A.16

Table 18A.16 **Proportion of low income households in social housing experiencing rental stress (spending more than 30 per cent of gross household income on rent), at 30 June (per cent) (a), (b), (c), (d), (e), (f)**

	<i>NSW</i> (g)	<i>Vic</i>	<i>Qld</i> (h)	<i>WA</i> (i)	<i>SA</i> (j)	<i>Tas</i>	<i>ACT</i> (k)	<i>NT</i> (l) (m)	<i>Aust</i> (h), (n)
Public housing									
2016	0.7	0.4	–	2.9	–	0.1	0.3	3.5	0.7
2015 (e)	0.7	0.4	–	1.5	–	0.1	0.1	6.6	0.6
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
SOMIH									
2016	0.3	..	0.1	..	–	–	0.2
2015 (e)	0.6	..	–	..	–	–	0.3
2014	0.5	..	0.5	..	–	–	0.4
2013	0.5	..	0.8	..	–	–	0.5
2012	0.5	..	1.1	..	–	–	0.7
Community housing (n), (o)									
2016	3.1	–	9.5	3.0	5.5	20.7	5.1	na	4.4
2015 (e)	7.6	0.1	na	17.1	8.9	27.6	0.4	na	8.6
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

(a) For further information on data quality, including collection methodologies and data limitations for social housing data collections in the National Housing Assistance Data Repository, see the AIHW website www.aihw.gov.au/housing-assistance/.

(b) Proportion of low income households spending more than 30 per cent of their income on rent, of all low income households for whom location, income and rent details are known.

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

Table 18A.16 Proportion of low income households in social housing experiencing rental stress (spending more than 30 per cent of gross household income on rent), at 30 June (per cent) (a), (b), (c), (d), (e), (f)

	<i>NSW</i> (g)	<i>Vic</i>	<i>Qld</i> (h)	<i>WA</i> (i)	<i>SA</i> (j)	<i>Tas</i>	<i>ACT</i> (k)	<i>NT</i> (l) (m)	<i>Aust</i> (h), (n)
(d)	Low income households are those in the bottom 40 per cent of equivalised gross household income. The low income cut-off is derived by the ABS from its biennial Survey of Income and Housing (SIH) data and provided to the AIHW. Data for June 2013 and June 2014 are based on the 30 June 2012 cut-off from the 2011-12 SIH. Data for June 2015 and June 2016 are based on the 30 June 2014 cut-off from the 2013-14 SIH. As the lag between cut-off date and reporting year increases, a deflationary effect on the number of low income households is anticipated. Note that a different definition of low income households applies to the 'low income households in rental stress' indicator reported in sector overview G Housing and homelessness.								
(e)	Data for 2015 have been revised and may differ from the 2016 Report.								
(f)	Data for 2014-15 and subsequent years may not be comparable with data for 2013-14 and previous years due to tightened application of the 30 per cent threshold. From 2014-15, households are included if they pay more than 30 per cent of gross household income on rent. For 2013-14 and previous years, households paying more than 30 per cent but less than 30.5 per cent of gross household income on rent were excluded. This constitutes a time series break.								
(g)	Rebated rents generally result in the majority of households paying no more than 30 per cent of their gross income in rent. Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent.								
(h)	The large change in national community housing data from 2015 to 2016 is largely due to the availability for the first time of data for Queensland, for 2015-16.								
(i)	For WA for public housing, data for 2014-15 and subsequent years include only households for which incomes have been verified.								
(j)	PH and SOMIH data for SA for 2011 and 2012 were provided by SA rather than sourced as usual from the AIHW National Housing Assistance Data Repository due to errors in the unit record data.								
(k)	For the ACT, a data system improvement implemented in 2013-14 enables identification of household income from all sources and, therefore, more accurate gross household income reporting. For previous years, household income included assessable income only. Rent charged may exceed 25 per cent of income for some households in community housing organisations where the rent figure includes the cost of a small utilities levy.								
(l)	The NT percentage is derived from summation of percentages of eligible tenants with expired rebates and ineligible tenants who have elected to not provide updated household income information.								
(m)	For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.								
(n)	For community housing, Australian totals may not represent national totals because complete data are not available for all jurisdictions.								
(o)	For community housing, calculation of rental rebates takes into account household income and in the majority of cases rebates are set so that rent does not exceed 30 per cent of gross household income. Differences in the treatment of CRA can affect the comparability of the results as some CHOs consider some or all of a household's CRA entitlement when calculating rental rebates. As CRA is excluded from the denominator (gross household income), this can inflate the relative proportion of CH households paying more than 30 per cent of gross household income on rent compared to other types of social housing.								

Table 18A.16 Proportion of low income households in social housing experiencing rental stress (spending more than 30 per cent of gross household income on rent), at 30 June (per cent) (a), (b), (c), (d), (e), (f)

<i>NSW</i> (g)	<i>Vic</i>	<i>Qld</i> (h)	<i>WA</i> (i)	<i>SA</i> (j)	<i>Tas</i>	<i>ACT</i> (k)	<i>NT</i> (l) (m)	<i>Aust</i> (h), (n)
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– Nil or rounded to zero. **na** Not available. .. Not applicable.

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

TABLE 18A.17

Table 18A.17 **Proportion of income remaining after paying rent, as at 30 June — community housing (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (f)</i>	<i>NT</i>	<i>Total (g)</i>
2016	77.6	78.3	78.4	77.1	79.0	77.5	80.3	na	77.8
2015	77.2	82.7	67.8	76.0	79.6	75.2	77.7	na	77.4
2014	76.5	77.8	61.7	77.0	80.3	75.8	78.3	na	75.8
2013	75.6	77.4	65.2	74.2	77.6	73.9	77.5	na	75.1
2012	74.5	78.5	62.2	78.2	76.3	74.4	77.1	na	74.8

(a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

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

(c) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns, which can affect the comparability of the results. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30 per cent of their income in rent.

(d) Data exclude households where rent charged or household assessable income are unknown, or, equal to or less than zero.

(e) Unit record community housing data are available for Queensland for the first time for 2015-16. Data are not comparable with data for previous years.

(f) Rent charged may exceed 25 per cent of gross income for some households in community housing organisations where the rent figure includes the cost of a small utilities levy.

(g) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector. National data for 2015 have been revised and may differ from previous reports.

na Not available.

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

TABLE 18A.18

Table 18A.18 **Proportion of gross household income spent on rent — low income households in public housing, at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW</i> (e)	<i>Vic</i> (f)	<i>Qld</i> (f)	<i>WA</i> (g)	<i>SA</i> (h) (f)	<i>Tas</i> (i)	<i>ACT</i> (j) (f)	<i>NT</i> (k) (f)	<i>Aust</i>
Less than or equal to 20 per cent									
2016	3.0	17.1	15.8	9.7	4.9	23.9	25.6	57.3	10.9
2015 (d)	2.6	17.2	23.9	14.8	5.1	24.4	25.8	56.6	12.7
2014	4.3	20.5	38.3	30.3	6.9	27.4	27.3	59.0	18.5
2013	4.4	22.9	40.7	30.2	8.2	30.7	9.3	59.6	19.0
2012	5.4	11.0	39.6	30.8	11.3	32.0	10.7	61.4	17.5
More than 20 per cent but not more than 25 per cent									
2016	92.0	79.9	83.7	70.1	95.1	75.9	74.0	36.6	84.3
2015 (d)	92.8	80.5	75.6	75.2	94.9	75.4	74.1	33.9	83.8
2014	92.4	78.3	61.2	64.0	93.1	72.5	72.5	31.5	79.3
2013	93.7	76.0	59.0	63.6	91.8	69.3	90.2	32.4	79.3
2012	92.8	88.9	59.6	64.0	88.6	67.9	87.5	34.2	81.0
More than 25 per cent but not more than 30 per cent									
2016	4.4	2.6	0.5	17.2	—	0.1	0.1	2.6	4.1
2015 (d)	3.9	2.0	0.5	8.6	—	0.1	—	2.8	2.8
2014	2.9	0.9	0.4	4.3	—	—	0.1	2.7	1.7
2013	1.7	0.7	—	4.7	—	—	0.2	1.1	1.3
2012	1.6	—	0.1	3.9	—	—	1.1	2.5	1.1
More than 30 per cent									
2016	0.7	0.4	—	2.9	—	0.1	0.3	3.5	0.7
2015 (d)	0.7	0.4	—	1.5	—	0.1	0.1	6.6	0.6
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

Table 18A.18 Proportion of gross household income spent on rent — low income households in public housing, at 30 June (per cent) (a), (b), (c), (d)

	<i>NSW (e)</i>	<i>Vic (f)</i>	<i>Qld (f)</i>	<i>WA (g)</i>	<i>SA (h) (f)</i>	<i>Tas (i)</i>	<i>ACT (j) (f)</i>	<i>NT (k) (f)</i>	<i>Aust</i>
(a)	Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267 .								
(b)	Low income households are those in the bottom 40 per cent of equivalised gross household income. The low income cut-off is derived by the ABS from its biennial Survey of Income and Housing (SIH) data and provided to the AIHW. Data for June 2013 and June 2014 are based on the 30 June 2012 cut-off from the 2011-12 SIH. Data for June 2015 and June 2016 are based on the 30 June 2014 cut-off from the 2013-14 SIH. As the lag between cut-off date and reporting year increases, a deflationary effect on the number of low income households is anticipated. Note that a different definition of low income households applies to the 'low income households in rental stress' indicator reported in sector overview G Housing and homelessness.								
(c)	Data for 2014-15 and subsequent years may not be comparable with data for 2013-14 and previous years. For 2013-14 and previous years, each category included households paying up to 0.5 per cent above that category's upper limit. For 2014-15 and subsequent years, the category threshold is strictly applied. For example, a household paying 20.4 per cent of its income in rent is counted in the category 'more than 20 per cent but not more than 25 per cent' from 2014-15. For previous years, such a household was counted in the category 'less than or equal to 20 per cent'. This constitutes a time series break.								
(d)	Data for 2015 have been revised and may differ from the 2016 Report.								
(e)	For NSW, no household is charged more than 30 per cent of gross income for rent. Households in the category 'more than 30 per cent' are the result of rent and/or income details not having been updated.								
(f)	For most states and territories, no household is charged more than 25 per cent of gross income for rent. Households falling into higher-paying categories are a result of tenants not providing updated rent and/or income details, or nominal rent being charged for households with zero income at the time of allocation.								
(g)	For WA for 2014-15 and subsequent years, data include only households for which incomes have been verified.								
(h)	For SA, total low income households paying more than 25 per cent but not more than 30 per cent and total low income households paying more than 30 per cent: data were provided by SA and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.								
(i)	For Tasmania - generally households are charged less than 30 per cent of their assessable income as rent. However, combinations of different income sources and relationships within a household may result in some households paying slightly more.								
(j)	For the ACT, a data system improvement implemented in 2013-14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.								

Table 18A.18 Proportion of gross household income spent on rent — low income households in public housing, at 30 June (per cent) (a), (b), (c), (d)

	<i>NSW</i> (e)	<i>Vic</i> (f)	<i>Qld</i> (f)	<i>WA</i> (g)	<i>SA</i> (h) (f)	<i>Tas</i> (i)	<i>ACT</i> (j) (f)	<i>NT</i> (k) (f)	<i>Aust</i>
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(k) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

– Nil or rounded to zero.

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

Table 18A.19 Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) (a), (b), (c), (d), (e)

	NSW (f)	Qld	SA	Tas	Aust
Less than or equal to 20 per cent					
2016	42.0	30.6	16.9	35.6	33.0
2015 (e)	8.9	45.8	18.8	34.6	25.0
2014	15.6	63.0	27.0	45.6	37.1
2013	14.7	66.5	33.3	42.0	39.6
2012	16.3	64.7	41.6	43.4	41.1
More than 20 per cent but not more than 25 per cent					
2016	56.7	67.5	83.1	64.4	65.7
2015 (e)	88.4	53.1	81.2	65.4	73.2
2014	82.8	35.9	73.0	54.4	61.9
2013	83.4	32.6	66.7	58.0	59.3
2012	82.1	33.9	58.4	56.6	57.7
More than 25 per cent but not more than 30 per cent					
2016	1.0	1.8	—	—	1.1
2015 (e)	2.1	1.1	—	—	1.3
2014	1.1	0.6	—	—	0.7
2013	1.4	0.1	—	—	0.6
2012	1.1	0.3	—	—	0.5
Greater than 30 per cent					
2016	0.3	0.1	—	—	0.2
2015 (e)	0.6	—	—	—	0.3
2014	0.5	0.5	—	—	0.4
2013	0.5	0.8	—	—	0.5
2012	0.5	1.1	—	—	0.7

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

(b) Data for 2014-15 and subsequent years may not be comparable with data for 2013-14 and previous years. For 2013-14 and previous years, each category included households paying up to 0.5 per cent above that category's upper limit. For 2014-15 and subsequent years, the category threshold is strictly applied. For example, a household paying 20.4 per cent of its income in rent is counted in the category 'more than 20 per cent but not more than 25 per cent' from 2014-15. For previous years, such a household was counted in the category 'less than or equal to 20 per cent'. This constitutes a time series break.

(c) Data exclude households where either gross income or rent charged is zero.

(d) Low income households are those in the bottom 40 per cent of equivalised gross household income. The low income cut-off is derived by the ABS from its biennial Survey of Income and Housing (SIH) data and provided to the AIHW. Data for 2012-13 and 2013-14 are based on the cut-off from the 2011-12 SIH. Data for 2014-15 and 2015-16 are based on the cut-off from the 2013-14 SIH. An artificial increase in the number of households falling into low income categories for 2014-15 is associated with the change in cut-off.

(e) Data for 2015 have been revised and may differ from the 2016 Report.

Table 18A.19 Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) (a), (b), (c), (d), (e)

	<i>NSW (f)</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
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(f) For NSW:

- no household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated
- since 2005–06 and with the introduction of the Reshaping Public Housing policy, moderate income renters are charged 25–30 per cent of their income as rent. Some SOMIH tenants are eligible to receive CRA and the CRA component of their income is assessed at 100 per cent for rent.
- Nil or rounded to zero.

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

TABLE 18A.20

Table 18A.20 **Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (f)</i>
Less than or equal to 20 per cent									
2016	13.8	26.4	25.3	15.1	29.3	26.3	48.6	na	19.4
2015 (c)	13.3	45.3	na	14.6	35.6	21.1	6.4	na	23.0
2014	15.0	27.0	na	20.0	50.0	30.0	19.0	na	23.0
2013	17.6	25.0	na	19.5	23.7	29.4	13.8	na	21.3
2012	21.5	33.5	na	30.6	12.0	29.4	10.2	na	24.0
More than 20 per cent but not more than 25 per cent									
2016	79.4	49.5	47.4	61.2	53.9	38.9	38.7	na	65.0
2015 (c)	74.5	29.8	na	44.1	47.1	27.2	85.1	na	55.2
2014	71.0	49.0	na	50.0	38.0	35.0	80.0	na	58.0
2013	67.6	47.5	na	41.3	46.7	29.1	82.2	na	58.5
2012	71.1	50.2	na	50.1	54.3	29.6	87.9	na	61.9
More than 25 per cent but not more than 30 per cent									
2016	3.6	24.1	17.9	20.7	11.3	14.1	7.7	na	11.2
2015 (c)	4.5	24.8	na	24.2	8.4	24.1	8.1	na	13.2
2014	4.0	19.0	na	19.0	9.0	12.0	1.0	na	10.0
2013	6.3	18.0	na	8.9	23.2	14.3	3.4	na	10.4
2012	3.6	16.4	na	14.3	30.2	14.6	1.9	na	10.5
Greater than 30 per cent									
2016	3.1	—	9.5	3.0	5.5	20.7	5.1	na	4.4
2015 (c)	7.6	0.1	na	17.1	8.9	27.6	0.4	na	8.6
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

Table 18A.20 Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c), (d)

	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (f)</i>
2012	3.8	–	na	5.0	3.6	26.5	–	na	3.5

- (a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.
- (b) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns, which can affect the comparability of the results. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30 per cent of their income in rent.
- (c) Data for 2015 have been revised to correct rounding errors and may differ from previous reports.
- (d) Data for 2014-15 and subsequent years may not be comparable with data for 2013-14 and previous years. For 2013-14 and previous years, each category included households paying up to 0.5 per cent above that category's upper limit. For 2014-15 and subsequent years, the category threshold is strictly applied. For example, a household paying 20.4 per cent of its income in rent is counted in the category 'more than 20 per cent but not more than 25 per cent' from 2014-15. For previous years, such a household was counted in the category 'less than or equal to 20 per cent'. This constitutes a time series break.
- (e) National totals are affected for 2015-16 by the availability of data for Queensland for the first time.
- (f) Totals for Australia reflect data for those jurisdictions and/or organisations where data has been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available. – Nil or rounded to zero.

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

TABLE 18A.21

Table 18A.21 **Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f), (g)</i>	<i>Aust (h)</i>
Nominal average weekly subsidy per rebated household									
2016	216	148	144	228	118	94	261	281	181
2015	207	144	145	240	114	92	261	281	178
2014	197	133	153	135	110	87	263	283	162
2013	170	125	147	135	107	83	253	157	146
2012	165	115	145	139	105	86	256	161	143
Real average weekly subsidy per rebated household (2015-16 dollars) (i)									
2016	216	148	144	228	118	94	261	281	181
2015	212	147	149	246	116	94	268	288	182
2014	204	137	159	140	114	90	272	293	168
2013	178	131	154	142	112	87	266	164	153
2012	175	123	154	149	112	92	273	171	152

- (a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.
- (b) 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.
- (c) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.
- (d) There is a substantial increase for this item in WA between 2013-14 and 2014-15 as a result of the review of market rent.
- (e) Data for 2012-13 and subsequent years for SA are as provided by the SA, not as calculated from the AIHW's National Housing Assistance Data Repository.
- (f) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.
- (g) There were two significant changes that occurred in the 2013-14 financial year that explain the increase in average weekly subsidy per rebated household for public housing in the NT (affecting subsequent years' data): Firstly, a policy change reflected that no household will be charged over 30 per cent of their weekly household income, and secondly, the department reviewed the market rents for the public housing dwellings through the Australian Valuation Office and increased the market rents based on this review.

Table 18A.21 **Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f), (g)</i>	<i>Aust (h)</i>
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(h) Due to rounding the national total of total rents charged and total market rent value of dwellings for which a rent was charged may not equal the sum of jurisdictions' data items.

(i) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 18A.58).

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 18A.58.

Table 18A.22 **Average weekly subsidy per rebated household, at 30 June — SOMIH (\$ per week) (a), (b), (c)**

	<i>NSW</i>	<i>Qld</i>	<i>SA (d)</i>	<i>Tas</i>	<i>Total</i>
Nominal average weekly subsidy per rebated household					
2016	149	140	143	117	144
2015	140	149	139	117	143
2014	132	157	133	104	141
2013	124	152	130	99	135
2012	125	153	130	105	136
Real average weekly subsidy per rebated household (2015-16 dollars) (e)					
2016	149	140	143	117	144
2015	144	153	142	119	146
2014	137	162	138	107	146
2013	130	159	136	104	141
2012	133	163	139	112	145

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

(b) 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.

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

(d) The values listed for 2014-15 and 2015-16 are as provided by the jurisdiction and used in place of the one calculated from the National Housing Assistance Data Repository.

(e) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16 = 100) (table 18A.58).

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 18A.58.

TABLE 18A.23

Table 18A.23 **Proportion of overcrowded households at 30 June — public housing (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2016	4.2	4.9	4.1	4.4	2.1	3.9	4.6	8.0	4.2
2015	4.6	4.5	4.5	6.3	1.9	3.7	5.0	7.3	4.4
2014	4.7	5.7	4.7	5.0	2.2	3.7	4.8	7.4	4.6
2013	4.8	7.2	4.9	4.9	2.1	4.1	4.9	7.8	5.0
2012	4.4	4.2	4.8	4.9	2.3	4.4	4.9	8.0	4.3

(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

(b) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

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

(d) Data for 2015 for WA overstates the proportion of households that are overcrowded due to inaccurate WA household relationships data.

(e) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

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

**Table 18A.24 Proportion of overcrowded households at 30 June — SOMIH
(per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2016	7.7	11.8	7.5	3.6	8.9
2015	8.4	12.6	7.7	4.6	9.6
2014	8.5	13.6	8.7	4.4	10.2
2013	8.6	14.8	9.2	6.1	10.7
2012	7.6	13.2	9.5	6.0	9.8

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

(b) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

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

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

Table 18A.25 **Proportion of overcrowded households at 30 June — community housing (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (d)</i>
2016	9.4	3.3	1.7	1.6	2.3	3.3	0.9	na	5.3
2015	4.8	5.1	na	1.8	2.1	1.8	0.3	na	3.9
2014	6.4	2.2	na	1.8	2.1	1.0	0.4	na	4.1
2013	3.1	3.4	na	2.7	2.3	1.4	0.4	na	2.9
2012	3.3	2.9	na	1.7	2.5	1.4	0.4	na	2.8

(a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

(b) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

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

(d) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

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

TABLE 18A.26

Table 18A.26 **Proportion of overcrowded households at 30 June – Indigenous community housing (per cent) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust (d)</i>
2015	na	5.1	24.5	16.3	33.2	na	..	na	..	na
2014	na	6.1	28.0	20.1	na	na	..	na	..	na
2013	na	9.9	31.9	27.4	na	na	na	na	..	na
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	26.1
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	30.8

- (a) Further information on data quality for the Indigenous community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/628419.
- (b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results.
- (c) NSW is unable to accurately collect overcrowding data through the ICH annual data collection survey. Different approaches and methodologies are being considered to overcome this problem, and possibly report on overcrowding data items from 2016 onwards.
- (d) Australian totals may not represent national totals because data were not available for all jurisdictions.
na Not available. .. Not applicable.

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

TABLE 18A.27

Table 18A.27 **Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
2015-16									
Major cities	7.8	7.9	8.9	12.2	6.5	..	6.9	..	8.8
Inner regional	6.0	6.3	6.9	10.4	4.2	8.2	5.2	..	6.7
Outer regional	4.9	5.2	10.8	8.7	5.9	9.0	..	11.3	8.8
Remote	5.9	–	6.8	11.9	3.4	2.7	..	15.1	11.4
Very remote	5.7	..	7.7	12.7	–	–	..	24.1	12.7
2014-15									
Major cities	8.2	7.6	10.6	13.8	5.6	..	7.5	..	9.8
Inner regional	6.4	6.0	8.3	12.0	3.2	8.2	7.0	..	7.4
Outer regional	4.0	4.9	12.7	10.2	6.2	8.8	..	10.9	9.5
Remote	7.3	–	8.4	11.5	6.7	2.7	..	14.1	11.4
Very remote	9.1	..	8.7	12.9	16.7	–	..	20.3	13.0
2013-14									
Major cities	8.7	9.6	11.3	12.1	5.5	..	8.1	..	9.9
Inner regional	6.9	7.5	8.9	10.4	4.6	8.3	2.0	..	7.9
Outer regional	5.5	11.1	14.1	8.8	6.4	10.4	..	11.7	10.3
Remote	4.9	20.0	11.0	10.4	8.6	16.6	..	14.4	11.1
Very remote	5.6	..	13.7	11.5	4.2	–	..	16.5	11.9
2012-13									
Major cities	9.7	11.3	12.1	12.0	6.0	..	7.6	..	10.5
Inner regional	7.2	10.1	9.8	8.3	4.3	9.2	5.4	..	8.5
Outer regional	6.5	9.1	16.2	9.3	6.4	8.6	..	14.1	11.4
Remote	6.3	–	13.2	12.7	9.7	3.5	..	14.7	12.9
Very remote	6.2	..	13.7	13.2	4.3	–	..	16.4	13.2

Table 18A.27 Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c), (d)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
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(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

(b) Calculated as the number of Aboriginal and Torres Strait Islander households in public rental housing living in overcrowded conditions as a proportion of all Aboriginal and Torres Strait Islander households in public rental housing. Data reflect only those households for which details were known.

(c) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

(d) Data from 2012–13 onward use the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to earlier years.

(e) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

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

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

Table 18A.28 Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness (per cent) (a), (b), (c)

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2015-16					
Major cities	8.1	10.6	6.6	..	8.0
Inner regional	7.2	6.2	6.6	3.8	6.7
Outer regional	7.5	12.0	9.3	0.5	10.1
Remote	7.2	10.4	10.3	–	9.3
Very remote	8.5	18.4	8.5	–	15.8
2014-15					
Major cities	8.5	11.2	6.6	..	8.3
Inner regional	8.8	7.4	7.8	4.3	8.1
Outer regional	7.9	13.9	9.0	7.3	11.3
Remote	7.0	11.5	11.3	17.3	10.0
Very remote	9.2	16.9	10.8	–	15.2
2013-14					
Major cities	8.4	13.0	7.6	..	8.8
Inner regional	9.0	9.1	7.6	3.7	8.4
Outer regional	7.8	14.1	11.0	10.2	11.7
Remote	8.6	11.9	10.4	17.3	10.6
Very remote	9.4	18.6	11.3	–	16.6
2012-13					
Major cities	8.4	14.5	8.7	..	9.3
Inner regional	9.5	11.1	7.6	5.1	9.3
Outer regional	8.3	13.2	10.8	11.1	11.3
Remote	5.2	21.2	10.3	–	13.8
Very remote	6.2	19.2	10.9	–	16.7

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

(b) Calculated as the number of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions as a proportion of all Aboriginal and Torres Strait Islander households in SOMIH. Data reflect only those households for which details were known.

(c) Data from 2012–13 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to earlier years.

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

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

Table 18A.29 Underutilisation in social housing at 30 June (per cent) (a), (b), (c), (d)

	NSW (e)	Vic	Qld (f)	WA	SA	Tas	ACT	NT	Aust (g)
Proportion of households in public housing with underutilisation									
2016	15.2	15.6	15.5	14.5	26.1	14.8	17.1	7.1	16.4
2015	14.9	16.1	14.6	11.8	25.9	14.6	16.6	6.9	16.0
2014	14.8	14.9	14.2	12.1	25.8	15.2	16.2	6.9	15.7
2013	14.9	14.1	13.9	12.1	26.2	16.8	16.0	7.0	15.6
2012	15.8	15.5	15.9	12.2	25.6	16.4	15.8	6.6	16.5
Proportion of households in SOMIH with underutilisation									
2016	28.2	..	17.9	..	30.0	16.7	24.8
2015	26.0	..	16.8	..	28.4	19.6	23.2
2014	25.5	..	16.4	..	28.4	19.6	22.8
2013	24.2	..	15.5	..	29.5	23.5	22.1
2012	25.3	..	17.9	..	28.3	23.4	23.3
Proportion of households in community housing with underutilisation (f), (h)									
2016	14.4	7.2	3.5	8.7	22.3	15.4	3.9	na	12.2
2015	9.5	7.5	na	9.3	23.4	25.2	1.6	na	11.9
2014	9.8	7.8	na	9.6	24.6	13.6	1.9	na	11.0
2013 (h)	14.8	6.6	na	9.0	24.4	10.7	1.7	na	13.2
2012	11.5	7.6	na	7.5	24.8	na	1.3	na	11.7

(a) For further information on data quality, including collection methodologies and data limitations for social housing data collections in the National Housing Assistance Data Repository, see the AIHW website www.aihw.gov.au/housing-assistance/.

(b) Dwellings are defined as underutilised where the number of bedrooms exceeds the number that the household needs by two or more.

(c) The match of dwelling size to registered tenant numbers at a point in time is affected by a range of factors including changes in family structure over time, the match of housing portfolio to demand, and tenant support needs. Housing authority allocation policies do not align with the CNOS, and may provide for additional bedrooms including under circumstances such as shared parenting, carer requirements, or expectant mothers.

(d) Households for which household member details could not be determined are excluded. Where partial household information is known, some assumptions are made in order to include them in this indicator.

(e) The apparent increase in community housing underutilisation for 2016 for NSW reflects incorporation of the date that residents leave a household in the data.

(f) Community housing data are available for Queensland for the first time for 2015-16. The inclusion of data for Queensland affects the proportion of CH households with underutilisation for Australia.

Table 18A.29 **Underutilisation in social housing at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld (f)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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(g) Australian totals may not represent national totals due to incomplete data for some jurisdictions.

(h) Community housing data for 2013 have been revised and may differ from previous reports.

na Not available. ... Not applicable.

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

TABLE 18A.30

This table has been changed since an earlier version of the Report. See errata at <http://www.pc.gov.au/research/ongoing/report-on-government-services/2017/housing-and-homelessness>

Table 18A.30 Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Size of dwelling	%	86.2	79.0	85.4	82.7	87.1	84.0	85.8	90.1	84.4
Confidence intervals (c)	±	3.4	4.1	3.3	3.5	3.4	3.2	2.9	2.8	1.6
Relative standard error (d)	%	2.0	2.6	2.0	2.1	2.0	2.0	1.8	1.6	1.0
Modifications for special needs	%	78.0	83.4	87.1	83.0	83.9	82.3	81.6	79.1	82.1
Confidence intervals (c)	±	5.0	4.6	3.7	4.0	4.4	4.0	4.1	4.5	2.1
Relative standard error (d)	%	3.2	2.8	2.2	2.5	2.7	2.5	2.6	2.9	1.3
Ease of access and entry	%	90.1	93.2	92.9	91.1	91.2	92.4	89.7	90.9	91.5
Confidence intervals (c)	±	2.8	2.4	2.3	2.5	2.8	2.3	2.5	2.6	1.2
Relative standard error (d)	%	1.6	1.3	1.2	1.4	1.5	1.2	1.4	1.4	0.7
Car parking	%	80.8	80.2	82.8	83.8	85.7	88.8	79.6	84.8	82.2
Confidence intervals (c)	±	4.2	4.1	3.4	3.2	3.5	2.8	3.4	3.2	1.8
Relative standard error (d)	%	2.6	2.6	2.1	1.9	2.1	1.6	2.2	1.9	1.1
Yard space and fencing	%	78.3	75.5	88.9	83.5	82.1	85.7	74.6	85.6	80.6
Confidence intervals (c)	±	4.2	4.2	2.9	3.4	3.8	3.0	3.5	3.1	1.8
Relative standard error (d)	%	2.7	2.9	1.7	2.1	2.4	1.8	2.4	1.9	1.2
Privacy of home	%	80.5	80.0	86.0	81.7	83.8	86.8	85.1	83.3	82.1
Confidence intervals (c)	±	3.6	3.6	3.0	3.3	3.4	2.8	2.8	3.2	1.6
Relative standard error (d)	%	2.3	2.3	1.8	2.0	2.1	1.6	1.7	2.0	1.0
Safety/security of home	%	75.4	81.8	89.7	80.6	83.2	81.6	80.5	81.5	80.9
Confidence intervals (c)	±	3.9	3.4	2.6	3.3	3.5	3.1	3.1	3.2	1.7
Relative standard error (d)	%	2.6	2.2	1.5	2.1	2.1	1.9	1.9	2.0	1.1

TABLE 18A.30

This table has been changed since an earlier version of the Report. See errata at <http://www.pc.gov.au/research/ongoing/report-on-government-services/2017/housing-and-homelessness>

Table 18A.30 Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Safety/security of neighbourhood	%	72.9	76.3	84.9	77.4	80.0	85.0	76.3	76.4	77.2
Confidence intervals (c)	±	4.0	3.8	3.1	3.4	3.7	2.9	3.3	3.5	1.8
Relative standard error (d)	%	2.8	2.5	1.9	2.3	2.4	1.7	2.2	2.4	1.2
Average	%	80.3	81.2	87.2	83.0	84.6	85.8	81.7	84.0	82.6
Households with a member with disability (e)										
Size of dwelling	%	86.0	74.4	84.4	77.1	83.1	79.3	78.6	83.5	82.1
Confidence intervals (c)	±	6.2	8.9	6.6	7.6	7.3	6.5	7.0	7.1	3.3
Relative standard error (d)	%	3.7	6.1	4.0	5.1	4.5	4.2	4.6	4.3	2.1
Modifications for special needs	%	74.2	74.9	80.8	76.9	76.9	76.4	74.4	67.5	75.9
Confidence intervals (c)	±	8.1	9.5	7.1	8.3	8.5	6.9	7.9	8.7	4.0
Relative standard error (d)	%	5.6	6.5	4.5	5.5	5.6	4.6	5.4	6.6	2.7
Ease of access and entry	%	85.9	88.1	84.5	87.5	82.7	89.1	86.5	86.6	86.0
Confidence intervals (c)	±	5.9	6.1	6.2	6.3	7.3	4.6	5.6	5.9	2.9
Relative standard error (d)	%	3.5	3.5	3.7	3.7	4.5	2.6	3.3	3.5	1.7
Car parking	%	78.0	76.1	81.0	84.9	75.8	90.7	74.2	78.0	78.7
Confidence intervals (c)	±	7.8	8.5	7.0	6.9	8.8	4.5	7.6	7.6	3.7
Relative standard error (d)	%	5.1	5.7	4.4	4.1	5.9	2.5	5.2	5.0	2.4
Yard space and fencing	%	74.5	73.0	85.4	80.5	72.1	82.8	74.1	84.8	76.5
Confidence intervals (c)	±	8.2	8.6	6.3	7.6	9.1	5.7	7.3	6.4	3.8
Relative standard error (d)	%	5.6	6.0	3.8	4.8	6.5	3.5	5.0	3.8	2.5
Privacy of home	%	74.7	71.3	85.2	81.0	73.5	85.8	83.0	79.7	76.7

TABLE 18A.30

This table has been changed since an earlier version of the Report. See errata at <http://www.pc.gov.au/research/ongoing/report-on-government-services/2017/housing-and-homelessness>

Table 18A.30 Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Confidence intervals (c)	±	7.3	8.3	6.1	7.0	8.4	5.1	6.1	6.9	3.6
Relative standard error (d)	%	5.0	5.9	3.6	4.4	5.8	3.0	3.7	4.4	2.4
Safety/security of home	%	67.1	76.7	84.7	76.7	71.0	78.8	72.2	73.2	73.5
Confidence intervals (c)	±	7.8	7.7	6.1	6.9	8.6	5.8	7.2	7.3	3.7
Relative standard error (d)	%	5.9	5.1	3.7	4.6	6.2	3.8	5.1	5.1	2.6
Safety/security of neighbourhoc	%	64.3	68.3	85.1	72.9	71.8	78.7	72.0	73.7	70.4
Confidence intervals (c)	±	7.9	8.5	6.0	7.5	8.6	5.9	7.2	7.3	3.9
Relative standard error (d)	%	6.2	6.3	3.6	5.2	6.1	3.9	5.1	5.1	2.8
Average	%	75.6	75.4	83.9	79.7	75.9	82.7	76.9	78.4	77.5

- (a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.
- (b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.
- (c) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.
- (d) See chapter 2 for more information on relative standard errors.
- (e) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

TABLE 18A.31

Table 18A.31 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Shops and banking	%	89.2	94.9	93.2	93.2	95.9	95.0	93.5	90.6	92.4
Confidence intervals (c)	±	2.8	2.0	2.2	2.1	1.9	1.8	2.0	2.6	1.2
Relative standard error (d)	%	1.6	1.1	1.2	1.1	1.0	1.0	1.1	1.4	0.6
Public transport	%	88.5	94.4	88.7	89.3	93.6	90.3	92.1	88.4	90.5
Confidence intervals (c)	±	3.0	2.2	3.0	3.0	2.5	2.7	2.3	3.0	1.3
Relative standard error (d)	%	1.7	1.2	1.7	1.7	1.4	1.5	1.3	1.7	0.8
Parks and recreational facilities	%	88.5	93.9	91.7	94.9	93.3	93.5	92.9	90.4	91.6
Confidence intervals (c)	±	3.5	2.5	2.9	2.2	3.0	2.5	2.4	3.2	1.5
Relative standard error (d)	%	2.0	1.4	1.6	1.2	1.6	1.3	1.3	1.8	0.8
Emergency services, medical services, hospitals	%	91.0	94.0	93.3	92.3	92.9	94.2	91.5	87.6	92.4
Confidence intervals (c)	±	2.6	2.1	2.2	2.2	2.4	1.9	2.2	2.8	1.1
Relative standard error (d)	%	1.4	1.2	1.2	1.2	1.3	1.0	1.2	1.6	0.6
Child care facilities	%	87.3	84.6	90.3	94.4	84.7	93.1	86.6	87.3	87.7
Confidence intervals (c)	±	5.7	6.4	4.7	4.4	6.9	4.4	5.6	5.4	2.8
Relative standard error (d)	%	3.3	3.8	2.7	2.4	4.2	2.4	3.3	3.2	1.6
Education/training facilities	%	87.9	84.9	87.1	93.8	89.5	90.9	88.1	89.4	87.9
Confidence intervals (c)	±	4.4	4.9	4.4	2.9	4.6	3.8	3.9	3.9	2.1
Relative standard error (d)	%	2.5	2.9	2.6	1.6	2.6	2.1	2.2	2.2	1.2
Employment/place of work	%	79.0	78.8	86.6	86.4	86.1	88.4	85.2	84.5	82.1
Confidence intervals (c)	±	5.6	5.5	4.4	4.4	5.1	4.3	4.1	4.9	2.5
Relative standard error (d)	%	3.6	3.5	2.6	2.6	3.0	2.5	2.5	3.0	1.6
Community and support services	%	86.7	88.8	90.2	89.5	90.7	91.7	86.6	87.5	88.5
Confidence intervals (c)	±	3.4	3.2	3.0	2.9	3.1	2.7	3.1	3.1	1.6
Relative standard error (d)	%	2.0	1.8	1.7	1.6	1.8	1.5	1.8	1.8	0.9

TABLE 18A.31

Table 18A.31 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Family and friends	%	86.1	86.7	88.2	86.7	91.5	91.3	88.7	91.7	87.5
Confidence intervals (c)	±	3.2	3.1	2.8	2.8	2.7	2.4	2.6	2.5	1.4
Relative standard error (d)	%	1.9	1.8	1.6	1.6	1.5	1.3	1.5	1.4	0.8
Average	%	87.1	89.0	89.9	91.2	90.9	92.0	89.5	88.6	89.0
Households with a member with disability (e)										
Shops and banking	%	90.8	92.8	91.5	88.8	97.1	94.8	92.0	86.1	91.8
Confidence intervals (c)	±	4.8	4.8	4.9	6.1	2.9	3.3	4.5	6.1	2.3
Relative standard error (d)	%	2.7	2.7	2.7	3.5	1.7	1.8	2.5	3.6	1.3
Public transport	%	89.3	94.4	86.3	86.9	95.4	86.7	88.8	81.7	90.0
Confidence intervals (c)	±	5.3	4.8	6.5	7.1	4.4	5.6	5.8	7.3	2.7
Relative standard error (d)	%	3.0	2.6	3.9	4.2	2.3	3.3	3.3	4.6	1.5
Parks and recreational facilities	%	84.3	92.5	86.7	96.2	89.3	93.2	89.6	87.2	88.2
Confidence intervals (c)	±	7.3	5.8	7.1	3.8	7.5	4.6	5.8	7.6	3.4
Relative standard error (d)	%	4.4	3.2	4.2	2.5	4.3	2.5	3.3	4.4	2.0
Emergency services, medical services, hospitals	%	90.6	92.2	88.1	89.8	89.8	93.6	87.4	85.8	90.3
Confidence intervals (c)	±	4.7	4.9	5.5	5.0	5.7	3.5	5.3	5.7	2.4
Relative standard error (d)	%	2.7	2.7	3.2	2.9	3.2	1.9	3.1	3.4	1.4
Child care facilities	%	90.3	86.2	85.1	100.0	84.7	97.6	85.7	94.7	88.8
Confidence intervals (c)	±	9.1	12.7	12.2	..	13.9	2.4	14.3	5.3	5.4
Relative standard error (d)	%	5.1	7.5	7.3	..	8.3	2.4	8.9	3.8	3.1
Education/training facilities	%	90.5	86.3	80.7	96.4	88.5	88.7	87.1	85.2	88.2
Confidence intervals (c)	±	7.2	9.5	10.8	3.6	9.5	7.4	8.4	9.1	4.1
Relative standard error (d)	%	4.1	5.6	6.8	2.6	5.5	4.2	4.9	5.4	2.4
Employment/place of work	%	80.5	79.3	84.5	83.1	84.7	90.0	80.8	89.1	81.8
Confidence intervals (c)	±	10.9	12.1	10.7	11.8	11.3	7.6	10.8	9.1	5.5

TABLE 18A.31

Table 18A.31 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Relative standard error (d)	%	6.9	7.8	6.4	7.2	6.8	4.3	6.8	5.2	3.4
Community and support services	%	88.1	85.9	83.9	89.8	86.2	89.2	82.9	83.5	86.8
Confidence intervals (c)	±	5.7	6.8	7.1	5.6	7.0	4.9	6.7	6.5	3.0
Relative standard error (d)	%	3.3	4.1	4.3	3.2	4.1	2.8	4.1	4.0	1.8
Family and friends	%	82.1	79.0	82.1	81.6	86.7	91.0	88.3	91.6	82.5
Confidence intervals (c)	±	6.4	7.5	6.9	6.6	6.5	4.4	5.4	4.8	3.3
Relative standard error (d)	%	4.0	4.8	4.3	4.1	3.8	2.4	3.1	2.7	2.0
Average	%	87.4	87.6	85.5	90.3	89.2	91.6	87.0	87.2	87.6

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

(b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(c) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.

(d) See chapter 2 for more information on relative standard errors.

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

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

Table 18A.32 **Proportion of SOMIH tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
All households						
Size of dwelling	%	83.8	77.7	86.4	79.9	82.0
Confidence intervals (c)	±	3.4	3.9	4.2	11.2	2.2
Relative standard error (d)	%	2.1	2.6	2.5	7.2	1.4
Modifications for special needs	%	67.4	80.1	79.2	80.9	73.9
Confidence intervals (c)	±	6.4	5.7	6.2	15.6	3.7
Relative standard error (d)	%	4.8	3.6	4.0	9.8	2.6
Ease of access and entry	%	91.0	90.3	91.5	88.2	90.8
Confidence intervals (c)	±	2.6	2.7	3.5	9.7	1.7
Relative standard error (d)	%	1.5	1.5	1.9	5.6	0.9
Car parking	%	87.9	88.2	87.8	97.9	88.2
Confidence intervals (c)	±	3.1	3.0	4.2	2.1	1.9
Relative standard error (d)	%	1.8	1.7	2.4	2.2	1.1
Yard space and fencing	%	77.5	79.7	78.4	82.4	78.5
Confidence intervals (c)	±	3.8	3.6	5.0	10.5	2.4
Relative standard error (d)	%	2.5	2.3	3.2	6.5	1.5
Privacy of home	%	89.3	86.7	84.3	87.4	87.6
Confidence intervals (c)	±	2.7	3.0	4.3	9.4	1.8
Relative standard error (d)	%	1.6	1.8	2.6	5.5	1.1
Safety/security of home	%	77.0	86.5	73.2	81.4	79.8
Confidence intervals (c)	±	3.8	3.0	5.1	10.1	2.2
Relative standard error (d)	%	2.5	1.8	3.6	6.3	1.4
Safety/security of neighbourhood	%	78.9	85.9	84.0	89.2	82.3
Confidence intervals (c)	±	3.7	3.1	4.3	8.3	2.2
Relative standard error (d)	%	2.4	1.8	2.6	4.7	1.4
Average	%	81.6	84.4	83.1	85.9	82.9
Households with a member with disability (e)						
Size of dwelling	%	84.8	76.1	92.8	73.1	84.6
Confidence intervals (c)	±	11.4	14.7	6.9	26.9	6.5
Relative standard error (d)	%	6.8	9.8	3.8	21.8	3.9
Modifications for special needs	%	58.2	73.6	65.3	np	64.3
Confidence intervals (c)	±	18.3	16.0	13.3	np	9.2
Relative standard error (d)	%	15.9	11.0	10.3	np	7.3
Ease of access and entry	%	82.9	83.7	86.4	69.0	83.8
Confidence intervals (c)	±	11.7	12.0	8.9	31.0	6.4
Relative standard error (d)	%	7.2	7.3	5.2	25.6	3.8
Car parking	%	78.2	81.9	84.8	85.4	81.4
Confidence intervals (c)	±	13.6	12.5	10.8	14.6	7.3
Relative standard error (d)	%	8.8	7.7	6.4	15.8	4.5
Yard space and fencing	%	83.4	83.9	78.4	78.4	81.8

Table 18A.32 **Proportion of SOMIH tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Confidence intervals (c)	±	11.5	11.9	10.7	21.6	6.5
Relative standard error (d)	%	7.0	7.2	6.9	17.9	4.0
Privacy of home	%	85.1	86.8	86.5	86.6	86.0
Confidence intervals (c)	±	11.1	10.9	8.9	13.4	6.0
Relative standard error (d)	%	6.6	6.4	5.2	14.3	3.5
Safety/security of home	%	77.1	84.3	73.2	70.2	77.7
Confidence intervals (c)	±	13.3	11.6	11.6	29.8	7.1
Relative standard error (d)	%	8.7	7.0	8.0	21.8	4.7
Safety/security of neighbourhood	%	74.5	84.7	81.0	64.9	79.0
Confidence intervals (c)	±	13.8	11.5	9.9	32.7	7.0
Relative standard error (d)	%	9.4	6.9	6.2	25.5	4.5
Average	%	78.0	81.9	81.1	70.7	79.8

- (a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.
- (b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.
- (c) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.
- (d) Estimates with a relative standard error (RSE) between 25 and 50 per cent should be used with caution. Estimates with an RSE greater than 50 per cent are considered too unreliable for general use and are not published. See chapter 2 for more information on RSEs.
- (e) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.
- .. Not applicable. np Not published.

Source: AIHW (unpublished) National Social Housing Survey 2016.

Table 18A.33 **Proportion of SOMIH tenants rating location aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
All households						
Shops and banking	%	90.7	90.6	94.5	92.6	91.3
Confidence intervals (c)	±	2.7	2.6	2.9	7.1	1.7
Relative standard error (d)	%	1.5	1.5	1.5	3.9	0.9
Public transport	%	94.6	73.3	93.5	90.0	87.2
Confidence intervals (c)	±	2.3	4.5	3.3	8.4	2.1
Relative standard error (d)	%	1.2	3.2	1.8	4.8	1.2
Parks and recreational facilities	%	88.0	87.3	95.3	95.2	89.0
Confidence intervals (c)	±	3.3	3.4	2.8	4.8	2.0
Relative standard error (d)	%	1.9	2.0	1.5	3.5	1.2
Emergency services, medical services, hospitals	%	91.9	91.4	94.8	96.1	92.2
Confidence intervals (c)	±	2.5	2.6	2.7	3.9	1.6
Relative standard error (d)	%	1.4	1.4	1.4	2.8	0.9
Child care facilities	%	94.9	88.9	91.9	86.5	92.1
Confidence intervals (c)	±	3.3	4.4	4.9	13.5	2.4
Relative standard error (d)	%	1.8	2.5	2.7	10.2	1.3
Education/training facilities	%	93.7	90.4	94.0	100.0	92.6
Confidence intervals (c)	±	2.7	3.2	3.7	..	1.8
Relative standard error (d)	%	1.5	1.8	2.0	..	1.0
Employment/place of work	%	92.4	83.4	86.6	88.9	87.8
Confidence intervals (c)	±	3.4	4.2	5.4	11.1	2.4
Relative standard error (d)	%	1.9	2.6	3.2	6.8	1.4
Community and support services	%	92.8	89.9	89.8	96.9	91.4
Confidence intervals (c)	±	2.7	3.1	4.1	3.1	1.8
Relative standard error (d)	%	1.5	1.8	2.3	3.2	1.0
Family and friends	%	95.1	93.8	94.6	96.5	94.6
Confidence intervals (c)	±	1.9	2.2	2.9	3.5	1.3
Relative standard error (d)	%	1.0	1.2	1.6	2.6	0.7
Average	%	92.7	87.7	92.8	93.6	90.9
Households with a member with disability (e)						
Shops and banking	%	92.1	86.3	91.2	91.1	90.2
Confidence intervals (c)	±	7.9	11.3	7.5	8.9	5.1
Relative standard error (d)	%	4.8	6.6	4.2	9.6	2.9
Public transport	%	94.2	68.1	84.2	86.3	84.1
Confidence intervals (c)	±	5.8	17.4	10.9	13.7	6.9
Relative standard error (d)	%	4.2	12.9	6.5	15.2	4.1
Parks and recreational facilities	%	86.6	77.8	91.8	np	86.6
Confidence intervals (c)	±	12.4	15.9	7.9	np	6.8
Relative standard error (d)	%	7.2	10.3	4.3	np	4.0
Emergency services, medical services, hospitals	%	87.8	81.4	89.2	np	86.8
Confidence intervals (c)	±	10.2	12.5	8.3	np	5.9
Relative standard error (d)	%	5.9	7.8	4.7	np	3.4
Child care facilities	%	91.5	85.7	87.9	np	88.5
Confidence intervals (c)	±	8.5	14.3	12.1	np	9.2
Relative standard error (d)	%	9.0	11.0	7.6	np	5.2
Education/training facilities	%	95.7	87.8	86.5	np	90.6
Confidence intervals (c)	±	4.3	12.2	11.3	np	6.2
Relative standard error (d)	%	4.4	7.6	6.6	np	3.4
Employment/place of work	%	88.5	74.2	70.3	np	78.0

Table 18A.33 **Proportion of SOMIH tenants rating location aspects as important and meeting their needs, 2016 (per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Confidence intervals (c)	±	11.5	19.8	17.9	np	10.4
Relative standard error (d)	%	8.8	13.4	12.8	np	6.7
Community and support services	%	87.9	87.9	83.8	np	86.8
Confidence intervals (c)	±	11.3	11.2	9.9	np	6.2
Relative standard error (d)	%	6.5	6.4	6.0	np	3.6
Family and friends	%	92.5	79.8	92.6	90.5	89.1
Confidence intervals (c)	±	7.5	13.4	7.1	9.5	5.4
Relative standard error (d)	%	4.5	8.5	3.9	10.2	3.1
Average	%	90.8	81.0	86.4	96.4	86.7

- (a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.
- (b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.
- (c) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.
- (d) See chapter 2 for more information on relative standard errors.
- (e) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.
- .. Not applicable. **np** Not published.

Source: AIHW (unpublished) National Social Housing Survey 2016.

Table 18A.34

Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
All households										
Size of dwelling	%	88.7	88.2	85.9	86.2	91.1	85.0	88.6	na	87.7
Confidence intervals (c)	±	3.0	3.6	4.1	4.2	2.7	3.5	5.3	na	1.6
Relative standard error (d)	%	1.7	2.1	2.4	2.5	1.5	2.1	3.0	na	0.9
Modifications for special needs	%	79.8	87.9	82.1	84.6	81.6	77.9	80.0	na	81.8
Confidence intervals (c)	±	4.6	4.5	5.4	5.7	4.7	5.2	7.8	na	2.4
Relative standard error (d)	%	3.0	2.6	3.3	3.4	2.9	3.4	5.0	na	1.5
Ease of access and entry	%	91.6	95.5	90.9	92.6	93.1	91.7	90.2	na	92.3
Confidence intervals (c)	±	2.5	2.2	3.2	3.1	2.3	2.7	4.7	na	1.3
Relative standard error (d)	%	1.4	1.2	1.8	1.7	1.3	1.5	2.7	na	0.7
Car parking	%	78.6	86.3	79.9	91.8	91.3	91.5	85.0	na	83.5
Confidence intervals (c)	±	4.1	3.8	4.8	3.2	2.6	2.7	5.9	na	1.9
Relative standard error (d)	%	2.6	2.3	3.0	1.8	1.4	1.5	3.6	na	1.2
Yard space and fencing	%	85.5	83.8	81.3	88.2	87.1	83.1	88.3	na	84.4
Confidence intervals (c)	±	3.4	4.1	5.0	3.9	3.0	3.6	5.4	na	1.8
Relative standard error (d)	%	2.0	2.5	3.1	2.2	1.7	2.2	3.1	na	1.1
Privacy of home	%	87.2	88.9	83.7	88.4	90.4	86.0	89.9	na	87.0
Confidence intervals (c)	±	2.9	3.2	4.0	3.4	2.5	3.2	4.4	na	1.6
Relative standard error (d)	%	1.7	1.8	2.4	2.0	1.4	1.9	2.5	na	0.9
Safety/security of home	%	86.3	90.3	85.2	86.3	85.5	85.3	84.3	na	86.6
Confidence intervals (c)	±	3.0	3.0	3.7	3.6	3.0	3.2	5.2	na	1.5
Relative standard error (d)	%	1.8	1.7	2.2	2.2	1.8	1.9	3.2	na	0.9
Safety/security of neighbourhood (i)	%	79.4	85.7	85.8	85.6	84.7	81.1	82.8	na	82.8
Confidence intervals (c)	±	3.5	3.6	3.7	3.8	3.1	3.6	5.5	na	1.7
Relative standard error (d)	%	2.3	2.1	2.2	2.2	1.9	2.2	3.4	na	1.1
Average	%	84.6	88.3	84.3	88.0	88.1	85.2	86.1	na	85.8

Households with a member with disability (e)

Table 18A.34

Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Size of dwelling	%	86.8	90.8	89.3	84.3	91.4	82.3	90.2	na	87.8
Confidence intervals (c)	±	6.5	6.5	7.5	7.6	5.4	7.1	7.5	na	3.2
Relative standard error (d)	%	3.8	3.7	4.3	4.6	3.0	4.4	4.2	na	1.8
Modifications for special needs	%	72.6	78.9	77.3	80.4	81.1	65.8	75.0	na	75.1
Confidence intervals (c)	±	8.8	9.5	10.1	8.6	8.4	9.8	10.6	na	4.4
Relative standard error (d)	%	6.2	6.1	6.7	5.5	5.3	7.6	7.2	na	3.0
Ease of access and entry	%	86.1	90.3	88.0	90.5	87.8	86.1	90.1	na	87.7
Confidence intervals (c)	±	6.6	6.4	7.3	5.6	6.2	6.4	7.0	na	3.1
Relative standard error (d)	%	3.9	3.6	4.2	3.2	3.6	3.8	3.9	na	1.8
Car parking	%	73.7	81.2	80.5	89.7	88.6	93.6	88.1	na	81.1
Confidence intervals (c)	±	8.7	8.6	9.9	6.1	6.3	4.6	7.8	na	4.1
Relative standard error (d)	%	6.0	5.4	6.3	3.4	3.6	2.5	4.5	na	2.6
Yard space and fencing	%	79.5	81.1	77.8	90.4	86.1	80.9	89.4	na	81.1
Confidence intervals (c)	±	8.1	8.9	11.1	6.0	6.6	7.2	7.4	na	4.0
Relative standard error (d)	%	5.2	5.6	7.3	3.4	3.9	4.5	4.2	na	2.5
Privacy of home	%	80.8	89.4	88.7	86.4	88.7	83.5	95.8	na	85.5
Confidence intervals (c)	±	7.1	6.6	7.4	6.2	5.8	6.6	4.2	na	3.3
Relative standard error (d)	%	4.5	3.7	4.2	3.7	3.3	4.1	2.5	na	2.0
Safety/security of home	%	81.9	86.5	84.8	81.4	82.2	81.8	85.3	na	83.4
Confidence intervals (c)	±	6.9	7.1	7.9	7.0	6.9	6.6	8.0	na	3.3
Relative standard error (d)	%	4.3	4.2	4.8	4.4	4.3	4.1	4.8	na	2.0
Safety/security of neighbourhood (i)	%	73.6	79.5	85.8	86.2	81.1	76.6	90.5	na	79.1
Confidence intervals (c)	%	7.8	8.4	7.8	6.3	7.2	7.5	6.7	na	3.7
Relative standard error (d)	+	5.4	5.4	4.6	3.7	4.5	5.0	3.8	na	2.4
Average	%	79.4	84.7	84.0	86.2	85.9	81.3	88.1	na	82.6

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

(b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

Table 18A.34

Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2016 (per cent) (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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(c) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.

(d) See chapter 2 for more information on relative standard errors.

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

na Not available.

Source: AIHW (unpublished) National Social Housing Survey 2016.

Table 18A.35

**Proportion of community housing tenants rating location aspects as important and meeting their needs, 2016
(per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Shops and banking	%	92.6	95.6	93.6	94.9	93.5	93.4	93.9	na	93.6
Confidence intervals (c)	±	2.3	2.1	2.7	2.4	2.1	2.3	3.5	na	1.1
Relative standard error (d)	%	1.3	1.1	1.4	1.3	1.2	1.3	1.9	na	0.6
Public transport	%	87.4	91.2	86.1	92.3	90.5	91.7	96.2	na	88.8
Confidence intervals (c)	±	3.0	3.1	4.1	3.1	2.7	2.8	3.0	na	1.6
Relative standard error (d)	%	1.8	1.7	2.4	1.7	1.5	1.6	1.6	na	0.9
Parks and recreational facilities	%	90.1	95.1	91.6	96.2	93.5	82.4	93.3	na	91.2
Confidence intervals (c)	±	3.1	2.5	3.6	2.3	2.6	4.3	4.0	na	1.5
Relative standard error (d)	%	1.7	1.3	2.0	1.2	1.4	2.6	2.2	na	0.9
Emergency services, medical services, hospitals	%	92.5	94.8	94.4	94.3	94.3	92.5	92.6	na	93.6
Confidence intervals (c)	±	2.3	2.3	2.4	2.5	2.0	2.4	3.8	na	1.1
Relative standard error (d)	%	1.2	1.2	1.3	1.3	1.1	1.3	2.1	na	0.6
Child care facilities	%	90.5	95.7	93.6	91.2	97.6	86.0	93.8	na	91.8
Confidence intervals (c)	±	5.1	4.3	5.4	6.7	2.4	5.7	6.3	na	2.6
Relative standard error (d)	%	2.9	2.6	3.0	3.8	1.7	3.4	4.6	na	1.5
Education/training facilities	%	87.8	90.9	92.7	88.9	89.0	89.6	91.0	na	89.7
Confidence intervals (c)	±	4.2	4.4	4.4	5.1	4.4	3.9	6.4	na	2.1
Relative standard error (d)	%	2.5	2.5	2.4	2.9	2.5	2.2	3.6	na	1.2
Employment/place of work	%	80.3	83.7	84.4	84.2	83.7	83.9	88.3	na	82.8
Confidence intervals (c)	±	5.2	5.4	6.1	5.4	4.8	4.8	6.0	na	2.6
Relative standard error (d)	%	3.3	3.3	3.7	3.3	2.9	2.9	3.5	na	1.6
Community and support services	%	89.0	95.0	90.9	91.4	91.0	85.7	89.0	na	90.4
Confidence intervals (c)	±	3.1	2.6	3.6	3.4	3.1	3.8	5.1	na	1.6
Relative standard error (d)	%	1.8	1.4	2.0	1.9	1.7	2.3	2.9	na	0.9
Family and friends	%	89.1	93.1	88.6	89.0	89.7	91.8	91.8	na	90.1
Confidence intervals (c)	±	2.8	2.7	3.6	3.6	2.7	2.6	4.0	na	1.4
Relative standard error (d)	%	1.6	1.5	2.1	2.0	1.5	1.4	2.2	na	0.8
Average	%	88.8	92.8	90.7	91.4	91.4	88.5	92.2	na	90.2

Households with a member with disability (e)

Table 18A.35

**Proportion of community housing tenants rating location aspects as important and meeting their needs, 2016
(per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Shops and banking	%	90.7	93.1	94.7	90.2	91.3	91.8	95.5	na	92.2
Confidence intervals (c)	±	5.2	5.3	5.1	5.5	5.2	4.9	4.5	na	2.5
Relative standard error (d)	%	2.9	2.9	2.7	3.1	2.9	2.7	2.7	na	1.4
Public transport	%	81.2	86.8	85.5	90.2	87.1	94.4	98.0	na	85.6
Confidence intervals (c)	±	7.5	7.6	8.8	6.1	6.9	4.8	2.0	na	3.7
Relative standard error (d)	%	4.7	4.5	5.2	3.4	4.0	2.6	2.0	na	2.2
Parks and recreational facilities	%	86.3	97.1	97.8	93.4	93.0	82.0	91.4	na	91.0
Confidence intervals (c)	±	7.2	2.9	2.2	5.1	5.9	8.6	7.2	na	3.1
Relative standard error (d)	%	4.3	2.1	2.2	2.8	3.2	5.3	4.0	na	1.8
Emergency services, medical services, hospitals	%	89.0	94.1	93.5	91.3	93.8	95.1	93.7	na	92.1
Confidence intervals (c)	±	5.5	5.0	5.5	5.2	4.4	3.8	5.4	na	2.5
Relative standard error (d)	%	3.1	2.7	3.0	2.9	2.4	2.0	2.9	na	1.4
Child care facilities	%	90.1	100.0	100.0	89.4	88.1	83.9	90.0	na	92.0
Confidence intervals (c)	±	9.9	10.6	11.9	13.1	10.0	na	5.5
Relative standard error (d)	%	6.1	8.0	9.0	7.9	10.6	na	3.0
Education/training facilities	%	91.1	88.9	88.5	87.9	83.3	82.7	87.5	na	88.5
Confidence intervals (c)	±	7.5	10.3	11.5	10.0	11.4	9.8	12.5	na	4.4
Relative standard error (d)	%	4.2	5.9	7.1	5.8	6.9	6.0	9.5	na	2.5
Employment/place of work	%	78.2	80.5	90.4	85.4	78.5	76.1	91.7	na	81.0
Confidence intervals (c)	±	11.5	13.0	9.6	9.4	13.3	11.4	8.3	na	5.7
Relative standard error (d)	%	7.5	8.2	7.2	5.6	8.6	7.6	5.0	na	3.6
Community and support services	%	79.8	90.7	88.9	90.5	89.8	80.7	89.6	na	85.1
Confidence intervals (c)	±	7.6	6.6	7.7	5.9	6.4	7.6	7.3	na	3.6
Relative standard error (d)	%	4.8	3.7	4.4	3.3	3.6	4.8	4.2	na	2.1
Family and friends	%	85.8	94.1	86.3	89.6	86.7	90.1	92.2	na	88.3
Confidence intervals (c)	±	6.3	5.0	7.9	5.9	6.3	5.6	6.0	na	3.1
Relative standard error (d)	%	3.7	2.7	4.7	3.3	3.7	3.2	3.3	na	1.8
Average	%	85.8	91.7	91.7	89.8	88.0	86.3	92.2	na	88.4

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

(b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(c) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.

Table 18A.35

**Proportion of community housing tenants rating location aspects as important and meeting their needs, 2016
(per cent) (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(d) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. 'See chapter 2 for more information on RSEs.

(e) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'. The number of respondents indicating a need for assistance with core activities who rate these location aspects as important was relatively low.

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

Sou AIHW (unpublished) National Social Housing Survey 2016.

TABLE 18A.36

Table 18A.36 Dwelling condition, public housing, 2016 (per cent) (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of households with at least four working facilities and not more than two major structural problems										
2016										
Proportion	%	74.8	82.4	86.8	81.4	85.2	83.8	81.5	82.5	80.7
Confidence Interval (d)	±	3.7	3.3	2.8	3.0	3.1	2.8	2.9	3.0	1.6
Relative standard error (e)	%	2.6	2.1	1.6	1.9	1.9	1.7	1.8	1.9	1.0
2014										
Proportion	%	75.9	83.1	88.3	81.9	84.0	80.6	75.7	81.7	81.0
Confidence Interval (d)	±	1.3	3.2	2.8	2.9	3.0	3.6	3.8	3.6	1.0
Relative standard error (e)	%	0.9	2.0	1.6	1.8	1.8	2.3	2.6	2.2	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
2016										
Proportion	%	59.7	77.5	76.4	72.7	78.4	82.6	72.1	78.9	69.6
Confidence Interval (d)	±	13.4	15.9	12.0	9.7	16.9	9.4	13.5	6.3	6.3
Relative standard error (e)	%	11.4	10.4	8.0	6.8	11.0	5.8	9.5	4.0	4.6
2014										
Proportion	%	61.2	60.0	74.3	63.4	79.1	73.9	48.0	71.1	65.9
Confidence Interval (d)	±	5.4	25.0	12.9	8.7	18.3	12.7	19.7	8.6	4.5
Relative standard error (e)	%	4.5	21.2	8.9	7.0	11.8	8.8	20.9	6.2	3.5
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
2016										
Proportion	%	67.2	71.9	82.9	79.9	82.6	80.7	74.4	76.5	73.9
Confidence Interval (d)	±	7.4	7.9	6.2	6.4	6.8	5.5	6.9	6.9	3.6
Relative standard error (e)	%	5.6	5.6	3.8	4.1	4.2	3.4	4.7	4.6	2.5
2014										

Table 18A.36 Dwelling condition, public housing, 2016 (per cent) (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion	%	68.8	76.9	82.5	79.5	79.0	81.9	60.0	78.9	75.0
Confidence Interval (d)	±	2.7	6.8	6.2	6.1	6.5	6.2	9.7	7.4	2.2
Relative standard error (e)	%	2.0	4.5	3.8	3.9	4.2	3.9	8.3	4.8	1.5
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
2016										
Proportion	%	46.6	49.5	58.4	86.8	59.0	75.0	61.1	70.0	56.4
Confidence Interval (d)	±	27.5	35.1	24.1	13.2	36.6	16.2	22.8	13.5	13.1
Relative standard error (e)	%	29.8	35.9	20.9	10.5	31.4	10.9	18.9	9.7	11.8
2014										
Proportion	%	53.0	50.0	67.8	68.5	80.0	76.1	np	71.7	61.4
Confidence Interval (d)	±	9.3	40.5	20.7	17.9	35.3	18.4	np	17.8	8.2
Relative standard error (e)	%	8.9	41.1	15.5	13.3	22.4	12.3	np	12.6	6.8

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

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

(c) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(d) 95 per cent confidence intervals. See chapter 2 for more information on confidence intervals.

(e) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. Data with RSEs over 50 per cent are not published. See chapter 2 for more information on relative standard errors.

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

np Not published.

Source: AIHW (unpublished) *National Social Housing Survey 2016, 2014*.

Table 18A.37 Dwelling condition, SOMIH, 2016 (per cent) (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Proportion of households with at least four working facilities and not more than two major structural problems						
2016						
Proportion	%	66.6	90.0	68.0	83.5	75.1
Confidence Interval (d)	±	4.2	2.6	5.1	9.5	2.4
Relative standard error (e)	%	3.2	1.5	3.8	5.8	1.6
2014						
Proportion	%	65.5	80.3	61.4	75.6	70.1
Confidence Interval (d)	±	4.2	3.5	5.7	9.1	2.5
Relative standard error (e)	%	3.3	2.2	4.9	6.4	1.8
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f), (g)						
2016						
Proportion	%	67.1	81.7	66.4	56.7	70.2
Confidence Interval (d)	±	14.3	12.3	11.1	33.5	7.4
Relative standard error (e)	%	10.8	7.7	8.4	29.9	5.3
2014						
Proportion	%	55.6	77.7	62.8	57.2	64.1
Confidence Interval (d)	±	13.1	10.8	12.2	26.1	7.2
Relative standard error (e)	%	12.0	7.0	9.9	23.2	5.7

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

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

(c) Data for the 2014 and 2016 NSHS are generally broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(d) 95 per cent confidence interval. See chapter 2 for more information on confidence intervals.

(e) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. See chapter 2 for more information on confidence intervals.

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

(g) SOMIH Households with a member with disability data are restricted to Aboriginal and Torres Strait Islander households for 2014 data. This is not the case for 2016 data. Therefore, caution should be used in comparing data for 2014 with data for 2016, as a small proportion of SOMIH households may be non-Indigenous households.

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

TABLE 18A.38

Table 18A.38 Dwelling condition, community housing, 2016 (per cent) (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of households with at least four working facilities and not more than two major structural problems										
2016										
Proportion	%	87.9	90.0	90.6	90.7	92.6	82.4	91.6	na	88.8
Confidence Interval (d)	±	2.7	3.0	3.0	3.0	2.2	3.3	3.8	na	1.4
Relative standard error (e)	%	1.6	1.7	1.7	1.7	1.2	2.0	2.1	na	0.8
2014										
Proportion	%	87.9	87.7	93.8	94.4	86.4	80.5	87.6	na	89.3
Confidence Interval (d)	±	2.1	3.5	2.5	2.5	3.7	4.7	5.9	na	1.2
Relative standard error (e)	%	1.2	2.0	1.4	1.3	2.2	3.0	3.4	na	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
2016										
Proportion	%	80.1	100.0	75.0	90.5	75.7	67.4	60.0	na	77.2
Confidence Interval (d)	±	11.2	..	11.5	9.5	23.9	10.8	40.0	na	6.2
Relative standard error (e)	%	7.1	..	7.8	7.1	16.0	8.1	36.6	na	4.1
2014										
Proportion	%	82.6	69.8	94.4	73.8	np	70.0	71.4	na	83.0
Confidence Interval (d)	±	8.7	28.8	7.7	25.5	53.9	16.6	33.8	na	6.0
Relative standard error (e)	%	5.3	20.9	4.1	17.5	40.9	12.0	24.0	na	3.7
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
2016										
Proportion	%	86.7	83.4	90.6	88.8	88.7	77.2	89.0	na	86.1
Confidence Interval (d)	±	5.7	7.7	6.2	5.8	5.6	7.1	6.8	na	3.0
Relative standard error (e)	%	3.4	4.7	3.5	3.3	3.2	4.7	3.9	na	1.7
2014										

Table 18A.38 Dwelling condition, community housing, 2016 (per cent) (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion	%	83.9	86.0	91.1	91.7	77.9	77.6	73.9	na	85.1
Confidence Interval (d)	±	4.6	7.1	5.9	7.1	9.3	8.3	13.9	na	2.8
Relative standard error (e)	%	2.8	4.2	3.3	3.9	6.1	5.4	9.6	na	1.7
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
2016										
Proportion	%	72.0	np	63.6	86.6	73.9	66.5	na	na	71.2
Confidence Interval (d)	±	21.3	np	29.1	13.4	26.1	18.3	na	na	12.3
Relative standard error (e)	%	14.9	np	23.0	10.2	30.3	13.8	na	na	8.7
2014										
Proportion	%	71.6	66.3	92.3	np	100.0	66.6	..	na	76.1
Confidence Interval (d)	±	18.4	55.5	15.1	np	..	31.9	..	na	12.6
Relative standard error (e)	%	12.8	41.7	8.1	np	..	23.9	..	na	8.3

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

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

(c) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(d) 95 per cent confidence interval. See chapter 2 for more information on confidence intervals.

(e) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. See chapter 2 for more information on RSEs.

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

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

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

Table 18A.39 Dwelling condition, Indigenous community housing (per cent) (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (d)</i>	<i>NT</i>	<i>Aust</i>
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
2014-15										
Proportion	%	78.0	83.6	80.5	74.9	73.0	np	..	49.1	71.4
Confidence Interval (e)	±	9.5	6.4	23.2	20.4	8.5	np	..	4.1	7.2
Relative standard error (f)	%	6.2	3.9	14.7	13.9	6.0	np	..	4.3	5.2
2012-13										
Proportion	%	82.8	77.3	71.0	45.9	62.0	92.0	..	38.6	69.2
Confidence Interval (e)	±	10.3	14.8	10.8	18.8	22.3	17.5	..	16.4	6.8
Relative standard error (f)	%	6.3	9.8	7.8	20.9	18.3	9.7	..	21.7	5.0

(a) Further information on data quality, including collection methodologies and data limitations are available from the ABS website (see source details).

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

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

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

(e) 95 per cent confidence interval. See chapter 2 for more information on confidence intervals.

(f) Data with relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. Data with a RSE greater than 50 per cent are considered too unreliable for general use and are not published. See chapter 2 for more information on confidence intervals.

.. Not applicable. **np** Not published.

Source: ABS National Aboriginal and Torres Strait Islander Social Survey 2014-15; ABS National Aboriginal and Torres Strait Islander Health Survey 2012-13 (NATSIHS component).

Table 18A.40 **Customer satisfaction — public housing, 2016 (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Sample size (d)										
2016	no.	543	540	621	766	502	684	717	660	5 033
2014	no.	4 775	568	548	925	605	485	490	484	8 880
Very satisfied										
2016	%	21.2	31.8	47.3	31.3	39.1	37.6	29.9	28.7	31.4
Confidence Interval (e)	±	3.4	3.9	4.0	3.5	4.3	3.6	3.4	3.5	1.7
Relative standard error	%	8.3	6.3	4.3	5.7	5.6	4.9	5.7	6.2	2.8
2014	%	21.1	29.2	39.9	29.9	37.1	29.5	24.7	29.8	28.9
Confidence Interval (e)	±	1.2	3.8	4.2	3.5	3.9	4.1	3.8	4.1	1.3
Relative standard error	%	3.0	6.6	5.3	6.0	5.3	7.0	7.9	7.0	2.2
Satisfied										
2016	%	40.5	42.7	38.5	45.4	43.6	41.5	45.0	45.5	41.7
Confidence Interval (e)	±	4.1	4.2	3.9	3.7	4.3	3.7	3.6	3.9	1.9
Relative standard error	%	5.2	5.0	5.1	4.2	5.1	4.5	4.1	4.3	2.3
2014	%	43.7	46.3	43.9	43.1	38.6	43.7	51.0	41.8	43.8
Confidence Interval (e)	±	1.5	4.1	4.3	3.8	3.9	4.4	4.4	4.4	1.3
Relative standard error	%	1.8	4.5	5.0	4.5	5.1	5.2	4.4	5.4	1.6
Satisfied or very satisfied										
2016	%	61.7	74.5	85.8	76.7	82.7	79.1	74.8	74.1	73.1
Confidence Interval (e)	±	4.1	3.7	2.8	3.2	3.3	3.0	3.2	3.4	1.8
Relative standard error	%	3.4	2.5	1.7	2.1	2.0	2.0	2.2	2.3	1.3
2014	%	64.8	75.5	83.8	73.0	75.7	73.2	75.7	71.6	72.7
Confidence Interval (e)	±	1.5	3.6	3.2	3.4	3.4	3.9	3.8	4.0	1.2
Relative standard error	%	1.2	2.4	1.9	2.4	2.3	2.8	2.6	2.9	0.8

Households with a member with disability (f)

Table 18A.40 **Customer satisfaction — public housing, 2016 (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied										
2016	%	15.6	29.9	42.5	33.4	31.8	31.5	29.4	24.6	26.7
Confidence Interval (e)	±	5.6	7.9	7.8	7.4	8.3	6.4	7.1	7.0	3.3
Relative standard error	%	18.4	13.4	9.3	11.3	13.2	10.3	12.3	14.5	6.2
2014	%	19.7	27.0	38.6	29.5	33.3	27.4	19.1	15.8	26.6
Confidence Interval (e)	±	2.2	6.9	7.9	7.1	7.4	7.0	7.8	6.6	2.3
Relative standard error	%	5.7	13.0	10.4	12.4	11.3	13.0	20.8	21.1	4.4
Satisfied										
2016	%	39.3	40.4	38.6	40.7	41.4	38.4	43.1	44.8	39.9
Confidence Interval (e)	±	7.6	8.5	7.6	7.6	8.7	6.7	7.7	8.0	3.8
Relative standard error	%	9.8	10.7	10.1	9.5	10.7	8.9	9.1	9.1	4.8
2014	%	38.8	36.7	42.5	40.6	38.5	48.5	53.9	44.8	39.8
Confidence Interval (e)	±	2.8	7.5	8.1	7.6	7.6	7.8	9.9	8.8	2.5
Relative standard error	%	3.6	10.4	9.7	9.5	10.1	8.2	9.4	10.0	3.2
Satisfied or very satisfied										
2016	%	54.9	70.4	81.1	74.1	73.2	70.0	72.5	69.4	66.6
Confidence Interval (e)	±	7.7	7.8	6.2	7.0	7.8	6.3	6.9	7.4	3.8
Relative standard error	%	7.2	5.7	3.9	4.8	5.5	4.6	4.9	5.4	2.9
2014	%	58.5	63.7	81.1	70.1	71.7	75.8	73.0	60.6	66.4
Confidence Interval (e)	±	2.8	7.5	6.3	7.0	7.1	6.7	8.9	8.6	2.4
Relative standard error	%	2.4	6.0	4.0	5.1	5.0	4.5	6.2	7.3	1.8

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

(b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(c) Care should be taken in interpreting small differences in results as the data are subject to sampling error. Estimates with relative standard errors (RSE) of less than 25 per cent are generally considered sufficiently reliable for most purposes. See chapter 2 for more information on RSEs.

(d) Sample sizes reflect the number of unweighted valid responses and therefore differ from sample sizes reported for the amenity/location indicator.

(e) 95 per cent confidence interval. See chapter 2 for more information on confidence intervals.

Table 18A.40 **Customer satisfaction — public housing, 2016 (a), (b), (c)**

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

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

Table 18A.41 **Customer satisfaction — SOMIH, 2016 (per cent)**
(a) (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
All households						
<i>Customer Satisfaction</i>						
Sample size (d)		494	513	332	60	1 399
Percentage of tenants who were:						
Very satisfied	%	10.5	21.7	23.4	35.8	17.1
Confidence Interval (e)	±	2.7	3.6	4.7	12.4	2.0
Relative standard error (f)	%	13.2	8.4	10.3	17.6	5.9
Satisfied	%	47.5	57.7	45.7	39.2	50.5
Confidence Interval (e)	±	4.4	4.3	5.4	12.5	2.7
Relative standard error (f)	%	4.8	3.8	6.1	16.3	2.8
Dissatisfied	%	28.3	12.4	16.2	10.8	20.5
Confidence Interval (e)	±	4.0	2.9	4.0	8.2	2.3
Relative standard error (f)	%	7.2	11.8	12.8	38.4	5.7
Satisfied or very satisfied	%	58.0	79.4	69.1	75.0	67.6
Confidence Interval (e)	±	4.4	3.5	5.0	11.1	2.6
Relative standard error (f)	%	3.8	2.3	3.7	7.6	2.0
Households with a member with disability (g)						
<i>Customer Satisfaction</i>						
Percentage of tenants who were:						
Satisfied or very satisfied	%	55.3	74.6	67.1	64.9	64.6
Confidence Interval (e)	±	15.5	13.8	11.3	32.7	7.9
Relative standard error (f)	%	14.2	9.4	8.5	25.5	6.2

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

(b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(c) Includes a small proportion of non-Indigenous households.

(d) Sample sizes reflect the number of unweighted valid responses and therefore differ from sample sizes reported for the amenity/location indicator.

(e) 95 per cent confidence interval. See chapter 2 for more information on confidence intervals.

(f) See chapter 2 for more information on relative standard errors.

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

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

Table 18A.42 **Customer satisfaction — community housing, 2016 (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Sample size (d)										
2016	no.	589	408	379	384	572	554	209	na	3 095
2014	no.	1 032	358	364	349	346	288	121	na	2 858
Very satisfied										
2016	%	38.3	41.8	38.0	45.3	41.1	39.2	36.4	na	39.4
Confidence Interval (e)	±	3.9	4.8	4.9	5.0	4.0	4.1	6.5	na	2.1
Relative standard error	%	5.2	5.8	6.6	5.6	5.0	5.3	9.2	na	2.7
2014	%	33.4	37.8	40.1	44.2	40.3	34.1	30.6	na	36.9
Confidence Interval (e)	±	2.9	5.0	5.2	5.3	5.2	5.5	8.2	na	1.9
Relative standard error	%	4.4	6.8	6.6	6.1	6.5	8.2	13.7	na	2.6
Satisfied										
2016	%	42.0	40.2	40.3	39.8	39.4	40.7	44.0	na	40.9
Confidence Interval (e)	±	4.0	4.8	5.0	4.9	4.0	4.1	6.7	na	2.1
Relative standard error	%	4.9	6.0	6.3	6.3	5.2	5.1	7.8	na	2.6
2014	%	45.0	38.8	43.1	38.7	42.3	41.6	38.9	na	42.8
Confidence Interval (e)	±	3.0	5.1	5.3	5.2	5.2	5.7	8.7	na	2.0
Relative standard error	%	3.4	6.7	6.2	6.9	6.3	7.0	11.4	na	2.3
Satisfied or very satisfied										
2016	%	80.3	82.1	78.3	85.1	80.5	79.9	80.4	na	80.3
Confidence Interval (e)	±	3.2	3.7	4.2	3.6	3.3	3.4	5.4	na	1.7
Relative standard error	%	2.1	2.3	2.7	2.1	2.1	2.1	3.4	na	1.1
2014	%	78.5	76.6	83.2	83.0	82.6	75.7	69.4	na	79.7
Confidence Interval (e)	±	2.5	4.4	3.9	3.9	4.0	5.0	8.2	na	1.6
Relative standard error	%	1.6	2.9	2.4	2.4	2.5	3.3	6.0	na	1.0

Households with a member with disability (f)

Table 18A.42 **Customer satisfaction — community housing, 2016 (a), (b), (c)**

<i>Overall satisfaction</i>	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Very satisfied										
2016	%	32.9	41.5	40.8	36.8	32.9	34.9	33.7	na	36.4
Confidence Interval (e)	±	7.8	10.0	10.4	8.4	8.3	8.0	10.2	na	4.1
Relative standard error	%	12.1	12.3	13.0	11.6	12.8	11.7	15.4	na	5.8
2014	%	29.0	38.0	39.7	37.2	39.8	25.5	30.7	na	33.4
Confidence Interval (e)	±	5.5	9.6	10.5	12.4	10.6	8.5	14.5	na	3.7
Relative standard error	%	9.6	12.8	13.5	16.9	13.5	16.9	24.1	na	5.7
Satisfied										
2016	%	38.0	36.2	34.7	44.4	44.8	41.9	43.4	na	38.4
Confidence Interval (e)	±	8.1	9.7	10.1	8.6	8.7	8.3	10.7	na	4.2
Relative standard error	%	10.8	13.7	14.8	9.9	9.9	10.1	12.5	na	5.5
2014	%	45.1	35.8	36.8	40.7	39.7	43.2	35.9	na	41.4
Confidence Interval (e)	±	6.0	9.5	10.2	12.6	10.6	9.6	15.1	na	3.9
Relative standard error	%	6.8	13.6	14.1	15.7	13.5	11.4	21.4	na	4.8
Satisfied or very satisfied										
2016	%	70.9	77.7	75.4	81.1	77.7	76.7	77.1	na	74.8
Confidence Interval (e)	±	7.5	8.4	9.1	6.8	7.3	7.1	9.1	na	3.8
Relative standard error	%	5.4	5.5	6.2	4.3	4.8	4.7	6.0	na	2.6
2014	%	74.2	73.9	76.5	78.0	79.5	68.6	66.7	na	74.8
Confidence Interval (e)	±	5.3	8.7	8.8	10.4	8.7	9.0	14.9	na	3.4
Relative standard error	%	3.6	6.0	5.9	6.8	5.6	6.7	11.3	na	2.3

(a) For more information on data quality, including collection methodologies and data limitations, see table 18A.59.

(b) Data for the 2014 and 2016 NSHS are broadly comparable. However, due to changes in methodology and sample size, care must be taken when comparing results to previous years.

(c) Care should be taken in interpreting small differences in results as the data are subject to sampling error. Estimates with relative standard errors (RSE) of less than 25 per cent are generally considered sufficiently reliable for most purposes. See chapter 2 for more information on RSEs.

(d) Sample sizes reflect the number of unweighted valid responses and therefore differ from sample sizes reported for the amenity/location indicator.

(e) 95 per cent confidence interval. See chapter 2 for more information on confidence intervals.

Table 18A.42 **Customer satisfaction — community housing, 2016 (a), (b), (c)**

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

na Not available.

Source: AIHW (unpublished) *National Social Housing Survey 2016*.

TABLE 18A.43

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (e)	(f) Aust (g) (e)
2015-16									
No. of public housing dwellings (c)	110 131	64 658	51 176	33 534	38 484	7 205	10 917	4 970	321 076
Cost per dwelling									
Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) (excluding payroll tax)	8 455	6 415	8 281	12 567	9 806	8 498	9 847	13 883	8 766
Capital costs									
Depreciation	3 421	2 785	1 825	3 712	1 764	2 056	1 596	8 475	2 856
Indicative user cost of capital									
Land	14 549	15 657	11 683	18 037	9 956	4 480	24 494	13 630	14 227
Other assets	13 836	9 287	7 136	11 503	7 469	7 448	9 803	13 763	10 564
Total user cost of capital	28 385	24 944	18 820	29 540	17 425	11 929	34 297	27 392	24 791
Interest payments	534	–	293	539	–	898	297	2 007	347
Total capital costs (less interest payments)	31 273	27 729	20 352	32 713	19 189	13 087	35 596	33 860	27 300
Payroll tax	95	37	–	100	70	175	62
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	39 728	34 144	28 633	45 280	28 995	21 585	45 443	49 405	36 066
2014-15									
No. of public housing dwellings	110 214	64 404	51 248	33 361	39 428	7 265	10 833	4 905	321 658
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	8 133	6 819	7 880	11 061	9 284	8 379	9 630	14 741	8 438
Capital costs									
Depreciation	2 922	2 943	1 826	3 581	1 708	2 486	2 094	7 168	2 698
Indicative user cost of capital									
Land	12 338	13 177	11 350	17 688	9 860	3 895	23 499	14 562	12 819
Other assets	12 228	9 413	7 260	13 925	7 297	7 553	9 692	14 672	10 291
Total user cost of capital	24 566	22 589	18 609	31 613	17 156	11 448	33 191	29 235	23 109

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (e)	(f) Aust (g) (e)
Interest payments	571	316	304	592	–	1 199	327	2 077	438
Total capital costs (less interest payments)	26 917	25 217	20 131	34 602	18 865	12 735	34 959	34 326	25 369
Payroll tax	83	37	–	113	63	167	58
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	34 967	32 041	28 011	45 550	27 840	21 114	44 589	50 739	33 749
2013-14									
No. of public housing dwellings	110 805	64 471	51 368	33 467	39 422	10 444	10 848	5 009	325 834
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 990	5 603	7 116	11 523	9 072	8 574	9 231	14 426	8 051
Capital costs									
Depreciation	2 850	2 458	1 883	3 363	1 716	2 473	1 342	7 422	2 543
Indicative user cost of capital									
Land	11 347	12 953	10 947	16 109	9 856	2 982	23 206	14 886	12 092
Other assets	10 425	9 364	7 244	14 436	7 284	6 042	9 385	14 774	9 637
Total user cost of capital	21 772	22 317	18 191	30 544	17 139	9 024	32 590	29 659	21 729
Interest payments	595	342	315	640	169	864	348	2 071	477
Total capital costs (less interest payments)	24 027	24 433	19 759	33 267	18 687	10 632	33 585	35 011	23 795
Payroll tax	107	62	45	100	74	157	77
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	31 915	30 010	26 830	44 689	27 558	19 206	42 816	50 907	31 769
2012-13									
No. of public housing dwellings	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 751	6 048	7 267	10 152	7 724	7 675	9 058	13 588	7 746

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (e) (f)	Aust (g) (e)
Capital costs									
Depreciation	2 720	2 460	1 964	3 220	1 790	2 446	1 348	5 126	2 470
Indicative user cost of capital									
Land	11 152	10 154	10 693	14 086	9 856	3 589	22 271	14 479	11 192
Other assets	9 684	8 822	7 472	11 591	7 418	7 547	9 347	14 769	9 080
Total user cost of capital	20 836	18 976	18 165	25 677	17 273	11 137	31 618	29 248	20 272
Interest payments	629	367	325	641	714	837	363	2 083	562
Total capital costs (less interest payments)	22 927	21 069	19 804	28 256	18 350	12 746	32 603	32 291	22 180
Payroll tax	106	59	43	133	63	15	..	178	79
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	30 572	27 097	27 028	38 275	25 953	20 681	41 661	47 165	29 847
2011-12									
No. of public housing dwellings	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 429	5 847	8 290	9 762	7 719	7 625	8 736	11 534	7 671
Capital costs									
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038
Total user cost of capital	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs (less interest payments)	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
Payroll tax	132	51	52	103	66	79	..	73	86
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	28 546	27 109	28 559	37 391	26 398	21 461	41 238	41 427	29 285

TABLE 18A.43

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (e)	(f) Aust (g) (e)
2010-11									
No. of public housing dwellings	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 977	5 926	8 255	8 191	6 994	8 156	8 159	12 768	7 286
Capital costs									
Depreciation	2 552	2 190	2 027	2 744	1 769	2 300	1 235	4 358	2 295
Indicative user cost of capital									
Land	11 007	10 236	11 512	13 558	9 573	4 337	21 959	12 959	11 183
Other assets	8 071	8 766	7 931	10 946	7 505	8 895	9 128	11 519	8 524
Total user cost of capital	19 078	19 003	19 443	24 504	17 078	13 232	31 087	24 478	19 707
Interest payments	607	–	344	694	881	876	398	2 140	516
Total capital costs (less interest payments)	21 023	21 193	21 126	26 554	17 966	14 656	31 924	26 696	21 486
Payroll tax	95	50	53	80	65	84	..	88	70
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	27 905	27 106	29 328	34 665	24 831	23 349	40 091	39 376	28 702
2009-10									
No. of public housing dwellings	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 237	5 000	6 154	7 179	6 815	7 656	8 106	12 059	6 691
Capital costs									
Depreciation	2 338	2 133	1 911	2 693	1 707	2 290	1 267	3 689	2 170
Indicative user cost of capital									
Land	10 814	10 238	11 597	13 526	8 363	3 377	22 407	11 299	10 900
Other assets	7 825	8 531	8 081	9 712	7 193	8 550	8 452	8 709	8 027
Total user cost of capital	18 639	18 769	19 678	23 238	15 556	11 927	30 859	20 008	18 927

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (e)</i>	<i>WA (e)</i>	<i>SA (e)</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT (e) (f)</i>	<i>Aust (g) (e)</i>
Interest payments	550	–	357	762	863	890	421	2 141	504
Total capital costs (less interest payments)	20 427	20 901	21 232	25 168	16 399	13 327	31 704	21 556	20 592
Payroll tax	92	48	60	91	72	73	–	75	72
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	27 572	25 882	27 250	32 182	23 142	21 323	39 810	33 540	27 212
2008-09									
No. of public housing dwellings	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 549	4 813	6 146	7 000	6 342	7 498	7 736	13 201	6 366
Capital costs									
Depreciation	2 163	2 053	1 894	2 730	1 621	2 152	1 248	3 114	2 071
Indicative user cost of capital									
Land	9 824	10 351	11 377	15 621	7 372	3 584	19 814	10 601	10 515
Other assets	6 748	8 253	7 658	11 121	6 599	8 407	8 317	8 168	7 572
Total user cost of capital	16 573	18 604	19 036	26 741	13 971	11 991	28 131	18 769	18 087
Interest payments	548	–	371	803	862	903	442	2 122	512
Total capital costs (less interest payments)	18 188	20 657	20 559	28 669	14 729	13 239	28 936	19 762	19 646
Payroll tax	85	48	50	73	58	57	–	82	64
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	24 653	25 458	26 655	35 596	21 013	21 130	36 672	32 881	25 948
2007-08									
No. of public housing dwellings	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 010	4 798	5 286	8 173	6 256	6 947	7 086	10 918	6 064

Capital costs

TABLE 18A.43

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	<i>NSW</i> (d)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i> (e)	<i>NT</i> (e)	<i>Aust</i> (g) (e)
Depreciation	2 052	1 919	1 684	2 333	1 410	2 187	1 341	2 643	1 906
Indicative user cost of capital									
Land	10 064	7 506	11 083	16 490	6 587	3 299	19 684	9 433	9 947
Other assets	6 430	7 980	7 441	11 881	5 347	8 274	8 095	7 796	7 265
Total user cost of capital	16 495	15 485	18 524	28 371	11 934	11 573	27 780	17 230	17 212
Interest payments	543	–	384	828	785	923	460	2 417	512
Total capital costs (less interest payments)	18 003	17 404	19 823	29 876	12 559	12 837	28 660	17 456	18 606
Payroll tax	75	45	37	72	60	67	–	73	59
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	23 938	22 190	25 073	37 977	18 755	20 075	35 747	28 301	24 611
2006-07									
No. of public housing dwellings	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 778	4 541	5 162	7 553	5 990	6 752	6 842	9 502	5 768
Capital costs									
Depreciation	1 961	1 852	1 578	1 834	1 343	1 982	1 149	2 534	1 776
Indicative user cost of capital									
Land	10 084	6 011	9 003	12 341	5 742	3 123	16 087	8 142	8 716
Other assets	6 266	7 221	6 783	9 750	5 436	7 473	8 018	7 084	6 737
Total user cost of capital	16 350	13 232	15 786	22 091	11 177	10 597	24 105	15 225	15 452
Interest payments	532	–	398	842	916	941	480	2 164	527
Total capital costs (less interest payments)	17 779	15 084	16 965	23 083	11 605	11 638	24 775	15 595	16 702
Payroll tax	61	42	34	68	57	67	1	86	52
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	23 497	19 584	22 093	30 568	17 538	18 323	31 616	25 011	22 418

(a) Data are presented in nominal terms. Refer to table 18A.44 for data reported in real terms (2015-16 dollars).

Table 18A.43 **Nominal government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (a), (b), (c)**

	<i>NSW</i> (d)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>WA</i> (e)	<i>SA</i> (e)	<i>Tas</i> (e)	<i>ACT</i> (e)	<i>NT</i> (e)	<i>Aust</i> (g) (e)
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- (b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.
- (c) Number of dwellings averaged over the year for 2015-16 except for the NT (for the NT, number of dwellings is as at 30 June). For previous years, number of dwellings is as at 30 June except for Tasmania (for Tasmania, number of dwellings is averaged over the year from 2013-14). Averaging the number of dwellings over the year was introduced for the 2017 Report to account for the effect on public housing expenditure of dwellings transferred from public housing to the community sector. Data may differ from data in tables 18A.3 and 18A.5 where number of dwellings are as at 30 June for all years.
- (d) For NSW, total net recurrent costs in 2009–10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010–11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010–11 reflect software and system development. Interest payments for 2010–11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project.
- (e) NPARIH expenditure on public housing is included for NSW and Tasmania. NPARIH expenditure on public housing is excluded (where applicable) for Victoria, Queensland (2015-16 only) and WA. As for other remote Indigenous housing data for the NT, NPARIH expenditure is excluded. NPARIH does not apply in the ACT.
- (f) For the NT, recurrent cost per dwelling data should be used with caution. Data are derived from net recurrent expenditure for not only public housing dwellings, but also for dwellings related to other categories such as industry housing. Capital costs per dwelling are for urban public housing dwellings only.
- (g) Historical net recurrent cost per dwelling data for Australia have been revised and may differ from previous Reports.
- Nil or rounded to zero.

Source: State and Territory governments (unpublished).

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
2015-16									
No. of public housing dwellings (c)	110 131	64 658	51 176	33 534	38 484	7 205	10 917	4 970	321 076
Cost per dwelling									
Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) (excluding payroll tax)	8 455	6 415	8 281	12 567	9 806	8 498	9 847	13 883	8 766
Capital costs									
Depreciation	3 421	2 785	1 825	3 712	1 764	2 056	1 596	8 475	2 856
Indicative user cost of capital									
Land	14 549	15 657	11 683	18 037	9 956	4 480	24 494	13 630	14 227
Other assets	13 836	9 287	7 136	11 503	7 469	7 448	9 803	13 763	10 564
Total user cost of capital	28 385	24 944	18 820	29 540	17 425	11 929	34 297	27 392	24 791
Interest payments	534	–	293	539	–	898	297	2 007	347
Total capital costs (less interest payments)	31 273	27 729	20 352	32 713	19 189	13 087	35 596	33 860	27 300
Payroll tax	95	37	–	100	70	175	62
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	39 728	34 144	28 633	45 280	28 995	21 585	45 443	49 405	36 066
2014-15									
No. of public housing dwellings	110 214	64 404	51 248	33 361	39 428	7 265	10 833	4 905	321 658
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	8 333	6 987	8 073	11 333	9 512	8 585	9 867	15 104	8 645
Capital costs									
Depreciation	2 994	3 016	1 871	3 669	1 750	2 547	2 146	7 344	2 765
Indicative user cost of capital									

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
Land	12 641	13 501	11 629	18 123	10 102	3 991	24 077	14 921	13 134
Other assets	12 529	9 644	7 438	14 268	7 476	7 739	9 930	15 033	10 544
Total user cost of capital	25 170	23 145	19 067	32 391	17 578	11 730	34 007	29 954	23 678
Interest payments	585	324	312	607	–	1 228	335	2 128	449
Total capital costs (less interest payments)	27 579	25 837	20 626	35 453	19 328	13 048	35 819	35 170	25 993
Payroll tax	85	38	–	116	64	171	59
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	35 827	32 829	28 700	46 670	28 524	21 633	45 685	51 987	34 579
2013-14									
No. of public housing dwellings	110 805	64 471	51 368	33 467	39 422	10 444	10 848	5 009	325 834
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	8 271	5 800	7 366	11 928	9 392	8 876	9 556	14 934	8 334
Capital costs									
Depreciation	2 950	2 544	1 949	3 481	1 776	2 560	1 389	7 683	2 633
Indicative user cost of capital									
Land	11 747	13 409	11 332	16 676	10 203	3 087	24 022	15 410	12 517
Other assets	10 792	9 694	7 499	14 944	7 540	6 255	9 715	15 294	9 976
Total user cost of capital	22 538	23 102	18 831	31 619	17 743	9 341	33 738	30 703	22 493
Interest payments	616	354	326	663	175	894	360	2 144	494
Total capital costs (less interest payments)	24 872	25 293	20 455	34 438	19 344	11 007	34 767	36 243	24 633
Payroll tax	110	64	46	104	77	163	80
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	33 038	31 066	27 775	46 262	28 528	19 882	44 323	52 699	32 887

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
2012-13									
No. of public housing dwellings	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	8 125	6 340	7 617	10 642	8 096	8 045	9 495	14 243	8 120
Capital costs									
Depreciation	2 851	2 578	2 058	3 375	1 877	2 564	1 413	5 373	2 589
Indicative user cost of capital									
Land	11 689	10 644	11 208	14 765	10 331	3 763	23 345	15 177	11 731
Other assets	10 151	9 247	7 832	12 150	7 775	7 911	9 797	15 481	9 518
Total user cost of capital	21 840	19 891	19 040	26 915	18 106	11 674	33 142	30 659	21 249
Interest payments	660	385	340	672	748	878	380	2 183	589
Total capital costs (less interest payments)	24 032	22 085	20 758	29 618	19 235	13 360	34 175	33 848	23 249
Payroll tax	111	62	45	139	66	16	..	186	82
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	32 046	28 404	28 331	40 120	27 205	21 678	43 670	49 439	31 286
2011-12									
No. of public housing dwellings	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 912	6 227	8 829	10 396	8 220	8 120	9 304	12 283	8 169

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
Capital costs									
Depreciation	2 533	2 371	2 147	3 321	1 937	2 533	1 441	6 855	2 478
Indicative user cost of capital									
Land	10 848	10 843	11 503	14 847	10 748	3 915	23 621	14 227	11 587
Other assets	9 965	9 444	8 348	12 072	8 456	8 654	9 924	12 022	9 625
Total user cost of capital	20 813	20 287	19 851	26 919	19 204	12 569	33 546	26 249	21 212
Interest payments	718	–	357	707	1 055	915	377	2 239	580
Total capital costs (less interest payments)	22 629	22 657	21 641	29 533	20 086	14 187	34 610	30 865	23 110
Payroll tax	141	54	56	109	71	84	..	78	91
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	30 400	28 870	30 414	39 820	28 113	22 856	43 917	44 118	31 187
2010-11									
No. of public housing dwellings	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 592	6 448	8 983	8 913	7 610	8 875	8 878	13 893	7 928
Capital costs									
Depreciation	2 777	2 383	2 206	2 986	1 925	2 503	1 343	4 742	2 497
Indicative user cost of capital									
Land	11 977	11 139	12 526	14 753	10 417	4 719	23 895	14 102	12 169
Other assets	8 783	9 539	8 630	11 910	8 166	9 679	9 932	12 534	9 275
Total user cost of capital	20 760	20 678	21 157	26 663	18 583	14 398	33 827	26 636	21 444
Interest payments	661	–	375	755	958	953	433	2 329	561

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
Total capital costs (less interest payments)	22 876	23 061	22 988	28 895	19 549	15 948	34 738	29 049	23 380
Payroll tax	103	54	57	87	70	91	..	96	77
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	30 365	29 495	31 913	37 720	27 019	25 407	43 625	42 847	31 232
2009-10									
No. of public housing dwellings	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	8 290	5 727	7 049	8 223	7 806	8 770	9 285	13 813	7 665
Capital costs									
Depreciation	2 678	2 443	2 189	3 085	1 955	2 623	1 451	4 226	2 485
Indicative user cost of capital									
Land	12 387	11 727	13 284	15 494	9 579	3 868	25 666	12 943	12 485
Other assets	8 963	9 772	9 257	11 124	8 240	9 794	9 681	9 976	9 194
Total user cost of capital	21 351	21 499	22 541	26 618	17 819	13 662	35 348	22 919	21 680
Interest payments	630	–	409	873	989	1 019	483	2 453	578
Total capital costs (less interest payments)	23 398	23 942	24 321	28 830	18 785	15 266	36 316	24 692	23 588
Payroll tax	105	55	68	104	82	83	–	86	82
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	31 583	29 647	31 214	36 864	26 509	24 425	45 601	38 419	31 170
2008-09									
No. of public housing dwellings	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
Cost per dwelling									

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 705	5 662	7 231	8 235	7 461	8 821	9 101	15 531	7 489
Capital costs									
Depreciation	2 545	2 416	2 229	3 212	1 907	2 532	1 468	3 664	2 436
Indicative user cost of capital									
Land	11 558	12 177	13 385	18 377	8 673	4 216	23 311	12 472	12 371
Other assets	7 939	9 710	9 010	13 083	7 763	9 891	9 784	9 610	8 908
Total user cost of capital	19 497	21 887	22 395	31 460	16 436	14 107	33 095	22 081	21 279
Interest payments	644	–	437	944	1 014	1 063	520	2 496	603
Total capital costs (less interest payments)	21 398	24 303	24 187	33 728	17 328	15 576	34 042	23 249	23 113
Payroll tax	100	56	59	85	68	67	–	96	75
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	29 003	29 950	31 359	41 878	24 721	24 859	43 144	38 684	30 527
2007-08									
No. of public housing dwellings	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 348	5 865	6 462	9 991	7 648	8 493	8 663	13 348	7 414
Capital costs									
Depreciation	2 508	2 345	2 058	2 852	1 724	2 673	1 640	3 231	2 331
Indicative user cost of capital									
Land	12 304	9 176	13 549	20 159	8 053	4 033	24 064	11 532	12 160

Table 18A.44 **Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)**

	NSW (d)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	ACT (e)	NT (f) (e)	Aust (g) (e)
Other assets	7 861	9 755	9 096	14 525	6 536	10 115	9 897	9 531	8 881
Total user cost of capital	20 164	18 931	22 645	34 684	14 589	14 148	33 960	21 063	21 041
Interest payments	664	–	470	1 013	960	1 129	563	2 955	626
Total capital costs (less interest payments)	22 009	21 276	24 234	36 523	15 353	15 693	35 037	21 340	22 745
Payroll tax	92	55	45	88	74	82	–	89	72
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	29 264	27 127	30 651	46 426	22 928	24 542	43 700	34 598	30 087
2006-07									
No. of public housing dwellings	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
Cost per dwelling									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 352	5 778	6 567	9 610	7 621	8 590	8 705	12 089	7 338
Capital costs									
Depreciation	2 495	2 357	2 008	2 334	1 709	2 522	1 462	3 224	2 260
Indicative user cost of capital									
Land	12 829	7 648	11 454	15 701	7 305	3 974	20 467	10 359	11 089
Other assets	7 973	9 187	8 629	12 404	6 915	9 508	10 202	9 012	8 571
Total user cost of capital	20 802	16 834	20 083	28 106	14 221	13 482	30 668	19 371	19 660
Interest payments	677	–	507	1 072	1 165	1 197	610	2 754	670
Total capital costs (less interest payments)	22 620	19 191	21 584	29 368	14 764	14 807	31 520	19 841	21 249
Payroll tax	78	53	43	87	72	85	1	110	66
Cost of providing assistance (including the cost of capital) (excluding payroll tax)	29 894	24 915	28 109	38 890	22 312	23 312	40 224	31 821	28 521

(a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 18A.58). Refer to table 18A.43 for data reported in nominal terms.

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

Table 18A.44 Real government expenditure on public housing, 2006-07 to 2015-16 (\$ per dwelling) (2015-16 dollars) (a), (b), (c)

	<i>NSW (d)</i>	<i>Vic (e)</i>	<i>Qld (e)</i>	<i>WA (e)</i>	<i>SA (e)</i>	<i>Tas (e)</i>	<i>ACT (e)</i>	<i>NT (f) (e)</i>	<i>Aust (g) (e)</i>
(c) Number of dwellings averaged over the year for 2015-16 except for the NT (for the NT, number of dwellings is as at 30 June). For previous years, number of dwellings is as at 30 June except for Tasmania (for Tasmania, number of dwellings is averaged over the year from 2013-14). Averaging the number of dwellings over the year was introduced for the 2017 Report to account for the effect on public housing expenditure of dwellings transferred from public housing to the community sector. Data may differ from data in tables 18A.3 and 18A.5 where number of dwellings are as at 30 June for all years.									
(d) For NSW, total net recurrent costs in 2009–10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010–11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010–11 reflect software and system development. Interest payments for 2010–11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project.									
(e) NPARIH expenditure on public housing is included for NSW and Tasmania. NPARIH expenditure on public housing is excluded (where applicable) for Victoria, Queensland (2015-16 only) and WA. As for other remote Indigenous housing data for the NT, NPARIH expenditure is excluded. NPARIH does not apply in the ACT.									
(f) For the NT, recurrent cost per dwelling data should be used with caution. Data are derived from net recurrent expenditure for not only public housing dwellings, but also for dwellings related to other categories such as industry housing. Capital costs per dwelling are for urban public housing dwellings only.									
(g) Historical net recurrent cost per dwelling data for Australia have been revised and may differ from previous Reports.									
.. Not applicable. – Nil or rounded to zero									

Source: State and Territory governments (unpublished); table 18A.58.

Table 18A.45 Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling) (a), (b), (c), (d), (e), (f)

	NSW (g)	Vic (e)	Qld (e)	WA (e)	SA (e)	Tas (e)	Total (e)
Nominal cost per dwelling							
2015-16	8 939	..	15 069	..	11 570	7 557	11 424
2014-15	9 186	..	13 102	..	12 288	7 766	10 999
2013-14	8 750	..	10 830	..	11 937	8 254	9 988
2012-13	8 478	..	11 757	..	12 009	7 580	10 157
2011-12	7 913	..	11 022	..	13 180	7 390	9 851
2010-11	7 630	..	11 748	..	11 670	7 780	9 816
2009-10	9 152	..	9 211	9 058	11 859	7 163	9 503
2008-09	7 052	4 436	9 019	8 981	10 620	7 141	8 484
2007-08	6 229	4 929	8 139	10 726	9 513	6 504	8 014
2006-07	5 818	4 078	7 471	7 627	6 674	6 430	6 476
Real cost per dwelling (2015-16 dollars) (d)							
2015-16	8 939	..	15 069	..	11 570	7 557	11 424
2014-15	9 412	..	13 424	..	12 590	7 957	11 269
2013-14	9 058	..	11 211	..	12 358	8 545	10 340
2012-13	8 887	..	12 324	..	12 588	7 945	10 647
2011-12	8 427	..	11 738	..	14 036	7 870	10 491
2010-11	8 303	..	12 783	..	12 699	8 466	10 681
2009-10	10 483	..	10 551	9 058	13 584	8 205	10 885
2008-09	8 296	5 218	10 610	8 981	12 495	8 401	9 981
2007-08	7 615	6 025	9 950	10 726	11 630	7 951	9 797
2006-07	7 402	5 188	9 505	7 627	8 491	8 180	8 239

(a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 18A.58).

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

(c) Data exclude the user costs of capital.

(d) The denominator is the number of dwellings averaged over the year for 2015-16 except for the NT (for the NT, number of dwellings is as at 30 June). For previous years, the denominator is the number of dwellings as at 30 June except for Tasmania (for Tasmania, number of dwellings is averaged over the years from 2013-14). Averaging the number of dwellings over the year was introduced for the 2017 Report to account for the effect on expenditure per dwelling of dwellings transferred from SOMIH to the community sector. Denominator data may differ from data in table 18A.3 where number of dwellings are as at 30 June for all years.

(e) Data exclude grants and subsidies for 2012-13 and subsequent years for all states except NSW, where grants and subsidies are included for 2012-13 and 2013-14.

(f) NPARIH expenditure on SOMIH is included for NSW and Tasmania. NPARIH expenditure on SOMIH is excluded (where applicable) for Victoria, Queensland (2015-16 only) and WA. NPARIH does not apply in the ACT.

Table 18A.45 Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling) (a), (b), (c), (d), (e), (f)

	<i>NSW (g)</i>	<i>Vic (e)</i>	<i>Qld (e)</i>	<i>WA (e)</i>	<i>SA (e)</i>	<i>Tas (e)</i>	<i>Total (e)</i>
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(g) For NSW:

- data for 2015-16 exclude grants and subsidies; data for 2012-13 to 2014-15 include grants and subsidies

- total net recurrent costs in 2009-10 includes additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding.

.. Not applicable.

Source: State governments (unpublished); table 18A.3; table 18A.58.

Table 18A.46 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d), (e), (f), (g)**

	<i>NSW</i>	<i>Vic (h), (o)</i>	<i>Qld (i)</i>	<i>WA (j), (o)</i>	<i>SA (k)</i>	<i>Tas (l), (o)</i>	<i>ACT (m)</i>	<i>NT</i>	<i>Total (n), (j)</i>
Nominal cost per tenancy									
2014-15	11 866	13 712	12 787	9 537	11 054	13 279	4 892	na	11 938
2013-14	10 380	8 788	7 261	9 523	9 600	na	6 638	na	9 222
2012-13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841
2011-12	9 844	9 050	5 816	5 564	6 456	14 140	7 249	na	8 222
2010-11	9 356	9 356	5 345	5 400	6 629	15 699	10 971	na	8 149
2009-10	10 175	8 445	7 263	8 062	7 459	21 312	10 268	na	9 120
2008-09	9 299	9 008	4 962	7 870	7 294	16 835	7 248	na	8 289
2007-08	8 844	7 250	4 674	4 956	6 008	12 023	7 816	na	7 045
2006-07	8 580	7 963	3 787	6 591	6 999	9 832	6 690	na	7 100
Real cost per dwelling (2014-15 dollars) (j)									
2014-15	11 866	13 712	12 787	9 537	11 054	13 279	4 892	na	11 938
2013-14	10 485	8 876	7 334	9 619	9 697	na	6 705	na	9 315
2012-13	10 933	8 759	6 418	7 113	7 454	15 104	6 239	na	9 050
2011-12	10 233	9 407	6 046	5 784	6 711	14 699	7 535	na	8 547
2010-11	9 932	9 932	5 674	5 733	7 037	16 665	11 646	na	8 650
2014-15	11 369	9 436	8 115	9 008	8 334	23 812	11 473	na	10 190
2008-09	10 676	10 342	5 697	9 036	8 374	19 328	8 321	na	9 517
2007-08	10 541	8 641	5 571	5 907	7 161	14 330	9 316	na	8 397
2006-07	10 645	9 880	4 699	8 177	8 684	12 199	8 300	na	8 809

(a) Time series financial data are adjusted to 2014-15 dollars using the GGFCE chain price deflator (2014-15=100) (table 18A.58).

(b) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

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

(d) Cost per tenancy data are not available for 2015-16 as financial data for community housing lags 1 year behind activity and descriptive data. Activity and descriptive community housing data are available for 2015-16 and are reported (for example, see table 18A.7).

(e) Data include expenditure by state and territory governments on community housing program administration and by community housing organisations on day-to-day management of dwellings and tenancies.

Table 18A.46 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d), (e), (f), (g)**

	<i>NSW</i>	<i>Vic (h), (o)</i>	<i>Qld (i)</i>	<i>WA (j), (o)</i>	<i>SA (k)</i>	<i>Tas (l), (o)</i>	<i>ACT (m)</i>	<i>NT</i>	<i>Total (n), (j)</i>
(f)	Data exclude the costs of capital.								
(g)	The denominator is the number of CH dwellings as at 30 June.								
(h)	For Victoria, changes in methodology over time affect coherence of these data. Data for 2009-10 are weighted (see footnote (o)).								
(i)	Unit record data are available for Queensland for the first time for 2015-16. Data are not comparable with data for previous years.								
(j)	For WA: <ul style="list-style-type: none"> - the increase in total net recurrent costs for 2014-15 was attributed to the inclusion of two CH organisations that provided additional services compared to those that only managed properties, and therefore had higher costs. - data for 2013-14 have been revised and may differ from previous reports. The national total has been revised accordingly. - data for 2009-10 are weighted (see footnote (o)). 								
(k)	For SA for 2013-14, the large increase in total net recurrent costs coincided with a rise in administrative expenses related to staffing and supplies.								
(l)	For Tasmania: <ul style="list-style-type: none"> - around 4000 public housing properties were transferred to community housing organisations in the period 2012-13 to 2014-15, in line with current policy to progress social housing reform. For the 2014-15 reporting year, the denominator (number of tenancies as at 30 June 2015) includes tenancies that were funded by community housing organisations for only part of the year. This may have a deflationary effect on data for 2014-15. - data for 2013-14 are not available due to data accuracy and reliability issues. - data for 2009-10 are weighted (see footnote (o)). 								
(m)	For the ACT: <ul style="list-style-type: none"> - recurrent administrative net cost and the number of tenancy (rental) units it relates to include administration for CH organisations not included in the national data collection but registered under the community housing regulatory framework - data for 2009-10 may include grants and subsidies paid to community housing organisations for tenancy management. 								
(n)	Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.								
(o)	For 2009-10, provider net recurrent costs for Victoria, WA, and Tasmania are weighted to reflect the total number of tenancy (rental) units. Data for Victoria may include some dwellings that were not government funded. Data for WA and Tasmania data exclude three community housing organisations. Data for Tasmania reflect an increase in administrative costs.								

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 18A.58.

Table 18A.47 **Net recurrent cost per dwelling — Indigenous community housing (2014-15 dollars) (a), (b), (c), (d)**

	NSW (e)	Vic	Qld	WA	SA	Tas	ACT	NT (f)	Aust (e), (g)
2014-15	14 803	8 717	10 968	9 449	na	3 475	..	na	10 865
2013-14 (e)	16 019	7 871	9 640	10 458	na	3 830	..	na	10 424
2012-13	8 045	7 870	6 357	10 710	na	10 128	..	na	7 933
2011-12	10 244	6 678	6 626	9 745	na	9 634	na	na	8 284
2010-11	11 312	5 150	5 879	9 621	na	5 265	na	na	7 778

- (a) Further information on data quality for the Indigenous community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/628419.
- (b) Time series financial data are adjusted to 2014-15 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2014-15=100) (table 18A.58).
- (c) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results.
- (d) Denominator is the number of dwellings as at 30 June.
- (e) Nominal recurrent cost per dwelling data for 2013-14 have been revised for NSW and Australia and differ from the 2016 Report.
- (f) During 2008-09 in the NT, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 5046 at 30 June 2016 due to further transfers and new dwellings being constructed since 2008-09. Since 2008-09, these dwellings were not captured by the ICH data collection or the public housing data collection. Data are expected to be included in the 2018 Report. See table 18A.8 for additional information on ICH.
- (g) Australian totals may not represent national totals because data were not available for all jurisdictions.
- na** Not available. ... Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 18A.58.

TABLE 18A.48

Table 18A.48 **Public housing rent collection rate (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>National average</i>
2015-16	99.3	99.7	101.0	94.8	99.9	99.1	99.9	99.1	99.3
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

(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

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

(c) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.

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

(e) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

Source: State and Territory governments (unpublished).

Table 18A.49 **SOMIH rent collection rate (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2015-16	99.6	99.6	99.8	99.2	99.6
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

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

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

(c) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.

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

Source: State governments (unpublished).

TABLE 18A.50

Table 18A.50 **Community housing rent collection rate (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (g)</i>
2014-15	97.7	101.4	100.2	93.3	100.4	101.6	97.8	na	98.9
2013-14	97.7	100.4	99.9	99.9	99.6	109.0	98.7	na	99.3
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

(a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.

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

(c) Rent collection rate data are not available for 2015-16 as financial data for community housing lags 1 year behind activity and descriptive data. Activity and descriptive community housing data are available for 2015-16 and are reported (for example, see table 18A.7).

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

(e) Unit record data are available for Queensland for the first time for 2015-16. Data are not comparable with data for previous years.

(f) Rent collection rate for SA is sourced from jurisdiction administrative systems.

(g) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector. Data for 2015 have been revised to correct a rounding error and may differ from previous reports.

na Not available.

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

Table 18A.51 **Indigenous community housing rent collection rate (per cent) (a), (b), (c), (d), (e)**

	<i>NSW</i> (f)	<i>Vic</i>	<i>Qld</i> (g)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (h)	<i>Aust</i> (g)
2014-15	93.9	100.4	82.8	84.6	92.1	100.0	..	na	89.7
2013-14	92.5	100.1	87.8	89.7	na	99.5	..	na	92.4
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

- (a) Further information on data quality for the Indigenous community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/628419.
- (b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results.
- (c) Data for 2009–10 are based on organisations that received ICH funding during 2009–10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (d) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.
- (e) Calculations only include those ICH organisations for which both rent collected and rent charged were known.
- (f) Data for ICH organisations in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.
- (g) Data for 2013-14 have been revised for Queensland and Australia and differ from the 2016 Report.
- (h) During 2008-09 in the NT, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 5046 at 30 June 2016 due to further transfers and new dwellings being constructed since 2008-09. Since 2008-09, these dwellings were not captured by the ICH data collection or the public housing data collection. Data are expected to be included in the 2018 Report. See table 18A.8 for additional information on ICH.

na Not available. .. Not applicable.

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

TABLE 18A.52

Table 18A.52 **Public housing occupancy rates as at 30 June (per cent) (a) (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Proportion of public housing dwellings occupied, at 30 June									
2016	98.6	98.1	97.9	96.0	95.0	98.2	97.2	94.5	97.6
2015	98.7	98.0	98.3	97.7	95.8	98.3	98.0	94.7	97.9
2014	98.7	97.8	98.4	96.6	96.4	98.1	98.9	93.2	97.9
2013	99.0	97.3	98.6	95.8	96.8	97.1	98.0	93.6	97.8
2012	98.9	96.9	98.6	96.3	96.0	97.3	98.6	95.4	97.7
2011	99.9	96.9	98.6	96.1	95.8	98.4	97.9	96.1	98.0
2010	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7
2009	98.6	96.6	98.9	96.7	96.1	98.1	98.4	94.7	97.7
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0

(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

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

(c) These data are calculated using the numerator 'Total occupied dwellings' and denominator 'Total dwellings' reported in table 18A.5.

(d) For the NT, data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

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

Table 18A.53 **SOMIH occupancy rates as at 30 June (per cent) (a) (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Proportion of State owned and managed Indigenous housing dwellings occupied							
2016	97.7	..	96.7	..	96.1	99.1	97.1
2015	97.6	..	96.6	..	95.8	98.6	97.0
2014	97.2	..	96.7	..	95.9	97.2	96.8
2013	98.1	..	96.5	..	97.3	97.6	95.3
2012	97.7	..	95.2	..	96.0	96.8	96.5
2011	99.9	..	95.7	..	94.6	98.0	97.4
2010	98.1	..	94.8	95.5	92.4	97.7	95.8
2009	97.9	100.0	95.5	94.6	93.9	98.6	96.1
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

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

(c) These data are calculated using the numerator 'Total occupied dwellings' and denominator 'Total dwellings' reported in table 18A.6.

.. Not applicable.

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

Table 18A.54 **Community housing occupancy rates at 30 June (per cent) (a), (b), (c)**

	NSW (d)	Vic	Qld	WA (e)	SA (f)	Tas	ACT	NT (g)	Total (h)
2016	83.4	94.7	95.5	93.6	96.4	94.4	88.7	100.0	90.3
2015	92.9	94.0	96.7	94.6	96.0	96.0	86.6	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

- (a) Further information on data quality for the community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/659303.
- (b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Data may exclude some new dwellings which are unavailable for rent e.g. new constructions, purchases and dwellings newly managed by community organisations, for example, due to transfers of dwelling management and new headlease agreements.
- (c) Excludes dwellings for which complete information is not available.
- (d) The date that residents left the household was included for the first time in the NSW 2015-16 community housing data submission, improving the accuracy of occupancy rates data. Data for 2012 were unavailable from a large community housing organisation.
- (e) Includes one occupied tenancy (rental) unit used to provide additional housing support. The number of households at 30 June may be overstated due to underlying data quality issues. This may also result in a higher rate of occupancy.
- (f) The number of households at 30 June may be understated whilst the number of tenancy (rental) units may be overstated due to underlying data quality issues. This may also result in a lower rate of occupancy.
- (g) It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.
- (h) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

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

Table 18A.55 Indigenous community housing occupancy rates at 30 June (per cent) (a), (b), (c), (d), (e)

	NSW (f)	Vic	Qld	WA	SA	Tas	ACT	NT (g)	Aust (h)
2015	96.0	96.7	92.6	89.6	84.6	97.3	..	na	92.8
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

- (a) Further information on data quality for the Indigenous community housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/628419.
- (b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results.
- (c) These data are calculated using the numerator 'Total number of occupied permanent dwellings managed by funded ICH organisations' and denominator 'Total number of permanent dwellings managed by funded ICH organisations' reported in table 18A.8.
- (d) Data for 2010 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (e) Calculations only include those dwellings for which occupancy status was known.
- (f) Data for ICH organisations in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.
- (g) During 2008-09 in the NT, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 5046 at 30 June 2016 due to further transfers and new dwellings being constructed since 2008-09. Since 2008-09, these dwellings were not captured by the ICH data collection or the public housing data collection. Data are expected to be included in the 2018 Report. See table 18A.8 for additional information on ICH.
- (h) Australian totals may not represent national totals because data were not available for all jurisdictions.

na Not available. .. Not applicable.

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

Table 18A.56 **Average turnaround times for vacant stock — public housing (days) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i> (d)	<i>Tas</i> (e)	<i>ACT</i>	<i>NT</i> (f), (g)	<i>Aust</i> (d), (g)
2015-16	35.3	28.6	30.5	23.3	na	24.7	29.7	72.2	na
2014-15	29.9	29.1	24.3	21.5	na	26.9	34.1	93.1	na
2013-14	29.9	32.9	25.3	19.2	na	33.6	37.3	74.0	na
2012-13	29.4	30.3	28.4	17.4	21.7	38.9	39.8	na	na
2011-12	28.9	31.9	28.6	22.3	24.6	37.0	37.1	60.1	28.8

(a) Further information on data quality for the public housing data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656267.

(b) Data are not comparable across jurisdictions and may not be comparable over time. Comparisons could be misleading. There is considerable variation across jurisdictions in the allocation of dwellings to vacancy categories and the length of vacancies in those categories.

(c) For NSW, there are data quality issues impacting unit record data for 2015-16 and hence the data needs to be used with caution. The Land and Housing Corporation oversights state public housing stock maintenance and targets a vacant turnaround time of 28 days.

(d) Data for 2013-14 to 2015-16 are unavailable.

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

(f) For the NT:

- data are not available for around 5000 remote public housing dwellings (5046 dwellings as at 30 June 2016). Since 2008-09, these dwellings have not been captured in the National Housing Assistance Data Repository public housing data collection. Data are expected to be included in the 2018 Report.

- 2011–12 data have been calculated using nine months of data due to a system change making the final quarter of data unavailable. These data should not be compared with earlier years or with other jurisdictions.

(g) Data for 2012–13 are unavailable.

na Not available.

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

Table 18A.57 **Average turnaround times for vacant stock — SOMIH (days) (a), (b)**

	<i>NSW</i>	<i>Qld</i>	<i>SA (c)</i>	<i>Tas (d)</i>	<i>Total (c)</i>
2015-16	44.4	41.9	na	33.0	na
2014-15	28.0	38.5	na	27.2	na
2013-14	22.9	40.8	na	44.0	na
2012-13	21.3	44.9	22.0	67.1	29.5
2011-12	23.1	47.2	24.7	53.5	29.9

(a) Further information on data quality for the SOMIH data collection is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/656269.

(b) Data are not comparable across jurisdictions and may not be comparable over time. Comparisons could be misleading. There is considerable variation across jurisdictions in the allocation of dwellings to vacancy categories and the length of vacancies in those categories.

(c) Data for 2013-14 to 2015-16 are unavailable.

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

na Not available.

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

Table 18A.58 General Government Final Consumption Expenditure (GGFCE) chain price deflator (index)

Years	2015-16 = 100.0	2014-15 = 100.0
2015-16	100.0	..
2014-15	97.6	100.0
2013-14	96.6	99.0
2012-13	95.4	97.7
2011-12	93.9	96.2
2010-11	91.9	94.2
2009-10	87.3	89.5
2008-09	85.0	87.1
2007-08	81.8	83.9
2006-07	78.6	80.6

Source: Review calculations based on ABS (2016) *Australian National Accounts: National Income, Expenditure and Product, June 2016*, Cat. no. 5206.0, Canberra; table 2A.48.

Table 18A.59 National Social Housing Survey (NSHS), 2016 – Further information

Further information on data quality for the National Social Housing Survey can be found on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/661245.

Scope

The scope of the NSHS is public housing (PH), SOMIH and community housing (CH).

All States and Territories participated for each program operating in their jurisdiction, with the exception of community housing for the NT due to the small community housing tenant population. All remoteness areas were included in the sample.

The NSHS was conducted:

- for PH and CH tenants in 2001, 2003, 2005, 2007, 2010, 2012, 2014, and 2016
- for SOMIH tenants in 2005, 2007, 2012, 2014, and 2016.

Data for the 2014 and 2016 NSHS are broadly comparable. However, significant changes in methodology and sample size between earlier versions of the survey mean care must be taken when comparing results to previous years. Data quality statements and technical reports for each survey should be considered before comparing data across surveys.

Self-reported data were collected via a combination of mail-out paper questionnaires, online self-completed questionnaires and face-to-face interviews. For SOMIH tenants, surveys were completed via mail-out for SA and Tasmania, and by face-to-face interview for NSW and Queensland.

Accuracy of estimatesSampling error

Stratified random sampling was undertaken, and responses weighted to adjust for over-sampling in some jurisdictions and variation in response rates.

The accuracy of estimates is affected by response rates across jurisdictions and at the national level.

Relative standard error (RSE) is a measure of the reliability of individual estimates. Estimates with RSEs less than 25 per cent are considered sufficiently reliable for general use. Estimates with RSEs between 25 per cent and 50 per cent should be used with caution and estimates with RSEs greater than 50 per cent are considered too unreliable for general use.

Response rates varied by program and by jurisdiction, as well as by data collection mode. The overall national response rate was 33.6 per cent, similar to the 2014 NSHS (32.4 per cent)

Response rates

<i>Unit</i>		<i>NSW</i>	<i>VIC</i>	<i>QLD</i>	<i>SA</i>	<i>ACT</i>	<i>WA</i>	<i>TAS</i>	<i>NT</i>
Public housing	%	41.4	25.2	44.2	46.2	36.0	41.8	40.2	31.9
Community housing	%	31.9	30.4	32.1	36.8	27.7	25.0	31.1	na
SOMIH	%	56.6		60.6	21.0			29.0	

Given the relatively low response rates for this survey, there is likely to be some bias in the estimates. No adjustments have been made for potential non-response bias.

Non-sampling error

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

Further information on data quality, including collection methodologies and data limitations, is available on the AIHW website at the following link: meteor.aihw.gov.au/content/index.phtml/itemId/661245.

Source: AIHW 2017, National Social Housing Survey, 2016, Data Quality Statement (meteor.aihw.gov.au/content/index.phtml/itemId/661245).

Table 18A.60 **Housing composition by tenure type (per cent)**

	2007-08	2009-10	2011-12	2013-14
<i>Proportion of households, by tenure type:</i>				
Home owners/purchasers	68.3	68.8	67.5	67.2
Renters				
Private rental	23.9	23.7	25.1	25.7
Public housing (a)	4.5	3.9	3.9	3.6
Total renters (b)	29.7	28.7	30.3	31.0
All households (c)	100.0	100.0	100.0	100.0

(a) Includes all households renting from a State or Territory housing authority.

(b) Includes other landlord type, which accounts for less than 2 per cent of all renters in 2007-08, 2009-10, 2011-12 and 2013-14.

(c) Includes other tenure types, which accounts for less than 3 per cent of all households in 2007-08, 2009-10, 2011-12 and 2013-14.

Source: ABS *Household Income and Wealth*, 2013-14, Canberra.

Table 18A.61 **Households residing in public housing (per cent)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT (a)</i>	<i>NT (b)</i>	<i>Aust</i>
2013-14	3.7	2.6	3.4	3.1	5.9	4.1	7.1	6.4	3.6
2011-12	4.7	2.8	2.7	3.8	5.7	5.6	7.5	8.1	3.9
2009-10	3.9	2.5	3.7	4.7	6.4	5.6	6.4	7.8	3.9
2007-08	5	3.6	2.8	4.3	7.7	6.9	8.5	10.9	4.5

(a) As the balance of state is not available for the ACT, estimates for the ACT are the same as those for Canberra.

(b) Estimate for 2007–08 and 2009–10 has a relative standard error of 25 per cent to 50 per cent and should be used with caution. Households in collection districts defined as very remote were excluded for about 23 per cent of the population in the NT.

Source: ABS *Household Income and Wealth*, 2013–14, Canberra.

Table 18A.62 Households residing in community housing (per cent) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011	0.7	0.5	0.6	0.6	1.1	0.7	0.5	2.9	0.7

(a) Excludes 'visitors only' and 'other not classifiable' households.

Source: ABS (2012) *2011 Census of Population and Housing*, Canberra.

Table 18A.63 **Public housing policy context, 2016 (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
Eligibility								
Income limit per week (\$)	585 (single person)	501 (Limit is for single person)	609 (single, no children); Limits vary depending on household type	430 (single, no children)	970 (single, no children); Limits vary depending on household type	528 (single, no children); Limits vary depending on household type	687 (single with no dependants); Limits vary depending on household type	766 (single, no children); Limits vary depending on household type
Other asset limits (\$)	Nil	30 000	\$87 125 (single household) and \$108 250 (two or more person household)	38 400 (Singles over 60 are subject to a cash asset limit of \$80 000, and singles with a disability may be subject to a cash asset limit of \$100 000)	339 250	35 000	40 000	54 057 (single, no children); Limits vary depending on household type
Minimum age (years)	18 years	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	16	16
Waiting list								
Segment by	Single list of approved clients	Priority (four segments - three priority segments and one 'wait turn' segment)	Need (Four segments - very high need, high need, moderate need and lower need)	Need	Need (four segments)	Three levels: Priority (Exiting); Priority; General	Need (three segments)	Integrated waitlist allocated by application date
Tenure								
Probation period	12 months	None	12 months for ex-tenants excluded under anti-social behaviour policy	None (four segments)	12 months (up to 24 months where required)	6 months	None	3 months

Table 18A.63 **Public housing policy context, 2016 (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
Fixed term	Fixed term 2, 5 or 10 years	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	Since 1 July 2012, new tenancies are fixed term for a period of 3 years, and 6 month periodic tenancies for special circumstances	3 and 6 months	1, 2, 5 and 10 years	Variable tenure length (up to 3 years)	May be applied in specific circumstances	Variable tenure length (up to 2 years)
Ongoing	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	na	Yes	Yes
Tenancy review	Yes	Periodic review	Based on ongoing need and eligibility	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	Annual	Limited review arrangements apply	Review before the end of the tenancy agreement, or no longer than 12 months between reviews
Rebated rent setting								
Rent-to-income ratio (%)	25–30	25	25	25	25	25	25	23 (maximum)

(a) At 30 June.

Table 18A.63 **Public housing policy context, 2016 (a)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
(b) NSW: <i>Income limit</i> : Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations. <i>Minimum age</i> : 18 years of age. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations. <i>Waiting list</i> : Generally, clients are housed in the following order: emergency temporary accommodation, priority housing, transfer on a priority basis or relocation for management purposes, elderly clients 80 years and over or 55 years and over for clients of Aboriginal and Torres Strait Islander descent, wait turn housing and wait turn transfer. <i>Tenure</i> : three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. <i>Tenancy review criteria</i> : Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; Three month: the need for continuing emergency temporary accommodation; Six-month: repayment or demonstrated commitment to repayment of outstanding debt; demonstrated ability to sustain a successful tenancy. <i>Rent to Income Ratio</i> : Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.								
(c) Victoria: Public housing tenancies are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Rent to income ratios are: 25 per cent of assessable income and 15 per cent of Centrelink family payments and Maintenance Payments. Limits are for a single person.								
(d) Queensland: Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.								
(e) WA: Income limit for singles in the north west and remote areas 610 per week. Income limits for singles with a disability 540 (760 in the north west and remote areas).								
(f) SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.								
(g) Tasmania: Income limits are updated regularly consistent with changes to Low Income Health Care Card eligibility.								

Table 18A.63 **Public housing policy context, 2016 (a)**

	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT (h)</i>	<i>NT (i)</i>
(h) ACT: Tenancy Review: The Public Rental Housing Assistance Program provides for a review where a tenant's income exceeds \$94,885 for two consecutive years and their income is sustainable in the longer term. The Fixed Term Tenancies Policy was implemented in August 2012 to assist Housing ACT to require tenants with poor tenancy history to access support and to oblige them to follow additional tenancy terms for a 12 month period in order to re-enter the public housing system with the possibility that tenancy maybe terminated if terms were not followed.								
(i) NT: At completion of a satisfactory tenancy, the tenant will be offered a lease at the next tenure. na Not available.								

Source: State and Territory governments (unpublished).

Table 18A.64 **SOMIH housing policy context, 2016 (a)**

	<i>NSW</i> (b)	<i>Vic</i>	<i>Qld</i> (c)	<i>SA</i> (d)	<i>Tas</i> (e)
Eligibility					
Income limit per week (\$)	585	..	609 (single, no children); Limits vary depending on household type	970 (single, no children); Limits vary depending on household type	528 (single, no children); Limits vary depending on household type
Other asset limits (\$)	None	..	\$87 125 (single household) and \$108 250 (two or more person household)	339 250	35 000
Minimum age (years)	18 years	..	None - need to meet independent income eligibility criteria	None	16
Segment by	Single list of approved clients	..	Need (Four segments - very high need, high need, moderate need and lower need) and is combined with public housing	Need (four segments)	Category A-C where A = highest priority
Probation period	12 months	..	12 months for ex-tenants excluded under anti-social behaviour policy	12 months (up to 24 months where required)	6 months
Fixed term	Fixed term 2, 5 or 10 years	..	New tenancies are fixed term for a period of 3 years	1, 2, 5 and 10 years	Variable tenure length up to 3 years

Table 18A.64 **SOMIH housing policy context, 2016 (a)**

	NSW (b)	Vic	Qld (c)	SA (d)	Tas (e)
Ongoing	Yes	..	Subject to review	Ongoing leases only apply to tenants housed before 1 October 2010	na
Tenancy review	Yes	..	Based on ongoing need and eligibility	Probationary and fixed terms leases reviewed prior to end of lease	Annual
Rent-to-income ratio (%)	25–30	..	25	na	25

(a) At 30 June.

(b) NSW: Income limit: Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

Minimum age: 18 years of age. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

Waiting list: Generally, clients are housed in the following order: emergency temporary accommodation, priority housing, transfer on a priority basis or relocation for management purposes, elderly clients 80 years and over or 55 years and over for clients of Aboriginal and Torres Strait Islander descent, wait turn housing and wait turn transfer.

Tenure: three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed.

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

Rent to Income Ratio: Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.

(c) Queensland: Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.

Table 18A.64 **SOMIH housing policy context, 2016 (a)**

	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld (c)</i>	<i>SA (d)</i>	<i>Tas (e)</i>
(d)	SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.				
(e)	Tasmania: Income limits are updated regularly consistent with changes to Low Income Health Care Card eligibility. na Not available. .. Not applicable.				
<i>Source</i> : State and Territory governments (unpublished).					

Table 18A.65 **Community housing policy context, 2016 (a)**

	<i>NSW</i> (b)	<i>Vic</i> (c)	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i> (f)	<i>ACT</i> (g)	<i>NT</i>
Eligibility								
Income limit per week (\$)	585	884 - single with no dependants; 1353 - family of two persons; 1821 - family of three or more persons	609 (single person, no children), \$755 (single person with one child, \$877 (single person with two children), \$999 (single person with three or more children).	430	970 (single, no children); Limits vary depending on household type	528	As per public housing except for tenancies in affordable housing	..
Other asset limits (\$)	Nil	30 000	\$87 125 (single household) and \$108 250 (two or more person household)	38 400	339 250	35 000	As per public housing except for tenancies in affordable housing	..
Minimum age (years)	18 years	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	As per public housing	..
Waiting list								
Segment by	Single list of approved clients	Need (four segments)	Need	Need (four segments)	Need (three segments)	Category (three levels: Priority (Exiting); Priority; General), Wait Time	Need (three segments) except for tenancies in affordable housing	..
Tenure								
Probation period	Nil	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	At the discretion of the provider	None	12 months (up to 24 months where required)	Varies across community housing providers	None	..

Table 18A.65 **Community housing policy context, 2016 (a)**

	NSW (b)	Vic (c)	Qld	WA (d)	SA (e)	Tas (f)	ACT (g)	NT
Fixed term	Continuous	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies.	In accordance with the Duration of Need policy for the following programs: Long Term Community Housing; Community-managed Housing – Studio Units; Affordable Housing.	3 and 6 months	up to 10 years	Varies across community housing providers	None	..
Ongoing	Yes	Periodic review	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	Varies across community housing providers	Yes	..
Tenancy review	No	Periodic review	Based on ongoing need	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	Varies across community housing providers	None	..
Rebated rent setting								
Rent-to-income ratio (%)	25	25	25	25	25	No more than 30	25% except for affordable housing properties where rent is capped at 74.9% of market rent	..

(a) At 30 June.

(b) NSW: *Income limit*: Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets are exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Cenrelink deeming rate.

Minimum age: Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

Table 18A.65 **Community housing policy context, 2016 (a)**

	NSW (b)	Vic (c)	Qld	WA (d)	SA (e)	Tas (f)	ACT (g)	NT
	<i>Waiting list</i> : Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.							
	<i>Tenure</i> : Continuous leases for general housing.							
	<i>Rent to Income Ratio</i> : 25% of assessable income (15% for FTB and household members under 18 in some circumstances), plus 100% of CRA entitlement.							
(c)	Victoria: Public housing tenancies in Victoria are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Rent to income ratios are: 22.7 per cent of general pension income, 25 per cent of other general income and 14 per cent of Centrelink family payments. Limits are for a single person.							
(d)	WA: Income limit for singles in the north west & remote areas is \$610 per week. Income limits for singles with a disability is \$540 (\$760 in the north west & remote areas). Singles over 60 are subject to a cash asset limit of \$80000, and singles with a disability may be subject to a cash asset limit of \$100000.							
(e)	SA: Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.							
(f)	Tasmania: Public housing eligibility to apply to those CH properties where the State Housing Authority has an interest. In Funding Agreements Housing Tasmania typically stipulates rent to be no more than 30% of gross income. However some community housing providers can and do have more generous rent policies, such as 25% of income. Income limits are updated regularly consistent with changes to Low Income Health Care Card eligibility. Asset limits are for a single person.							
(g)	ACT: Additional eligibility criteria may apply according to provider target group (including disability status). .. Not applicable.							
	<i>Source</i> : State and Territory governments (unpublished).							

Table 18A.66 **State and Territory programs included in the community housing data collection, 2015-16**

<i>Jurisdiction</i>	<i>Program</i>
<i>NSW</i>	<p>CAP Innovation dwellings (only where the tenants' support period has ended and now they are a mainstream long-term tenant)</p> <p>Community Housing Acquisition Program (formerly Housing Associations and Co-operatives program)</p> <p>Community Housing Leasing Program – includes housing stock transfers (formerly Community Tenancy Scheme)</p> <p>Community Housing Program</p> <p>Housing Partnership Program</p> <p>Housing Stock Transfers</p> <p>Local Government and Community Housing Program</p> <p>Older Persons Housing Strategy</p> <p>Special Projects Fund</p> <p>Surplus Government Leasehold Program</p> <p>Transitional housing</p> <p>Dwellings vested to organisations by Housing NSW</p>
<i>Victoria</i>	<p>Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider</p> <p>Dwellings bought by the State Housing/Community Housing Authority but managed by a community housing provider or local government</p> <p>'Joint ventures'</p> <p>New dwellings constructed under the National Rental Affordability Scheme (NRAS)</p> <p>Dwellings used for the provision of community housing which the State Housing Authority has an interest in</p>
<i>Queensland</i>	<p>Boarding House Program (Community Managed Studio Units (CMSU))</p> <p>Community Rent Scheme</p> <p>Long Term Community Housing Program</p> <p>Affordable Housing Program</p> <p>Common Ground</p>
<i>WA</i>	<p>Registered Providers in all of the below programs (plus any new program developed)</p> <p>Community Disability Housing Program (CDHP)</p> <p>Community Housing Program (CHP)</p> <p>Joint Venture Program (JVP)</p>

Table 18A.66 **State and Territory programs included in the community housing data collection, 2015-16**

<i>Jurisdiction</i>	<i>Program</i>
	Local Government and Community Housing Program (LGCHP)
	Lodging Houses
	Dwellings owned exclusively by the Department of Housing and head-leased to non-profit community agencies who provide property management and/or support services to the tenants
	Dwellings where the Department of Housing has an interest or exclusive ownership but the title is held by non-profit community agencies or local government and they provide property management and/or support services to the tenants
SA	All dwellings allocated to a registered community housing organisation and issued with a debenture under the South Australian Co-operative and Community Housing Act 1991
	All leased dwellings or dwellings vested in the South Australia Community Housing Authority (SACHA) from the SA Housing Trust that are managed by registered community housing organisations under the South Australian Co-operative and Community Housing Act 1991
	All dwellings held in SACHA's name that have yet to be transferred to a community housing organisation
	All dwellings signed under new master agreements
Tasmania	Properties funded for the purposes of community housing, including properties transferred from public housing stock to the community sector, and properties funded under the National Rental Affordability Scheme (NRAS)
	Properties funded from the general program and leased to organisations providing non-crisis accommodation, such as community tenancies
	Properties leased by Specialist Homelessness Services (SHS) agencies for transitional housing
	Note that this scope includes community housing that is either funded or unfunded by government.
ACT	Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider
	Dwellings owned by Housing ACT but managed by a community housing provider
	Public Housing stock transferred to the community housing sector
	Community housing stock built under the National Partnership Agreement on the Nation Building Economic Stimulus Package
NT	Community Housing Program

Source: AIHW (unpublished).

Table 18A.67 Treatment of assets by housing agencies, 2015-16 (a)

Asset type		NSW	Vic (b)	Qld (c)	WA	SA	Tas	ACT	NT
Revaluation method (b)	Land	Vacant land (which has a registered title) and land held for redevelopment, is based on the Valuer general property information contained in the valuation database for rating and taxation purposes.	Fair value	Fair value (in accordance with AASB13)	Fair value (in accordance with AASB13)	Market	Net	Market	Market Value
	Buildings	Fair values are determined by applying an annual rolling benchmark valuation approach whereby a third of the Corporation's benchmark properties (approx 1800) are valued by accredited property valuers with reference to market sales comparisons to calculate a market movement index, which is then applied to the remaining two thirds of the benchmark properties.	Fair value	Fair value (in accordance with AASB13)	Fair value (in accordance with AASB13)	Market	Net	Market	Market Value
	Other assets	Based on historical cost and not revalued each year.	Fair value	Historical cost	At cost	Historical cost	..	Historical cost	..
Frequency of revaluations	Land, buildings	Annual	5 yearly intervals (interim assessments by indices between intervals)	Annual	Annual	Annual	Annual	Annual	Annual
	Residential properties	50 yrs	50 yrs (but moveable units is 20 yrs)	50 yrs (2 per cent straight line depreciation)	50 yrs	50 yrs	50 yrs	up to 80 yrs	50 yrs

Table 18A.67 Treatment of assets by housing agencies, 2015-16 (a)

Asset type	NSW	Vic (b)	Qld (c)	WA	SA	Tas	ACT	NT	
Useful asset lives	Vehicles	3 yrs	..	3 to 15 years (6.7 to 33 per cent straight line depreciation)	6 years and 8 months	..	5 years	..	2 years
	Office equip.	3 yrs	4–5 yrs	3 to 15 years (6.7 to 33 per cent straight line depreciation)	5 years	10 yrs	3 years	..	10 years
	IT equipment	3 yrs	4 yrs	3 to 15 years (6.7 to 33 per cent straight line depreciation)	5 years	3 yrs	3 years	..	3 to 6 years
Threshold capitalisation levels		\$5 000	\$5 000	Buildings: \$10 000 Land: \$1 Plant and equipment: \$5 000 Leased assets: \$10 000 Computer software: \$100 000	\$5 000	\$5 000	\$10 000	\$2 000	\$10 000
	Assets capitalised individually or in groups	\$5 000	Individually	Individually	5 000	Individually	Individually	Individually	Individually

(a) Market value is the current (net) value market selling price or exchange value.

(b) Victoria revalues properties every 5 years by kerbside inspection, with the most recent revaluation completed in 2013-14. In the interim years, asset value movements are assessed based on indices and if found to be material (>10%), a Managerial Revaluation would be undertaken in that year, and if found to be exceptionally material (greater than or equal to 40%), then an Interim Valuation would be undertaken.

(c) Queensland treats the useful asset life for leased assets as 40 years (2.5 per cent straight line depreciation).

Table 18A.67 **Treatment of assets by housing agencies, 2015-16 (a)**

<i>Asset type</i>	<i>NSW</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>
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.. Not applicable.

Source: State and Territory governments (unpublished).

Table 18A.68 Community housing survey response rates and associated information

	<i>Unit</i>	<i>2010–11</i>	<i>2011–12</i>	<i>2012–13</i>	<i>2013–14</i>	<i>2014–15</i>	<i>2015-16</i>	<i>Comments</i>
<i>NSW (a)</i>								
Providers (less exemptions)	no.	179	130	126	120	113	150	The following programs were reported in 2011-12 but not in 2012-13: 'Flexibility Supported Housing Partnership', 'Housing Accommodation Support Initiative', 'My Place initiative for homeless people', 'Housing for people living with HIV/AIDS', 'Port Jackson Housing Company' and 'Partnership in Community Housing'.
Respondents	no.	142	32	32	32	31	31	
Response rate	%	79	25	25	27	27	21	
Dwellings coverage (a)	%	97	98	98	98	98	92	
<i>Victoria</i>								
Providers (less exemptions)	no.	108	106	105	102	99	96	The following programs were reported in 2011-12 but not in 2012-13: 'Long Term Community Housing', 'Rental Housing Cooperatives', 'Group Housing', 'Rooming Houses', 'Common Equity Rental Cooperatives'. These programs have been reported in 2011-12 community housing data collection.
Respondents (providers)	no.	61	77	93	82	81	80	
Response rate	%	56	73	89	80	82	83	
Dwellings coverage (a)	%	93	98	99	99	99	98	
<i>Queensland</i>								
Providers (less exemptions)	no.	281	284	271	265	258	272	2014–15: Of the 258 organisations, 96 have provided administrative data accounting for approximately 68.9 percent of the total dwelling portfolio. 2013–14: Of the 265 community housing organisations, 101 provided administrative data accounting for approximately 70 per cent of the total dwelling portfolio. The following program was reported in 2011-12 but not in 2012-13: 'Affordability Housing Program'.
Respondents	no.	171	na	na	na	na	85	
Response rate	%	61	na	na	na	na	31	
Dwellings coverage (a)	%	83	na	na	na	na	83	
<i>WA</i>								
Providers (less exemptions)	no.	190	29	33	34	32	32	The Local Government and Community Housing Program was reported for the first time in 2012-13. The following programs were reported in 2011-12 but not in 2012-13: 'Joint Venture Program' and 'Crisis Accommodation Program'.
Respondents	no.	20	19	26	28	25	29	
Response rate	%	11	66	78	82	78	91	
Dwellings coverage (a)	%	54	92	95	97	93	98	
<i>SA</i>								
Providers (less exemptions)	no.	99	86	86	80	53	50	
Respondents	no.	89	86	85	79	53	50	
Response rate	%	90	100	99	99	100	100	
Dwellings coverage (a)	%	97	100	95	100	100	100	

Table 18A.68 Community housing survey response rates and associated information

	Unit	2010–11	2011–12	2012–13	2013–14	2014–15	2015-16	Comments
Tasmania								
Providers (less exemptions)	no.	55	78	77	72	66	66	The following programs were reported in 2011-12 but not in 2012-13: 'Local Government Community Housing Program', 'Grants for elderly persons Program', 'Medium to long term Community Tenancy Program'.
Respondents	no.	32	43	48	43	50	50	
Response rate	%	58	55	62	60	76	76	
Dwellings coverage (a)	%	68	84	93	97	98	96	
ACT								
Providers (less exemptions)	no.	7	5	5	5	5	5	The following programs were reported in 2011-12 but not in 2012-13: 'Community Organisations Rental Housing Assistance', 'Community Housing Expansion', 'Local Government and Community Housing' and 'Private Rental Leasing'.
Respondents	no.	7	5	5	5	5	5	
Response rate	%	100	100	100	100	100	100	
Dwellings coverage (a)	%	100	100	100	100	100	100	
NT								
Providers (less exemptions)	no.	na	34	34	37	32	33	Administrative data have been used for all years so response rates are not applicable.
Respondents	no.	..	na	na	na	na	na	
Response rate	%	..	na	na	na	na	na	
Dwellings coverage (a)	%	100	na	na	na	na	na	

(a) These data are calculated based on jurisdictional records of dwellings managed by in-scope community housing organisations which may not be up-to-date.

na Not available. .. Not applicable.

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

19 Homelessness services

CONTENTS

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '19A' prefix (for example, table 19A.1) and are available from the website at www.pc.gov.au/rogs/2017.

This chapter reports on the performance of specialist homelessness services funded by government under the Council of Australian Governments (COAG) *National Affordable Housing Agreement* (NAHA) and the *National Partnership Agreement on Homelessness* (NPAH).

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

19.1 Profile of homelessness services

Service overview

Government and non-government specialist homelessness service providers deliver a range of services to clients — including supported accommodation, counselling, advocacy, links to housing, health, education and employment services, outreach support, brokerage and meals services, and financial and employment assistance.

Accessing homelessness services in Australia

Systems for the assessment, intake, referral and ongoing case management of specialist homelessness services clients vary across states and territories, ranging from agency-based to centralised management models. This variation may affect data for specific performance indicators. Three broad summary categories are identified here — table 19A.35 summarises the intake and referral systems used in each jurisdiction and identifies the category with which they most closely align.

- *Community sector funding and support* — Assessment of client needs and intake into services is managed by individual specialist homelessness service providers in line with State or Territory policies. Referral to other service providers is made if clients' needs are not able to be met by the initial provider. These systems may be supported by a coordinating service that links clients to local specialist homelessness service providers. Coordinating services may also make an initial assessment of clients' needs (but do not provide homelessness services directly).
- *Central information management* — Assessment of client needs, intake and referral is managed by any specialist homelessness service provider using State/Territory central information management tools. The central information management system supports the identification of appropriate services for the client and indicates the availability/vacancy of those services across specialist homelessness service providers. Client information may be shared between providers upon referral (with client consent).
- *Central intake* — Assessment of client needs, intake and referral is managed by one or more 'central intake' agencies. Central intake agencies prioritise access to services and only refer clients as services and/or vacancies are available. Central information management tools may be used to share information between central intake agencies and specialist homelessness service providers.

Roles and responsibilities

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. To support the NAHA, a series of one- to three-year NPAHs have been negotiated between the Australian Government and each State and Territory government. The NPAH contributes to the NAHA outcome to help 'people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion' (COAG 2012, 2015). The NPAH aims to achieve the following outcomes:

- fewer people will become homeless and fewer of these people will sleep rough
- fewer people will become homeless more than once
- people at risk of or experiencing homelessness will maintain or improve connections with their families and communities, and maintain or improve their education, training or employment participation

-
- people at risk of or experiencing homelessness will be supported by quality services, with improved access to sustainable housing (COAG 2015).

As part of broader COAG reforms, the NPAH clarified that State and Territory governments are responsible for day to day delivery of services. It also established an agreed set of desired outcomes for homelessness services, focused on improving the delivery of services to prevent and respond to homelessness.

Funding

Government funded specialist homelessness services are jointly funded by the Australian Government and State and Territory governments, via the National Affordable Housing Specific Purpose Payment (for housing and homelessness services) and the NPAH (for housing and support services for people that are homeless or at risk of homelessness — matched equally between the Australian Government and State and Territory governments). Nationally, real recurrent funding was \$31.90 per person in the population in 2015-16, though the amount of funding per person varied across jurisdictions (table 19A.4).

Direct expenditure on specialist homelessness services is undertaken by State and Territory governments. Recurrent government expenditure on specialist homelessness services for 2015-16 was \$763.6 million (tables 19A.2-3) — 97.5 per cent of which was provided to agencies to deliver specialist homelessness services. The remaining 2.5 per cent was attributed to State/Territory government administration costs (table 19A.2).

Size and scope

Definition for population

Data on the prevalence of homelessness are sourced from the Australian Bureau of Statistics (ABS) (ABS 2012a). The ABS definition states that when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:

- is in a dwelling that is inadequate; or
- has no tenure, or if their initial tenure is short and not extendable; or
- does not allow them to have control of, and access to space for, social relations (ABS 2012b).

In 2011, 105 237 people were estimated to be homeless on Census night (ABS 2012c). Under the ABS definition for homelessness, people living in supported accommodation (as provided by specialist homelessness service providers) are counted as homeless — approximately 20 per cent of the homeless population in 2011. The majority of homeless people in 2011 were ‘persons living in severely crowded dwellings’ (39 per cent)

(see section 19.4 for what constitutes ‘severely crowded’). Similar proportions of homeless people were staying temporarily in other households (17 per cent) and in boarding houses (17 per cent). Only 6 per cent of homeless people were in improvised dwellings, tents or sleepers out and 1 per cent were in other temporary lodgings on Census night.

Definition for services

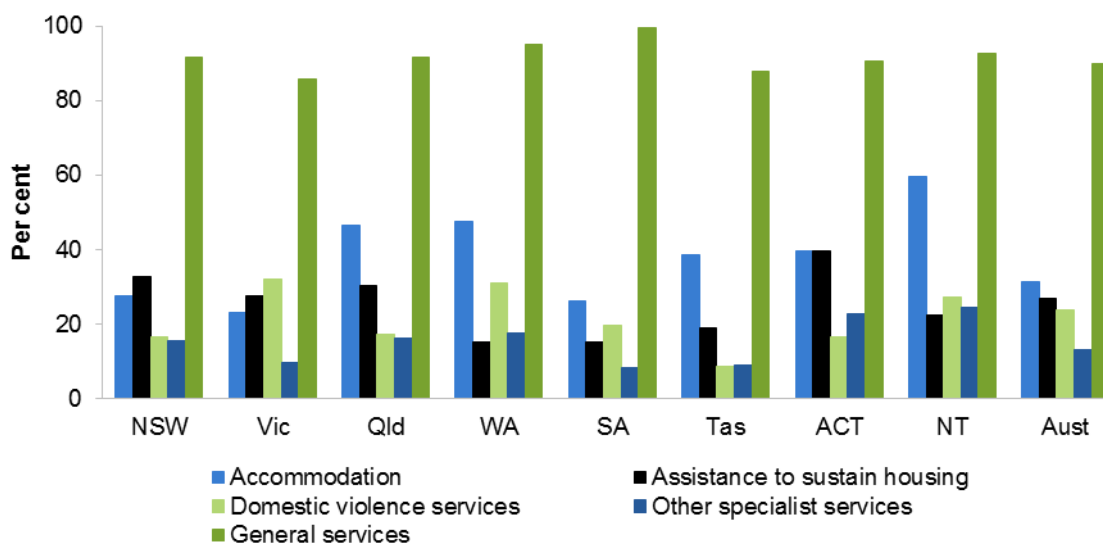
All clients of specialist homelessness services are either homeless or at risk of homelessness. Clients are considered ‘homeless’ if their housing situation was any of the following:

- improvised dwelling, or no shelter
- short-term temporary accommodation
- ‘couch surfing’ in a house, townhouse or flat with no tenure.

Specialist homelessness agencies provide data to the Specialist Homelessness Services Client Collection (SHSC), each month, for support periods or episodes of assistance provided to individual clients. These data provide the service information in this chapter.

Nationally in 2015-16, specialist homelessness services agencies provided support to an estimated 279 196 people (table 19A.1). Specialist homelessness agencies can provide a number of services to clients in a single support period — across a range of support areas — including general services (provided to 90.0 per cent of clients), accommodation (31.3 per cent), assistance to sustain housing (26.9 per cent), and domestic and family violence services (23.9 per cent) (figure 19.1).

Figure 19.1 **Composition of support provided, all clients, 2015-16^a**



^a See table 19A.1 for detailed footnotes and caveats. See Definitions of key terms (section 19.4) for further details on the types of specialist homelessness services provided.

Source: AIHW (unpublished) Specialist Homelessness Services Collection, Australia; table 19A.1.

19.2 Framework of performance indicators

The performance indicator framework is based on shared government objectives for homelessness services delivered under the NAHA (box 19.1). The NAHA covers the areas of housing and homelessness services.

Box 19.1 **Objectives for government funded specialist homelessness services**

The specialist homelessness services system aims to support people who are homeless or at risk of homelessness to achieve sustainable housing, social inclusion and greater economic participation, through the delivery of transitional supported accommodation and a range of related support services. Within this aim, the goals are to:

- re-establish family links where appropriate
- re-establish the capacity of clients to live independently.

Governments seek to achieve these aims through the delivery of services that:

- are accessible
- identify and address individuals' urgent needs at presentation
- identify and address individuals' other needs as appropriate, intervening early to prevent the escalation of needs
- are provided seamlessly where more than one service type is required
- are of high quality, provided by qualified staff in a safe environment.

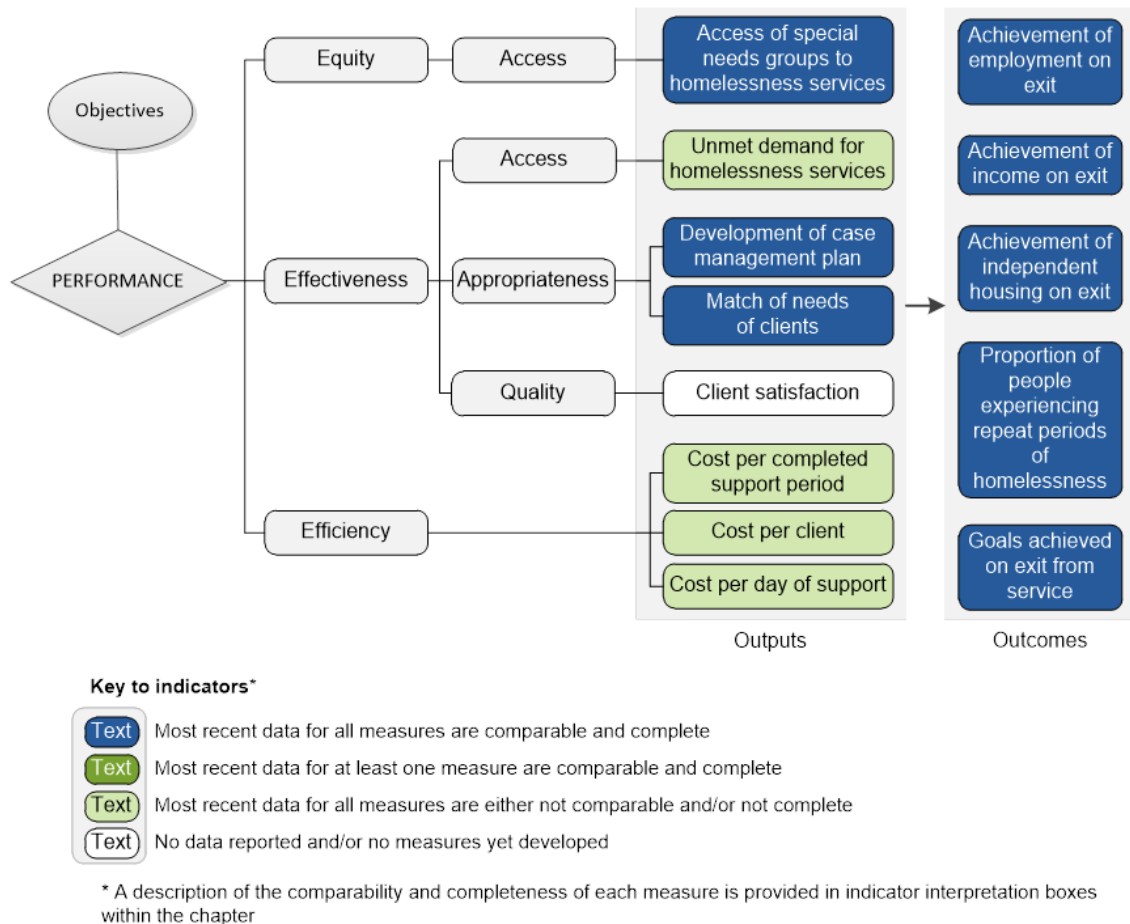
Governments aim for specialist homelessness services to meet these objectives in an equitable and efficient manner.

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of homelessness services (figure 19.2).

The performance indicator framework shows which data are complete and comparable in the 2017 Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and completeness from a Report wide perspective. In addition to section 19.1, the Report's Statistical context chapter (chapter 2) contains data that may assist in interpreting the performance indicators presented in this chapter.

Improvements to performance reporting for specialist homelessness services are ongoing and will include identifying indicators to fill gaps in reporting against key objectives, improving the comparability and completeness of data and reviewing proxy indicators to see if more direct measures can be developed.

Figure 19.2 Government funded specialist homelessness services performance indicator framework



19.3 Key performance indicator results

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

Outputs

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

Equity

Access of special needs groups to homelessness services

‘Access of special needs groups to homelessness services’ is an indicator of governments’ objective to provide specialist homelessness services in an equitable manner (box 19.2).

Box 19.2 Access of special needs groups to homelessness services

‘Access of special needs groups to homelessness services’ is defined as the proportion of all clients whose need for accommodation, or services other than accommodation, was met and who are in each of three population groups:

- Aboriginal and Torres Strait Islander people
- people born in non-main English speaking countries (non-MESC)
- people with disability.

Disability is defined for this indicator as people who identify to the service provider as having a long-term health condition or disability and needing assistance with self-care, mobility or communication (core activities) – this may underestimate the number of clients with disability who need support to access and maintain housing.

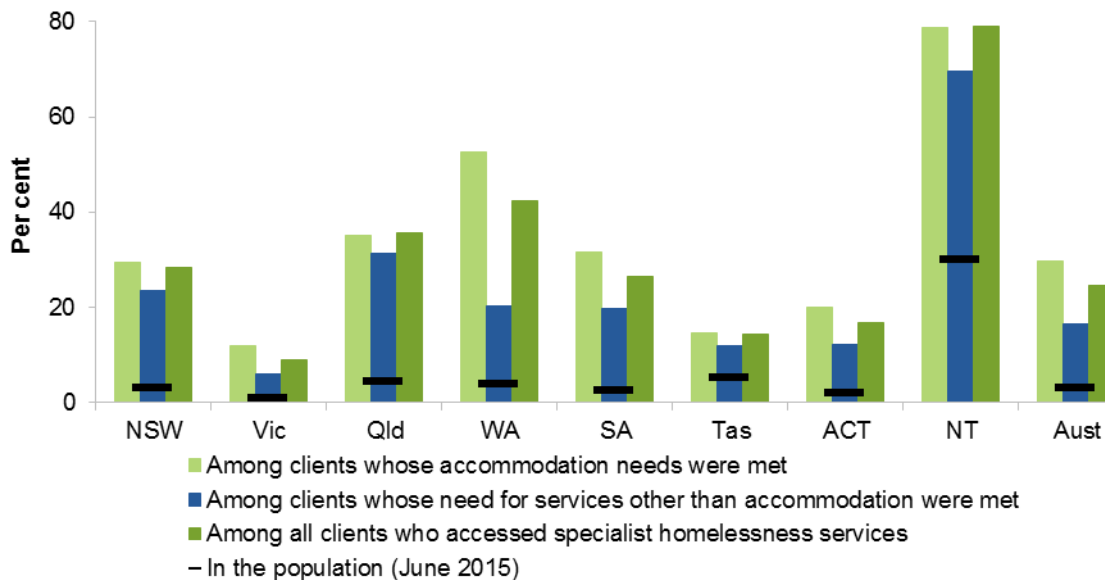
Use by special needs groups is a proxy indicator of equitable access as the relative need among each population group for specialist homelessness accommodation and other services is unknown. In general, usage rates for special needs groups similar to or higher than those for the broader service population are desirable. Several factors need to be considered in interpreting the data — in particular, cultural differences can influence the extent to which each of the three population groups specified access specialist homelessness services.

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

In 2015-16, Aboriginal and Torres Strait Islander people had a higher representation amongst all people accessing specialist homelessness services (24.5 per cent) than their representation in the population (3.1 per cent) — 29.7 per cent of clients whose needs for accommodation were met and 16.4 per cent of clients whose needs for services other than accommodation were met (figure 19.3).

Figure 19.3 Proportion of clients who were Aboriginal and Torres Strait Islander clients, 2015-16^a



^a See box 19.2 and tables 19A.5 and 19A.8 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; ABS (2014) *Australian Demographic Statistics, June 2015*, Cat. no. 3101.0; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; tables 2A.1, 2A.14, 19A.5 and 19A.8.

In 2015-16, people born in non-main English speaking countries had a lower representation amongst clients of specialist homelessness services (11.0 per cent) than in the population as measured at the last population census (15.1 per cent) (table 19A.8) — and made up 9.7 per cent of clients whose needs for accommodation were met and 9.4 per cent of clients whose needs for services other than accommodation were met. These results varied across jurisdictions (table 19A.6).

In 2015-16, people with disability had a lower representation amongst clients of specialist homelessness services (4.1 per cent) than in the population (5.8 per cent, table 19A.8) — 4.4 per cent of all clients whose needs for accommodation were met, and 3.0 per cent of all clients whose needs for services other than accommodation were met (table 19A.7).

Effectiveness

Access — Unmet demand for homelessness services

‘Unmet demand for homelessness services’ is an indicator of governments’ objective to ensure that services are accessible to those who need them (box 19.3).

Box 19.3 Unmet demand for homelessness services

Unmet demand for homelessness services is defined by the following two measures for each of two broad service types:

- Unmet demand for accommodation, measured by:
 - the number of average daily unassisted requests for accommodation services
 - the number of clients with an identified need for short-term or emergency accommodation or medium- or long-term housing who were not provided with or referred for these services (although they may have received other types of services), divided by the number of clients who had a need for short term or emergency accommodation or medium- or long-term housing
- Unmet demand for services other than accommodation, measured by:
 - the number of average daily unassisted requests for services other than accommodation
 - the number of clients with an identified need for at least one service other than accommodation (and no need for accommodation services) who were not provided with or referred for a service other than accommodation, divided by the number of clients who had a need for at least one service other than accommodation (and no need for accommodation services).

Average daily unassisted requests are counted for people who are not specialist homelessness services clients and did not receive an assessment or referral for services elsewhere.

A low or decreasing proportion of clients with unmet demand is desirable.

Jurisdictions with some central intake models may record low unmet demand for the measure unassisted requests for services and high unmet demand for the measure of clients with unmet need for services.

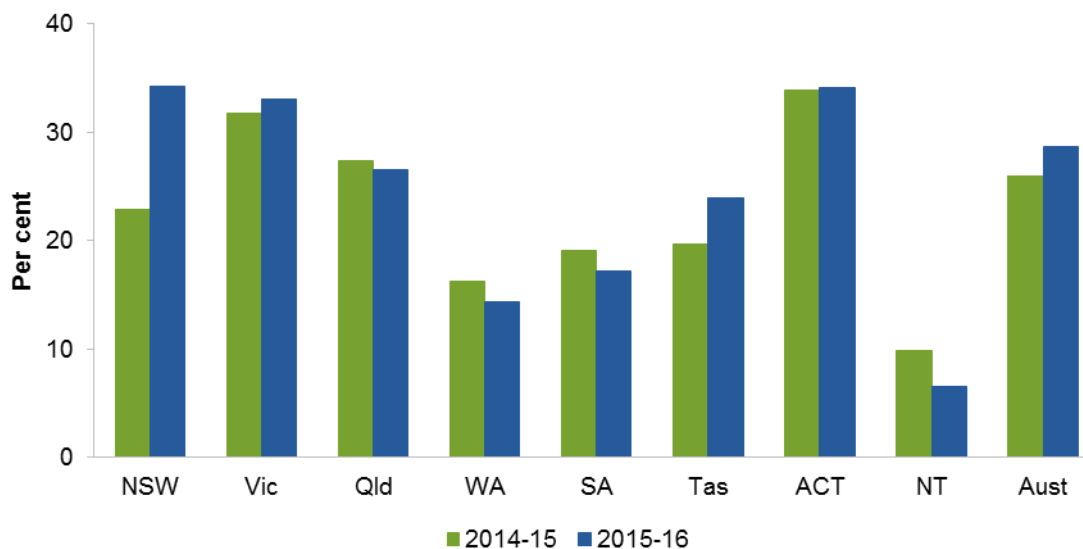
Data reported for these measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, 28.7 per cent of clients with an identified need for accommodation did not have this need met (figure 19.4), up from 25.9 per cent in 2014-15 (table 19A.9). On average in 2015-16, there were 185.1 unassisted requests for accommodation services a day nationally, a decrease from 221.7 in 2014-15 (table 19A.10).

Nationally in 2015-16, clients with unmet demand for services other than accommodation accounted for 2.5 per cent of the total demand for those services (table 19A.9). On average in 2015-16, there were 77.5 unassisted requests for services other than accommodation a day nationally (table 19A.10).

Figure 19.4 **Proportion of clients with unmet need for accommodation services^a**



^a See box 19.3 and table 19A.9 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.9.

Appropriateness — Development of a case management plan

‘Development of a case management plan’ is an indicator of governments’ objective to identify and address the needs of individuals (box 19.4).

Box 19.4 **Development of a case management plan**

‘Development of a case management plan’ is defined as the number of closed support periods with an agreed case management plan divided by the total number of closed support periods.

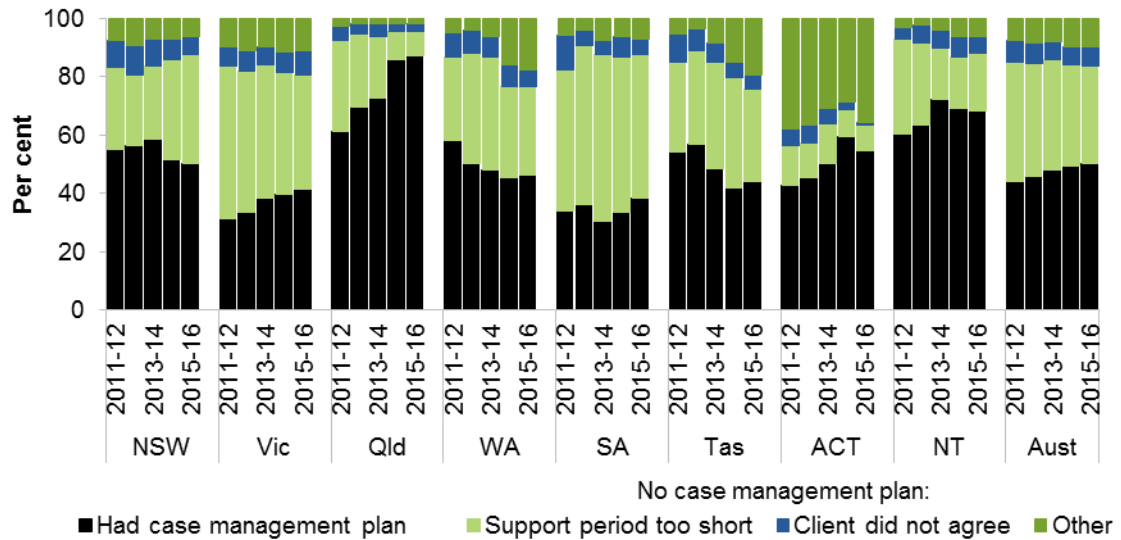
A high or increasing proportion of support periods where clients have an agreed case management plan is desirable. However, in some instances, a support plan may be judged to be inappropriate (such as when a support period is short term, for example 24 hours, or in the case of jurisdictions with central intake agencies).

Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, there was an agreed case management plan for clients in 50.1 per cent of closed support periods (59.1 per cent for Aboriginal and Torres Strait Islander clients). These proportions varied across jurisdictions (figure 19.5 and tables 19A.11–12).

Figure 19.5 Proportion of closed support periods with an agreed case management plan, all clients^a



^a See box 19.4 and table 19A.11 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.11.

Appropriateness — Match of needs of clients

‘Match of needs of clients’ is an indicator of governments’ objective to address individuals’ needs as appropriate (box 19.5).

Box 19.5 Match of needs of clients

Match of needs of clients is defined by the following two measures:

- Match of client needs for homelessness services, defined as the proportion of clients with closed support periods who were provided with and/or referred for at least one specialist homelessness service in at least one support period during the reference year.
- Match of needs for young clients who needed education and/or training assistance, defined as the proportion of clients aged 12–18 years (with closed support periods) with an identified need for education and/or training assistance who were enrolled in formal study or training at the end of support.

Holding other factors constant, a high or increasing proportion of clients who received the services they needed and/ or were referred to another agency is desirable.

Jurisdictions with some central intake models may record a relatively high number of clients with unmet need for services because all eligible clients receive an assessment but the provision of or referral for service is determined by their level of need relative to other clients.

Data reported for these measures are:

- comparable (subject to caveats) within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

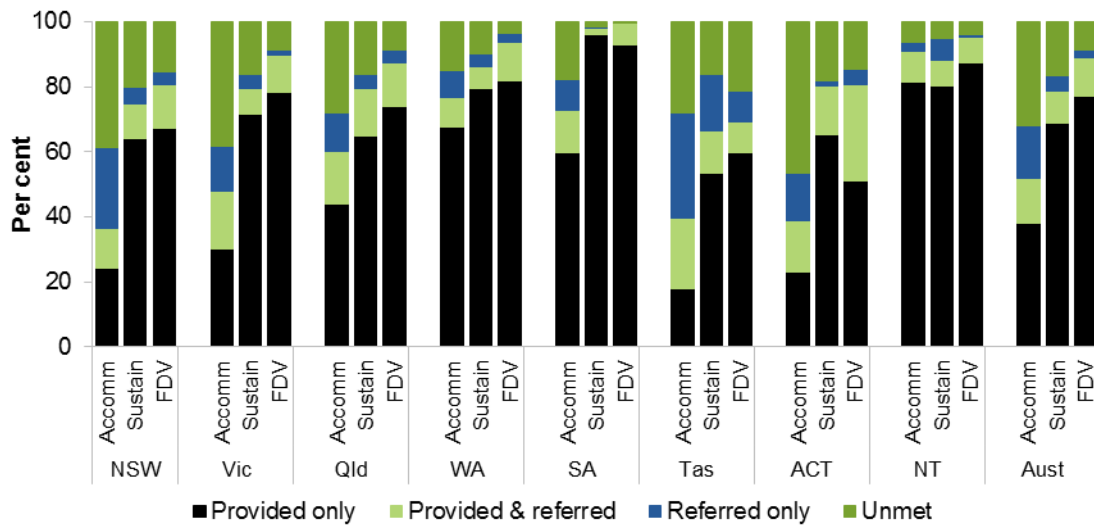
Match of client needs for homelessness services

Nationally in 2015-16, over half (116 044, or 52.5 per cent) of all clients with closed support periods who needed homelessness services needed accommodation or accommodation related assistance (table 19A.14). Of these clients, 68.1 per cent were directly provided with and/or referred for a service (38.0 per cent provided with, 14.0 per cent both provided with and referred for and, 16.1 per cent referred only) (figure 19.6). For other support needs, agencies were able to directly provide and/or refer assistance to 83.4 per cent of clients seeking to sustain tenure and 91.2 per cent of clients seeking domestic and family violence related assistance (figure 19.6).

Nationally in 2015-16, agencies directly provided and/or referred a larger proportion of Aboriginal and Torres Strait Islander clients with a need for accommodation or accommodation related assistance (76.3 per cent) to services than all clients (table 19A.15).

Data for clients born in non-main English speaking countries are in table 19A.16. Time series data from 2011-12 are included in tables 19A.14–19A.16.

Figure 19.6 Match of client needs (closed support periods), 2015-16^a



Accomm: Accommodation/accommodation related assistance. **Sustain:** Assistance to sustain tenure. **FDV:** Family/ Domestic and family violence assistance.

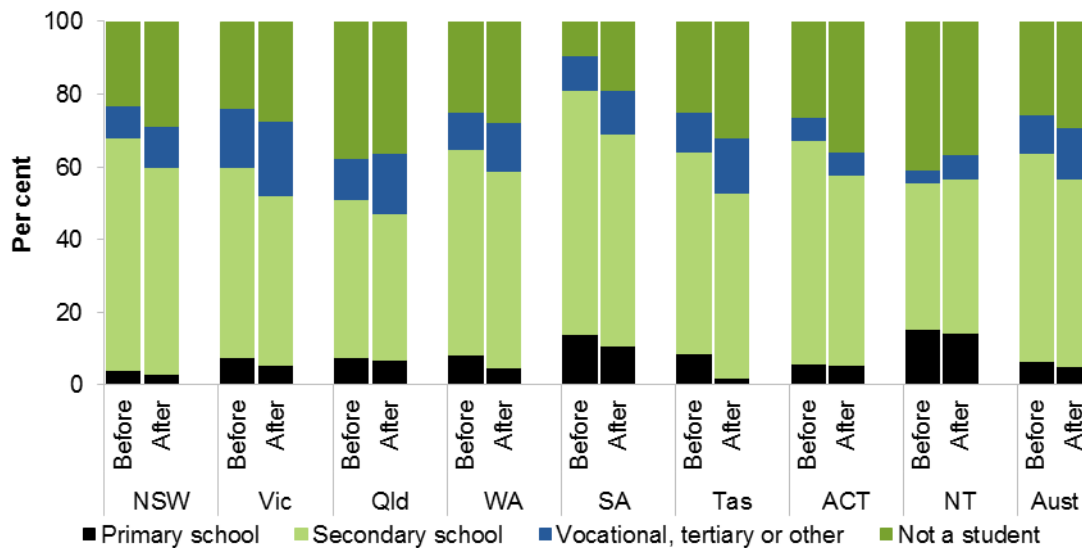
^a See box 19.5 and table 19A.14 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.14.

Young clients who needed education and/or training assistance

Nationally in 2015-16, of young clients who needed assistance to obtain or maintain education and/or training, 70.6 per cent were enrolled in formal study or training after support (figure 19.7), an increase from 66.5 per cent in 2011-12 (table 19A.17).

Figure 19.7 **Young clients who needed education and/or training assistance, by educational enrolment status before and after support (closed support periods), 2015-16^a**



^a See box 19.5 and table 19A.17 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.17.

Quality — Client satisfaction

‘Client satisfaction’ is an indicator of governments’ objective to provide high quality specialist homelessness services (box 19.6).

Box 19.6 Client satisfaction

‘Client satisfaction’ is defined as the extent to which clients find homelessness services and programs to be helpful and of a high standard.

This indicator and associated measures are under development.

Efficiency

Across jurisdictions, there may be varying treatments of expenditure items (for example, superannuation) and different counting and reporting rules for generating financial data. Differences in expenditure data across jurisdictions may reflect to some extent differences in the way these data are compiled rather than variations in costs.

Cost per completed support period

‘Cost per completed support period’ is an indicator of governments’ objective to provide specialist homelessness services in an efficient manner (box 19.7).

Box 19.7 Cost per completed support period

‘Cost per completed support period’ is defined as total recurrent expenditure on homelessness services divided by the number of completed support periods.

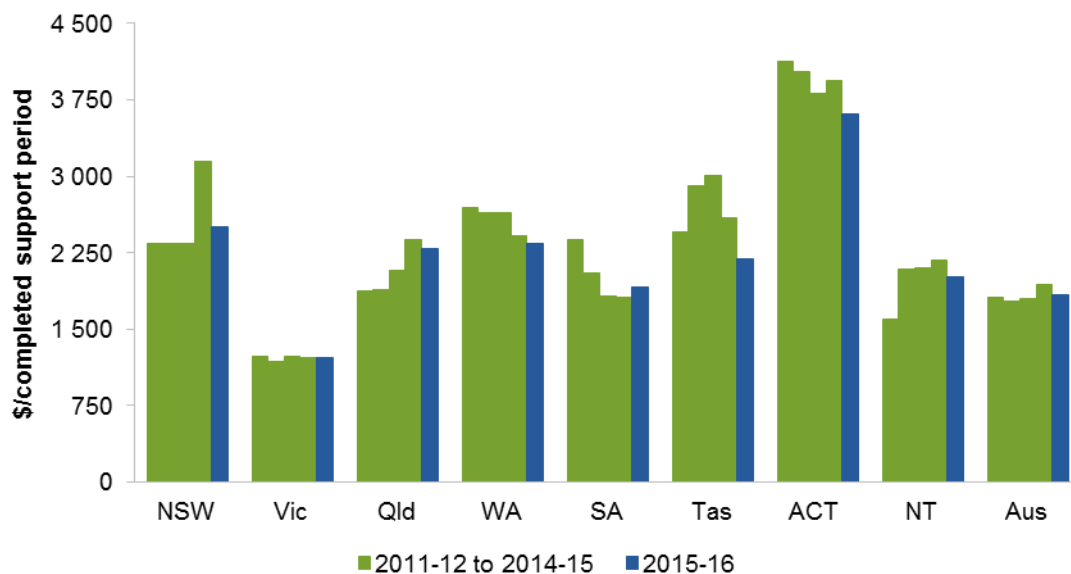
A low or decreasing cost per completed support period may represent an improvement in efficiency, but may also indicate lower service quality, shorter support periods, service delivery across more agencies or changes in client need.

Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally in 2015-16, the recurrent cost per completed support period was \$1839 — similar in real terms to that in 2011-12 (\$1814) following fluctuation in the interim years (figure 19.8).

Figure 19.8 Real recurrent cost per completed support period, 2015-16 dollars^a



^a See box 19.7 and table 19A.18 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 19A.18 and 19A.34.

Cost per client

‘Cost per client’ is an indicator of governments’ objective to provide specialist homelessness services in an efficient manner (box 19.8).

Box 19.8 **Cost per client**

‘Cost per client’ is defined as total recurrent expenditure on homelessness services divided by the number of clients provided with a service.

A low or decreasing cost per client may represent an improvement in efficiency, but may also indicate lower service quality or less complex client needs.

Data reported for this indicator are:

- comparable within jurisdictions over time but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, the recurrent cost per client accessing homelessness services was \$2735 in 2015-16 — an increase in real terms of 7.2 per cent from 2011-12 (table 19A.19).

Cost per day of support

‘Cost per day of support’ is an indicator of governments’ objective to provide specialist homelessness services in an efficient manner (box 19.9).

Box 19.9 **Cost per day of support**

‘Cost per day of support’ is defined as total recurrent expenditure on homelessness services divided by the number of days of support for clients receiving support and/or supported accommodation.

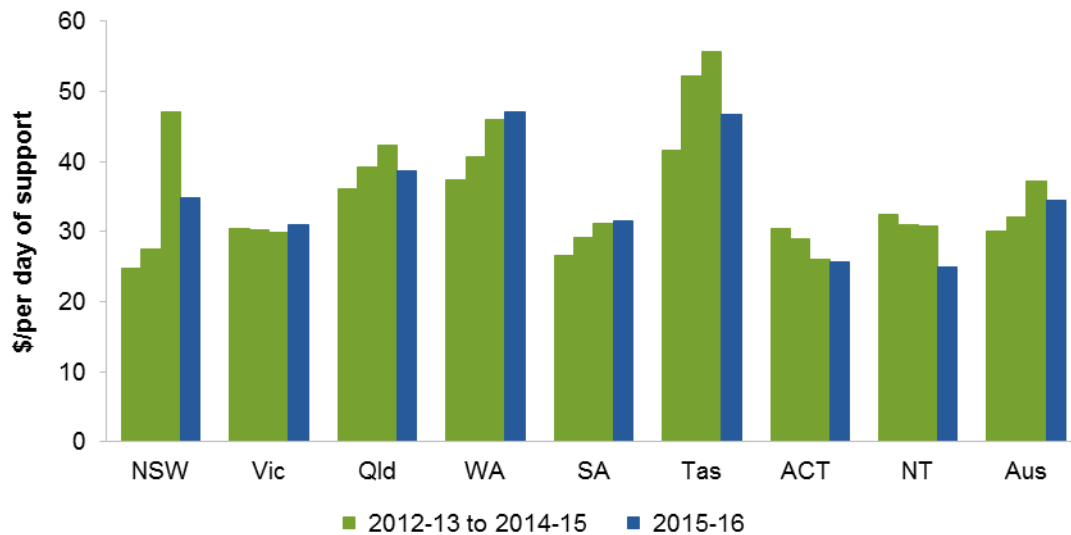
A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality, less complex client needs or longer waiting times for services.

Data reported for this indicator are:

- comparable within jurisdictions for the current reporting period but are not comparable across jurisdictions
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, the recurrent cost per day of support for clients averaged \$34.37 in 2015-16 — an increase in real terms of 14.0 per cent from 2012-13 (figure 19.9).

Figure 19.9 **Real recurrent cost per day of support for clients, 2015-16 dollars^a**



^a See box 19.9 and table 19A.20 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; Australian, State and Territory governments (unpublished); tables 19A.20 and 19A.34.

Outcomes

Outcomes are the impact of services on the status of an individual or group (see chapter 1).

Achievement of employment on exit

‘Achievement of employment on exit’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and to achieve social inclusion and greater economic participation (box 19.10).

Box 19.10 **Achievement of employment on exit**

'Achievement of employment on exit' is defined by three measures, calculated as the proportion of clients aged 15 years or over (with closed support periods) with labour force status 'employed' at the end of support, who on presentation:

- had an identified need for employment and/or training assistance
- had an identified need for employment and/or training assistance AND whose labour force status was 'unemployed'
- had an identified need for employment and/or training assistance AND whose labour force status was 'not in the labour force'.

Holding other factors constant, a high or increasing proportion of clients achieving employment after support is desirable.

This indicator compares clients' employment status before and after support and relates to relatively short term outcomes — that is, outcomes for clients at the end of their support period. Longer term outcomes are important, but more difficult to measure.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, of those clients who needed assistance to obtain or maintain employment and training when entering homelessness services in 2015-16, 18.2 per cent were employed at the end of support, compared with 10.6 per cent before support (for Aboriginal and Torres Strait Islander clients this was 12.1 per cent and 6.5 per cent, respectively) (table 19A.22).

Amongst those employed after support, 5.7 per cent were employed full-time and 11.8 per cent were employed part-time after support (figure 19.10).

Nationally in 2015-16, for those clients who were unemployed before support, 13.3 per cent were employed after support, an increase from 11.7 per cent in 2013-14 (figure 19.11). Of clients who were not in the labour force before support, 9.8 per cent were employed after support (table 19A.23).

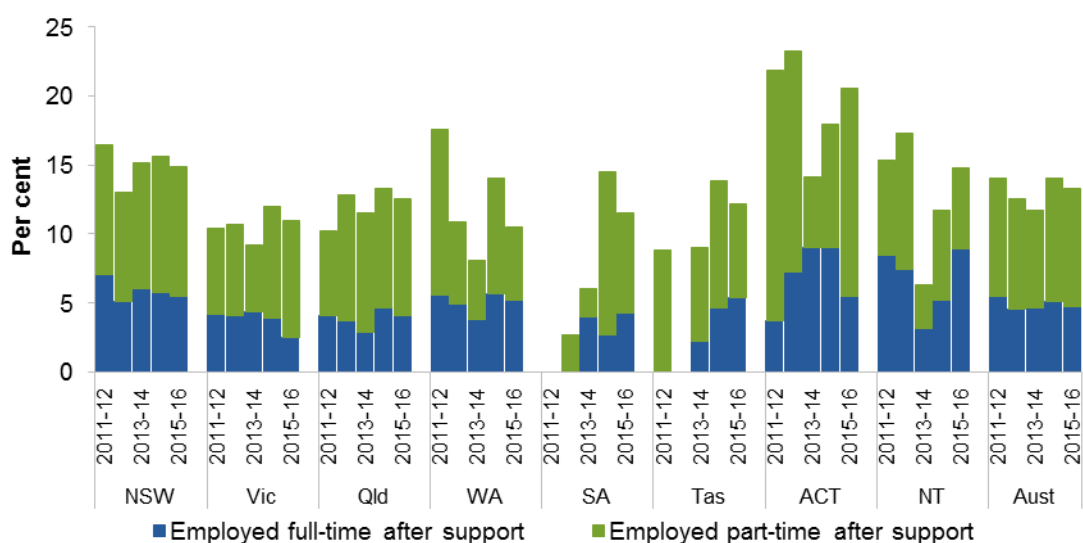
Figure 19.10 Labour force status before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods), 2015-16^a



^a See box 19.10 and table 19A.21 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.21.

Figure 19.11 Proportion of clients in employment after support, who were unemployed before support (closed support periods), 2015-16^{a, b}



^a See box 19.10 and table 19A.23 for detailed definitions, footnotes and caveats. ^b Data are nil or rounded to zero for SA in 2011-12 and Tasmania for 2012-13.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.23.

Achievement of income on exit

‘Achievement of income on exit’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and to achieve social inclusion and greater economic participation (box 19.11).

Box 19.11 Achievement of income on exit

‘Achievement of income on exit’ is defined as the proportion of clients aged 15 years or over (with closed support periods) with an identified need for income assistance at presentation who had an income source at the end of support.

This indicator compares these clients’ income status before and after they received support, and relates to relatively short term outcomes.

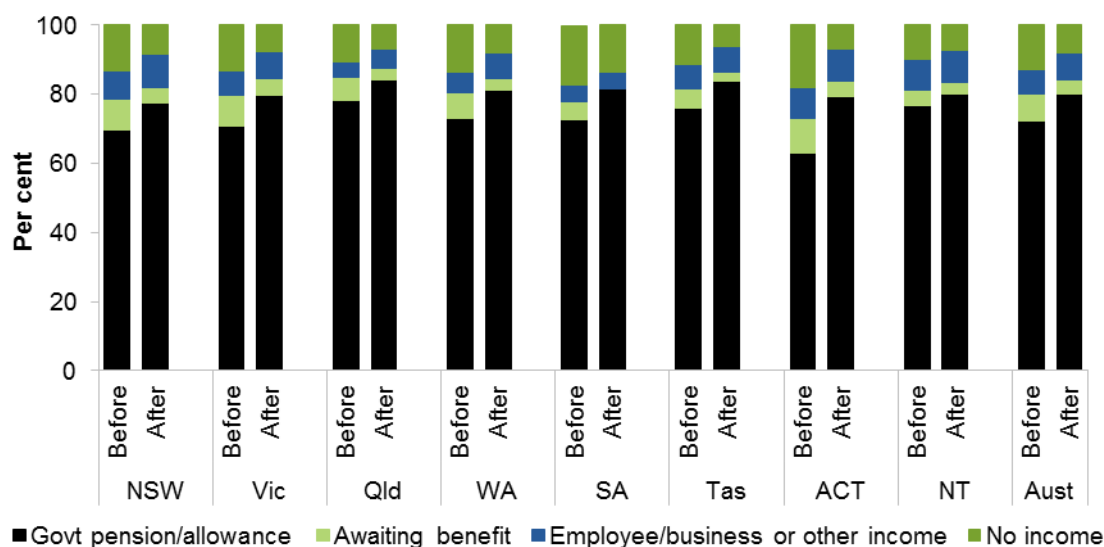
Holding other factors constant, a high or increasing proportion of clients that have achieved an income on exit from homelessness services is desirable.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, of clients who needed income assistance when entering homelessness services in 2015-16, 91.9 per cent had an income source after support, a decrease from 94.5 per cent in 2011-12 (figure 19.12 and table 19A.24).

Figure 19.12 **Income status before and after support, as a proportion of clients who needed income assistance (closed support periods), 2015-16^a**



^a See box 19.11 and table 19A.24 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.24.

The main sources of income after support were a government pension/allowance (increased from 72.1 per cent before support to 79.9 per cent after support) and employee/business income (increased from 6.1 per cent before support to 7.2 per cent after support) – though these proportions varied across jurisdictions (figure 19.12).

Nationally, of Aboriginal and Torres Strait Islander clients who needed income assistance when entering homelessness services in 2015-16, 93.4 per cent had an income source after support, a decrease from 96.2 per cent in 2011-12 (table 19A.25).

Achievement of independent housing on exit

‘Achievement of independent housing’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and to achieve social inclusion and greater economic participation (box 19.12).

Box 19.12 Achievement of independent housing on exit

'Achievement of independent housing on exit' is defined by two measures:

- the proportion of clients (with closed support periods, all ages) who achieved independent housing at the end of support, who on presentation were:
 - *clients with an identified need for assistance to obtain or maintain independent housing, including to obtain long term housing, sustain tenancy or prevent tenancy failure or eviction, or, prevent foreclosures or for mortgage arrears*
 - *clients living in non-independent/supported housing*
- the proportion of clients (with a support period that closed during the financial year, all ages) *with an identified need for assistance to obtain or maintain independent housing* — including a need to obtain long term housing, sustain tenancy or prevent tenancy failure or eviction, or, prevent foreclosures or for mortgage arrears — *who achieved independent housing at the end of support and did not present again during the reference year with an identified need for any of these services.*

Holding other factors constant, a high or increasing proportion of clients who achieved independent housing in closed support periods is desirable.

The reported data are for relatively short term outcomes achieved within a financial year. Longer term outcomes are also important, but more difficult to measure.

Data reported for these measures are:

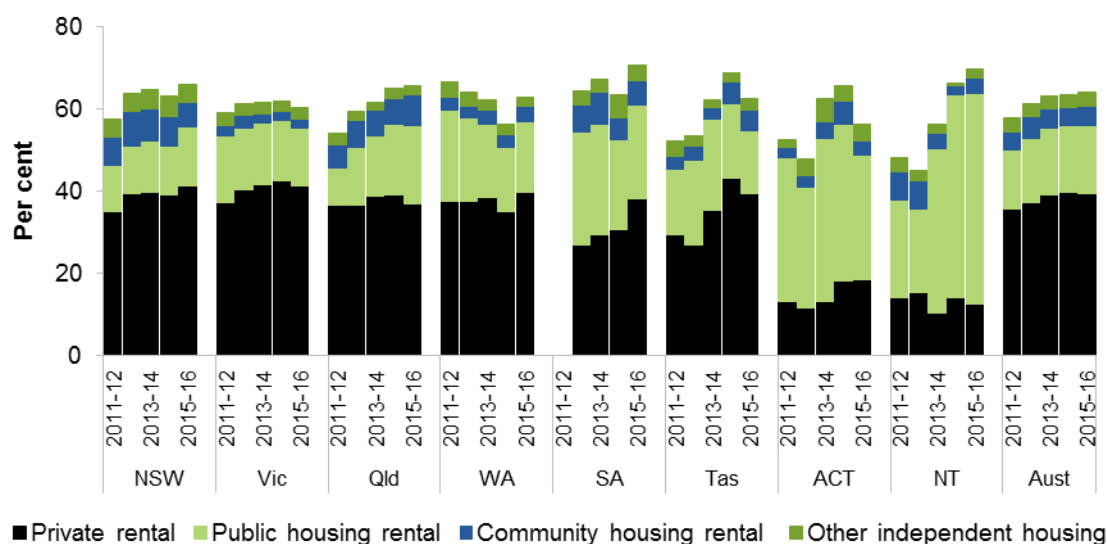
- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Clients with an identified need for assistance to obtain or maintain independent housing

Nationally in 2015-16, 64.0 per cent of clients who had an identified need for assistance with obtaining or maintaining independent housing achieved independent housing after support, compared with 61.2 per cent in 2012-13. This included clients who moved or returned to private rental housing (39.5 per cent) and to public or community rental housing (21.3 per cent) (figure 19.13).

For the 36.0 per cent clients who did not achieve independent housing after support, data by type of tenure is available in table 19A.26.

Figure 19.13 **Housing tenure type after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods)^{a, b}**



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

^a See box 19.12 and table 19A.26 for detailed definitions, footnotes and caveats. ^b Data are not available for SA in 2011-12.

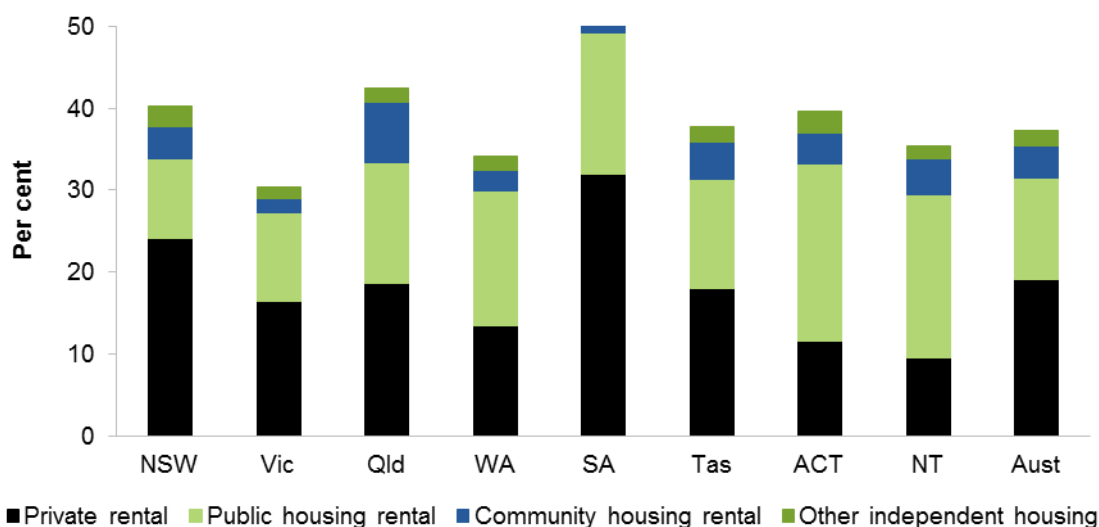
Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.26.

Nationally, of Aboriginal and Torres Strait Islander clients who had an identified need for assistance with obtaining or maintaining independent housing, 63.3 per cent achieved independent housing in 2015-16. Compared to all clients, Aboriginal and Torres Strait Islander clients had a lower proportion of clients that moved or returned to private rental housing (27.0 per cent), but more clients that moved to or returned to public or community rental housing (33.6 per cent) (table 19A.27).

Clients living in non-independent housing prior to presenting

Of those clients who were living in non-independent housing and who needed assistance to obtain independent housing, 37.2 per cent achieved independent housing in 2015-16, an increase from 33.0 per cent in 2012-13 (table 19A.28). This included clients who moved to private rental housing (19.1 per cent), and to public or community rental housing (16.3 per cent) (figure 19.14).

Figure 19.14 Independent housing tenure type after support, as a proportion of clients who were living in non-independent housing before support (closed support periods), 2015-16^a



Other independent housing includes: 'Purchasing/purchased own home' and 'Other rental'.

^a See box 19.12 and table 19A.28 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.28.

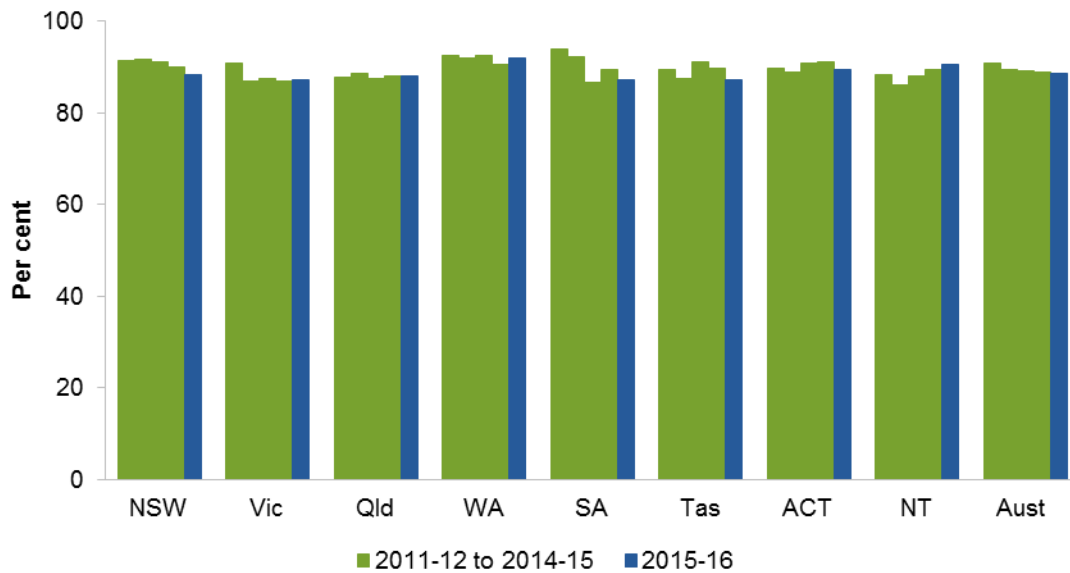
Clients who achieved independent housing and who did not present again

Nationally in 2015-16, 88.6 per cent of clients with an identified need for assistance to obtain or maintain independent housing — including a need to obtain long term housing, sustain tenancy or prevent tenancy failure or eviction, or, prevent foreclosures or for mortgage arrears — who achieved independent housing at the end of support did not present again during the reference year with an identified need for any of these services. This proportion was 90.8 per cent in 2011-12 (figure 19.15).

This proportion mainly comprised clients in private rental (61.0 per cent) or public housing rental (24.6 per cent) after support, although the proportions vary across jurisdictions (table 19A.29).

Data for Aboriginal and Torres Strait Islander clients are presented in table 19A.30.

Figure 19.15 Clients who did not re-present needing housing/ accommodation assistance, as a proportion of clients who needed assistance to obtain or maintain — and achieved — independent housing^a



^a See box 19.12 and table 19A.29 for detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.29.

Proportion of people experiencing repeat periods of homelessness

‘Proportion of people experiencing repeat periods of homelessness’ is an indicator of governments’ objective to re-establish the capacity of clients to live independently and achieve sustainable housing’ (box 19.13).

Box 19.13 Clients experiencing repeat periods of homelessness

'Clients experiencing repeat periods of homelessness' is defined as the number of specialist homelessness service clients who change status from 'homeless' to 'not homeless' and back to 'homeless' in the reporting period, divided by the number of clients who experienced homelessness at any time in the reporting period.

This is a proxy measure as it only captures homelessness people who are clients of specialist homelessness services rather than all those in the population who experience homelessness.

A client is defined as being homeless in each month where at least one of the following describes their housing situation:

- *dwelling type* is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast
- *tenure type* is renting or living rent free in any of transitional housing, caravan park, boarding/rooming house, or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure
- *conditions of occupancy* is couch surfer.

Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:

- hospital (excluding psychiatric)
- psychiatric hospital/unit
- disability support
- rehabilitation
- adult correctional facility
- youth/juvenile justice correctional centre
- boarding school/residential college
- aged care facility
- immigration detention centre.

Holding other factors constant, a low or decreasing proportion of clients who required housing or accommodation support more than once is desirable.

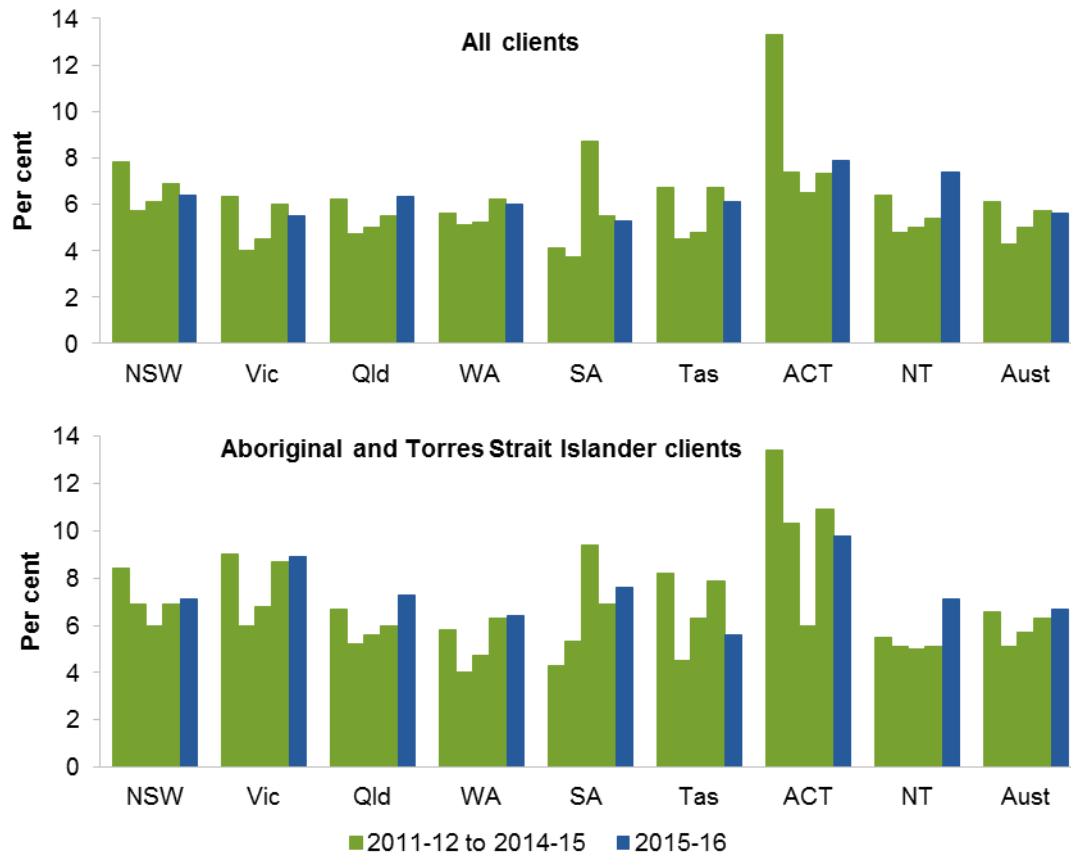
Data reported for this indicator are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions.

Nationally, of all clients who experienced homelessness in 2015-16, 5.6 per cent experienced it more than once in the reporting year — following an increase from 4.3 to 5.7 per cent in the period 2012-13 to 2014-15 (figure 19.16). For Aboriginal and Torres Strait Islander clients, the proportion who experienced repeat homelessness in 2015-16 was 6.7 per cent (figure 19.16).

Nationally in 2015-16, capital city clients had lower rates of repeat homelessness (5.4 per cent) than those clients living in the rest of state (5.9 per cent) (table 19A.31).

Figure 19.16 **Clients who had more than one period of homelessness, all clients and Aboriginal and Torres Strait Islander clients^a**



^a See box 19.13 and tables 19A.31–32 or detailed definitions, footnotes and caveats.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; tables 19A.31–32.

Goals achieved on exit from service

‘Goals achieved on exit’ is an indicator of governments’ objective to support clients to achieve sustainable housing, social inclusion and greater economic participation (box 19.14).

Box 19.14 Goals achieved on exit from service

‘Goals achieved on exit from service’ is defined as the proportion of closed support periods with an individual case management plan where ‘no goals’, up to half the goals’, ‘more than half but not all goals or ‘all goals’ have been achieved.

This indicator should be interpreted in conjunction with the ‘development of an agreed case management plan’ indicator.

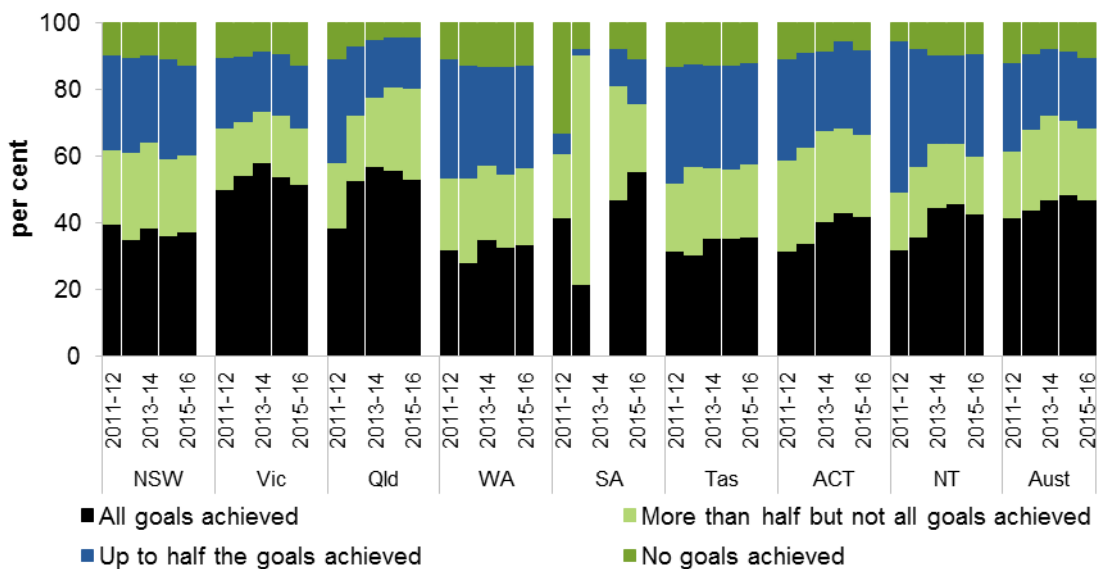
Holding other factors constant, a high or increasing proportion of achieved goals is desirable.

Data reported for these measures are:

- comparable (subject to caveats) across jurisdictions and over time
- complete for the current reporting period. All required 2015-16 data are available for all jurisdictions

Nationally in 2015-16, at least half of all case management goals were achieved at the end of support for 68.4 per cent of closed support periods with individual case management plans — continuing a downward trend from 72.0 per cent in 2013-14 (figure 19.17).

Figure 19.17 Case management goals achieved (closed support periods)^{a, b}



^a See box 19.14 and table 19A.33 for detailed definitions, footnotes and caveats. ^b SA 2013-14 case management goals achieved data are not available.

Source: AIHW (unpublished) Specialist Homelessness Services Collection; table 19A.33.

19.4 Definitions of key terms

Age	Age is calculated as age of the client on the start date of their first support period of the reporting period or the first date of the reporting period, whichever of the two is the later date.
Client	<p>A person who receives a specialist homelessness service.</p> <p>To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.</p> <p>Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction.</p> <p>Clients can be counted differently according to the data item that is being reported:</p> <ul style="list-style-type: none">• Clients (demographic) — For clients with multiple support periods, reported data is determined based on the information at the start date of the client's first support period in the reporting period or the first date of the reporting period, whichever is later• Clients (counted by support periods) — For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100• Clients (outcomes) – Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support.
Closed support period	A support period that had finished on or before the end of the reporting period.
Comparability	Data are considered comparable if (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
Completeness	Data are considered complete if all required data are available for all jurisdictions that provide the service.

Disability	<p>Specialist homelessness services clients who have identified as having a long-term health condition or disability and needing assistance with core activities (self-care, mobility and/or communication).</p> <p>From July 2013, the specialist homelessness services collection (!) collects information on whether, and to what extent, a long-term health condition or disability restricts clients' everyday activities across the following three life areas and they need help/supervision with these tasks:</p> <ul style="list-style-type: none"> • self-care • mobility • communication. <p>The information is consistent with data collected in the 2011 Census and the 2014 and 2016 National Social Housing Survey. Questions are based on the Census 'Core Activity Need for Assistance' concept.</p>
No tenure	<p>A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.</p>
Non-conventional accommodation	<p>Non-conventional accommodation is defined as:</p> <ul style="list-style-type: none"> • living on the streets • staying in cars or railway carriages • sleeping in parks • living in improvised dwellings • squatting • living in long grass.
Non-main English speaking countries	<p>Non-main English speaking countries (non-MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.</p>
Ongoing support period	<p>A support period is considered ongoing at the end of the reporting period if each of the following conditions is met:</p> <ul style="list-style-type: none"> • no support end-date is provided • no after-support information is provided • corresponding client data was received in the month following the end of the reporting period.
Real expenditure	<p>Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100).</p>
Referral	<p>When an agency contacts another agency and that agency accepts the person concerned for an appointment or interview. A referral is not provided if the person is not accepted for an appointment or interview.</p>
Severely crowded dwelling	<p>The ABS categorises a dwelling as severely crowded if it requires four or more extra bedrooms to accommodate the number of people who usually live there, based on the Canadian National Occupancy Standard (ABS 2012b).</p>

Short-term or emergency accommodation

Short-term or emergency accommodation includes: refuges; crisis shelter; couch surfing; living temporarily with friends and relatives; insecure accommodation on a short-term basis; and, emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels etc.).

The following short-term accommodation options are not included:

- hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling
- custodial and care arrangements, such as prisons and hospitals
- temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans).

Specialist homelessness agency

An organisation that receives government funding to deliver specialist homelessness services. Assistance is provided to clients aimed at responding to or preventing homelessness. Agencies may also receive funding from other sources.

Inclusion of agencies in the specialist homelessness services collection is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection.

Specialist homelessness service(s)

Assistance provided by a specialist homelessness agency to a client aimed at responding to or preventing homelessness. The specialist homelessness services that are in scope for this collection and that may be provided during a support period are:

Housing/accommodation services:

- short-term or emergency accommodation
- medium-term/transitional housing
- long-term housing
- assistance to sustain tenancy or prevent tenancy failure or eviction
- assistance to prevent foreclosures or for mortgage arrears.

Specialised services:

- child protection services
- parenting skills education
- child-specific specialist counselling services
- psychological services
- psychiatric services
- mental health services
- pregnancy assistance
- family planning support
- physical disability services
- intellectual disability services
- health/medical services
- professional legal services
- financial advice and counselling
- counselling for problem gambling
- drug/alcohol counselling
- specialist counselling services
- interpreter services
- assistance with immigration services
- culturally specific services
- assistance to connect culturally
- other specialised services.

Specialist homelessness service(s) — continued

General assistance and support services:

- assertive outreach
- assistance to obtain/maintain government allowance
- employment assistance
- training assistance
- educational assistance
- financial information
- material aid/brokerage
- assistance for incest/sexual
- assistance for domestic and family violence
- family/relationship assistance
- assistance for trauma
- assistance with challenging social/behavioural problems
- living skills/personal development
- legal information
- court support
- advice/information
- retrieval/storage/removal of personal belongings
- advocacy/liaison on behalf of client
- school liaison
- child care
- structured play/skills development
- child contact and residence arrangements
- meals
- laundry/shower facilities
- recreation
- transport
- other basic assistance.

Support period

The period of time a client receives services from an agency is referred to as a support period. A support period starts on the day the client first receives a service from an agency and ends when:

- the relationship between the client and the agency ends
- the client has reached their maximum amount of support the agency can offer
- a client has not received any services from the agency for a whole calendar month and does not have an appointment booked with the agency
- there is no ongoing relationship.

Unmet demand

A homeless person who seeks supported accommodation or support, but is not provided with that supported accommodation or support. The person may receive one-off assistance.

19.5 References

ABS 2012a, Methodology for Estimating Homelessness from the Census of Population and Housing, Cat. no. 2049.0.55.001.

— 2012b, Information Paper: A Statistical Definition of Homelessness, Cat. no. 4922.0, Canberra.

— 2012c, Census of Population and Housing: Estimating homelessness, Cat. no. 2049.0, Canberra.

COAG (Council of Australian Governments) 2012, *National Affordable Housing Agreement*, viewed 26 August 2016, www.federalfinancialrelations.gov.au/content/national_agreements.aspx.

— 2015 National Partnership Agreement On Homelessness — 2015-2017, viewed 18 August 2016, <www.federalfinancialrelations.gov.au/content/npa/housing.aspx>.

19A Homelessness services — attachment

Definitions for the indicators and descriptors in this attachment are in section 19.4 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

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

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

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

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Attachment contents

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TABLE 19A.1

Table 19A.1 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2015-16										
Proportion of clients receiving support services, by type of service (e)										
Accommodation	%	27.7	23.3	46.6	47.7	26.3	38.8	39.8	59.7	31.3
Assistance to sustain housing	%	32.7	27.8	30.3	15.3	15.1	19.1	39.6	22.5	26.9
Mental health services	%	5.7	4.0	4.4	5.7	0.4	4.0	8.2	4.3	4.3
Family services	%	6.8	5.3	5.0	8.7	3.8	4.9	12.6	11.3	6.0
Disability services	%	0.7	0.5	0.4	0.5	–	0.5	1.7	0.9	0.5
Drug/alcohol assistance	%	2.6	1.5	2.3	2.9	0.2	1.8	2.6	3.1	1.9
Legal/financial services	%	4.5	3.9	4.3	4.4	1.1	2.5	9.0	7.7	4.1
Immigration/cultural services	%	5.8	4.9	3.9	8.8	4.3	0.8	8.9	16.8	5.5
Domestic violence services	%	16.7	32.1	17.2	31.2	19.7	8.8	16.5	27.3	23.9
Other specialist services	%	15.7	9.9	16.4	17.8	8.3	8.9	22.7	24.6	13.2
General services	%	91.6	85.6	91.7	95.1	99.5	87.8	90.6	92.8	90.0
Total clients (d)	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
Total support days	'000	6 139	7 289	3 036	1 571	1 979	636	780	789	22 219
Total support periods	no.	103 739	205 478	59 415	36 110	38 648	15 460	7 220	11 761	477 831
Total closed support periods	no.	85 646	185 297	51 304	31 531	32 611	13 574	5 562	9 768	415 291
2014-15										
Proportion of clients receiving support services, by type of service (e)										
Accommodation	%	37.4	23.8	45.7	45.8	27.5	36.0	38.3	55.8	33.3
Assistance to sustain housing	%	34.2	29.0	32.2	16.5	14.9	23.4	40.7	22.7	27.8
Mental health services	%	7.1	4.2	4.2	4.8	0.3	3.3	7.2	3.0	4.4
Family services	%	8.9	5.0	5.7	8.3	3.6	5.2	11.7	6.4	6.1
Disability services	%	0.7	0.4	0.5	0.3	–	0.3	0.9	0.5	0.5

TABLE 19A.1

Table 19A.1 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Drug/alcohol assistance	%	4.5	1.7	1.8	2.3	0.2	1.8	5.2	2.2	2.2
Legal/financial services	%	6.0	4.5	5.5	4.2	0.9	2.4	8.9	6.2	4.6
Immigration/cultural services	%	6.7	4.9	3.9	8.1	4.2	0.8	8.7	19.2	5.6
Domestic violence services	%	20.5	29.1	15.4	26.6	19.1	8.8	13.9	27.9	23.1
Other specialist services	%	20.2	10.1	15.8	14.5	7.8	8.0	22.3	27.4	13.6
General services	%	92.7	87.1	91.2	95.0	99.2	85.1	92.0	95.6	90.7
Total clients (d)	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
Total support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Total support periods	no.	73 213	196 959	61 608	34 360	39 257	13 115	7 546	10 946	437 004
Total closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411

2013-14**Proportion of clients receiving support services, by type of service (e)**

Accommodation	%	42.6	23.2	46.3	43.4	27.5	41.7	39.7	64.9	34.4
Assistance to sustain housing	%	30.3	28.8	30.8	19.5	14.5	21.6	36.7	19.4	26.9
Mental health services	%	8.1	3.9	3.8	4.6	0.3	3.2	7.2	2.1	4.3
Family services	%	10.6	5.0	5.6	7.9	4.0	5.0	10.1	5.7	6.4
Disability services	%	0.7	0.4	0.4	0.3	–	0.4	1.1	0.4	0.4
Drug/alcohol assistance	%	5.7	1.6	1.7	2.6	0.2	1.5	6.1	2.4	2.4
Legal/financial services	%	6.7	4.3	4.7	4.1	0.8	2.5	7.9	6.1	4.5
Immigration/cultural services	%	7.4	5.0	3.9	9.1	4.1	0.8	6.7	17.2	5.7
Domestic violence services	%	23.6	27.7	15.5	25.9	17.9	9.7	13.4	24.5	22.9
Other specialist services	%	22.0	10.2	15.8	14.0	6.3	8.4	20.8	22.5	13.7
General services	%	93.9	88.6	90.7	94.5	99.0	89.6	92.1	92.9	91.5
Total clients (b)	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001

TABLE 19A.1

Table 19A.1 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Total support periods	no.	74 983	191 589	61 223	31 844	39 442	10 136	8 151	10 573	427 941
Total closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896

2012-13**Proportion of clients receiving support services, by type of service (e)**

Accommodation	%	42.7	24.7	49.2	43.1	32.2	50.7	39.1	68.7	36.4
Assistance to sustain housing	%	26.2	26.5	24.2	21.3	16.1	19.0	28.3	16.8	24.1
Mental health services	%	8.0	3.3	4.2	4.8	0.5	3.9	7.7	3.7	4.3
Family services	%	9.9	4.2	6.3	8.6	4.9	6.5	11.4	9.5	6.5
Disability services	%	0.8	0.3	0.4	0.5	–	0.4	1.5	0.4	0.5
Drug/alcohol assistance	%	5.7	1.5	1.7	3.1	0.2	1.8	4.7	3.3	2.4
Legal/financial services	%	6.5	3.6	5.7	5.5	0.8	2.8	8.2	7.9	4.6
Immigration/cultural services	%	6.8	4.9	4.7	9.5	4.8	1.3	6.1	7.7	5.6
Domestic violence services	%	22.6	24.9	16.2	24.2	18.6	11.0	13.7	25.7	21.7
Other specialist services	%	20.8	9.2	16.8	17.1	6.7	10.9	21.9	15.1	13.5
General services	%	94.7	88.0	90.5	96.0	97.2	92.6	90.7	93.1	91.5
Total clients (d)	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
Total support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Total support periods	no.	77 403	179 952	60 176	32 412	36 076	7 896	8 387	10 311	412 614
Total closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182

2011-12**Proportion of clients receiving support services, by type of service (e)**

TABLE 19A.1

Table 19A.1 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Accommodation	%	43.9	21.9	48.0	43.2	na	48.2	42.3	66.7	36.2
Assistance to sustain housing	%	26.7	23.8	22.8	22.4	na	17.3	29.5	13.1	23.6
Mental health services	%	8.1	3.1	3.6	5.2	na	3.6	6.7	4.8	4.6
Family services	%	10.4	4.4	6.5	8.9	na	7.0	12.8	11.9	7.1
Disability services	%	0.8	0.4	0.4	0.5	na	0.6	1.1	0.5	0.5
Drug/alcohol assistance	%	5.3	1.5	1.7	4.4	na	2.1	2.9	2.1	2.7
Legal/financial services	%	7.8	3.9	5.7	6.7	na	4.2	9.5	6.6	5.6
Immigration/cultural services	%	8.0	4.7	4.5	9.2	na	1.4	6.2	4.2	5.8
Domestic violence services	%	24.3	26.0	14.3	30.8	na	10.3	14.7	29.5	23.1
Other specialist services	%	21.1	10.0	17.0	18.8	na	10.1	21.2	18.7	15.1
General services	%	94.6	89.1	88.3	95.7	na	88.9	85.9	92.8	90.8
Total clients (d)	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Total support days	'000	na	na	na	na	na	na	na	na	na
Total support periods	no.	74 712	165 258	59 831	31 645	31 767	8 802	8 141	8 609	388 766
Total closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (c) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (d) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.

Table 19A.1 **Composition of support provided, all clients (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
(e)	Proportion of clients who received at least one support service of the designated type in the reference year. Individual clients commonly receive support services of more than 1 type.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.2

Table 19A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
2015-16										
State/Territory government expenditure										
Administrative expenditure	\$m	6.2	3.0	3.3	1.7	2.9	0.5	0.6	0.9	19.0
Service delivery expenditure	\$m	207.9	223.5	114.2	72.1	59.5	29.2	19.5	18.7	744.6
Total	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Proportion of total expenditure										
Administrative expenditure	%	2.9	1.3	2.8	2.3	4.6	1.6	2.9	4.6	2.5
Service delivery expenditure	%	97.1	98.7	97.2	97.7	95.4	98.4	97.1	95.4	97.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2014-15										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	3.0	3.8	1.7	2.2	0.5	0.7	1.1	17.1
Service delivery expenditure	\$m	177.1	207.8	119.7	69.1	56.9	29.1	20.0	18.2	697.9
Total	\$m	181.4	210.8	123.4	70.8	59.1	29.5	20.7	19.3	715.0
Proportion of total expenditure										
Administrative expenditure	%	2.4	1.4	3.1	2.4	3.7	1.6	3.1	5.5	2.4
Service delivery expenditure	%	97.6	98.6	96.9	97.6	96.3	98.4	96.9	94.5	97.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2013-14										
State/Territory government expenditure										
Administrative expenditure	\$m	3.7	2.7	4.6	1.8	2.3	0.6	0.5	0.7	16.8
Service delivery expenditure	\$m	134.7	199.1	101.4	66.9	56.1	24.6	21.6	17.3	621.7
Total	\$m	138.5	201.8	106.0	68.7	58.4	25.1	22.1	18.0	638.5
Proportion of total expenditure										

TABLE 19A.2

Table 19A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
Administrative expenditure	%	2.7	1.3	4.3	2.6	4.0	2.2	2.3	3.7	2.6
Service delivery expenditure	%	97.3	98.7	95.7	97.4	96.0	97.8	97.7	96.3	97.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2012-13										
State/Territory government expenditure										
Administrative expenditure	\$m	4.3	2.2	3.3	1.4	2.5	0.5	0.5	0.7	15.5
Service delivery expenditure	\$m	130.2	179.0	90.3	66.3	54.0	17.9	23.1	16.7	577.5
Total	\$m	134.5	181.3	93.6	67.7	56.6	18.3	23.6	17.4	593.0
Proportion of total expenditure										
Administrative expenditure	%	3.2	1.2	3.6	2.1	4.5	2.5	2.3	4.1	2.6
Service delivery expenditure	%	96.8	98.8	96.4	97.9	95.5	97.5	97.7	95.9	97.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
2011-12										
State/Territory government expenditure										
Administrative expenditure	\$m	3.9	3.6	3.8	1.2	2.4	0.5	0.4	0.5	16.3
Service delivery expenditure	\$m	127.9	168.3	87.0	65.5	52.2	16.5	22.1	10.8	550.3
Total	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Proportion of total expenditure										
Administrative expenditure	%	3.0	2.1	4.2	1.8	4.3	3.0	1.9	4.5	2.9
Service delivery expenditure	%	97.0	97.9	95.8	98.2	95.7	97.0	98.1	95.5	97.1
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

(a) For NSW, the increase in funding in 2014-15 is due to the inclusion of National Partnership Agreement on Homelessness (NPAH) expenditure, which was not presented in previous years, and additional NSW funding introduced in 2014-15.

(b) For Victoria: expenditure for 2013-14 has been revised to include Housing Establishment Fund expenditure for clients reported through the SHSC; expenditure for 2014-15 has been revised to include homelessness sector training.

Table 19A.2 **Nominal expenditure on homelessness services**

	<i>Unit</i>	<i>NSW (a)</i>	<i>Vic (b)</i>	<i>Qld (c)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (d)</i>	<i>Aust</i>
(c)	For Queensland, the decrease in service delivery expenditure for 2015-16 is mainly due to delayed commencement of the NPAH Queensland Project Plan 2015-17 (signed 27 October 2015). Funding for various initiatives including Woree and Douglas House Supported Accommodation was deferred to 2016-17. Administrative expenditure also decreased for 2015-16 due to the revised NPAH. Data for 2013-14 and subsequent years include NPAH services expenditure, which was excluded in earlier years.									
(d)	Data for the NT for 2012-13 to 2014-15 have been revised to include Commonwealth funded expenses related to the National Affordable Housing Agreement (NAHA) and NPAH, as do data for 2015-16. Data may differ from previous reports which did not include this expenditure. Commonwealth funded NAHA and NPAH expenses are not included for 2011-12.									

Source: Australian, State and Territory governments (unpublished)

TABLE 19A.3

Table 19A.3 **Total recurrent expenditure on homelessness services, 2015-16 dollars (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (e)</i>	<i>Aust</i>
Nominal funding										
2015-16	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
2014-15	\$m	181.4	210.8	123.4	70.8	59.1	29.5	20.7	19.3	715.0
2013-14	\$m	138.5	201.8	106.0	68.7	58.4	25.1	22.1	18.0	638.5
2012-13	\$m	134.5	181.3	93.6	67.7	56.6	18.3	23.6	17.4	593.0
2011-12	\$m	131.8	171.9	90.9	66.8	54.6	17.0	22.5	11.3	566.7
Real funding (2015-16 dollars)										
2015-16	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
2014-15	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
2013-14	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
2012-13	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
2011-12	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5

- (a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.
- (b) For NSW, the increase in funding from 2013-14 to 2014-15 is due to the inclusion of NPAH expenditure, which was not presented in previous years, and additional NSW funding introduced in 2014-15.
- (c) For Victoria: expenditure for 2013-14 has been revised to include Housing Establishment Fund expenditure for clients reported through the SHSC; expenditure for 2014-15 has been revised to include homelessness sector training.
- (d) For Queensland, the decrease in service delivery expenditure for 2015-16 is mainly due to delayed commencement of the NPAH Queensland Project Plan 2015-17 (signed 27 October 2015). Funding for various initiatives including Woree and Douglas House Supported Accommodation was deferred to 2016-17. Administrative expenditure also decreased for 2015-16 due to the revised NPAH. Data for 2013-14 and subsequent years include NPAH services expenditure, which was excluded in earlier years.
- (e) Data for the NT for 2012-13 to 2014-15 have been revised to include Commonwealth funded expenses related to the NAHA and NPAH, as do data for 2015-16. Data may differ from previous reports which did not include this expenditure. Commonwealth funded NAHA and NPAH expenses are not included for 2011-12.

Source: State and Territory governments (unpublished); Tables 19A.2 and 19A.34.

TABLE 19A.4

Table 19A.4 **Real recurrent homelessness expenditure per person in the residential population, 2015-16 dollars (a), (b)**

		<i>NSW</i> (c)	<i>Vic</i> (d)	<i>Qld</i> (e)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i> (f)	<i>Aust</i>
2015-16	\$	27.91	37.77	24.43	28.37	36.64	57.34	51.05	80.46	31.90
2014-15	\$	24.57	36.69	26.62	28.08	35.80	58.72	54.63	80.93	31.01
2013-14	\$	19.20	36.07	23.38	27.88	36.04	50.57	59.66	76.65	28.34
2012-13	\$	19.18	33.45	21.28	28.71	35.67	37.50	65.26	77.05	27.14
2011-12	\$	19.37	32.84	21.44	29.79	35.34	35.30	64.64	51.76	26.84

- (a) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.
- (b) Population data for all Australians for all years are estimates. See chapter 2 for details.
- (c) For NSW, the increase in funding in 2014-15 is due to the inclusion of NPAH expenditure, which was not presented in previous years, and additional NSW funding introduced in 2014-15.
- (d) For Victoria: expenditure for 2013-14 has been revised to include Housing Establishment Fund expenditure for clients reported through the SHSC; expenditure for 2014-15 has been revised to include homelessness sector training.
- (e) For Queensland, the decrease in service delivery expenditure for 2015-16 is mainly due to delayed commencement of the NPAH Queensland Project Plan 2015-17 (signed 27 October 2015). Funding for various initiatives including Woree and Douglas House Supported Accommodation was deferred to 2016-17. Administrative expenditure also decreased for 2015-16 due to the revised NPAH. Data for 2013-14 and subsequent years include NPAH services expenditure, which was excluded in earlier years.
- (f) Data for the NT for 2012-13 to 2014-15 have been revised to include Commonwealth funded expenses related to the NAHA and NPAH, as do data for 2015-16. Data may differ from previous reports which did not include this expenditure. Commonwealth funded NAHA and NPAH expenses are not included for 2011-12.

Source: Australian State and Territory governments (unpublished); Tables 19A.3, 19A.34 and 2A.2.

TABLE 19A.5

Table 19A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	29.5	11.8	35.0	52.5	31.5	14.5	20.0	78.9	29.7
Services other than accommodation	%	23.4	5.9	31.2	20.3	19.7	11.8	12.1	69.6	16.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	18 331	8 971	14 633	9 453	5 286	1 093	765	6 152	64 578
All clients with met demand	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
2014-15										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	26.6	11.9	34.1	48.5	31.3	15.2	21.0	76.2	28.1
Services other than accommodation	%	22.2	5.5	28.3	22.3	19.8	13.0	11.5	67.9	15.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 267	8 709	14 325	8 607	5 310	1 092	831	5 809	57 096
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	24.0	11.3	32.6	43.4	27.9	15.1	18.2	74.8	26.3
Services other than accommodation	%	20.4	5.2	26.1	23.5	20.3	12.0	11.6	67.1	14.4
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 551	8 327	14 031	7 357	5 371	970	862	5 442	55 288
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.2	11.0	31.6	39.8	24.3	14.9	18.6	69.5	25.3

TABLE 19A.5

Table 19A.5 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were Aboriginal and Torres Strait Islander clients (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Services other than accommodation	%	19.4	5.4	25.1	22.4	18.4	13.4	10.2	68.1	14.1
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 362	7 859	13 614	6 751	4 997	841	831	5 197	52 506
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642
2011-12										
Proportion of clients with met demand who were Aboriginal and Torres Strait Islander clients										
Accommodation services	%	23.6	10.1	30.4	40.4	na	14.9	16.1	71.8	25.1
Services other than accommodation	%	18.6	4.7	22.6	22.2	na	14.3	9.9	59.0	12.7
Total Aboriginal and Torres Strait Islander clients with met demand	no.	12 127	6 608	12 841	7 065	na	960	805	4 774	47 602
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide needed services. This may have an deflationary effect on the proportion of clients with met demand for jurisdictions which operate such central intake models.

(c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(d) For SA, collection methodology for 2011-12 does not allow for this type of analysis.

(e) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.6

Table 19A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	9.2	14.8	6.9	8.0	5.6	4.8	16.2	3.6	9.7
Services other than accommodation	%	8.5	11.6	6.5	9.1	5.8	2.9	18.8	2.2	9.4
Total non-MESC clients with met demand	no.	5 845	12 465	2 764	1 914	1 155	311	796	238	25 220
All clients with met demand	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
2014-15										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	10.5	15.2	7.6	8.8	5.9	4.2	17.2	3.3	10.5
Services other than accommodation	%	7.3	12.5	6.7	10.0	5.7	4.9	17.5	2.3	9.8
Total non-MESC clients with met demand	no.	4 150	12 928	3 054	1 958	1 165	320	855	216	24 418
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.7	15.4	8.0	9.9	6.2	3.9	17.0	3.3	11.0
Services other than accommodation	%	8.9	13.2	7.5	12.3	6.0	4.8	16.1	2.0	10.6
Total non-MESC clients with met demand	no.	5 196	13 086	3 274	2 036	1 251	268	869	201	25 935
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.4	14.4	7.6	10.3	6.5	3.5	16.8	3.6	10.6
Services other than accommodation	%	7.8	13.1	7.2	13.8	5.5	3.5	16.2	1.8	10.3
Total non-MESC clients with met demand	no.	4 882	11 690	3 074	2 224	1 184	186	863	213	24 054
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

TABLE 19A.6

Table 19A.6 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people born in non-main English speaking countries (non-MESC) (a), (b), (c), (d)**

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2011-12										
Proportion of clients with met demand who were born in non-MESC countries										
Accommodation services	%	11.0	12.8	6.7	10.6	na	4.0	14.4	4.1	9.7
Services other than accommodation	%	8.5	10.5	5.6	12.2	na	4.0	14.3	2.5	9.4
Total non-MESC clients with met demand	no.	5 027	9 136	2 582	2 280	na	233	740	230	20 424
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) Non-main English speaking countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.

(c) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide needed services. This may have an deflationary effect on the proportion of clients with met demand for jurisdictions which operate such central intake models.

(d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(e) SA collection methodology for 2011-12 does not allow for this type of analysis.

(f) Clients are counted once only in each jurisdiction. Where individuals are clients in more than one state or territory, state and territory client totals do not add to the Australian total.

na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.7

Table 19A.7 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c), (d), (e), (f)**

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
2015-16										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	4.6	5.5	3.2	4.0	3.4	6.3	4.7	3.7	4.4
Services other than accommodation	%	2.9	2.6	2.9	6.8	2.2	5.9	2.1	3.4	3.0
Total clients with disability with met demand	no.	2 711	4 218	1 314	1 222	698	481	159	284	10 827
All clients with met demand	no.	66 146	98 966	41 080	22 684	20 167	7 427	4 556	7 738	264 675
2014-15										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	4.1	5.8	3.0	3.9	2.7	5.0	4.0	2.8	4.1
Services other than accommodation	%	2.9	2.8	2.9	7.0	1.8	4.2	2.7	3.3	3.0
Total clients with disability with met demand	no.	1 800	4 416	1 308	1 161	627	369	173	240	9 831
All clients with met demand	no.	46 275	96 687	42 490	21 052	20 214	7 097	4 916	7 458	242 479
2013-14										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	3.1	4.9	2.9	3.1	1.9	3.8	2.8	2.2	3.4
Services other than accommodation	%	2.1	2.6	2.6	2.3	1.2	4.7	2.1	3.3	2.4
Total clients with disability with met demand	no.	1 821	4 555	1 440	667	615	337	184	241	9 656
All clients with met demand	no.	49 832	94 340	42 147	18 620	20 709	6 291	5 247	6 938	240 533
2012-13										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
Total clients with disability with met demand	no.	na	na	na	na	na	na	na	na	na
All clients with met demand	no.	50 139	86 394	41 456	18 823	20 361	5 321	5 238	6 820	230 642

TABLE 19A.7

Table 19A.7 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c), (d), (e), (f)**

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
2011-12										
Proportion of clients with met demand who were people with disability										
Accommodation services	%	na	na	na	na	na	na	na	na	na
Services other than accommodation	%	na	na	na	na	na	na	na	na	na
Total clients with disability with met demand	no.	na	na	na	na	na	na	na	na	na
All clients with met demand	no.	50 860	81 215	40 830	20 152	na	5 784	5 150	6 343	213 709

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) Clients with disability are defined for this measure as clients who identified as having a long-term health condition or disability and as always or sometimes needing assistance with core activities (self-care, mobility and/or communication). Data do not include clients with disability who needed support to access and maintain housing but did not identify a need for assistance with core activities.
- (c) These data have been collected since 2013. Data for 2013-14 should be used with caution as response rates were initially low and varied between jurisdictions.
- (d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide needed services. This may have a deflationary effect on the proportion of clients with met demand for jurisdictions which operate such central intake models.
- (e) Clients with disability with a need for both reported service types are counted in the numerator for both service types. Therefore, the sum of the proportion of clients with met demand for each service type who were clients with disability does not equal the proportion of all clients with met demand who were clients with disability.
- (f) Data exclude clients with missing disability status information. For 2015-16, national data exclude 39 347 clients (14.1 per cent) for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are:
NSW: 8553 (12.3 per cent); Victoria: 20 285 (19.3 per cent); Queensland: 1952 (4.6 per cent); WA 2049 (8.5 per cent); SA: 5286 (25.3 per cent); Tasmania: 640 (8.1 per cent); ACT: 187 (4.0 per cent); NT 419 (5.2 per cent).
- (g) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

Table 19A.7 **Proportion of clients — with accommodation and services other than accommodation needs that were met — who were people with disability (a), (b), (c), (d), (e), (f)**

	<i>Unit</i>	<i>NSW (g)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
	na Not available.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.8

Table 19A.8 **Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	28.2	9.0	35.6	42.3	26.5	14.4	16.7	79.1	24.5
In the population (June 2015)	%	3.0	0.9	4.4	3.7	2.4	5.1	1.8	30.0	3.1
People born in non-MESC										
In specialist homelessness services	%	9.4	16.4	7.2	8.8	6.0	4.8	19.3	3.3	11.0
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	4.1	4.3	3.2	5.4	3.5	6.5	3.5	3.7	4.1
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2014-15										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	26.7	9.0	33.6	40.1	26.7	15.3	16.9	78.0	23.5
In the population (June 2014)	%	2.9	0.9	4.3	3.6	2.4	5.0	1.7	29.5	3.0
People born in non-MESC										
In specialist homelessness services	%	9.7	17.1	7.6	9.5	6.1	5.1	18.9	3.1	11.5
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.9	4.6	3.1	5.5	3.1	5.2	3.5	3.2	4.1
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2013-14										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	25.2	8.8	33.3	38.0	25.9	15.2	16.4	78.4	22.9

TABLE 19A.8

Table 19A.8 Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
In the population (June 2013)	%	2.9	0.9	4.3	3.7	2.3	4.9	1.7	29.7	3.0
People born in non-MESC										
In specialist homelessness services	%	11.3	17.5	8.1	10.8	6.5	4.9	18.3	3.1	12.3
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	3.7	4.8	3.4	3.6	3.0	5.4	3.5	3.5	4.0
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2012-13										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	24.6	8.9	32.5	35.1	24.3	15.7	15.9	76.0	22.5
In the population (June 2012)	%	2.9	0.9	4.2	3.7	2.3	4.8	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.8	17.3	7.8	11.6	6.5	3.8	18.2	3.5	12.0
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8
2011-12										
Aboriginal and Torres Strait Islander people										
In specialist homelessness services	%	23.8	8.0	31.0	34.6	22.3	16.1	15.5	73.9	21.7
In the population (June 2012)	%	2.9	0.9	4.2	3.8	2.3	4.7	1.7	29.8	3.0
People born in non-MESC										
In specialist homelessness services	%	10.7	14.4	6.7	11.8	6.2	4.4	16.7	4.1	10.7

TABLE 19A.8

Table 19A.8 Aboriginal and Torres Strait Islander people, people born in non-main English speaking countries (MESC) and people with disability, as a proportion of all clients who accessed specialist homelessness services and in the population (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
In the population (2011)	%	17.9	18.9	9.2	13.7	12.3	4.9	16.3	9.5	15.1
People with disability										
In specialist homelessness services	%	na	na	na	na	na	na	na	na	na
In the population (2015) (f)	%	5.9	6.4	5.6	4.1	7.2	7.8	4.9	3.2	5.8

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) Non-main English speaking countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
- (c) Clients with disability are defined for this measure as clients who identified both as having a long-term health condition or disability and as always or sometimes needing assistance with core activities (self-care, mobility and/or communication). Data do not include clients with disability who needed support to access and maintain housing but did not identify a need for assistance with core activities.
- (d) Data on representation in the community are reported for different years due to the availability of data and are sourced from the ABS.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (f) People with profound or severe core activity limitation (always or sometimes need assistance with core activities [self-care, mobility and/or communication]).
na Not available.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*; ABS (2015) *Australian Demographic Statistics, June 2015*, Cat. no. 3101.0, Canberra; ABS (2014) *Estimates and Projections, Aboriginal and Torres Strait Islander Australians, 2001 to 2026*, Cat. no. 3238.0; ABS (2012), *2011 Census of Population and Housing, Australia, States and Territories, Basic Community Profile, Table B09 — Country of birth of person by sex*, Cat. no. 2001; ABS (2016) *Disability, Ageing and Carers, Australia: Summary of Findings, 2015*, Cat. no. 4430.0; tables 2A.1, 2A.8, 2A.13 and 2A.14.

TABLE 19A.9

Table 19A.9 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

		Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2015-16											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	no.	15 471	15 074	8 427	2 137	1 327	1 606	1 200	347	45 149	
Total clients with need for accommodation	no.	45 240	45 723	31 755	14 967	7 719	6 724	3 516	5 339	157 126	
Proportion of clients with unmet need	%	34.2	33.0	26.5	14.3	17.2	23.9	34.1	6.5	28.7	
Services other than accommodation (i)											
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	407	2 366	240	35	–	25	9	12	3 095	
Total clients with need for services other than accommodation	no.	24 474	59 408	10 788	9 236	13 180	1 134	1 136	2 793	121 913	
Proportion of clients with unmet need	%	1.7	4.0	2.2	0.4	–	2.2	0.8	0.4	2.5	
Total clients	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196	
2014-15											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	no.	7 274	14 546	9 144	2 354	1 396	1 045	1 210	484	37 063	
Total clients with need for accommodation	no.	31 811	45 719	33 420	14 405	7 316	5 312	3 573	4 866	142 943	
Proportion of clients with unmet need	%	22.9	31.8	27.4	16.3	19.1	19.7	33.9	9.9	25.9	
Services other than accommodation (i)											
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.	261	1 639	92	8	–	33	9	21	2 065	
Total clients with need for services other than accommodation	no.	16 451	56 803	10 793	8 616	13 800	2 016	1 414	2 784	112 444	
Proportion of clients with unmet need	%	1.6	2.9	0.9	0.1	–	1.7	0.6	0.8	1.8	
Total clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657	

TABLE 19A.9

Table 19A.9 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

		Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2013-14											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	no.		5 267	15 041	7 726	2 002	692	1 286	1 416	475	33 648
Total clients with need for accommodation	no.		32 577	44 223	32 435	12 609	6 729	5 065	3 962	5 216	139 446
Proportion of clients with unmet need	%		16.2	34.0	23.8	15.9	10.3	25.4	35.7	9.1	24.1
Services other than accommodation (i)											
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.		102	876	103	34	na	33	8	32	1 190
Total clients with need for services other than accommodation	no.		19 048	55 400	11 314	8 828	14 926	1 549	1 375	1 907	114 124
Proportion of clients with unmet need	%		0.5	1.6	0.9	0.4	–	2.1	0.6	1.7	1.0
Total clients	no.		51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
2012-13											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	no.		5 551	14 709	5 891	1 861	189	905	1 510	349	30 669
Total clients with need for accommodation	no.		32 634	44 115	32 476	12 537	7 159	4 012	4 112	5 349	138 732
Proportion of clients with unmet need	%		17.0	33.3	18.1	14.8	2.6	22.6	36.7	6.5	22.1
Services other than accommodation (i)											
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.		94	818	87	42	–	26	12	12	1 092
Total clients with need for services other than accommodation	no.		18 980	47 977	10 350	8 871	14 183	1 573	1 256	1 609	104 545
Proportion of clients with unmet need	%		0.5	1.7	0.8	0.5	–	1.6	1.0	0.7	1.0
Total clients	no.		51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176

TABLE 19A.9

Table 19A.9 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

		Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
2011-12											
Accommodation services											
Clients with identified need for accommodation who <u>were not</u> provided with that service (h)	no.		4 347	11 065	5 443	1 594	na	972	1 298	457	25 036
Total clients with need for accommodation	no.		32 950	37 314	32 367	12 401	na	4 529	4 541	5 090	126 686
Proportion of clients with unmet need	%		13.2	29.7	16.8	12.9	na	21.5	28.6	9.0	19.8
Services other than accommodation (i)											
Clients with identified need for services other than accommodation who <u>were not</u> provided with that service	no.		73	750	283	96	na	3	8	22	1 235
Total clients with need for services other than accommodation	no.		19 105	48 711	10 117	8 773	na	1 606	1 061	1 477	90 754
Proportion of clients with unmet need	%		0.4	1.5	2.8	1.1	na	0.2	0.7	1.5	1.4
Total clients	no.		52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) Need for accommodation includes need for 'Short-term or emergency accommodation', 'Medium term / transitional housing' or 'Long-term housing'.
- (c) Unmet need for accommodation and services other than accommodation is dealt with differently by different jurisdictions and data may not be comparable.
- (d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs, rather than to provide clients with particular services. This may have an inflationary effect on the proportion of clients with unmet need for services for jurisdictions which operate such central intake models.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (f) SA collection methodology for 2011-12 does not allow for this type of analysis.

Table 19A.9 **Proportion of clients with unmet need for accommodation or services other than accommodation (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(g)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									
(h)	The client may have received other types of service.									
(i)	Data for services other than accommodation exclude clients who also have an identified need for accommodation services.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.10

Table 19A.10 **Average daily unassisted requests for accommodation and services other than accommodation (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Accommodation services	no.	29.1	53.6	20.3	49.2	0.7	20.6	1.5	10.1	185.1
Services other than accommodation	no.	8.9	40.3	4.8	18.0	0.9	0.2	1.0	3.5	77.5
No service need identified	no.	1.1	6.5	1.8	2.1	–	0.3	–	0.5	12.2
2014-15										
Accommodation services	no.	51.0	52.6	41.0	47.1	0.8	16.8	1.5	11.0	221.7
Services other than accommodation	no.	13.1	55.4	4.4	12.1	1.0	0.5	0.9	2.9	90.3
No service need identified	no.	2.7	7.5	2.9	2.6	–	0.3	0.1	0.5	16.5
2013-14										
Accommodation services	no.	78.8	44.1	88.6	50.2	1.6	12.7	1.7	14.0	291.7
Services other than accommodation	no.	14.0	47.9	9.0	7.9	1.0	0.7	0.7	2.7	83.9
No service need identified	no.	10.2	9.8	15.7	7.5	–	1.0	0.2	3.1	47.5
2012-13										
Accommodation services	no.	89.2	36.2	94.8	47.7	1.5	12.2	1.5	13.6	296.7
Services other than accommodation	no.	12.1	42.6	7.4	7.9	1.3	0.7	0.6	1.0	73.7
No service need identified	no.	9.0	7.2	17.7	8.8	–	0.8	0.2	2.7	46.4
2011-12										
Accommodation services	no.	96.2	24.6	88.5	43.0	na	14.5	1.0	9.4	278.6
Services other than accommodation	no.	10.9	31.9	6.4	9.7	na	1.0	0.6	0.6	57.0
No service need identified	no.	7.2	5.7	23.5	5.7	na	0.8	0.1	0.8	49.0

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) Unassisted requests for accommodation and services other than accommodation are dealt with differently by different jurisdictions and data may not be comparable.

TABLE 19A.10

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld (e)</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>	
(c)		For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. This may have a deflationary effect on unassisted requests for services for jurisdictions which operate such central intake models.									
(d)		For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(e)		In 2014-15, Queensland introduced a new government funded assessment and referral tool, the Homelessness Information Platform (QHIP). This may have resulted in the observed decrease in unassisted requests from 2014-15 onwards.									
(f)		SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)		The sum of all state and territory average unassisted requests may not add to the Australian total as some people may have requested support in more than one state and/or territory.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.11

Table 19A.11 Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust
2015-16										
Yes – Case management plan (g)	%	50.3	41.3	87.1	46.2	38.5	44.2	54.8	68.5	50.1
No case management plan (c)										
Client did not agree to one	%	6.5	8.3	2.9	5.7	5.4	4.7	1.2	6.0	6.6
Support period too short	%	37.2	39.4	8.3	30.6	49.0	31.8	8.5	19.4	33.8
Other	%	6.1	11.0	1.7	17.5	7.0	19.3	35.4	6.2	9.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	85 610	184 528	51 242	31 499	25 023	13 572	5 562	9 752	406 788
2014-15										
Yes – Case management plan (g)	%	51.8	39.7	86.1	45.3	33.6	41.9	59.4	69.1	49.3
No case management plan (c)										
Client did not agree to one	%	7.2	7.3	2.7	7.6	7.1	5.3	2.9	7.2	6.5
Support period too short	%	34.0	41.6	9.4	31.4	53.3	37.9	9.3	17.5	34.7
Other	%	7.0	11.4	1.8	15.7	6.1	14.8	28.4	6.1	9.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	58 988	177 170	52 982	29 893	26 267	11 651	5 376	9 085	371 411
2013-14										
Yes – Case management plan (g)	%	58.5	38.2	72.7	48.2	30.6	48.4	50.1	72.4	48.2
No case management plan (c)										
Client did not agree to one	%	9.2	6.2	4.2	7.3	5.0	6.4	5.4	6.5	6.4
Support period too short	%	25.3	46.0	21.2	38.5	57.0	36.8	13.8	17.3	37.6
Other	%	7.0	9.5	2.0	6.1	7.4	8.4	30.6	3.8	7.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	61 032	169 484	52 569	26 903	26 144	8 633	6 013	8 820	359 597

TABLE 19A.11

Table 19A.11 Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust
2012-13										
Yes – Case management plan (g)	%	56.6	33.4	69.7	50.2	36.4	56.9	45.6	63.5	45.7
No case management plan (c)										
Client did not agree to one	%	10.2	7.4	3.7	8.1	5.5	7.4	6.3	6.3	7.2
Support period too short	%	24.0	48.4	24.8	37.9	54.3	32.0	11.7	28.1	38.9
Other	%	9.2	10.7	1.8	3.8	3.8	3.7	36.4	2.1	8.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	59 982	161 171	51 439	26 669	26 050	6 615	6 157	8 714	346 797
2011-12										
Yes – Case management plan (g)	%	55.1	31.5	61.3	58.4	34.0	54.2	43.0	60.5	44.1
No case management plan (c)										
Client did not agree to one	%	9.3	6.9	5.0	8.5	11.9	9.3	5.9	4.0	7.5
Support period too short	%	28.3	52.0	31.1	28.4	48.5	31.0	13.3	32.3	40.8
Other	%	7.3	9.6	2.6	4.8	5.7	5.6	37.8	3.1	7.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total closed support periods provided to clients (h)	no.	59 243	148 343	51 154	26 191	24 504	7 316	5 803	7 515	330 068

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) Case management is dealt with differently by different jurisdictions and data may not be comparable.

(c) Data include support periods where a case management plan may not have been appropriate, e.g. people accessing a drop-in centre, a meals service or an information/referral service.

(d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, development of a case management plan is not an intake agency role. This may have a deflationary effect on the proportion of closed support periods with an agreed case management plan for jurisdictions which operate such central intake models.

Table 19A.11 **Proportion of closed support periods with an agreed case management plan (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	For SA, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management. However, only the one reported by the agency who leads the case management can be recorded as having a case management plan.									
(g)	Where a case management plan applies to more than one client, data include support periods for all clients on the case management plan.									
(h)	Excludes support periods with invalid case management plan responses.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.12

Table 19A.12 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Yes – Case management plan (g)	%	60.3	44.3	84.6	43.2	42.1	42.1	62.3	68.8	59.1
No case management plan (c)										
Client did not agree to one	%	6.1	7.9	3.5	7.5	5.2	3.8	1.3	6.1	5.9
Support period too short	%	28.3	35.9	10.2	24.8	48.6	34.0	6.5	20.9	25.7
Other	%	5.2	11.9	1.8	24.5	4.1	20.1	29.9	4.2	9.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	20 474	12 909	16 957	13 738	5 654	1 647	897	7 455	79 730
2014-15										
Yes – Case management plan (g)	%	61.5	43.6	83.3	43.7	37.4	43.8	62.4	68.4	58.9
No case management plan (c)										
Client did not agree to one	%	7.8	8.3	3.4	11.8	5.3	4.3	2.3	7.8	7.1
Support period too short	%	23.8	37.2	11.3	25.7	52.7	37.8	10.2	18.3	25.4
Other	%	7.0	10.9	2.0	18.8	4.6	14.1	25.0	5.5	8.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	12 471	12 176	16 734	11 665	5 737	1 408	841	6 888	67 922
2013-14										
Yes – Case management plan (g)	%	67.4	44.4	66.7	47.1	31.8	51.7	62.5	70.8	57.1
No case management plan (c)										
Client did not agree to one	%	7.9	10.2	4.9	14.6	4.9	4.8	3.6	6.6	8.0
Support period too short	%	19.3	37.3	26.1	29.3	56.1	33.6	11.8	19.3	28.9
Other	%	5.5	8.2	2.4	9.0	7.2	9.9	22.1	3.3	5.9

TABLE 19A.12

Table 19A.12 **Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	12 070	10 598	15 735	9 426	5 268	1 109	948	6 544	61 698
2012-13										
Yes – Case management plan (g)	%	62.6	38.4	63.7	49.4	38.0	56.2	57.7	60.5	54.2
No case management plan (c)										
Client did not agree to one	%	9.0	10.9	4.5	16.7	6.1	6.6	5.0	7.3	8.9
Support period too short	%	21.7	41.8	30.1	30.1	53.2	33.3	7.5	30.5	32.1
Other	%	6.8	9.0	1.7	3.8	2.7	3.9	29.7	1.7	4.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	11 452	9 750	14 464	8 883	4 797	873	976	5 855	57 050
2011-12										
Yes – Case management plan (g)	%	58.6	35.2	58.7	56.1	38.8	50.1	42.7	57.6	52.5
No case management plan (c)										
Client did not agree to one	%	9.8	9.7	5.6	10.9	12.4	11.0	8.9	4.2	8.5
Support period too short	%	25.3	50.8	32.7	28.5	43.1	34.2	18.7	36.2	34.3
Other	%	6.3	4.3	3.0	4.4	5.7	4.7	29.8	2.0	4.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total Aboriginal and Torres Strait Islander clients with closed support periods (h)	no.	11 377	8 387	14 002	8 532	4 325	927	839	5 315	53 704

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) Case management is dealt with differently by different jurisdictions and data may not be comparable.

Table 19A.12 Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(c)	Data include support periods where a case management plan may not have been appropriate, e.g. people accessing a drop-in centre, a meals service or an information/referral service.									
(d)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, development of a case management plan is not an intake agency role. This may have a deflationary effect on the proportion of closed support periods with an agreed case management plan for jurisdictions which operate such central intake models.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	For SA, the integrated sector approach to service delivery often sees multiple agencies reporting individual support periods in relation to common clients under coordinated case management. However, only the one reported by the agency who leads the case management can be recorded as having a case management plan. Support periods for central intake agencies (where a case management plan is not appropriate) are included in 'other' rather than in 'support period too short'.									
(g)	Where a case management plan applies to more than one client, data include support periods for all clients on the case management plan.									
(h)	Excludes support periods with invalid case management plan responses.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.13

Table 19A.13 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
All clients										
Provided only	%	55.4	63.4	57.3	63.7	71.2	31.8	52.8	63.6	60.6
Referred only	%	2.2	1.4	1.2	0.6	0.1	6.1	0.5	0.1	1.5
Provided & referred	%	38.0	30.1	38.6	34.9	28.7	57.3	44.0	35.7	34.2
Not provided nor referred (unmet need)	%	4.3	5.0	2.9	0.8	–	4.8	2.7	0.7	3.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	51 695	86 703	34 538	19 843	15 513	6 078	3 098	6 331	220 999
Aboriginal and Torres Strait Islander clients										
Provided only	%	48.6	56.8	62.3	66.1	68.8	27.4	44.7	61.5	58.7
Referred only	%	2.8	1.4	1.2	0.5	0.1	5.9	1.1	–	1.5
Provided & referred	%	42.4	37.4	34.0	32.4	31.1	63.9	52.1	37.9	36.7
Not provided or referred	%	6.2	4.4	2.5	1.0	–	2.8	2.1	0.6	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	14 394	7 246	12 108	8 781	4 016	870	513	4 991	53 382
Non-MESC clients										
Provided only	%	58.5	60.2	47.7	47.0	73.2	30.3	51.4	64.2	57.9
Referred only	%	1.6	1.6	1.3	0.4	–	9.8	0.7	–	1.5
Provided & referred	%	37.6	33.3	49.3	52.1	26.8	54.0	43.8	35.3	37.2
Not provided or referred	%	2.3	4.9	1.6	0.5	–	6.0	4.0	0.5	3.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	4 330	10 600	2 195	1 415	924	236	556	191	20 282
2014-15										
All clients										
Provided only	%	53.4	63.0	50.1	64.3	75.1	35.9	53.4	68.6	59.8

TABLE 19A.13

Table 19A.13 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	1.7	1.6	1.2	1.0	0.2	9.6	0.2	0.1	1.6
Provided & referred	%	42.0	30.7	45.3	33.9	24.7	52.2	45.1	30.5	35.4
Not provided or referred	%	2.9	4.7	3.4	0.8	–	2.3	1.3	0.8	3.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	34 442	85 095	35 823	18 908	15 809	5 961	3 123	5 885	202 500
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.5	54.4	53.8	65.1	73.4	34.8	52.3	67.3	58.6
Referred only	%	2.1	1.4	0.9	0.8	0.3	7.0	0.2	0.1	1.2
Provided & referred	%	42.9	39.5	42.5	33.1	26.4	56.0	46.0	31.9	37.7
Not provided or referred	%	3.6	4.7	2.8	1.0	–	2.3	1.4	0.8	2.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 193	6 949	11 949	7 841	4 027	919	506	4 568	46 580
Non-MESC clients										
Provided only	%	53.1	59.9	41.2	46.4	71.9	34.3	51.0	63.1	55.9
Referred only	%	0.9	1.5	2.0	1.8	–	9.8	0.6	–	1.5
Provided & referred	%	44.6	33.8	54.4	51.2	28.1	53.9	47.1	36.2	39.3
Not provided or referred	%	1.4	4.8	2.5	0.5	–	2.1	1.3	0.7	3.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	2 871	11 136	2 374	1 501	928	249	539	162	19 622
2013-14										
All clients										
Provided only	%	54.0	66.2	43.7	65.8	82.9	55.1	52.1	68.7	61.2
Referred only	%	1.1	1.4	1.8	0.5	–	4.1	0.8	0.2	1.3
Provided & referred	%	43.2	27.9	51.4	32.6	17.1	37.5	45.3	30.3	34.6
Not provided or referred	%	1.7	4.5	3.1	1.0	–	3.4	1.8	0.8	2.9

TABLE 19A.13

Table 19A.13 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	38 041	80 845	35 406	16 990	15 885	5 091	3 433	5 394	198 770
Aboriginal and Torres Strait Islander clients										
Provided only	%	51.7	55.7	46.1	70.5	82.4	53.9	56.3	66.7	58.4
Referred only	%	1.3	1.2	1.5	0.6	–	1.8	0.6	0.3	1.0
Provided & referred	%	44.8	38.3	49.7	28.0	17.6	41.9	41.9	32.3	38.4
Not provided or referred	%	2.3	4.8	2.6	0.9	–	2.4	1.2	0.8	2.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 651	6 369	11 731	6 659	3 876	753	521	4 265	44 789
Non-MESC clients										
Provided only	%	53.2	61.6	37.3	47.5	80.6	56.0	56.0	69.9	57.1
Referred only	%	1.1	2.2	2.7	0.7	–	5.9	–	–	1.8
Provided & referred	%	44.8	30.8	57.6	50.4	19.4	34.6	42.9	30.1	37.5
Not provided or referred	%	1.0	5.4	2.4	1.3	–	3.5	1.1	–	3.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 705	11 427	2 648	1 535	983	226	567	140	21 072
2012-13										
All clients										
Provided only	%	57.9	65.0	44.0	63.8	86.8	64.5	51.5	66.7	61.7
Referred only	%	0.8	2.2	1.9	0.5	–	0.5	1.9	0.7	1.5
Provided & referred	%	39.6	27.5	51.2	34.8	13.1	31.8	43.3	30.9	33.6
Not provided or referred	%	1.7	5.2	2.9	0.8	–	3.3	3.3	1.7	3.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	36 031	75 732	34 360	16 502	14 997	4 328	3 293	5 386	188 170
Aboriginal and Torres Strait Islander clients										

TABLE 19A.13

Table 19A.13 Support needs of clients, summary (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided only	%	54.8	55.7	44.2	68.6	86.7	57.8	41.4	66.5	58.3
Referred only	%	0.6	1.2	1.8	0.4	0.1	0.7	2.5	0.4	1.0
Provided & referred	%	42.2	39.2	52.1	30.0	13.2	38.2	51.8	31.9	38.8
Not provided or referred	%	2.4	3.9	1.9	1.1	–	3.3	4.2	1.2	2.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	8 919	6 095	11 132	5 963	3 535	684	536	4 116	41 576
Non-MESC clients										
Provided only	%	58.1	59.1	37.7	45.2	83.1	63.7	50.4	58.1	56.2
Referred only	%	1.0	3.3	2.9	0.3	–	–	1.0	1.3	2.4
Provided & referred	%	40.0	30.6	57.4	53.6	16.9	34.3	45.5	39.3	37.0
Not provided or referred	%	0.8	7.1	2.0	0.9	–	2.0	3.1	1.3	4.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 252	10 422	2 388	1 614	839	152	531	161	19 197
2011-12										
All clients										
Provided only	%	53.4	65.6	42.3	61.6	na	56.1	33.1	57.6	57.1
Referred only	%	1.7	2.2	3.2	1.2	na	3.5	4.2	1.1	2.3
Provided & referred	%	43.5	28.1	50.8	36.2	na	37.1	51.4	38.9	37.4
Not provided or referred	%	1.4	4.1	3.8	1.0	na	3.3	11.3	2.4	3.3
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	37 969	71 148	34 625	16 490	na	4 771	3 446	5 111	171 852
Aboriginal and Torres Strait Islander clients										
Provided only	%	48.9	53.7	40.1	66.5	na	56.5	31.6	54.0	50.8
Referred only	%	2.0	1.9	2.8	1.2	na	2.8	3.1	0.8	2.0
Provided & referred	%	47.6	41.1	54.6	31.4	na	39.5	54.9	44.1	45.2

TABLE 19A.13

Table 19A.13 **Support needs of clients, summary (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	1.4	3.4	2.5	0.9	na	1.2	10.4	1.1	2.0
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	9 082	5 122	10 495	5 858	na	704	497	3 865	36 539
Non-MESC clients										
Provided only	%	51.1	55.9	33.7	44.7	na	46.7	29.0	57.5	50.0
Referred only	%	1.9	3.2	3.3	1.5	na	1.6	2.5	5.1	2.7
Provided & referred	%	46.0	36.9	60.5	53.3	na	50.1	55.9	34.0	44.2
Not provided or referred	%	1.0	4.1	2.5	0.5	na	1.6	12.6	3.5	3.1
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Total clients for whom need was identified	no.	3 540	7 682	2 064	1 661	na	192	464	158	15 649

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) Not all clients have a need recorded. Clients with no recorded need are excluded from the data.
- (c) Non-main English speaking countries (MESC) are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.
- (d) For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.
- (e) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (f) SA collection methodology in 2011-12 does not allow for this type of analysis.
- (g) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

Table 19A.13 **Support needs of clients, summary (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
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na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Accommodation/accommodation related assistance										
Provided only	%	24.3	30.3	44.0	67.5	59.6	18.1	23.2	81.3	38.0
Referred only	%	24.9	14.0	11.9	8.1	9.4	32.4	14.6	2.5	16.1
Provided & referred	%	12.0	17.5	16.3	9.4	13.2	21.5	15.6	9.8	14.0
Not provided or referred	%	38.8	38.3	27.9	15.0	17.7	28.0	46.6	6.4	31.9
Total clients for whom need was identified	no.	31 385	33 181	25 110	12 352	4 903	5 094	2 278	4 347	116 044
Assistance to sustain tenure										
Provided only	%	64.2	71.5	64.8	79.4	96.1	53.3	65.5	80.3	68.7
Referred only	%	5.2	4.2	4.3	4.0	0.4	17.4	1.7	6.9	4.7
Provided and referred	%	10.6	8.2	14.7	6.9	2.0	13.0	14.7	7.7	10.0
Not provided or referred	%	20.0	16.1	16.2	9.6	1.5	16.3	18.0	5.1	16.6
Clients for whom need was identified	no.	20 558	27 533	12 232	2 892	1 739	1 529	1 343	1 216	67 644
Mental health										
Provided only	%	23.7	30.7	27.2	38.1	10.1	22.0	21.3	40.8	28.0
Referred only	%	23.7	16.1	30.4	17.9	73.1	11.4	31.5	17.0	22.3
Provided and referred	%	16.3	15.5	17.8	23.5	9.0	13.0	26.3	26.8	17.0
Not provided or referred	%	36.3	37.7	24.6	20.5	7.8	53.5	20.9	15.4	32.7
Clients for whom need was identified	no.	5 252	5 036	2 696	1 497	257	455	419	320	15 293
Family										
Provided only	%	37.7	42.2	37.1	41.9	56.9	40.6	27.2	41.9	40.3
Referred only	%	19.3	19.2	21.6	21.5	26.5	15.4	15.2	7.6	19.3
Provided and referred	%	21.9	19.9	24.9	25.4	15.8	17.7	45.4	41.4	23.2
Not provided or referred	%	21.1	18.7	16.4	11.2	0.8	26.2	12.1	9.2	17.2
Clients for whom need was identified	no.	4 482	5 198	2 330	2 221	485	435	434	739	15 923

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Disability										
Provided only	%	21.9	27.5	21.3	36.9	–	17.4	21.6	57.9	26.0
Referred only	%	21.5	19.4	20.4	25.2	100.0	13.1	25.3	8.1	20.7
Provided and referred	%	13.2	17.5	18.8	13.5	–	8.7	22.4	14.8	15.7
Not provided or referred	%	43.4	35.6	39.5	24.4	–	60.9	30.7	19.2	37.6
Clients for whom need was identified	no.	638	546	293	120	17	46	67	69	1 734
Drug/alcohol										
Provided only	%	35.4	33.7	34.2	36.8	8.2	28.8	25.7	33.2	34.0
Referred only	%	16.2	16.0	21.2	22.6	71.4	12.4	22.9	6.7	18.8
Provided and referred	%	12.7	16.0	14.3	12.0	8.2	15.8	9.5	25.5	14.0
Not provided or referred	%	35.7	34.3	30.3	28.6	12.3	42.9	41.9	34.6	33.3
Clients for whom need was identified	no.	2 231	1 827	1 312	990	122	177	155	281	6 784
Legal/financial										
Provided only	%	27.0	47.1	33.6	22.9	12.8	30.1	26.9	36.9	34.1
Referred only	%	28.2	20.0	27.8	32.3	74.2	18.5	22.9	28.6	27.6
Provided and referred	%	17.9	12.2	22.3	21.6	9.3	10.9	34.8	23.4	17.3
Not provided or referred	%	26.9	20.8	16.3	23.2	3.7	40.5	15.4	11.0	20.9
Clients for whom need was identified	no.	3 862	4 644	2 427	1 583	571	304	337	723	14 064
Domestic/family violence										
Provided only	%	67.3	78.3	73.9	82.0	93.0	59.6	51.2	87.5	77.2
Referred only	%	3.9	1.7	3.9	2.6	–	9.4	4.7	0.9	2.4
Provided and referred	%	13.4	11.3	13.6	11.7	6.5	9.7	29.5	7.6	11.6
Not provided or referred	%	15.3	8.6	8.5	3.7	0.4	21.4	14.6	4.0	8.8
Clients for whom need was identified	no.	9 154	31 120	6 503	6 465	2 924	674	479	1 971	58 346

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Immigration/cultural services										
Provided only	%	58.5	71.0	54.6	72.4	85.9	54.6	57.7	87.1	68.2
Referred only	%	8.3	4.7	11.0	9.8	5.1	9.1	5.0	8.2	7.4
Provided and referred	%	21.8	18.2	26.5	14.7	8.7	13.6	31.1	4.3	18.0
Not provided or referred	%	11.4	6.1	7.9	3.1	0.3	22.7	6.3	0.5	6.4
Clients for whom need was identified	no.	2 967	3 826	1 404	1 893	602	66	290	1 256	11 978
Other specialised services										
Provided only	%	42.4	46.5	37.1	42.7	44.2	41.3	34.7	45.7	42.7
Referred only	%	16.5	15.9	16.7	23.6	44.1	14.0	20.8	9.8	18.5
Provided and referred	%	24.4	22.1	37.5	26.1	10.7	17.1	33.3	39.2	26.4
Not provided or referred	%	16.7	15.4	8.8	7.6	1.0	27.6	11.2	5.4	12.4
Clients for whom need was identified	no.	9 664	9 219	6 903	4 353	2 084	685	822	1 868	34 560
Total clients who needed homelessness services (h)	no.	51 695	86 703	34 538	19 843	15 513	6 078	3 098	6 331	220 999
2014-15										
Accommodation/accommodation related assistance										
Provided only	%	37.6	30.2	41.2	60.2	66.2	25.5	23.9	78.4	40.7
Referred only	%	21.7	15.0	13.3	10.5	1.6	33.5	13.5	2.3	15.2
Provided and referred	%	15.3	17.6	16.0	11.7	13.0	19.8	23.6	9.8	15.3
Not provided or referred	%	25.5	37.2	29.5	17.5	19.2	21.2	39.0	9.5	28.8
Clients for whom need was identified	no.	21 419	33 611	26 550	11 719	4 675	4 143	2 076	3 974	105 794
Assistance to sustain tenure										
Provided only	%	70.0	72.6	68.0	78.2	96.3	58.8	65.3	81.1	71.5
Referred only	%	5.8	3.5	4.9	5.6	0.5	17.9	5.1	6.0	4.8
Provided and referred	%	12.5	8.4	14.7	9.7	2.1	11.9	14.5	2.9	10.5
Not provided or referred	%	11.6	15.5	12.4	6.6	1.1	11.4	15.1	9.9	13.1

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	12 843	28 349	13 028	3 065	1 689	1 772	1 404	1 016	61 852
Mental health										
Provided only	%	24.4	33.6	23.9	29.8	7.1	34.6	17.1	38.5	28.0
Referred only	%	29.3	17.4	34.8	23.0	76.9	17.7	39.0	26.6	26.8
Provided and referred	%	20.6	16.9	20.5	25.7	10.1	16.0	15.6	17.7	19.0
Not provided or referred	%	25.6	32.1	20.8	21.5	6.0	31.8	28.3	17.2	26.3
Clients for whom need was identified	no.	3 977	4 857	2 753	1 276	268	297	541	242	13 686
Family										
Provided only	%	38.7	45.4	40.2	36.6	55.1	48.0	28.8	33.8	41.2
Referred only	%	19.1	15.8	22.6	23.9	23.5	13.0	20.2	15.8	19.3
Provided and referred	%	26.5	19.8	25.0	27.9	20.3	28.7	40.2	37.3	24.9
Not provided or referred	%	15.7	19.0	12.2	11.7	1.1	10.4	10.7	13.0	14.6
Clients for whom need was identified	no.	3 723	4 375	2 608	1 952	471	367	481	438	14 129
Disability										
Provided only	%	20.4	29.8	32.6	24.1	14.0	10.5	21.3	49.4	26.4
Referred only	%	26.9	22.1	26.0	27.9	51.0	23.7	23.6	16.6	25.2
Provided and referred	%	19.4	10.5	12.4	17.1	14.0	26.4	20.1	4.2	14.3
Not provided or referred	%	33.3	37.7	29.0	31.0	21.0	39.3	35.0	29.8	34.1
Clients for whom need was identified	no.	417	530	272	102	14	38	46	25	1 403
Drug/alcohol										
Provided only	%	43.0	36.1	26.2	29.7	15.4	45.7	22.3	30.4	35.3
Referred only	%	18.2	15.5	24.1	23.6	62.2	13.3	16.8	10.2	19.5
Provided and referred	%	16.7	17.4	20.2	16.4	5.4	15.7	44.9	11.5	18.0
Not provided or referred	%	22.1	30.9	29.5	30.3	17.0	25.2	16.0	47.9	27.2
Clients for whom need was identified	no.	2 315	1 846	1 154	729	130	128	275	249	6 511

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Legal/financial										
Provided only	%	30.3	53.4	34.1	22.2	14.2	52.0	33.5	35.6	38.5
Referred only	%	28.8	18.0	29.8	38.4	74.5	19.4	24.8	29.8	27.6
Provided and referred	%	21.4	12.3	24.8	23.0	8.8	12.2	32.3	18.4	18.7
Not provided or referred	%	19.5	16.3	11.4	16.4	2.5	16.3	9.3	16.1	15.1
Clients for whom need was identified	no.	3 036	4 886	3 021	1 365	477	173	318	535	13 480
Domestic/family violence										
Provided only	%	72.4	75.2	71.7	81.3	91.5	76.6	49.1	90.6	76.3
Referred only	%	3.7	2.7	6.4	1.6	0.2	6.8	9.7	0.3	3.0
Provided and referred	%	15.3	13.6	14.6	14.4	8.0	10.5	29.1	4.2	13.4
Not provided or referred	%	8.5	8.6	7.3	2.7	0.2	6.0	12.2	4.9	7.3
Clients for whom need was identified	no.	7 221	27 680	6 075	5 072	2 926	549	439	1 833	51 037
Immigration/cultural services										
Provided only	%	59.7	68.3	55.7	74.8	82.4	53.9	34.3	88.2	68.3
Referred only	%	9.0	5.2	9.9	8.0	7.6	10.8	18.9	6.6	7.6
Provided and referred	%	23.8	20.5	26.7	13.0	9.0	32.6	39.0	2.4	18.5
Not provided or referred	%	7.5	6.0	7.7	4.3	1.0	2.7	7.8	2.9	5.6
Clients for whom need was identified	no.	2 247	3 777	1 406	1 624	633	37	277	1 370	11 130
Other specialised services										
Provided only	%	45.2	49.4	33.9	34.0	41.9	47.9	29.7	64.8	43.4
Referred only	%	17.4	16.6	24.1	29.4	42.0	16.9	24.5	8.4	21.0
Provided and referred	%	27.8	21.0	34.3	28.0	15.2	21.9	35.9	22.3	26.3
Not provided or referred	%	9.6	13.1	7.6	8.6	0.9	13.3	9.9	4.5	9.3
Clients for whom need was identified	no.	8 184	8 993	7 218	3 702	1 910	543	882	1 921	32 357
Total clients who needed homelessness services (h)	no.	34 442	85 098	35 823	18 908	15 809	5 961	3 123	5 885	202 503

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2013-14										
Accommodation/accommodation related assistance										
Provided only	%	46.0	27.6	42.1	60.5	75.9	36.3	22.0	81.2	42.5
Referred only	%	17.8	14.5	14.8	10.2	1.6	22.2	11.1	2.2	14.2
Provided and referred	%	18.0	17.8	17.6	12.4	13.4	13.3	24.1	8.0	16.2
Not provided or referred	%	18.2	40.1	25.5	16.9	9.1	28.2	42.7	8.6	27.1
Clients for whom need was identified	no.	22 350	31 732	25 528	9 904	4 099	3 821	2 456	4 110	101 851
Assistance to sustain tenure										
Provided only	%	71.9	72.8	63.1	76.0	96.8	68.8	68.0	83.8	71.4
Referred only	%	5.3	3.3	5.8	4.0	0.4	6.6	5.8	2.6	4.3
Provided and referred	%	15.0	7.5	19.9	9.9	1.8	7.0	12.9	4.3	11.5
Not provided or referred	%	7.8	16.4	11.2	10.1	1.0	17.6	13.4	9.2	12.7
Clients for whom need was identified	no.	12 161	26 967	12 294	3 294	1 698	1 170	1 357	852	58 669
Mental health										
Provided only	%	26.8	30.2	22.9	25.1	12.9	34.9	25.7	40.8	27.0
Referred only	%	27.7	21.1	35.3	27.2	65.1	13.6	39.5	23.9	27.8
Provided and referred	%	24.9	16.3	18.4	27.3	11.0	10.6	10.1	14.6	19.9
Not provided or referred	%	20.6	32.4	23.4	20.4	11.0	40.8	24.8	20.7	25.3
Clients for whom need was identified	no.	4 582	4 234	2 592	1 172	163	260	609	154	13 211
Family										
Provided only	%	38.3	42.1	39.1	35.3	67.5	53.3	34.1	28.6	40.3
Referred only	%	19.2	18.5	22.9	25.9	15.2	15.8	25.0	25.0	20.6
Provided and referred	%	31.5	22.2	25.3	26.5	16.3	19.3	30.6	33.8	26.3
Not provided or referred	%	11.1	17.2	12.7	12.3	1.0	11.6	10.3	12.5	12.8
Clients for whom need was identified	no.	4 472	4 103	2 609	1 677	517	315	417	430	14 214

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Disability										
Provided only	%	19.1	25.3	26.8	23.9	9.0	23.2	28.3	25.7	23.8
Referred only	%	28.0	20.6	32.7	27.9	54.8	39.0	39.5	12.7	27.0
Provided and referred	%	24.6	12.3	9.8	14.4	–	11.3	13.1	29.4	16.1
Not provided or referred	%	28.2	41.7	30.8	33.8	36.2	26.5	19.1	32.2	33.1
Clients for whom need was identified	no.	424	474	232	108	11	46	72	32	1 368
Drug/alcohol										
Provided only	%	42.7	34.7	25.1	34.8	15.9	40.3	26.6	36.3	35.7
Referred only	%	14.9	15.5	26.0	19.8	62.7	18.8	8.5	15.4	18.0
Provided and referred	%	22.1	16.6	15.1	18.4	11.9	10.6	50.7	13.2	19.7
Not provided or referred	%	20.4	33.1	33.9	26.9	9.5	30.3	14.3	35.1	26.7
Clients for whom need was identified	no.	2 883	1 678	1 217	654	95	104	290	227	6 818
Legal/financial										
Provided only	%	31.1	50.9	28.2	21.4	14.4	46.5	50.0	51.3	37.0
Referred only	%	29.2	19.1	35.5	38.9	69.3	20.3	17.2	23.1	28.8
Provided and referred	%	25.1	12.1	23.0	23.1	12.7	7.2	20.5	14.4	19.1
Not provided or referred	%	14.7	17.9	13.2	16.5	3.6	26.0	12.3	11.1	15.1
Clients for whom need was identified	no.	3 516	4 324	2 937	1 145	362	172	317	465	12 907
Domestic/family violence										
Provided only	%	76.3	86.5	75.8	84.9	93.1	75.2	50.5	87.0	83.2
Referred only	%	3.2	1.3	5.1	1.3	0.1	3.0	12.5	0.3	2.2
Provided and referred	%	13.9	7.6	12.6	10.9	6.6	12.1	17.6	5.1	9.6
Not provided or referred	%	6.5	4.6	6.5	2.9	0.2	9.7	19.4	7.6	5.1
Clients for whom need was identified	no.	8 827	23 459	5 923	4 472	2 813	514	529	1 533	47 355

TABLE 19A.14

Table 19A.14 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
Immigration/cultural services										
Provided only	%	47.6	68.5	49.6	76.6	86.1	72.9	38.5	88.1	64.7
Referred only	%	14.2	5.8	16.7	8.5	3.6	9.0	24.4	5.4	9.8
Provided and referred	%	33.2	19.5	28.3	12.2	10.3	15.0	32.0	3.9	21.0
Not provided or referred	%	4.9	6.2	5.4	2.7	–	3.1	5.1	2.5	4.5
Clients for whom need was identified	no.	2 689	3 686	1 388	1 658	616	33	257	1 139	11 234
Other specialised services										
Provided only	%	42.0	48.3	26.6	35.6	41.6	48.0	37.2	53.4	40.0
Referred only	%	19.8	16.6	27.2	29.0	46.4	15.5	28.7	12.3	22.7
Provided and referred	%	30.8	21.4	38.4	26.7	11.1	20.1	27.1	26.4	28.2
Not provided or referred	%	7.4	13.7	7.9	8.7	0.9	16.3	7.0	8.0	9.1
Clients for whom need was identified	no.	9 420	8 409	7 745	3 150	1 632	491	922	1 611	32 322
Total clients who needed homelessness services (h)	no.	38 202	80 849	35 407	16 990	15 885	5 091	3 433	5 394	198 936
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	46.4	27.9	44.4	60.4	87.1	48.5	22.2	80.2	43.9
Referred only	%	17.4	16.2	17.8	11.9	1.5	8.0	14.2	4.8	15.3
Provided and referred	%	16.6	16.6	18.7	12.8	8.8	18.5	21.3	9.3	15.8
Not provided or referred	%	19.5	39.3	19.1	14.9	2.7	25.1	42.2	5.8	25.0
Clients for whom need was identified	no.	21 224	32 376	25 432	9 498	4 441	3 056	2 506	4 172	100 439
Assistance to sustain tenure										
Provided only	%	72.9	71.1	62.0	77.6	97.7	72.6	71.5	73.4	71.2
Referred only	%	4.8	4.4	7.3	3.8	0.3	3.8	8.3	7.8	4.9
Provided and referred	%	12.8	7.3	17.9	8.0	1.3	9.3	9.5	9.2	10.2
Not provided or referred	%	9.5	17.2	12.8	10.6	0.7	14.5	10.8	9.7	13.6

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	9 761	23 626	9 412	3 523	1 899	766	981	650	49 614
Mental health										
Provided only	%	27.5	25.9	23.9	30.0	17.7	33.2	20.9	48.8	26.8
Referred only	%	28.5	24.4	38.0	22.5	50.8	19.9	38.7	18.0	28.9
Provided and referred	%	22.7	16.9	19.9	20.8	18.5	11.3	17.4	17.2	19.5
Not provided or referred	%	21.2	32.8	18.1	26.9	13.1	35.2	23.1	16.0	24.8
Clients for whom need was identified	no.	3 940	3 492	2 646	1 188	130	256	455	256	11 776
Family										
Provided only	%	38.8	40.0	42.0	41.8	71.2	49.3	35.8	41.2	41.8
Referred only	%	20.1	20.4	24.4	20.1	8.3	19.4	15.6	16.0	20.2
Provided and referred	%	28.9	21.3	21.9	25.9	18.3	20.5	33.4	24.8	24.5
Not provided or referred	%	12.2	18.3	11.7	12.2	2.1	10.9	14.9	17.9	13.5
Clients for whom need was identified	no.	3 764	3 181	2 889	1 581	563	341	422	624	13 025
Disability										
Provided only	%	21.8	23.6	21.8	27.2	–	20.8	28.4	23.1	23.1
Referred only	%	26.0	23.6	33.9	28.9	66.7	33.3	11.9	34.6	27.1
Provided and referred	%	23.4	20.5	11.7	21.9	8.3	8.3	32.8	11.5	20.0
Not provided or referred	%	28.8	32.2	32.7	21.9	25.0	37.5	26.9	30.8	29.8
Clients for whom need was identified	no.	427	351	248	114	12	24	67	26	1 223
Drug/alcohol										
Provided only	%	41.6	32.4	24.8	43.6	17.0	35.0	24.0	53.0	36.4
Referred only	%	13.6	16.6	30.2	20.3	49.1	9.7	18.5	19.1	18.7
Provided and referred	%	22.9	16.5	14.6	15.5	20.8	21.4	37.0	9.8	18.8
Not provided or referred	%	21.9	34.5	30.4	20.6	11.3	34.0	20.5	18.1	26.1
Clients for whom need was identified	no.	2 574	1 460	1 159	785	53	103	254	215	6 286

TABLE 19A.14

Table 19A.14 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Legal/financial										
Provided only	%	31.2	47.4	30.6	26.8	23.9	38.9	49.2	62.7	36.7
Referred only	%	28.1	20.6	31.9	35.1	61.8	29.8	19.1	13.5	27.9
Provided and referred	%	22.1	12.3	26.0	24.5	13.3	9.6	20.1	9.1	19.4
Not provided or referred	%	18.6	19.7	11.4	13.7	1.1	22.1	11.3	14.9	16.0
Clients for whom need was identified	no.	2 935	3 352	2 822	1 504	285	208	309	549	11 596
Domestic/family violence										
Provided only	%	77.0	85.2	78.6	84.7	92.7	78.9	47.1	75.7	82.5
Referred only	%	4.4	2.3	4.8	1.3	0.2	3.9	12.1	0.8	2.9
Provided and referred	%	12.5	7.5	11.9	10.3	6.9	10.0	22.2	17.0	9.7
Not provided or referred	%	6.0	5.0	4.7	3.7	0.3	7.3	18.3	6.5	4.9
Clients for whom need was identified	no.	7 872	19 803	5 944	3 995	2 621	441	486	1 542	42 009
Immigration/cultural services										
Provided only	%	52.4	65.3	48.2	75.2	88.7	90.5	41.2	67.2	63.0
Referred only	%	14.7	4.8	13.9	6.5	2.5	3.2	20.1	25.0	9.6
Provided and referred	%	24.8	22.2	33.2	13.8	8.9	4.8	28.9	5.6	21.3
Not provided or referred	%	8.2	7.7	4.7	4.3	–	1.6	10.3	2.3	6.1
Clients for whom need was identified	no.	2 170	3 473	1 581	1 668	675	63	204	521	10 124
Other specialised services										
Provided only	%	42.7	46.9	29.1	44.8	47.1	51.0	39.9	33.5	40.6
Referred only	%	19.3	18.8	24.7	22.2	41.0	12.9	24.6	27.1	22.3
Provided and referred	%	29.8	20.7	39.9	25.4	10.9	23.3	24.9	27.6	28.1
Not provided or referred	%	8.3	13.5	6.3	7.6	0.9	12.7	10.5	11.9	9.0
Clients for whom need was identified	no.	7 968	7 018	7 354	3 457	1 474	490	889	1 164	28 749
Total clients who needed homelessness services (h)	no.	36 061	75 738	34 535	16 508	14 997	4 328	3 293	5 387	188 394

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2011–12										
Accommodation/accommodation related assistance										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
Assistance to sustain tenure										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
Mental health										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
Family										
Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Disability										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
Drug/alcohol										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637
Legal/financial										
Provided only	%	32.0	45.4	28.1	23.3	na	36.7	40.1	50.1	34.4
Referred only	%	29.6	24.7	34.7	33.5	na	28.5	30.8	20.6	29.7
Provided and referred	%	25.6	14.1	23.3	29.1	na	15.8	21.9	19.3	21.9
Not provided or referred	%	12.8	15.9	13.9	14.0	na	19.3	7.2	10.0	14.0
Clients for whom need was identified	no.	4 016	3 613	3 247	1 616	na	316	416	441	13 354
Domestic/family violence										
Provided only	%	74.5	82.7	70.4	87.1	na	71.3	53.9	77.1	79.4
Referred only	%	4.4	3.2	6.7	1.4	na	8.8	11.6	1.0	3.7
Provided and referred	%	16.0	8.1	15.2	7.2	na	11.2	23.3	19.3	11.1
Not provided or referred	%	5.1	6.0	7.6	4.2	na	8.6	11.2	2.7	5.8
Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Immigration/cultural services										
Provided only	%	56.0	59.2	35.7	71.6	na	51.9	33.5	35.3	55.3
Referred only	%	12.7	5.9	14.7	6.3	na	22.2	22.0	47.1	11.1
Provided and referred	%	27.5	28.3	42.0	17.5	na	17.3	36.0	12.4	28.0
Not provided or referred	%	3.8	6.6	7.8	4.5	na	8.6	8.5	5.3	5.6
Clients for whom need was identified	no.	2 879	3 135	1 568	1 552	na	81	200	340	9 614
Other specialised services										
Provided only	%	39.3	46.3	25.9	46.1	na	39.0	28.8	30.8	37.9
Referred only	%	24.5	22.0	26.4	20.7	na	25.6	25.5	26.4	24.0
Provided and referred	%	28.7	21.1	38.9	24.3	na	22.3	32.2	36.6	29.0
Not provided or referred	%	7.6	10.7	8.9	8.9	na	13.1	13.6	6.2	9.1
Clients for whom need was identified	no.	9 353	7 648	8 017	3 696	na	579	884	1 300	30 636
Total clients who needed homelessness services	no.	37 990	71 150	34 629	16 504	13 160	4 785	3 446	5 111	184 589
2011-12										
Accommodation/accommodation related assistance										
Provided only	%	43.2	23.8	39.7	60.4	na	38.5	20.2	72.2	38.8
Referred only	%	19.9	21.8	21.2	13.5	na	15.6	22.4	4.6	19.6
Provided and referred	%	21.2	18.9	20.3	13.2	na	22.5	23.6	13.9	18.9
Not provided or referred	%	15.7	35.5	18.7	12.9	na	23.4	33.8	9.3	22.7
Clients for whom need was identified	no.	22 463	26 798	25 607	9 434	na	3 411	2 749	3 962	92 794
Assistance to sustain tenure										
Provided only	%	76.0	74.9	56.7	76.9	na	64.7	60.4	59.8	70.5
Referred only	%	5.8	4.5	13.0	3.3	na	8.5	9.7	6.9	6.9
Provided and referred	%	12.5	7.6	17.2	12.0	na	9.3	19.2	15.3	11.6
Not provided or referred	%	5.7	13.0	13.1	7.9	na	17.6	10.9	18.0	11.1

TABLE 19A.14

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	9 925	18 550	9 858	3 495	na	784	1 067	567	43 571
Mental health										
Provided only	%	28.8	23.1	17.2	31.5	na	20.7	9.4	46.5	24.7
Referred only	%	32.2	33.0	40.6	25.7	na	34.9	41.9	22.0	33.6
Provided and referred	%	22.4	19.5	20.1	21.6	na	13.6	25.4	20.8	20.8
Not provided or referred	%	16.5	24.4	22.2	21.2	na	30.8	23.3	10.7	20.9
Clients for whom need was identified	no.	4 538	3 193	2 757	1 313	na	295	437	327	12 400
Family										
Provided only	%	33.8	36.6	33.9	37.7	na	43.6	37.5	44.0	36.0
Referred only	%	22.9	22.9	24.5	21.6	na	22.7	17.2	17.6	22.5
Provided and referred	%	32.5	22.4	25.6	28.3	na	20.4	33.7	30.6	27.6
Not provided or referred	%	10.8	18.1	16.0	12.5	na	13.3	11.8	7.7	13.9
Clients for whom need was identified	no.	4 551	3 512	3 170	1 814	na	406	483	703	14 393
Disability										
Provided only	%	24.0	16.3	16.5	23.0	na	22.4	32.7	23.1	19.8
Referred only	%	33.4	29.9	39.5	29.1	na	36.7	30.9	30.8	34.0
Provided and referred	%	24.5	24.8	12.9	20.3	na	14.3	18.2	30.8	20.5
Not provided or referred	%	18.1	29.1	31.1	27.0	na	24.5	18.2	15.4	25.7
Clients for whom need was identified	no.	371	412	395	148	na	49	55	26	1 404
Drug/alcohol										
Provided only	%	45.0	27.1	19.3	51.3	na	16.9	8.8	39.4	35.3
Referred only	%	17.0	27.0	33.5	13.8	na	33.1	45.0	26.5	23.5
Provided and referred	%	21.9	17.8	18.2	13.9	na	16.9	20.5	9.0	18.4
Not provided or referred	%	16.0	28.2	28.9	21.1	na	33.1	26.1	25.8	22.8
Clients for whom need was identified	no.	2 493	1 576	1 313	987	na	142	249	155	6 637

TABLE 19A.14

Table 19A.14 Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)

	Unit	NSW (e)	Vic	Qld	WA	SA (f)	Tas	ACT	NT	Aust (g)
Legal/financial										
Provided only	%	32.0	45.4	28.1	23.3	na	36.7	40.1	50.1	34.4
Referred only	%	29.6	24.7	34.7	33.5	na	28.5	30.8	20.6	29.7
Provided and referred	%	25.6	14.1	23.3	29.1	na	15.8	21.9	19.3	21.9
Not provided or referred	%	12.8	15.9	13.9	14.0	na	19.3	7.2	10.0	14.0
Clients for whom need was identified	no.	4 016	3 613	3 247	1 616	na	316	416	441	13 354
Domestic/family violence										
Provided only	%	74.5	82.7	70.4	87.1	na	71.3	53.9	77.1	79.4
Referred only	%	4.4	3.2	6.7	1.4	na	8.8	11.6	1.0	3.7
Provided and referred	%	16.0	8.1	15.2	7.2	na	11.2	23.3	19.3	11.1
Not provided or referred	%	5.1	6.0	7.6	4.2	na	8.6	11.2	2.7	5.8
Clients for whom need was identified	no.	9 254	20 254	5 511	5 520	na	498	527	1 656	42 725
Immigration/cultural services										
Provided only	%	56.0	59.2	35.7	71.6	na	51.9	33.5	35.3	55.3
Referred only	%	12.7	5.9	14.7	6.3	na	22.2	22.0	47.1	11.1
Provided and referred	%	27.5	28.3	42.0	17.5	na	17.3	36.0	12.4	28.0
Not provided or referred	%	3.8	6.6	7.8	4.5	na	8.6	8.5	5.3	5.6
Clients for whom need was identified	no.	2 879	3 135	1 568	1 552	na	81	200	340	9 614
Other specialised services										
Provided only	%	39.3	46.3	25.9	46.1	na	39.0	28.8	30.8	37.9
Referred only	%	24.5	22.0	26.4	20.7	na	25.6	25.5	26.4	24.0
Provided and referred	%	28.7	21.1	38.9	24.3	na	22.3	32.2	36.6	29.0
Not provided or referred	%	7.6	10.7	8.9	8.9	na	13.1	13.6	6.2	9.1
Clients for whom need was identified	no.	9 353	7 648	8 017	3 696	na	579	884	1 300	30 636
Total clients who needed homelessness services (h)	no.	37 990	71 150	34 629	16 504	13 160	4 785	3 446	5 111	184 589

Table 19A.14 **Support needs of clients by service assistance type, all clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(a)	For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136 .									
(b)	Data for jurisdictions which operate central intake models are not directly comparable with data for other states and territories.									
(c)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.									
(d)	Where clients are 'referred only', it is not known whether the client attends the referral appointment and/or receives the service.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									
(h)	Clients may be assessed as having a need for multiple services and assistance types. Therefore, the sum of the categories does not equal the total number of clients.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

		<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16											
Accommodation/accommodation related assistance											
Provided only	%		23.7	35.3	48.9	78.2	68.0	19.0	26.6	84.3	50.1
Referred only	%		26.1	15.0	10.5	4.7	8.1	27.7	21.5	1.8	13.7
Provided & referred	%		13.4	19.9	15.3	7.4	10.9	29.0	16.3	8.5	12.5
Not provided or referred	%		36.8	29.8	25.4	9.6	12.9	24.3	35.6	5.4	23.8
Total clients for whom need was identified	no.		9 242	3 446	8 502	6 494	1 460	694	404	3 435	32 836
Assistance to sustain tenure											
Provided only	%		57.8	71.7	62.5	68.1	95.9	61.0	70.3	81.0	64.2
Referred only	%		5.6	3.6	4.7	3.9	0.4	14.0	0.7	7.5	5.1
Provided and referred	%		13.4	8.6	11.0	9.9	2.1	10.2	18.7	7.8	11.2
Not provided or referred	%		23.2	16.1	21.8	18.2	1.6	14.9	10.3	3.7	19.5
Clients for whom need was identified	no.		6 493	2 148	3 841	730	488	216	282	864	14 648
Mental health											
Provided only	%		24.1	26.7	26.5	33.8	7.2	13.2	6.9	35.2	25.9
Referred only	%		21.2	18.7	33.9	15.9	71.2	10.3	47.2	21.9	24.1
Provided and referred	%		17.1	15.7	12.8	32.0	14.4	14.8	27.8	29.9	18.6
Not provided or referred	%		37.7	38.9	26.8	18.3	7.2	61.7	18.1	13.0	31.4
Clients for whom need was identified	no.		1 167	532	592	403	56	68	116	186	2 941
Family											
Provided only	%		39.5	50.8	36.7	47.7	45.1	41.8	30.4	36.2	42.3
Referred only	%		17.2	15.7	18.7	16.7	30.3	18.7	8.7	8.2	16.1
Provided and referred	%		23.2	18.9	24.7	22.0	23.9	20.9	55.1	45.8	25.7
Not provided or referred	%		20.1	14.6	20.0	13.6	0.7	18.7	5.8	9.8	15.9

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	1 425	629	767	1 094	134	91	120	583	4 648
Disability										
Provided only	%	23.1	17.3	23.9	37.8	–	–	–	54.7	26.5
Referred only	%	25.7	33.4	18.5	43.0	100.0	14.3	38.4	7.6	25.2
Provided and referred	%	18.0	16.1	25.5	–	–	14.3	28.0	18.7	17.6
Not provided or referred	%	33.2	33.3	32.1	19.2	–	71.5	33.7	19.0	30.7
Clients for whom need was identified	no.	163	87	77	37	2	7	15	46	407
Drug/alcohol										
Provided only	%	31.1	27.4	32.8	23.4	6.5	23.3	17.9	26.3	27.9
Referred only	%	17.4	24.6	19.2	29.8	69.6	10.0	47.2	5.9	22.0
Provided and referred	%	15.5	12.8	14.1	13.6	13.0	30.0	7.5	28.8	15.8
Not provided or referred	%	36.0	35.3	33.9	33.1	10.8	36.7	27.4	39.0	34.3
Clients for whom need was identified	no.	602	300	428	393	46	30	42	226	1 970
Legal/financial										
Provided only	%	26.8	36.4	33.3	27.9	9.1	33.4	7.6	33.1	29.2
Referred only	%	21.5	26.7	28.1	24.8	77.9	11.6	44.2	31.1	28.5
Provided and referred	%	22.8	14.2	16.6	22.4	9.7	13.3	25.6	23.9	19.9
Not provided or referred	%	28.9	22.7	22.1	24.9	3.2	41.6	22.5	11.8	22.4
Clients for whom need was identified	no.	1 021	390	659	593	154	60	70	555	3 363
Domestic/family violence										
Provided only	%	66.3	82.2	75.0	84.6	92.2	70.2	45.9	87.3	79.0
Referred only	%	4.1	1.8	2.8	2.3	–	4.0	7.5	1.0	2.5
Provided and referred	%	14.5	10.2	13.8	10.1	6.9	7.3	39.0	7.7	11.3
Not provided or referred	%	15.0	5.8	8.4	3.0	0.9	18.5	7.6	4.0	7.2

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	2 433	1 910	1 975	2 642	566	124	133	1 599	10 962
Immigration/cultural services										
Provided only	%	58.1	84.1	57.3	80.6	89.4	68.2	83.8	87.5	76.1
Referred only	%	8.7	3.7	13.4	10.0	3.9	18.2	2.3	8.4	7.8
Provided and referred	%	20.7	8.3	17.9	6.9	6.1	4.5	8.7	3.6	10.7
Not provided or referred	%	12.5	4.0	11.5	2.5	0.6	9.1	5.3	0.5	5.5
Clients for whom need was identified	no.	1 347	1 274	508	1 041	363	22	132	1 176	5 622
Other specialised services										
Provided only	%	40.8	46.4	35.0	42.8	31.1	48.0	30.3	43.1	40.7
Referred only	%	14.0	14.4	17.4	23.5	53.9	14.4	24.3	10.3	18.0
Provided and referred	%	27.0	25.3	36.9	26.8	14.5	16.0	37.2	41.5	29.9
Not provided or referred	%	18.2	13.9	10.8	6.9	0.4	21.6	8.2	5.1	11.3
Clients for whom need was identified	no.	2 732	1 169	1 909	1 842	475	125	179	1 558	9 578
Total clients who needed homelessness services (h)	no.	14 394	7 246	12 108	8 781	4 016	870	513	4 991	53 382
2014-15										
Accommodation/accommodation related assistance										
Provided only	%	37.4	33.9	47.9	73.7	73.9	27.1	30.5	82.6	53.6
Referred only	%	20.9	17.1	12.2	7.3	2.4	28.8	16.6	1.4	12.4
Provided and referred	%	16.9	21.9	15.1	9.2	9.6	24.1	25.3	8.3	13.9
Not provided or referred	%	24.9	27.2	24.8	9.9	14.1	20.0	27.6	7.7	20.0
Clients for whom need was identified	no.	5 737	3 342	8 656	5 597	1 384	641	370	3 020	28 034
Assistance to sustain tenure										
Provided only	%	69.0	75.1	66.4	74.3	96.9	68.3	77.4	80.7	71.5
Referred only	%	6.8	3.5	4.6	5.9	–	14.0	3.2	7.7	5.3

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided and referred	%	12.5	7.5	11.1	11.8	2.0	8.0	9.3	3.1	9.9
Not provided or referred	%	11.7	13.9	17.9	8.0	1.1	9.8	10.2	8.4	13.3
Clients for whom need was identified	no.	3 449	2 129	3 616	640	449	238	247	701	11 105
Mental health										
Provided only	%	21.1	30.8	27.2	25.3	8.5	23.6	12.8	37.7	25.2
Referred only	%	27.3	17.3	33.9	24.6	66.0	23.6	47.7	22.1	28.0
Provided and referred	%	20.4	15.6	18.4	29.6	17.0	19.7	12.8	20.5	19.6
Not provided or referred	%	31.2	36.3	20.6	20.4	8.5	33.2	26.7	19.7	27.2
Clients for whom need was identified	no.	886	489	616	358	59	51	87	144	2 532
Family										
Provided only	%	41.0	42.6	41.1	33.9	43.7	43.6	31.9	33.6	39.4
Referred only	%	17.4	12.9	26.0	22.0	23.5	8.4	24.8	15.5	19.7
Provided and referred	%	25.4	23.2	20.6	29.5	31.2	43.7	35.1	40.0	26.6
Not provided or referred	%	16.2	21.4	12.3	14.7	1.6	4.2	8.2	10.9	14.4
Clients for whom need was identified	no.	1 128	572	868	811	126	72	84	351	3 880
Disability										
Provided only	%	17.9	13.2	41.2	14.1	25.0	14.5	10.8	38.1	21.3
Referred only	%	21.9	27.9	24.4	35.6	–	14.3	49.6	22.1	26.9
Provided and referred	%	22.3	10.3	10.7	33.5	25.0	–	10.3	–	17.1
Not provided or referred	%	37.9	48.6	23.7	16.7	50.0	71.3	29.4	39.8	34.6
Clients for whom need was identified	no.	105	68	68	43	4	7	10	18	304
Drug/alcohol										
Provided only	%	37.4	21.6	25.1	14.2	6.1	52.0	19.7	20.1	26.5
Referred only	%	18.8	27.3	25.1	40.7	69.6	20.0	18.4	11.6	25.2

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided and referred	%	16.8	16.5	20.5	10.9	4.1	12.0	45.4	10.1	16.0
Not provided or referred	%	26.9	34.6	29.3	34.2	20.3	16.0	16.5	58.2	32.3
Clients for whom need was identified	no.	585	280	312	252	49	25	53	192	1 676
Legal/financial										
Provided only	%	28.9	40.9	27.1	27.1	9.4	59.4	32.6	33.6	29.9
Referred only	%	22.5	27.9	37.0	34.7	75.8	6.2	22.8	32.1	32.1
Provided and referred	%	22.2	10.1	22.4	20.1	9.2	15.7	34.6	18.8	19.4
Not provided or referred	%	26.4	21.1	13.5	18.1	5.5	18.7	9.9	15.5	18.5
Clients for whom need was identified	no.	753	359	683	506	108	32	48	407	2 771
Domestic/family violence										
Provided only	%	72.4	78.2	71.1	82.6	90.3	79.4	43.9	90.9	79.1
Referred only	%	3.4	2.5	4.7	1.7	0.6	4.9	8.1	0.2	2.5
Provided and referred	%	15.7	12.5	17.3	13.3	8.9	9.8	32.9	4.4	12.7
Not provided or referred	%	8.5	6.8	6.9	2.4	0.2	5.9	15.2	4.5	5.6
Clients for whom need was identified	no.	1 860	1 696	1 939	1 977	528	103	65	1 493	9 367
Immigration/cultural services										
Provided only	%	61.5	81.1	51.8	77.2	87.3	36.6	50.4	88.1	75.2
Referred only	%	11.0	3.1	14.2	7.9	6.1	10.5	17.3	7.2	7.9
Provided and referred	%	20.7	10.5	25.7	11.0	5.5	52.9	22.9	1.6	11.9
Not provided or referred	%	6.7	5.2	8.3	4.0	1.1	–	9.3	3.1	4.9
Clients for whom need was identified	no.	1 095	1 329	503	749	370	19	85	1 195	5 159
Other specialised services										
Provided only	%	45.0	48.5	34.4	33.8	27.4	47.3	33.3	64.2	43.9
Referred only	%	16.0	15.1	24.1	32.2	54.9	9.6	21.4	8.6	21.1

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided and referred	%	28.3	24.2	33.0	27.7	16.4	31.6	37.3	23.1	26.9
Not provided or referred	%	10.7	12.1	8.6	6.3	1.3	11.5	7.9	4.1	8.0
Clients for whom need was identified	no.	2 002	1 050	1 852	1 565	397	96	147	1 609	8 394
Total clients who needed homelessness services (h)	no.	9 193	6 949	11 949	7 841	4 027	919	506	4 568	46 580
2013-14										
Accommodation/accommodation related assistance										
Provided only	%	45.0	31.4	47.3	73.4	79.6	40.2	38.0	82.8	54.9
Referred only	%	18.9	19.0	13.5	6.1	1.9	17.7	7.5	1.4	12.2
Provided and referred	%	18.5	20.5	15.8	9.7	10.1	15.6	21.2	8.2	14.3
Not provided or referred	%	17.6	29.1	23.4	10.8	8.4	26.5	33.3	7.5	18.6
Clients for whom need was identified	no.	5 430	2 841	8 144	4 287	1 077	541	355	3 104	25 190
Assistance to sustain tenure										
Provided only	%	70.9	75.2	62.6	68.9	97.3	71.7	78.3	83.3	70.9
Referred only	%	6.2	2.9	6.2	4.8	0.5	3.9	3.0	3.0	5.0
Provided and referred	%	14.1	9.4	13.7	14.9	1.0	6.4	12.0	5.1	11.9
Not provided or referred	%	8.8	12.4	17.5	11.4	1.3	18.0	6.7	8.5	12.1
Clients for whom need was identified	no.	3 109	1 762	3 054	702	401	159	226	597	9 765
Mental health										
Provided only	%	23.8	29.3	24.3	25.5	29.9	45.9	30.5	32.1	26.1
Referred only	%	24.9	22.8	34.6	25.1	44.5	10.7	25.4	25.5	27.4
Provided and referred	%	24.9	15.4	19.8	31.1	4.3	5.3	9.3	15.1	21.3
Not provided or referred	%	26.4	32.5	21.3	18.2	21.3	38.1	34.9	27.3	25.2
Clients for whom need was identified	no.	812	380	526	227	23	38	72	78	2 040

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Family										
Provided only	%	38.9	43.4	38.9	37.4	54.8	48.2	49.6	26.7	39.0
Referred only	%	19.0	19.1	22.1	18.5	26.2	18.6	15.1	25.0	20.3
Provided and referred	%	30.1	25.1	28.3	31.3	16.8	30.8	27.2	35.8	29.4
Not provided or referred	%	12.0	12.4	10.8	12.8	2.2	2.3	8.0	12.6	11.3
Clients for whom need was identified	no.	1 156	419	795	580	90	44	78	363	3 424
Disability										
Provided only	%	9.4	14.2	17.7	15.1	–	75.1	82.1	19.4	16.4
Referred only	%	37.1	37.2	27.3	19.4	100.0	24.9	–	13.6	30.6
Provided and referred	%	24.1	17.3	8.8	23.4	–	–	–	33.9	18.8
Not provided or referred	%	29.5	31.4	46.2	42.1	–	–	17.9	33.0	34.2
Clients for whom need was identified	no.	96	35	58	27	2	4	6	15	239
Drug/alcohol										
Provided only	%	39.1	31.3	25.8	35.2	12.3	45.7	25.5	24.4	32.4
Referred only	%	16.9	23.7	24.2	17.9	50.8	4.2	14.9	19.4	20.2
Provided and referred	%	21.3	13.5	16.6	21.3	16.4	4.1	46.8	12.1	18.9
Not provided or referred	%	22.6	31.4	33.5	25.5	20.5	46.0	12.8	44.1	28.4
Clients for whom need was identified	no.	607	187	346	193	24	25	49	164	1 507
Legal/financial										
Provided only	%	31.4	42.6	27.3	28.4	12.1	39.1	43.1	44.9	33.0
Referred only	%	27.5	25.9	38.0	32.1	72.9	26.0	18.3	26.3	31.6
Provided and referred	%	24.9	9.2	20.9	19.2	6.0	–	24.4	16.2	19.4
Not provided or referred	%	16.2	22.4	13.7	20.3	9.0	34.9	14.2	12.6	16.1
Clients for whom need was identified	no.	760	313	631	291	67	18	29	368	2 396

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Domestic/family violence										
Provided only	%	75.9	81.6	76.4	86.3	91.2	87.5	48.1	86.3	81.1
Referred only	%	2.7	2.4	3.7	0.7	0.4	–	10.9	0.2	2.1
Provided and referred	%	13.8	10.0	13.7	10.1	7.8	10.9	11.9	5.5	10.8
Not provided or referred	%	7.6	6.0	6.2	2.9	0.6	1.6	29.2	8.1	6.0
Clients for whom need was identified	no.	1 974	1 291	1 738	1 556	500	64	96	1 235	8 194
Immigration/cultural services										
Provided only	%	47.8	87.1	48.5	85.4	93.0	72.7	29.1	87.5	73.4
Referred only	%	17.7	2.3	24.1	5.6	3.7	27.3	27.1	6.1	9.9
Provided and referred	%	30.4	7.5	22.0	6.3	3.3	–	39.8	4.0	13.5
Not provided or referred	%	4.1	3.1	5.4	2.6	–	–	3.9	2.5	3.3
Clients for whom need was identified	no.	1 141	1 086	444	664	301	11	52	997	4 541
Other specialised services										
Provided only	%	36.5	51.5	28.7	42.0	30.2	51.6	41.7	51.8	39.8
Referred only	%	20.5	16.3	25.0	22.9	57.5	10.8	28.7	12.7	21.8
Provided and referred	%	35.6	21.5	38.6	28.0	11.1	18.0	24.5	28.0	30.7
Not provided or referred	%	7.4	10.7	7.7	7.1	1.2	19.6	5.1	7.5	7.6
Clients for whom need was identified	no.	1 986	826	1 760	1 010	324	62	122	1 359	7 166
Total clients who needed homelessness services (h)	no.	9 688	6 369	11 733	6 659	3 876	753	521	4 265	44 822
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	44.8	30.7	45.8	73.0	88.4	42.8	29.2	82.8	54.2
Referred only	%	18.6	19.5	19.0	7.2	1.0	8.7	14.4	3.0	14.4
Provided and referred	%	17.0	22.7	17.4	9.9	8.4	26.1	23.2	9.6	15.1

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	19.5	27.0	17.7	9.9	2.2	22.4	33.5	4.6	16.2
Clients for whom need was identified	no.	4 962	2 752	7 988	3 893	1 031	437	397	2 901	23 733
Assistance to sustain tenure										
Provided only	%	70.4	70.8	62.1	72.1	96.9	75.6	78.9	73.7	69.6
Referred only	%	4.1	4.3	7.5	4.3	0.8	1.5	6.8	8.0	5.3
Provided and referred	%	15.1	10.7	14.3	10.6	1.1	8.9	5.4	9.5	12.5
Not provided or referred	%	10.4	14.3	16.1	13.0	1.1	14.1	8.8	8.8	12.6
Clients for whom need was identified	no.	2 391	1 454	2 446	784	357	135	147	411	7 877
Mental health										
Provided only	%	21.8	23.6	29.7	25.2	28.0	28.6	12.2	53.6	26.8
Referred only	%	31.0	28.1	34.5	19.8	28.0	17.1	48.6	14.3	29.5
Provided and referred	%	20.8	18.2	18.6	21.9	24.0	22.9	21.6	17.9	19.5
Not provided or referred	%	26.6	30.0	17.0	33.1	16.0	28.6	17.6	13.6	24.2
Clients for whom need was identified	no.	707	313	505	242	25	35	74	140	1 897
Family										
Provided only	%	34.1	43.2	41.6	37.8	64.2	36.8	29.9	40.7	39.7
Referred only	%	24.9	19.3	28.9	19.6	11.9	35.1	13.4	17.7	22.5
Provided and referred	%	28.9	24.4	19.5	28.6	22.0	14.0	41.8	28.4	25.6
Not provided or referred	%	12.0	13.2	10.1	14.2	1.8	14.0	14.9	13.1	12.2
Clients for whom need was identified	no.	916	431	771	598	109	57	67	464	3 300
Disability										
Provided only	%	10.1	45.0	21.2	28.6	–	28.6	18.2	16.7	21.8
Referred only	%	29.2	17.5	38.5	14.3	80.0	57.1	9.1	27.8	29.4
Provided and referred	%	16.9	17.5	9.6	35.7	20.0	14.3	63.6	16.7	18.9

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	43.8	17.5	30.8	17.9	–	–	–	33.3	30.3
Clients for whom need was identified	no.	89	40	52	28	5	7	11	18	238
Drug/alcohol										
Provided only	%	33.6	36.5	28.3	35.6	30.8	15.8	20.8	46.1	34.1
Referred only	%	16.1	18.7	28.3	19.8	61.5	–	16.7	19.7	20.3
Provided and referred	%	21.9	14.6	15.8	23.9	7.7	52.6	50.0	11.2	19.2
Not provided or referred	%	28.3	30.1	27.6	21.2	–	31.6	10.4	22.4	26.4
Clients for whom need was identified	no.	515	219	279	222	13	19	48	152	1 388
Legal/financial										
Provided only	%	27.8	36.3	37.0	32.6	20.9	28.1	47.7	63.1	38.7
Referred only	%	25.2	19.7	23.3	31.5	55.8	28.1	22.7	14.0	23.8
Provided and referred	%	21.8	20.1	20.4	21.8	20.9	18.8	13.6	11.8	18.9
Not provided or referred	%	25.2	23.9	18.9	14.0	2.3	25.0	15.9	10.8	18.5
Clients for whom need was identified	no.	551	284	519	435	43	32	44	407	2 227
Domestic/family violence										
Provided only	%	76.1	83.6	76.7	83.9	90.8	82.6	44.9	72.6	79.1
Referred only	%	4.5	1.5	7.0	1.2	0.2	5.8	30.3	0.8	3.5
Provided and referred	%	12.5	10.4	11.2	11.0	8.7	4.3	16.9	19.8	12.1
Not provided or referred	%	6.8	4.6	5.1	4.0	0.2	5.8	6.7	6.8	5.2
Clients for whom need was identified	no.	1 698	1 224	1 560	1 388	402	69	89	1 135	7 304
Immigration/cultural services										
Provided only	%	46.7	81.4	42.9	81.2	94.1	91.7	26.9	62.3	67.0
Referred only	%	21.7	3.4	15.6	5.2	3.4	4.2	32.8	29.1	12.6
Provided and referred	%	23.8	11.3	36.3	6.9	2.5	4.2	22.4	5.8	15.2

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	7.8	3.9	5.0	6.9	–	–	17.9	2.8	5.2
Clients for whom need was identified	no.	842	1 020	501	639	355	24	67	430	3 748
Other specialised services										
Provided only	%	33.1	52.2	30.2	53.0	34.1	45.7	30.4	29.6	38.1
Referred only	%	23.4	13.4	23.8	18.9	51.4	10.0	29.0	29.6	23.3
Provided and referred	%	33.3	23.2	40.2	22.2	12.9	28.6	30.4	30.7	30.4
Not provided or referred	%	10.4	11.3	5.8	5.9	1.2	14.3	10.1	9.9	8.2
Clients for whom need was identified	no.	1 533	813	1 787	1 207	249	70	138	877	6 377
Total clients who needed homelessness services (h)	no.	8 925	6 095	11 175	5 962	3 535	684	536	4 116	41 625
2011–12										
Accommodation/accommodation related assistance										
Provided only	%	41.3	24.0	40.5	71.7	na	44.9	25.1	76.3	48.9
Referred only	%	23.2	22.4	22.5	8.9	na	14.1	16.0	3.6	17.9
Provided and referred	%	21.2	23.7	20.6	8.0	na	22.5	29.1	15.2	17.8
Not provided or referred	%	14.4	29.9	16.4	11.5	na	18.3	30.1	4.9	15.5
Clients for whom need was identified	no.	5 442	2 385	7 516	4 000	na	432	375	2 840	22 574
Assistance to sustain tenure										
Provided only	%	73.6	64.9	55.5	72.1	na	59.0	59.5	51.6	64.8
Referred only	%	7.4	7.0	10.9	3.0	na	7.7	9.5	10.3	8.2
Provided and referred	%	13.3	15.2	18.8	14.4	na	13.7	25.4	22.0	16.0
Not provided or referred	%	5.7	12.9	14.9	10.5	na	19.7	5.6	16.1	11.0
Clients for whom need was identified	no.	2 374	1 071	2 282	829	na	117	126	273	6 927
Mental health										
Provided only	%	22.1	16.5	17.2	21.6	na	33.3	–	31.8	20.5

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	33.2	32.0	39.8	27.2	na	19.4	50.0	26.0	33.0
Provided and referred	%	25.7	24.4	22.7	22.8	na	11.1	31.8	29.2	24.4
Not provided or referred	%	19.1	26.7	20.3	28.4	na	33.3	18.2	13.0	22.0
Clients for whom need was identified	no.	716	303	512	250	na	36	44	154	1 919
Family										
Provided only	%	34.3	35.5	33.9	35.9	na	46.6	23.8	35.6	35.0
Referred only	%	24.9	21.5	22.7	18.6	na	15.1	23.8	22.1	22.1
Provided and referred	%	31.4	26.8	25.1	29.3	na	20.5	46.0	33.8	29.4
Not provided or referred	%	9.4	16.2	18.5	16.1	na	19.2	6.3	8.5	13.5
Clients for whom need was identified	no.	1 176	377	806	601	na	73	63	497	3 512
Disability										
Provided only	%	15.6	14.3	14.8	21.6	na	14.3	–	26.7	17.0
Referred only	%	34.4	25.0	35.2	21.6	na	28.6	80.0	20.0	32.3
Provided and referred	%	22.2	21.4	14.8	24.3	na	28.6	–	33.3	22.4
Not provided or referred	%	27.8	35.7	33.3	29.7	na	28.6	20.0	13.3	28.3
Clients for whom need was identified	no.	90	28	54	37	na	7	5	15	223
Drug/alcohol										
Provided only	%	33.7	20.1	13.6	39.2	na	19.4	9.5	25.3	26.6
Referred only	%	24.7	32.1	32.1	13.8	na	29.0	47.6	34.7	27.2
Provided and referred	%	24.1	23.0	22.5	21.1	na	9.7	28.6	7.4	21.3
Not provided or referred	%	17.3	25.4	31.8	25.9	na	41.9	11.9	33.7	24.9
Clients for whom need was identified	no.	526	209	324	232	na	31	42	95	1 387
Legal/financial										
Provided only	%	29.9	40.7	29.1	26.6	na	51.6	27.0	45.2	32.7

TABLE 19A.15

Table 19A.15 **Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	35.2	22.9	33.1	25.7	na	17.2	35.1	22.5	29.8
Provided and referred	%	20.8	22.1	20.9	30.0	na	15.6	35.1	21.8	22.6
Not provided or referred	%	14.0	13.9	16.9	17.7	na	14.1	2.7	10.5	15.0
Clients for whom need was identified	no.	899	280	640	417	na	64	37	325	2 576
Domestic/family violence										
Provided only	%	75.5	79.2	72.0	86.1	na	74.3	45.7	77.5	77.9
Referred only	%	5.5	2.4	6.3	1.3	na	6.8	7.4	0.7	3.5
Provided and referred	%	13.0	9.7	12.8	7.9	na	9.5	35.8	20.2	12.7
Not provided or referred	%	5.9	8.7	8.8	4.8	na	8.1	11.1	1.6	5.9
Clients for whom need was identified	no.	2 002	1 045	1 380	1 704	na	74	81	1 418	7 546
Immigration/cultural services										
Provided only	%	52.7	68.2	31.2	79.0	na	68.0	22.8	33.0	54.9
Referred only	%	17.8	7.1	17.4	9.1	na	12.0	26.3	50.7	16.8
Provided and referred	%	25.0	19.3	44.5	4.1	na	16.0	45.6	11.1	22.5
Not provided or referred	%	4.6	5.2	6.9	7.8	na	4.0	5.3	5.6	5.7
Clients for whom need was identified	no.	1 162	729	638	613	na	25	57	306	3 451
Other specialised services										
Provided only	%	32.4	46.1	22.5	47.1	na	47.5	26.0	19.2	32.0
Referred only	%	28.5	22.2	22.9	20.2	na	16.2	29.8	31.6	24.9
Provided and referred	%	30.8	22.4	47.5	23.0	na	22.2	35.6	43.4	34.9
Not provided or referred	%	8.3	9.3	7.2	9.7	na	13.1	8.7	5.8	8.2
Clients for whom need was identified	no.	2 007	749	2 061	1 190	na	99	104	944	6 940
Total clients who needed homelessness services (h)	no.	8 159	3 985	9 233	5 334	2 290	621	436	3 522	33 026

Table 19A.15 Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(a)	For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136 .									
(b)	Data for jurisdictions which operate central intake models are not directly comparable with data for other states and territories.									
(c)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.									
(d)	Where clients are 'referred only', it is not known whether the client attends the referral appointment and/or receives the service.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									
(h)	Clients may be assessed as having a need for multiple services and assistance types. Therefore, the sum of the categories does not equal the total number of clients.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Accommodation/accommodation related assistance										
Provided only	%	31.1	27.1	37.8	44.5	59.0	21.2	22.4	70.5	32.0
Referred only	%	27.2	16.0	13.3	20.9	7.0	43.7	11.3	2.4	18.4
Provided & referred	%	14.7	15.8	23.5	11.2	18.7	15.9	13.1	18.9	16.0
Not provided or referred	%	26.9	41.1	25.4	23.4	15.4	19.2	53.2	8.1	33.6
Total clients for whom need was identified	no.	2 229	5 049	1 595	916	246	208	398	145	10 632
Assistance to sustain tenure										
Provided only	%	75.9	67.5	70.1	68.6	96.2	45.7	62.2	76.3	70.0
Referred only	%	4.7	3.7	4.9	9.7	–	3.5	–	2.3	4.1
Provided and referred	%	7.6	6.6	13.3	9.3	3.8	15.8	12.1	15.8	7.9
Not provided or referred	%	11.8	22.3	11.7	12.4	–	35.0	25.7	5.6	18.0
Clients for whom need was identified	no.	1 614	3 301	662	255	79	57	238	45	6 165
Mental health										
Provided only	%	20.2	27.8	26.6	33.4	–	33.4	46.3	36.5	26.2
Referred only	%	32.6	18.7	40.9	24.6	66.7	16.6	16.0	15.3	26.6
Provided and referred	%	18.6	15.0	14.5	18.7	–	–	20.3	22.7	16.7
Not provided or referred	%	28.5	38.6	18.1	23.2	33.3	50.0	17.4	25.4	30.4
Clients for whom need was identified	no.	439	542	172	158	12	12	51	14	1 362
Family										
Provided only	%	37.7	39.9	49.0	40.1	70.8	42.9	25.2	85.5	41.3
Referred only	%	19.8	19.5	17.8	20.0	7.3	14.3	7.4	4.8	18.1
Provided and referred	%	21.8	24.3	25.2	33.3	21.9	–	58.2	4.8	26.2
Not provided or referred	%	20.6	16.2	8.0	6.7	–	42.8	9.2	4.9	14.5

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	327	435	126	183	27	14	68	21	1 179
Disability										
Provided only	%	29.4	29.0	16.5	42.4	–	–	68.9	100.0	32.6
Referred only	%	5.4	13.2	16.6	29.4	–	100.0	–	–	11.8
Provided and referred	%	13.4	10.5	44.6	14.2	–	–	31.1	–	19.2
Not provided or referred	%	51.8	47.4	22.2	14.0	–	–	–	–	36.4
Clients for whom need was identified	no.	38	38	19	7	–	1	11	2	113
Drug/alcohol										
Provided only	%	45.1	33.3	57.6	61.2	–	–	35.5	–	44.2
Referred only	%	17.7	18.4	3.2	12.7	–	–	–	–	15.0
Provided and referred	%	8.4	14.9	12.1	2.7	–	–	–	–	10.2
Not provided or referred	%	28.8	33.3	27.2	23.4	–	100.0	64.5	–	30.7
Clients for whom need was identified	no.	87	88	33	40	–	2	8	–	251
Legal/financial										
Provided only	%	26.1	42.5	29.3	23.2	30.5	21.4	32.5	67.1	33.8
Referred only	%	40.6	25.4	35.5	32.4	51.5	28.6	13.3	2.5	31.0
Provided and referred	%	15.5	15.4	25.7	25.7	12.0	28.6	51.6	27.9	20.4
Not provided or referred	%	17.9	16.7	9.5	18.8	6.0	21.4	2.6	2.5	14.8
Clients for whom need was identified	no.	393	584	204	202	33	14	79	40	1 524
Domestic/family violence										
Provided only	%	70.8	76.3	81.6	80.9	91.3	66.7	65.0	90.7	77.3
Referred only	%	2.4	1.2	2.5	4.5	–	10.0	1.0	–	1.9
Provided and referred	%	16.2	18.5	12.5	9.9	8.7	3.3	23.8	8.2	15.7
Not provided or referred	%	10.6	4.0	3.5	4.7	–	20.0	10.2	1.2	5.1

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients for whom need was identified	no.	935	2 721	615	538	264	30	99	86	5 227
Immigration/cultural services										
Provided only	%	55.6	64.1	57.7	61.5	84.4	44.0	24.5	39.4	60.9
Referred only	%	7.0	4.4	6.5	9.8	4.7	8.0	10.2	12.8	6.3
Provided and referred	%	27.9	26.6	32.4	24.9	10.9	16.0	55.1	47.9	27.3
Not provided or referred	%	9.5	4.9	3.3	3.8	–	32.0	10.1	–	5.4
Clients for whom need was identified	no.	800	1 638	592	638	175	25	91	24	3 939
Other specialised services										
Provided only	%	41.3	42.0	47.1	52.6	57.2	38.8	26.0	50.3	44.2
Referred only	%	21.9	16.6	15.4	17.2	33.1	12.9	14.3	5.9	18.1
Provided and referred	%	26.2	21.9	32.0	24.2	8.9	16.1	49.5	28.0	25.5
Not provided or referred	%	10.6	19.5	5.5	6.0	0.7	32.2	10.2	15.8	12.3
Clients for whom need was identified	no.	934	1 196	544	396	135	31	124	52	3 351
Total clients who needed homelessness services (h)	no.	4 330	10 600	2 195	1 415	924	236	556	191	20 282
2014-15										
Accommodation/accommodation related assistance										
Provided only	%	49.5	27.0	35.3	32.8	69.7	27.2	20.1	56.9	33.8
Referred only	%	20.2	14.9	16.6	28.2	2.0	32.6	15.1	7.4	17.2
Provided and referred	%	17.2	17.7	24.1	14.2	17.0	23.5	23.3	18.7	18.2
Not provided or referred	%	13.1	40.3	24.0	24.9	11.2	16.8	41.5	17.0	30.8
Clients for whom need was identified	no.	1 809	5 341	1 693	997	247	145	354	126	10 581
Assistance to sustain tenure										
Provided only	%	77.2	65.7	70.4	53.4	90.5	68.6	66.5	86.3	67.9
Referred only	%	4.6	3.5	4.0	15.6	1.2	14.8	5.5	–	4.7

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided and referred	%	13.0	7.7	13.6	22.0	7.1	7.4	15.6	3.5	10.5
Not provided or referred	%	5.2	23.2	12.0	9.0	1.2	9.2	12.3	10.2	16.9
Clients for whom need was identified	no.	1 002	3 334	816	379	84	54	239	30	5 868
Mental health										
Provided only	%	22.6	32.5	18.2	30.3	–	43.1	19.8	28.5	27.1
Referred only	%	42.8	20.0	42.8	27.4	75.2	42.7	42.4	21.8	31.1
Provided and referred	%	19.7	13.2	20.7	18.7	16.5	–	13.0	21.2	16.3
Not provided or referred	%	14.9	34.4	18.3	23.6	8.3	14.2	24.9	28.4	25.5
Clients for whom need was identified	no.	315	583	175	108	12	7	79	14	1 272
Family										
Provided only	%	38.8	42.2	46.7	39.2	60.8	33.5	42.5	35.2	42.1
Referred only	%	18.3	17.3	18.2	26.4	19.6	16.6	12.7	14.5	18.4
Provided and referred	%	31.2	19.0	25.7	24.8	19.6	33.3	36.1	29.0	25.1
Not provided or referred	%	11.7	21.5	9.5	9.6	–	16.6	8.7	21.3	14.3
Clients for whom need was identified	no.	248	419	163	140	15	6	94	14	1 088
Disability										
Provided only	%	29.2	26.4	25.3	51.6	–	–	–	–	25.4
Referred only	%	22.2	32.2	32.9	–	49.9	–	100.0	–	32.8
Provided and referred	%	25.7	11.4	25.4	–	–	–	–	–	16.6
Not provided or referred	%	22.9	30.0	16.5	48.4	50.1	–	–	–	25.2
Clients for whom need was identified	no.	32	53	12	2	2	–	5	–	105
Drug/alcohol										
Provided only	%	54.4	42.0	27.6	63.8	–	50.3	44.2	67.3	48.1
Referred only	%	13.4	10.6	17.3	12.1	28.6	–	20.8	–	14.3

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided and referred	%	9.1	14.6	17.4	12.0	14.3	–	28.4	–	13.6
Not provided or referred	%	23.1	32.8	37.7	12.1	57.1	49.7	6.6	32.7	24.0
Clients for whom need was identified	no.	124	96	30	34	7	2	29	3	306
Legal/financial										
Provided only	%	29.3	44.9	22.3	19.0	15.9	62.6	33.9	45.1	34.1
Referred only	%	34.3	21.6	43.3	49.0	81.3	12.5	23.3	22.6	32.3
Provided and referred	%	26.7	14.7	22.3	22.1	2.9	–	38.1	23.2	20.0
Not provided or referred	%	9.7	18.9	12.1	9.9	–	25.0	4.8	9.1	13.6
Clients for whom need was identified	no.	312	626	246	147	35	8	66	23	1 446
Domestic/family violence										
Provided only	%	72.3	74.4	83.0	84.3	87.0	82.6	50.2	89.1	76.5
Referred only	%	3.4	1.9	3.7	1.1	–	–	3.0	–	2.2
Provided and referred	%	20.5	20.4	10.2	10.9	12.6	11.9	35.1	7.1	17.9
Not provided or referred	%	3.9	3.3	3.1	3.7	0.4	5.5	11.6	3.8	3.4
Clients for whom need was identified	no.	646	2 872	691	383	254	18	99	56	4 988
Immigration/cultural services										
Provided only	%	48.8	60.6	56.9	73.3	74.6	71.4	16.3	53.9	60.1
Referred only	%	8.2	5.9	7.3	7.4	8.3	14.2	23.0	10.5	7.4
Provided and referred	%	34.8	28.4	30.9	15.8	16.5	14.3	52.1	32.1	27.5
Not provided or referred	%	8.2	5.1	4.9	3.5	0.6	–	8.6	3.5	5.1
Clients for whom need was identified	no.	555	1 680	655	673	182	14	110	29	3 868
Other specialised services										
Provided only	%	46.4	40.9	48.4	36.7	49.8	57.9	23.0	65.8	43.4
Referred only	%	20.1	18.0	17.7	26.4	33.9	10.5	23.7	15.8	20.1

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Provided and referred	%	27.2	22.8	27.2	26.3	16.3	26.3	46.9	13.0	25.6
Not provided or referred	%	6.3	18.2	6.8	10.6	–	5.3	6.4	5.4	10.9
Clients for whom need was identified	no.	840	1 201	649	314	135	19	145	39	3 287
Total clients who needed homelessness services (h)	no.	2 871	11 136	2 374	1 501	928	249	539	162	19 622
2013-14										
Accommodation/accommodation related assistance										
Provided only	%	51.3	25.3	33.8	33.5	76.7	38.1	23.2	80.2	34.2
Referred only	%	16.9	14.9	19.8	21.2	1.3	23.7	11.3	3.6	16.4
Provided and referred	%	22.5	16.3	24.0	11.2	15.7	13.0	24.1	7.2	18.0
Not provided or referred	%	9.3	43.5	22.4	34.1	6.2	25.2	41.4	9.0	31.5
Clients for whom need was identified	no.	2 199	5 367	1 846	1 088	230	147	404	117	11 249
Assistance to sustain tenure										
Provided only	%	74.7	66.7	61.8	63.3	96.4	55.0	64.7	96.6	67.4
Referred only	%	5.0	3.7	6.3	3.9	–	8.7	6.4	–	4.3
Provided and referred	%	13.8	6.1	19.1	12.5	3.6	14.8	11.9	3.4	9.8
Not provided or referred	%	6.5	23.5	12.8	20.4	–	21.5	17.0	–	18.4
Clients for whom need was identified	no.	940	3 363	810	468	83	49	203	33	5 864
Mental health										
Provided only	%	28.2	29.2	22.3	26.2	–	12.4	20.3	16.7	27.1
Referred only	%	31.3	22.2	31.7	32.0	71.7	15.0	32.9	33.5	28.8
Provided and referred	%	24.1	14.7	25.5	23.6	21.2	24.0	19.8	–	20.1
Not provided or referred	%	16.5	33.9	20.5	18.2	7.1	48.6	26.9	49.8	24.1
Clients for whom need was identified	no.	487	515	213	91	14	8	71	7	1 369

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Family										
Provided only	%	44.6	35.5	40.7	35.3	60.5	60.1	35.8	47.0	39.8
Referred only	%	12.6	17.9	21.7	18.5	26.6	9.9	15.4	18.5	16.9
Provided and referred	%	32.1	25.3	26.6	34.2	12.9	19.8	38.2	34.5	29.2
Not provided or referred	%	10.7	21.3	11.0	12.1	–	10.2	10.6	–	14.2
Clients for whom need was identified	no.	405	420	144	142	23	10	60	7	1 189
Disability										
Provided only	%	21.2	29.9	23.6	21.2	–	–	27.3	–	25.9
Referred only	%	17.0	21.7	29.7	57.1	–	–	51.7	–	27.2
Provided and referred	%	35.8	9.4	5.6	7.4	–	–	10.6	–	15.4
Not provided or referred	%	26.1	39.0	41.0	14.3	–	100.0	10.4	–	31.6
Clients for whom need was identified	no.	36	66	18	15	–	1	10	–	144
Drug/alcohol										
Provided only	%	53.5	43.5	36.3	58.9	32.8	–	39.2	100.0	48.1
Referred only	%	9.9	11.8	12.8	15.1	67.2	50.0	22.3	–	12.3
Provided and referred	%	18.4	13.2	15.1	11.1	–	–	38.5	–	16.9
Not provided or referred	%	18.2	31.5	35.7	14.9	–	50.0	–	–	22.7
Clients for whom need was identified	no.	156	77	40	28	3	2	14	1	310
Legal/financial										
Provided only	%	31.3	40.9	25.1	14.3	26.2	22.5	42.8	46.0	32.0
Referred only	%	31.5	22.3	33.4	46.1	52.9	22.2	17.5	13.9	30.1
Provided and referred	%	23.8	17.7	32.5	30.5	20.9	11.1	30.0	26.6	23.9
Not provided or referred	%	13.4	19.2	9.0	9.1	–	44.3	9.7	13.6	14.0
Clients for whom need was identified	no.	463	534	275	184	24	9	64	8	1 533

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Domestic/family violence										
Provided only	%	77.8	79.4	81.3	85.2	90.9	74.7	53.8	90.5	80.0
Referred only	%	1.6	1.1	3.1	1.8	–	3.9	9.1	–	1.6
Provided and referred	%	16.6	16.3	11.4	8.9	9.1	8.0	23.5	9.5	14.8
Not provided or referred	%	4.0	3.2	4.2	4.1	–	13.4	13.7	–	3.6
Clients for whom need was identified	no.	1 071	2 658	719	361	276	25	91	32	5 179
Immigration/cultural services										
Provided only	%	43.5	60.5	48.5	70.7	78.2	73.7	32.7	21.2	57.6
Referred only	%	12.8	6.5	12.4	10.4	2.5	–	26.3	–	9.5
Provided and referred	%	37.2	26.5	34.9	17.1	19.3	19.5	35.8	56.8	27.9
Not provided or referred	%	6.5	6.5	4.3	1.8	–	6.7	5.2	22.1	5.0
Clients for whom need was identified	no.	810	1 833	666	790	202	15	121	9	4 402
Other specialised services										
Provided only	%	43.3	41.7	36.9	37.2	45.8	46.1	36.1	66.6	41.1
Referred only	%	21.2	14.9	22.8	26.2	38.3	7.6	26.8	13.2	20.8
Provided and referred	%	29.4	26.7	34.4	28.4	15.9	34.3	31.0	13.5	28.6
Not provided or referred	%	6.1	16.7	5.9	8.1	–	12.0	6.1	6.7	9.5
Clients for whom need was identified	no.	1 100	1 113	649	385	126	26	135	16	3 476
Total clients who needed homelessness services (h)	no.	3 711	11 427	2 648	1 535	983	226	567	140	21 078
2012-13										
Accommodation/accommodation related assistance										
Provided only	%	54.6	25.5	36.5	34.4	89.1	56.1	23.8	71.3	35.9
Referred only	%	14.0	14.0	22.2	24.0	1.8	4.1	13.2	7.0	15.8
Provided and referred	%	20.3	16.0	23.8	12.7	7.7	22.4	24.3	14.7	17.6

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	11.1	44.4	17.6	28.9	1.5	16.3	38.7	7.7	30.7
Clients for whom need was identified	no.	2 021	5 120	1 741	979	274	98	403	143	10 635
Assistance to sustain tenure										
Provided only	%	72.8	67.0	61.4	71.2	97.6	53.8	64.4	52.9	67.8
Referred only	%	6.2	4.7	11.4	7.5	–	–	9.6	8.8	5.9
Provided and referred	%	14.0	6.2	17.2	9.2	1.2	23.1	15.6	29.4	9.3
Not provided or referred	%	7.1	22.2	10.0	12.0	1.2	19.2	9.6	5.9	17.0
Clients for whom need was identified	no.	680	2 858	528	424	83	26	135	34	4 709
Mental health										
Provided only	%	32.7	18.5	30.1	23.2	10.0	57.1	21.2	45.5	25.7
Referred only	%	31.4	27.8	38.5	40.0	70.0	14.3	30.8	36.4	31.9
Provided and referred	%	21.3	14.7	18.6	17.6	10.0	14.3	23.1	9.1	17.7
Not provided or referred	%	14.7	39.1	11.5	18.4	10.0	14.3	25.0	9.1	24.9
Clients for whom need was identified	no.	395	496	156	125	10	7	52	11	1 214
Family										
Provided only	%	46.9	40.7	49.4	40.1	66.7	77.8	34.3	27.3	43.8
Referred only	%	21.0	22.5	18.9	19.8	4.2	11.1	14.3	36.4	20.2
Provided and referred	%	23.8	16.3	21.1	34.1	29.2	11.1	40.0	9.1	23.7
Not provided or referred	%	8.6	20.5	10.6	6.0	–	–	11.4	27.3	12.4
Clients for whom need was identified	no.	290	307	180	167	24	9	70	11	1 037
Disability										
Provided only	%	30.6	26.2	14.3	20.0	–	–	33.3	–	23.5
Referred only	%	30.6	23.8	42.9	40.0	–	–	33.3	100.0	32.8
Provided and referred	%	30.6	11.9	14.3	26.7	–	–	33.3	–	21.8

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	5.6	38.1	28.6	13.3	–	100.0	–	–	21.8
Clients for whom need was identified	no.	36	42	7	30	–	1	3	1	119
Drug/alcohol										
Provided only	%	56.1	25.3	33.3	47.2	50.0	–	36.4	50.0	42.6
Referred only	%	12.9	15.8	13.3	8.3	50.0	–	13.6	50.0	14.8
Provided and referred	%	18.0	12.6	13.3	22.2	–	–	45.5	–	17.9
Not provided or referred	%	12.9	45.3	40.0	19.4	–	100.0	4.5	–	24.7
Clients for whom need was identified	no.	139	95	30	36	2	2	22	6	324
Legal/financial										
Provided only	%	31.2	32.1	30.7	18.7	35.3	60.0	48.5	50.0	30.3
Referred only	%	29.8	25.3	31.2	49.8	52.9	20.0	21.2	40.0	31.5
Provided and referred	%	28.2	14.6	28.1	22.8	11.8	20.0	27.3	–	22.7
Not provided or referred	%	10.5	27.9	9.5	8.7	–	–	3.0	10.0	15.5
Clients for whom need was identified	no.	362	458	231	241	17	5	66	10	1 358
Domestic/family violence										
Provided only	%	81.1	75.6	85.8	87.6	90.9	70.4	46.7	89.3	79.5
Referred only	%	1.9	4.5	1.6	0.7	0.5	3.7	5.6	3.6	3.1
Provided and referred	%	13.8	16.5	11.0	9.0	8.7	14.8	32.2	10.7	14.3
Not provided or referred	%	3.2	3.4	1.6	2.5	–	11.1	15.6	–	3.1
Clients for whom need was identified	no.	838	2 363	636	442	208	27	90	28	4 591
Immigration/cultural services										
Provided only	%	52.9	61.7	49.8	72.8	75.4	87.5	38.2	70.6	60.8
Referred only	%	11.2	4.5	11.3	6.1	0.7	–	18.0	5.9	7.2
Provided and referred	%	29.0	26.2	34.5	18.8	23.9	6.3	37.1	23.5	26.5

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Not provided or referred	%	6.9	7.6	4.3	2.3	–	–	7.9	–	5.6
Clients for whom need was identified	no.	714	1 769	699	825	142	16	89	17	4 219
Other specialised services										
Provided only	%	45.4	38.9	34.1	37.6	62.0	73.1	34.8	33.3	40.6
Referred only	%	18.3	20.8	27.6	28.7	22.8	7.7	30.4	40.0	22.8
Provided and referred	%	31.0	22.2	34.6	26.5	13.0	11.5	28.1	13.3	27.2
Not provided or referred	%	5.2	18.1	3.5	7.4	2.2	7.7	6.7	16.7	9.4
Clients for whom need was identified	no.	897	944	540	460	92	26	135	30	3 055
Total clients who needed homelessness services (h)	no.	3 252	10 422	2 401	1 620	839	152	531	161	19 215
2011–12										
Accommodation/accommodation related assistance										
Provided only	%	50.3	21.0	35.1	39.9	na	26.7	18.5	55.6	33.5
Referred only	%	14.0	22.9	24.9	29.3	na	18.5	19.8	11.3	21.5
Provided and referred	%	25.2	21.7	25.6	17.8	na	36.3	26.9	17.3	23.0
Not provided or referred	%	10.5	34.4	14.5	13.1	na	19.3	34.8	15.8	22.0
Clients for whom need was identified	no.	2 083	3 103	1 529	902	na	135	379	133	8 160
Assistance to sustain tenure										
Provided only	%	75.6	69.0	56.7	72.9	na	70.6	57.4	60.7	68.7
Referred only	%	4.7	5.9	14.0	4.7	na	5.9	11.6	3.6	6.8
Provided and referred	%	15.8	9.6	19.8	12.3	na	8.8	19.4	10.7	13.1
Not provided or referred	%	3.7	15.5	9.4	10.3	na	14.7	12.4	21.4	11.4
Clients for whom need was identified	no.	722	1 556	501	465	na	34	129	28	3 392
Mental health										
Provided only	%	25.7	16.5	15.2	32.8	na	28.6	13.7	25.0	21.2

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	35.4	46.0	41.3	36.0	na	14.3	47.1	33.3	40.2
Provided and referred	%	24.3	17.4	22.5	16.0	na	14.3	23.5	33.3	21.0
Not provided or referred	%	14.6	20.1	21.7	15.2	na	42.9	15.7	–	17.6
Clients for whom need was identified	no.	534	448	138	125	na	7	51	12	1 278
Family										
Provided only	%	29.7	30.6	40.0	36.0	na	45.5	38.3	36.8	32.9
Referred only	%	25.1	28.5	18.0	32.6	na	27.3	10.0	15.8	25.3
Provided and referred	%	35.5	25.5	37.3	25.6	na	9.1	31.7	36.8	30.9
Not provided or referred	%	9.7	15.8	4.7	5.2	na	18.2	20.0	10.5	10.8
Clients for whom need was identified	no.	391	330	150	172	na	11	60	19	1 126
Disability										
Provided only	%	23.8	24.1	16.0	37.5	na	100.0	28.6	–	25.0
Referred only	%	42.9	37.9	68.0	18.8	na	–	71.4	–	44.2
Provided and referred	%	16.7	24.1	4.0	31.3	na	–	–	–	17.5
Not provided or referred	%	16.7	13.8	8.0	12.5	na	–	–	100.0	14.2
Clients for whom need was identified	no.	42	29	25	16	na	1	7	1	120
Drug/alcohol										
Provided only	%	53.5	18.3	14.3	45.7	na	–	18.2	33.3	37.6
Referred only	%	10.1	30.5	25.0	25.7	na	33.3	63.6	11.1	21.7
Provided and referred	%	23.3	20.7	14.3	11.4	na	–	–	44.4	19.7
Not provided or referred	%	13.2	30.5	42.9	14.3	na	66.7	9.1	–	21.0
Clients for whom need was identified	no.	129	82	28	35	na	3	11	9	290
Legal/financial										
Provided only	%	29.3	30.5	23.6	23.6	na	37.5	32.3	50.0	28.3

TABLE 19A.16

Table 19A.16 **Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Referred only	%	25.7	32.5	37.2	40.2	na	37.5	43.5	21.4	32.9
Provided and referred	%	36.3	19.4	35.7	30.9	na	12.5	14.5	14.3	28.4
Not provided or referred	%	8.6	17.9	4.0	5.7	na	8.3	8.1	7.1	10.5
Clients for whom need was identified	no.	474	459	199	246	na	24	62	14	1 452
Domestic/family violence										
Provided only	%	74.8	77.8	72.5	91.0	na	59.4	68.5	51.5	77.4
Referred only	%	2.9	4.0	4.0	2.2	na	12.5	7.6	6.1	3.7
Provided and referred	%	19.1	15.8	19.4	5.5	na	12.5	14.1	27.3	15.9
Not provided or referred	%	3.2	2.4	4.2	1.1	na	15.6	9.8	15.2	3.0
Clients for whom need was identified	no.	1 153	2 772	505	457	na	32	92	33	5 008
Immigration/cultural services										
Provided only	%	55.2	54.8	33.1	67.0	na	51.5	36.0	35.3	54.0
Referred only	%	9.0	4.4	12.7	2.7	na	18.2	21.3	17.6	6.6
Provided and referred	%	32.3	34.4	48.7	28.3	na	21.2	31.5	41.2	34.4
Not provided or referred	%	3.5	6.4	5.7	1.8	na	9.1	11.2	5.9	4.9
Clients for whom need was identified	no.	932	1 643	528	773	na	33	89	17	3 980
Other specialised services										
Provided only	%	40.4	41.7	29.7	51.7	na	48.3	34.6	43.3	40.6
Referred only	%	19.8	22.4	23.6	22.0	na	24.1	23.9	26.7	21.9
Provided and referred	%	33.5	25.7	39.6	22.2	na	20.7	27.0	23.3	29.9
Not provided or referred	%	6.2	10.2	7.0	4.2	na	3.4	14.5	6.7	7.7
Clients for whom need was identified	no.	1 089	985	512	478	na	29	159	30	3 222
Total clients who needed homelessness services (h)	no.	3 540	7 682	2 064	1 661	711	192	464	158	16 331

Table 19A.16 Support needs of clients, by service assistance type, clients born in non-main English speaking countries (closed support periods) (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(a)	For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136 .									
(b)	Data for jurisdictions which operate central intake models are not directly comparable with data for other states and territories.									
(c)	For some central intake models, the role of intake agencies is to identify and link clients to an agency well suited to the individual client's needs. While this is counted as a support period, it is not the role of the intake agency to provide the needed service(s). This may have a deflationary effect on the proportion of clients provided and/or referred for services and an inflationary effect on the proportion of clients neither provided with nor referred for a needed service in jurisdictions which operate such central intake models. Data may not be directly comparable with data for other jurisdictions.									
(d)	Where clients are 'referred only', it is not known whether the client attends the referral appointment and/or receives the service.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(g)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									
(h)	Clients may be assessed as having a need for multiple services and assistance types. Therefore, the sum of the categories does not equal the total number of clients.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.17

Table 19A.17 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a)**

		<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
2015-16											
Educational enrolment status <u>before</u> support											
Not a student	%		23.1	23.9	37.6	25.1	9.5	24.9	26.4	40.9	25.7
Student											
Primary school	%		4.1	7.6	7.6	8.3	13.8	8.6	5.6	15.1	6.6
Secondary school	%		63.9	52.4	43.5	56.5	67.4	55.3	61.6	40.4	57.1
University student	%		0.2	0.2	0.1	–	–	–	–	–	0.1
Vocational education/training	%		6.4	10.6	6.3	4.7	1.9	6.0	5.4	1.2	6.8
Other education/training	%		2.3	5.2	4.9	5.4	7.5	5.2	1.0	2.4	3.8
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%		76.9	76.1	62.4	74.9	90.5	75.1	73.6	59.1	74.3
Educational enrolment status <u>after</u> support											
Not a student	%		28.8	27.7	36.2	27.8	19.2	31.9	35.9	36.7	29.4
Student											
Primary school	%		2.9	5.5	6.7	4.6	10.7	1.7	5.5	14.1	4.9
Secondary school	%		57.1	46.6	40.4	54.1	58.5	50.9	52.1	42.7	51.8
University student	%		0.5	1.4	0.8	0.4	1.8	–	–	1.2	0.8
Vocational education/training	%		7.5	12.9	9.7	7.3	2.4	6.9	6.5	0.6	8.5
Other education/training	%		3.3	6.0	6.1	5.8	7.5	8.6	–	4.7	4.7
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>after</u> support	%		71.2	72.3	63.8	72.2	80.8	68.1	64.1	63.3	70.6

TABLE 19A.17

Table 19A.17 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 334	1 167	785	519	195	128	101	181	5 330
2014-15										
Educational enrolment status <u>before</u> support										
Not a student	%	25.1	23.8	39.5	28.6	22.0	20.7	21.1	22.2	27.0
Student										
Primary school	%	4.8	7.0	9.2	10.6	12.8	3.5	11.8	22.8	7.6
Secondary school	%	59.5	53.2	41.0	50.5	61.0	69.8	57.4	50.1	54.1
University student	%	0.5	0.6	0.7	0.2	–	–	0.9	–	0.5
Vocational education/training	%	6.8	9.0	5.8	5.6	2.1	0.9	6.2	3.3	6.5
Other education/training	%	3.4	6.5	3.9	4.4	2.1	5.2	2.6	1.6	4.2
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	74.9	76.2	60.5	71.4	78.0	79.3	78.9	77.8	73.0
Educational enrolment status <u>after</u> support										
Not a student	%	28.2	27.4	37.7	30.1	26.2	28.4	20.2	26.1	29.1
Student										
Primary school	%	4.1	4.9	6.5	7.8	10.0	3.5	8.1	15.6	5.7
Secondary school	%	54.2	46.7	38.1	47.9	52.4	52.7	58.4	53.4	49.4
University student	%	0.4	1.1	1.2	0.5	1.4	0.9	0.9	–	0.7
Vocational education/training	%	9.5	12.5	11.4	8.8	4.9	10.3	8.8	3.3	10.2
Other education/training	%	3.5	7.3	5.3	4.9	5.1	4.3	3.5	1.6	4.9

TABLE 19A.17

Table 19A.17 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	71.8	72.6	62.3	69.9	73.8	71.6	79.8	73.9	70.9
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 707	1 119	821	445	177	126	124	141	4 580
2013-14										
Educational enrolment status <u>before</u> support										
Not a student	%	32.1	21.8	36.2	32.6	20.5	28.4	14.0	22.7	29.2
Student										
Primary school	%	3.3	6.6	7.5	11.8	10.2	6.3	16.2	24.5	6.7
Secondary school	%	53.4	53.2	44.6	45.9	59.4	51.0	63.4	44.1	51.4
University student	%	0.2	0.6	1.1	0.8	–	1.3	1.3	0.9	0.6
Vocational education/training	%	7.1	13.3	6.2	5.8	6.0	6.6	3.9	6.0	8.1
Other education/training	%	3.9	4.4	4.6	3.1	3.8	6.4	1.3	1.8	4.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	67.9	78.2	63.8	67.4	79.5	71.6	86.0	77.3	70.8
Educational enrolment status <u>after</u> support										
Not a student	%	34.3	25.8	36.6	38.0	26.8	25.6	17.6	27.0	31.6
Student										
Primary school	%	2.7	3.9	6.1	9.5	8.4	6.5	11.5	19.6	5.1
Secondary school	%	46.2	47.4	40.1	40.0	54.0	49.7	54.3	42.3	45.5
University student	%	1.2	1.3	1.8	1.5	–	1.3	1.3	0.9	1.3
Vocational education/training	%	11.0	15.8	9.0	7.5	5.1	7.9	13.9	8.5	11.2

TABLE 19A.17

Table 19A.17 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Other education/training	%	4.5	5.8	6.4	3.6	5.6	9.0	1.3	1.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	65.7	74.2	63.4	62.0	73.2	74.4	82.4	73.0	68.4
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 069	1 204	870	369	149	107	118	146	4 958
2012-13										
Educational enrolment status <u>before</u> support										
Not a student	%	28.6	26.0	49.9	33.0	7.6	14.7	19.4	28.4	29.6
Student										
Primary school	%	4.0	7.6	6.4	18.0	5.3	3.6	7.7	16.5	6.8
Secondary school	%	55.2	49.3	33.2	38.1	79.1	75.5	63.0	44.5	51.7
University student	%	0.5	np	1.1	–	–	–	–	np	0.5
Vocational education/training	%	7.2	8.5	5.0	5.4	2.7	3.7	9.9	5.6	6.4
Other education/training	%	4.5	8.3	4.3	5.4	5.2	2.5	–	3.8	5.1
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	71.4	74.0	50.1	67.0	92.4	85.3	80.6	71.6	70.4
Educational enrolment status <u>after</u> support										
Not a student	%	35.8	27.5	46.2	30.3	9.6	24.4	19.5	37.5	32.1
Student										
Primary school	%	2.5	4.7	6.0	15.1	5.3	4.9	2.2	17.6	5.3
Secondary school	%	46.6	45.5	31.0	36.6	76.5	60.9	60.4	37.9	46.6
University student	%	0.9	0.8	1.8	np	–	–	np	np	1.0

TABLE 19A.17

Table 19A.17 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a)**

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
Vocational education/training	%	8.6	13.4	9.7	10.9	3.4	8.6	15.8	2.8	9.4
Other education/training	%	5.6	8.1	5.2	6.3	5.1	np	np	3.0	5.7
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>after</u> support	%	64.2	72.5	53.8	69.7	90.4	75.6	80.5	62.5	67.9
Total clients aged 12–18 years who needed education and/or training assistance	no.	1 792	1 087	923	362	347	152	137	113	4 810
2011-12										
Educational enrolment status <u>before</u> support										
Not a student	%	27.4	28.1	41.0	36.4	na	22.9	30.7	34.2	31.4
Student										
Primary school	%	7.3	4.3	5.8	15.7	na	np	9.7	9.2	7.3
Secondary school	%	54.0	53.4	42.3	39.3	na	65.5	50.6	51.0	50.2
University student	%	–	0.6	np	–	na	–	–	–	0.2
Vocational education/training	%	9.1	11.0	5.8	5.4	na	8.1	7.8	2.6	8.0
Other education/training	%	2.2	2.7	4.8	3.2	na	np	np	2.9	2.9
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training <u>before</u> support	%	72.6	71.9	59.0	63.6	25.1	77.1	69.3	65.8	68.6
Educational enrolment status <u>after</u> support										
Not a student	%	30.6	32.0	38.2	36.4	na	32.0	36.3	39.6	33.5
Student										
Primary school	%	6.8	3.4	4.9	10.4	na	np	8.6	5.6	6.0
Secondary school	%	47.8	44.5	39.6	40.3	na	53.8	36.0	45.3	44.6

TABLE 19A.17

Table 19A.17 **Educational enrolment status, before and after support, as a proportion of clients aged 12 to 18 years who needed education and/or training assistance (a)**

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
University student	%	0.4	1.7	0.5	np	na	–	–	np	0.7
Vocational education/training	%	10.7	15.7	10.8	9.2	na	11.9	14.0	7.5	11.5
Other education/training	%	3.6	2.7	5.9	3.3	na	np	5.2	np	3.8
Total clients aged 12–18 years who needed education and/or training assistance and who were enrolled in formal study or training after support	%	69.4	68.0	61.8	63.6	na	68.0	63.7	60.4	66.5
Total clients aged 12–18 years who needed education and/or training assistance	no.	2 083	1 075	945	498	na	173	166	198	5 081

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.18

Table 19A.18 Recurrent cost per completed support period, 2015-16 dollars (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Recurrent allocation	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Closed support periods	no.	85 646	185 297	51 304	31 531	32 611	13 574	5 562	9 768	415 291
Cost per completed support period	\$	2 499	1 222	2 290	2 343	1 913	2 186	3 607	2 010	1 839
2014-15										
Recurrent allocation	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
Closed support periods	no.	59 137	177 752	53 067	29 953	33 371	11 656	5 376	9 099	379 411
Cost per completed support period	\$	3 143	1 215	2 383	2 420	1 814	2 596	3 939	2 173	1 931
2013-14										
Recurrent allocation	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
Closed support periods	no.	61 409	170 296	52 703	26 943	33 054	8 647	6 013	8 832	367 896
Cost per completed support period	\$	2 334	1 227	2 081	2 640	1 829	3 006	3 811	2 105	1 797
2012-13										
Recurrent allocation	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
Closed support periods	no.	60 317	161 596	51 998	26 920	28 852	6 621	6 159	8 719	351 182
Cost per completed support period	\$	2 337	1 176	1 887	2 637	2 055	2 903	4 022	2 093	1 770
2011-12										
Recurrent allocation	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5
Closed support periods	no.	60 057	149 367	51 677	26 406	24 507	7 377	5 803	7 545	332 738
Cost per completed support period	\$	2 337	1 226	1 872	2 693	2 372	2 448	4 130	1 594	1 814

(a) Expenditure data are provided by State and Territory governments, while data on the number of closed support periods are drawn from the Specialist Homelessness Services Collection. Further information on data quality for closed support periods, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

Table 19A.18 **Recurrent cost per completed support period, 2015-16 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(c) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.

(d) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 19A.34.

TABLE 19A.19

Table 19A.19 Recurrent cost per client accessing homelessness services, 2015-16 dollars (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Recurrent allocation	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Reported number of clients	no.	69 715	105 287	42 543	24 203	20 898	7 859	4 652	8 132	279 196
Estimated cost per client	\$	3 070	2 151	2 761	3 052	2 985	3 775	4 313	2 415	2 735
2014-15										
Recurrent allocation	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
Reported number of clients	no.	48 262	102 793	44 213	23 021	21 116	7 328	4 987	7 649	255 657
Estimated cost per client	\$	3 852	2 101	2 861	3 149	2 868	4 129	4 246	2 584	2 865
2013-14										
Recurrent allocation	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
Reported number of clients	no.	51 786	99 892	43 751	21 437	21 655	6 614	5 338	7 123	254 001
Estimated cost per client	\$	2 768	2 091	2 507	3 317	2 791	3 929	4 293	2 610	2 602
2012-13										
Recurrent allocation	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
Reported number of clients	no.	51 953	92 462	43 001	21 417	21 342	5 585	5 367	6 959	244 176
Estimated cost per client	\$	2 713	2 055	2 282	3 315	2 778	3 441	4 615	2 622	2 546
2011-12										
Recurrent allocation	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5
Reported number of clients	no.	52 105	86 150	42 487	21 190	19 497	6 148	5 602	6 584	236 429
Estimated cost per client	\$	2 694	2 125	2 277	3 356	2 982	2 938	4 278	1 827	2 552

(a) Expenditure data are provided by State and Territory governments, while data on the number of clients are drawn from the Specialist Homelessness Services Collection. Further information on data quality for the number of clients, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

Table 19A.19 **Recurrent cost per client accessing homelessness services, 2015-16 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i> (d)	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(c) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.

(d) Queensland data from 2013-14 include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 19A.34.

TABLE 19A.20

Table 19A.20 Recurrent cost per day of support for clients, 2015-16 dollars (a), (b), (c)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2015-16										
Recurrent allocation	\$m	214.1	226.5	117.5	73.9	62.4	29.7	20.1	19.6	763.6
Number of support days	'000	6 139	7 289	3 036	1 571	1 979	636	780	789	22 219
Cost per support day	\$	34.87	31.07	38.70	47.02	31.52	46.65	25.72	24.89	34.37
2014-15										
Recurrent allocation	\$m	185.9	216.0	126.5	72.5	60.6	30.3	21.2	19.8	732.6
Number of support days	'000	3 946	7 211	2 995	1 579	1 945	544	811	640	19 671
Cost per support day	\$	47.11	29.95	42.23	45.92	31.13	55.63	26.10	30.88	37.24
2013-14										
Recurrent allocation	\$m	143.3	208.9	109.7	71.1	60.4	26.0	22.9	18.6	661.0
Number of support days	'000	5 203	6 910	2 803	1 746	2 079	498	791	600	20 629
Cost per support day	\$	27.55	30.23	39.13	40.74	29.08	52.24	28.97	31.01	32.04
2012-13										
Recurrent allocation	\$m	141.0	190.0	98.1	71.0	59.3	19.2	24.8	18.2	621.6
Number of support days	'000	5 705	6 227	2 711	1 899	2 234	462	816	564	20 618
Cost per support day	\$	24.71	30.51	36.19	37.38	26.54	41.60	30.36	32.36	30.15
2011-12 (e)										
Recurrent allocation	\$m	140.4	183.1	96.8	71.1	58.1	18.1	24.0	12.0	603.5
Number of support days	'000	na	na	na	na	na	na	na	na	na
Cost per support day	\$	na	na	na	na	na	na	na	na	na

(a) Expenditure data are provided by State and Territory governments, while data on the number of support days are drawn from the Specialist Homelessness Services Collection. Further information on data quality for the number of support days, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) There may be varying treatments of expenditure items and different counting and reporting rules for generating financial data across jurisdictions. Differences in expenditure data across jurisdictions may reflect differences in the way in which these data are compiled rather than true variations in expenditure.

Table 19A.20 **Recurrent cost per day of support for clients, 2015-16 dollars (a), (b), (c)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld (d)</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(c) Time series financial data are adjusted to 2015-16 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2015-16=100) (table 19A.34). See chapter 2 for details.

(d) Queensland data for 2013-14 and subsequent years include National Partnership on Homelessness (NPAH) services expenditure, which was excluded in earlier years.

(e) Data for the number of support days for 2011-12 and previous years are not available.

na Not available.

Source : Australian State and Territory governments (unpublished); AIHW (unpublished) Specialist Homelessness Services Collection; Tables 19A.3 and 19A.34.

TABLE 19A.21

Table 19A.21 Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
2015-16										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	2.2	1.9	1.0	2.8	2.3	1.4	1.1	2.8	2.1
Employed — Part-time	%	8.4	11.0	6.4	7.4	5.9	5.6	8.6	5.5	8.5
Not employed — Unemployed	%	62.2	52.5	64.9	64.9	52.7	62.9	55.4	51.5	59.5
Not employed — Not in Labour force	%	27.2	34.5	27.6	24.9	39.2	30.1	34.9	40.2	30.0
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	6.4	3.8	4.7	6.6	4.3	4.9	8.9	9.5	5.7
Employed — Part-time	%	12.7	12.6	11.7	8.2	9.4	8.4	14.3	6.9	11.8
Total employed after support (e)	%	19.8	17.3	16.9	15.5	14.0	14.7	23.1	16.9	18.2
Total not employed after support	%	80.2	82.7	83.1	84.5	86.0	85.3	76.9	83.1	81.8
Total clients who needed employment and/or training support	no.	3 469	2 456	1 580	1 047	337	157	254	358	9 394
2014-15										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.0	2.6	1.4	3.1	2.6	—	3.3	4.8	2.7
Employed — Part-time	%	8.7	8.7	7.1	7.1	7.4	8.2	9.8	4.4	8.2
Not employed — Unemployed	%	57.3	52.2	64.9	61.1	57.3	39.5	58.9	57.8	57.6
Not employed — Not in Labour force	%	31.0	36.4	26.7	28.7	32.6	52.3	27.9	33.1	31.6
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	7.0	4.7	4.6	7.2	4.4	2.7	9.7	8.1	6.0
Employed — Part-time	%	12.7	11.4	11.8	12.1	17.6	11.9	13.6	8.6	12.3
Total employed after support (e)	%	20.6	16.9	17.2	19.8	22.7	16.5	23.7	17.0	19.1
Total not employed after support	%	79.4	83.1	82.8	80.2	77.3	83.5	76.3	83.0	80.9

TABLE 19A.21

Table 19A.21 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
Total clients who needed employment and/or training support	no.	2 622	2 632	1 898	1 061	342	127	350	338	9 078
2013-14										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	2.5	1.7	1.8	3.4	6.9	0.9	5.8	6.0	2.6
Employed — Part-time	%	8.8	8.6	7.1	6.9	11.8	6.1	8.7	5.4	8.3
Not employed — Unemployed	%	53.9	50.0	64.2	61.4	42.6	61.7	54.4	50.8	55.6
Not employed — Not in Labour force	%	34.8	39.6	26.9	28.2	38.7	31.3	31.2	37.7	33.5
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	6.4	3.9	3.8	6.3	8.6	2.1	10.8	8.3	5.6
Employed — Part-time	%	13.7	9.9	11.3	9.0	10.9	7.7	11.7	6.3	11.5
Total employed after support (e)	%	20.8	14.5	15.5	15.8	20.2	9.7	23.5	15.0	17.7
Total <i>not employed</i> after support	%	79.2	85.5	84.5	84.2	79.8	90.3	76.5	85.0	82.3
Total clients who needed employment and/or training support	no.	3 503	2 836	1 973	1 080	374	187	396	319	10 340
2012-13										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.1	2.0	2.2	3.4	2.3	4.0	5.0	3.6	2.7
Employed — Part-time	%	10.8	6.7	7.7	6.6	8.3	8.4	10.2	8.6	8.7
Not employed — Unemployed	%	50.5	51.5	62.4	57.7	45.5	50.7	48.8	52.4	54.1
Not employed — Not in Labour force	%	35.6	39.8	27.7	32.4	43.9	36.8	36.1	35.3	34.4
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	6.7	4.3	4.4	6.8	4.1	np	5.2	10.5	5.6
Employed — Part-time	%	15.2	10.5	12.2	9.3	11.6	12.7	20.8	14.3	13.2

TABLE 19A.21

Table 19A.21 Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
Total employed after support (e)	%	21.9	14.8	16.5	16.2	15.7	14.9	26.0	24.8	18.8
Total <i>not employed</i> after support	%	78.1	85.2	83.5	83.8	84.3	85.1	74.0	75.2	81.2
Total clients who needed employment and/or training support	no.	3 158	2 607	2 114	967	301	151	398	259	9 587
2011-12										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.5	3.1	2.6	3.8	na	np	3.1	10.2	3.4
Employed — Part-time	%	9.6	8.8	6.4	7.7	na	6.6	9.7	9.7	8.5
Not employed — Unemployed	%	51.8	50.0	58.1	57.0	na	53.3	52.6	47.5	53.4
Not employed — Not in Labour force	%	35.1	38.1	33.0	31.5	na	38.2	34.7	32.6	34.7
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	8.6	4.7	5.0	8.7	na	3.1	5.8	16.1	7.1
Employed — Part-time	%	15.1	10.7	10.6	13.7	na	10.3	14.9	11.9	13.0
Total employed after support (e)	%	23.7	15.4	15.7	22.4	na	13.4	20.6	28.0	20.1
Total <i>not employed</i> after support	%	76.3	84.6	84.3	77.6	na	86.6	79.4	72.0	79.9
Total clients who needed employment and/or training support	no.	3 381	2 076	2 351	1 055	na	173	353	290	9 381

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (c) SA collection methodology for 2011-12 does not allow for this type of analysis.

Table 19A.21 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance (closed support periods) (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (c)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (d)</i>
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(d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) 'Total employed' includes employed clients with employment status (part-time/full-time) unknown.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.22

Table 19A.22 Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
2015-16										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	2.2	2.3	1.4	3.7	3.4	—	—	—	2.0
Employed — Part-time	%	5.4	5.7	4.3	2.6	1.7	—	6.2	3.4	4.5
Not employed — Unemployed	%	68.7	50.6	68.9	67.6	45.0	61.3	69.5	50.3	64.3
Not employed — Not in Labour force	%	23.8	41.4	25.4	26.1	49.9	38.7	24.3	46.2	29.2
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.0	2.8	5.3	5.4	1.7	3.2	14.1	5.3	4.8
Employed — Part-time	%	8.7	7.3	6.4	4.3	1.7	3.2	10.7	5.5	6.9
Total employed after support (e)	%	13.0	11.3	12.3	10.0	3.4	6.5	24.8	10.8	12.1
Total not employed after support	%	87.0	88.7	87.7	90.0	96.6	93.5	75.2	89.2	87.9
Total clients who needed employment and/or training support	no.	800	212	421	325	67	36	41	207	2 035
2014-15										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	1.3	1.2	0.5	1.6	5.1	—	4.0	3.4	1.5
Employed — Part-time	%	5.3	6.1	3.2	3.2	6.5	—	7.5	1.4	4.2
Not employed — Unemployed	%	61.7	53.2	72.1	59.9	55.6	52.3	60.8	53.8	62.2
Not employed — Not in Labour force	%	31.7	39.4	24.2	35.4	32.9	47.7	27.8	41.4	32.0
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.6	4.6	2.4	5.1	7.0	np	14.8	6.2	4.7
Employed — Part-time	%	7.1	9.6	6.5	6.7	6.7	np	11.2	7.8	7.3
Total employed after support (e)	%	12.3	15.3	9.4	12.1	13.6	np	26.1	14.0	12.5

TABLE 19A.22

Table 19A.22 Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
Total <i>not employed</i> after support	%	87.7	84.7	90.6	87.9	86.4	np	73.9	86.0	87.5
Total clients who needed employment and/or training support	no.	551	216	464	285	66	25	59	178	1 773
2013-14										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	1.3	0.8	2.5	2.0	5.1	—	3.5	3.7	2.0
Employed — Part-time	%	7.9	7.2	4.6	2.6	7.6	—	11.0	3.6	6.0
Not employed — Unemployed	%	56.8	48.3	66.8	65.5	46.8	67.2	67.1	50.6	59.1
Not employed — Not in Labour force	%	34.0	43.7	26.1	29.9	40.6	32.8	18.4	42.1	32.9
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	4.1	3.2	3.9	4.5	10.4	8.1	14.5	3.1	4.5
Employed — Part-time	%	11.4	10.2	5.7	3.9	6.3	—	—	5.0	8.0
Total <i>employed</i> after support (e)	%	15.8	13.5	9.6	8.5	16.8	8.1	14.5	8.1	12.6
Total <i>not employed</i> after support	%	84.2	86.5	90.4	91.5	83.2	91.9	85.5	91.9	87.4
Total clients who needed employment and/or training support	no.	746	201	447	249	66	17	49	200	1 913
2012-13										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full-time	%	3.0	np	1.6	5.2	np	—	—	np	2.6
Employed — Part-time	%	13.9	6.9	4.9	4.2	9.1	—	7.7	6.1	8.7
Not employed — Unemployed	%	51.2	50.5	65.7	57.7	37.9	53.2	52.9	55.6	55.8
Not employed — Not in Labour force	%	31.9	40.7	27.9	32.9	51.1	46.8	39.4	35.0	33.0
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										

TABLE 19A.22

Table 19A.22 Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a)

	Unit	NSW (b)	Vic	Qld	WA	SA (c)	Tas	ACT	NT	Aust (d)
Employed — Full-time	%	5.7	np	1.8	8.4	np	–	np	9.6	4.4
Employed — Part-time	%	15.6	8.6	6.9	4.3	8.4	np	np	11.3	10.7
Total employed after support (e)	%	21.2	9.8	8.7	12.7	11.1	np	7.7	20.9	15.2
Total <i>not employed</i> after support	%	78.5	90.2	91.3	87.3	88.9	86.7	89.7	79.1	84.8
Total clients who needed employment and/or training support	no.	647	219	460	197	56	27	55	122	1 697
2011-12										
Labour force status <u>before</u> support — clients who needed employment and/or training assistance										
Employed — Full time	%	2.0	np	4.7	np	na	np	–	13.0	3.7
Employed — Part time	%	10.4	4.8	4.7	6.9	na	–	4.8	3.1	7.1
Not employed — Unemployed	%	48.6	58.8	56.3	46.9	na	61.3	62.9	47.1	52.2
Not employed — Not in Labour force	%	38.9	33.5	34.3	44.5	na	33.9	32.4	36.8	37.0
Labour force status <u>after</u> support — clients who needed employment and/or training assistance										
Employed — Full time	%	4.1	np	5.4	7.8	na	np	–	17.2	5.7
Employed — Part time	%	12.2	7.5	7.5	6.4	na	np	np	1.3	9.1
Total employed after support (e)	%	16.3	9.9	12.8	14.2	na	np	np	18.6	14.9
Total <i>not employed</i> after support	%	83.7	90.1	87.2	85.8	na	90.4	91.1	81.4	85.1
Total clients who needed employment and/or training support	no.	673	159	483	223	na	25	34	142	1 683

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

Table 19A.22 Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) (a)

	<i>Unit</i>	<i>NSW</i> (b)	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i> (c)	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (d)
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(c) SA collection methodology for 2011-12 does not allow for this type of analysis.

(d) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

(e) 'Total employed' includes employed clients with employment status (part-time/full-time) unknown.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.23

Table 19A.23 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Of those unemployed before support										
Employed full time after support	%	5.5	2.5	4.1	5.2	4.3	5.4	5.5	8.9	4.7
Employed part time after support	%	9.4	8.5	8.4	5.3	7.2	6.8	15.0	5.9	8.6
Of those not in the labour force before support										
Employed full time after support	%	3.1	1.7	2.6	3.1	0.9	2.3	8.0	5.9	2.9
Employed part time after support	%	7.8	5.4	11.0	4.9	6.8	2.3	6.3	1.3	6.9
2014-15										
Of those unemployed before support										
Employed full time after support	%	5.8	3.9	4.6	5.7	2.7	4.6	9.0	5.2	5.1
Employed part time after support	%	9.8	8.1	8.7	8.3	11.8	9.2	8.9	6.5	8.9
Of those not in the labour force before support										
Employed full time after support	%	2.4	2.2	1.4	3.6	2.4	2.0	3.3	3.2	2.4
Employed part time after support	%	6.7	7.4	7.9	7.0	16.5	10.4	7.0	4.5	7.5
2013-14										
Of those unemployed before support										
Employed full time after support	%	6.0	4.4	2.9	3.8	4.0	2.2	9.0	3.2	4.6
Employed part time after support	%	9.1	4.8	8.6	4.3	2.0	6.8	5.1	3.1	7.1
Of those not in the labour force before support										
Employed full time after support	%	2.7	1.5	2.4	4.4	–	2.2	7.8	4.8	2.6
Employed part time after support	%	10.1	6.8	6.8	8.4	1.0	2.2	9.3	3.6	7.9

TABLE 19A.23

Table 19A.23 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2012-13										
Of those unemployed before support										
Employed full time after support	%	5.1	4.1	3.7	4.9	–	np	7.2	7.5	4.5
Employed part time after support	%	7.9	6.6	9.1	6.0	2.7	np	16.0	9.8	8.1
Of those not in the labour force before support										
Employed full time after support	%	3.8	2.0	1.0	4.0	3.9	–	np	12.8	3.0
Employed part time after support	%	8.8	8.1	6.3	7.0	5.7	15.6	13.4	11.8	8.2
2011-12										
Of those unemployed before support										
Employed full time after support	%	7.1	4.2	4.0	5.6	na	np	3.7	8.4	5.5
Employed part time after support	%	9.4	6.2	6.2	12.0	na	8.8	18.1	6.9	8.5
Of those not in the labour force before support										
Employed full time after support	%	4.4	2.2	2.7	6.7	na	–	np	11.0	3.9
Employed part time after support	%	8.9	6.6	9.7	7.9	na	7.9	12.0	5.9	8.6

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) Excludes clients with missing full-time/part-time employment status information.

(c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(d) SA collection methodology for 2011-12 does not allow for this type of analysis.

Table 19A.23 **Labour force status, before and after support, as a proportion of clients who needed employment and/or training assistance and who were unemployed or not in the labour force before support (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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(e) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.24

Table 19A.24 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	13.5	13.2	10.6	13.8	17.2	11.4	18.1	10.1	13.0
Awaiting benefit	%	8.9	8.9	6.5	7.5	5.5	5.5	10.2	4.5	8.0
Government pension/allowance	%	69.5	70.5	78.1	72.9	72.4	75.9	62.7	76.7	72.1
Employee/business income	%	6.9	6.7	4.2	4.7	4.4	6.5	8.7	8.0	6.1
Other	%	1.2	0.7	0.5	1.2	0.3	0.6	0.3	0.7	0.9
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	8.4	7.7	7.0	8.2	13.6	6.5	7.0	7.4	8.1
Awaiting benefit	%	4.6	4.7	3.1	3.3	—	2.8	4.5	3.4	4.0
Government pension/allowance	%	77.3	79.6	84.2	81.2	81.3	83.6	79.2	79.9	79.9
Employee/business income	%	8.5	7.4	5.2	6.4	4.6	6.8	8.7	9.3	7.2
Other	%	1.2	0.6	0.6	0.9	0.5	0.3	0.7	—	0.8
Total clients who needed income assistance and who had an income source after support	%	91.6	92.3	93.0	91.8	86.4	93.5	93.0	92.6	91.9
Total clients who needed income assistance	no.	4 556	3 475	3 620	1 448	638	352	329	534	14 406
2014-15										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	12.9	10.3	11.4	10.8	14.8	14.9	12.5	6.4	11.6
Awaiting benefit	%	8.4	7.3	8.4	6.5	6.2	5.6	8.9	4.0	7.7
Government pension/allowance	%	71.4	74.8	75.0	75.6	73.4	76.6	71.1	79.4	73.7
Employee/business income	%	6.1	6.5	4.6	6.2	4.2	2.6	7.2	9.6	5.9
Other	%	1.2	1.2	0.6	0.9	1.5	0.4	0.3	0.6	1.0

TABLE 19A.24

Table 19A.24 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	7.2	6.5	6.9	5.6	11.7	8.5	5.1	6.4	7.1
Awaiting benefit	%	4.4	3.8	3.4	3.7	—	2.6	2.5	2.3	3.7
Government pension/allowance	%	78.8	82.2	83.1	84.2	83.1	84.0	81.4	78.4	81.3
Employee/business income	%	8.4	6.8	5.9	5.6	4.6	4.5	11.0	12.5	7.2
Other	%	1.1	0.6	0.6	0.8	0.6	0.4	—	0.4	0.8
Total clients who needed income assistance and who had an income source after support	%	92.8	93.5	93.1	94.4	88.3	91.5	94.9	93.6	92.9
Total clients who needed income assistance	no.	3 306	3 707	3 431	1 311	597	286	347	512	13 008
2013-14										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	12.4	9.2	9.9	11.3	14.9	7.0	5.4	6.1	10.6
Awaiting benefit	%	8.8	8.4	8.1	7.6	7.0	12.1	13.0	2.1	8.4
Government pension/allowance	%	72.6	75.1	76.6	73.4	71.6	74.9	76.3	81.9	74.4
Employee/business income	%	5.0	6.2	4.8	6.7	5.7	5.5	5.3	9.6	5.7
Other	%	1.1	1.1	0.7	1.0	0.8	0.4	—	0.2	0.9
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	7.4	5.7	5.6	6.1	12.5	4.6	4.4	4.4	6.4
Awaiting benefit	%	3.4	4.2	3.9	4.2	—	5.6	1.8	0.9	3.7
Government pension/allowance	%	81.9	83.0	84.4	82.0	81.1	86.3	85.2	82.6	82.6
Employee/business income	%	6.4	6.4	5.4	6.5	5.9	3.1	7.8	11.5	6.5
Other	%	0.9	0.7	0.6	1.2	0.5	0.4	1.0	0.6	0.8

TABLE 19A.24

Table 19A.24 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Total clients who needed income assistance and who had an income source after support	%	92.6	94.3	94.4	93.9	87.5	95.4	95.6	95.6	93.6
Total clients who needed income assistance	no.	4 152	3 798	3 410	1 236	621	323	425	629	14 081
2012-13										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.6	10.3	9.1	9.5	15.0	11.3	6.9	7.8	10.4
Awaiting benefit	%	8.0	8.1	7.7	6.6	3.1	11.3	14.9	4.8	7.9
Government pension/allowance	%	74.8	75.2	77.0	76.8	74.7	67.4	64.8	80.3	75.0
Employee/business income	%	5.1	5.5	5.6	5.8	6.1	10.0	13.1	6.6	6.0
Other	%	0.5	0.8	0.6	1.3	1.1	–	np	np	0.7
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	6.6	6.0	5.5	4.0	14.6	8.4	2.8	4.5	6.1
Awaiting benefit	%	4.7	4.5	3.5	4.3	–	2.9	4.3	2.0	4.0
Government pension/allowance	%	81.2	82.0	84.5	83.4	77.6	79.6	79.6	80.2	81.9
Employee/business income	%	7.1	6.5	6.0	7.2	6.7	7.7	12.9	12.4	7.2
Other	%	0.5	1.0	0.6	1.0	1.1	np	np	0.9	0.7
Total clients who needed income assistance and who had an income source after support	%	93.4	94.0	94.5	96.0	85.4	91.6	97.2	95.5	93.9
Total clients who needed income assistance	no.	3 584	3 302	3 375	1 342	573	231	436	492	12 762
2011-12										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.1	9.1	8.7	11.1	na	14.0	9.8	8.1	10.0
Awaiting benefit	%	7.5	8.8	7.0	7.7	na	13.7	13.9	6.6	8.1

TABLE 19A.24

Table 19A.24 **Income status, before and after support, as a proportion of clients who needed income assistance (closed support periods) (a), (b)**

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
Government pension/allowance	%	74.3	74.1	79.4	73.3	na	67.1	68.4	77.5	75.1
Employee/business income	%	5.9	6.8	4.4	7.0	na	3.2	7.2	7.6	5.9
Other	%	1.1	1.1	0.6	0.9	na	2.1	0.8	0.2	0.9
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	5.5	5.0	5.3	6.6	na	7.6	3.5	4.9	5.5
Awaiting benefit	%	4.6	3.9	3.3	4.5	na	7.1	5.7	4.3	4.3
Government pension/allowance	%	81.0	83.0	86.3	79.0	na	81.0	80.5	80.2	82.2
Employee/business income	%	8.2	7.5	4.3	9.2	na	3.3	9.5	10.3	7.3
Other	%	0.7	0.7	0.7	0.8	na	1.0	0.8	0.2	0.7
Total clients who needed income assistance and who had an income source after support	%	94.5	95.0	94.7	93.4	na	92.4	96.5	95.1	94.5
Total clients who needed income assistance	no.	3 885	2 970	3 462	1 410	na	298	428	563	12 584

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) A client's income status after support is determined at the end of their last closed support period in the reference year.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) SA collection methodology for 2011-12 does not allow for this type of analysis.
- (e) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.25

Table 19A.25 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	12.7	8.2	6.8	7.9	15.9	10.3	7.9	13.2	9.9
Awaiting benefit	%	7.3	6.2	4.8	5.2	2.6	3.4	8.4	4.8	5.8
Government pension/allowance	%	75.0	82.0	86.7	85.6	79.6	86.2	77.3	76.3	81.0
Employee/business income	%	5.0	3.0	1.6	0.6	1.9	—	6.5	5.1	3.0
Other	%	0.1	0.6	0.2	0.6	—	—	—	0.6	0.3
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	7.9	4.9	4.5	5.4	13.3	8.6	4.1	10.0	6.6
Awaiting benefit	%	3.9	3.0	2.5	2.1	—	1.7	1.9	3.9	2.9
Government pension/allowance	%	83.8	87.6	89.8	89.5	84.8	88.0	85.6	80.3	86.5
Employee/business income	%	4.4	4.6	3.0	2.7	1.9	1.7	8.4	5.9	3.9
Other	%	0.1	—	0.3	0.2	—	—	—	—	0.1
Total clients who needed income assistance and who had an income source after support	%	92.1	95.1	95.5	94.6	86.7	91.4	95.9	90.0	93.4
Total clients who needed income assistance	no.	1 037	359	1 076	521	173	63	58	296	3 404
2014-15										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	10.6	7.5	8.0	12.2	9.2	7.0	15.2	5.3	9.4
Awaiting benefit	%	6.8	5.1	4.8	3.7	3.3	11.6	7.0	3.0	5.3
Government pension/allowance	%	77.9	82.7	84.3	80.7	84.9	81.4	77.8	84.3	81.3
Employee/business income	%	4.1	3.8	2.7	3.2	0.9	—	—	7.4	3.6
Other	%	0.6	1.0	0.2	0.2	1.7	—	—	—	0.5

TABLE 19A.25

Table 19A.25 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	7.6	5.1	5.2	5.9	7.6	2.3	11.4	6.6	6.4
Awaiting benefit	%	2.2	2.4	1.8	3.0	—	2.3	—	3.0	2.2
Government pension/allowance	%	85.2	87.7	90.3	87.8	91.4	95.4	83.0	82.6	87.3
Employee/business income	%	4.9	4.1	2.5	2.7	0.9	—	5.6	7.9	3.8
Other	%	0.1	0.7	0.2	0.7	—	—	—	—	0.3
Total clients who needed income assistance and who had an income source after support	%	92.4	94.9	94.8	94.1	92.4	97.7	88.6	93.4	93.6
Total clients who needed income assistance	no.	756	330	964	432	149	44	60	254	2 870
2013-14										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	11.0	9.3	6.4	8.1	11.3	16.2	6.0	3.8	8.2
Awaiting benefit	%	5.9	5.3	5.7	2.6	8.1	4.6	13.4	2.2	5.2
Government pension/allowance	%	80.8	84.1	84.6	86.6	77.2	77.0	78.1	89.1	83.6
Employee/business income	%	2.1	1.2	3.1	2.2	3.3	2.3	2.6	4.9	2.8
Other	%	0.3	—	0.2	0.5	—	—	—	—	0.2
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	6.1	5.3	3.4	6.6	9.7	7.0	6.0	3.0	5.1
Awaiting benefit	%	2.5	3.6	3.0	3.2	—	4.6	2.6	1.4	2.7
Government pension/allowance	%	87.6	88.8	90.3	87.2	88.5	86.1	86.3	89.1	88.4
Employee/business income	%	3.8	2.3	3.3	2.2	1.7	2.3	5.1	6.5	3.8
Other	%	—	—	—	0.8	—	—	—	—	0.1
Total clients who needed income assistance and who had an income source after support	%	93.9	94.7	96.6	93.4	90.3	93.0	94.0	97.0	94.9
Total clients who needed income assistance	no.	929	287	926	338	108	53	55	392	2 965

TABLE 19A.25

Table 19A.25 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2012-13										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	7.5	4.1	7.5	7.5	13.8	16.3	12.0	4.3	7.5
Awaiting benefit	%	4.4	4.9	4.9	2.6	np	–	21.9	2.0	4.4
Government pension/allowance	%	85.3	86.1	84.9	85.1	82.8	78.5	61.1	89.9	84.7
Employee/business income	%	2.6	3.5	2.5	4.4	np	np	np	3.8	3.1
Other	%	np	np	np	np	–	–	–	–	0.3
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	4.9	2.1	5.3	3.1	15.4	16.4	–	2.6	4.8
Awaiting benefit	%	2.3	1.4	2.0	2.7	–	–	7.0	1.7	2.2
Government pension/allowance	%	88.6	93.1	90.1	90.6	79.5	78.4	88.0	87.5	88.9
Employee/business income	%	4.3	2.1	2.6	3.6	5.1	np	5.0	7.7	4.0
Other	%	–	np	–	–	–	–	–	np	0.2
Total clients who needed income assistance and who had an income source after support	%	95.1	97.9	94.7	96.9	84.6	83.6	100.0	97.4	95.2
Total clients who needed income assistance	no.	774	300	820	371	103	37	71	301	2 626
2011-12										
Source of income <u>before</u> support — clients who needed income assistance										
No income	%	4.0	3.4	2.9	4.3	na	np	–	3.9	3.7
Awaiting benefit	%	7.5	6.2	4.1	7.4	na	9.9	6.8	3.3	5.7
Government pension/allowance	%	80.6	83.1	88.4	83.1	na	67.9	77.6	86.0	83.8
Employee/business income	%	4.6	1.8	1.0	2.7	na	6.1	–	4.0	3.0
Other	%	3.3	5.5	3.6	2.5	na	13.0	15.6	2.8	3.8

TABLE 19A.25

Table 19A.25 **Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) (a), (b)**

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
Source of income <u>after</u> support — clients who needed income assistance										
No income	%	3.6	5.7	3.2	3.2	na	np	–	4.3	3.8
Awaiting benefit	%	3.9	1.7	2.4	2.7	na	9.9	6.8	1.9	3.1
Government pension/allowance	%	86.6	86.2	92.2	89.9	na	80.8	89.9	87.4	88.4
Employee/business income	%	5.6	5.5	2.2	3.8	na	np	np	6.4	4.6
Other	%	0.3	0.8	–	0.4	na	–	–	–	0.2
Total clients who needed income assistance and who had an income source after support	%	96.4	94.3	96.8	96.8	na	96.9	100.0	95.7	96.2
Total clients who needed income assistance	no.	833	247	823	411	na	48	58	383	2 713

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) A client's income status after support is determined at the end of their last closed support period in the reference year.

(c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(d) SA collection methodology for 2011-12 does not allow for this type of analysis.

(e) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2015-16										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.2	1.0	1.1	1.5	2.3	1.6	0.4	1.4
Private rental	%	32.7	37.5	32.7	37.0	24.4	35.2	15.7	12.5	34.1
Public housing rental	%	9.3	8.7	9.7	9.8	13.8	7.4	15.8	47.0	10.0
Community housing rental	%	4.2	1.3	3.6	2.3	3.6	2.0	2.5	2.4	2.8
Other rental	%	3.2	2.3	1.6	1.5	3.6	1.0	2.8	2.2	2.4
Total	%	51.1	51.0	48.6	51.7	46.9	47.8	38.4	64.5	50.7
Non-independent housing										
Crisis	%	9.9	4.5	6.4	7.1	4.6	4.8	10.2	5.6	6.6
Transitional Housing (incl. rent free)	%	2.0	2.6	1.1	1.6	1.7	0.3	2.2	5.5	2.0
Caravan park rental	%	1.7	1.7	1.3	1.4	1.4	0.5	0.4	0.4	1.5
Institutional setting	%	1.9	5.4	1.5	2.6	4.6	2.1	3.8	3.3	3.3
Improvised dwelling/sleeping rough	%	6.0	7.9	10.6	8.4	8.0	8.0	10.4	4.9	7.7
Boarding/rooming house	%	9.1	11.2	9.7	14.2	13.3	8.6	6.5	8.2	10.2
Other (no tenure)	%	18.3	15.7	20.7	12.9	19.4	27.7	28.1	7.7	18.0
Total	%	48.9	49.0	51.4	48.3	53.1	52.2	61.6	35.5	49.3
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.5	0.9	0.7	0.9	0.8	1.4	1.4	0.3	1.1
Private rental	%	41.4	41.3	37.0	39.9	38.1	39.5	18.4	12.7	39.5
Public housing rental	%	14.4	14.1	18.9	16.9	23.0	15.1	30.5	51.0	16.6
Community housing rental	%	5.9	2.2	7.5	3.7	5.7	5.0	3.4	3.9	4.7

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Other rental	%	2.9	1.9	1.5	1.5	3.0	1.6	2.5	1.7	2.1
Total	%	66.1	60.4	65.7	62.8	70.6	62.7	56.1	69.6	64.0
Non-independent housing										
Crisis	%	5.9	4.2	5.2	5.6	3.0	3.0	7.7	8.4	4.9
Transitional Housing (incl. rent free)	%	2.1	2.5	2.8	1.8	1.1	0.8	2.4	7.5	2.4
Caravan park rental	%	1.6	1.4	1.1	1.3	1.1	0.6	0.6	0.9	1.3
Institutional setting	%	1.6	4.1	1.3	1.4	2.9	1.6	3.1	1.4	2.5
Improvised dwelling/sleeping rough	%	3.0	4.9	4.2	5.6	2.5	3.8	5.8	1.5	4.0
Boarding/rooming house	%	8.0	11.8	9.1	12.6	10.0	7.6	5.3	5.4	9.6
Other (no tenure)	%	11.8	10.7	10.6	8.9	8.8	19.7	19.0	5.5	11.3
Total	%	33.9	39.6	34.3	37.2	29.4	37.3	43.9	30.4	36.0
Total clients who needed assistance to obtain or maintain independent housing	no.	31 893	40 658	21 091	5 324	3 234	4 841	2 526	1 740	109 074
2014-15										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.3	0.8	1.0	1.5	1.1	2.1	0.3	1.2
Private rental	%	29.8	39.0	35.9	32.3	18.7	37.0	16.2	14.6	34.9
Public housing rental	%	8.4	8.9	8.7	9.6	13.9	10.7	19.6	46.3	9.9
Community housing rental	%	4.0	1.3	3.1	1.9	3.1	2.5	2.6	2.9	2.5
Other rental	%	3.9	2.3	2.1	2.0	4.3	1.4	2.7	1.0	2.5
Total	%	47.7	52.8	50.6	46.8	41.4	52.6	43.3	65.1	51.0
Non-independent housing										
Crisis	%	12.6	4.1	5.7	5.7	5.7	6.1	10.0	4.2	6.4

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Transitional Housing (incl. rent free)	%	2.2	2.8	1.2	2.1	2.5	0.5	2.3	4.4	2.2
Caravan park rental	%	1.5	1.5	1.8	1.7	0.6	0.6	0.5	1.0	1.5
Institutional setting	%	2.1	4.8	1.4	2.6	4.2	2.6	2.6	1.9	3.2
Improvised dwelling/sleeping rough	%	7.9	7.7	10.8	11.4	8.3	8.9	13.4	7.2	8.6
Boarding/rooming house	%	9.2	11.5	9.5	14.2	15.6	7.2	6.2	6.1	10.5
Other (no tenure)	%	16.6	14.7	18.9	15.5	21.6	21.5	21.6	10.0	16.7
Total	%	52.3	47.2	49.4	53.2	58.6	47.4	56.7	34.9	49.0
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.0	0.8	0.8	0.9	0.9	1.8	–	1.0
Private rental	%	39.0	42.5	39.1	35.1	30.8	43.2	18.2	14.2	39.6
Public housing rental	%	12.0	14.6	17.3	15.6	21.8	18.1	38.1	49.3	16.4
Community housing rental	%	7.1	2.2	6.2	3.1	5.1	5.3	5.6	2.1	4.4
Other rental	%	3.5	1.7	1.7	1.8	5.0	1.3	2.0	0.8	2.1
Total	%	63.0	62.0	65.1	56.5	63.5	68.9	65.7	66.4	63.5
Non-independent housing										
Crisis	%	7.8	4.3	5.2	5.8	3.6	4.3	7.8	9.7	5.3
Transitional Housing (incl. rent free)	%	3.5	2.2	2.1	1.5	1.6	0.8	1.9	6.4	2.4
Caravan park rental	%	1.3	1.7	1.4	1.7	0.9	0.3	0.3	0.6	1.4
Institutional setting	%	2.1	3.8	1.2	1.6	2.2	1.7	2.3	1.6	2.5
Improvised dwelling/sleeping rough	%	3.8	4.2	4.9	7.9	3.9	3.8	3.7	3.5	4.3
Boarding/rooming house	%	8.1	11.8	9.1	13.5	14.4	6.6	7.0	5.2	10.1
Other (no tenure)	%	10.5	10.0	11.0	11.6	9.9	13.6	11.3	6.7	10.5
Total	%	37.0	38.0	34.9	43.5	36.5	31.1	34.3	33.6	36.5

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Total clients who needed assistance to obtain or maintain independent housing	no.	19 636	41 728	22 473	6 181	3 077	4 189	2 530	1 628	99 457
2013-14										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.7	1.1	0.8	1.1	1.3	1.1	1.2	–	1.2
Private rental	%	30.4	38.3	37.3	36.4	23.1	31.2	14.3	12.6	35.1
Public housing rental	%	7.9	9.0	8.1	10.4	22.7	10.6	20.0	35.0	9.7
Community housing rental	%	4.1	1.4	3.4	2.4	4.9	2.1	2.3	4.2	2.7
Other rental	%	3.0	2.8	1.8	1.9	2.7	1.6	4.1	2.1	2.5
Total	%	47.1	52.6	51.4	52.2	54.7	46.6	41.9	53.9	51.2
Non-independent housing										
Crisis	%	13.7	3.9	5.6	6.0	6.6	5.3	6.5	5.4	6.5
Transitional Housing (incl. rent free)	%	2.2	2.8	0.8	2.9	3.4	0.6	1.9	2.3	2.1
Caravan park rental	%	1.3	1.9	2.2	1.7	0.8	1.0	0.7	0.8	1.7
Institutional setting	%	2.0	4.9	1.4	2.7	5.4	3.3	3.2	4.1	3.1
Improvised dwelling/sleeping rough	%	8.0	8.4	11.0	10.2	4.9	9.1	14.5	8.3	9.0
Boarding/rooming house	%	10.5	11.5	10.2	12.7	13.1	9.2	6.7	10.0	10.8
Other (no tenure)	%	15.2	14.0	17.4	11.5	11.2	24.9	24.5	15.1	15.6
Total	%	52.9	47.4	48.6	47.7	45.4	53.4	58.0	46.0	48.8
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.6	1.1	0.9	0.8	2.1	0.1	0.9
Private rental	%	39.8	41.5	38.7	38.4	29.5	35.4	13.3	10.5	39.0

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Public housing rental	%	12.3	15.2	14.9	17.8	26.9	22.2	39.4	40.0	16.3
Community housing rental	%	7.8	2.1	6.0	3.4	7.7	2.7	4.1	3.7	4.6
Other rental	%	3.6	2.0	1.5	1.6	2.2	1.1	3.7	2.1	2.2
Total	%	64.8	61.7	61.7	62.3	67.2	62.2	62.6	56.4	63.0
Non-independent housing										
Crisis	%	7.8	4.4	7.3	6.7	3.5	5.3	6.8	12.8	6.0
Transitional Housing (incl. rent free)	%	3.1	2.4	1.9	2.3	2.8	0.8	2.8	4.4	2.4
Caravan park rental	%	1.2	1.8	1.8	1.4	1.1	0.5	0.1	0.5	1.5
Institutional setting	%	1.8	4.1	1.1	1.2	2.1	2.0	3.4	0.5	2.4
Improvised dwelling/sleeping rough	%	4.2	4.9	5.3	6.4	2.6	3.5	3.8	5.3	4.7
Boarding/rooming house	%	8.6	11.2	10.1	12.6	12.7	8.9	7.2	10.0	10.2
Other (no tenure)	%	8.6	9.4	10.9	7.0	8.2	16.9	13.4	10.2	9.8
Total	%	35.3	38.2	38.4	37.6	33.0	37.9	37.5	43.7	37.0
Total clients who needed assistance to obtain or maintain independent housing	no.	19 015	40 053	21 790	5 688	2 591	3 311	2 715	1 376	94 772
2012-13										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	1.5	1.1	0.7	2.1	2.5	1.8	1.3	0.5	1.2
Private rental	%	33.4	37.3	35.6	39.2	21.2	22.0	12.7	13.9	34.6
Public housing rental	%	7.7	10.0	6.4	12.2	21.1	8.7	16.4	18.8	9.5
Community housing rental	%	4.4	1.4	3.4	2.5	2.6	1.9	1.1	3.3	2.7
Other rental	%	3.6	2.8	1.9	1.5	2.3	1.9	2.7	3.0	2.6
Total	%	50.5	52.5	48.0	57.5	49.8	36.3	34.2	39.5	50.5

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Non-independent housing										
Crisis	%	12.1	4.2	7.1	5.3	5.0	7.2	5.6	8.7	6.7
Transitional Housing (incl. rent free)	%	1.7	2.9	1.3	1.7	4.6	0.4	1.9	1.8	2.1
Caravan park rental	%	1.9	1.7	2.1	1.9	0.6	1.5	0.4	3.5	1.8
Institutional setting	%	2.1	4.2	1.4	3.5	2.6	2.3	3.3	6.8	2.9
Improvised dwelling/sleeping rough	%	5.9	7.6	10.9	9.7	3.3	11.5	15.7	12.4	8.4
Boarding/rooming house	%	11.6	13.4	11.8	11.2	15.7	12.1	6.3	10.7	12.2
Other (no tenure)	%	14.1	13.5	17.4	9.3	18.4	28.7	32.7	16.6	15.5
Total	%	49.5	47.5	52.0	42.5	50.2	63.7	65.8	60.5	49.5
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	1.3	0.9	0.7	1.8	1.8	1.1	1.3	0.5	1.0
Private rental	%	39.5	40.3	36.7	37.7	26.9	27.0	11.7	15.5	37.3
Public housing rental	%	11.4	15.1	14.0	20.1	27.5	20.5	29.1	20.2	15.7
Community housing rental	%	8.6	2.9	6.4	2.9	6.5	3.4	2.8	7.0	5.1
Other rental	%	3.0	2.1	1.5	1.5	1.8	1.7	2.9	2.0	2.1
Total	%	63.8	61.3	59.3	64.0	64.5	53.6	47.9	45.2	61.2
Non-independent housing										
Crisis	%	9.1	4.8	9.6	7.2	3.8	7.9	7.9	14.1	7.2
Transitional Housing (incl. rent free)	%	3.4	2.6	2.5	1.6	2.0	1.8	4.8	5.8	2.7
Caravan park rental	%	1.4	1.7	1.6	1.8	0.9	1.3	0.2	2.4	1.5
Institutional setting	%	1.2	3.4	0.8	1.6	2.4	1.4	1.5	2.0	1.9
Improvised dwelling/sleeping rough	%	3.1	4.7	5.2	6.3	2.1	4.8	7.8	5.6	4.5

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Boarding/rooming house	%	9.4	12.1	9.8	11.2	14.3	11.8	7.4	13.2	10.7
Other (no tenure)	%	8.8	9.4	11.2	6.4	10.0	17.5	22.6	11.8	10.1
Total	%	36.2	38.7	40.7	36.0	35.5	46.4	52.1	54.8	38.8
Total clients who needed assistance to obtain or maintain independent housing	no.	16 733	37 184	19 621	6 059	2 799	2 109	2 537	1 344	86 663

2011-12**Type of tenure before support****Independent housing**

Purchasing/purchased own home	%	1.9	1.4	0.9	2.0	na	3.5	0.5	1.1	1.5
Private rental	%	31.8	34.5	38.7	37.6	na	24.6	15.3	14.2	34.5
Public housing rental	%	7.8	12.1	5.9	14.1	na	8.9	20.9	16.5	9.9
Community housing rental	%	3.4	1.0	3.1	2.4	na	0.9	2.3	6.4	2.4
Other rental	%	2.7	2.9	1.9	1.6	na	2.2	1.6	2.6	2.4
Total	%	47.6	51.9	50.6	57.8	-	40.1	40.6	40.8	50.6

Non-independent housing

Crisis	%	11.7	4.8	6.0	6.4	na	5.6	8.0	3.9	6.8
Transitional Housing (incl. rent free)	%	1.9	2.8	0.6	1.5	na	1.4	5.0	2.4	1.9
Caravan park rental	%	2.1	2.2	2.3	1.4	na	0.8	-	1.5	2.0
Institutional setting	%	2.8	2.9	1.7	3.4	na	2.7	5.1	5.5	2.6
Improvised dwelling/sleeping rough	%	7.4	9.1	10.8	7.7	na	12.4	12.8	17.9	9.2
Boarding/rooming house	%	12.6	13.9	13.5	12.5	na	12.7	6.4	12.4	13.1
Other (no tenure)	%	13.9	12.3	14.5	9.3	na	24.3	22.2	15.6	13.7
Total	%	52.4	48.1	49.4	42.2	na	59.9	59.4	59.2	49.4

TABLE 19A.26

Table 19A.26 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	1.6	1.0	0.7	1.6	na	2.0	0.8	1.1	1.1
Private rental	%	35.2	37.4	36.7	37.7	na	29.3	13.3	14.1	35.8
Public housing rental	%	11.0	16.1	8.9	22.1	na	16.1	35.0	23.8	14.2
Community housing rental	%	6.9	2.3	5.7	3.2	na	3.1	2.4	6.9	4.5
Other rental	%	2.7	2.3	2.3	2.0	na	1.6	0.8	2.5	2.3
Total	%	57.5	59.2	54.3	66.5	na	52.1	52.4	48.3	58.0
Non-independent housing										
Crisis	%	10.4	5.5	12.2	5.1	na	7.2	10.4	9.9	8.5
Transitional Housing (incl. rent free)	%	3.0	2.5	2.3	1.8	na	2.7	4.3	3.7	2.6
Caravan park rental	%	1.6	2.1	1.7	1.6	na	1.1	np	2.3	1.7
Institutional setting	%	2.0	2.1	0.9	1.6	na	2.0	2.8	1.0	1.7
Improvised dwelling/sleeping rough	%	5.0	6.3	6.2	5.1	na	6.0	6.6	5.9	5.7
Boarding/rooming house	%	10.5	13.0	11.4	10.4	na	12.4	7.1	13.4	11.5
Other (no tenure)	%	10.1	9.3	11.0	7.9	na	16.6	16.2	15.4	10.3
Total	%	42.5	40.8	45.7	33.5	na	47.9	47.4	51.7	42.0
Total clients who needed assistance to obtain or maintain independent housing	no.	17 336	30 438	19 444	5 794	na	2 431	2 302	1 310	77 838

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears, and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

Table 19A.26 Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(c)	A client's housing tenancy is determined at the end of their last closed support period in the reference year.									
(d)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(e)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(f)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2015-16										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.3	0.5	0.2	0.4	1.9	–	–	0.5
Private rental	%	22.6	21.4	23.4	14.1	13.8	29.0	8.3	8.0	21.2
Public housing rental	%	15.1	16.3	15.7	20.6	16.6	7.5	22.9	54.6	18.0
Community housing rental	%	6.3	4.0	4.2	3.3	4.5	3.0	2.9	3.2	4.9
Other rental	%	3.2	2.4	2.4	2.6	5.3	2.3	3.8	2.8	2.9
Total	%	47.8	44.4	46.1	40.8	40.6	43.5	37.9	68.6	47.4
Non-independent housing										
Crisis	%	8.8	6.0	8.1	7.3	4.1	4.5	15.4	5.4	7.6
Transitional Housing (incl. rent free)	%	1.9	3.2	1.4	2.4	1.5	–	6.3	6.6	2.3
Caravan park rental	%	1.7	2.1	1.4	0.6	1.1	0.6	–	0.2	1.4
Institutional setting	%	1.5	5.3	1.2	2.1	5.6	1.3	2.9	2.7	2.1
Improvised dwelling/sleeping rough	%	5.2	8.1	8.0	7.7	8.2	9.5	6.7	2.6	6.5
Boarding/rooming house	%	9.4	11.3	10.2	19.1	13.2	9.2	3.9	6.6	10.3
Other (no tenure)	%	23.8	19.6	23.5	20.0	25.8	31.4	26.9	7.4	22.4
Total	%	52.2	55.6	53.9	59.2	59.4	56.5	62.1	31.4	52.6
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.4	0.4	0.1	–	0.7	–	–	0.4
Private rental	%	29.9	27.1	28.3	19.2	28.7	30.3	13.0	8.2	27.0
Public housing rental	%	21.6	25.0	26.4	27.8	29.7	14.9	45.5	57.6	26.5
Community housing rental	%	8.0	4.7	8.4	4.8	6.1	6.5	2.9	4.8	7.1

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Other rental	%	3.1	1.4	1.9	1.7	3.5	2.8	1.2	1.9	2.3
Total	%	63.1	58.6	65.5	53.6	68.0	55.3	62.6	72.5	63.3
Non-independent housing										
Crisis	%	5.4	4.8	6.1	5.9	4.3	3.2	7.8	5.6	5.4
Transitional Housing (incl. rent free)	%	2.0	4.3	3.1	2.7	0.9	1.3	2.8	7.9	3.0
Caravan park rental	%	1.5	1.1	0.9	0.5	0.9	1.1	1.4	0.5	1.1
Institutional setting	%	1.5	4.2	1.1	1.6	2.5	1.3	1.4	1.1	1.7
Improvised dwelling/sleeping rough	%	2.9	4.2	3.6	5.5	2.0	5.6	3.6	1.3	3.3
Boarding/rooming house	%	7.6	10.1	8.2	15.4	10.3	8.8	3.1	5.3	8.4
Other (no tenure)	%	16.0	12.6	11.4	14.9	11.0	23.4	17.3	5.8	13.7
Total	%	36.9	41.4	34.5	46.4	32.0	44.7	37.4	27.5	36.7
Total clients who needed assistance to obtain or maintain independent housing	no.	9 583	3 412	6 479	1 589	812	653	436	1 206	23 500
2014-15										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	0.6	0.3	0.2	0.3	0.4	0.4	–	0.2	0.3
Private rental	%	21.8	19.5	24.8	12.1	10.6	26.0	6.5	5.6	20.4
Public housing rental	%	13.8	17.9	14.7	20.2	16.7	11.5	20.2	57.5	18.0
Community housing rental	%	5.8	3.8	4.0	2.2	4.8	2.8	6.7	3.8	4.4
Other rental	%	4.9	2.4	2.0	3.1	4.1	3.0	1.0	0.8	3.0
Total	%	46.9	43.9	45.8	37.9	36.5	43.7	34.4	67.9	46.0
Non-independent housing										
Crisis	%	10.9	4.9	7.1	7.2	6.7	8.5	12.8	4.7	7.7

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Transitional Housing (incl. rent free)	%	2.1	3.9	1.4	1.2	2.5	0.2	6.4	5.3	2.3
Caravan park rental	%	1.3	1.6	1.7	0.8	0.5	0.6	0.3	0.2	1.2
Institutional setting	%	1.6	5.2	1.1	1.6	4.6	2.2	2.3	1.1	2.1
Improvised dwelling/sleeping rough	%	6.8	8.3	9.7	10.5	5.8	9.9	13.8	5.3	8.3
Boarding/rooming house	%	9.8	13.4	12.4	16.6	20.8	6.1	6.0	5.4	11.8
Other (no tenure)	%	20.6	18.8	20.8	24.1	22.7	28.9	24.0	10.0	20.5
Total	%	53.1	56.1	54.2	62.1	63.5	56.3	65.6	32.1	54.0
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.6	0.3	0.1	0.1	–	0.4	–	–	0.3
Private rental	%	29.6	23.6	29.7	14.6	19.9	31.9	8.6	6.2	25.6
Public housing rental	%	18.7	24.8	24.1	28.2	27.4	18.9	39.6	60.6	25.7
Community housing rental	%	9.0	5.2	7.9	3.1	6.3	5.3	9.8	2.5	7.0
Other rental	%	4.1	1.8	1.7	2.2	7.4	1.6	3.7	0.3	2.5
Total	%	62.1	55.7	63.6	48.3	61.0	58.1	61.7	69.7	61.1
Non-independent housing										
Crisis	%	7.6	5.0	6.6	5.2	4.3	7.8	11.5	6.2	6.4
Transitional Housing (incl. rent free)	%	3.7	4.0	2.2	1.5	1.8	0.6	1.7	7.1	3.0
Caravan park rental	%	1.0	1.2	1.1	0.9	0.9	–	–	0.2	0.9
Institutional setting	%	1.5	4.1	1.3	1.4	2.5	1.4	1.6	1.8	1.9
Improvised dwelling/sleeping rough	%	3.4	4.7	3.8	8.5	3.1	4.8	5.3	2.9	4.0
Boarding/rooming house	%	8.0	11.2	10.1	15.8	15.1	7.2	5.2	4.5	9.8
Other (no tenure)	%	12.8	14.2	11.4	18.4	11.4	20.0	13.0	7.6	12.9
Total	%	37.9	44.3	36.4	51.7	39.0	41.9	38.3	30.3	38.9

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Total clients who needed assistance to obtain or maintain independent housing	no.	5 243	3 428	6 509	1 683	766	596	406	1 069	19 164
2013-14										
Type of tenure <u>before</u> support										
Independent housing										
Purchasing/purchased own home	%	0.7	0.6	0.3	0.1	np	1.3	1.6	np	0.5
Private rental	%	23.8	20.0	26.4	11.7	10.8	25.5	3.8	7.1	22.1
Public housing rental	%	14.9	16.6	11.6	24.9	24.6	11.0	25.4	43.6	16.6
Community housing rental	%	5.9	2.6	4.3	2.4	6.8	1.0	6.0	5.5	4.5
Other rental	%	3.1	4.0	2.1	2.4	5.0	0.3	4.2	2.2	2.7
Total	%	48.4	43.8	44.7	41.5	47.2	39.1	41.0	58.4	46.4
Non-independent housing										
Crisis	%	10.4	4.1	6.7	6.5	7.6	8.0	8.1	5.0	7.2
Transitional Housing (incl. rent free)	%	1.9	4.2	0.7	2.5	3.6	–	4.5	1.8	1.8
Caravan park rental	%	0.9	2.5	1.8	0.3	0.3	0.7	0.5	0.3	1.4
Institutional setting	%	1.5	5.5	1.2	2.5	6.0	3.0	0.9	2.6	2.2
Improvised dwelling/sleeping rough	%	7.0	9.5	10.5	10.0	7.3	10.9	14.4	6.7	8.8
Boarding/rooming house	%	11.5	11.7	13.4	16.3	13.3	10.3	4.7	8.7	12.4
Other (no tenure)	%	18.4	18.7	21.1	20.4	14.6	27.9	26.0	16.4	19.8
Total	%	51.6	56.2	55.4	58.5	52.7	60.8	59.1	41.5	53.6
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.5	0.1	0.7	–	0.3	1.6	0.2	0.4
Private rental	%	32.3	24.5	28.8	13.4	14.3	28.6	7.4	5.1	26.3

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Public housing rental	%	18.5	26.6	19.3	34.2	28.0	24.3	47.1	49.7	23.9
Community housing rental	%	11.1	3.6	7.0	3.9	10.8	2.3	1.3	4.7	7.2
Other rental	%	3.2	2.4	2.1	2.2	3.6	0.7	3.3	1.4	2.4
Total	%	65.6	57.6	57.3	54.4	56.7	56.2	60.7	61.1	60.2
Non-independent housing										
Crisis	%	6.1	4.2	7.9	6.0	7.3	6.9	9.5	10.3	6.6
Transitional Housing (incl. rent free)	%	2.7	3.9	2.2	2.1	3.6	2.0	2.0	3.9	2.7
Caravan park rental	%	0.9	1.4	1.5	0.2	1.3	0.4	0.5	–	1.1
Institutional setting	%	1.6	4.8	1.0	1.1	3.0	3.1	3.4	0.7	1.8
Improvised dwelling/sleeping rough	%	3.6	4.7	4.8	8.3	3.3	4.3	4.7	5.3	4.5
Boarding/rooming house	%	8.5	10.2	11.5	15.1	13.8	9.5	5.7	7.4	10.4
Other (no tenure)	%	11.2	13.2	14.0	12.8	10.9	17.7	13.5	11.4	12.8
Total	%	34.6	42.4	42.9	45.6	43.2	43.9	39.3	39.0	39.9
Total clients who needed assistance to obtain or maintain independent housing	no.	4 872	2 905	6 028	1 424	610	445	396	947	17 199
2012-13										
Type of tenure before support										
Independent housing										
Purchasing/purchased own home	%	0.8	0.6	0.2	np	np	np	np	np	0.4
Private rental	%	27.3	20.0	24.3	15.2	9.4	17.4	4.5	6.7	22.1
Public housing rental	%	12.6	15.6	10.5	29.7	25.4	7.1	19.0	25.9	14.8
Community housing rental	%	7.3	3.7	4.2	2.2	1.9	np	2.5	5.0	4.6
Other rental	%	4.0	2.1	1.9	1.1	3.4	1.5	2.1	2.0	2.4
Total	%	51.9	42.0	41.1	48.4	40.1	26.1	28.1	39.6	44.3

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Non-independent housing										
Crisis	%	10.1	4.8	7.6	7.2	5.9	7.7	7.5	8.4	7.8
Transitional Housing (incl. rent free)	%	0.9	5.0	1.5	2.0	4.3	–	np	1.1	1.8
Caravan park rental	%	2.4	1.4	1.6	1.3	–	np	np	1.2	1.6
Institutional setting	%	1.4	7.2	1.0	3.5	3.9	np	4.3	5.6	2.4
Improvised dwelling/sleeping rough	%	4.6	7.4	8.7	9.4	3.4	11.1	20.0	14.2	7.8
Boarding/rooming house	%	13.1	14.0	14.7	12.9	14.7	10.2	5.0	9.2	13.5
Other (no tenure)	%	15.6	18.3	23.8	15.1	27.3	43.4	33.1	20.2	20.8
Total	%	48.1	58.0	58.9	51.4	59.5	72.4	69.9	59.9	55.7
Type of tenure after support										
Independent housing										
Purchasing/purchased own home	%	0.5	0.3	0.4	0.1	0.7	–	0.5	0.2	0.4
Private rental	%	32.9	23.1	26.8	14.5	12.5	21.9	5.5	8.8	25.1
Public housing rental	%	16.8	23.4	18.7	39.6	29.9	26.1	37.3	26.0	22.3
Community housing rental	%	11.5	5.7	8.1	2.3	8.6	1.0	4.5	8.4	7.9
Other rental	%	3.5	3.0	1.5	2.1	1.2	2.0	3.6	3.1	2.3
Total	%	65.1	55.5	55.4	58.7	52.9	51.1	51.4	46.5	58.0
Non-independent housing										
Crisis	%	6.6	7.0	10.0	7.2	6.1	12.7	8.0	15.4	8.5
Transitional Housing (incl. rent free)	%	2.6	3.4	2.3	2.2	3.8	1.5	2.6	5.4	2.7
Caravan park rental	%	1.8	1.0	1.3	1.1	–	np	–	1.0	1.3
Institutional setting	%	1.1	5.4	0.8	2.3	4.4	1.5	np	1.6	1.7
Improvised dwelling/sleeping rough	%	2.7	4.4	3.4	7.1	1.5	5.6	10.4	3.6	3.7

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Boarding/rooming house	%	10.1	11.3	11.6	11.7	14.6	8.2	5.5	12.6	11.1
Other (no tenure)	%	10.0	12.0	15.3	9.6	16.6	18.4	21.1	13.7	13.1
Total	%	34.9	44.4	44.6	41.2	47.1	47.9	47.6	53.2	42.0
Total clients who needed assistance to obtain or maintain independent housing	no.	4 081	2 621	5 604	1 485	543	334	370	836	15 417

2011-12**Type of tenure before support****Independent housing**

Purchasing/purchased own home	%	0.2	0.5	0.1	–	na	3.2	–	–	0.2
Private rental	%	24.9	17.9	27.1	10.9	na	17.2	11.2	7.1	22.0
Public housing rental	%	13.9	20.6	9.6	32.2	na	8.9	18.6	20.2	15.5
Community housing rental	%	4.1	2.5	3.8	4.6	na	1.9	np	11.0	4.2
Other rental	%	2.4	3.4	2.1	1.2	na	2.6	2.4	2.6	2.3
Total	%	45.5	44.9	42.7	49.0	na	33.7	32.2	40.9	44.2

Non-independent housing

Crisis	%	9.3	3.3	7.4	5.3	na	4.4	4.9	1.6	6.8
Transitional Housing (incl. rent free)	%	1.4	2.8	0.3	1.8	na	np	4.8	1.1	1.2
Caravan park rental	%	2.0	2.5	2.3	1.3	na	–	–	1.1	1.9
Institutional setting	%	3.0	1.5	1.4	2.4	na	4.0	7.8	4.0	2.3
Improvised dwelling/sleeping rough	%	6.1	8.5	9.6	8.3	na	15.9	13.4	24.6	9.2
Boarding/rooming house	%	16.6	15.0	17.6	14.1	na	15.4	9.9	8.1	15.9
Other (no tenure)	%	16.1	21.4	18.7	17.8	na	26.0	25.3	18.6	18.5
Total	%	54.5	55.1	57.3	51.0	na	65.7	66.1	59.1	55.8

TABLE 19A.27

Table 19A.27 **Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.9	–	np	na	np	–	–	0.2
Private rental	%	27.2	20.0	27.2	10.5	na	22.3	4.8	6.3	23.0
Public housing rental	%	17.9	26.1	12.5	40.9	na	18.4	29.5	28.7	20.4
Community housing rental	%	7.3	3.5	6.7	3.1	na	3.2	np	11.3	6.2
Other rental	%	2.5	3.8	2.9	2.6	na	np	2.5	2.2	2.8
Total	%	55.2	54.3	49.3	57.1	na	43.8	36.8	48.5	52.7
Non-independent housing										
Crisis	%	8.4	5.1	12.6	4.4	na	12.0	13.1	10.2	9.3
Transitional Housing (incl. rent free)	%	2.0	3.7	2.0	2.1	na	2.5	5.3	1.7	2.3
Caravan park rental	%	2.1	1.2	1.5	1.2	na	np	–	2.1	1.5
Institutional setting	%	2.1	2.8	0.9	2.3	na	4.0	4.9	1.5	1.8
Improvised dwelling/sleeping rough	%	4.4	6.2	5.8	5.5	na	7.0	9.2	7.7	5.4
Boarding/rooming house	%	14.1	12.2	14.4	9.6	na	10.8	11.6	10.1	13.0
Other (no tenure)	%	11.7	14.4	13.6	17.7	na	17.3	18.4	18.2	14.0
Total	%	44.8	45.7	50.7	42.8	na	53.6	62.4	51.5	47.3
Total clients who needed assistance to obtain or maintain independent housing	no.	4 375	2 136	5 171	1 609	na	316	287	796	14 388

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) These data are calculated using the numerator 'Total number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears', and had achieved independent housing at the end of support' and the denominator 'Total Number of clients who identified a need for assistance with 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction' or to 'prevent foreclosures or for mortgage arrears'.

Table 19A.27 Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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(c) A client's housing tenancy is determined at the end of their last closed support period in the reference year.

(d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.

(e) SA collection methodology for 2011-12 does not allow for this type of analysis.

(f) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.

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

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.28

Table 19A.28 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2015-16										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	20.3	9.2	12.4	14.7	8.6	9.3	16.6	15.7	13.4
Transitional Housing (incl. rent free)	%	4.1	5.3	2.2	3.4	3.3	0.6	3.6	15.3	4.1
Caravan park rental	%	3.5	3.4	2.6	3.0	2.7	1.0	0.6	1.1	3.0
Institutional setting	%	3.8	11.0	2.9	5.5	8.7	4.1	6.2	9.3	6.6
Improvised dwelling/sleeping rough	%	12.2	16.2	20.7	17.4	15.1	15.3	17.0	13.7	15.6
Boarding/rooming house	%	18.6	22.9	18.8	29.4	25.0	16.6	10.5	23.1	20.7
Other (no tenure)	%	37.5	32.0	40.4	26.6	36.6	53.2	45.5	21.8	36.6
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.2	0.1	0.1	0.2	0.3	0.7	0.2	0.2
Private rental	%	24.1	16.4	18.7	13.5	31.9	18.0	11.5	9.5	19.1
Public housing rental	%	9.7	10.8	14.6	16.4	17.3	13.4	21.7	20.0	12.4
Community housing rental	%	4.0	1.7	7.4	2.6	4.5	4.5	3.8	4.3	3.9
Other rental	%	2.1	1.3	1.6	1.5	2.4	1.5	2.0	1.4	1.7
Total	%	40.3	30.3	42.3	34.2	56.3	37.8	39.7	35.4	37.2
Total clients who were living in non-independent housing before support	no.	15 590	19 935	10 842	2 571	1 717	2 526	1 556	618	53 769

TABLE 19A.28

Table 19A.28 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2014-15										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	24.2	8.7	11.5	10.7	9.7	12.8	17.7	12.0	13.0
Transitional Housing (incl. rent free)	%	4.3	5.9	2.5	3.9	4.4	1.0	4.0	12.7	4.4
Caravan park rental	%	2.9	3.2	3.6	3.1	1.0	1.2	0.9	3.0	3.0
Institutional setting	%	4.1	10.2	2.9	5.0	7.2	5.4	4.7	5.6	6.5
Improvised dwelling/sleeping rough	%	15.2	16.3	21.9	21.5	14.2	18.9	23.7	20.6	17.7
Boarding/rooming house	%	17.7	24.4	19.1	26.7	26.7	15.3	11.0	17.5	21.3
Other (no tenure)	%	31.7	31.2	38.3	29.1	36.9	45.5	38.1	28.7	34.0
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.2	0.3	–	0.3	0.3	0.3	–	0.2
Private rental	%	22.3	16.2	18.3	12.3	26.0	22.0	11.6	7.7	17.9
Public housing rental	%	7.8	11.8	14.2	11.7	13.5	14.6	28.8	16.8	12.3
Community housing rental	%	5.8	1.5	6.1	3.0	5.0	4.3	5.2	0.9	3.9
Other rental	%	2.6	1.2	1.1	1.4	4.7	1.3	1.7	0.2	1.6
Total	%	38.8	30.9	40.0	28.4	49.4	42.5	47.6	25.6	35.9
Total clients who were living in non-independent housing before support	no.	10 261	19 698	11 104	3 288	1 802	1 984	1 435	568	48 724

TABLE 19A.28

Table 19A.28 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2013-14										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	25.9	8.3	11.5	12.6	14.5	9.9	11.3	11.8	13.3
Transitional Housing (incl. rent free)	%	4.3	6.0	1.6	6.0	7.6	1.1	3.3	5.1	4.3
Caravan park rental	%	2.4	4.0	4.6	3.5	1.9	1.8	1.3	1.8	3.5
Institutional setting	%	3.8	10.2	2.9	5.6	11.9	6.2	5.5	8.9	6.4
Improvised dwelling/sleeping rough	%	15.1	17.8	22.6	21.4	10.8	17.0	25.0	18.0	18.4
Boarding/rooming house	%	19.8	24.2	21.0	26.7	28.8	17.3	11.5	21.7	22.2
Other (no tenure)	%	28.8	29.6	35.8	24.1	24.6	46.7	42.2	32.8	31.9
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.3	0.1	0.2	0.3	0.2	0.2	0.9	0.3	0.2
Private rental	%	22.4	15.3	14.5	13.0	19.0	17.0	8.4	4.1	16.3
Public housing rental	%	8.4	12.1	11.2	15.1	10.4	17.8	27.6	16.8	12.1
Community housing rental	%	6.8	1.4	5.3	3.1	6.7	1.8	4.4	1.2	3.9
Other rental	%	3.3	1.4	1.1	1.1	1.3	0.6	2.5	1.6	1.7
Total	%	41.2	30.3	32.2	32.6	37.6	37.4	43.8	24.0	34.2
Total clients who were living in non-independent housing before support	no.	10 050	18 996	10 577	2 715	1 177	1 768	1 573	633	46 265

TABLE 19A.28

Table 19A.28 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2012-13										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	24.5	8.8	13.6	12.5	9.9	11.3	8.5	14.4	13.5
Transitional Housing (incl. rent free)	%	3.4	6.1	2.4	4.1	9.1	0.6	2.9	3.0	4.2
Caravan park rental	%	3.9	3.6	4.1	4.4	1.2	2.4	0.7	5.8	3.6
Institutional setting	%	4.3	8.9	2.8	8.1	5.2	3.6	4.9	11.3	5.8
Improvised dwelling/sleeping rough	%	12.0	16.0	21.0	22.7	6.6	18.0	23.8	20.5	17.0
Boarding/rooming house	%	23.4	28.2	22.6	26.4	31.3	19.1	9.5	17.6	24.6
Other (no tenure)	%	28.5	28.4	33.5	21.8	36.7	45.1	49.6	27.4	31.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	2.1	1.9	3.1	1.9	2.6	4.6	4.1	4.2	2.5
Private rental	%	13.2	8.3	9.5	9.1	7.4	8.1	6.3	15.3	9.5
Public housing rental	%	8.3	8.7	8.1	5.5	9.4	8.4	8.3	8.3	8.1
Community housing rental	%	7.7	8.0	8.7	6.9	10.3	12.2	10.6	5.6	8.4
Other rental	%	4.7	3.7	5.9	2.3	3.9	5.4	3.8	4.5	4.4
Total	%	36.0	30.6	35.2	25.7	33.6	38.7	33.0	37.9	33.0
Total clients who were living in non-independent housing before support	no.	8 277	17 654	10 201	2 577	1 405	1 343	1 670	813	42 917

TABLE 19A.28

Table 19A.28 **Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
2011-12										
Clients who were living in non-independent housing before support:										
Type of tenure <u>before</u> support										
Non-independent housing										
Crisis	%	22.3	10.1	12.1	15.1	na	9.4	13.5	6.7	13.8
Transitional Housing (incl. rent free)	%	3.7	5.9	1.3	3.6	na	2.4	8.4	4.0	3.9
Caravan park rental	%	3.9	4.6	4.7	3.4	na	1.4	–	2.6	4.1
Institutional setting	%	5.3	6.0	3.5	8.0	na	4.5	8.5	9.3	5.3
Improvised dwelling/sleeping rough	%	14.1	18.9	21.8	18.2	na	20.7	21.5	30.3	18.6
Boarding/rooming house	%	24.1	29.0	27.3	29.6	na	21.1	10.7	20.9	26.6
Other (no tenure)	%	26.6	25.6	29.3	21.9	na	40.6	37.3	26.3	27.7
Total	%	100.0	100.0	100.0	100.0	na	100.0	100.0	100.0	100.0
Clients who obtained independent housing after support: Type of tenure <u>after</u> support										
Independent housing										
Purchasing/purchased own home	%	0.2	0.2	0.1	0.5	na	–	0.5	0.3	0.2
Private rental	%	14.1	13.4	10.7	10.6	na	18.3	5.3	5.0	12.5
Public housing rental	%	7.6	8.5	5.3	18.3	na	11.1	19.9	15.1	8.7
Community housing rental	%	5.9	2.2	5.5	3.2	na	2.8	1.7	4.6	4.2
Other rental	%	2.1	1.6	2.0	1.0	na	0.6	0.3	0.5	1.7
Total	%	29.9	26.1	23.6	33.7	na	32.7	27.7	25.5	27.2
Total clients who were living in non-independent housing before support	no.	9 079	14 629	9 615	2 446	na	1 457	1 368	775	38 421

Table 19A.28 Housing tenure type, before and after support, as a proportion of clients who needed assistance to obtain or maintain independent housing and were living in non-independent housing before support (closed support periods) (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
(a)	For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136 .									
(b)	These data are calculated using the numerator 'Total number of clients who, on presentation, were living in non-independent/supported housing and achieved independent housing at the end of support' and the denominator 'Total number of clients who, on presentation, were living in non-independent/supported housing'. Only those clients who were assessed as requiring one of the following forms of assistance during the financial year are included: 'long term housing', to 'sustain tenancy or prevent tenancy failure or eviction', or to 'prevent foreclosures or for mortgage arrears'.									
(c)	A client's housing tenancy is determined at the end of their last closed support period in the reference year.									
(d)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(e)	SA collection methodology for 2011-12 does not allow for this type of analysis.									
(f)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 19A.29 **The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
2015-16										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
	no.	18 619	22 592	12 307	3 121	2 081	2 750	1 390	1 106	63 283
	%	88.5	87.3	88.0	91.9	87.3	87.3	89.5	90.5	88.6
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	1.5	1.3	0.8	1.1	1.3	2.2	2.1	0.2	1.3
Private rental	%	61.4	67.4	55.8	61.6	50.7	64.0	34.3	18.3	61.0
Public housing rental	%	20.4	22.5	27.3	27.4	31.0	21.0	48.6	70.5	24.6
Community housing rental	%	9.5	3.8	11.8	6.1	10.5	7.9	7.3	5.5	7.6
Other Rental	%	7.3	4.9	4.3	3.8	6.5	4.9	7.8	5.4	5.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	2 410	3 299	1 682	276	302	400	163	116	8 162
	%	11.5	12.7	12.0	8.1	12.7	12.7	10.5	9.5	11.4
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	21 029	25 891	13 988	3 397	2 383	3 150	1 553	1 222	71 444
2014-15										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
	no.	11 277	23 466	13 269	3 254	1 890	2 530	1 488	1 009	57 520
	%	90.1	87.1	88.2	90.5	89.5	89.9	91.3	89.4	88.9
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	1.8	1.6	0.9	1.3	1.4	1.4	2.5	0.1	1.4
Private rental	%	58.4	67.4	59.8	60.4	46.0	62.4	29.6	21.0	60.9
Public housing rental	%	18.3	22.8	24.2	26.3	32.9	24.8	52.3	72.6	24.5

Table 19A.29 **The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Community housing rental	%	12.5	3.6	10.2	6.2	9.9	7.7	8.3	3.5	7.5
Other Rental	%	9.1	4.6	4.9	5.8	9.8	3.7	7.2	2.8	5.7
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	1 243	3 488	1 767	340	222	283	142	120	7 191
	%	9.9	12.9	11.8	9.5	10.5	10.1	8.7	10.6	11.1
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	12 520	26 954	15 035	3 594	2 112	2 813	1 631	1 129	64 710

2013-14

Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

Did not present again needing housing/accommodation assistance (a)

	no.	9 858	18 769	11 604	3 137	1 524	1 695	1 453	591	48 136
	%	91.2	87.5	87.6	92.5	86.6	91.2	90.8	88.0	89.2

By type of independent housing tenure achieved at the end of support (f)

Purchasing/purchased own home	%	1.4	1.4	0.7	1.5	2.2	1.4	3.0	0.2	1.3
Private rental	%	59.4	66.0	62.5	58.6	40.8	57.9	20.7	20.1	60.4
Public housing rental	%	19.1	23.9	22.6	29.5	40.2	31.8	58.0	67.5	25.3
Community housing rental	%	12.7	3.7	10.3	5.1	11.2	5.6	7.5	8.1	7.6
Other Rental	%	7.4	5.1	3.9	5.4	5.6	3.2	10.9	4.1	5.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Did present again needing housing/accommodation assistance (a)

	no.	946	2 670	1 637	253	236	164	146	80	5 805
	%	8.8	12.5	12.4	7.5	13.4	8.8	9.2	12.0	10.8

Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)

	no.	10 805	21 438	13 241	3 390	1 760	1 859	1 600	671	53 941
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Table 19A.29 **The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)**

<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>	
2012-13										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
no.	7 792	14 315	9 570	3 337	1 552	896	1 031	452	38 507	
%	91.6	87.1	88.6	92.0	92.3	87.6	88.9	86.0	89.4	
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	1.4	1.3	0.8	1.9	3.1	1.9	2.4	1.0	1.4
Private rental	%	58.8	64.9	59.0	55.8	41.2	49.2	24.9	31.7	58.8
Public housing rental	%	18.4	23.7	23.0	31.6	40.4	35.5	53.3	45.4	25.2
Community housing rental	%	15.3	4.9	12.1	5.5	11.1	10.1	8.5	15.6	9.3
Other Rental	%	6.1	5.2	5.1	5.2	4.3	3.3	10.8	6.3	5.4
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
no.	713	2 114	1 230	290	130	127	129	73	4 560	
%	8.4	12.9	11.4	8.0	7.7	12.4	11.1	14.0	10.6	
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
no.	8 505	16 429	10 799	3 627	1 681	1 023	1 161	526	43 067	
2011-12										
Clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
no.	7 659	12 230	8 466	3 314	1 154	942	935	504	34 858	
%	91.4	90.9	87.7	92.5	94.0	89.5	89.8	88.5	90.8	
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	2.4	1.7	1.2	2.0	4.2	3.5	1.9	2.5	1.9
Private rental	%	58.9	60.9	65.1	52.4	45.1	53.3	24.6	28.2	58.6

Table 19A.29 The proportion of clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Public housing rental	%	19.6	27.5	17.6	34.9	37.7	29.3	61.7	50.0	25.7
Community housing rental	%	12.9	4.2	10.8	5.3	9.3	9.5	6.9	12.9	8.3
Other Rental	%	6.1	5.7	5.3	5.4	3.7	4.4	5.0	6.4	5.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	723	1 222	1 192	270	74	110	106	66	3 542
	%	8.6	9.1	12.3	7.5	6.0	10.5	10.2	11.5	9.2
Total clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	8 381	13 452	9 658	3 584	1 228	1 052	1 041	569	38 400

- (a) The proportion of those clients who achieved independent housing at the end of a support period (period 'a') where a need for assistance to obtain or maintain independent housing was identified, who did not have a subsequent support period (period 'b') in the same financial year where a need for housing/accommodation assistance was identified, where:
- a need for assistance to obtain or maintain independent housing includes a need for: 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears'
 - a need for housing/accommodation assistance includes a need for: 'short term or emergency accommodation'; 'medium term/transitional housing'; long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears.
- Clients are excluded where support period 'b' started less than 30 days after the end of support period 'a'.
- (b) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (c) The methodology used to derive these data has changed for the 2015-16 collection period in order to more accurately identify clients who re-present for support, and to clarify the disaggregation of clients by housing tenure type. Data for reporting years 2011-12 through 2014-15 have been revised accordingly.
- (d) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (e) Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.
- (f) Type of independent housing tenure at the end of support period 'a' (see footnote (a)).

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

Table 19A.30 **The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)**

<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>	
2015-16										
Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
no.	5 202	1 805	3 871	766	511	310	266	810	13 316	
%	85.0	81.6	86.1	88.0	84.6	79.5	89.3	90.5	85.9	
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	0.4	0.3	0.2	0.1	0.2	1.5	–	–	0.3
Private rental	%	46.4	44.9	42.8	33.6	37.7	63.0	23.0	10.8	42.0
Public housing rental	%	31.5	41.9	38.5	52.1	41.0	17.7	65.9	77.7	39.4
Community housing rental	%	12.9	8.3	13.1	8.2	11.7	10.3	6.5	6.1	11.5
Other Rental	%	8.7	4.6	5.4	5.9	9.5	7.5	4.6	5.4	6.8
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
no.	919	407	626	104	93	80	32	85	2 181	
%	15.0	18.4	13.9	12.0	15.4	20.5	10.7	9.5	14.1	
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
no.	6 121	2 212	4 498	870	605	390	298	896	15 497	

2014-15

Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

Did not present again needing housing/accommodation assistance (a)

no.	2 947	1 711	3 769	739	463	303	214	699	10 679
%	87.8	80.4	85.7	87.0	89.9	86.1	87.3	88.2	86.6

Table 19A.30 **The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)**

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	0.5	0.4	0.2	0.2	–	0.9	–	–	0.3
Private rental	%	44.7	43.5	47.5	29.4	30.6	53.2	15.6	8.9	41.2
Public housing rental	%	27.8	41.3	34.4	52.5	46.1	32.7	62.0	85.6	39.3
Community housing rental	%	15.6	8.6	12.2	7.2	12.4	8.9	13.3	4.3	11.7
Other Rental	%	11.4	6.2	5.7	10.7	10.9	4.3	9.2	1.3	7.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
	no.	408	418	630	110	52	49	31	94	1 656
	%	12.2	19.6	14.3	13.0	10.1	13.9	12.7	11.8	13.4
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
	no.	3 356	2 129	4 399	849	515	352	245	793	12 335

2013-14

Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:

Did not present again needing housing/accommodation assistance (a)

	no.	2 508	1 316	2 967	665	315	196	190	427	8 466
	%	90.0	81.9	84.5	90.7	87.2	85.5	88.8	87.5	87.0
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	0.5	0.6	0.2	0.4	0.3	0.9	1.6	0.2	0.4
Private rental	%	48.3	41.4	51.8	26.0	26.3	54.5	11.3	11.1	43.3
Public housing rental	%	28.0	44.4	30.5	59.9	50.4	37.6	65.8	75.8	38.3
Community housing rental	%	15.9	6.4	12.3	5.6	15.7	5.3	10.3	10.3	11.7
Other Rental	%	7.2	7.3	5.3	8.1	7.4	1.8	11.1	2.6	6.3
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0

Table 19A.30 The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)

<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>	
Did present again needing housing/accommodation assistance (a)										
no.	280	292	543	68	46	33	24	61	1 261	
%	10.0	18.1	15.5	9.3	12.8	14.5	11.2	12.5	13.0	
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
no.	2 788	1 607	3 510	734	361	229	214	489	9 727	
2012-13										
Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
no.	1 974	938	2 610	674	237	133	157	264	6 878	
%	90.2	82.3	85.0	86.6	87.8	88.7	87.2	82.4	86.9	
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	0.4	0.2	0.3	0.4	1.1	0.7	0.6	0.3	0.4
Private rental	%	47.6	43.3	47.6	25.8	25.2	40.1	14.0	16.6	41.9
Public housing rental	%	26.5	40.2	31.8	61.4	53.3	50.5	58.6	58.3	37.2
Community housing rental	%	19.1	9.4	15.0	5.8	15.2	6.0	10.7	17.9	14.2
Other Rental	%	6.4	7.0	5.4	6.7	5.2	2.7	16.2	6.9	6.2
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
no.	214	201	461	105	33	17	23	56	1 034	
%	9.8	17.7	15.0	13.4	12.2	11.3	12.8	17.6	13.1	
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
no.	2 189	1 140	3 071	778	270	150	180	321	7 912	

Table 19A.30 **The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)**

<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>	
2011-12										
Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support who:										
Did not present again needing housing/accommodation assistance (a)										
no.	1 812	796	1 990	737	198	104	80	305	5 913	
%	89.8	84.9	81.7	91.0	94.3	86.7	79.9	86.0	86.7	
By type of independent housing tenure achieved at the end of support (f)										
Purchasing/purchased own home	%	0.4	0.5	0.3	0.3	1.2	0.9	–	–	0.4
Private rental	%	45.0	36.2	53.3	18.4	28.6	51.9	20.4	14.3	41.2
Public housing rental	%	33.9	49.9	25.7	67.2	56.7	34.6	72.4	61.0	39.7
Community housing rental	%	14.2	6.3	13.9	7.6	11.5	6.7	3.1	19.4	12.2
Other Rental	%	6.5	7.2	6.8	6.5	2.0	5.9	4.2	5.2	6.5
Total	%	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Did present again needing housing/accommodation assistance (a)										
no.	205	142	447	73	12	16	20	49	905	
%	10.2	15.1	18.3	9.0	5.7	13.3	20.1	14.0	13.3	
Total Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved independent housing at the end of support (a)										
no.	2 018	938	2 437	810	210	120	100	354	6 818	

(a) The proportion of those clients who achieved independent housing at the end of a support period (period 'a') where a need for assistance to obtain or maintain independent housing was identified, who did not have a subsequent support period (period 'b') in the same financial year where a need for housing/accommodation assistance was identified, where:

- a need for assistance to obtain or maintain independent housing includes a need for: 'long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears'

- a need for housing/accommodation assistance includes a need for: 'short term or emergency accommodation'; 'medium term/transitional housing'; long term housing'; 'assistance to sustain tenancy or prevent tenancy failure or eviction'; and, 'assistance to prevent foreclosures or for mortgage arrears.'

Clients are excluded where support period 'b' started less than 30 days after the end of support period 'a'.

Table 19A.30 The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period (a), (b), (c)

	<i>Unit</i>	<i>NSW (d)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
(b)	For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136 .									
(c)	The methodology used to derive these data has changed for the 2015-16 collection period in order to more accurately identify clients who re-present for support, and to clarify the disaggregation of clients by housing tenure type. Data for reporting years 2011-12 through 2014-15 have been revised accordingly.									
(d)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(e)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									
(f)	Type of independent housing tenure at the end of support period 'a' (see footnote (a)).									
	– Nil or rounded to zero.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection: National Data Collection annual report, Australia*.

TABLE 19A.31

Table 19A.31 Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d), (e)

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
2015-16										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	6.4	5.1	6.1	6.2	4.9	7.2	7.3	6.9	5.4
Balance of State	%	6.4	6.3	6.4	5.6	6.8	5.3	23.9	7.9	5.9
Total	%	6.4	5.5	6.3	6.0	5.3	6.1	7.9	7.4	5.6
Clients who had more than one period of homelessness										
Capital city	no.	1 067	1 515	592	391	358	151	188	88	3 958
Balance of State	no.	1 096	828	916	198	140	139	21	114	3 083
Total	no.	2 169	2 345	1 508	590	498	290	209	202	7 047
Clients who experienced homelessness at some time in 2015-16										
Capital city	no.	18 629	36 485	9 958	6 700	8 555	2 155	2 634	1 363	84 630
Balance of State	no.	18 000	14 243	14 593	4 492	2 386	2 664	93	1 547	56 470
Total	no.	36 732	50 608	24 550	11 280	10 937	4 820	2 726	2 912	141 067
2014-15										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	7.4	5.6	6.0	6.6	5.4	6.5	6.8	5.9	5.7
Balance of State	%	6.4	7.0	5.2	5.4	5.8	6.9	23.7	4.9	5.7
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Capital city	no.	886	1 612	541	416	358	119	178	64	3 802
Balance of State	no.	794	897	801	183	124	143	18	66	2 731
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533
Clients who experienced homelessness at some time in 2014-15										
Capital city	no.	12 933	34 400	9 221	6 730	8 329	1 896	2 754	1 153	75 674
Balance of State	no.	13 312	14 116	15 626	4 486	2 721	2 131	78	1 438	52 537

TABLE 19A.31

Table 19A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
2013-14										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	6.1	4.2	5.1	5.6	8.1	4.7	6.3	5.8	5.0
Balance of State	%	6.0	5.1	4.9	4.4	10.1	4.9	13.0	4.4	5.1
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Capital city	no.	785	1 084	418	287	401	72	162	59	2 985
Balance of State	no.	604	614	692	117	196	95	11	72	2 186
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Capital city	no.	15 355	33 018	8 965	5 923	6 669	1 756	3 011	1 222	74 353
Balance of State	no.	12 332	14 718	15 269	4 422	2 469	2 167	87	2 118	52 190
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012-13										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	5.7	4.0	5.1	6.3	3.7	4.7	7.1	5.0	4.4
Balance of State	%	5.7	4.1	4.4	3.5	3.9	4.3	15.4	4.7	4.2
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3
Clients who had more than one period of homelessness										
Capital city	no.	658	847	390	243	217	56	180	49	2 361
Balance of State	no.	540	439	561	109	105	66	14	58	1 676
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Capital city	no.	15 115	30 690	9 095	4 708	7 674	1 531	3 172	1 388	71 306

TABLE 19A.31

Table 19A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
Balance of State	no.	13 191	14 969	14 722	5 217	3 377	1 803	94	1 810	53 667
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011-12										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Capital city	%	8.5	6.2	7.7	5.6	3.9	6.4	12.9	5.6	6.5
Balance of State	%	7.1	6.5	5.5	5.6	4.4	7.0	25.3	7.1	5.8
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Capital city	no.	847	1 132	511	229	227	85	274	60	3 099
Balance of State	no.	707	619	712	138	101	110	22	95	2 241
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340
Clients who experienced homelessness at some time in 2011-12										
Capital city	no.	13 511	25 182	8 365	5 099	6 972	1 765	3 258	1 453	63 715
Balance of State	no.	13 552	14 039	15 199	3 615	2 628	1 868	103	1 683	51 451
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

(b) Data are for clients who experience repeat periods of homelessness within the reporting year. Clients who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.

(c) Data for the proportion of clients experiencing repeat periods of homelessness exclude clients whose homelessness status could not be assessed due to missing information for dwelling type, tenure type and/or conditions of occupancy. Nationally for 2015-16, 29 652 clients (10.6 per cent) were excluded for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are:

NSW: 5636 (8.1 per cent); Victoria: 16 203 (15.4 per cent); Queensland: 952 (2.2 per cent); WA: 3100 (12.8 per cent); SA: 3014 (14.4 per cent); Tasmania: 161 (2.1 per cent); ACT: 121 (2.6 per cent); NT: 554 (6.8 per cent).

Data for the number of clients who experienced homelessness are estimated for each jurisdiction to account for missing data. Estimates are calculated by multiplying the proportion of clients who experienced homelessness with the total number of clients.

Table 19A.31 **Proportion of clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (h)</i>
(d)	Clients are not considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre.									
(e)	Prior to 2013-14, the Australian Standard Geographical Classification (ASGC) geographical framework has been applied. Since 2013-14 the newer Australian Statistical Geography Standard (ASGS) geographical framework has been applied. Data have been revised for 2013-14 and 2014-15 accordingly, with balance of state data for NSW and the ACT particularly affected.									
(f)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(g)	For SA, clients who had repeat periods of homelessness is overstated for 2013-14 because improvements to recording of housing status for clients introduced early in 2013-14 initially increased the proportion of clients with 'unknown' housing status recorded (this proportion progressively reduced through the year).									
(h)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.32

Table 19A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
2015-16										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	7.1	8.9	7.3	6.4	7.6	5.6	9.8	7.1	6.7
Non-Indigenous clients	%	6.1	5.1	5.7	5.7	4.4	6.2	7.4	8.1	5.2
Total	%	6.4	5.5	6.3	6.0	5.3	6.1	7.9	7.4	5.6
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	724	421	638	279	198	44	48	137	2 191
Non-Indigenous clients	no.	1 444	1 924	870	311	300	246	161	65	4 856
Total	no.	2 169	2 345	1 508	590	498	290	209	202	7 047
Clients who experienced homelessness at some time in 2015-16										
Aboriginal and Torres Strait Islander clients	no.	11 028	5 407	8 986	4 715	3 172	791	516	2 059	35 692
Non-Indigenous clients	no.	25 692	45 161	15 566	6 566	7 780	4 028	2 212	849	105 318
Total	no.	36 732	50 608	24 550	11 280	10 937	4 820	2 726	2 912	141 067
2014-15										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	8.7	6.0	6.3	6.9	7.9	10.9	5.1	6.3
Non-Indigenous clients	%	6.9	5.7	5.3	6.1	5.0	6.5	6.4	5.9	5.5
Total	%	6.9	6.0	5.5	6.2	5.5	6.7	7.3	5.4	5.7
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	472	407	500	257	155	52	57	87	1 799
Non-Indigenous clients	no.	1 209	2 102	842	342	327	210	139	42	4 734
Total	no.	1 680	2 509	1 342	599	482	262	196	130	6 533

TABLE 19A.32

Table 19A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients who experienced homelessness at some time in 2014-15										
Aboriginal and Torres Strait Islander clients	no.	7 465	5 380	8 616	4 503	3 111	683	557	1 840	31 470
Non-Indigenous clients	no.	18 783	43 060	16 232	6 792	7 961	3 344	2 276	749	96 639
Total	no.	26 242	48 456	24 844	11 297	11 055	4 027	2 833	2 596	128 124
2013-14										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.0	6.8	5.6	4.7	9.4	6.3	6.0	5.0	5.7
Non-Indigenous clients	%	6.1	4.3	4.7	5.5	8.4	4.5	6.6	5.0	4.8
Total	%	6.1	4.5	5.0	5.2	8.7	4.8	6.5	5.0	5.0
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	345	264	427	139	174	38	27	95	1 377
Non-Indigenous clients	no.	1 044	1 435	683	266	423	129	146	36	3 794
Total	no.	1 389	1 699	1 110	405	597	167	173	130	5 171
Clients who experienced homelessness at some time in 2013-14										
Aboriginal and Torres Strait Islander clients	no.	7 192	5 155	8 421	3 917	2 669	667	557	2 505	30 498
Non-Indigenous clients	no.	20 554	42 599	15 816	6 487	6 491	3 256	2 549	818	96 067
Total	no.	27 736	47 708	24 230	10 402	9 131	3 925	3 102	3 340	126 521
2012-13										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	6.9	6.0	5.2	4.0	5.3	4.5	10.3	5.1	5.1
Non-Indigenous clients	%	5.3	3.8	4.4	5.7	3.2	4.5	6.9	4.2	4.1
Total	%	5.7	4.0	4.7	5.1	3.7	4.5	7.4	4.8	4.3

TABLE 19A.32

Table 19A.32 **Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d)**

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	358	197	357	94	120	22	41	76	1 097
Non-Indigenous clients	no.	840	1 088	594	259	202	101	153	31	2 940
Total	no.	1 198	1 285	951	353	322	124	194	107	4 037
Clients who experienced homelessness at some time in 2012-13										
Aboriginal and Torres Strait Islander clients	no.	7 318	4 949	8 104	3 422	3 095	595	575	2 226	29 465
Non-Indigenous clients	no.	21 076	40 759	15 706	6 466	7 999	2 741	2 706	946	95 548
Total	no.	28 374	45 654	23 805	9 890	11 057	3 336	3 273	3 205	124 974
2011-12										
Proportion of clients experiencing homelessness who had repeat periods of homelessness										
Aboriginal and Torres Strait Islander clients	%	8.4	9.0	6.7	5.8	4.3	8.2	13.4	5.5	6.6
Non-Indigenous clients	%	7.6	6.0	6.0	5.4	4.0	6.4	13.3	8.2	6.0
Total	%	7.8	6.3	6.2	5.6	4.1	6.7	13.3	6.4	6.1
Clients who had more than one period of homelessness										
Aboriginal and Torres Strait Islander clients	no.	396	233	438	140	87	41	43	89	1 311
Non-Indigenous clients	no.	1 158	1 518	785	227	240	154	252	67	4 028
Total	no.	1 554	1 751	1 223	368	328	194	295	155	5 340
Clients who experienced homelessness at some time in 2011-12										
Aboriginal and Torres Strait Islander clients	no.	6 640	3 862	7 847	3 341	2 454	625	551	2 097	26 767
Non-Indigenous clients	no.	20 437	35 394	15 700	5 423	7 156	3 007	2 824	1 004	88 412
Total	no.	27 069	39 208	23 545	8 744	9 599	3 632	3 370	3 113	115 158

(a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.

Table 19A.32 Proportion of Aboriginal and Torres Strait Islander clients experiencing homelessness, who had repeat periods of homelessness (a), (b), (c), (d)

	<i>Unit</i>	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (f)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (g)</i>
(b)	Data are for clients who experience repeat periods of homelessness within the reporting year. Clients who had multiple periods of homelessness spanning different financial years may fall outside of the scope for the indicator.									
(c)	Data for the proportion of clients experiencing repeat periods of homelessness exclude clients whose homelessness status could not be assessed due to missing information for dwelling type, tenure type and/or conditions of occupancy. Nationally for 2015-16, 29 652 clients (10.6 per cent) were excluded for this reason. By jurisdiction, the numbers of clients excluded from the analysis for this reason are: NSW: 5636 (8.1 per cent); Victoria: 16 203 (15.4 per cent); Queensland: 952 (2.2 per cent); WA: 3100 (12.8 per cent); SA: 3014 (14.4 per cent); Tasmania: 161 (2.1 per cent); ACT: 121 (2.6 per cent); NT: 554 (6.8 per cent). Data for the number of clients who experienced homelessness are estimated for each jurisdiction to account for missing data. Estimates are calculated by multiplying the proportion of clients who experienced homelessness with the total number of clients.									
(d)	Clients are not considered homeless if their dwelling type is any of the following: hospital (excluding psychiatric), psychiatric hospital/unit, disability support, rehabilitation, adult correctional facility, youth/juvenile justice correctional centre, boarding school/residential college, aged care facility, immigration detention centre.									
(e)	For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.									
(f)	For SA, clients who had repeat periods of homelessness is overstated for 2013-14 because improvements to recording of housing status for clients introduced early in 2013-14 initially increased the proportion of clients with 'unknown' housing status recorded (this proportion progressively reduced through the year).									
(g)	Clients are counted once only in each jurisdiction. State and territory client totals may not add to the Australian total as some clients may have received support in more than one state and/or territory.									

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

TABLE 19A.33

Table 19A.33 Case management goals achieved after support (closed support periods) (a), (b)

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust
2015-16										
Total closed support periods with a case management plan that applies to more than one client	no.	9 871	21 773	9 161	4 558	–	1 550	375	2 141	49 429
Total closed support periods with a case management plan	no.	43 084	76 989	44 711	14 570	9 636	6 000	3 050	6 686	203 858
Proportion of closed support periods with an individual case management plan where (a)										
No goals achieved	%	13.1	13.0	4.4	12.9	10.8	12.0	8.1	9.4	10.7
Up to half the goals achieved	%	26.9	18.6	15.5	30.8	13.7	30.3	25.5	30.6	20.9
Half but not all of the goals achieved	%	22.9	17.0	27.1	22.9	20.1	22.0	24.5	17.5	21.4
All the goals achieved	%	37.2	51.5	53.0	33.4	55.4	35.7	41.9	42.5	47.0
Total closed support periods with an individual case management plan (a)	no.	33 213	55 216	35 549	10 012	9 636	4 450	2 675	4 545	154 429
2014-15										
Total closed support periods with a case management plan that applies to more than one client	no.	7 041	21 041	9 976	4 024	–	760	455	2 072	45 369
Total closed support periods with a case management plan	no.	30 661	70 842	45 618	13 586	8 813	4 884	3 191	6 283	183 148
Proportion of closed support periods with an individual case management plan where (a)										
No goals achieved	%	11.1	9.4	4.2	13.3	7.9	12.7	5.6	9.5	8.6
Up to half the goals achieved	%	29.7	18.5	15.1	32.1	11.0	31.3	26.1	26.5	20.8
Half but not all of the goals achieved	%	23.2	18.3	25.1	21.8	34.0	20.6	25.2	18.3	22.4
All the goals achieved	%	36.0	53.7	55.6	32.8	47.0	35.4	43.2	45.6	48.3
Total closed support periods with an individual case management plan (a)	no.	23 620	49 802	35 641	9 562	8 813	4 124	2 736	4 211	137 779

TABLE 19A.33

Table 19A.33 Case management goals achieved after support (closed support periods) (a), (b)

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust
2013-14										
Total closed support periods with a case management plan that applies to more than one client	no.	7 915	18 149	9 254	3 967	–	907	593	1 735	42 520
Total closed support periods with a case management plan	no.	35 830	65 573	38 247	12 968	8 006	4 189	3 015	6 401	173 226
Proportion of closed support periods with an individual case management plan where (a)										
No goals achieved	%	9.9	8.5	5.4	13.1	na	13.0	8.7	9.6	8.1
Up to half the goals achieved	%	25.9	18.2	17.3	29.5	na	30.4	23.7	26.5	20.0
Half but not all of the goals achieved	%	26.0	15.3	20.7	22.6	na	21.4	27.1	19.5	25.0
All the goals achieved	%	38.3	58.0	56.7	34.8	na	35.2	40.5	44.4	47.0
Total closed support periods with an individual case management plan (a)	no.	27 915	47 424	28 994	9 001	8 006	3 282	2 422	4 666	130 707
2012-13										
Total closed support periods with a case management plan that applies to more than one client	no.	7 144	11 986	9 364	4 426	–	892	593	1 151	35 555
Total closed support periods with a case management plan	no.	34 130	54 206	35 925	13 458	9 481	3 766	2 812	5 534	158 657
Proportion of closed support periods with an individual case management plan where (a)										
No goals achieved	%	10.6	10.0	7.1	12.9	7.7	12.5	8.9	7.9	9.5
Up to half the goals achieved	%	28.2	19.9	20.8	33.8	1.9	30.8	28.5	35.3	22.5
Half but not all of the goals achieved	%	26.2	15.8	19.4	25.4	68.8	26.2	28.8	21.1	24.3
All the goals achieved	%	35.0	54.3	52.6	27.9	21.5	30.5	33.8	35.7	43.7
Total closed support periods with an individual case management plan (a)	no.	26 986	42 220	26 560	9 032	9 481	2 874	2 220	4 383	123 102

TABLE 19A.33

Table 19A.33 **Case management goals achieved after support (closed support periods) (a), (b)**

	Unit	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust
2011-12										
Total closed support periods with a case management plan that applies to more than one client	no.	6 232	10 870	8 514	3 985	–	1 092	544	645	31 882
Total closed support periods with a case management plan	no.	32 960	47 765	31 578	15 421	8 327	3 999	2 494	4 566	145 564
Proportion of closed support periods with an individual case management plan where (a)										
No goals achieved	%	9.6	10.4	10.9	11.2	33.2	13.2	11.1	5.6	12.0
Up to half the goals achieved	%	28.5	21.3	31.2	35.5	6.3	34.9	30.3	45.2	26.6
Half but not all of the goals achieved	%	22.2	18.5	19.5	21.6	19.0	20.4	27.3	17.5	20.1
All the goals achieved	%	39.7	49.8	38.4	31.8	41.5	31.4	31.4	31.7	41.4
Total closed support periods with an individual case management plan (a)	no.	26 728	36 895	23 064	11 436	8 327	2 908	1 950	3 921	113 683

- (a) For further information on data quality, including collection methodologies and data limitations, see the SHSC specifications on the AIHW website meteor.aihw.gov.au/content/index.phtml/itemId/659136.
- (b) An 'individual case management plan' is a case management plan that covers only one client. 'Goals achieved' data analysis is conducted only for closed support periods with an individual case management plan, not for closed support periods with a case management plan that covers more than one client.
- (c) For NSW: An increased number of clients and support periods were observed in 2015-16 as a result of increased program investment as well as the impact of a new access system and consolidation of new post-reform service models implemented during a period of major transition in 2014-15. The transition period affected continuity of reporting for some service providers in 2014-15, but did not affect data for 2015-16. Caution should be used when comparing NSW data across years or with data for other States and Territories.
- (d) For SA, changes made as part of general systems improvements introduced at the beginning of 2013-14 resulted in an error that caused all data entries for 2012-13 and 2013-14 for some items to inaccurately display as 'half or more goals achieved' in the reported extracts. As this error was only identified in September 2014, data for these items have been excluded.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *Specialist Homelessness Services Collection*.

Table 19A.34 **General Government Final Consumption Expenditure, Chain price Index (GGFCE) (a), (b), (c)**

	GGFCE price deflator
	<i>2015-16 dollars (2015-16=100)</i>
<i>Nominal dollars (year)</i>	
2002-03	67.1
2003-04	68.9
2004-05	72.4
2005-06	75.7
2006-07	78.6
2007-08	81.8
2008-09	85.0
2009-10	87.3
2010-11	91.9
2011-12	93.9
2012-13	95.4
2013-14	96.6
2014-15	97.6
2015-16	100.0

- (a) Data are sourced from table 36, Expenditure on Gross Domestic Product (GDP), Chain volume measures and current prices, Annual (Series ID: A2304687R) (ABS 2016). See chapter 2 for information on how these gross domestic product deflators were calculated using data from that source.
- (b) Estimates used to calculate the GGFCE Chain price indexes are subject to annual re-referencing by the Australian Bureau of Statistics (ABS) and also reflect any revisions inherent in source data which are aggregated up to the GGFCE level. These processes can cause volatility in deflator values from year to year. In addition to changes caused by re-referencing and source data revisions, starting from the 2013-14 deflator, the deflator in this table will differ in future reports due to the introduction by the ABS of updated supply-use benchmarks, which will be backcast, causing revisions throughout the time series.
- (c) To convert nominal dollars to real dollars, divide the amount in nominal dollars by the GGFCE Chain price indexes for the applicable financial year and multiply by 100. For example: to convert 2006-07 dollars to 2015-16 dollars, divide by 78.6 and multiply by 100; to convert 2009-10 dollars to 2014-15 dollars, divide by 89.5 and multiply by 100. For further information, see Statistical context, table 2.1, p. 2.6.

Source: Review calculations based on ABS (2016) *Australian National Accounts: National Income, Expenditure and Product, June 2016*, Cat. no. 5206.0, Canberra; table 2A.48.

Table 19A.35 **Jurisdictional homelessness intake and referral systems**

	<i>System name</i>	<i>Description</i>	<i>Category^a</i>
NSW	No Wrong Door	Assessment and referral for homelessness services may be conducted by: 1) any specialist homelessness service provider; 2) the Link2home information and referral service; or 3) the NSW Domestic Violence Line. It is supported by a centralised service directory and vacancy management system.	Central information
Vic	Opening Doors	Place-based entry points operate across 17 local areas to provide assessment and coordinate intake into homelessness services, with a 24 hour response.	Central intake
Qld	Queensland Homelessness Information Platform	Assessment and referral for homelessness services is conducted by any specialist homelessness service provider. The information platform provides a consistent assessment, referral and prioritisation process.	Central information
WA	Entrypoint Perth	Provides information, assessment, and referral to specialist homelessness service providers in the metropolitan area.	Community sector funding and support
SA	Homeless 2 Home	Provides client assessment, intake, referral and ongoing case management system accessible to specialist homelessness service providers.	Central information
Tas	Housing connect	Client intake and referral is managed using a 'front door' model by two organisations at seven offices across the State and clients receive housing and/or homelessness assistance and are connected to support from five organisations for the duration of need. Referrals to and from crisis accommodation are made so that 'no wrong door' access is available to all people seeking housing and/or homelessness assistance. A shared information system streamlines the integrated Housing Connect model.	Central intake
ACT	First point	First point is the single intake and referral provider for the ACT.	Central intake
NT	Shelter me	ShelterMe is a directory of services for homeless Territorians.	Community sector funding and support

(a) The category provided is the most closely aligned to the jurisdictions intake and referral system. Each State and Territory's intake and referral system has its own characteristics.

Source : State and Territory governments.