# 17 Housing

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| Attachment tables |
| Attachment tables are identified in references throughout this chapter by a ‘17A’ prefix (for example, table 17A.1). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available on the Review website at www.pc.gov.au/gsp. |
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Governments play a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. Direct assistance includes social housing, home purchase assistance and rent assistance. Housing assistance is provided by governments because many Australian households face problems in acquiring or accessing suitable private accommodation — either through renting from a private landlord or through owner occupation — for reasons of cost, discrimination, availability, location and/or adequacy. The Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility.

This chapter focuses on the performance of governments in providing social housing, which broadly encompasses public housing, State owned and managed Indigenous housing, community housing, and Indigenous community housing. These services are outlined in box 17.1.

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| Box 17.1 Forms of social housing |
| Social housing is rental housing provided by not-for-profit, non‑government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. The forms of social housing included in this Report are:   * *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation. * *State owned and managed Indigenous housing* (SOMIH): dwellings owned and managed by State housing authorities that are allocated only to Indigenous households. * *Community housing*: rental housing provided for low to moderate income and/or special needs households, managed by community‑based organisations that have received a capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government. * *Indigenous community housing*: dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. Indigenous community housing models vary across jurisdictions and can also include dwellings funded or registered by government.   *Crisis and transitional housing* is an additional form of social housing, but it is not separately identified in this Report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above. |
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Social housing is provided with funding through the National Affordable Housing Special Purpose Payment associated with the National Affordable Housing Agreement (NAHA). The NAHA is the overarching agreement between Australian, State and Territory governments for providing assistance to improve housing outcomes for Australian people. Prior to commencement of the NAHA on 1 January 2009, funding for social housing was provided under the Commonwealth State Housing Agreement (CSHA) (box 17.2).

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| Box 17.2 National Affordable Housing Agreement and Commonwealth State Housing Agreement |
| The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. It provides the framework for the Australian, State and Territory governments to work together to improve housing affordability and homelessness outcomes for Australians. The NAHA is associated with the National Affordable Housing Specific Purpose Payment (NAH SPP), which is an indexed ongoing payment by the Australian Government to the states and territories to be spent in the housing and homelessness sector (COAG 2009).  In relation to housing assistance, the parties to the NAHA agreed to the achievement of a range of outcomes including:   * people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion * 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 * Indigenous people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities   The NAHA and NAH SPP replaced the CSHA, which concluded on 31 December 2008. |
| *Source*: FaCS (2003); COAG (2009). |
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#### Links to other government services

Close links exist between social housing and other government programs and support services discussed elsewhere in the Report, such as:

* assistance to people who are homeless or at risk of homelessness, in the Homelessness services chapter (chapter 18)
* Commonwealth Rent Assistance (CRA), in the Housing and Homelessness sector overview G
* various health and community services, including Mental health management (chapter 12), Aged care services (chapter 13) and Services for people with disability (chapter 14).

#### Improvements in the 2014 Report

Major improvements in reporting on housing in this edition include:

* contextual information for interpreting performance indicator and performance measure results for community housing
* ‘data quality information’ (DQI) is available for the first time for the indicators ‘rent collection rate’ and ‘net recurrent cost per tenancy’ for community housing.

#### Data sources

This Report presents data for up to 10 years, reflecting housing assistance provided under the NAHA and the CSHA. Data from 2009–10 onward relate to the NAHA, data for 2008–09 relate to both the NAHA and CSHA, and data for 2007–08 and preceding years relate to the CSHA.

Data reported in this chapter were obtained from State and Territory governments, except where otherwise indicated. The Australian Institute of Health and Welfare (AIHW) collects, collates and publishes these data in the *Housing assistance in Australia* publication.

#### Housing assistance not reported

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

* services and programs for people who are homeless or at risk of homelessness, and information on CRA, reported in Chapter 18 and in the Housing and homelessness sector overview G respectively
* crisis and transitional housing (unless it is indirectly reported through the other forms of social housing)
* community housing and other housing programs not provided under the NAHA, such as those provided by the Department of Veterans’ Affairs (DVA)
* CRA paid by the DVA, or paid to Abstudy recipients on behalf of the Department of Education, Employment and Workplace Relations (DEEWR)
* private rent assistance funded by State and Territory governments
* the National Rental Affordability Scheme (NRAS) and the Housing Affordability Fund (although some NRAS dwellings are included in the community housing data collection because they are owned and managed by the community housing sector)
* some Indigenous specific housing and infrastructure assistance (such as the Home Ownership Program funded and administered by Indigenous Business Australia (IBA) and the Home Ownership on Indigenous Land Program jointly funded by the Department of Social Services (DSS) and IBA)
* home purchase assistance, such as first home owner grants.

## 17.1 Profile of housing assistance

### Service overview

The Australian Bureau of Statistics (ABS) Survey of Income and Housing 2011–12 identified 8.6 million households in Australia, where ‘household’ is classified as ‘a person living alone’ or as a group of people who usually live in the same private dwelling (ABS 2013). Of these households, 67.5 per cent owned or were purchasing their own home, 25.1 per cent rented in the private sector, and 3.9 per cent rented through a state or territory housing authority (table 17A.57).

The composition of Australian households is changing. There are an increasing number of smaller households, including a rising number of single person households. The average Australian household size fell from 3.3 people to 2.6 people between 1971 and 2011, while the proportion of single person households increased from 18.1 per cent to 24.3 per cent over this period (ABS 2012a).

The average Indigenous household is larger than the average non‑Indigenous household. In 2011, the average household with at least one Indigenous Australian was 3.3 people, whereas the average non–Indigenous household was 2.6 people (ABS 2012b).

### Roles and responsibilities

The Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility. Each level of government has different roles and responsibilities:

* The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation. The Australian Government has also initiated a variety of other measures, including the National Rental Affordability Scheme, the Building Better Regional Cities program, the Housing Affordability Fund and the Social Housing Initiative. Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34)
* State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and 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 mostly responsible for building approval, urban planning and development processes and may be involved in providing community housing.

### Government funding and expenditure

State and Territory government net recurrent expenditure on social housing was $3.7 billion in 2012–13, increasing from $3.6 billion in 2011–12 (2012–13 dollars) (table 17.1). In 2012–13, this expenditure included $2.6 billion for public housing and $113.3 million for SOMIH (table 17A.2).

The Australian Government provided $1.7 billion in 2012–13 to State and Territory governments for housing assistance through the National Affordable Housing Specific Purpose Payment (NAH SPP) and related National Partnership agreements (table GA.1). NAH SPP funding is outcome based and not tied to specific programs, and Australian Government funding is reflected in data for State and Territory government net recurrent expenditure.

The Australian Government also provided $3.6 billion for CRA (table GA.12).

Table 17.1 State and Territory government net recurrent expenditure on social housing ($million) (2012–13 dollars)**a, b**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| 2009-10 | 1 348.5 | 1 015.8 | 458.7 | 604.6 | 353.3 | 113.1 | 101.7 | 326.0 | 4 321.7 |
| 2010-11 | 2 139.6 | 934.8 | 549.0 | 587.7 | 346.0 | 116.6 | 98.5 | 301.0 | 5 073.3 |
| 2011-12 | 1 204.8 | 415.1 | 545.6 | 722.6 | 369.8 | 108.6 | 105.4 | 165.5 | 3 637.3 |
| 2012-13 | 1 201.6 | 416.2 | 542.8 | 757.2 | 437.9 | 106.4 | 109.8 | 156.0 | 3 727.9 |

a The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. b Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010–11. The end of this additional funding is reflected in the contraction of expenditure between 2010–11 and 2011–12.

*Source*: State and Territory governments (unpublished); table 17A.2.

State and Territory government capital expenditure for social housing was $1.5 billion in 2012–13, which was partly funded by the Australian Government through the NAH SPP (table 17A.1).

### Size and scope

#### Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. Public housing is generally provided to people on low incomes and to those with special needs, and aims to provide a choice of housing location, physical type and management arrangements. Nationally at 30 June 2013, there were 321 213 households and 328 340 public housing dwellings (tables 17A.3 and 17A.4). Table 17A.58 presents the proportion of all households residing in public housing in each jurisdiction (3.9 per cent nationally in 2011–12).

Public housing rents are generally set at market levels. To provide affordable housing, public housing rents are subsidised (or rebated) for eligible low income tenants so that they generally pay no more than 30 per cent of their gross income on rent. Information on the proportion of income paid in rent by public housing tenants is contained in table 17A.44.

#### State owned and managed Indigenous housing

State owned and managed Indigenous housing (SOMIH) dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Indigenous Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. Nationally at 30 June 2013, there were 9820 households and 10 084 SOMIH dwellings (tables 17A.3 and 17A.4).

The SOMIH program is partly funded under the NAHA, but because NAHA funding is not tied to specific programs, the amount attributed to SOMIH cannot be separately identified. In 2012–13, State government net recurrent expenditure on SOMIH was $130.1 million nationally (table 17A.1).

The SOMIH program does not operate in all jurisdictions. In 2012–13, SOMIH is reported for NSW, Queensland, South Australia and Tasmania.

* In Victoria, the SOMIH program ended on 30 September 2010, when management of tenancies in SOMIH properties was transferred to Aboriginal Housing Victoria. These dwellings are now classified as Indigenous community housing. A small number of SOMIH tenants and properties transferred to public housing. No SOMIH dwellings are reported for Victoria for 2009–10 onwards.
* In WA, from 2010–11 SOMIH dwellings ceased to be funded separately and were combined with public housing. From 2010–11, SOMIH dwellings in WA are reported as public housing.
* The ACT does not have a separately identified or funded Indigenous housing program. Social housing assistance for Indigenous people is provided through public housing and Indigenous community housing.
* In the NT, Indigenous housing was provided through community housing (prior to 2010–11) or public housing (2010–11 onwards). During 2008–09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. These dwellings are not included in either the community housing data collection or the public housing data collection.

In NSW, a separate statutory organisation — the Aboriginal Housing Office (AHO) — is responsible for planning, administering and expanding policies, programs and the asset base for Aboriginal housing.

#### Community housing

Community housing is delivered by not-for-profit organisations that manage, own and/or develop affordable rental housing for people on low or moderate incomes. 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. Increasingly, community housing organisations are seeking funding through alternative, non‑government means, such as leveraging and partnership arrangements.

A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in managing and providing affordable housing. Community housing programs may also establish links between housing and services managed at the community level, including services for people with disability, and home and community care. It is also intended to provide a choice of housing location, physical type and management arrangements. Some forms of community housing also allow tenants to participate in the management of their housing. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 17.3).

The role of community housing in the housing sector is expanding, driven primarily by changes in government policy that encourage the sector to play a larger role in the provision of affordable housing (Productivity Commission 2010). Community housing organisations are working in partnership with the Australian, State and Territory governments, and the private sector, to increase the supply of affordable housing, and many of the new dwellings constructed under the NRAS and other Australian Government social housing initiatives are or will be owned or managed by community housing organisations.

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| Box 17.3 Models of community housing |
| Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government has management responsibility and ownership of the housing stock. Table 17A.63 lists the community housing programs in each jurisdiction.  Some models of community housing are:   1. *housing cooperatives*, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative 2. *local government housing associations*, providing low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and can directly manage the housing stock 3. *regional or local housing associations*, providing property and tenancy management services, and support services to tenants 4. *specialist providers* are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups 5. *broad service delivery* are organisations that provide housing and other welfare services, such as aged care and disability services 6. *vertically integrated providers of affordable housing* are involved in all stages of providing affordable housing, from construction to property and tenancy management 7. *community ownership and/or management*, where housing is owned and/or managed by not‑for‑profit or community housing associations 8. *joint ventures and housing partnerships*, where church and welfare entities, local government, private sector and other organisations provide resources in cooperation with State and Territory governments; or where groups of community housing providers form partnerships to maximise growth opportunities, share resources and/or manage risk 9. *equity share rental housing*, where housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management). |
| *Source*: Australian, State and Territory governments (unpublished). |
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At 30 June 2013, 65 632households were assisted with community housing and there were 65 865 community housing tenancy rental units in Australia (tables 17A.3 and 17A.4). Table 17A.59 presents the proportion of all households residing in community housing in each jurisdiction in 2011 (0.7 per cent nationally).

#### Indigenous community housing

Indigenous community housing (ICH) is housing funded by Australian, State and Territory governments that are generally managed and delivered by ICH organisations (although some ICH dwellings are managed by State and Territory housing authorities). The commencement of the NAHA on 1 January 2009 resulted in changes to the funding and administrative arrangements for ICH.

From 1 January 2009, ICH was funded through the NAH SPP and the associated National Partnership Agreement on Remote Indigenous Housing (NPA RIH), and delivered by State and Territory governments. State and Territory governments assumed responsibility for administering ICH in urban and regional areas, and arrangements varied across jurisdictions. Some ICH dwellings were transferred to other social housing programs.

Descriptive information on ICH is contained in table 17A.8.

### Diversity of State and Territory government social housing

State and Territory governments have similar broad objectives for providing social housing. Individual jurisdictions, however, emphasise different objectives depending on their historical precedents and ways of interacting with community sector providers. Jurisdictions also have different private housing markets. These differences lead to a variety of policy responses and associated forms of assistance. It is important to consider the various levels and types of assistance provided in each State and Territory, the differences in urban, regional and remote area concentration, and the various eligibility criteria for the different assistance types when analysing performance information. Some information on the context for public housing, SOMIH and community housing are included at tables 17A.60–63.

#### Urban, regional and remote concentrations

The proportion of social housing located in urban, regional and remote areas, for public housing, SOMIH and community housing, using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas) is shown in table 17.2. Data for Indigenous community housing may be included in future reports.

Table 17.2 Regional and remote area concentrations of social housing, at 30 June 2013 (per cent)**a**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| Public housing | | | | | | | | | |
| Major cities | 83.7 | 72.7 | 67.8 | 69.0 | 77.4 | .. | 99.9 | .. | 73.2 |
| Inner regional | 13.0 | 22.2 | 15.9 | 8.1 | 4.0 | 74.4 | 0.1 | .. | 15.1 |
| Outer regional | 3.0 | 5.1 | 14.2 | 10.2 | 16.6 | 24.9 | .. | 69.7 | 9.2 |
| Remote | 0.2 | 0.0 | 1.4 | 8.4 | 1.8 | 0.5 | .. | 27.0 | 1.8 |
| Very remote | 0.1 | .. | 0.6 | 4.3 | 0.2 | 0.2 | .. | 3.3 | 0.6 |
| **Total** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** |
| SOMIH | | | | | | | | | |
| Major cities | 44.3 | .. | 13.4 | .. | 61.5 | .. | .. | .. | 35.5 |
| Inner regional | 31.5 | .. | 18.4 | .. | 6.8 | 83.3 | .. | .. | 24.4 |
| Outer regional | 17.6 | .. | 39.8 | .. | 18.8 | 16.7 | .. | .. | 25.3 |
| Remote | 4.7 | .. | 8.4 | .. | 5.2 | – | .. | .. | 5.9 |
| Very remote | 1.8 | .. | 20.0 | .. | 7.7 | – | .. | .. | 9.0 |
| **Total** | **100.0** | **..** | **100.0** | **..** | **100.0** | **100.0** | **..** | **..** | **100.0** |
| Community housing | | | | | | | | | |
| Major cities | 67.9 | 74.3 | 50.7 | 80.0 | 84.7 | .. | 99.8 | .. | 66.3 |
| Inner regional | 26.0 | 22.4 | 22.4 | 9.9 | 7.0 | 79.2 | 0.2 | .. | 22.8 |
| Outer regional | 5.9 | 3.2 | 21.0 | 7.6 | 7.0 | 20.0 | .. | 46.6 | 9.1 |
| Remote | 0.1 | 0.1 | 2.1 | 2.1 | 1.2 | 0.8 | .. | 49.3 | 1.0 |
| Very remote | – | .. | 3.8 | 0.5 | 0.1 | .. | .. | 4.1 | 0.8 |
| **Total** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** |

a Further information pertinent to these data is provided in tables 17A.5–17A.7. Data are calculated as the proportion of total dwellings. **na** Not available. .. Not applicable. – Nil or rounded to zero.

*Source*: AIHW (unpublished); tables 17A.5–17A.7.

#### Eligibility criteria for access to social housing

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

For 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.

Eligibility criteria for access to SOMIH (table 17A.61) are generally consistent with those for public housing (table 17A.60), once an applicant has been confirmed as Indigenous. Terms of tenure are the same as those for public housing in most jurisdictions.

Eligibility criteria for community housing are generally consistent with those for public housing in each jurisdiction.

#### Waiting lists

All State and Territory governments prioritise access to social housing by segmenting their waiting lists in some way. Segments are defined differently across jurisdictions, but generally reflect urgent need to address homelessness and an inability to access appropriate private market accommodation.

The management of waiting lists varies across jurisdictions. NSW, Queensland, WA, the ACT and the NT have adopted an integrated social housing waiting list and do not segment by public housing, SOMIH and community housing. Progress towards adopting an integrated waiting list varies for the remaining jurisdictions. For this Report, data for integrated waiting lists are not yet available and waiting list data are reported separately for public housing, SOMIH and community housing.

## Framework of performance indicators

The performance indicator framework provides information on equity, efficiency and effectiveness, distinguishes the outputs and outcomes and reflects the objectives of social housing (box 17.4).

The performance indicator framework shows which data are complete and comparable in the 2014 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

The Report’s statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural background (including Indigenous and cultural status) (chapter 2).

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services, (see chapter 1 for more detail on reforms to federal financial relations).

The NAHA covers the areas of housing and homelessness services. The NAHA includes sets of performance indicators, for which the Steering Committee collates performance information for analysis by the COAG Reform Council (CRC). Performance indicators reported in this chapter are aligned with the housing-related performance indicators in the NAHA. The NAHA was reviewed in 2012 and 2013, resulting in changes that have been reflected in this Report, as relevant.

Different delivery contexts and locations influence the equity, effectiveness and efficiency of social housing. The Report’s statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter.

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| Box 17.4 Objectives for social housing |
| Social housing aims to assist people unable to access alternative suitable housing options through the delivery of affordable, appropriate, flexible and diverse social housing. Some forms of social housing aim specifically to contribute to Indigenous community wellbeing by improving housing outcomes for Indigenous people, especially those living in remote communities.  The NAHA and previously the CSHA provide the overarching framework for the delivery of social housing in Australia:   * The objective of the NAHA (2009) is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. * The guiding principles of the CSHA (2003) included maintaining a social housing sector and providing appropriate housing assistance, improving housing outcomes for Indigenous people, improving links with other programs and support to people with complex needs, promoting social and economic participation, managing housing programs efficiently and effectively, ensuring cooperative relationships between levels of governments, and promoting a national approach to affordable housing. |
| *Source*: FaCS (2003); COAG (2009). |
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The performance indicator framework for social housing is presented in figure 17.1.

Figure 17.1 Social housing performance indicator framework

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| Figure 17.1 Social housing performance indicator framework  More details can be found within the text surrounding this image. |

## 17.3 Key performance indicator results

Results for each performance indicator are presented separately for public housing, SOMIH, community housing and Indigenous community housing. Generally, performance indicator results are comparable between public housing and SOMIH. Public housing and SOMIH results are not comparable to community housing and Indigenous community housing because of differences in data quality, timing and coverage.

Data presented in this Report are collected from a variety of sources and the quality and coverage of each collection varies.

* Public housing and SOMIH data are sourced from State and Territory government unit record datasets extracted from administrative databases, and the National Social Housing Survey (NSHS). As outlined in section 17.1, Victoria (from 2009–10), WA (from 2010–11), the ACT and the NT are not included in the SOMIH data collection.
* Community housing data are sourced from jurisdictions’ administrative data (provided by State and Territory governments), community housing provider surveys and the NSHS. Queensland and the NT do not survey their community housing providers, and provide administrative data. Data are not directly comparable across jurisdictions or over time, due to varying response rates and changes to the definitions and counting rules used over time for the provider surveys. Table 17A.65 and related data quality information outline the survey response rates and associated information for each jurisdiction.
* Indigenous community housing data are a combination of administrative data and survey data collected from ICH organisations. Complete data for all jurisdictions are not available, and ICH data should be interpreted with caution. Details of all ICH dwellings were not known and ICH data reflect only those dwellings for which details were known. ICH data are not reported for a number of the social housing performance indicators due to issues with data quality and availability.

Data quality information (DQI) is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data reporting on performance indicators, in addition to material in the chapter or sector overview and its associated attachment tables. DQI in this Report cover the seven dimensions in the ABS’ data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee.

All DQI for the 2014 Report can be found at www.pc.gov.au/gsp/reports/rogs/2014.

This Report includes additional descriptive data for social housing in tables 17A.5 (public housing), 17A.6 (SOMIH), 17A.7 (community housing) and 17A.8 (ICH).

#### Outputs

The following indicators measure the outputs of social housing. Outputs are the services delivered, while outcomes are the impact of those services on the status of an individual or group (see chapter 1, section 1.5).

##### Special needs

‘Special needs’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 17.5).

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| Box 17.5 Special needs |
| ‘Special needs’ is defined as the proportion of new tenancies allocated to households with special needs. The proportion of new tenancies with special needs is reported as a proxy for measuring all households with special needs.  Households with special needs are defined as:   * for public and community housing — those households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members * for SOMIH — those households that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.   A high or increasing proportion indicates a high degree of access by these special needs households.  Data for this indicator are reported for public housing, SOMIH and community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH and community housing * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |

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

Nationally in 2012–13:

* 63.1 per cent of new public housing tenancies were allocated to households with special needs, decreasing from 64.8 per cent in 2008–09
* 52.6 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 48.3 per cent in 2008–09
* 62.9 per cent of new community housing tenancies were allocated to households with special needs, increasing from 61.1 per cent in 2008–09 (figure 17.2).

Figure 17.2 New tenancies allocated to households with special needs (per cent)**a**

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| **Legend to Figure 17.2  More details can be found within the text surrounding this image. Public housingFigure 17.2 New tenancies allocated to households with special needs (per cent)  Public housing  More details can be found within the text surrounding this image. SOMIH**b**Figure 17.2 New tenancies allocated to households with special needs (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**c, d**Figure 17.2 New tenancies allocated to households with special needs (per cent)  Community housing  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.9–17A.11 provide further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (from 2010-11) as SOMIH was transferred to other housing programs. c Data for the NT are not available. 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.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.9–17A.11.

##### Priority access to those in greatest need

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

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| Box 17.6 Priority access to those in greatest need |
| ‘Priority access to those in greatest need’ is defined as the proportion of new allocations of housing to households in greatest need.  Greatest need households are defined as households that at the time of allocation are either homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or that has very high rental housing costs.  The following measures are reported:   * the proportion of new allocations that were to households in greatest need * the proportion of new allocations to households in greatest need (of all new allocations) 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.   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. Data comparability and completeness vary for this indicator. Differences in State and Territory housing assessment policies and community housing allocation policies can influence comparability for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH and community housing * complete for public housing for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for SOMIH. All required data were not available for the following jurisdictions providing the service: * Tasmania * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

The proportions of new allocations to those households in greatest need for public housing, SOMIH and community housing are reported in figure 17.3. Nationally in 2012–13, 77.3 per cent of new public housing allocations, 64.6 per cent of new SOMIH allocations and 76.7 per cent of new community housing allocations were to those households in greatest need (figure 17.3).

Figure 17.3 New allocations to those in greatest need (per cent)**a**

|  |
| --- |
| **Legend to Figure 17.3   More details can be found within the text surrounding this image. Public housingFigure 17.3 New allocations to those in greatest need (per cent)  Public housing  More details can be found within the text surrounding this image. SOMIH**b**Figure 17.3 New allocations to those in greatest need (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**c, d**Figure 17.3 New allocations to those in greatest need (per cent)  Community housing  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.12–14 provide further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs. Data for Tasmania were not available. c Data for the NT are not available. **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.

*Source*: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia (Cat. no. HOU 271); tables 17A.12–17A.14.

Table 17.3 presents information on the proportion of new public housing and SOMIH allocations made to households in greatest need for the year ending 30 June 2013, within particular timeframes. Nationally, of all new households that were allocated public housing within three months at 30 June 2013, 86.7 per cent were households in greatest need. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2013, 81.2per cent were households in greatest need (table 17.3).

Table 17.3 Proportion of new allocations to those in greatest need, for year ending 30 June 2013**a**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| Public housing | | | | | | | | | |
| Under 3 months | 83.1 | 83.8 | 97.4 | 62.6 | 89.6 | 88.0 | 99.6 | 81.0 | 86.7 |
| 3 < 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 < 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** | **66.4** | **76.7** | **96.4** | **58.4** | **83.9** | **89.3** | **98.2** | **70.1** | **77.3** |
|  |  |  |  |  |  |  |  |  |  |
| SOMIH |  |  |  |  |  |  |  |  |  |
| 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** | **35.5** | **..** | **96.8** | **..** | **87.2** | **na** | **..** | **..** | **64.6** |

a Further information on these data is provided in tables 17A.12 and 17A.13. **na** Not available.   
.. Not applicable.

*Source*: AIHW (unpublished); table 17A.12 and 17A.13.

#### Effectiveness — quality

##### Dwelling condition

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 17.7).

|  |
| --- |
| Box 17.7 Dwelling condition |
| ‘Dwelling condition’ is defined as the proportion of households living in dwellings of an acceptable standard for public housing, SOMIH and community housing. A dwelling is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.  A high proportion for this indicator suggests higher or increasing housing quality.  ‘Dwelling condition’ is defined as the proportion of dwellings in need of either major repair or replacement for ICH.  A low proportion for dwelling condition suggests higher or increasing housing quality.  Data for this indicator are reported for public housing, SOMIH, community housing and ICH. Data reported are:   * for public housing, SOMIH and community housing, comparable (subject to caveats) across jurisdictions for the current reporting period * complete for public housing, SOMIH and Indigenous community housing for the most current reporting period (subject to caveats). All required 2012 (public housing and SOMIH) and 2006 (ICH) data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Nationally in 2012, the NSHS found that:

* for public housing, 74.7 per cent of all dwellings and 61.3 per cent of Indigenous dwellings had at least four working facilities and not more than two major structural problems
* for SOMIH, 61.4per cent of all dwellings had at least four working facilities and not more than two major structural problems
* for community housing, 85.2 per cent of all dwellings and 71.5 per cent of Indigenous dwellings had at least four working facilities and not more than two major structural problems (figure 17.4).

Information for Indigenous dwellings is available in tables 17A.15–17.

Confidence intervals at 95 per cent for these data are in the attachment tables.

Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2012**a, b**

|  |
| --- |
| **PublicFigure 16.4 Proportion of households with at least four working facilities and not more than two major structural problems, 2012  Public housing  More details can be found within the text surrounding this image.SOMIH**c,d**Figure 16.4 Proportion of households with at least four working facilities and not more than two major structural problems, 2012  SOMIH  More details can be found within the text surrounding this image.Community housing**eFigure 16.4 Proportion of households with at least four working facilities and not more than two major structural problems, 2012  Community housing  More details can be found within the text surrounding this image. |

a Error bars represent the 95 per cent confidence intervals associated with each point estimate. b Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.15–17 provide further information. c There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH program does not exist in these jurisdictions. d Includes a small proportion of non-Indigenous households. e Data for the NT are not available.

*Source*: AIHW (2012) *National Social Housing Survey*; tables 17A.15-17.

Dwelling condition data for Indigenous community housing for 2006 are included in table 17A.18.

#### Efficiency

##### Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.8).

|  |
| --- |
| Box 17.8 Net recurrent cost per dwelling |
| ‘Net recurrent cost per dwelling’ is defined as the cost of providing assistance per dwelling — total recurrent expenses (including administration and operational costs), divided by the total number of dwellings.  Measures are reported for public housing, SOMIH, community housing and Indigenous community housing. Net recurrent cost per dwelling for public housing is reported, both including and excluding the user cost of capital. Reporting for SOMIH, community housing and Indigenous community housing excludes the user cost of capital.  The total number of dwellings for Indigenous community housing is the number of permanent dwellings.  Holding other factors equal, a low or decreasing net recurrent cost per dwelling suggests an improvement in efficiency. It may also reflect fewer tenant support programs.  Cost per dwelling measures do not provide any information on the quality of service provided (for example, the standard of dwellings).  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH, community housing and ICH * complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2012–13 (public housing and SOMIH) and 2011–12 (community housing) data are available for all jurisdictions providing the service * incomplete for Indigenous community housing for the current reporting period. All required data were not available for the following jurisdictions providing the service: * South Australia, Tasmania and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |

The cost incurred by jurisdictions in providing social housing includes:

* administration costs (the cost of the administration offices of the property manager and tenancy manager)
* operating costs (the costs of maintaining the operation of the dwelling, including repairs and maintenance, rates, the costs of disposals, market rent paid and interest expenses)
* depreciation costs
* the user cost of capital (the cost of the funds tied up in the capital used to provide social housing). For this Report, information on the user cost of capital was only available for public housing.

Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, and could therefore understate the total cost of public housing. In addition, some jurisdictions are unable to separate costs for public housing from those for other housing and homelessness assistance activities. There may also be double counting of some expenditure items in the cost calculations for some jurisdictions. The user cost of capital, for example, is intended to capture all the costs of funding assets used to produce the services, but reported operating costs (apart from interest payments, which have been adjusted for) may already include some of these costs.

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the user cost of capital. There are different user cost of capital and service delivery models across jurisdictions, and user cost of capital data reported should be interpreted with caution. Information on the treatment of assets by housing agencies for each jurisdiction is presented in table 17A.64.

Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions. (Chapter 2 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally in 2012–13, net recurrent cost per dwelling (excluding the user cost of capital) for public housing was $7835 and the cost per dwelling including capital costs was $31 140 (figure 17.6). More detailed information on public housing expenditure is reported in nominal terms in table 17A.19 and in real terms in table 17A.20, including data from 2003–04 to 2012–13.

Figure 17.6 Net recurrent cost per dwelling — public housing (2012‑13 dollars)**a, b**

|  |
| --- |
| **Legend to Figure 17.6  More details can be found within the text surrounding this image.**  **Excluding the cost of capital**  **Figure 17.6 Net recurrent cost per dwelling — public housing (2012 13 dollars)  Excluding the cost of capital  More details can be found within the text surrounding this image. Including the cost of capitalFigure 17.6 Net recurrent cost per dwelling — public housing (2012 13 dollars)  Including the cost of capital  More details can be found within the text surrounding this image.** |

aFurther information pertinent to these data is provided in table 17A.20. bTime series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details.

*Source*: State and Territory governments (unpublished); tables 17A.20 and 2A.53.

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was $11 673 in 2012–13 (figure 17.7). Table 17A.21 contains data for the years 2003–04 to 2012–13. Capital cost data for SOMIH are not available for this Report.

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

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

Figure 17.7 Net recurrent cost per dwelling — SOMIH (2012–13 dollars)**a, b, c**

|  |
| --- |
| **Legend to Figure 17.7  More details can be found within the text surrounding this image.**  **Excluding the cost of capital** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.21 provides further information. b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. c There are no SOMIH data reported for WA from 2010-11 as SOMIH was transferred to other housing programs.

*Source*: State and Territory governments (unpublished); tables 17A.21 and 2A.53.

Data on net recurrent cost per dwelling for community and Indigenous community housing are reported with a one year lag to allow community housing providers an extra year to collate financial data. Capital cost data for community housing are not available for this Report.

Nationally, the net recurrent cost per tenancy at 30 June 2012 was $8222 (figure 17.8). Table 17A.22 contains data from 2003–04 to 2011–12.

Figure 17.8 Net recurrent cost per tenancy — community housing (2011–12 dollars)**a, b, c, d**

|  |
| --- |
| **Legend to Figure 17.8  More details can be found within the text surrounding this image. Excluding the cost of capitalFigure 17.8 Net recurrent cost per tenancy - community housing (2011-12 dollars)  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.22 provides further information. b Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. cData for the NT are not available. **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.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.22 and 2A.53.

In 2011–12, the net current costs per indigenous community housing dwelling for jurisdictions, where the data were available, was $7969 (table 17.4).

Table 17.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2011‑12 dollars)**a, b, c, d**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govd | Aust |
|  |  |  |  |  |  |  |  |  |  |  |
| 2007-08 | 7 536 | 3 447 | 7 799 | 15 064 | 2 950 | .. | 7 808 | na | 9 039 | 8 540 |
| 2008-09 | 6 514 | 6 421 | 4 032 | 6 897 | 3 565 | .. | 10 977 | na | 8 162 | 5 719 |
| 2009-10 | 15 329 | 9 688 | 4 827 | 7 328 | 4 275 | 11 651 | na | na | .. | 8 072 |
| 2010-11 | 10 829 | 4 930 | 5 628 | 9 210 | na | 5 040 | na | na | .. | 7 446 |
| 2011-12 | 9 855 | 6 424 | 6 374 | 9 374 | na | 9 268 | na | na | .. | 7 969 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.23 provides further information. b Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). d  Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

*Source*: AIHW *Housing Assistance in Australia* (Cat No. HOU 271); AIHW (various years) *Indigenous Community Housing*; table 17A.23.

##### Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 17.9).

|  |
| --- |
| Box 17.9 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 Indigenous community housing).  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 Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH, community housing and ICH * complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for Indigenous community housing for the current reporting period. All required data were not available for the following jurisdictions providing the service: * ACT and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Nationally at 30 June 2013, the proportion of total rental stock occupied was 97.8 per cent for public housing, 97.4 per cent for SOMIH, and 97.4per cent for community housing (figure 17.9).

Figure 17.9 Occupancy rates, at 30 June**a**

|  |
| --- |
| **Legend to Figure 17.9  More details can be found within the text surrounding this image. Public housingFigure 17.9 Occupancy rates, at 30 June  Public housing  More details can be found within the text surrounding this image. SOMIH**b  **Figure 17.9 Occupancy rates, at 30 June  SOMIH  More details can be found within the text surrounding this image. Community housing**c, d**Figure 17.9 Occupancy rates, at 30 June  Community housing  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.24–17A.26 provide further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (from 2010-11) as SOMIH was transferred to other housing programs. c Occupancy rates in the NT are based on the assumption that all dwellings are occupied. **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.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 271; tables 17A.24–17A.26.

Nationally, 92.1 per cent of Indigenous community housing was occupied at 30 June 2012, though this varied across jurisdictions (table 17.5). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 17.5 Occupancy rates for Indigenous community housing, at 30 June (per cent)**a, b**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govc | Aust |
| 2008 | 96.0 | 99.1 | 98.1 | na | 93.3 | .. | 100.0 | 100.0 | 96.6 | 98.3 |
| 2009 | 99.2 | 97.9 | 96.8 | 89.8 | 87.7 | .. | 100.0 | na | 95.3 | 96.5 |
| 2010 | 97.0 | 95.7 | 96.4 | 73.7 | 87.8 | 90.2 | na | na | .. | 90.8 |
| 2011 | 96.2 | 95.4 | 97.0 | 79.8 | 78.8 | 89.8 | na | na | .. | 91.6 |
| 2012 | 95.8 | 97.4 | 94.8 | 82.5 | 89.4 | 92.1 | na | na | .. | 92.1 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.27 provides further information. b Results for this indicator are based on those dwellings for which occupancy status was known. c Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

*Source*: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 271); AIHW (various years) *Indigenous Community Housing*; table 17A.27.

##### Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 17.10).

|  |
| --- |
| Box 17.10 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.  A low or decreasing turnaround time suggests efficient housing allocation.  Properties that are unavailable, undergoing major redevelopment or for which there was no suitable applicant are excluded from the calculation. Hard‑to‑let properties are included.  This indicator may be affected by changes in maintenance programs and stock allocation processes, and some jurisdictions may have difficulty excluding stock upgrades. Cultural factors may also influence the national average turnaround time for SOMIH dwellings relative to public housing dwellings. Following the death of a significant person, for example, a dwelling may need to be vacant for a longer period of time (Morel and Ross 1993). A higher proportion of SOMIH dwellings in regional and remote areas may also contribute to delays in completing administrative tasks and maintenance before dwellings can be re‑tenanted.  Data for this indicator are reported for public housing and SOMIH. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing and SOMIH * complete for SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for public housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014 |
|  |

The average turnaround time for vacant public housing stock varied across jurisdictions in 2012–13.

Nationally, vacant stock remained unallocated for an average of 29.5 days for SOMIH in 2012–13 (figure 17.10).

Figure 17.10 Average turnaround time

|  |
| --- |
| **Legend to Figure 17.10  More details can be found within the text surrounding this image. Public housing**a**Figure 17.10 Average turnaround time  Public housing  More details can be found within the text surrounding this image. SOMIH**b**Figure 17.10 Average turnaround time  SOMIH  More details can be found within the text surrounding this image.** |

a Data for the NT and Australia total for 2012-13 are unavailable. b There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.28 and 17A.29.

##### Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.11).

|  |
| --- |
| Box 17.11 Rent collection rate |
| ‘Rent collection rate’ is defined as the total rent collected as a percentage of the total rent charged.  A high or increasing percentage suggests higher efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a percentage of the rent charged.  Differences in recognition policies, write‑off practices, the treatment of disputed amounts, and the treatment of payment arrangements can affect the comparability of reported results. Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period can be higher than rent charged over that period.  Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH, community housing and ICH * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing and ICH for the current reporting period. All required data were not available for the following jurisdictions providing the service: * Northern Territory (community housing) and Tasmania and ACT (ICH).   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

In 2012–13, the national rent collection rate was 99.4 per cent for public housing and 99.6 per cent for SOMIH. In 2011–12, the national rent collection rate was 100.6 per cent for community housing, and 94.9 per cent for Indigenous community housing (table 17.6). However, complete data for ICH were not available for all jurisdictions, and these figures may be an underestimate.

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govb | Aust |
| Public housing | | |  |  |  |  |  |  |  |  |
| 2008-09 | 100.2 | 98.5 | 99.3 | 101.3 | 100.0 | 99.0 | 99.9 | 100.8 | .. | 99.8 |
| 2009-10 | 100.0 | 99.0 | 100.3 | 101.2 | 99.8 | 99.0 | 99.5 | 103.8 | .. | 99.8 |
| 2010-11 | 99.2 | 98.7 | 100.9 | 100.7 | 100.0 | 99.0 | 99.5 | 102.7 | .. | 99.6 |
| 2011-12 | 99.1 | 98.5 | 99.4 | 100.7 | 100.3 | 98.6 | 99.7 | 99.0 |  | 99.3 |
| 2012-13 | 99.0 | 98.7 | 100.0 | 100.7 | 100.0 | 98.4 | 99.5 | 98.7 |  | 99.4 |
| SOMIHc | | |  |  |  |  |  |  |  |  |
| 2008-09 | 99.8 | 97.2 | 97.2 | 103.6 | 99.7 | 99.0 | .. | .. | .. | 99.7 |
| 2009-10 | 101.5 | .. | 101.5 | 104.5 | 100.7 | 101.7 | .. | .. | .. | 99.7 |
| 2010-11 | 104.0 | .. | 99.3 | .. | 99.9 | 99.0 | .. | .. | .. | 101.7 |
| 2011-12 | 100.0 | .. | 100.6 | .. | 100.7 | 98.6 | .. | .. | .. | 100.5 |
| 2012-13 | 101.0 | .. | 99.8 | .. | 101.5 | 98.4 | .. | .. | .. | 99.6 |
| Community housing | | |  |  |  |  |  |  |  |  |
| 2007-08 | 98.3 | 99.2 | 98.6 | 100.9 | 98.6 | 97.9 | 97.0 | na | .. | 98.7 |
| 2008-09 | 96.6 | 99.1 | 99.0 | 98.8 | 100.3 | 99.7 | 95.8 | na | .. | 98.1 |
| 2009-10 | 96.1 | 98.1 | 99.3 | 99.6 | 99.7 | 100.2 | 101.6 | na | .. | 97.7 |
| 2010-11 | 96.5 | 99.2 | 101.6 | 99.1 | 98.1 | na | 99.1 | na | .. | 97.9 |
| 2011-12 | 101.9 | 98.8 | 99.4 | 100.1 | 100.0 | 102.2 | 98.1 | na | .. | 100.6 |
| Indigenous community housing | | | |  |  |  |  |  |  |  |
| 2007-08 | 89.8 | 95.4 | 90.8 | 101.1 | 63.5 | .. | 100.4 | 114.4 | 93.2 | 97.6 |
| 2008-09 | 90.4 | 94.1 | 115.8 | 64.2 | 60.3 | .. | 100.0 | 115.6 | 97.9 | 96.3 |
| 2009-10 | 90.3 | 92.3 | 83.5 | 84.7 | na | 97.0 | na | 93.6 | .. | 88.1 |
| 2010-11 | 100.7 | 100.1 | 93.0 | 88.7 | na | 98.2 | na | 71.2 | .. | 94.9 |
| 2011-12 | 98.6 | 101.6 | 94.6 | 78.8 | na | 100.5 | na | 81.3 | .. | 94.9 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.30–33 provide further information. b Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. .. Not applicable.

*Source*: State and Territory Governments (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 271; AIHW (various years) *Indigenous Community Housing;* tables 17A.30–17A.33.

#### Outcomes

The following indicators measure the outcomes of social housing. Outcomes are the impact of services on the status of an individual or group, while outputs are the services delivered (see chapter 1, section 1.5).

##### Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.12).

|  |
| --- |
| Box 17.12 Amenity/location |
| ‘Amenity/location’ is defined as the proportion of tenants rating amenity/location aspects as important to their household and met their household needs.  A high or increasing level of satisfaction with amenity and location suggests that the provision of housing assistance satisfies household needs.  Data for this indicator are reported for public housing, SOMIH and community housing.  There are no data available for Indigenous community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable to data for 2010 and earlier years * 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 2012 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |

Data for this indicator are sourced from the National Social Housing Survey (NSHS), which measures tenants’ level of satisfaction with services provided by their housing service provider. Public housing, SOMIH and community housing tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. Data from the 2012 survey are reported for public housing, community housing and SOMIH. Data from earlier surveys (2010 [public housing and community housing] and 2007 [public housing, community housing and SOMIH]) were included in earlier reports.

Caution should be used when comparing the public housing, SOMIH and community housing results, due to the different demographic profile of Indigenous tenants and the method of data collection.

Nationally in 2012, the NSHS found that:

* for public housing, 83.4 per cent of tenants rated amenity as important and meeting their needs, and 87.9 per cent rated location as important and meeting their needs (tables 17A.34 and 17A.35)
* for SOMIH, 82.2 per cent of tenants rated amenity as important and meeting their needs and 86.8 per cent of tenants rated location as important and meeting their needs (table 17A.36)
* for community housing, 84.7 per cent of tenants rated amenity as important and meeting their needs, and 87.3 per cent rated location as important and meeting their needs (tables 17A.37 and 17A.38).

The precision of survey estimates depends on a range of factors including the survey sample size. Further information, including 95 per cent confidence intervals, is presented tables 17A.36, 17A.55 and 17A.56.

##### Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 17.13).

|  |
| --- |
| Box 17.13 Affordability |
| ‘Affordability’ is defined as tenants’ financial ability to access suitable housing. Two measures of affordability are reported:   * Average weekly rental subsidy per rebated household * This measure is reported for public housing and SOMIH. It is calculated as the total rental rebate amount 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 low market rents will result in low rental rebates. A high or increasing value of the subsidy might imply that governments are spending more to ensure housing affordability * Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent * This measure is reported for public housing, SOMIH and community housing. It is calculated as number of low income rental households spending more than 30 per cent of their gross income on rent, divided by the total number of low income rental households * Low income households are defined as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). 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) * Households in public housing and SOMIH who do not receive rental rebates are included in this measure. A low or decreasing proportion of households spending more than 30 per cent of their income on rent implies greater housing affordability.   Data for this indicator are reported for public housing, SOMIH and community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years * 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 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Queensland and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |

##### Average weekly rental subsidy

Nationally, the average weekly subsidy per rebated household in public housing was $146 at 30 June 2013, increasing from $134 at 30 June 2009 (in real terms). For SOMIH, the average weekly subsidy per rebated household was $135 at 30 June 2013, decreasing from $136 at 30 June 2009 (in real terms). These subsidies varied across jurisdictions (figure 17.11).

Figure 17.11 Average weekly subsidy per rebated household at 30 June (2012–13 dollars)**a, b**

|  |
| --- |
| **Legend to Figure 17.11  More details can be found within the text surrounding this image.**  **Public housingFigure 17.11 Average weekly subsidy per rebated household at 30 June (2012–13 dollars)  Public housing  More details can be found within the text surrounding this image. SOMIH**c**Figure 17.11 Average weekly subsidy per rebated household at 30 June (2012–13 dollars)  SOMIH  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.39 and 17A.40 provide further information. b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (section 2.5) for details. c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.39, 17A.40 and 2A.53.

*Proportion of low income households spending more than 30 per cent of their income on rent*

Information on the proportion of low income households in social housing are presented in tables 17A.41–42.

At 30 June 2013:

* 97.7 per cent of all households in public housing were low income households, of which 0.5 per cent were spending more than 30 per cent of their gross income on rent
* 93.9 per cent of all households in SOMIH were low income households, of which 0.5 per cent were spending more than 30 per cent of their gross income on rent
* 89.8 per cent of all households in community housing were low income households, of which 9.8per cent were spending more than 30 per cent of their gross income on rent (tables 17A.41–42 and table 17.7).

Further information on the proportion of income paid in rent by low income households is provided in tables 17A.43–17A.46.

These results should be interpreted with care, as income data for some public housing and SOMIH households are not updated annually and this may result in overestimating the proportion of household income spent on rent.

Further, rebated rents generally result in the majority of households generally paying no more than 30 per cent of their gross income in rent (the rent to income ratio). Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent. Information on the eligibility criteria for income and asset limits for each jurisdiction is presented in tables 17A.60–62.

Differences in the treatment of CRA in rent assessment can affect the comparability of the results reported for community housing (CRA should be excluded from household income, but data for some households may include CRA in household income). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34).

Table 17.7 Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent)**a**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Austb |
| Public housing | | | | | | | | | |
| 2010 | 0.1 | 3.9 | – | 1.1 | 1.7 | – | 0.9 | 5.8 | 1.3 |
| 2011 | 0.2 | np | 0.1 | 1.4 | – | np | 0.8 | 1.8 | 0.3 |
| 2012 | 0.2 | – | 0.7 | 1.3 | – | 0.1 | 0.7 | 1.8 | 0.4 |
| 2013 | 0.2 | 0.4 | 0.2 | 1.5 | – | 0.1 | 0.4 | 6.9 | 0.5 |
| SOMIHc | | | | | | | | | |
| 2010 | 0.1 | .. | 0.1 | 2.0 | 2.2 | – | .. | .. | 0.8 |
| 2011 | 0.3 | .. | 0.2 | .. | – | – | .. | .. | 0.2 |
| 2012 | 0.5 | .. | 1.1 | .. | – | – | .. | .. | 0.7 |
| 2013 | 0.5 | .. | 0.8 | .. | – | – | .. | .. | 0.5 |
| Community housing | | | | | | | | | |
| 2009-10 | 12.9 | 20.3 | na | 59.7 | 7.1 | 28.0 | 23.6 | na | 18.4 |
| 2010-11 | 10.8 | 12.2 | na | 59.9 | 6.9 | 35.5 | 2.0 | na | 12.5 |
| 2011-12 | 3.8 | – | na | 32.7 | 1.2 | 26.5 | – | na | 12.6 |
| 2012-13 | 8.4 | 9.5 | na | 30.4 | 6.5 | 27.1 | 0.6 | na | 9.8 |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.42 provides further information. b Australian totals may not represent national totals because complete data are not available for all jurisdictions. c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. .. Not applicable. – Nil or rounded to zero. **np** Not published.

*Source*: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); table 17A.42.

##### Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.14). The objectives of community housing providers in providing housing assistance may be different to those of governments.

|  |
| --- |
| Box 17.14 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) since 2010 under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard.  The CNOS specifies that:   * no more than two people shall share a bedroom * parents or couples may share a bedroom * children under 5 years, either of the same sex or opposite sex may share a bedroom * children under 18 years of the same sex may share a bedroom * a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex * single adults 18 years and over and any unpaired children require a separate bedroom.   Households living in dwellings where this standard cannot be met are considered to be overcrowded. The CNOS enables a comparison of the number of bedrooms required with the actual number of bedrooms in the dwelling and is sensitive to both household size and household composition.  A low or decreasing proportion of overcrowded households is desirable.  State and Territory governments’ housing authorities bedroom entitlement policies may differ from the CNOS.  Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. The comparability and completeness of data reported for the indicator vary. Data reported are:   * comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years * 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 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Queensland and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2013, 5.0 per cent of households in public housing were overcrowded, 10.7per cent of SOMIH households were overcrowded and 2.9 per cent of households in community housing were overcrowded (figure 17.12).

Information on underutilisation in public housing, SOMIH and community housing dwellings is reported at table 17A.54.

Figure 17.12 Overcrowded households, at 30 June (per cent)**a**

|  |
| --- |
| **Legend to Figure 17.12  More details can be found within the text surrounding this image. Public housingFigure 17.12 Overcrowded households, at 30 June (per cent)  Public housing  More details can be found within the text surrounding this image. SOMIH**b**Figure 17.12 Overcrowded households, at 30 June (per cent)  SOMIH  More details can be found within the text surrounding this image. Community housing**c, d**Figure 17.12 Overcrowded households, at 30 June (per cent)  Community housing  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading.   
Tables 17A.47–17A.49 provide further information. b There are no SOMIH data reported for Victoria (from 2009‑10) for WA (2010-11) as SOMIH was transferred to other housing programs. c Data for Queensland and the NT from 2010 are not available.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.

*Source*: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.47–17A.49.

Table 17.8 illustrates the proportion of overcrowded households in Indigenous community housing. However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 17.8 Proportion of overcrowded households in Indigenous community housing, at 30 June (per cent)**a, b**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Gov | Aust |
| 2008 | 29.1 | – | 36.6 | na | na | .. | – | na | 10.2 | na |
| 2009 | 25.1 | 0.8 | 32.5 | na | 31.8 | .. | – | na | 13.7 | na |
| 2010 | na | 6.3 | 43.8 | 28.4 | 48.4 | na | na | na | .. | na |
| 2011 | na | 5.7 | 34.3 | 32.9 | 52.0 | na | na | na | .. | na |
| 2012 | na | 9.7 | 33.3 | 30.3 | 31.7 | na | na | na | .. | na |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.50 provides further information. b Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. **—** nil or rounded to zero. **..** not applicable.

*Source*: AIHW (various years) *Housing Assistance in Australia* (Cat No. HOU 271); table 17A.50.

Other information relating to overcrowding of Indigenous people in social housing includes:

* Indigenous people living in overcrowded conditions in public housing and SOMIH, by remoteness area (tables 17A.51 and 17A.52)
* the number of bedrooms required for people living in overcrowded conditions in Indigenous community housing (table 17A.53).

##### Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 17.15).

|  |
| --- |
| Box 17.15 Customer satisfaction |
| ‘Customer satisfaction’ is defined as the proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.  A high or increasing percentage for customer satisfaction can imply better housing assistance provision.  Data are reported for public housing, SOMIH and community housing. There were no data available for Indigenous community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable to data for 2010 and earlier * 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 2012 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Data for this indicator are sourced from the NSHS. Data from the 2012 survey are reported for public and community housing and SOMIH. Data from earlier surveys (2010 and 2007) were included in earlier reports.

Nationally in 2012, the NSHS found that:

* for public housing, 65.2 per cent of tenants in public housing were either satisfied (34.2 per cent) or very satisfied (31.0 per cent) with the service provided by the State or Territory housing authority (table 17A.55)
* for SOMIH, 58.5 per cent of SOMIH respondents were either satisfied (36.6 per cent) or very satisfied (21.9 per cent) with the service provided by the State housing authority (table 17A.36)
* for community housing, 73.9 per cent of tenants were either satisfied (35.1 per cent) or very satisfied (38.8 per cent) with the services provided by their community housing organisation (table 17A.56).

Confidence intervals at 95 per cent for these data are in the attachment tables.

The levels of satisfaction varied across jurisdictions.

The next NSHS is expected to be conducted in 2014.

## 17.4 Future directions in performance reporting

### Further developing indicators and data

The Housing and Homelessness Working Group will continue to improve the quality of community housing, Indigenous community housing and financial data in this Report.

Development work is underway to enable better reporting on community housing (including Indigenous community housing).

## 17.5 Jurisdictions’ comments

This section provides comments from each jurisdiction on the services covered in this chapter.

|  |  |  |
| --- | --- | --- |
| **“** | Australian Government comments | **”** |
| In 2013, governments have continued to work together under the NAHA to improve housing affordability, reduce homelessness and reduce Indigenous housing disadvantage. The NAHA is currently supported by two National Partnership Agreements:   * the $5.5 billion National Partnership on Remote Indigenous Housing (NPARIH) will help address significant overcrowding, homelessness and poor housing conditions over 10 years (2008-2018). At 30 September 2013, over 2122 new houses had been delivered against a 2018 target of 4200 (51 per cent) and the refurbishment target of 4876 had been exceeded with 6147 existing dwellings refurbished (126.1 per cent). * the one year 2013–14 transitional National Partnership Agreement on Homelessness under which the Australian Government invested $159 million for a range of homelessness initiatives, including $111.7 million to maintain service delivery levels, $43.2 million for capital developments projects and $4 million for research purposes. Jurisdictions are matching the Australian Government contribution for service delivery and capital projects.   In addition, the $5.6 billion Social Housing Initiative under the Nation Building — Economic Stimulus Plan delivered around 19 700 social housing dwellings and refurbished around 80 000 existing social housing dwellings. The Initiative expired in December 2012 and all projects were completed by June 2013.  Commonwealth Rent Assistance (CRA) is a non-taxable income support supplement payable to individuals and families who rent accommodation in the private rental market. CRA rates are based on a customer’s family situation and the amount of rent they pay. At 1 June 2013, 1 267 979 individuals and families were receiving CRA. In 2012–13 Australian Government expenditure on CRA was $3.63 billion. CRA is increased twice a year in response to changes to the cost of living as measured by the Consumer Price Index.  The National Rental Affordability Scheme (NRAS) is a commitment by the Australian Government to invest in affordable rental housing. The Scheme offers financial incentives to the business sector and community organisations to build and rent dwellings to low and moderate income households at a rate that is at least 20 per cent below prevailing market rates. As at 30 June 2013 more than 14 500 dwellings had been built.  The Australian Government has continued to implement several other initiatives to improve housing affordability and help Australians buy their first home. These include the Housing Affordability Fund, First Home Savers Accounts, releasing surplus Commonwealth land and the Building Better Regional Cities initiative. In addition, Commonwealth Financial Counselling and Centrelink’s Financial Information Service help people in financial difficulty to make informed choices to address their problems. |
| **“** | New South Wales Government comments | **”** |
| A strong and sustainable social housing system is a key priority for the NSW Government. *NSW 2021* outlines our commitment to delivering well-coordinated services to support those who need it most, including social housing services.  The NSW Government manages around 111 000 public housing dwellings. Alongside public housing, the community housing sector plays a significant role in the provision of social housing, with around 26 000 dwellings now being managed by this sector. The Aboriginal Housing Office owns more than 4600 dwellings and Aboriginal housing providers manage more than 4700 dwellings.  A new policy approach for social housing, currently in development, will focus on breaking the cycle of disadvantage. This will be done through service integration, mutual obligation and greater non-government leadership. The new approach will provide the overarching framework for decision-making in the delivery of social housing assistance in NSW.  We are building a flexible and responsive community housing sector that is well-integrated into the broader NSW social housing system and is capable of providing an increased supply of affordable housing. The Registrar of Community Housing registers and regulates community housing providers, and has a focus on ensuring a viable and diverse community housing sector.  Under the NSW Government’s *Build and Grow Aboriginal Community Housing Strategy* we are addressing the maintenance backlog in community-owned homes, developing an Aboriginal community housing provider registration system, introducing a new rent policy and providing time-limited capacity subsidies for registered providers. Culturally appropriate social housing products and services, and reducing the risk of homelessness and overcrowding are also priorities.  Planning reforms are underway to encourage more private sector investment in new, affordable housing. This includes providing local councils with planning tools that encourage housing development for low and moderate income households. We will continue working to ensure that adequate Commonwealth funding is received to deliver safe, affordable and sustainable housing for NSW.  The NSW Government is also working with the Commonwealth through the National Rental Affordability Scheme. The NSW Government has allocated more than $260 million to support the delivery of over 7000 new affordable rental homes for lower income families in NSW, of which 1800 have been constructed. |

|  |  |  |
| --- | --- | --- |
| **“** | Victorian Government comments | **”** |
| The year 2012–13 marks the 75th anniversary of Victoria’s first Housing Act in Parliament and the creation of the original Housing Commission of Victoria. Today, Victoria continues to be a leader in innovation and implementation of public and social housing programs.  Social housing is a key component of major reforms underway across the human services system. The focus is on delivering targeted and holistic support and services at the frontline, to make sure that vulnerable Victorians get the support that they need, when they need it.  These reforms will bring together services such as public housing, child protection, disability, youth justice, family violence, mental health, and alcohol and drug services, to provide an integrated response. This year, the Victorian Department of Human Services spent over $4 billion and funded around 1500 community service providers to deliver client services and community programs.  Funding of $4.6 million has been allocated to establish five Work and Learning Centres in Carlton, Geelong, Moe, Ballarat and Shepparton. The centres help people, particularly public housing tenants, who are experiencing disadvantage and may need support to find training and employment opportunities.  The department is working in partnership with the Brotherhood of St Laurence, Hanover Welfare Services and local tertiary education providers to deliver the Victorian Government’s Youth Foyer program that includes three 40-bed youth foyers as part of the government’s $30.1 million Youth Foyer initiative. Each youth foyer will provide accommodation for disadvantaged young people who are unable to live at home and want to study. Work has progressed in 2012–13 to develop a new social housing framework that addresses the financial sustainability of public and community housing and explores the future role of government in providing public housing. A major public consultation process was completed in July 2012.  A range of new and innovative social housing construction projects are underway. The $80 million New Norlane initiative will provide 320 new affordable homes in Geelong. The $160 million Olympia Housing Initiative was also launched. This will see more than 600 new homes built over 10 years to replace out dated and unsuitable public housing in Heidelberg West.  At the end of December 2012, the department completed its Nation Building Social Housing Initiative building program that was funded by the Australian Government. Since the initiative was announced in February 2009, the Victorian Government has delivered 4663 new homes over 900 projects, exceeding the 4488 originally promised. This year 547 new social housing properties were delivered at the Fitzroy, Prahran and Richmond public housing estates as part of the first stage of a wider renewal project funded by the Australian Government’s Housing Affordability Fund. |

|  |  |  |
| --- | --- | --- |
| **“** | Queensland Government comments | **”** |
| In 2012–13, Queensland implemented a range of reforms aimed at improving the provision of housing assistance to vulnerable Queenslanders with a housing need. These reforms included changes to more efficiently and effectively deliver public housing, through the use of under-occupancy and ongoing eligibility reviews to ensure continued housing need, and the introduction of three-year fixed-term tenancy agreements for all new tenants. These changes have been encapsulated in the Queensland Government’s *Housing 2020 Strategy*.  The Logan Renewal Initiative was launched as the first major step to expand the service delivery role for non-government housing providers. The initiative aims to achieve the large scale transfer of the management of public housing and redevelopment of housing stock in the Logan area, by harnessing new partnerships with the private and community sectors, resulting in increased supply of social and affordable housing. The transfer program will be extended in the coming years. Queensland established the Office of the Registrar, National Regulatory System to support the national approach to regulation, and has commenced working with community housing providers to prepare them for the transition to the new regulatory framework.  Improvements in the use of the existing social housing asset base continue to be progressed, and include identifying redevelopment, realignment and relocation opportunities. In line with this, Queensland commenced procurement activities to transfer three caravan parks to not-for-profit organisations in exchange for new social housing in key target areas. Home ownership for Indigenous people remains a priority, and work continues with Indigenous councils to overcome barriers to home ownership. A number of councils have expressed interest in progressing home ownership in their communities. The Queensland Government continues its commitment to assist low-income Queenslanders with access to affordable housing in the private rental market. As part of the National Rental Affordability Scheme, the Queensland Government provided $9.1 million as incentives to investors, delivering over 4800 affordable private rental dwellings.  In June 2013, the Queensland Government also released a new *Homelessness-to-Housing Strategy 2020*, to guide a range of initiatives to renew emphasis on ‘bricks and mortar’ responses alongside an overhaul of service delivery models. The strategy will achieve a flexible, efficient and responsive housing assistance system for our most vulnerable Queenslanders, featuring a stronger delivery role for community housing providers, and providing lower-income households with the help they need to secure appropriate and affordable housing in the private rental market. The Queensland Government’s social housing reforms have led to a reduction in social housing waiting list numbers (using an integrated measure) from approximately 30 000 to around 22 000 between July 2012 and June 2013. In the past year the Government has also provided more than 19 000 households with interest free bond loans, issued more than 3600 rental grants and assisted over 9000 households through the *RentConnect* program. |
| **“** | Western Australian Government comments | **”** |
| The past year has been a challenging but successful one for the Housing Authority (the Authority). We continued to make a substantial contribution to the economic and regional development of Western Australia by providing housing for a growing workforce needed to build the State’s economy. We also helped more Western Australians realise their dream of home ownership as well as housing those most in need for the duration of their need.  Through the year, the Authority maintained its strong focus on the delivery of the State Government’s *Affordable Housing Strategy*. Three years into the Strategy, we have already passed the half-way mark of providing 20 000 affordable housing opportunities by 2020.  We are increasingly focused on encouraging innovation and collaborating with not-for-profit and private sector partners to deliver outcomes to the Western Australian community. We continue to seek out and find innovative ways to provide greater housing opportunities, particularly for those on low to moderate incomes, through the attraction of significant private capital to increase the supply and diversity of affordable housing in Western Australia.  Western Australia’s community housing organisations (CHOs) have taken on an increasingly significant role in delivering affordable housing under a key initiative in the *Affordable Housing Strategy*. Through the Asset Transfer Program, the Authority has transferred nearly $400 million worth of public housing assets to community housing growth providers since 2010. These CHOs are then able to use any positive cash flow and leverage these assets to borrow funds and provide additional social and affordable housing.  We are also improving the management of public housing through the implementation of the State Government’s *Disruptive Behaviour Management Strategy* to address community concerns about antisocial behaviour by a minority of public housing tenants.  The Authority continued implementing its long term commitment to improve housing options for remote Aboriginal families and communities. Early results from a new program in the East Kimberley that links housing, work and education are particularly pleasing.  The Authority exceeded its targets set under the National Partnership Agreement on Remote Indigenous Housing (NPARIH). We have achieved this for the past four years, clearly demonstrating our ability to successfully deliver new homes and refurbishments in some of the most remote and challenging Aboriginal communities.  We continue to evolve as an innovative, responsive organisation that works to increase the availability of affordable housing options in the State, from building social housing to developing new land releases, assisting low to moderate income earners into home ownership, constructing housing in remote Aboriginal communities, and providing housing for the increasing workforce in the North West. |
| **“** | South Australian Government comments | **”** |
| In June 2013, the South Australian Premier announced a reform package to build a stronger social housing sector in South Australia. Housing SA has committed to the transfer of the property management of up to 5000 public housing dwellings to the community housing sector. The first transfer of 1000 properties will be managed by selected community housing providers for an initial period of three years. If successful, this will be increased to 20 years. The transfer of the management of these properties to the community housing sector aims to improve overall housing outcomes within the social housing sector.  Also announced in June 2013, a $220 million Affordable Housing Stimulus Package which will provide more than 900 new homes for low income and vulnerable people across the state. This includes constructing around 225 new social housing dwellings by December 2014, through a $20 million community housing grant and $30 million for vulnerable and at risk tenants. At least 15 per cent of homes will be for people living with disability.  Relative to other jurisdictions, South Australia maintains a high proportion of rental properties across its social housing sector with a portfolio of 50 535 lettable public, State Owned and Managed Indigenous Housing and community housing dwellings. 2012–13 saw the completion of the remaining 103 new dwellings as part of the Nation Building Economic Stimulus Plan. As the program progressed and savings were realised, South Australia committed to constructing 1470 new dwellings. To support the growth of community housing, 616 of these properties were transferred to the community housing sector. We also continued our investment on the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands by achieving practical completion of 33 new houses and the upgrading of 34 dwellings.  Our private rental assistance program continues to expand. This year saw another rise in the number of households assisted with bonds (including cash bonds) to secure private rental accommodation. Over the past financial year, Housing SA saw a 6.2 per cent increase in the total number of households supported with 20 932 bonds guaranteed. As rents increase in the private rental market, the value of this assistance has grown at an even faster rate.  Housing SA established an *Allocations Pilot Program* in April 2012 aiming to improve the efficiency of allocation processes, improve client relations and reduce vacant property turn-around times. This used a centralised model to allocate vacancies, and trialled new technologies and alternative processes for selecting applicants. The pilot concluded in August 2013, with findings to inform strategies to improve the management of allocation processes across Housing SA.  Consultations occurred throughout 2012–13 on the future directions of the South Australian housing and homelessness sector, these have been set out in the *Housing SA Blueprint* and the *Housing Strategy for South Australia* available at www.sa.gov.au. |
| **“** | Tasmanian Government comments | **”** |
| The Tasmanian Government is improving the way affordable and social housing is provided and accessed in Tasmania. These reforms are delivering better outcomes for low income Tasmanians in need of secure, affordable housing.  Under Better Housing Futures, the management of up to 4000 public housing properties is being transferred to the community sector by June 2014. This is around a third of Housing Tasmania’s portfolio. The *Better Housing Futures* initiative is giving tenants more choice and greater services while helping deliver a sustainable social housing system to support future growth. Stage one was completed in March 2013 with tenancy management of 495 public housing properties transferred to MA Housing. Stage 1 is above target with a 40 per cent sign up of tenants at the end of October 2013. Stage two is on track to see the transfer of around 3500 public housing properties to more community housing providers in numerous suburbs across the state.  *Housing Connect* – which started on 1 October 2013 – is transforming the way housing services are provided for clients in Tasmania. The new system makes it easier and faster for Tasmanians to access housing and support needs with one assessment for everything from emergency accommodation to a long-term home. *Housing Connect’s* common assessments, shared waiting lists and a more integrated service system are connecting people to the right services, providing more stable social housing tenures and preventing homelessness.  During 2012–13, Tasmania continued its strong performance in housing people most in need. The waitlist for public housing continued to fall. The proportion of homes allocated to new applicants in greatest need was 89.3 per cent - well above the national average of 77.3 per cent. The number of new households assisted increased from 929 to 971 and the overall number of households assisted held steady from 10 902 in 2011–12 to 10 819 in 2012–13. The total number of tenantable dwellings decreased by 159, largely due to tenancy management transfer under the successful *Better Housing Futures* initiative. Through a range of Australian and State Government funding an additional 1561 new homes have been completed since 2009.  There were no significant variations from the previous year of State Owned and Managed Indigenous Housing (SOMIH) data. Improved property and tenancy data capture saw better data returns for community housing this year. The total number of households was 2255, compared to 1481 in 2011-12. The number of Indigenous households in community housing increased threefold (from 34 in 2011–12 to 98 in 2012–13). The total number of dwellings increased from 1749 to 2114. The result also reflects the tenancy management transfer of 495 public housing properties to the community housing sector.  Housing Tasmania introduced a new flat 25 per cent rent method rent policy in five stages from October 2011 to October 2013. Some very low income earners will remain on the old variable rate paying between 23.5 and 24.9 per cent until they are better off under the new method. The new rent policy will create policy equivalence in rent conditions between public and community housing. |

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| **“** | Australian Capital Territory Government comments | **”** |
| Demand for public housing in the ACT exceeds supply and in response, Housing ACT has continued to focus on identifying the most in need for priority access to public housing and on utilising its portfolio to capacity. During 2012–13 the Central Access Point (CAP), Housing and Community Services’ common access to the housing and homelessness system, expanded the range of services available to clients by increasing the number of co-located agencies. New services include representation of our maintenance contractor to resolve maintenance requests and an officer from the Conflict Resolution Service to assist in neighbourhood disputes. The CAP continues to have a focus on providing early services for families at risk of homelessness in public housing and the private rental market.  Mechanisms to better utilise the Housing ACT portfolio include a specialist response team for anti-social behaviour and efficient and effective debt management. Another key focus has been reviewing the tenure of tenants identified as having the capacity to transition from public housing. A key outcome of this process has been an increased uptake of the Shared Equity Scheme, which is consistent with the strategic direction of Housing ACT to improve economic and social participation for its tenants. The ACT is also committed to diversifying our products and services including:   * Affordable housing options which include tenure types outside mainstream public housing. The Narrabundah Long Stay Park has been expanded as an affordable housing option with construction and placement of 19 new mobile homes. Initially these will be offered for sale and rent to existing residents * The new Total Facilities Management contract which came into effect in July 2012 has resulted in improved information on the condition and energy efficiency ratings of the public housing stock. The contract has also set ambitious employment targets to facilitate positive outcomes for people with a disability, young people, Aboriginal and Torres Strait Islanders, and public housing tenants.   Housing ACT has delivered innovative housing products for people with a disability that have become national showcases, demonstrating the principles of the National Disability Insurance Scheme by facilitating client choice and control over their housing. The Intentional Community houses three people with a disability in a supportive community of selected public housing tenants who provide informal support. Project Independence will construct semi-independent dwellings and provide opportunities for shared equity and home ownership for people with a disability.  Following the feasibility study completed in 2012, a Common Ground Reference Group (with representatives from Common Ground Canberra Board members and Housing and Community Services) was formed to advise on forward design and planning work for a Common Ground model in the ACT. Capital funding has been secured from both the ACT and Australian Governments for construction. |

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| **“** | Northern Territory Government comments | **”** |
| In 2012–13, the Northern Territory continued to focus on improving housing options for Territorians.  The *Real Housing for Growth Plan* provides housing choices for Territorians. Under the head leasing initiative, 500 new affordable rental dwellings will be constructed across the Territory providing eligible key workers with access to rental properties at 30 per cent below market rates while developers and investors achieve market returns for a guaranteed 10 year term.  Other initiatives under the *Real Housing for Growth Plan* include the:   * redevelopment of an ageing public housing site, that will include a minimum 15 per cent affordable housing options * provision of 35 affordable rental dwellings for eligible Territorians and 10 new public rental dwellings in the Village@Parap development to the Venture Housing Company * sale of 59 new properties to pre-approved low-to-middle income applicants under the Home Buyer Initiative * funding of nine HomeBuild Access loans, helping more Territorians enter into home ownership.   In 2012–13, under the National Partnership Agreement on Remote and Indigenous Housing, 252 new houses and 425 refurbishments and rebuilds were completed in a number of remote Indigenous communities across the Territory. Indigenous employees have made up 26 per cent of the construction workforce, exceeding the 20 per cent Indigenous employment target.  The Northern Territory Government commenced construction of 11 urban public housing redevelopments. Four new public housing dwellings were completed in 2012–13, with construction underway for another 17 new dwellings. These dwellings were built to adaptable housing standards suitable for seniors and tenants with disabilities.  The *Public Housing Safety Strategy* was established to achieve sustainable long-term solutions to address anti-social behaviour in and around public housing and provide support to tenants experiencing difficulties managing their tenancy in an effort to ensure its success. Public Housing Safety Officers are an innovative and integral part of the strategy. |

## Definitions of key terms

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| **Administration costs** | Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:   * employee expenses (for example, superannuation, compensation, accrued leave and training) * supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses) * rent * grants and subsidies (excluding rental subsidies) * expenditure incurred by other government agencies on behalf of the public housing agency * contracted public housing management services. |
| **Assessable income** | The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. Definition may vary across jurisdictions. |
| **Canadian National Occupancy Standard (CNOS)** | A standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:   * there should be no more than two people per bedroom * a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom) * couples and parents should have a separate bedroom * children less than five years of age, of different sexes, may reasonably share a bedroom * children five years of age or over, of the opposite sex, should not share a bedroom * children less than 18 years of age and of the same sex may reasonably share a bedroom; and * single household members aged 18 years or over should have a separate bedroom. |
| **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** | The umbrella term for any or all of an impairment of body structure or function, a limitation in activities, or a restriction in participation. Disability is a multidimensional and complex concept, and is conceived as a dynamic interaction between health conditions and environmental and personal factors (WHO 2001). In social housing, a proxy for a household meeting the above definition of disability may be provided through receipt of the Disability Support Pension. |
| **Dwelling** | A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus, a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is a dwelling only if intended for human residence. A dwelling may include one or more rooms that is/are used as an office or workshop, provided the dwelling is in residential use. Dwelling types include:   * a separate house * a semi-detached, row or terrace house, townhouse, etc. * a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc. * an improvised home, tent, camper * a house or flat attached to a shop, office, etc. * a boarding/rooming house unit. |
| **Greatest need** | Applies to low-income households if, at the time of allocation, household members were subject to one or more of the following circumstances:   * they were homeless * their life or safety was at risk in their accommodation * their health condition was aggravated by their housing * their housing was inappropriate to their needs * they had very high rental housing costs.   A low-income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance. |
| **Household** | For the purpose of the public, community, SOMIH and ICH 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. |
| **Indigenous household** | A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander. |
| **Low income household** | A household whose equivalised gross income falls in the bottom two-fifths (40%) of the population. This measure does not necessarily indicate eligibility for government assistance targeted at low-income households, and assistance may also be provided to households that  do not meet this definition. This definition differs from that used by the ABS; it uses different definitions of low income for different purposes. |
| **Maintenance costs** | Costs incurred to maintain the value of the asset or to restore an asset to its original condition. The definition includes day‑to‑day maintenance reflecting general wear and tear, cyclical maintenance, performed as part of a planned maintenance program and other maintenance, such as repairs as a result of vandalism. |
| **Market rent** | Aggregate market rent that would be collected if the public rental housing properties were available in the private market. |
| **New household** | Households that commence receiving assistance during the relevant reporting period (financial year). |
| **Occupancy rate** | The proportion of dwellings occupied. |
| **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. |
| **Proxy occupancy standard** | A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a household.  Household structure Bedrooms required  Single adult only 1  Single adult (group) 1 (per adult)  Couple with no children 2  Sole parent or couple with one child 2  Sole parent or couple with two or three children 3  Sole parent or couple with four children 4  For sole parent or couple households with four or more children the dwelling size in terms of bedrooms should be the same value as the number of children in the household. |
| **Rebated household** | A household that receives housing assistance and pays less than the market rent value for the dwelling. |
| **Rent charged** | The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received. |
| **Special needs household** | Households that have a member with disability, a main tenant aged  under 25 or 75 and over, or households defined as Indigenous households. Indigenous households in SOMIH are not considered special needs households, as SOMIH is an Indigenous-targeted program. For SOMIH, special needs households are those that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over. |
| **Tenancy (rental) unit** | A tenancy (rental) unit is the unit of accommodation for which a rental agreement can be made. In the majority of cases, there will be only one tenancy (rental) unit within a dwelling; in a small number of cases (for example, boarding houses, special group homes, semi-institutional dwellings), there may be more than one tenancy (rental) unit. |
| **Tenantable dwelling** | A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable. |
| **Total gross household income** | The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self‑employment, government pensions, benefits and allowances; and other income comprising investments and other regular income. CRA payments are not included as income. |
| **Transfer household** | A household, either rebated or market renting, that relocates (transfers) from one dwelling to another within the same social housing program. |
| **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 one or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard. |
| **Untenantable dwelling** | A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June. |

## 17.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by a ‘17A’ prefix (for example, table 17A.1). Attachment tables are available on the Review website (www.pc.gov.au/gsp).

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## 17.8 References

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