

# Report on Government Services 2021

PART G, SECTION 18: LATEST UPDATE: 3 JUNE 2021

## 18 Housing

### LATEST UPDATE 3 JUNE 2021:

#### Indigenous community housing data in indicator results for:

- ✔ [Match of dwelling to household size, 30 June 2020 data](#)
- ✔ [Net recurrent cost per dwelling, 2019-20 data](#)

#### Indigenous community housing data in context on:

- ✔ [Size and scope, 30 June 2020 data](#)
- ✔ [Diversity of State and Territory government social housing, 30 June 2020 data](#)

### Impact of COVID-19 on data for the Housing section

COVID-19 may affect data in this Report in a number of ways. This includes in respect of actual performance (that is, the impact of COVID-19 on service delivery in 2020 which is reflected in the data results), and the collection and processing of data (that is, the ability of data providers to undertake data collection and process results for inclusion in the Report).

For the Housing section, rent freezes due to the impacts of COVID-19 affected affordability indicator data in some jurisdictions. There were also increases in waiting lists due to decreased exits from social housing.

This section presents data on the performance of governments in providing social housing, including public housing (PH), State owned and managed Indigenous housing (SOMIH), community housing (CH) and Indigenous community housing (ICH). The **Indicator Results** tab uses data from the data tables to provide information on the performance for each indicator in the **Indicator Framework**. The same data in the data tables are also available in CSV format.

As highlighted in the Report's performance indicator framework all the current indicators reported in this section have comparability and/or completeness issues. Consequently, caution is required when comparing across jurisdictions or within a jurisdiction over time. The commentary in this section and footnotes accompanying the relevant data tables outline the comparability and completeness issues.

## Context

### 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 social and economic participation and their wellbeing. 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.

## Service overview

Social housing is subsidised 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. Four forms of social housing are reported in this section.

### 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 and Territory 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 for the provision of land and property, but a number of community housing organisations are entirely self-funded. The definitions of key terms section provides 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, managed 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

Social housing is funded and delivered from 1 July 2018 under the National Housing and Homelessness Agreement (NHHA)<sup>1</sup> and related Partnership Agreements<sup>1</sup> between the Australian Government and State and Territory governments<sup>2</sup>.

State and Territory governments have primary responsibility for delivering social housing services either directly through public housing and SOMIH or through funding community housing providers. ICH is generally managed by ICH organisations (although some ICH dwellings are managed by

State and Territory housing authorities). State and Territory governments assumed responsibility for administering ICH in urban and regional areas, however arrangements varied across jurisdictions.

1. This section does not consider housing programs not provided under the NHHA (for example, those provided by the Department of Veterans' Affairs or rental or home purchase assistance — the latter is discussed in sector overview G).
2. Services were previously funded under the National Affordable Housing Agreement and related Agreements.

## Funding

State and Territory government net recurrent expenditure on social housing was \$4.3 billion in 2019-20, an increase in real terms from \$4.1 billion in 2018-19. In 2019-20, this expenditure included \$3.2 billion for public housing and \$205.9 million for SOMIH (table 18.6).

Australian Government funding for services under the NHHA was \$1.6 billion in 2019-20 (see table GA.1 in the Housing and Homelessness Sector Overview) and is included in total State and Territory government net recurrent expenditure for housing and homelessness services. State and Territory government capital (non-recurrent) expenditure for social housing was \$1.4 billion in 2019-20 (table 18A.1).

Table 18.6 State and Territory government Net recurrent expenditure on social housing (\$m) (2019-20 dollars) by year, by jurisdiction, by housing type

		2015-16	2016-17	2017-18	2018-19	2019-20
NSW	Public housing	990.6	1,119.3	1,132.3	1,034.3	953.1
	SOMIH	44.4	48.1	49.4	48.7	49.0
	All social housing	1,269.2	1,369.8	1,426.3	1,344.6	1,310.9
Vic	Public housing	441.3	436.8	428.5	485.7	498.8
	SOMIH	..	..	..	..	..
	All social housing	564.8	561.9	550.6	610.3	673.8
Qld	Public housing	450.8	478.5	484.8	494.5	487.8
	SOMIH	53.7	49.7	42.7	45.7	44.0
	All social housing	587.3	607.0	653.6	686.7	679.3
WA	Public housing	448.3	461.5	502.2	482.5	491.2
	SOMIH	..	..	..	..	..
	All social housing	758.0	824.4	729.2	637.4	645.6
SA	Public housing	401.5	384.9	290.1	285.1	460.0
	SOMIH	22.1	20.9	20.7	20.3	25.9
	All social housing	467.6	447.7	336.5	331.5	512.4
Tas	Public housing	64.2	66.1	63.2	61.7	61.5
	SOMIH	1.8	1.8	1.6	1.6	1.5
	All social housing	81.0	81.5	140.5	109.5	146.7
ACT	Public housing	114.4	118.6	128.4	135.1	139.6
	SOMIH	..	..	..	..	..
	All social housing	124.4	123.8	133.5	140.4	144.0
NT	Public housing	88.1	98.3	97.9	95.0	89.9
	SOMIH	na	na	91.4	104.4	85.5
	All social housing	88.1	98.3	189.4	200.0	176.1
Aust	Public housing	2,999.2	3,164.0	3,127.3	3,074.0	3,181.9
	SOMIH	121.9	120.5	205.8	220.6	205.9
	All social housing	3,940.4	4,114.6	4,159.6	4,060.4	4,288.8

Source: table 18A.1  
na Not available... Not applicable.

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) are available for download from the supporting material below (both in Excel and CSV format).

## Size and scope

As at 30 June 2020, nationally there was a total of 415 740 households and 433 990 social housing dwellings (tenancy rental units for community housing and permanent dwellings for ICH).

Select jurisdiction: Aust

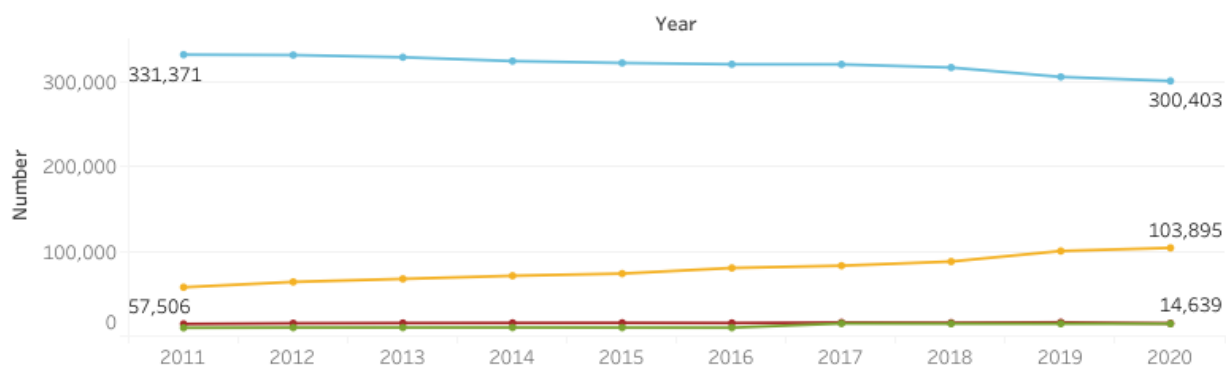
Select housing type:
 

- Public housing
- SOMIH
- Community housing
- Indigenous community housing

Select household and/or permanent dwelling:
 

- Permanent dwellings; at 30 June
- Households; at 30 June

Figure 18.1 Size and scope of housing in Aust  
by year, by housing type (a)



Source: tables 18A.3

(a) SOMIH does not operate in Victoria, WA or the ACT, and ICH has not operated in the ACT from 2013.

- Permanent dwellings; at 30 June, Public housing
- Permanent dwellings; at 30 June, SOMIH
- Permanent dwellings; at 30 June, Community housing
- Permanent dwellings; at 30 June, Indigenous community housing

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) are available for download from the suppor..

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While the number of public housing households has decreased over the last decade (324 908 in 2011 to 289 613 in 2020), there has been an increase in the number of households in community housing, from 55 159 to 95 932 (table 18A.4). This in part reflects transfer of some public housing stock (management and/or title) to the community housing sector (table 18A.2), in line with government policy to expand the role of community housing in the provision of affordable housing. 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 — many new social housing dwellings are or will be owned and/or managed by community housing organisations.

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. See sub-section 18.3 in the Housing interpretative material for details on the models of community housing.

## 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 (tables 18A.5–7), differences in eligibility criteria for the different assistance types and factors affecting waiting lists, when analysing performance information. Some information on the context for public housing, SOMIH and community housing is provided in [tables 18.1-5](#) in the Housing interpretative material.

### 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 18.1](#)).
- SOMIH — criteria are generally consistent with those for public housing once an applicant has been confirmed as Aboriginal and/or Torres Strait Islander. Terms of tenure for SOMIH are the same as those for public housing in most jurisdictions ([table 18.2](#)).
- Community housing — criteria are generally consistent with those for public housing in each jurisdiction ([table 18.3](#)).


### Factors affecting 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 (AIHW 2020). All states and territories have adopted social housing waiting lists that are integrated across public housing, SOMIH (where applicable) and community housing.

Waiting times for social housing are impacted by the availability of suitable dwellings. Nationally at 30 June 2020, the proportion of rental stock occupied was 97.0 per cent for public housing, 94.7 per cent for SOMIH, 95.4 per cent for community housing and 93.3 per cent for ICH (tables 18A.9–12). Occupancy rates are influenced by tenancy turnover as well as by housing supply and demand — dwellings that have, for example, reached the end of their useful life may require major redevelopment or replacement before being allocated to a new household.

'Turnaround time' is the number of days taken to allocate a newly vacated dwelling (that is fit for occupation) to a new household. The average turnaround time for vacant public housing and SOMIH stock varied within and across jurisdictions and over time (tables 18A.13–14) — noting that data are not comparable or complete across jurisdictions.

## References

AIHW (Australian Institute of Health and Welfare) 2020, *Housing assistance in Australia*, <https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia-2020/contents/priority-groups-and-waiting-lists>  (accessed 7 October 2020).

## Indicator Framework

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of social housing services.

The performance indicator framework shows which data are complete and comparable in this Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. [Section 1](#) discusses data comparability and completeness from a Report-wide perspective. In addition to the service area's Profile information, the Report's statistical context ([Section 2](#)) contains data that may assist in interpreting the performance indicators presented in this section.

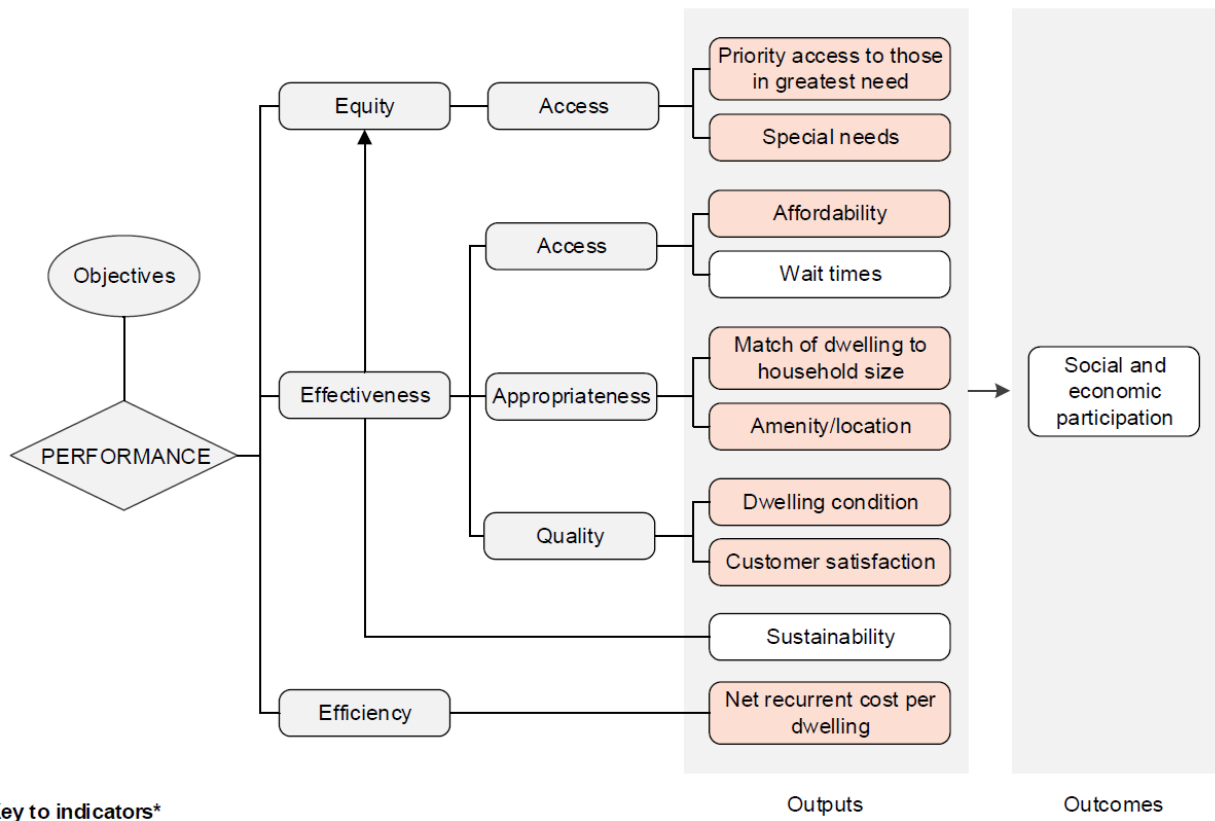
Improvements to performance reporting for social housing services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

## Outputs

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

## Outcomes

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



**Key to indicators\***

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

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



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## Indicator Results

An overview of the social housing services performance indicator results are presented. Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of social housing services.

Information to assist the interpretation of these data can be found in the housing supporting interpretative material and data tables. Web references to the AIHW data quality statements for each social housing collection are available in the relevant data table. Data tables are identified by a '18A' prefix (for example, table 18A.1).

All data are available for download as an excel spreadsheet and as a CSV dataset — refer to [Download supporting material](#). Specific data used in figures can be downloaded by clicking in the figure area, navigating to the bottom of the visualisation to the grey toolbar, clicking on the 'Download' icon and selecting 'Data' from the menu. Selecting 'PDF' or 'Powerpoint' from the 'Download' menu will download a static view of the performance indicator results.

Priority access to those in greatest need is a proxy indicator of governments' objective to provide services in an equitable manner.

**Measure:** The proportion of new housing allocations that were to households in greatest need. 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.

**Guidance:** A high or increasing proportion, particularly for short timeframes, may indicate a high degree of access for those households in greatest need.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing and not comparable across jurisdictions or within some jurisdictions over time.

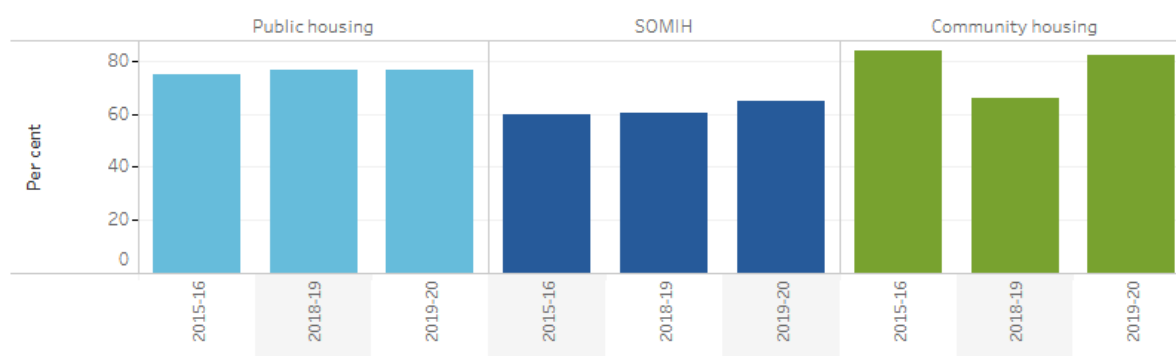
■ Data are incomplete for SOMIH and community housing for the current reporting period (complete for public housing). All required 2019-20 data are not available for Tasmania (SOMIH) and the NT (SOMIH and community housing).

Figures 18.2a and 18.2b data have been revised since an earlier version of the Report. See errata below.

Select year(s)  
 (applies to figures 18.2a and 18.2b):  
 (Multiple values)

Public housing  
 SOMIH  
 Community housing

Figure 18.2a Proportion of new allocations to households in greatest need  
National, by housing type, by year



Source: tables 18A.15, 18A.16, 18A.17

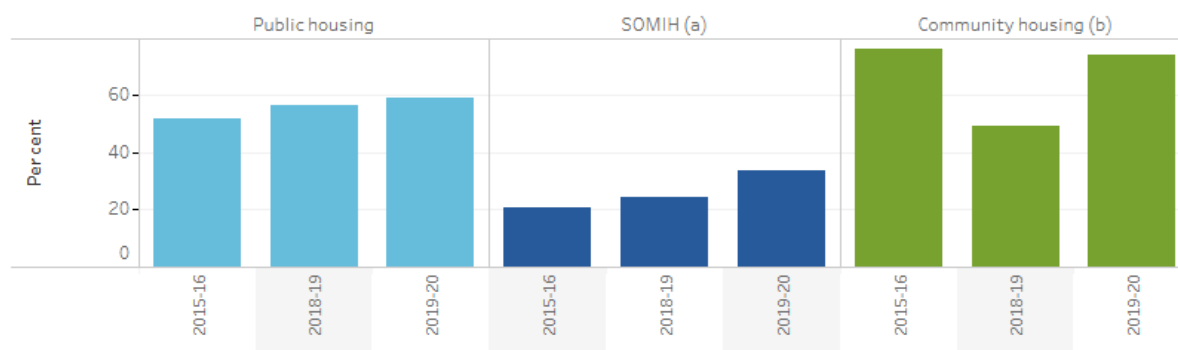
Nationally in 2019-20, 76.5 per cent of new public housing allocations, 64.9 per cent of new SOMIH allocations and 82.4 per cent of new community housing allocations were to those households in greatest need.

Select jurisdiction  
(applies to figure 18.2b below):

NSW

Public housing  
SOMIH  
Community housing

Figure 18.2b Proportion of new allocations to households in greatest need, *NSW*  
by housing type, by year



Source: tables 18A.15, 18A.16, 18A.17

- (a) The SOMIH program is not applicable to Victoria, WA and the ACT. Data are not available for Tasmania. The NT commenced reporting in 2016-17, but data for this indicator are not yet available.
- (b) Community Housing data are not available for the NT.

Access of 'special needs' groups to social housing is an indicator of governments' objective to provide services in an equitable manner.

**Measure:** The proportion of new housing allocations that were 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 state owned and managed Indigenous housing (SOMIH) — a household member with disability, a principal tenant aged 24 years or under and/or a principal tenant aged 50 years or over.

**Guidance:** A high or increasing proportion indicates high or increasing access by special needs households.

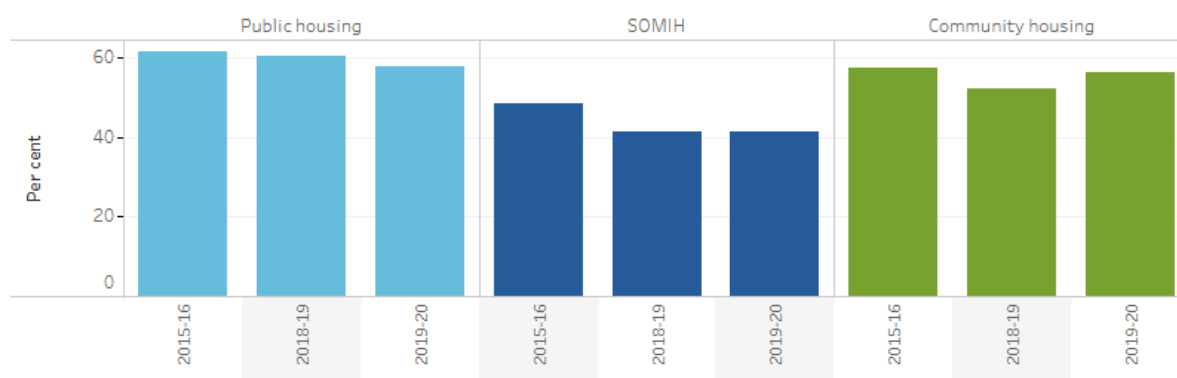
■ Data are not comparable across public housing, SOMIH and community housing and not comparable across jurisdictions or within some jurisdictions over time.

■ Data are incomplete for community housing for the current reporting period (complete for public housing and SOMIH). All required 2019-20 community housing data are not available for the NT.

Select year(s)  
(applies to figures 18.3a and 18.3b):

Public housing  
SOMIH  
Community housing

Figure 18.3a Proportion of New tenancies allocated to households with special needs, *National*, by housing type, by year



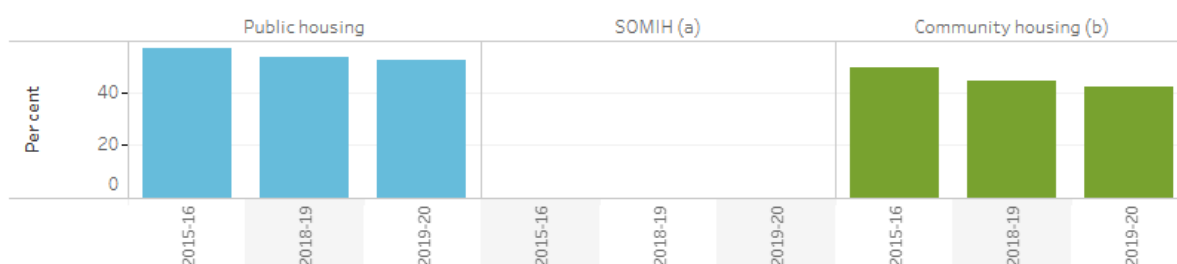
Source: tables 18A.18, 18A.19, 18A.20

Nationally in 2019-20, the proportion of new tenancies allocated to households with special needs was 57.7 per cent for public housing, 41.6 per cent for SOMIH and 56.2 per cent for community housing.

Select jurisdiction  
(applies to figure 18.3b below):

Public housing  
SOMIH  
Community housing

Figure 18.3b Proportion of New tenancies allocated to households with special needs, *Vic* by housing type, by year



Source: tables 18A.18, 18A.19, 18A.20

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT commenced reporting in 2016-17, with data for this indicator available from 2017-18 onwards.

(b) Community Housing data are not available for the NT.

**Affordability** is an indicator of governments' objective to provide services that are affordable.

**Measure:** The financial capacity of low income households in social housing to meet rental costs, 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 (excluding CRA) on rent
- low income households are defined as those in the bottom 40 per cent of equivalised gross household income.

**Guidance:** 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 are not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing, but are comparable across jurisdictions and over time.

■ Data are incomplete for SOMIH and community housing for the current reporting period (complete for public housing). All required 30 June 2020 data are not available for the NT.

Select year(s):

Select housing type:  
 Public housing  
 SOMIH  
 Community housing

**Table 18.7 Proportion of low income households spending more than 30 per cent of their gross income on rent, Public housing at 30 June, by jurisdiction, by year**

		Gross household income spent on rent		Proportion of households	
		More than 30 per cent		with low income	
		%		%	
NSW	2020	0.8	99.5		
	2019	0.8	99.4		
	2016	0.7	98.6		
Vic	2020	0.3	98.7		
	2019	0.4	98.8		
	2016	0.4	97.8		
Qld	2020	0.5	97.2		
	2019	-	97.5		
	2016	-	94.7		
WA	2020	0.5	99.0		
	2019	1.0	98.9		
	2016	2.9	98.5		
SA	2020	-	98.9		
	2019	-	99.0		
	2016	-	97.7		
Tas	2020	0.5	94.9		
	2019	0.1	95.3		
	2016	0.1	92.9		
ACT	2020	0.2	99.1		
	2019	0.3	99.2		
	2016	0.3	98.8		
NT	2020	2.8	99.5		
	2019	1.9	99.6		
	2016	3.5	99.2		
Aust/Total	2020	0.5	98.7		
	2019	0.5	98.8		
	2016	0.7	97.6		

Source: tables 18A.21 & 18A.22

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

Nationally at 30 June 2020, the majority of all households in social housing were low income households. The proportion of low income social housing households in rental stress was 0.5 per cent for public housing, 0.6 per cent for SOMIH and 4.9 per cent for community housing.

Wait times is an indicator of government's objective to provide services that are timely.

*Measure:* The proportion of households on social housing wait lists who received a housing allocation in the previous 12 months, by their time spent on the wait list.

Data are not yet available for reporting against this indicator.

**Match of dwelling to household size** is an indicator of governments' objective to provide services that are appropriate, meeting the needs of individual households.

**Measure:** 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. State and Territory housing authorities' bedroom entitlement policies may differ from the CNOS.

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

- Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing, but are comparable (subject to caveats) across jurisdictions and over time.
- Data are incomplete for community housing (all required 30 June 2020 data were not available for the NT) and Indigenous community housing (all required 30 June 2020 data were not available for NSW, Tas and the NT), but are complete for public housing and SOMIH for the current reporting period (30 June 2020).

#### Select year(s)

(applies to table 18.8 and figure 18.4):

(Multiple values) ▼

**Table 18.8 Proportion of overcrowded households, *National***  
by housing type, by year (at 30 June)

		2016	2019	2020
Public housing	%	4.2	3.8	3.9
SOMIH	%	8.9	24.5	24.7
Community housing	%	3.9	3.6	4.3
Indigenous community housing	%	na	15.8	16.9

Source: tables 18A.25 - 18A.28  
na Not available.

Nationally at 30 June 2020, the proportion of households that were overcrowded varied across social housing programs (3.9 per cent for public housing, 24.7 per cent for SOMIH, 4.3 per cent for community housing and 16.9 per cent for ICH).

Select housing type (applies to figure 18.4 below):

Public housing

SOMIH

Community housing

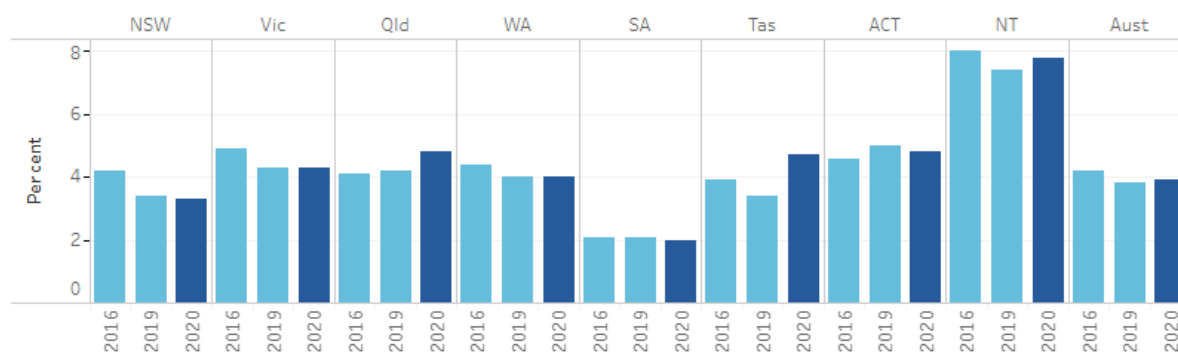
Indigenous community housing

■ 2020, Overcrowding

■ 2019, Overcrowding

■ 2016, Overcrowding

Figure 18.4 Proportion of Overcrowded households, *Public housing*  
by jurisdiction, by year (at 30 June)



Source: table 18A.25

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT commenced reporting in 2016-17.

(b) Community housing data are not available for the NT.

(c) ICH data are not available for NSW (except for 2019), Tasmania and the NT. ICH is not applicable for the ACT.

Data for Aboriginal and Torres Strait Islander households are in table 18A.29 and, by remoteness for public housing and SOMIH, in tables 18A.30-31. Data for underutilisation in public housing, SOMIH and community housing dwellings are reported in table 18A.32.



**Amenity/location** is an indicator of governments' objective to provide services that are appropriate, meeting the needs of individual households.

**Measure:** Amenity/location is presented as a mean of the proportion of households with needs met across (a) dwelling amenity and (b) dwelling location aspects. The proportion of households that rate a particular aspect of amenity and location as important to their needs, who are in dwellings that meet those needs.

- 'Amenity' aspects include size of dwelling, number of bedrooms, 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, energy efficiency, water efficiency, thermal comfort.
- '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.

**Guidance:** High or increasing proportions of households with amenity and location needs met are desirable.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing due to the different demographic profiles of Aboriginal and Torres Strait Islander tenants and the method of collection, but are comparable across jurisdictions.

■ Data are incomplete for the current reporting period for community housing and SOMIH (all required 2018 data were not available for the NT), but are complete for public housing.

#### Select year(s)

(applies to table 18.9 and figure 18.5):

(All) ▼

**Table 18.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, *National***  
by housing type, by year

			2016	2018
Public housing	Average across amenity aspects	%	81.0	81.4
	Average across location aspects	%	89.0	90.8
SOMIH	Average across amenity aspects	%	81.9	80.4
	Average across location aspects	%	90.9	91.8
Community housing	Average across amenity aspects	%	84.5	83.8
	Average across location aspects	%	90.2	89.0

Source: table 18A.33, 18A.34, 18A.35

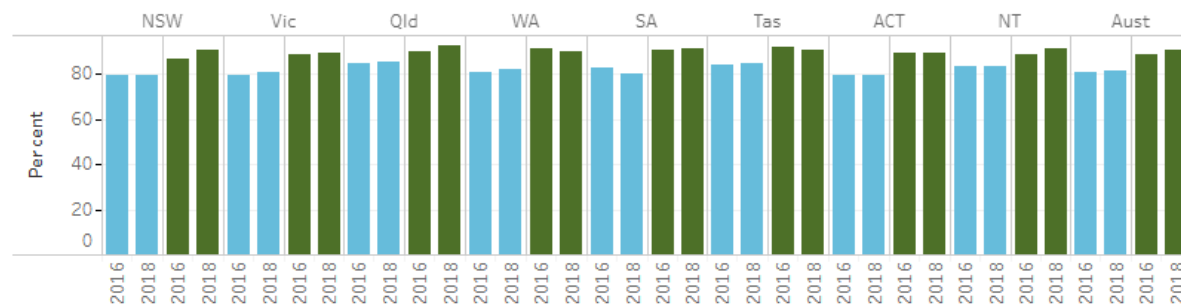
Nationally in 2018, the majority of National Social Housing Survey respondents who indicated that the selected amenity and location aspects of their dwelling were important also indicated that those aspects met their household's needs.

Select housing type (applies to figure 18.5 below):

- Public housing
- SOMIH
- Community housing

- Average across amenity aspects
- Average across location aspects

Figure 18.5 Proportion of tenants rating amenity and location aspects as important and meeting their needs, *Public housing* by jurisdiction, by year



Source: table 18A.33

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT did not participate in this survey.

(b) The NT did not participate in this survey.

Amenity and location data for households with a member with disability are available in tables 18A.33–35.

**Dwelling condition** is a proxy indicator of governments' objective to provide services that are high quality and safe.

**Measure:** The proportion of households living in dwellings that meet agreed minimum acceptable standards. A dwelling is assessed as meeting minimum acceptable standards if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and for removing sewerage) and not more than two major structural problems. This is a proxy indicator of safety as it measures the extent to which dwellings conform to agreed minimum standards.

**Guidance:** A high or increasing proportion of households living in dwellings that meet minimum acceptable standards suggests a low or decreasing risk of harm from poor dwelling condition.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous Community Housing (ICH) due to the different demographic profiles of Aboriginal and Torres Strait Island tenants and the method of data collection, but are comparable across jurisdictions and over time.

■ Data are incomplete for SOMIH and community housing for the current reporting period (all required 2018 data are not available for the NT), but are complete for public housing (all required 2018 data) and ICH (all required 2018-19 data).

Select year(s) (applies to table 18.10 and figure 18.6):

(All) ▼

Table 18.10 Proportion of social housing respondents living in dwellings of an acceptable standard, *National* by household, by year, by housing type

		All households			Households with a member with disability		
		2014	2016	2018	2014	2016	2018
Public housing	%	81.1	79.9	80.3	75.6	73.5	76.5
SOMIH	%	70.2	75.0	73.2	65.9	70.3	65.7
Community housing	%	88.4	87.9	87.0	84.2	85.2	81.3

Source: tables 18A.36, 18A.37, 18A.38

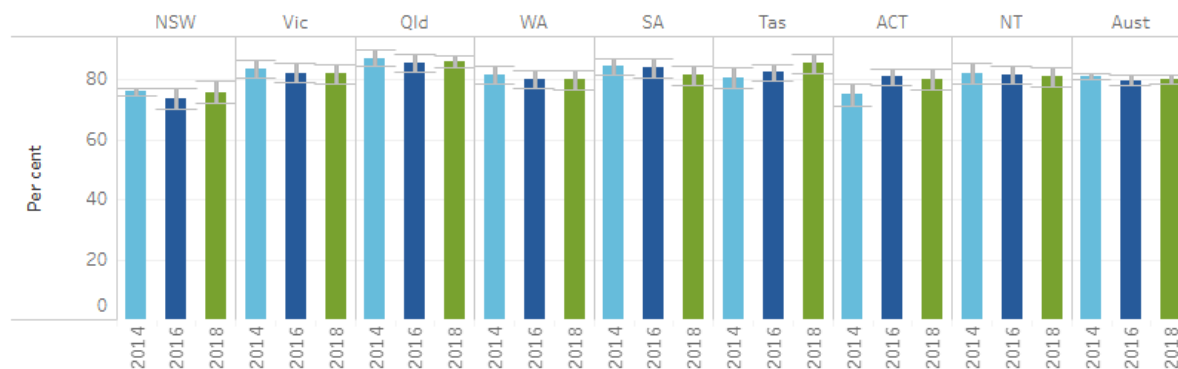
Nationally in 2018 (where data are available), the majority of social housing respondents lived in dwellings of an acceptable standard: 80.3 per cent for public housing, 73.2 per cent for SOMIH and 87.0 per cent for community housing.

Select housing type (applies to figure 18.6 below):

- Public housing
- SOMIH
- Community housing

- 2014
- 2016
- 2018

Figure 18.6 Proportion of dwellings meeting agreed minimum acceptable standards, *Public housing* by jurisdiction, by year



Source: table 18A.36

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT did not participate in this survey. SOMIH data are not reported for 2014.

(b) The NT did not participate in this survey.

Historical Indigenous community housing data are available in table 18A.39.

**Customer satisfaction** is an indicator of governments' objective to provide services that are high quality.

**Measure:** The proportion of social housing survey respondents who indicated they were satisfied or very satisfied with the overall service provided by their housing provider.

**Guidance:** A high or increasing level of customer satisfaction is desirable.

- Data are comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing, and across jurisdictions for the current reporting period and over time.
- Data are incomplete for the current reporting period for SOMIH and community housing (all required 2018 data not available for the NT), but complete for public housing (all required 2018 data).

Select year (applies to table 18.11 and figure 18.7a):

2018

- Public housing
- SOMIH
- Community housing

**Table 18.11 Proportion of tenants satisfied or very satisfied with the service provided by their housing provider, 2018, National**  
by housing type, by household (a)

	All households	Households with a member with disability
Public hous.. %	74.1	72.1
SOMIH %	66.2	59.0
Community .. %	79.9	75.2

Source: tables 18A.40, 18A.41, 18A.42  
(a) SOMIH data are not reported for 2014.

Nationally in 2018 (where data are available), the majority of social housing respondents were satisfied with the overall service provided by their housing provider (74.1 per cent for public housing, 66.2 per cent for SOMIH, and 79.9 per cent for community housing).

Figure 18.7a Proportion of tenants satisfied or very satisfied with the service provided by their housing provider, 2018 by jurisdiction, by housing type (a), (b)

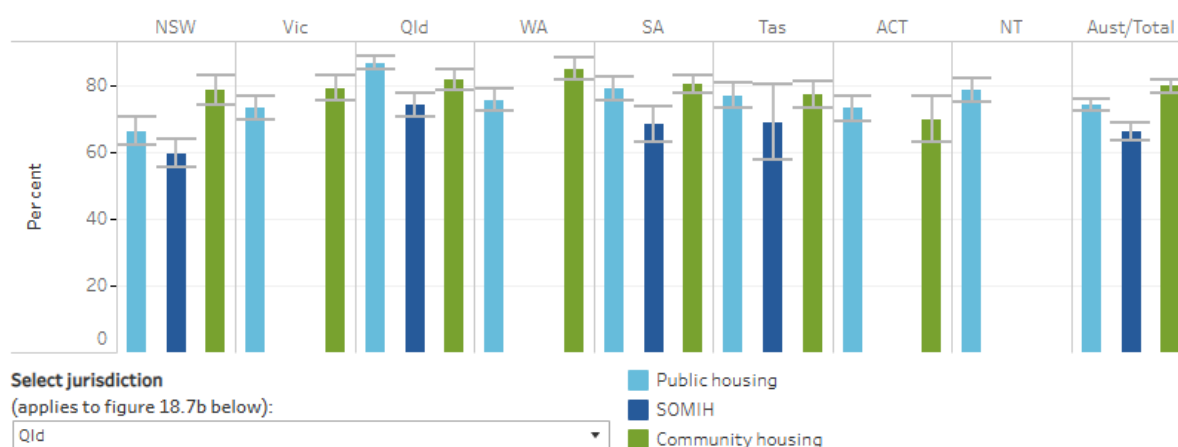
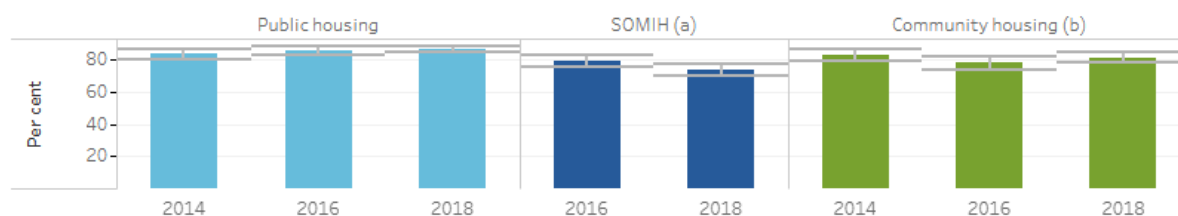


Figure 18.7b Proportion of tenants satisfied or very satisfied with the service provided by their housing provider, Qld by housing type, by year



Source: tables 18A.40, 18A.41, 18A.42

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT did not participate in this survey.

SOMIH data are not reported for 2014.

(b) The NT did not participate in this survey.

**Sustainability** is an indicator of government's objective to provide services that are sustainable.

**Measure:** Broadly, the extent to which current social housing needs are met with reference to the need for future generations to meet their own social housing needs. In its broadest sense, this could consider financial, social and environmental sustainability.

Further development of this indicator concept and potential measure(s) will be considered with reference to the policy environment.

**Net recurrent cost per dwelling** is an indicator of governments' objective to provide services in an efficient manner.

**Measure:** The cost of providing assistance per dwelling, measured as total net recurrent expenditure divided by the total number of dwellings. Net recurrent cost per dwelling for public housing and for SOMIH for 2017-18 and subsequent years is reported with user cost of capital both included and excluded. User cost of capital data are not available for SOMIH prior to 2017-18, nor for community housing or Indigenous Community Housing (ICH).

**Guidance:** Holding other factors constant, a low or decreasing cost per dwelling is desirable.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing and not comparable across jurisdictions, but for some jurisdictions are comparable over time (subject to caveats).

■ Data are incomplete for community housing (2018-19 NT data) and Indigenous community housing (2019-20 SA and NT data) for the current reporting period, but are complete for public housing and SOMIH (all required 2019-20 data are available).

#### Select year(s)

(applies to table 18.12 and figure 18.8):

(All) ▼

**Table 18.12 Real net recurrent cost per dwelling, National**  
by housing type, by year (excluding user cost of capital)

Year	Public housing 2019-20 dollars	SOMIH 2019-20 dollars	Community housing 2019-20 dollars	ICH 2019-20 dollars
2019-20	\$10,502	\$14,024	na	\$13,487
2018-19	\$9,822	\$15,009	\$9,325	\$14,071
2017-18	\$9,860	\$13,902	\$10,435	\$12,252
2016-17	\$9,901	\$12,151	\$11,590	\$10,942
2015-16	\$9,374	\$12,153	\$12,571	\$10,214
2014-15	\$9,085	\$11,865	\$12,916	\$11,708

Source: tables 18A.43 - 18A.46  
na Not available.

Nationally in 2019-20, net recurrent cost per dwelling excluding user cost of capital (UCC) was \$10,502 for public housing (\$40,649 if UCC included), \$14,024 for SOMIH (\$46,736 if UCC included) and \$13,487 for ICH. Ten-year time series data are available for Public Housing, SOMIH and Community housing in tables 18A.43-45. A six-year time series is reported for ICH (table 18A.46).

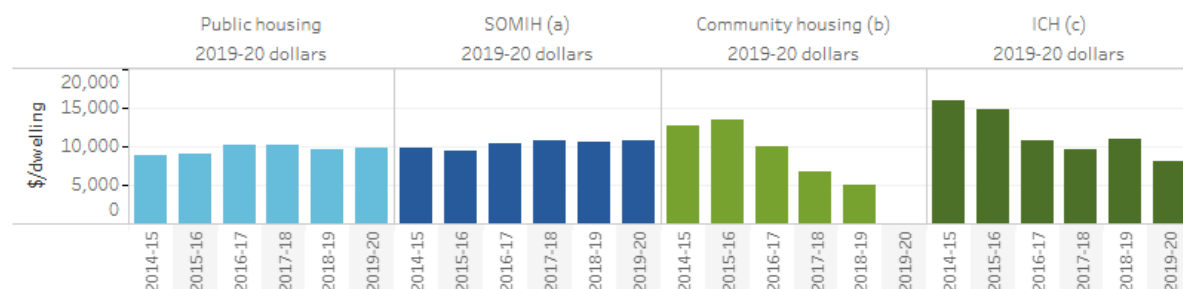
#### Select jurisdiction

(applies to figure 18.8 below):

NSW ▼

■ Public housing  
■ SOMIH (a)  
■ Community housing (b)  
■ ICH (c)

**Figure 18.8 Real net recurrent cost per dwelling, NSW**  
by housing type, by year (excluding user cost of capital)



Source: tables 18A.43 - 18A.46

(a) SOMIH is not applicable to Victoria, WA and the ACT. Data are not available for the NT prior to 2017-18.

(b) Community housing data are not available for the NT.

(c) ICH data are not available for SA and the NT. ICH is not applicable to the ACT.



**Social and economic participation** is an indicator of government's objective to provide social housing assistance that supports wellbeing and contributes to social and economic participation.

**Measure:** The proportion of social housing tenants engaged in social and/or work related activities.

**Guidance:** A high or increasing proportion of social housing tenants engaged in social and/or work related activities is desirable.

Data are not yet available for reporting against this indicator.

[Refer to the interpretative material for detailed indicator interpretation, definitions and caveats. www.pc.gov.au/rogs](http://www.pc.gov.au/rogs)

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) are available for download from the supporting material below (both in Excel and CSV format).

## Indigenous Data

Performance indicator data for Aboriginal and Torres Strait Islander people in this section are available in the data tables listed below. Further supporting information can be found in the interpretative material and data tables.

### Housing data disaggregated for Aboriginal and Torres Strait Islander people

Table number	Table title
Table 18A.16	Greatest need allocations as a proportion of all new allocations — SOMIH
Table 18A.19	Proportion of new tenancies allocated to households with special needs — SOMIH
Table 18A.23	Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June
Table 18A.26	Proportion of overcrowded households at 30 June — SOMIH
Table 18A.28	Proportion of overcrowded households at 30 June — Indigenous community housing
Table 18A.29	Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program
Table 18A.30	Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness
Table 18A.31	Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness
Table 18A.32	Underutilisation in social housing at 30 June
Table 18A.34	Proportion of SOMIH tenants rating amenity and location aspects as important and meeting their needs, 2018

Table 18A.37	Dwelling condition, SOMIH
Table 18A.39	Dwelling condition, Indigenous community housing
Table 18A.41	Customer satisfaction — SOMIH
Table 18A.44	Government recurrent expenditure per dwelling, SOMIH, 2019-20 dollars
Table 18A.46	Government recurrent expenditure per dwelling, Indigenous community housing, 2019-20 dollars

## Download supporting material

[18 Housing interpretative material \(PDF - 324 Kb\)](#)

[18 Housing interpretative material \(Word - 109 Kb\)](#)

[18 Housing data tables \(XLSX - 388 Kb\)](#)

[18 Housing dataset \(CSV - 497 Kb\)](#)

See the interpretative material and corresponding table number in the data tables for detailed definitions, caveats, footnotes and data source(s).

**Note:** An errata was released for section 18 Housing.

## Errata

The following data have changed for section 18 Housing:

- Context, Diversity of State and Territory government social housing, Factors affecting waiting lists: Amended text for states and territories that have adopted integrated social housing waiting lists.
- Data table 18A.7: Amended data for community housing dwellings by remoteness at 30 June 2020 for:
  - Queensland (major cities, outer regional, remote and very remote areas)
  - WA (major cities, inner regional, remote and very remote areas)
  - SA (major cities, inner regional, outer regional and remote areas)
  - Australian totals (major cities, inner regional, outer regional, remote and very remote areas).

- Figures 18.2a and 18.2b and data table 18A.17: Amended data for greatest need allocations as a proportion of all new community housing allocations for 2019-20 for Queensland and the Australian total.