

**Steering Committee for the Review
of Government Service Provision**



Report on Government Services 2024

Housing and homelessness (part G)

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

The Productivity Commission acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, waters and community. We pay our respects to their Cultures, Country and Elders past and present.

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Report on Government Services 2024

PART G: RELEASED ON 22 JANUARY 2024

Produced by the Productivity Commission for the Steering Committee for Review of Government Service Provision. The content for this PDF is generated from the online, interactive publication. Data below are the most recent at the time of preparing the report. In some cases, charts and tables may present data for a single jurisdiction. To access data for all jurisdictions and the most current data available, go to: www.pc.gov.au/rogs

G Housing and homelessness

Data downloads

These data tables relate to the sector as a whole. Data specific to individual service areas is in the data tables under the relevant service area.

[Housing and Homelessness sector overview data tables \(XLSX 96.8 KB\)](#)

[Housing and Homelessness sector overview dataset \(CSV 102.8 KB\)](#)

Refer to the Sector overview text and corresponding table number in the data tables for detailed definitions, caveats, footnotes and data source(s).

Note: Data tables are referenced by table xA.1, xA.2, etc, with x referring to the sector or overview. For example, table GA.1 refers to data table one for this sector overview.

Main aims of services within the sector

The main aim of housing and homelessness sector services is to ensure that all Australians have access to affordable, safe and sustainable housing – a vital determinant of wellbeing that is associated with better outcomes in health, education and employment, as well as economic and social participation (CSERC 2015).

Services included in the sector

There are three main areas of government involvement in the housing and homelessness sector:

- [Social housing services](#) >
Subsidised rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation through the private market.
- [Specialist homelessness services](#) >
Direct assistance for people who are homeless or at risk of homelessness, including accommodation and other services.
- **Financial assistance** (private housing) – private rental assistance and home purchase assistance (not covered in the housing and homelessness sections) as targeted payments to assist access to private housing and reduce demand on social housing and homelessness services.

Detailed information on the equity, effectiveness and efficiency of service provision and the achievement of outcomes for social housing and specialist homelessness service areas is contained in service-specific sections.

Government expenditure in the sector

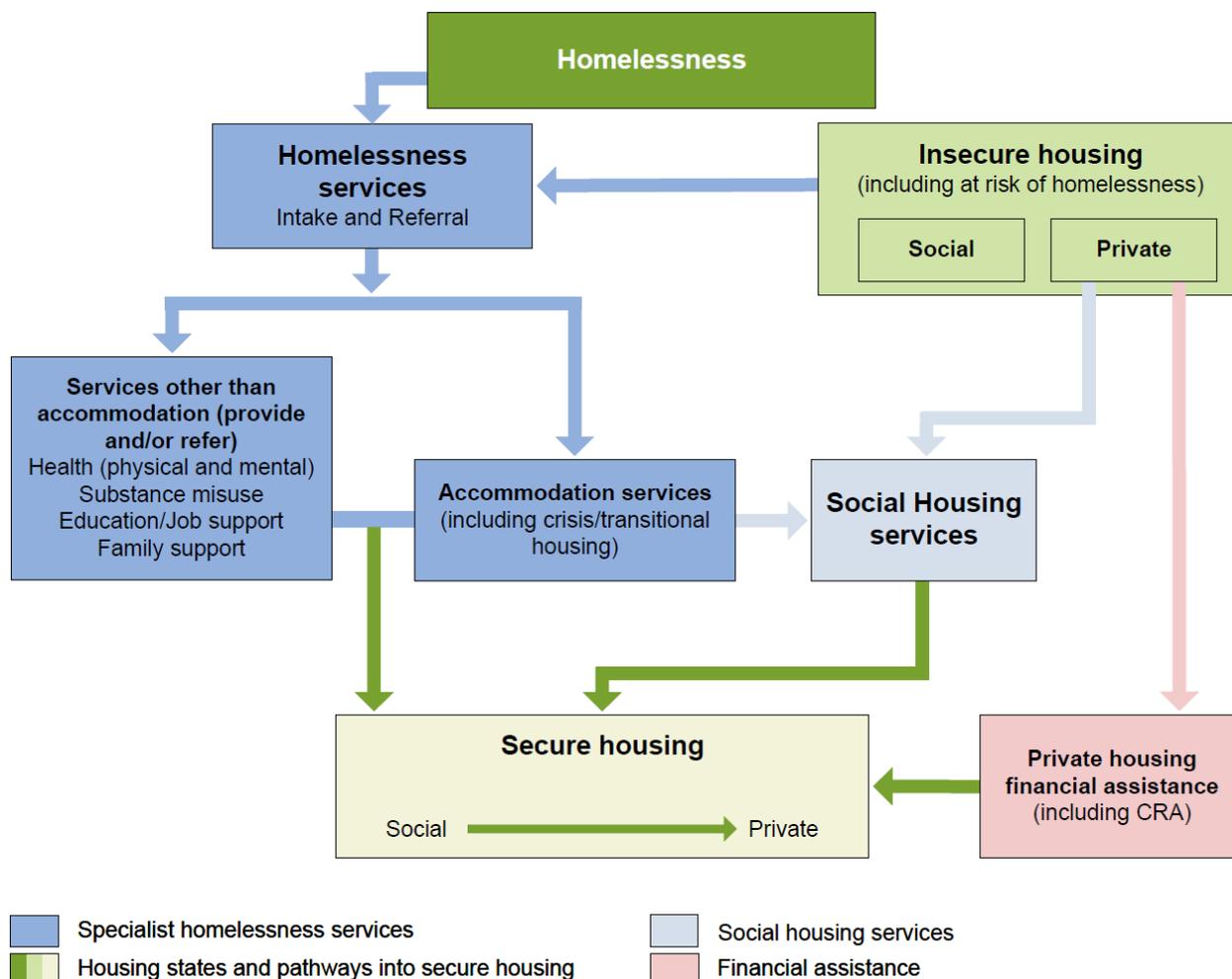
Total Australian, state and territory government recurrent expenditure for social housing and specialist homelessness services was around \$6.3 billion in 2022-23 (tables 18A.1 and 19A.1), an increase of 1.8% from 2021-22. For the 2021-22 financial year (the most recent financial year for which data is available across all sections), this represented around 1.7% of total government expenditure covered in this report. The Australian Government share of this expenditure was \$3.8 billion in 2022-23 (table GA.1). Social housing services accounted for \$4.9 billion (table 18A.1) and specialist homelessness services for \$1.4 billion (table 19A.1).

Australian Government expenditure on Commonwealth Rent Assistance (CRA)¹ – the largest government private rental assistance program – was \$4.7 billion in 2022-23, down from a five year high of \$5.7 billion in 2020-21 (table GA.5).

Flows in the sector

Paths into and through the housing and homelessness services sector vary widely (figure G.1). Drivers of housing instability and homelessness include market factors affecting housing affordability and household factors such as adverse personal, social and economic circumstances (Stone et al. 2015).

Figure G.1 Role of housing and homelessness sector services in pathways to secure housing



Low income earners are particularly susceptible to housing instability as market factors lead to higher private housing prices. ‘Rental stress’ – spending more than 30% of gross household income on rent – is a measure of housing affordability for this cohort. In 2019-20, 52.5% of lower income households renting in the private sector were paying more than 30% of gross household income on housing costs (table GA.3)².

Of low income households that were CRA recipients at end June 2023, 70.6% would have experienced rental stress without CRA (table GA.13). With CRA, 42.9% still experienced rental stress (figure G.2). Further information on CRA is presented in tables GA.5–GA.14.

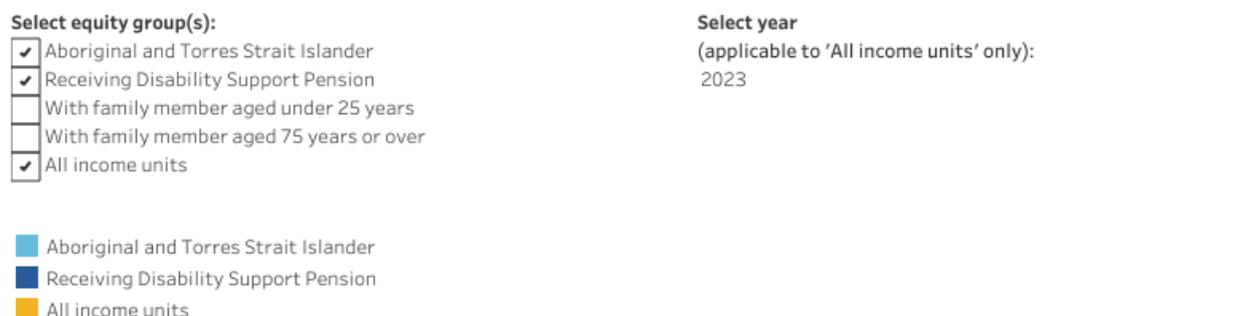
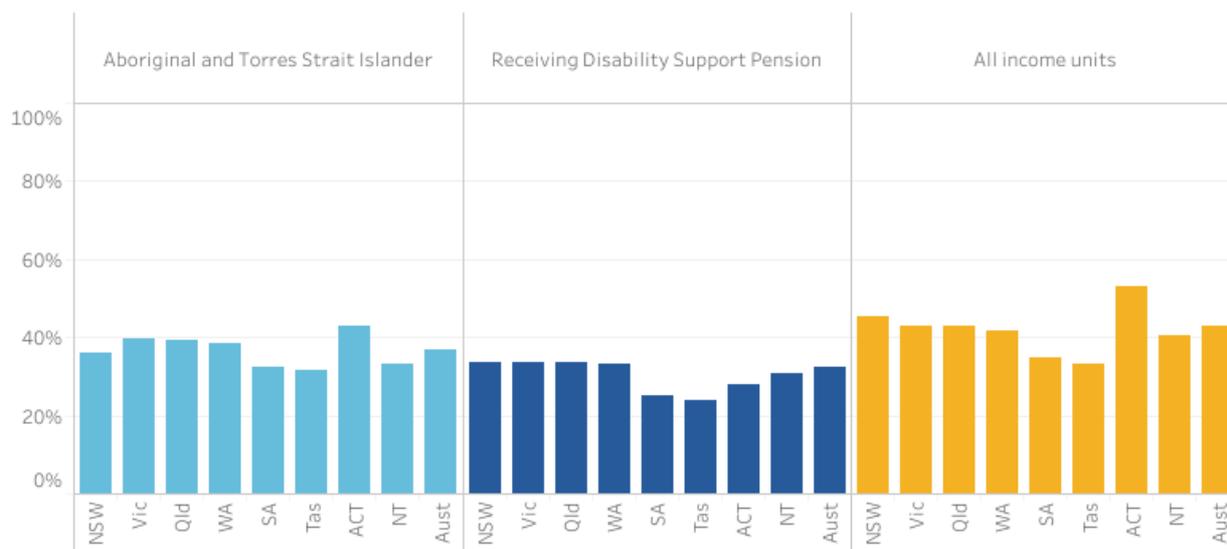


Figure G.2 Income units receiving CRA Paying more than 30% of income on rent
By selected equity group, by jurisdiction, at end June 2023



Source: table GA.13

Data tables are referenced above by a ‘GA’ prefix and all data (footnotes and data sources) is available for download above (in Excel and CSV format).



When housing instability cannot be addressed through financial assistance, social housing and/or specialist homelessness services may be needed. Pathways through these closely intertwined service areas vary greatly, often intersecting with other service areas, depending on:

- the mix and complexity of market and household factors driving the need for services
- the current housing or homelessness situation
- the service(s) provided

- the household's capacity to effectively utilise the service(s).

A temporary inability to access or maintain stable housing in the private sector may be addressed for some with the support of short or medium-term services. For others, ongoing housing stability may depend on long-term social housing tenancy. A smaller proportion of service users experience variable but persistent vulnerability to housing instability and homelessness. This is typically associated with a complex mix of adverse social and economic circumstances that affect the capacity of the household to maintain engagement with service providers and effectively utilise services. For the most vulnerable, limited progress toward a less insecure form of housing or homelessness may require a range of service types and may not be sustained. Further progress may be possible on later re-engagement with service providers.

Factors that increase the risk of homelessness and/or need for social housing can include physical and mental health issues, disability, alcohol and other drug misuse, unemployment, relationship breakdown and family or domestic violence. For example, reasons for seeking assistance from specialist homelessness services in 2022-23 included mental health, medical issues or problematic substance use for 24.1% of clients. Interpersonal and relationship issues was a reason for 49.0% of clients, of whom 73.3% identified domestic and family violence (AIHW 2023).

Housing instability and homelessness can in turn increase vulnerability to adverse social and economic circumstances through, for example, poorer outcomes in education, employment and health, and increased risk of involvement with the justice system (Bevitt et al. 2014).

References

AIHW (Australian Institute of Health and Welfare) 2023, *Specialist homelessness services annual report 2022-23*, <https://www.aihw.gov.au/reports/homelessness-services/specialist-homelessness-services-annual-report/contents/about>  (accessed 12 December 2023).

Bevitt, A., Chigavazira, A., Herault, N., Johnson, G., Moschion, J., Scutella, R., Tseng, Y., Wooden, M. and Kalb, G. 2014, *Journeys Home Research Report No. 6*, Melbourne: University of Melbourne.

Commonwealth Senate Economic References Committee (CSERC) 2015, *Out of reach? The Australian housing affordability challenge*, Canberra.

Stone W., Sharam A., Wiesel I., Ralston L., Markkanen S. and James A. 2015. *Accessing and sustaining private rental tenancies: critical life events, housing shocks and insurances*, Australian Housing and Urban Research Institute Limited Final Report no. 259, Melbourne.

Footnotes

1. CRA is available to recipients of an eligible social security payment, Family Tax Benefit Part A (paid at more than the base rate) or an eligible veterans' affairs payment, and whose private or community housing rental costs exceed set minimum amounts.
2. Data for all low income rental households (i.e., public and private) is in table GA.2 and show that the proportion of all low income rental households paying more than 30% of their income on rent is 42.0%.

Report on Government Services 2024

PART G, SECTION 18: RELEASED ON 22 JANUARY 2024

18 Housing

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

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

Data downloads

[18 Housing data tables \(XLSX 445.0 KB\)](#)

[18 Housing dataset \(CSV 901.6 KB\)](#)

Refer to the corresponding table number in the data tables for detailed definitions, caveats, footnotes and data source(s).

[Guide: How to find what you need in RoGS \(PDF 288.6 KB\)](#)

Context

Objectives for social housing

Social housing services aim to provide low income people who do not have alternative suitable housing options with access to social housing assistance that supports their social and economic participation and their wellbeing. The social housing services system seeks to achieve these aims through the provision of services that are:

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

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

Service overview

Social housing is subsidised rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. Four forms of social housing are reported in this section.

Forms of social housing

- *Public housing*: dwellings owned (or leased) and managed by state and territory housing authorities. Public housing is generally accessed by people on low incomes and/or those in selected equity groups, and aims to provide a choice of housing location, physical type and management arrangements.
- *State owned and managed Indigenous housing (SOMIH)*: dwellings owned and managed by state and territory housing authorities that are allocated only to Aboriginal and Torres Strait Islander tenants, including dwellings managed by government Indigenous housing agencies.
- *Community housing*: rental housing provided to low-to-moderate income households and/or those in selected equity groups, managed by community-based organisations that lease properties from government or have received a capital or recurrent subsidy from government. Community housing organisations typically receive some form of government assistance, such as direct funding for the provision of land and property, but a number of community housing organisations are entirely self-funded. The key terms section on the Explanatory materials tab provides further information on different models of community housing.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils. ICH models vary across jurisdictions and can also include dwellings funded, managed or registered by government. ICH organisations include community organisations such as resource agencies and land councils.

Crisis and transitional housing is another form of social housing but cannot be separately identified in this report. Some crisis and transitional housing may be indirectly reported as forms of social housing in this report.

Roles and responsibilities

From 1 July 2018, social housing is funded and delivered under the National Housing and Homelessness Agreement (NHHA) and related Partnership Agreements between the Australian Government and state and territory governments. These services were previously funded under the National Affordable Housing Agreement and related Agreements. This section does not report on housing programs provided outside the NHHA (for example, those provided by the Department of Veterans' Affairs or rental or home purchase assistance – the latter is discussed in sector overview G).

State and territory governments have primary responsibility for delivering social housing services either directly through public housing and SOMIH or through funding community housing providers. ICH is generally managed by ICH organisations (although some ICH dwellings are managed by state and territory housing authorities). State and territory governments assumed responsibility for administering ICH in urban and regional areas, however arrangements varied across jurisdictions.

Funding

State and territory government net recurrent expenditure on social housing was \$4.9 billion in 2022-23, an increase of \$0.1 billion from 2021-22. In 2022-23, this expenditure included \$3.7 billion for public housing and \$263.6 million for SOMIH (table 18.1).

Australian Government funding for services under the NHA and related agreements was \$3.8 billion in 2022-23 (refer to table GA.1 in the [Housing and Homelessness Sector Overview](#)) and is included in total state and territory government net recurrent expenditure for housing and homelessness services. State and territory government capital (non-recurrent) expenditure for social housing was \$3.5 billion in 2022-23 (table 18A.1).

Table 18.1 State and Territory government Net recurrent expenditure
By year, by jurisdiction, by housing type (\$m, 2022-23 dollars)

| | | 2017-18 | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
|------|--------------------|---------|---------|---------|---------|---------|---------|
| NSW | Public housing | 1,226.7 | 1,118.4 | 1,027.1 | 1,036.4 | 988.5 | 1,201.4 |
| | SOMIH | 53.5 | 52.6 | 52.8 | 50.6 | 51.4 | 42.9 |
| | All social housing | 1,545.2 | 1,453.9 | 1,412.6 | 1,485.2 | 1,521.4 | 1,500.4 |
| Vic | Public housing | 464.2 | 525.2 | 537.5 | 649.4 | 679.2 | 618.7 |
| | SOMIH | .. | .. | .. | .. | .. | .. |
| | All social housing | 596.5 | 660.0 | 726.1 | 951.1 | 896.0 | 832.6 |
| Qld | Public housing | 526.4 | 534.7 | 526.9 | 486.3 | 497.6 | 531.5 |
| | SOMIH | 46.3 | 49.4 | 47.4 | 42.2 | 42.8 | 44.9 |
| | All social housing | 740.7 | 763.7 | 749.9 | 688.1 | 712.6 | 760.8 |
| WA | Public housing | 544.1 | 521.8 | 529.4 | 497.5 | 487.2 | 607.6 |
| | SOMIH | .. | .. | .. | .. | .. | .. |
| | All social housing | 789.9 | 689.3 | 695.6 | 628.3 | 603.4 | 758.3 |
| SA | Public housing | 314.3 | 308.3 | 413.5 | 355.4 | 337.2 | 335.8 |
| | SOMIH | 22.4 | 21.9 | 22.9 | 15.1 | 21.2 | 18.2 |
| | All social housing | 364.5 | 358.4 | 537.8 | 466.9 | 451.7 | 442.2 |
| Tas | Public housing | 68.5 | 66.7 | 66.3 | 62.4 | 61.2 | 99.5 |
| | SOMIH | 1.8 | 1.7 | 1.6 | 1.5 | 1.9 | 3.0 |
| | All social housing | 152.2 | 118.4 | 158.1 | 179.6 | 152.1 | 159.9 |
| ACT | Public housing | 139.1 | 146.1 | 150.4 | 144.6 | 170.9 | 152.9 |
| | SOMIH | .. | .. | .. | .. | .. | .. |
| | All social housing | 144.6 | 151.8 | 155.1 | 150.9 | 181.9 | 163.7 |
| NT | Public housing | 106.0 | 102.7 | 96.8 | 97.7 | 101.3 | 109.0 |
| | SOMIH | 99.0 | 112.8 | 90.0 | 90.5 | 91.4 | 154.6 |
| | All social housing | 205.2 | 216.2 | 189.8 | 228.2 | 264.0 | 265.2 |
| Aust | Public housing | 3,389.2 | 3,323.9 | 3,347.9 | 3,329.7 | 3,323.1 | 3,656.4 |
| | SOMIH | 223.0 | 238.6 | 214.7 | 199.9 | 208.6 | 263.6 |
| | All social housing | 4,538.8 | 4,411.7 | 4,625.0 | 4,778.3 | 4,783.0 | 4,883.2 |

Source: table 18A.1

.. Not applicable.

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) is available for download above (in Excel and CSV format).

Size and scope

Nationally at 30 June 2023, there were 403,845 households and 426,582 social housing dwellings (tenancy rental units for community housing) (figure 18.1). In addition, as at 30 June 2022 (latest available data), there were 16,281 households and 16,302 permanent dwellings managed by government funded ICH organisations.

While the number of public housing households has decreased over the past decade (317,008 in 2014 to 286,286 in 2023), there has been an increase in the number of households in community housing, from 66,708 to 104,494 (table 18A.4). This in part reflects transfer of some public housing stock (management and/or title) to the community housing sector (table 18A.2), in line with government policy to expand the role of community housing in the provision of affordable housing. Community housing organisations are working in partnership with the Australian, state and territory governments, and the private sector, to increase the supply of affordable housing – many new social housing dwellings are or will be owned and/or managed by community housing organisations.

Some forms of community housing allow tenants to participate in the management of their housing. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and the types of accommodation they provide. Refer to Key Terms in the Explanatory material tab for details on community housing models.

Select jurisdiction:
Aust

Select housing type:

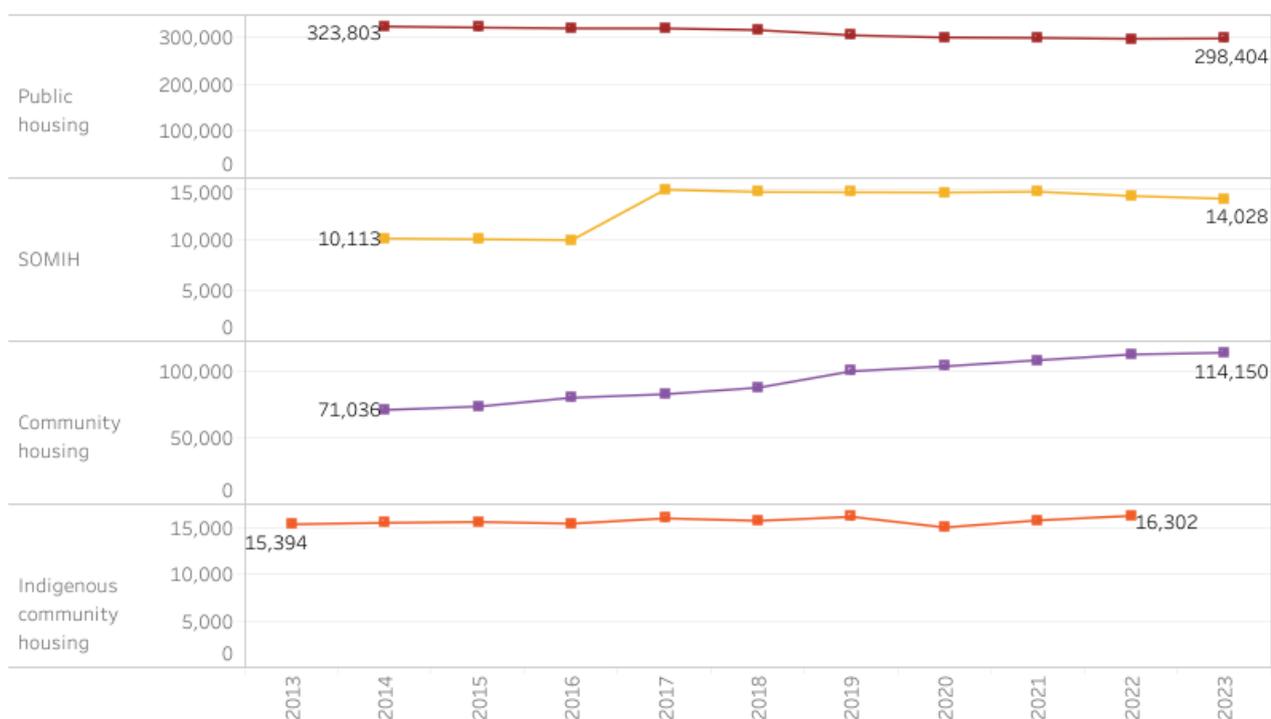
- Public housing
- SOMIH
- Community housing
- Indigenous community housing

Select household and/or permanent dwelling:

- Permanent dwellings, at 30 June
- Households, at 30 June
- Permanent dwellings, at 30 June

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

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



Source: tables 18A.3

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

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) is available for download above (in Excel and CSV format).



Diversity of state and territory government social housing

While state and territory governments have similar broad objectives for providing social housing, the emphasis each jurisdiction places on an individual objective differs depending on historical precedents and processes for interaction with community sector providers. Private housing markets also vary across jurisdictions. Accordingly, policy responses and associated forms of assistance vary across jurisdictions. When analysing performance information, it is important to consider the different levels and types of assistance provided in each jurisdiction, their different urban, regional and remote area concentrations (tables 18A.5–7), differences in eligibility criteria for housing

assistance types and factors affecting waiting lists. Some information on the context for public housing, SOMIH and community housing is provided in tables 18.2–4.

Eligibility criteria for access to social housing

Eligibility criteria for social housing vary across social housing types and jurisdictions.

- Public housing – in most cases, jurisdictions require that applicants are Australian citizens or permanent residents and do not own or partially own residential property. All jurisdictions, except Victoria, require eligible applicants to reside in the respective state or territory. Most jurisdictions provide security of tenure after an initial probationary period and most jurisdictions have periodic reviews of eligibility (table 18.2).
- SOMIH – criteria are generally consistent with those for public housing once an applicant has been confirmed as Aboriginal and/or Torres Strait Islander. Terms of tenure for SOMIH are the same as those for public housing in most jurisdictions (table 18.3).
- Community housing – criteria are generally consistent with those for public housing in each jurisdiction (table 18.4).

Tables 18.2 – 18.4

Table 18.2 Public housing policy context, 2023^{a, b, c}

| | NSW ^d | Vic ^e | Qld ^f | WA ^g | SA ^h | Tas ⁱ | ACT ^j | NT ^k |
|--|--|--|-------------------------------------|----------------------|-----------------------------------|---|-----------------------|----------------------------------|
| Eligibility: Income and other asset limits vary depending on household type [number of people in the household] | | | | | | | | |
| Income limit per week (\$) | 690 (gross) [1] | 619 [1] | 609 [1] | 502 [1] | 766 [1] | 702 [1] | 826 [1] | 955 [1] |
| Other asset limits (\$) | By assessment of household circumstances | 14,364 (Priority) 36,340 (ROI) | 116,375 [1] 148,625 [≥ 2] | 38,400 [1] | 50,450 [1] 64,350 [≥ 2] | 35,000 | 40,000 | 74,649 [1] |
| Minimum age (years) | 18 | 15 | None | 16 | None | 16 | 16 | 16 |
| Waiting list: Segment by | Single list of approved clients | Six priority segments and a register of interest | Need (four segments) | Need (four segments) | Need (four segments) | Three levels: Priority (Exiting); Priority; General | Need (three segments) | Two segments: Priority; General. |
| Tenure | | | | | | | | |
| Probation period | 12 months | None | None | None | 12 months | 6 months | None | 6 months |

| | NSW ^d | Vic ^e | Qld ^f | WA ^g | SA ^h | Tas ⁱ | ACT ^j | NT ^k |
|-----------------------|-----------------------------------|------------------|--|---|---|-----------------------------|-----------------------------------|---|
| Fixed term | 2, 5 or 10 years | None | 3 years (new tenancies) | 3 and 6 months | 1, 2, 5 and 10 years | Variable length (2–4 years) | Apply in specific circumstances | Offered as a probationary agreement only |
| Ongoing | Tenants housed before 1 July 2005 | Yes | Yes | Ongoing | Tenants housed before 1 October 2010 | na | Yes | Yes |
| Tenancy review | Yes | None | Yes (review of ongoing need and eligibility) | Annually and at end fixed term agreements | Prior to end of lease for probationary / fixed term tenancies | Annual | Limited review arrangements apply | Annually, on rental rebate application and at end fixed term agreements |

Rebated rent setting: rent to income ratio (%)

| | | | | | | | | |
|--|-------|----|----|----|-------|----|----|-------|
| | 25–30 | 25 | 25 | 25 | 25–30 | 25 | 25 | 23–25 |
|--|-------|----|----|----|-------|----|----|-------|

a At 30 June. **b** na: Not available. **c** For further information, refer to state and territory government websites. **d** NSW: The first \$5,000 of financial assets is exempt from assessment. Applicants under 18 years may be considered in certain circumstances. Shorter leases apply in particular circumstances. Tenancy review criteria: ongoing eligibility; disability, medical condition or permanent injury. Rent to income ratio is based on household size, type and gross assessable income. **e** Vic: Income/other asset limits effective from 1 April 2022. Rent to income ratios: 25% of assessable primary income, 15% of Centrelink family payments (A) and (B) / Maintenance Payments. Higher asset limits apply where major disability modifications required. **f** Qld: Six month periodic tenancies apply in certain circumstances. Tenancy review policies include ongoing eligibility and a continuing need for the property. **g** WA: Higher income limits apply in the north west and remote areas. **h** SA: Income limits regularly updated based on SA Average Weekly Earnings (ABS data). Asset limits regularly updated based on Centrelink asset limits. Lease length based on compliance with conditions of tenancy and household circumstances. **i** Tas: Income and asset limits apply to new applicants and are updated regularly based on Low Income Health Care Card eligibility (most recently in March 2023). For an existing single adult tenant, limits are \$82,333 (income) and \$119,596 (assets), and are updated annually pursuant to the Residential Tenancy Regulations 2015. **j** ACT: Tenancy review: income exceeding \$103,582 in consecutive years and sustainable in the longer term. Fixed term tenancies: tenants with poor tenancy history required to access support and follow additional tenancy terms for 12 months; tenancy termination is possible if terms not followed. **k** NT: The household asset limit applies to new applicants or existing tenants under 55 years. For existing tenants over 55 years, the limit is \$268 291 (single, no dependants).

Source: State and territory governments (unpublished).

Table 18.3 State owned and managed Indigenous housing policy context, 2023^{a, b, c}

| | NSW ^d | Qld ^e | SA ^f | Tas ^g | NT ^h |
|--|--|--|---|-----------------------------|---|
| Eligibility: Income and other asset limits vary depending on household type [number of people in the household] | | | | | |
| Income limit per week (\$) | 690 (gross) [1] | 609 [1] | 766 [1] | 702 [1] | .. |
| Other asset limits (\$) | By assessment of household circumstances | 116,375 [1] 148,625 [>=2] | 50,450 [1] 64,350 [>=2] | 35,000 | .. |
| Minimum age (years) | 18 | None | None | 16 | 16 |
| Waiting list: Segment by | Single list of approved clients | Need (four segments) | Need (four segments) | Need (three segments) | .. |
| Tenure | | | | | |
| Probation period | 12 months | None | 12 months | 6 months | 6 months |
| Fixed term | 2, 5 or 10 years | 3 years (new tenancies) | 1, 2, 5 and 10 years | Variable length (2–4 years) | Offered as a probationary agreement only |
| Ongoing | Yes | Yes | Tenants housed before 1 October 2010 | na | Yes |
| Tenancy review | Yes | Yes (review of ongoing need and eligibility) | Prior to end of lease for probationary / fixed term tenancies | Annual | Scheduled safety net review based on income type(s) |
| Rebated rent setting: rent-to-income ratio (%) | | | | | |
| | 25–30 | 25 | 25–30 | 25 | 25 (maximum) |

a At 30 June. **b** .. Not applicable. **c** For further information, refer to state and territory government websites. **d** NSW: The first \$5,000 of financial assets is exempt from assessment. Applicants under 18 years may be considered in certain circumstances. Shorter leases apply in particular circumstances. Tenancy review criteria: ongoing eligibility; disability, medical condition or permanent injury. Rent to income ratio is based on household size, type and gross assessable income. **e** Qld: Six month periodic tenancies apply in certain circumstances. Tenancy review policies include ongoing eligibility and continuing need for the property. **f** SA: Income limits regularly updated based on SA Average Weekly Earnings (ABS data). Asset limits regularly updated based on Centrelink asset limits. Lease length based on compliance with conditions of tenancy and household circumstances. **g** Tas: Income and asset limits apply to new applicants and are updated regularly based on Low Income Health Care Card eligibility (most recently in March 2023). For an existing single adult tenant, limits are \$82,333 (income) and \$119,596 (assets), and are updated annually pursuant to the Residential Tenancy Regulations 2015. Aboriginal Tenancy Allocation Panels assist in culturally appropriate allocation of properties. **h** NT: SOMIH dwellings are in Remote Communities, Town Camps and community living areas. Dwelling allocation is according to recommendations by local community Housing Reference Groups, which prioritise applicants according to need. Eligibility criteria include acceptance of the applicant as a permanent community resident.

Source: State and territory governments (unpublished).

Table 18.4 Community housing policy context, 2023^{a, b, c, d}

| | NSW ^e | Vic ^f | Qld ^g | WA ^h | SA ⁱ | Tas ^j | ACT ^k | NT |
|--|--|--|------------------------------------|----------------------|----------------------------------|---|-----------------------|----|
| Eligibility: Income and other asset limits vary depending on household type [number of people in the household] | | | | | | | | |
| Income limit per week (\$) | 690 (gross) [1] | 619 [1] | 609 [1] | 502 [1] | 766 [1] | 702 [1] | 826 [1] | na |
| Other asset limits (\$) | By assessment of household circumstances | 14,364 (Priority) 36,340 (ROI) | 116,375 [1] 148,625 [\geq 2] | 38,400 [1] | 50,450 [1] 64,350 [\geq 2] | 35,000 [1] | 40,000 | na |
| Minimum age (years) | 18 | 15 | None | 16 | None | 16 | 16 | na |
| Waiting list: Segment by | Single list of approved clients | Six priority segments and a register of interest | Need (four segments) | Need (four segments) | Need (four segments) | Three levels: Priority (Exiting); Priority; General | Need (three segments) | na |

Tenure

| | | | | | | | | |
|-------------------------|------------|------------------|---------------------------------------|---|---|---------------|------|----|
| Probation period | Nil | CHO-policy based | CHO provider discretion | None | 12 months std up to 24 months | Varies by CHO | None | na |
| Fixed term | Continuous | CHO-policy based | Duration of need-policy based | 3 and 6 months | Up to 10 years | Varies by CHO | None | na |
| Ongoing | Yes | CHO-policy based | Yes | Ongoing | Tenants housed before 1 October 2010 | Varies by CHO | Yes | na |
| Tenancy review | No | CHO-policy based | Based on ongoing need and eligibility | Annually and at end fixed term agreements | Prior to end of lease for probationary / fixed term tenancies | Varies by CHO | None | na |

Rebated rent setting: rent to income ratio (%)

| | | | | | | | | |
|--|-------|---------------------------|----|----|-------|----|----|----|
| | 25-30 | < = 30 (CHO-policy based) | 25 | 25 | 25-30 | 25 | 25 | na |
|--|-------|---------------------------|----|----|-------|----|----|----|

a At 30 June. **b** na Not available. **c** CHO Community housing organisation. **d** For further information, refer to state and territory government websites. **e** NSW: The first \$5,000 of financial assets is exempt from assessment. Applicants under 18 years may be considered in certain circumstances. Rent to Income ratio: 25-30% for the tenant and spouse/live-in partner (15% for FTB recipients), and 15% for other household members 18-20 yo. **f** Vic: CHOs participating in the Victorian Housing Register (common waitlist for PH/CH) – PH eligibility criteria apply. Other CHOs operate in accordance with their

own policy, mission statement and vision – tenure and rent–setting policies vary. **g** Qld: Six month periodic tenancies apply in certain circumstances. Tenancy review policies include ongoing eligibility and need for the property. Rent includes total CRA received. **h** WA: Higher income limits apply in the north west and remote areas and for people living with disability. Asset limits are higher for tenants aged over 60 years and people living with disability. **i** SA: Income limits regularly updated based on SA Average Weekly Earnings (ABS data). Asset limits regularly updated based on Centrelink asset limits. Lease length determined based on compliance with conditions of tenancy and household circumstances. **j** Tas: Income and asset limits apply to new applicants and are updated regularly based on Low Income Health Care Card eligibility (most recently in March 2023). For an existing single adult tenant, limits are \$82,333 (income) and \$119,596 (assets), and are updated annually pursuant to the Residential Tenancy Regulations 2015. **k** ACT: Additional eligibility criteria may apply according to the CH provider’s target group (including disability status).

Source: State and territory governments (unpublished).

Factors affecting waiting lists

State and territory governments prioritise access to social housing in ways that generally reflect the urgent need to address homelessness and applicants’ inability to access appropriate private market accommodation (AIHW 2023). All states and territories have adopted social housing waiting lists that are integrated across public housing, SOMIH (where applicable) and community housing.

Time waited for social housing is impacted by the availability of suitable dwellings. Nationally at 30 June 2023, the proportion of rental stock occupied was 96.2% for public housing, 93.2% for SOMIH and 95.9% for community housing (tables 18A.10–12) – in 2022, 94.3% of total ICH rental stock was occupied (table 18A.13). Occupancy rates are influenced by tenancy turnover as well as by housing supply and demand – dwellings that have, for example, reached the end of their useful life may require major redevelopment or replacement before being allocated to a new household.

‘Turnaround time’ is the number of days taken to allocate a newly vacated dwelling (that is fit for occupation) to a new household. The average turnaround time for vacant public housing and SOMIH stock varied within and across jurisdictions and over time (tables 18A.14-15) – noting that data is not comparable or complete across jurisdictions.

Indicator framework

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

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

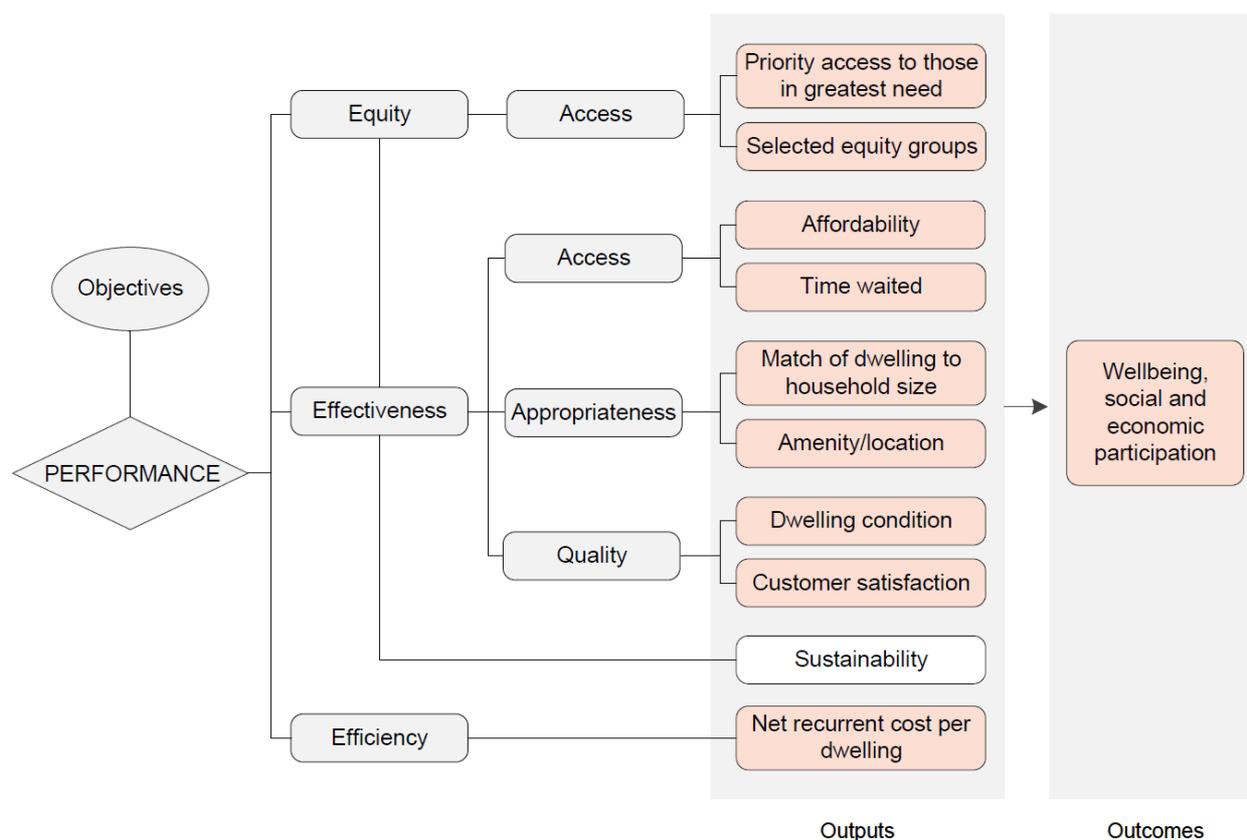
Improvements to performance reporting for social housing services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

Outputs

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

Outcomes

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



Key to indicators*

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

* A description of the comparability and completeness is provided under the Indicator results tab for each measure

Text version of indicator framework

Performance – linked to Objectives

Outputs

Equity – Access

- Priority access to those in greatest need – most recent data for all measures is either not comparable and/or not complete
- Selected equity groups – most recent data for all measures is either not comparable and/or not complete

Effectiveness – Access

- Affordability – most recent data for all measures is either not comparable and/or not complete
- Time waited – most recent data for all measures is either not comparable and/or not complete

Effectiveness – Appropriateness

- Match of dwelling to household size – most recent data for all measures is either not comparable and/or not complete
- Amenity/location – most recent data for all measures is either not comparable and/or not complete

Effectiveness – Quality

- Dwelling condition – most recent data for all measures is either not comparable and/or not complete
- Customer satisfaction – most recent data for all measures is either not comparable and/or not complete

Effectiveness

- Sustainability – no data reported and/or no measures yet developed

Efficiency

- Net recurrent cost per dwelling – most recent data for all measures is either not comparable and/or not complete

Outcomes

- Wellbeing, social and economic participation – most recent data for all measures is either not comparable and/or not complete

A description of the comparability and completeness is provided under the Indicator results tab for each measure.

Indicator results

This section presents an overview of 'Housing' performance indicator results. Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of social housing services.

Information to assist the interpretation of this data can be found with the indicators below and all data (footnotes and data sources) is available for download above as an excel spreadsheet and as a CSV dataset. Web references to the AIHW data quality statements for each social housing collection are available in the relevant data table. Data tables are identified by a '18A' prefix (for example, table 18A.1).

Specific data used in figures can be downloaded by clicking in the figure area, navigating to the bottom of the visualisation to the grey toolbar, clicking on the 'Download' icon and selecting 'Data' from the menu. Selecting 'PDF' or 'Powerpoint' from the 'Download' menu will download a static view of the performance indicator results.

1. Priority access to those in greatest need

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

'Priority access to those in greatest need' is defined as the proportion of new housing allocations that were to households in greatest need.

Greatest need households are defined as households that at the time of allocation are homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or, have very high rental housing costs.

This is a partial proxy indicator as information is not provided about the proportion of households on the waiting list that are 'greatest need' households. Households that are in greatest need are more likely to have members in selected equity groups, and there may be overlap between selected equity groups and greatest need groups (AIHW 2023). A high or increasing proportion, particularly for short timeframes, may indicate a high degree of access for those households in greatest need.

Nationally in 2022-23, 82.9% of new public housing allocations, 81.1% of new SOMIH allocations and 77.1% of new community housing allocations were to households in greatest need (figure 18.2a). Data by jurisdiction is available in figure 18.2b.

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

Data is not complete for SOMIH and community housing for the current reporting period (complete for public housing). All required 2022-23 data is not available for Tasmania (SOMIH) and the Northern Territory (SOMIH and community housing).

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

- Public housing
- SOMIH
- Community housing

Figure 18.2a New allocations to households in greatest need, *National*
 By housing type, by year

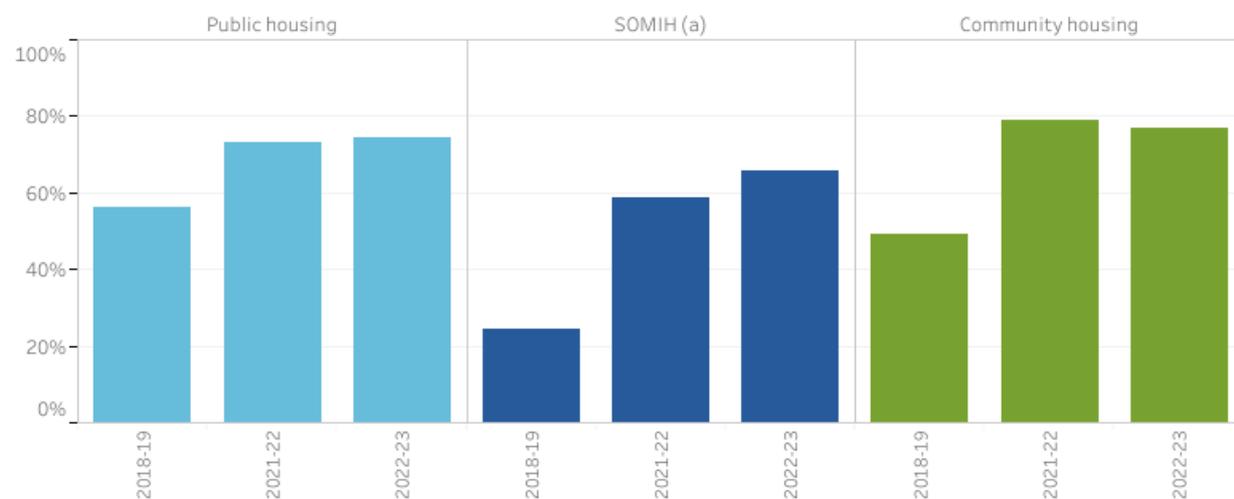


Source: tables 18A.16, 18A.17, 18A.18

Select jurisdiction
 (applies to figure 18.2b):
 NSW

- Public housing
- SOMIH
- Community housing

Figure 18.2b New allocations to households in greatest need, *NSW*
 By housing type, by year



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

(a) The SOMIH program is not applicable to Victoria, WA and the ACT. Data is not available for Tasmania or the NT.

2. Access of selected equity groups

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

'Access of selected equity groups' is defined as the proportion of new housing allocations that were to households in selected equity groups.

Selected equity group households are defined as households that at the time of allocation have:

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

The proportion of new tenancies in selected equity groups is reported as a proxy for measuring all households in selected equity groups. A high or increasing proportion indicates high or increasing access by households in selected equity groups.

Nationally in 2022-23, the proportion of new tenancies allocated to households in selected equity groups was 62.1% for public housing, 43.0% for SOMIH and 55.7% for community housing (figure 18.3a). Data by jurisdiction is available in figure 18.3b.

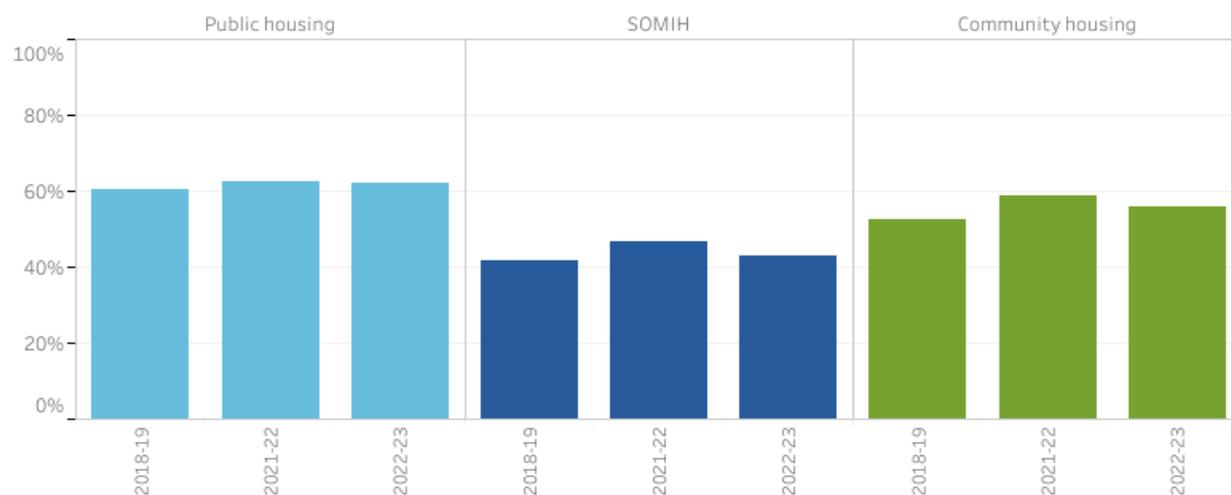
Data is not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing and not comparable across jurisdictions or within some jurisdictions over time.

Data is not complete for community housing for the current reporting period (complete for public housing and SOMIH). All required 2022-23 community housing data is not available for the Northern Territory.

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

Public housing
SOMIH
Community housing

Figure 18.3a New tenancies allocated to households in selected equity groups, *National*
By housing type, by year

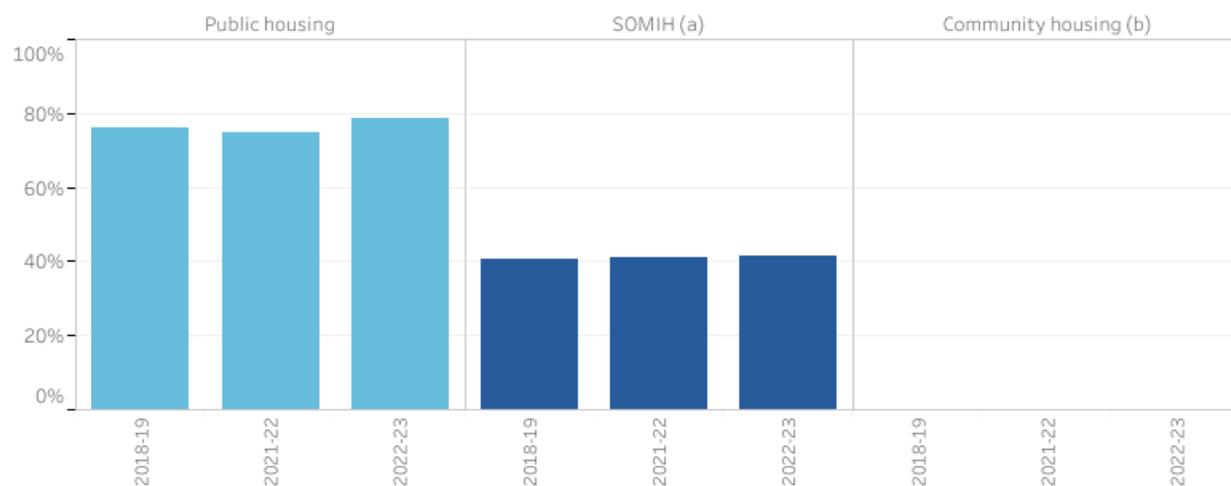


Source: tables 18A.19, 18A.20, 18A.21

Select jurisdiction
(applies to figure 18.3b):
NT

Public housing
SOMIH
Community housing

Figure 18.3b New tenancies allocated to households in selected equity groups, *NT*
By housing type, by year



Source: tables 18A.19, 18A.20, 18A.21

(a) SOMIH is not applicable to Victoria, WA and the ACT. (b) Community Housing data is not available for the NT.

3. Affordability

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

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

- 'rental stress' is defined as spending more than 30% of gross household income (excluding CRA) on rent
- low-income households are defined as those in the bottom 40% of equivalised gross household income (refer to section 18.3 for further detail). Low-income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007).

Rental stress is mitigated through rental subsidies provided to eligible low-income social housing households by state and territory governments. For public housing and SOMIH, rents are generally set at estimated market rates and subsidised for eligible households so that rental costs do not exceed a set proportion of assessable household income (25% in most states and territories).

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

Nationally at 30 June 2023, the majority of households in social housing were low income households. The proportion of low income social housing households in rental stress was 0.2% for public housing, 0.3% for SOMIH and 3.1% for community housing (table 18.5).

■ Data is not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing, but is comparable across jurisdictions and over time.

■ Data is not complete for SOMIH and community housing for the current reporting period (complete for public housing). All required 30 June 2023 data is not available for the Northern Territory.

Select year(s):

Multiple values

Select housing type:

- Public housing
 SOMIH
 Community housing

Table 18.5 Low income households spending more than 30% of their gross income on rent, *Public housing*
 By jurisdiction, by year (at 30 June)

| | | Gross household income spent on rent | | Proportion of households | |
|------------|------|--------------------------------------|-------|--------------------------|--|
| | | More than 30% | | with low income | |
| | | % | | % | |
| NSW | 2023 | 0.2 | 100.0 | | |
| | 2022 | 0.8 | 100.0 | | |
| | 2019 | 0.8 | 99.4 | | |
| Vic | 2023 | - | 100.0 | | |
| | 2022 | 0.1 | 100.0 | | |
| | 2019 | 0.4 | 98.8 | | |
| Qld | 2023 | 0.1 | 100.0 | | |
| | 2022 | 0.3 | 100.0 | | |
| | 2019 | - | 97.5 | | |
| WA | 2023 | 0.2 | 100.0 | | |
| | 2022 | 0.1 | 100.0 | | |
| | 2019 | 1.0 | 98.9 | | |
| SA | 2023 | - | 100.0 | | |
| | 2022 | - | 100.0 | | |
| | 2019 | - | 99.0 | | |
| Tas | 2023 | 0.2 | 99.7 | | |
| | 2022 | - | 99.9 | | |
| | 2019 | 0.1 | 95.3 | | |
| ACT | 2023 | - | 99.1 | | |
| | 2022 | - | 99.3 | | |
| | 2019 | 0.3 | 99.2 | | |
| NT | 2023 | 3.3 | 100.0 | | |
| | 2022 | 2.3 | 100.0 | | |
| | 2019 | 1.9 | 99.6 | | |
| Aust/Total | 2023 | 0.2 | 100.0 | | |
| | 2022 | 0.4 | 100.0 | | |
| | 2019 | 0.5 | 98.8 | | |

Source: tables 18A.22-25

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

4. Time waited

'Time waited' is an indicator of governments' objective to provide services that are timely.

'Time waited' is defined as the time waited by households that are newly allocated social housing in the reference year, and is reported for two household types:

- households in greatest need – time waited is measured from acceptance as a household in greatest need onto a social housing wait list and allocation of a dwelling
- non-greatest need households – time waited is measured from acceptance onto a social housing wait list and allocation of a dwelling.

Households in greatest need are defined as households that at the time of allocation are: homeless; in housing inappropriate to their needs; in housing that is adversely affecting their health or placing their life and safety at risk; or, have very high rental housing costs.

Time waited is presented as:

- the number of months within which 50% of newly allocated households were allocated a dwelling (the 50th percentile, or median). For example, if the 50th percentile is seven months, 50% of newly allocated households waited seven months or less
- the number of months within which 75% of newly allocated households were allocated a dwelling (the 75th percentile). For example, if the 75th percentile is 12 months, 75% of newly allocated households waited 12 months or less.

Households awaiting social housing allocation may receive other forms of government assistance to obtain or maintain housing: for example, Private Rent Assistance, homelessness services and/or Commonwealth Rent Assistance.

This indicator should be interpreted with caution. Factors external to government can drive changes in performance. Demand for social housing reflects the capacity of low income earners to access and maintain affordable housing in the private market. Rising rents or house prices and low wages growth can lead to rises in demand.

Governments can use a range of interventions to improve access to affordable housing for low income earners, thereby reducing demand for social housing. For example, stimulating new supply of affordable housing, incentives to increase affordability of existing housing and targeted financial assistance to low income earners.

Time waited for social housing reflects the collective impact of external factors and governments' actions to address the need for affordable and social housing.

Time waited is also affected by differences across jurisdictions in social housing supply, allocation policy and waitlist management.

A low or decreasing time waited is desirable.

Nationally in 2022-23, 50% of newly allocated households in public housing were allocated a dwelling within nine months; 75% were allocated a dwelling within 32 months.

Nationally in 2022-23, 50% of newly allocated households in SOMIH were allocated a dwelling within six months; 75% were allocated a dwelling within 32 months.

■ Data is not comparable across jurisdictions or within jurisdictions over time.
■ Data is not complete for the current reporting period. Data for time waited at the 75th percentile is not published for New South Wales, Queensland, Western Australia and Tasmania. Data for greatest need households is not available for SOMIH for Tasmania and the Northern Territory.

Select housing type
 (applies to table 18.6 and figures 18.4a and 18.4b):
 Public housing
 SOMIH

Select measure
 (applies to figures 18.4a and 18.4b):
 50th percentile (median)
 75th percentile

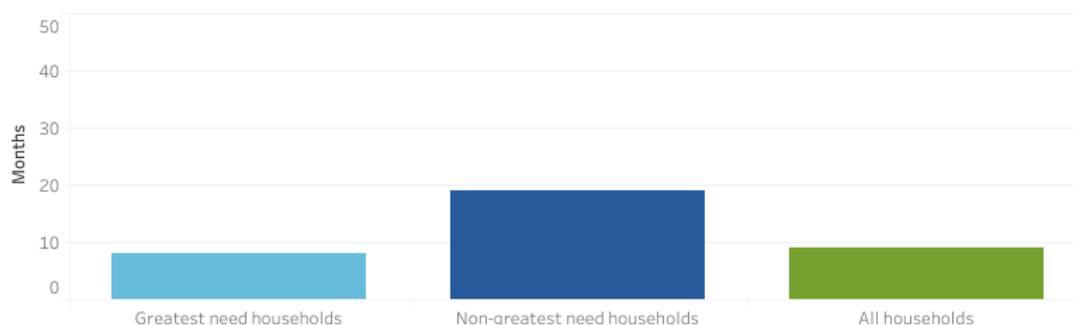
Table 18.6 Newly allocated households, *Public housing*
By jurisdiction, by household, 2022-23

| | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
|------------------------------|-----|-------|-------|-------|-------|-------|-----|-----|-----|--------|
| Greatest need households | no. | 3,845 | 2,664 | 3,137 | 1,941 | 1,226 | 284 | 409 | 134 | 13,640 |
| All households | no. | 5,175 | 2,835 | 3,146 | 2,880 | 1,466 | 354 | 418 | 236 | 16,510 |
| Non-greatest need households | no. | 1,330 | 171 | 9 | 939 | 240 | 70 | 9 | 102 | 2,870 |

Source: table 18A.26
na Not available.

■ Greatest need households
 ■ Non-greatest need households
 ■ All households

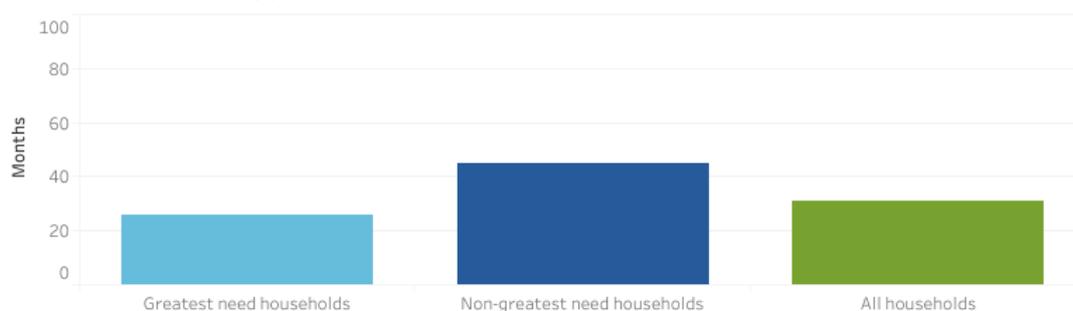
Figure 18.4a Time waited for social housing by newly allocated households, Public housing, *National*
50th percentile, 2022-23



Source: table 18A.26

Select jurisdiction (applies to figure 18.4b):
 NT

Figure 18.4b Time waited for social housing by newly allocated households, Public housing, *NT*
50th percentile, 2022-23 (a)



Source: table 18A.26

(a) Data for time waited at the 75th percentile is not published for NSW, Queensland, WA and Tasmania. Data for greatest need households is not available for SOMIH for Tasmania and the NT.

5. Match of dwelling to household size

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

'Match of dwelling to household size' is defined as the proportion of households that are overcrowded.

Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS), with households deemed to be overcrowded if one or more additional bedrooms are required to meet the standard (refer to sub-section 18.3 for CNOS definition). State and territory housing authorities' bedroom entitlement policies may differ from the CNOS.

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

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

Nationally at 30 June 2023, the proportion of households that were overcrowded varied across social housing programs (4.1% for public housing, 26.6% for SOMIH and 4.0% for community housing). Nationally at 30 June 2022, the proportion of households that were overcrowded was 14.1% for ICH (table 18.7).

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

Data is not complete for community housing (all required 30 June 2023 data was not available for the Northern Territory (NT)) and ICH (all required 30 June 2023 data was not available for Tasmania and the NT), but is complete for public housing and SOMIH for the current reporting period (30 June 2023).

Select year(s) (applies to table 18.7 and figure 18.5):

Multiple values

Table 18.7 Overcrowded households, *National*

By housing type, by year (at 30 June)

| | | 2019 | 2022 | 2023 |
|------------------------------|---|------|------|------|
| Public housing | % | 3.8 | 4.5 | 4.1 |
| SOMIH | % | 24.5 | 26.2 | 26.6 |
| Community housing | % | 3.6 | 3.6 | 4.0 |
| Indigenous community housing | % | 16.0 | 14.1 | na |

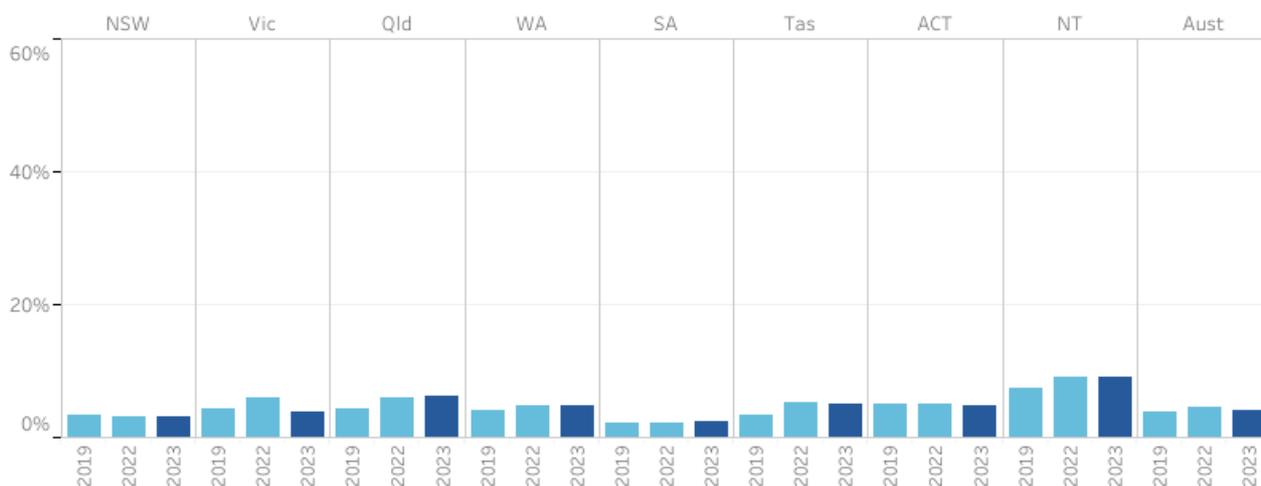
Source: tables 18A.30 - 18A.33
na Not available.

Select housing type (applies to figure 18.5):

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

Figure 18.5 Overcrowded households, *Public housing*

By jurisdiction, by year (at 30 June)



Source: table 18A.30

(a) SOMIH is not applicable to Victoria, WA and the ACT. (b) Community housing data is not available for the NT. (c) ICH data is available for NSW from 2019. ICH data is not available for Tasmania and the NT. ICH is not applicable for the ACT.

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Data for Aboriginal and Torres Strait Islander households is in table 18A.34 and, by remoteness for public housing and SOMIH, in tables 18A.35-36. Data for underutilisation in public housing, SOMIH and community housing dwellings is reported in table 18A.37.

6. Amenity/location

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

'Amenity/location' is defined as the proportion of households that rate dwellings as meeting their needs for particular aspects of amenity and location, and is presented as a mean of the proportion of households with needs met across (a) dwelling amenity aspects and (b) dwelling location aspects.

'Amenity' aspects include: number of bedrooms, privacy, safety and security – of the home, and of the neighbourhood – comfort in hot/cold weather and energy efficiency. Amenity aspects also include, for households rating them as important: size of living spaces, storage, fixtures/structural modifications for special needs, ease of access/entry from the street, car parking, access to an outdoor space, fencing/enclosure of the space, and water efficiency of the bathroom/toilet.

'Location' aspects include proximity to shops and banking facilities, medical services and family and friends. 'Location' aspects also include, for households rating them as important, proximity to facilities and services such as: public transport, hospitals, child care facilities, schools, TAFE, university or other training, employment/place of work, community services, places of cultural or religious significance and parks, recreation or sporting facilities.

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

Nationally in 2023, the majority of National Social Housing Survey respondents rated amenity and location aspects of their dwelling as meeting their household's needs (table 18.8 and figure 18.6).

Data is not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing due to the different demographic profiles of Aboriginal and Torres Stait Islander tenants and the method of collection, but is comparable (subject to caveats) across jurisdictions. Due to a break in series, data for 2021 is not comparable to data for previous years.

Data is not complete for the current reporting period for community housing and SOMIH (all required 2023 data was not available for the Northern Territory), but is complete for public housing (all required 2023 data).

Select year(s) (applies to table 18.8 and figure 18.6):

All

Table 18.8 Tenants rating amenity and location aspects as meeting their needs, *National*

By housing type, by year

| | | | 2016 | 2018 | 2021 | 2023 |
|-------------------|---------------------------------|---|------|------|------|------|
| Public housing | Average across amenity aspects | % | 80.6 | 81.1 | 81.5 | 79.4 |
| | Average across location aspects | % | 84.8 | 83.8 | 92.8 | 91.0 |
| SOMIH | Average across amenity aspects | % | 83.2 | 81.9 | 79.5 | 81.1 |
| | Average across location aspects | % | 91.1 | 91.6 | 93.0 | 93.8 |
| Community housing | Average across amenity aspects | % | 84.5 | 83.2 | 83.1 | 83.5 |
| | Average across location aspects | % | 85.7 | 82.7 | 92.3 | 92.7 |

Source: table 18A.38, 18A.39, 18A.40

Select housing type (applies to figure 18.6):

- Public housing
- SOMIH (a)
- Community housing (b)

Select aspect (applies to figure 18.6):

- Average across amenity aspects
- Average across location aspects

Figure 18.6 Tenants rating amenity aspects as meeting their needs, *Public housing*

By jurisdiction, by year



Source: table 18A.38

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

Amenity and location data for households with a member with disability is available in tables 18A.38–40.

7. Dwelling condition

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

'Dwelling condition' is defined as the proportion of households living in dwellings that meet agreed minimum acceptable standards. A dwelling is assessed as meeting minimum acceptable standards if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and for removing sewerage) and not more than two major structural problems.

This is a proxy indicator of safety as it measures the extent to which dwellings conform to agreed minimum standards. The survey collections ask respondents:

- which of a list of facilities is present in their dwelling and whether each is in working order
- which of a list of structural problems is present in their dwelling (AIHW 2022).

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

Nationally in 2023, the majority of social housing respondents lived in dwellings of an acceptable standard (75.6% for public housing, 77.4% for SOMIH and 84.4% for community housing) (table 18.9 and figure 18.7).

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

Data is not complete for SOMIH and community housing for the current reporting period (all required 2023 data is not available for the Northern Territory), but is complete for public housing (all required 2023 data) and ICH (all required 2018-19 data).

Select year(s) (applies to table 18.9 and figure 18.7):

Multiple values

Table 18.9 Social housing respondents living in dwellings of an acceptable standard, *National*

By household composition, by year, by housing type

| | | All households | | | Aboriginal and Torres Strait Islander househo.. | | |
|-------------------|---|----------------|------|------|---|------|------|
| | | 2014 | 2021 | 2023 | 2014 | 2021 | 2023 |
| Public housing | % | 79.6 | 76.1 | 75.6 | 64.0 | 66.7 | 60.7 |
| SOMIH | % | 70.2 | 63.7 | 77.4 | .. | .. | |
| Community housing | % | 89.3 | 81.9 | 84.4 | 81.7 | 71.0 | 71.0 |

Source: tables 18A.41, 18A.42, 18A.43
.. Not applicable.

Select housing type (applies to figure 18.7):

- Public housing
- SOMIH (a)
- Community housing (b)

Figure 18.7 Dwellings meeting agreed minimum acceptable standards, *Public housing*

By jurisdiction, by year



Source: table 18A.41

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

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Historical Indigenous community housing data is available in table 18A.44.

8. Customer satisfaction

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

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

A high or increasing level of customer satisfaction is desirable.

Customer satisfaction data for households with a member with disability is available in tables 18A.45–47.

Nationally in 2023, the majority of social housing respondents were satisfied or very satisfied with the overall service provided by their housing provider (66.7% for public housing, 67.6% for SOMIH, and 74.5% for community housing) (table 18.10 and figure 18.8a). Data by jurisdiction is available in figure 18.8b.

■ Data is comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing, and across jurisdictions for the current reporting period and over time.

■ Data is not complete for the current reporting period for SOMIH and community housing (all required 2023 data is not available for the Northern Territory), but is complete for public housing (all required 2023 data).

Select year (applies to table 18.10 and figure 18.8a):
2023

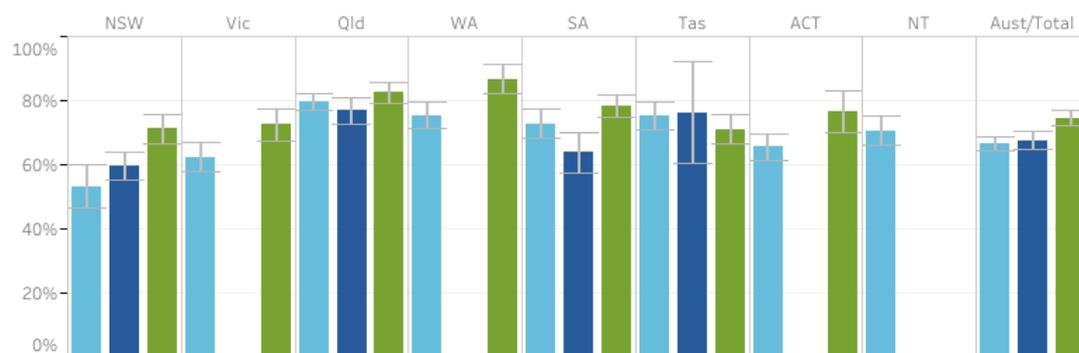
Table 18.10 Tenants satisfied or very satisfied with the service provided by their housing provider, *National*
By housing type, by household composition, 2023

| | | All households | Households with a member with disability |
|-------------------|---|----------------|--|
| Public housing | % | 66.7 | 59.6 |
| SOMIH | % | 67.6 | 55.6 |
| Community housing | % | 74.5 | 68.7 |

Source: tables 18A.45, 18A.46, 18A.47

■ Public housing ■ SOMIH ■ Community housing

Figure 18.8a Tenants satisfied or very satisfied with the service provided by their housing provider
By jurisdiction, by housing type, 2023 (a), (b)



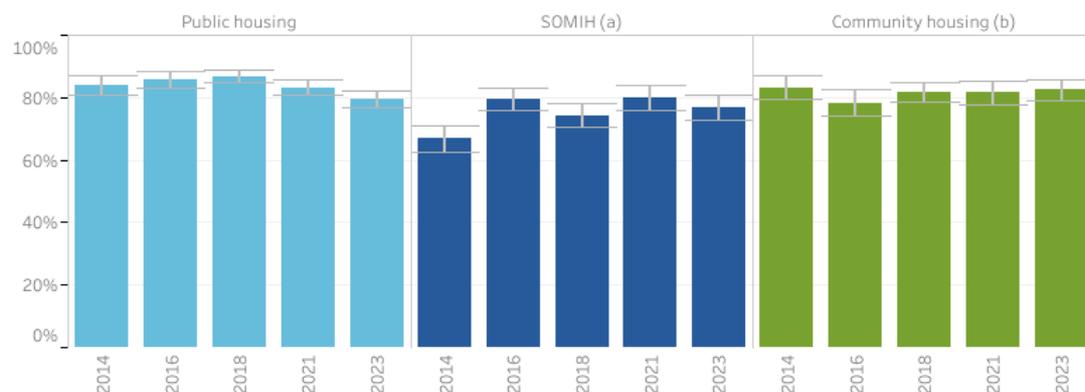
Source: tables 18A.45, 18A.46, 18A.47

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

Select jurisdiction (applies to figure 18.8b):
Qld

■ Public housing
■ SOMIH
■ Community housing

Figure 18.8b Tenants satisfied or very satisfied with the service provided by their housing provider, *Qld*
By housing type, by year



Source: tables 18A.45, 18A.46, 18A.47

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

9. Sustainability

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

'Sustainability' is broadly defined as the extent to which current social housing needs are met with reference to the need for future generations to meet their own social housing needs. In its broadest sense, this could consider financial, social and environmental sustainability.

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

10. Net recurrent cost per dwelling

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

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

Data is reported for public housing, SOMIH, community housing and ICH. Net recurrent cost per dwelling for public housing and for SOMIH for 2017-18 and subsequent years is reported with user cost of capital both included and excluded. User cost of capital data is not available for SOMIH prior to 2017-18, nor for community housing or ICH. For ICH, total number of dwellings is the number of permanent dwellings.

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

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

The user cost of capital is the cost of the funds tied up in the capital used to provide social housing. User cost of capital is the main driver of cost per dwelling due to the level of capital expenditure on housing. Data should be interpreted with caution due to variation across jurisdictions in the treatment of assets (table 18.13) and service delivery models.

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

Nationally in 2022-23, the net recurrent cost per dwelling excluding user cost of capital (UCC) was \$11,315 for public housing (\$48,451 if UCC included) and \$16,697 for SOMIH (\$56,624 if UCC included). Nationally in 2021-22, the net recurrent cost per dwelling excluding UCC was \$8,989 for community housing and \$13,702 for ICH (table 18.11). Ten-year time series data is available for public housing, SOMIH and community housing in tables 18A.48–50. A seven-year time series is reported for ICH in table 18A.51. Data by jurisdiction is available in figure 18.9.

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

Data is not complete for community housing (2021-22 Northern Territory (NT) data) and ICH (2021-22 South Australia and NT data) for the current reporting period, but is complete for public housing and SOMIH (all required 2022-23 data is available).

Select year(s) (applies to table 18.11 and figure 18.9):

All

Table 18.11 Real net recurrent cost per dwelling, National
By housing type (excluding the cost of capital), by year (2022-23 dollars)

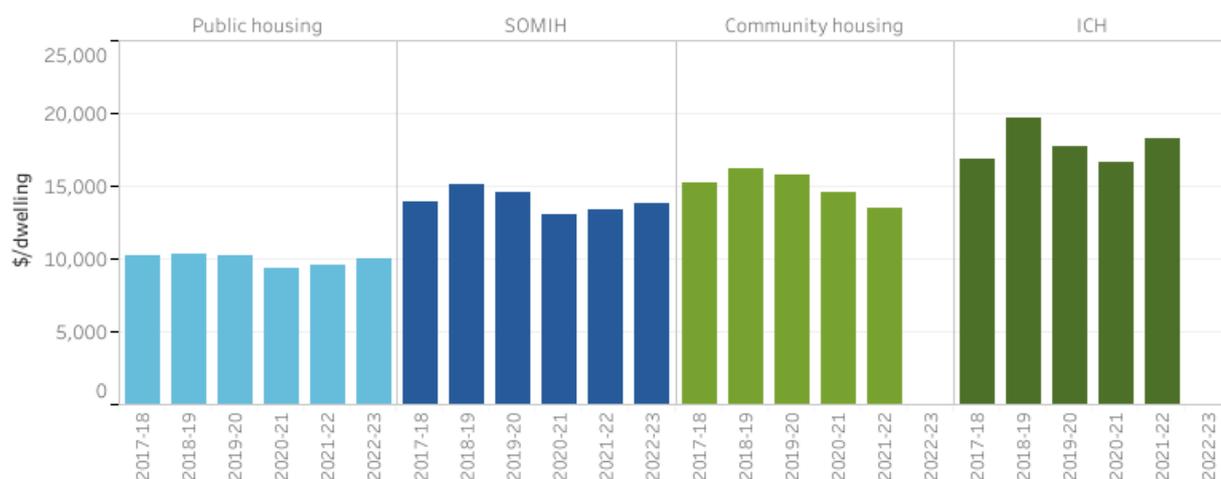
| Year | Public housing | SOMIH | Community housing | ICH |
|---------|----------------|----------|-------------------|----------|
| 2022-23 | \$11,315 | \$16,697 | na | na |
| 2021-22 | \$11,098 | \$14,542 | \$8,989 | \$13,702 |
| 2020-21 | \$11,050 | \$13,557 | \$9,749 | \$13,097 |
| 2019-20 | \$11,050 | \$14,773 | \$9,446 | \$14,452 |
| 2018-19 | \$10,620 | \$16,229 | \$10,084 | \$15,215 |
| 2017-18 | \$10,686 | \$15,060 | \$11,304 | \$13,273 |

Source: tables 18A.48 - 18A.51
na Not available.

Select jurisdiction
(applies to figure 18.9):
Qld

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

Figure 18.9 Real net recurrent cost per dwelling, Qld
By housing type (excluding the cost of capital), by year (2022-23 dollars)



Source: tables 18A.48 - 18A.51

(a) SOMIH is not applicable to Victoria, WA and the ACT. (b) Community housing data is not available for the NT. (c) ICH data is not available for SA and the NT. ICH is not applicable to the ACT.

11. Wellbeing, social and economic participation

'Wellbeing, social and economic participation' is an indicator of governments' objective to provide services that support wellbeing and contribute to social and economic participation.

Living in stable, safe and secure housing has many benefits, including improved household wellbeing and greater capacity to participate in social and economic activity (Brackertz et al., 2017, Davison et al., 2021). These benefits can accrue to people living in social housing as well as people living in private housing.

'Wellbeing, social and economic participation' is defined as the proportion of social housing tenants who self-report that they experience wellbeing, social connection and economic participation opportunities through living in social housing.

Data is sourced from the National Social Housing Survey (NSHS), which asks tenants 'For you, what are the benefits of living in social housing'. Tenants are asked to select 'Yes, it is a benefit', 'No, it is not a benefit' or 'Not applicable' for each of ten nominated benefits. Composites of the nominated benefits are reported as:

- 'Wellbeing' ('enjoy better health', 'feel more settled' and 'feel more able to cope with life events')
- 'Social connection' ('feel part of the local community' and 'able to continue living in this area')
- 'Economic participation opportunities' ('able to manage rent/money better', 'feel more able to improve job situation', 'feel more able to start or continue education/training', 'have better access to services' and 'have better access to public transport').

The 2023 NSHS was conducted among public housing tenants (all jurisdictions), community housing (all jurisdictions except the NT) and state owned and managed Indigenous housing (SOMIH [NSW, Queensland, SA and Tasmania]). For more information on response rates, sampling error and survey coverage, refer to the NSHS data quality statement on the AIHW website.

A high or increasing proportion of social housing tenants self-reporting that they experience health, social and economic benefits through living in social housing is desirable.

Data for households with a member with disability is available in tables 18A.52–54.

Nationally in 2023, the majority of social housing respondents self-reported that they experienced wellbeing, social connection and economic participation opportunities through living in social housing (table 18.12 and figure 18.10). For all households across each social housing type and composite benefit ('wellbeing', 'social connection' and 'economic participation'), between 91.2 and 98.8% of respondents reported deriving a benefit from living in social housing. The most common benefits derived were feeling more settled (93.9–94.8%) and being able to manage rent/money better (92.9–94.5%). The least common benefit derived was feeling more able to improve their job situation (70.5–85.1%) (tables 18A.52–54).

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

Data is not complete for the current reporting period for community housing and SOMIH (all required 2023 data is not available for the Northern Territory), but is complete for public housing (all required 2023 data).

Table 18.12 Tenants self-reporting that they experienced improved wellbeing, social connection and economic participation through living in social housing, *National*

By housing type, by year

| | | | 2018 | 2021 | 2023 |
|--------------------------|------------------------|---|------|------|------|
| Public housing | Wellbeing | % | 95.6 | 95.7 | 94.7 |
| | Social connection | % | 92.5 | 93.2 | 91.2 |
| | Economic participation | % | 97.5 | 96.8 | 96.6 |
| SOMIH | Wellbeing | % | 96.3 | 97.1 | 97.2 |
| | Social connection | % | 96.3 | 94.9 | 96.7 |
| | Economic participation | % | 97.3 | 98.3 | 98.8 |
| Community housing | Wellbeing | % | 94.1 | 95.0 | 95.3 |
| | Social connection | % | 92.0 | 93.3 | 93.8 |
| | Economic participation | % | 95.9 | 95.7 | 97.1 |

Source: table 18A.52, 18A.53, 18A.54

Select housing type (applies to figure 18.10):

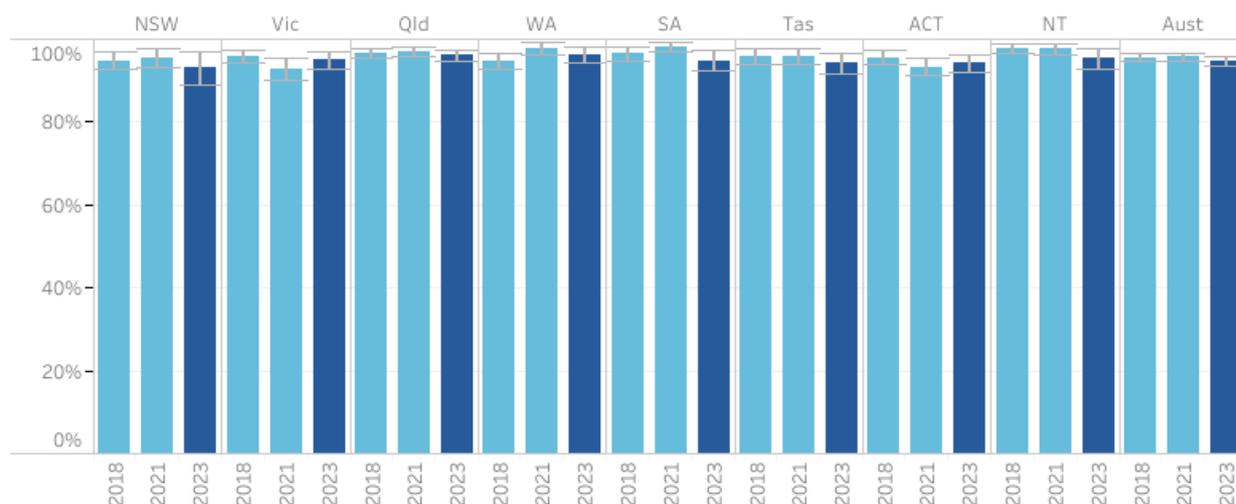
- Public housing
- SOMIH (a)
- Community housing (b)

Select benefit type (applies to figure 18.10):

- Wellbeing
- Social connection
- Economic participation

Figure 18.10 Tenants self-reporting that they experienced improved Wellbeing through living in social housing, *Public housing*

By jurisdiction, by year



Source: table 18A.52

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

Indigenous data

Performance indicator data for Aboriginal and Torres Strait Islander people in this section is available in the data tables listed below. Further supporting information can be found in the Indicator results tab and data tables.

Housing data disaggregated for Aboriginal and Torres Strait Islander people

| Table number | Table title |
|--------------|--|
| Table 18A.17 | Greatest need allocations as a proportion of all new allocations – SOMIH |
| Table 18A.20 | Proportion of new tenancies allocated to households in selected equity groups – SOMIH |
| Table 18A.24 | Proportion of household gross income spent on rent – low income households in SOMIH, at 30 June |
| Table 18A.31 | Proportion of overcrowded households at 30 June – SOMIH |
| Table 18A.33 | Proportion of overcrowded households at 30 June – Indigenous community housing |
| Table 18A.34 | Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program |
| Table 18A.35 | Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness |
| Table 18A.36 | Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness |
| Table 18A.37 | Underutilisation in social housing at 30 June |
| Table 18A.39 | Proportion of SOMIH tenants rating amenity and location aspects as important and meeting their needs |

| Table number | Table title |
|---------------------|--|
| Table 18A.42 | Dwelling condition – SOMIH |
| Table 18A.44 | Dwelling condition – Indigenous community housing |
| Table 18A.46 | Customer satisfaction – SOMIH |
| Table 18A.49 | Government recurrent expenditure per dwelling – SOMIH |
| Table 18A.51 | Government recurrent expenditure per dwelling – Indigenous community housing |
| Table 18A.53 | Self-reported benefits of living in social housing – SOMIH |

Explanatory material

Interpreting efficiency data

Table 18.13 Treatment of assets by housing agencies, 2022-23^{a, b}

| | | NSW | Vic ^c | Qld ^d | WA | SA | Tas | ACT | NT ^e |
|---------------------------|--|---|------------------|--|--|-----------------|---|---|---|
| Revaluation method | Land | Vacant land (with registered title) and land held for redevelopment based on Valuer general property information in the rating and taxation purposes valuation database. | Fair value | Fair value (in accordance with AASB13) | Fair value (in accordance with AASB13) | Market | Market (Gross value for Service Concession assets) | Fair value (in accordance with AASB13) | Market Value (public housing); Nil (SOMIH) |
| | Buildings | Fair value determined by applying an annual rolling benchmark valuation approach whereby a third of the Corporation's benchmark properties (approx. 1800) are valued by accredited property valuers with reference to market sales comparisons to calculate a market movement index, which is then applied to the remaining two thirds of the benchmark properties. | Fair value | Fair value (in accordance with AASB13) | Fair value (in accordance with AASB13) | Market | Market (Gross replacement cost for Service Concession Assets) | Fair value (in accordance with AASB13) | Market Value (public housing); Historical Replacement Cost (SOMIH) |
| | Other assets | Based on historical cost and not revalued each year. | Fair value | At cost | At cost | Historical cost | .. | Historical cost | Historical Cost (public housing); Historical Replacement Cost (SOMIH) |
| | Revaluation frequency (Land, buildings) | Annual | | Five yearly intervals (interim assessments by indices between intervals) | Annual | Annual | Annual | Five yearly intervals (annual assessments by indices) | Annual |

| | | NSW | Vic ^c | Qld ^d | WA | SA | Tas | ACT | NT ^e |
|--|------------------------|--------------|---|---|----------------------|--------------|--------------|----------------|--|
| Useful asset lives | Residential properties | 50 years | 85 years (but moveable units is 45 years) | 50 years (2% straight line depreciation) | 50 years | 50 years | 50 years | up to 80 years | 50 years (public housing); 30 years (SOMIH) |
| | Vehicles | 3 years | 5–10 years | .. | 6 years and 8 months | .. | 5 years | 3–5 years | 2 years |
| | Office equipment | 3 years | 3–5 years | 2–15 years (7–46% straight line depreciation) | 5 years | 10 years | 3 years | .. | 5–10 years |
| | IT equipment | 3 years | 3–5 years | 2–15 years (7–46% straight line depreciation) | 5 years | 3 years | 3 years | .. | 3–6 years |
| Threshold capitalisation levels | \$5,000 | \$5,000 | Buildings: \$10,000; Land: \$1; Plant and equipment: \$5,000; Right-of-use assets: \$10,000; Computer software: \$100,000 | \$5,000 | \$5,000 | \$10,000 | \$2,000 | | Buildings: \$10,000; Land \$10,000 (PH); Plant and equipment: \$10,000 |
| Assets capitalised individually or in groups | Individually | Individually | Individually | Individually | Individually | Individually | Individually | Individually | Individually |

a .. Not applicable. **b** Market value is the current (net) value market selling price or exchange value. **c** Victoria revalues properties every five years by kerbside inspection, with the most recent revaluation completed in 2018-19. In interim years, asset value movements are assessed based on indices – if found to be material (>10%), a Managerial Revaluation is undertaken, and, if found to be exceptionally material (>= 40%), an Interim Valuation is undertaken. **d** Useful asset life for leased assets: 40 years (2.5% straight line depreciation). **e** SOMIH dwellings are in remote areas on land not owned by government.

Source: State and territory governments (unpublished).

Table 18.14 State and Territory programs included in the community housing data collection, 2022-23

| Jurisdiction | Program |
|--------------|--|
| NSW | <ul style="list-style-type: none"> • All dwellings under management of a community housing organisation (CHO) where: <ul style="list-style-type: none"> ◦ the tenancy management is commissioned by the NSW Department of Communities and Justice (DCJ) Commissioning Division • This includes the following housing assistance types: <ul style="list-style-type: none"> ◦ Affordable Housing ◦ General Social Housing (mainstream long-term housing) ◦ Transitional housing (medium-term housing) • This includes the following housing property sources: <ul style="list-style-type: none"> ◦ State-owned and CHO managed dwellings (including stock transfers) ◦ Privately owned dwellings leased by the CHO attracting a state subsidy ◦ Dwellings owned by the CHO where vested to the CHO by the state, acquired through leveraging those vested assets or are part of the National Rental Affordability Scheme ◦ Dwellings commissioned on a fee-for-service basis by NSW DCJ using the Social and Affordable Housing Fund <p>Note: Assistance type and property source are independent of each other and numerous combinations of the two apply</p> |
| Vic | <ul style="list-style-type: none"> • Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider • Dwellings bought by the State Housing/Community Housing Authority but managed by a community housing provider or local government • Joint ventures • New dwellings constructed under the National Rental Affordability Scheme • Dwellings used for the provision of community housing in which the State Housing Authority has an interest |

| Jurisdiction | Program |
|--------------|---|
| Qld | <ul style="list-style-type: none"> • Boarding House Program (Community Managed Studio Units) • Community Rent Scheme • Long Term Community Housing Program • Affordable Housing Program • Supportive Accommodation |
| WA | <ul style="list-style-type: none"> • Current and previously registered providers in all of the below programs (plus any new program developed) • Community Disability Housing Program • Community Housing Program • Indigenous Urban Community Housing • Joint Venture Program • Lease For Life • Lodging House Program • Public Housing Leasing Program • Social Housing Investment Package – Community Housing • State Community Housing Investment Program • Transitional Housing Program • Dwellings owned exclusively by the Department of Housing and head leased to non-profit community agencies who provide property management and/or support services to the tenants • Dwellings where the Department of Housing has an interest or exclusive ownership, but the title is held by non-profit community agencies or local government and they provide property management and/or support services to the tenants |
| SA | <ul style="list-style-type: none"> • All South Australia Community Housing Authority funded assets allocated to a registered community housing provider under the <i>Community Housing Providers (National Law) Act 2013 (SA)</i> • All SA Housing Trust leased dwellings managed by community housing providers under the <i>Community Housing Providers (National Law) Act 2013 (SA)</i> |

| Jurisdiction | Program |
|--------------|--|
| Tas | <ul style="list-style-type: none"> • Properties funded for the purposes of community housing, including properties transferred from public housing stock to the community sector, and properties funded under the National Rental Affordability Scheme • Properties managed by organisations as supported accommodation for long term accommodation <p>Note that this scope includes community housing that both is and is not funded by government</p> |
| ACT | <ul style="list-style-type: none"> • Dwellings leased for the provision of community housing (head-leasing) provided the tenancy management function is undertaken by a community provider • Dwellings owned by Housing ACT but managed by a community housing provider • Public housing stock transferred to the community housing sector • Community housing stock built under the National Partnership Agreement on the Nation Building Economic Stimulus Package • Community housing funded under the National Rental Affordability Scheme or other affordable housing arrangements • Organisations registered under the National Community Housing Regulatory Scheme except those where an exclusion applies to the organisation or program • Common Ground housing that provides long-term housing at affordable (proportion of market) rent settings and long-term housing for people exiting homelessness |
| NT | <ul style="list-style-type: none"> • Dwellings owned or leased by the Department of Territory Families, Housing and Communities and managed by community organisations to house and support tenants, and any dwellings set aside for this purpose. <p>This includes dwellings allocated to the Community Housing Program and transitional accommodation programs.</p> |

Source: AIHW (unpublished).

Key terms

| Terms | Definition |
|--|--|
| Aboriginal and Torres Strait Islander household | A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander. |
| Administration costs | <p>Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:</p> <ul style="list-style-type: none"> • employee expenses (for example, superannuation, compensation, accrued leave and training) • supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses) • rent • grants and subsidies (excluding rental subsidies) • expenditure incurred by other government agencies on behalf of the public housing agency • contracted public housing management services. |
| Assessable income | The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. The components of income that are counted as assessable may vary across jurisdictions. |

| Terms | Definition |
|--|---|
| Canadian National Occupancy Standard (CNOS) | <p>A standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:</p> <ul style="list-style-type: none"> • there should be no more than two people per bedroom • a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom) • couples and parents should have a separate bedroom • children less than five years of age, of different sexes, may reasonably share a bedroom • children five years of age or over, of the opposite sex, should not share a bedroom • children less than 18 years of age and of the same sex may reasonably share a bedroom; and • single household members aged 18 years or over should have a separate bedroom. |
| Comparability | <p>Data is considered comparable if (subject to caveats) it can be used to inform an assessment of comparative performance. Typically, data is considered comparable when it is collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.</p> |
| Completeness | <p>Data is considered complete if all required data is available for all jurisdictions that provide the service.</p> |
| Confidence intervals | <p>Survey data, for example data from the NSHS, is subject to sampling error because it is based on samples of the total population. Where survey data is shown in charts in this report, error bars are included, showing 95% confidence intervals. There is a 95% chance that the true value of the data item lies within the interval shown by the error bars.</p> |
| Depreciation costs | <p>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).</p> |
| Disability | <p>Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.</p> |

| Terms | Definition |
|-----------------------|---|
| Dwelling | <p>A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus, a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is a dwelling only if intended for human residence. A dwelling may include one or more rooms that is/are used as an office or workshop, provided the dwelling is in residential use. Dwelling types include:</p> <ul style="list-style-type: none"> • a separate house • a semi-detached, row or terrace house, townhouse, etc. • a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc. • an improvised home, tent, camper • a house or flat attached to a shop, office, etc. • a boarding/rooming house unit. |
| Equivalisation | Refer to low-income households entry. |
| Greatest need | <p>Applies to households if, at the time of allocation, household members were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none"> • they were homeless^a • their life or safety was at risk in their accommodation • their health condition was aggravated by their housing • their housing was inappropriate to their needs • they had very high rental housing costs. <p>^a A homeless household for the greatest need definition is a household with no housing or a household residing in temporary or emergency accommodation. It includes households who:</p> <ul style="list-style-type: none"> • lived in accommodation provided by a specialist homelessness service agency or some other form of emergency accommodation • were totally without permanent shelter • lived in shelter that was unlawful such as those who were forced to squat in derelict buildings • stayed temporarily with friends or relatives in the short term. |

| Terms | Definition |
|------------------------------|---|
| Household | <p>The grouping of people living in a dwelling. Household composition is based on couple and parent–child relationships. A <i>single–family</i> household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant’s children. <i>Group households</i> consist of two or more tenants aged 16 or over who are not in a couple or parent–child relationship. <i>Mixed households</i> are households not described by the other two types – for example, multiple single–family households.</p> <p>For the purpose of the community housing collection, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.</p> |
| Low–income households | <p>For the purpose of social housing affordability analyses, ‘low–income households’ are defined as those in the bottom 40% of equivalised gross household income. (Different definitions of low–income households are used for different purposes by the ABS and others.)</p> <p>Equivalisation</p> <p>Increased household size is associated with increased consumption needs, but also with economies of scale. An equivalence scale is used to adjust household incomes to take account of the economies that flow from sharing resources, enabling more meaningful comparisons across different types of households.</p> <p>The ABS provides low–income household equivalised gross income cut–offs derived from the biennial Survey of Income and Housing data to the AIHW. The AIHW determines the equivalised gross household income for social housing households for affordability analyses.</p> <p>Note that equivalised gross household income is not used to determine eligibility for social housing or rental subsidies (refer to ‘assessable income’).</p> |
| Maintenance costs | <p>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.</p> |
| Market rent | <p>Rent that would be collected if the public rental housing properties were available in the private market.</p> |

| Terms | Definition |
|------------------------------------|--|
| Models of community housing | <p>Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government have management responsibility and ownership of the housing stock. Table 18.5 lists the in–scope community housing programs in each jurisdiction.</p> <p>Some models of community housing are:</p> <ul style="list-style-type: none"> • <i>housing cooperatives</i>, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative • <i>local government housing associations</i>, 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 • <i>regional or local housing associations</i>, providing property and tenancy management services, and support services to tenants • <i>specialist providers</i> are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups (including people with disability) • <i>broad service delivery</i> are organisations that provide housing and other welfare services, such as aged care and disability services • <i>vertically integrated providers of affordable housing</i> are involved in all stages of providing affordable housing, from construction to property and tenancy management • <i>community ownership and/or management</i>, where housing is owned and/or managed by not–for–profit or community housing associations • <i>joint ventures and housing partnerships</i>, 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 • <i>equity share rental housing</i>, 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) (Australian, state and territory governments). |
| New household | Households that commence receiving assistance during the relevant reporting period (financial year). A new household is recorded if the composition of the household changes i.e. if someone enters or leaves the household. |
| Occupancy rate | The number of dwellings occupied as a proportion of total dwellings. |

| Terms | Definition |
|------------------------------|--|
| 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. |
| Principal tenant | The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments. |
| Rebated household | A household that receives housing assistance and pays less than the market rent value for the dwelling. |
| Remoteness areas | <p>An aggregation of non–continuous geographical areas that share common characteristics of remoteness. The delimitation criteria for remoteness areas (RAs) are based on the Accessibility/Remoteness Index for Australia (ARIA+), which measures the remoteness of a point based on the road distance to the nearest urban centre. Within the Australian Statistical Geography Standard, each RA is created from a grouping of Statistical Areas Level 1 having a particular degree of remoteness.</p> <p>Remoteness areas comprise the following six categories:</p> <ul style="list-style-type: none"> • major cities of Australia • inner regional Australia • outer regional Australia • remote Australia • very remote Australia • migratory – offshore – shipping. |
| Rent charged | The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received. |
| Tenancy (rental) unit | A tenancy (rental) unit is the unit of accommodation for which a rental agreement can be made. With the exception of community housing, dwellings in the majority of cases have only one tenancy (rental) unit. For community housing and a small number of other cases (for example, boarding houses, special group homes, semi–institutional dwellings), there is commonly more than one tenancy (rental) unit per dwelling. |
| Tenantable dwelling | A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable. |

| Terms | Definition |
|-------------------------------------|---|
| Total gross household income | The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self-employment, government pensions, benefits and allowances; and other income comprising investments and other regular income. CRA payments are not included as income. |
| Transfer household | A household, either rebated or market renting, that relocates (transfers) from one dwelling to another within the same social housing program. In the community housing data collection, a transfer household is a household that transfers within a single community housing organisation's portfolio (not across the sector). This leads to under-reporting of transfers. |
| Turnaround time | The average time taken in days for vacant dwellings, which are available for letting, to be occupied. |
| Underutilisation | A situation where a dwelling contains two or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard. |
| Untenantable dwelling | A dwelling where maintenance has been either deferred or not completed at 30 June. |

References

AIHW (Australian Institute of Health and Welfare) 2023, *Housing assistance in Australia*, <https://www.aihw.gov.au/reports/housing-assistance/housing-assistance-in-australia/contents/entries-exits-and-transfers#Priority>  (accessed 28 November 2023).

— 2022, *National Social Housing Survey: key results 2021*, <https://www.aihw.gov.au/reports/housing-assistance/national-social-housing-survey-2021/contents>  (accessed 18 November 2022).

Yates, J. and Gabriel, M. 2006, *Housing Affordability in Australia*, Research Paper No. 3, Australian Housing and Urban Research Institute, Melbourne.

Yates, J. and Milligan, V. 2007, *Housing affordability: a 21st century problem*, Final Report No. 105, Australian Housing and Urban Research Institute, Melbourne.

Report on Government Services 2024

PART G, SECTION 19: RELEASED ON 22 JANUARY 2024

19 Homelessness services

This section focuses on specialist homelessness services funded by government under the National Housing and Homelessness Agreement (NHHA). The NHHA came into effect from 1 July 2018, replacing the National Affordable Housing Agreement and the associated National Partnership Agreement on Homelessness. Other non-specialist homelessness services are not included in this report.

The **Indicator results** tab uses data from the data tables to provide information on the performance for each indicator in the **Indicator framework**. The same data is also available in CSV format.

Data downloads

[19 Homelessness services data tables \(XLSX 405.4 KB\)](#)

[19 Homelessness services dataset \(CSV 1.0 MB\)](#)

Refer to the corresponding table number in the data tables for detailed definitions, caveats, footnotes and data source(s).

[Guide: How to find what you need in RoGS \(PDF 288.6 KB\)](#)

Context

Objectives for specialist homelessness services

Specialist homelessness services aim to promote wellbeing and independence for people who are homeless or at risk of homelessness, by providing assistance that supports them to achieve and maintain housing and social and economic participation. Governments seek to achieve these aims through funding specialist homelessness services to deliver transitional supported accommodation and a range of related support services that:

- are accessible
- identify and address individuals' needs as appropriate
- are of high quality, provided by qualified staff in a safe environment.

Governments aim for specialist homelessness services to meet these objectives in an equitable and efficient manner.

Service overview

Government and non-government specialist homelessness services deliver a range of services to clients – including supported accommodation, counselling, advocacy, links to housing, health, education and employment services, outreach support, brokerage and meals services, and financial and employment assistance.

Accessing homelessness services in Australia

Systems for the assessment, intake, referral and ongoing case management of specialist homelessness services clients vary across states and territories, ranging from agency-based to centralised management models. This variation may affect data comparability for specific performance indicators. Three broad summary categories are identified here – table 19.1 summarises the intake and referral systems used in each jurisdiction and identifies the category with which they most closely align.

- Community sector funding and support – Assessment of client needs and intake into services is managed by individual specialist homelessness service providers in line with state or territory policies. Referral to other service providers is made if clients' needs are not able to be met by the initial provider. These systems may be supported by a coordinating service that links clients to local specialist homelessness service providers. Coordinating services may also make an initial assessment of clients' needs (but do not provide homelessness services directly).
- Central information management – Assessment of client needs, intake and referral is managed by any specialist homelessness service provider using state or territory central information management tools. The central information management system supports the identification of appropriate services for the client and indicates the availability/vacancy of those services across specialist homelessness service providers. Client information may be shared between providers upon referral (with client consent).
- Central intake – Assessment of client needs, intake and referral is managed by one or more 'central intake' agencies. Central intake agencies prioritise client access to services and, for specialist homelessness services, only refer clients as services and/or vacancies are available. Central information management tools may be used to share information between central intake agencies and specialist homelessness service providers.

Table 19.1 Jurisdictional homelessness intake and referral systems

| State or Territory | System name | Description | Category ^a |
|--------------------|---------------|---|-----------------------|
| NSW | Link2home | Assessment and referral for homelessness services may be conducted by: 1) any specialist homelessness service provider; 2) the Link2home information and referral service; or 3) the NSW Domestic Violence Line. It is supported by a centralised service directory and vacancy management system. | Central information |
| Vic | Opening Doors | Place-based entry points operate across 17 local areas to provide assessment and coordinate intake into homelessness services, with a 24 hour response. | Central intake |

| State or Territory | System name | Description | Category ^a |
|--------------------|--|--|--------------------------------------|
| Qld | Queensland Homelessness Information Platform | <p>Assessment and referral for homelessness services is conducted by any specialist homelessness service provider.</p> <p>The information platform provides a consistent assessment, referral and prioritisation process.</p> | Central information |
| WA | Entrypoint Perth | <p>Provides:</p> <ul style="list-style-type: none"> - information, assessment and referral to specialist homelessness service providers in the metropolitan area - information on accommodation and support options in regional WA - information, assessment and referral to specialist homelessness service providers for individuals and families experiencing domestic violence in regional WA. | Community sector funding and support |
| SA | Homeless 2 Home | Provides client assessment, intake, referral and ongoing case management system accessible to specialist homelessness service providers. | Central information |
| Tas | Housing connect | Client intake and referral is managed using a 'front door' model by two organisations at seven offices across the state and clients receive housing and/or homelessness assistance and are connected to support from five organisations for the duration of need. Referrals to and from crisis accommodation are made so that 'no wrong door' access is available to all people seeking housing and/or homelessness assistance. A shared information system streamlines the integrated Housing Connect model. | Central intake |
| ACT | OneLink | OneLink is the single intake and referral provider for the ACT. OneLink undertakes initial assessment, prioritisation of clients, and allocation to available vacancies in homelessness accommodation and/or support. OneLink does not undertake case management. It manages a waiting list for those who cannot be immediately assisted and provides information and advice. Brokerage funding is available to assist those in urgent need of help including those who cannot be immediately accommodated in a service. | Central intake |

| State or Territory | System name | Description | Category ^a |
|--------------------|---------------|---|-----------------------|
| NT | SupportLinkNT | SupportLinkNT provides a fully managed referral service to NT Government Departments and Non-Government Organisations to refer consenting clients to Non-Government Organisations and other Government agencies for social support issues. All Specialist Homelessness Services undertake client referrals and assessments. | Central information |

^a The category provided is the most closely aligned to the jurisdictions intake and referral system. Each state and territory's intake and referral system has its own characteristics.

Source: State and territory governments.

Roles and responsibilities

The NHHA aims to contribute to an effective homelessness service that responds to and supports people who are homeless or at risk of homelessness to achieve and maintain housing and address the incidence and prevalence of homelessness (COAG 2018).

State and territory governments are responsible for day-to-day delivery of services.

Government funded specialist homelessness services are jointly funded by the Australian Government and state and territory governments, via NHHA funding (Homelessness component – matched equally between the Australian Government and state and territory governments).

Funding

Direct expenditure on specialist homelessness services is undertaken by state and territory governments. Recurrent government expenditure on specialist homelessness services in 2022-23 was \$1.4 billion (or \$53.15 per person in the population; table 19A.1) – 95.7% of which was provided to agencies to deliver specialist homelessness services. The remaining 4.3% was attributed to state and territory government administration costs (table 19A.1).

Size and scope

Population

Data on the prevalence of homelessness is sourced from the Australian Bureau of Statistics (ABS 2023). Nationally in 2021, approximately 48.2 Australians per 10,000 people in the population were homeless on Census night – a decrease of 3.2% from 2016 (table 19A.2).

According to the ABS definition of homelessness, there are six homeless operational groups (rates are provided in table 19A.2). The proportion of the homeless population in each group varies (ABS 2023) – in 2021, the majority of homeless people were 'persons living in severely crowded dwellings' (39.1%) (refer to sub-section 19.4 for what constitutes 'severely crowded'). Similar proportions of people experiencing homelessness were living in supported accommodation provided by specialist homelessness service providers (19.8%) and in boarding houses (18.1%). People staying

temporarily in other households comprised 13.5% of homeless people. Only 6.2% of homeless people were in improvised dwellings, tents or sleepers out and 3.2% were in other temporary lodgings on Census night 2021 (table 19A.2).

Services



Figure 19.1 Composition of support provided, 2022-23

The number of people provided with support by specialist homelessness services across jurisdictions was:

| Unit | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
|------|--------|--------|--------|--------|--------|-------|-------|--------|---------|
| no. | 68,388 | 98,343 | 45,469 | 24,466 | 19,422 | 6,672 | 3,946 | 10,110 | 273,648 |



Source: table 19A.3

Data tables are referenced above by a '19A' prefix and all data (footnotes and data sources) is available for download above (in Excel and CSV format).

Indicator framework

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

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

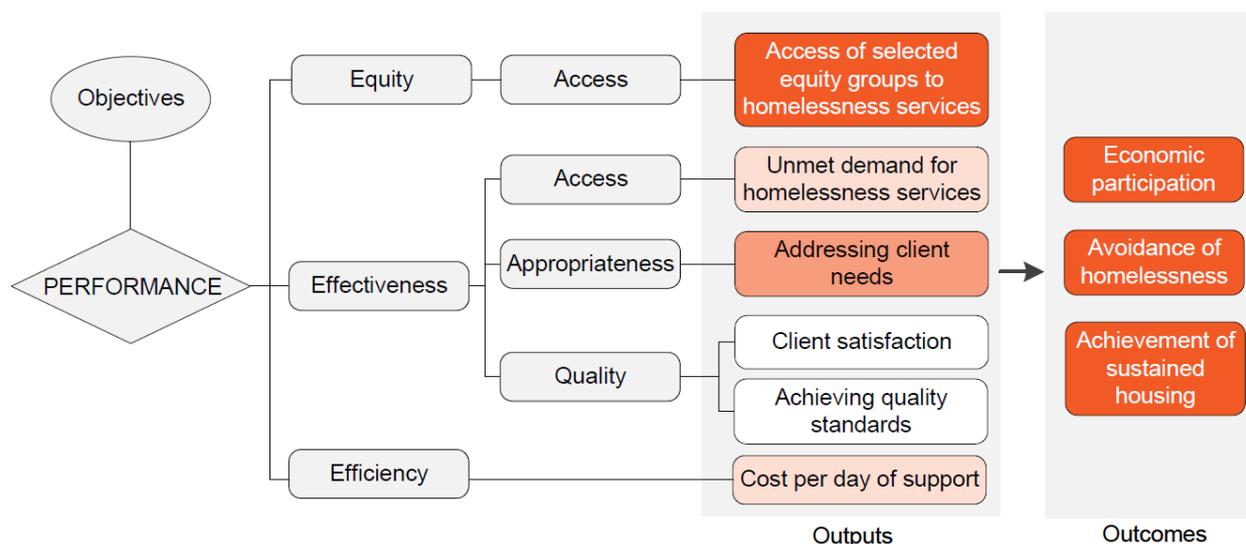
Improvements to performance reporting for specialist homelessness services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

Outputs

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

Outcomes

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



Key to indicators*

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

* A description of the comparability and completeness is provided under the Indicator results tab for each measure

Text version of indicator framework

Performance – linked to Objectives

Outputs

Equity – Access

- Access of selected equity groups to homelessness services – most recent data for all measures is comparable and complete

Effectiveness – Access

- Unmet demand for homelessness services – most recent data for all measures is either not comparable and/or not complete

Effectiveness – Appropriateness

- Addressing client needs – most recent data for at least one measure is comparable and complete

Effectiveness – Quality

- Client satisfaction – no data reported and/or no measures yet developed
- Achieving quality standards – no data reported and/or no measures yet developed

Efficiency

- Cost per day of support – most recent data for all measures is either not comparable and/or not complete

Outcomes

- Economic participation – most recent data for all measures is comparable and complete
- Avoidance of homelessness – most recent data for all measures is comparable and complete
- Achievement of sustained housing – most recent data for all measures is comparable and complete

A description of the comparability and completeness is provided under the Indicator results tab for each measure.

Indicator results

This section presents an overview of 'Homelessness services' performance indicator results. Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of homelessness services.

Information to assist the interpretation of this data can be found with the indicators below and all data (footnotes and data sources) is available for download above as an excel spreadsheet and as a CSV dataset. Web references to the AIHW data quality statements for the specialist homelessness services collection are available in the relevant data table. Data tables are identified by a '19A' prefix (for example, table 19A.1).

Specific data used in figures can be downloaded by clicking in the figure area, navigating to the bottom of the visualisation to the grey toolbar, clicking on the 'Download' icon and selecting 'Data' from the menu. Selecting 'PDF' or 'Powerpoint' from the 'Download' menu will download a static view of the performance indicator results.

1. Access of selected equity groups to homelessness services

'Access of selected equity groups to homelessness services' is an indicator of governments' objective to provide specialist homelessness services in an equitable manner.

'Access of selected equity groups to homelessness services' is defined as the proportion of all clients whose need for accommodation or services other than accommodation was met and who are in one of the following three population groups:

- Aboriginal and Torres Strait Islander people
- people born in non-main English speaking countries
- people with disability.

Disability is defined for this indicator as people who identify to the service provider as having a long-term health condition or disability and needing assistance with self-care, mobility or communication (core activities) – this may underestimate the number of clients with disability who need support to access and maintain housing.

This is a proxy measure as it only captures people who are clients of specialist homelessness services with an identified need for service(s), rather than all people in the population who need services. In addition, relative need among each population group for specialist homelessness accommodation and other services is unknown.

In general, the selected equity groups' representation in the group of clients whose needs are met should be broadly similar to or higher than their representation in the population. Several factors need to be considered in interpreting the data – in particular, cultural differences can influence the extent to which each of the three population groups access specialist homelessness services.

Nationally in 2022-23, Aboriginal and Torres Strait Islander people had a higher representation (28.9%) among all people accessing specialist homelessness services compared with the representation of Aboriginal and Torres Strait Islander people in the total population (3.4%) (table 19A.4).

Nationally in 2022-23, people born in non-main English speaking countries and people with disability had a lower representation among all people accessing specialist homelessness services compared with their representation in the total population (tables 19A.5–6).

■ Data is comparable (subject to caveats) across jurisdictions and over time.

■ Data is complete for the current reporting period.

Select equity group:

- Aboriginal and Torres Strait Islander people
 People born in non-main English speaking countries
 People with disability

Select year(s):

Multiple values

Table 19.2 Aboriginal and Torres Strait Islander people among different client and population groups
By jurisdiction, by year

| | | | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
|---|---------|---|------|------|------|------|------|------|------|------|------|
| Clients with met demand for accommodation services | 2022-23 | % | 32.8 | 14.5 | 39.9 | 62.6 | 26.5 | 17.2 | 22.1 | 89.0 | 32.9 |
| | 2021-22 | % | 33.6 | 13.8 | 40.5 | 62.7 | 28.6 | 16.0 | 22.7 | 87.0 | 32.5 |
| | 2018-19 | % | 30.6 | 12.6 | 37.1 | 58.8 | 27.0 | 14.7 | 18.8 | 83.2 | 30.8 |
| Clients with met demand for services other than accommodation | 2022-23 | % | 30.1 | 10.7 | 32.3 | 31.0 | 21.5 | 15.6 | 14.1 | 79.0 | 23.3 |
| | 2021-22 | % | 29.0 | 9.4 | 33.0 | 28.5 | 21.9 | 14.7 | 15.3 | 82.4 | 22.4 |
| | 2018-19 | % | 27.2 | 7.1 | 29.9 | 23.1 | 20.4 | 12.8 | 13.5 | 79.5 | 18.9 |
| SHS clients | 2022-23 | % | 32.5 | 13.1 | 36.6 | 50.4 | 25.8 | 17.1 | 18.9 | 87.3 | 28.9 |
| | 2021-22 | % | 31.9 | 12.1 | 38.0 | 49.7 | 27.6 | 16.1 | 19.8 | 86.4 | 28.4 |
| | 2018-19 | % | 30.0 | 10.1 | 35.8 | 44.5 | 27.1 | 14.9 | 17.0 | 84.8 | 26.0 |
| Total population at 31 December 2022 | 2022-23 | % | 3.6 | 1.0 | 4.8 | 4.0 | 2.6 | 5.5 | 2.0 | 31.7 | 3.4 |
| Total population at 31 December 2021 | 2021-22 | % | 3.6 | 1.0 | 4.7 | 4.1 | 2.6 | 5.7 | 2.0 | 32.0 | 3.4 |
| Total population at 31 December 2018 | 2018-19 | % | 3.5 | 0.9 | 4.6 | 4.0 | 2.5 | 5.6 | 1.9 | 31.1 | 3.3 |

Source: table 19A.4

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2. Unmet demand for homelessness services

'Unmet demand for homelessness services' is an indicator of governments' objective to ensure that services are accessible to people who need them.

Unmet demand for homelessness services is defined as the proportion of people who do not receive specialist homelessness services that they need. It is reported using a proxy measure for two broad service types – accommodation services and services other than accommodation.

-
- Unmet need for accommodation is measured by:
 - the number of clients with an identified need for short term or emergency accommodation or medium term/transitional housing or long-term housing who were not provided with or referred for these services (although they may have received other types of services), divided by the number of clients who had a need for short term or emergency accommodation or medium term/transitional housing or long-term housing.
 - Unmet need for services other than accommodation is measured by:
 - the number of clients with an identified need for at least one service other than accommodation (and no need for accommodation services) who were not provided with or referred for a service other than accommodation, divided by the number of clients who had a need for at least one service other than accommodation (and no need for accommodation services).

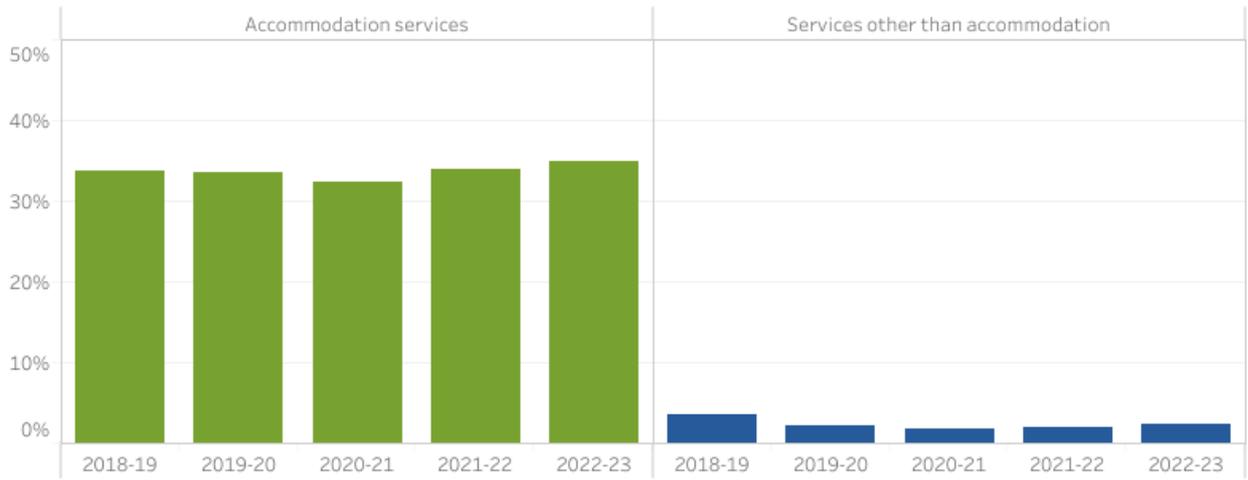
This is a proxy measure as it only captures people who are clients of specialist homelessness services with an identified need for service(s), rather than all people in the population who need services.

A low or decreasing proportion of clients with unmet demand is desirable.

Nationally, the proportion of clients with an identified need for accommodation who did not have this need met was 34.9% in 2022-23, an increase from 33.9% in 2021-22. Clients with unmet demand for services other than accommodation accounted for 2.4% of the total demand for those services in 2022-23 (figure 19.2a).

- Data is not comparable across jurisdictions, but are comparable (subject to caveats) within jurisdictions over time.
- Data is complete for the current reporting period.
- Accommodation services
- Services other than accommodation

Figure 19.2a Clients with an identified need for services who did not have this need met, *National*
By broad service type, by year

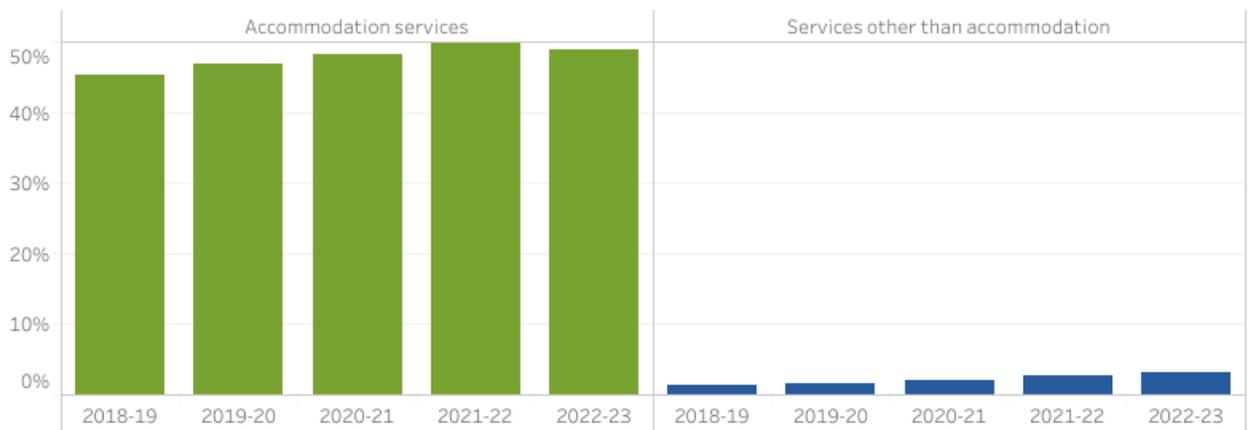


Source: table 19A.7

Select jurisdiction (applies to figure 19.2b):
NSW

- Accommodation services
- Services other than accommodation

Figure 19.2b Clients with an identified need for services who did not have this need met, *NSW*
By broad service type, by year



Source: table 19A.7

3. Addressing client needs

'Addressing client needs' is an indicator of governments' objective to identify and address individuals' needs as appropriate.

'Addressing client needs' is defined as the proportion of clients whose needs are identified and who receive services matching those needs as appropriate, and has two measures:

- the identification of client needs and how they can be appropriately addressed is measured as *the proportion of closed support periods (for clients) with an agreed case management plan*.
In some instances, a case management plan may be judged to be inappropriate (such as when a support period is short term – for example 24 hours). Jurisdictions with some central intake models may record a relatively low number of closed support periods where clients have an agreed case management plan and a relatively high number of clients with unmet need for services because, while all eligible clients receive an assessment, the provision of or referral for service is determined by their level of need relative to other clients.
- the provision of services to address clients' needs is measured as the *proportion of clients (with closed support periods) with an identified need for particular service types who are provided with (and/or referred for) at least one service of that type*.

Holding other factors constant, a high or increasing proportion is desirable for:

- support periods where clients have an agreed case management plan
- clients who received services that matched their needs and/or were referred to another agency for that purpose.

Nationally in 2022-23, an agreed case management plan was in place for clients in 54.2% of closed support periods, a decrease from 55.4% in 2021-22 (figure 19.3a).

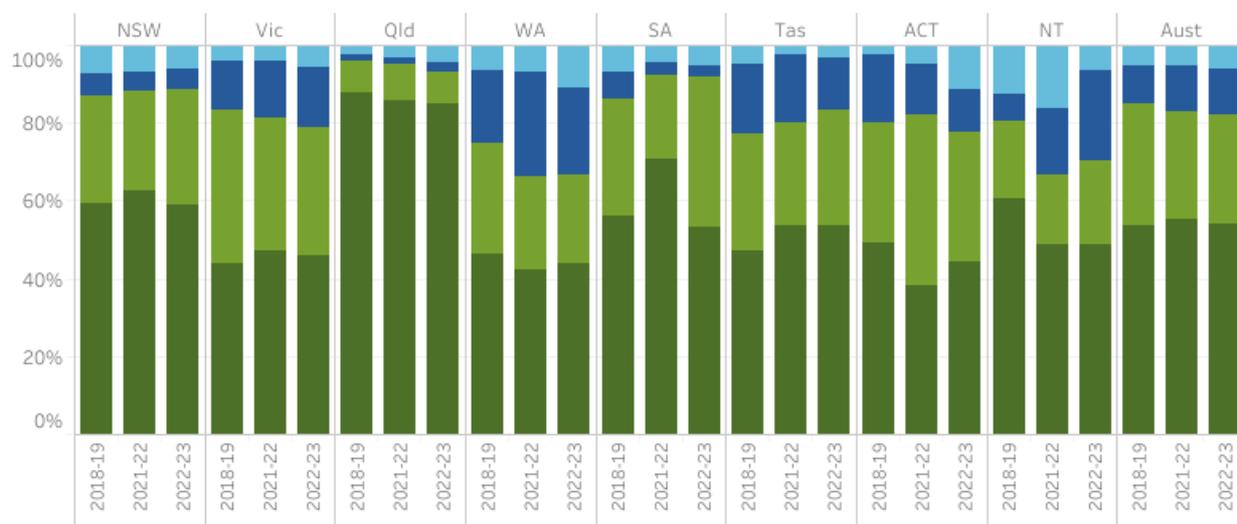
■ Data is comparable (subject to caveats) across jurisdictions and over time.

■ Data is complete for the current reporting period.

Select year(s):
Multiple values

- No - Client did not agree to one
- No - Other
- No - Support period too short
- Yes - Case management plan

Figure 19.3a Measure 1: Closed support periods with an agreed case management plan
All clients, by jurisdiction, by year



Source: table 19A.9



Nationally in 2022-23, of all clients with closed support periods who needed homelessness services, over half (112,582, or 56.4%) needed accommodation or accommodation related assistance (table 19A.12). Of these clients, 61.2% were directly provided with and/or referred for a service, down from 62.7% in 2021-22 (figure 19.3b). Data for 'provided only' and 'referred only' is available in table 19A.12.

■ Data is not comparable across jurisdictions, but is comparable (subject to caveats) within jurisdictions over time.

■ Data is complete for the current reporting period.

Select year(s) (applies to both figures 19.3b & 19.3c):

Multiple values

Select jurisdiction (applies to figure 19.3c):

NSW

Select assistance sought

(applies to both figures 19.3b & 19.3c):

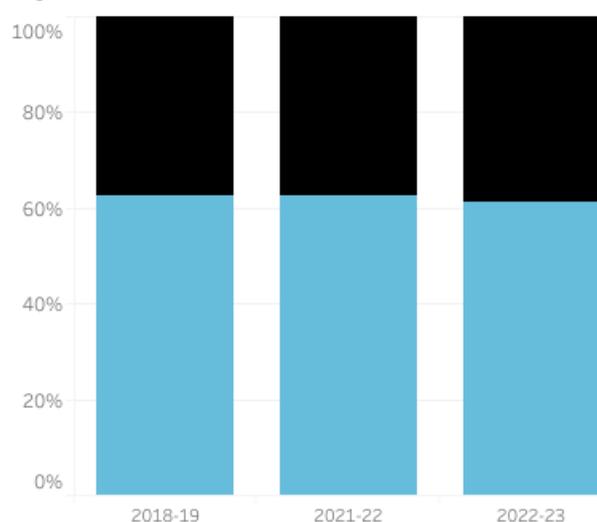
Accommodation/accommodation related assistance

■ Not provided or referred

■ Provided and/or referred

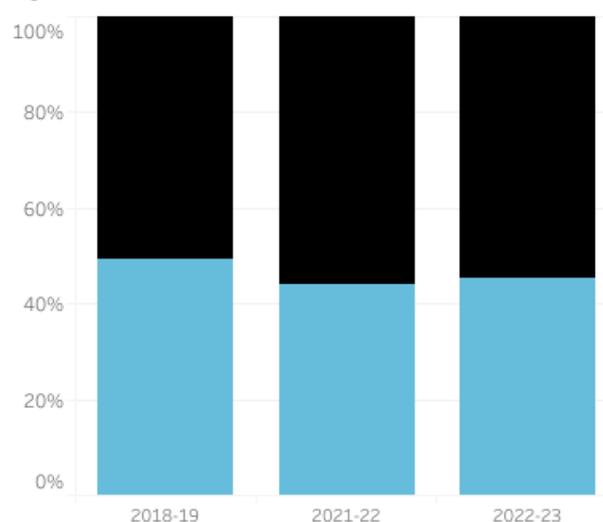
Measure 2: Addressing client needs for Accommodation/accommodation related assistance, by year

Figure 19.3b *National*



Source: table 19A.12

Figure 19.3c *NSW*



Source: table 19A.12

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Prioritisation of client needs and identification of goals for clients to work toward during support is a key aspect of case management. Case management goals achieved after support are reported as contextual data in table 19A.15.

4. Client satisfaction

'Client satisfaction' is an indicator of governments' objective to provide high quality specialist homelessness services.

'Client satisfaction' is defined as the extent to which clients find homelessness services and programs to be helpful and of a high standard.

Measures for this indicator are under development.

5. Achieving quality standards

'Achieving quality standards' is an indicator of governments' objective to provide services that are of high quality, provided by qualified staff in a safe environment.

'Achieving quality standards' is defined as the proportion of specialist homelessness services that meet nationally agreed quality standards.

A high or increasing proportion is desirable.

Data is not yet available for reporting against this indicator as there are currently no nationally agreed quality standards for specialist homelessness services.

6. Cost per day of support

'Cost per day of support' is an indicator of governments' objective to provide specialist homelessness services in an efficient manner.

'Cost per day of support' is defined as total government recurrent expenditure on homelessness services divided by the number of days of support for clients receiving support and/or supported accommodation.

Across jurisdictions, there may be varying treatments of expenditure items (for example, superannuation) and different counting and reporting rules for generating financial data. Differences in expenditure data across jurisdictions may reflect to some extent differences in the way this data is compiled rather than variations in costs.

A low or decreasing cost per day of support may represent an improvement in efficiency, but may also indicate lower service quality, less complex client needs or longer waiting times for services.

Nationally in 2022-23, the cost per day of support for clients averaged \$49.15 – an increase in real terms of 20.0% from 2018-19 (figure 19.4). Costs can also be measured per completed support period or per client accessing homelessness services. Nationally in 2022-23, the cost per completed support period was \$3,499 (a real increase from \$2,432 in 2018-19) (table 19A.17) and the cost per client accessing homelessness services was \$5,102 (a real increase from \$3,673 in 2018-19) (table 19A.18).

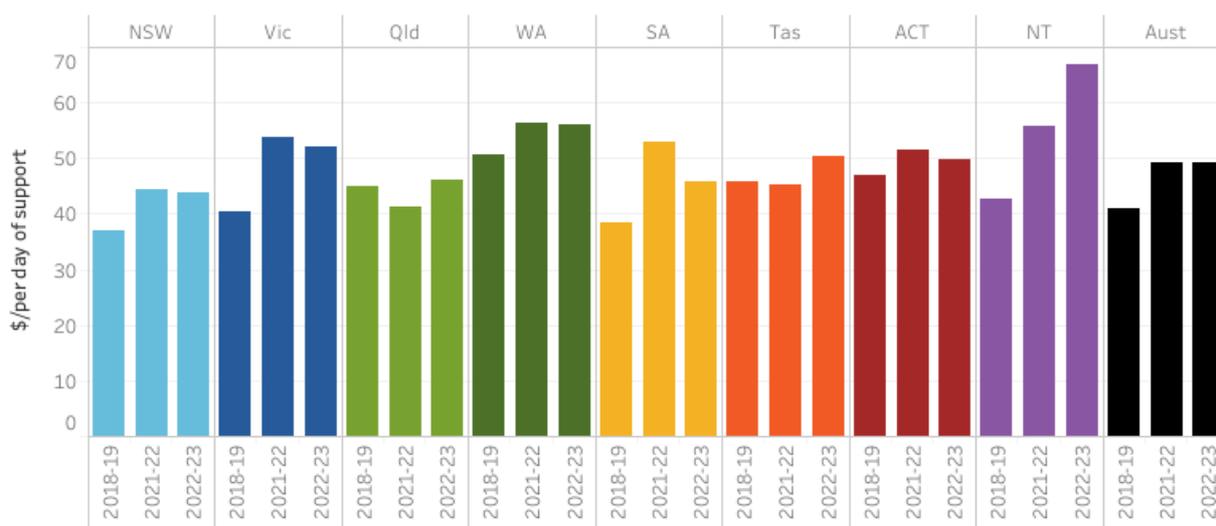
- Data is not comparable across jurisdictions, but is comparable (subject to caveats) within jurisdictions over time.
- Data is complete for the current reporting period.

Select year(s):

Multiple values

■ NSW
 ■ Vic
 ■ Qld
 ■ WA
 ■ SA
 ■ Tas
 ■ ACT
 ■ NT
 ■ Aust

Figure 19.4 Recurrent expenditure
 Cost per support day, by jurisdiction, by year (2022-23 dollars)



Source: table 19A.16



7. Economic participation

‘Economic participation’ is an indicator of governments’ objective to support people who are homeless or at risk of homelessness to achieve social inclusion and greater economic participation.

‘Economic participation’ is defined as the change in the proportion of clients with the capacity to actively participate in the economy between the start and end of support. Two proxy measures are reported for clients aged 15 years or over (with closed support periods):

- ‘achievement of employment, education and/or training on exit’ – the change in the proportion of clients who are employed and/or enrolled in formal education/training between the start and end of support
- ‘achievement of income on exit’ – the change in the proportion of clients who have an income source between the start and end of support.

These are proxy measures as they only capture people who are clients of specialist homelessness services, rather than all people in the population who are homeless or at risk of homelessness.

Data is reported for all clients and for clients with an identified need for services of that type.

Holding other factors constant, an increase in the proportion from start to end of support is desirable for clients who are employed and/or enrolled in education/training and for clients who have an income source.

Data for clients in need of assistance is reported separately for employment status (tables 19A.20-23) and education/training status (tables 19A.24-26). While a decrease after support might indicate clients did not achieve the employment or education/training outcome sought, it does not mean that they did not achieve the alternative (for example, someone with an identified need for assistance in education/training may have found employment).

This is an indicator of outcomes in the short term. Longer term outcomes are important, but more difficult to measure.

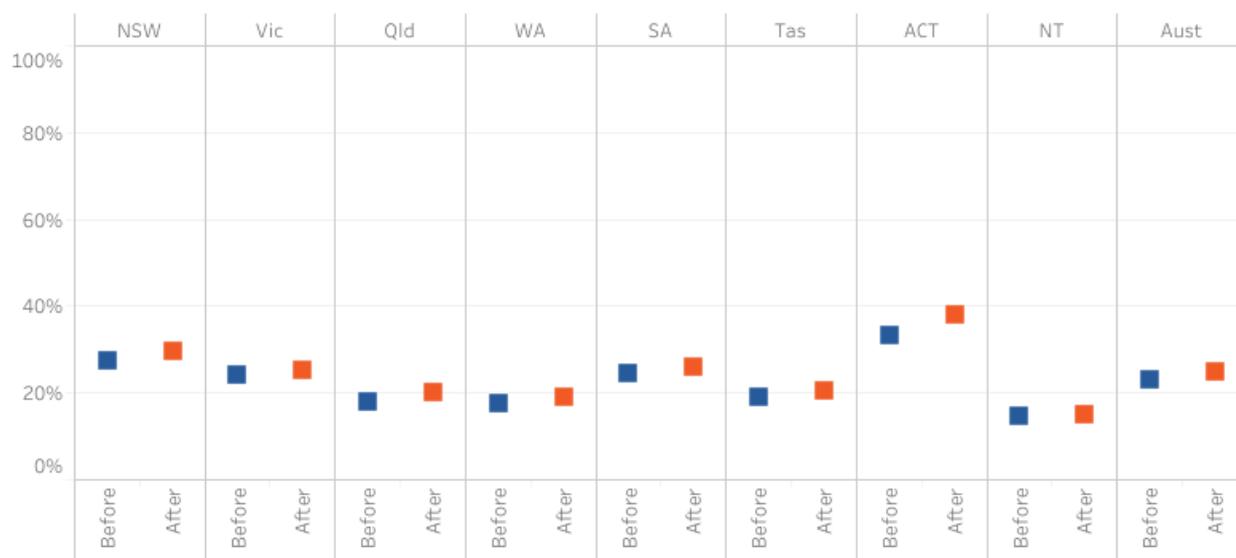
Nationally in 2022-23, 24.7% of clients were employed and/or enrolled in education and/or training after support, compared with 23.1% before support (figure 19.5a).

- Data is comparable (subject to caveats) across jurisdictions and over time.
- Data is complete for the current reporting period.

Select year:
2022-23

■ Before support ■ After support

Figure 19.5a Measure 1: Labour force status 'employed' and/or enrolled in formal education/training Before and after support, by jurisdiction, 2022-23



Source: table 19A.19



Nationally in 2022-23, 91.7% of clients had an income source after support, compared with 90.2% before support (figure 19.5b).

■ Data is comparable (subject to caveats) across jurisdictions and over time.

■ Data is complete for the current reporting period.

Select year:

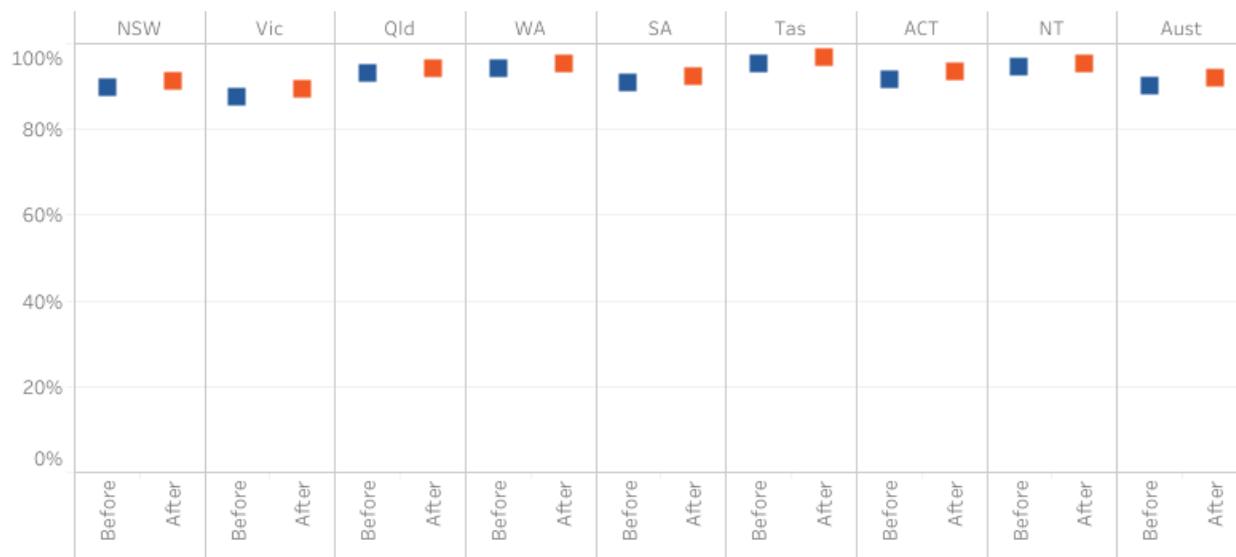
2022-23

■ Before support

■ After support

Figure 19.5b Measure 2: Clients With an income source

Before and after support, by jurisdiction, 2022-23



Source: table 19A.27

+ a b | e a u

8. Avoidance of homelessness

'Avoidance of homelessness' is an indicator of governments' objective to support people who are at risk of homelessness to achieve and maintain housing.

'Avoidance of homelessness' is defined as the proportion of clients who are at risk of homelessness (that is, are seeking assistance to avoid homelessness) that avoid homelessness. Clients commencing a support period 'at risk of homelessness' during the first six months of a financial year are considered to have avoided homelessness if they are recorded as 'not homeless' at the start or end of all subsequent support periods for the following six months.

This is a proxy measure as it only captures people who are clients of specialist homelessness services, rather than all people in the population who are at risk of homelessness.

A high or increasing proportion of clients at risk of homelessness who avoid homelessness is desirable.

Nationally in 2022-23, 79.9% of clients at risk of homelessness avoided homelessness (figure 19.6). For Aboriginal and Torres Strait Islander clients at risk of homelessness in 2022-23, 78.4% avoided homelessness (table 19A.30).

■ Data is comparable (subject to caveats) across jurisdictions and over time.

■ Data is complete for the current reporting period.

Select year(s):

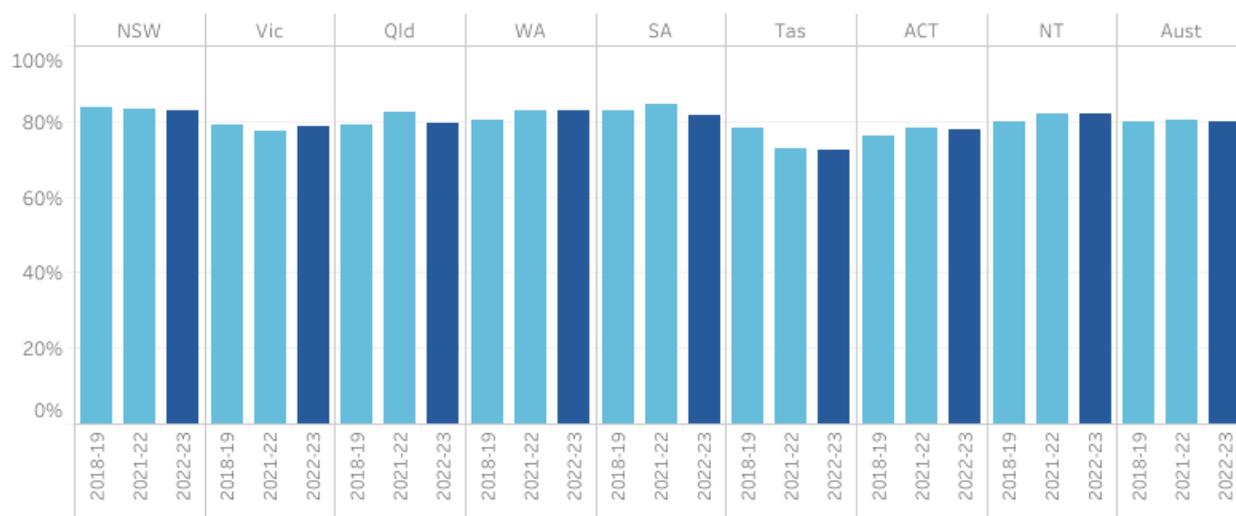
Multiple values

Select Indigenous status:

○ Aboriginal and Torres Strait Islander people

● All people

Figure 19.6 Clients at risk of homelessness who avoided homelessness
By jurisdiction, by year (a)



Source: table 19A.30

(a) Data for Aboriginal and Torres Strait Islander people are not published for Tasmania and the ACT.

✚ + a b | e a u

9. Achievement of sustained housing

'Achievement of sustained housing' is an indicator of governments' objective to support people who are homeless or at risk of homelessness to achieve sustainable housing.

'Achievement of sustained housing' is defined as the proportion of clients living in and sustaining independent housing following support. Three proxy measures are reported:

- Achievement of independent housing on exit – the change in the proportion of clients (with closed support periods) living in independent housing between the start and end of support, reported for all clients and for clients with an identified need for assistance to obtain or maintain independent housing including 'to obtain long term housing', 'sustain tenancy or prevent tenancy failure or eviction', or, 'prevent foreclosures or for mortgage arrears'. The reported data is for relatively short term outcomes achieved within a financial year. Longer term outcomes are also important, but more difficult to measure.

- Return to homelessness – the proportion of specialist homelessness services clients who change status from 'homeless' to 'housed' and back to 'homeless' in a 24 month reporting period. The 24 month reporting period is retrospective, commencing in a client's last homeless month in the reference year. For example, for the 2021-22 reference year:
 - a client is in scope if they have at least one support period with a monthly housing status of 'homeless' between July 2021 and June 2022
 - if the in-scope client's last homeless month is September 2021, the client's monthly housing status is assessed for the 24 month period October 2019 to September 2021. If the client experienced a homeless-housed-homeless pattern at any time during that period, the client is considered to have returned to homelessness after achieving housing.

- Persistent homelessness – the proportion of clients who experienced homelessness for more than seven months over a 24 month reporting period. The 24 month reporting period is retrospective, commencing in a client's last support month in the reference year. For example, for the 2021-22 reference year:
 - a client is in scope if they have at least one support period with a monthly housing status of 'homeless' between July 2021 and June 2022
 - if the in-scope client's last support month is September 2021, the client's monthly housing status is assessed for the 24 month period October 2019 to September 2021. If the client has been homeless for more than seven months in that period, the client is considered to have experienced persistent homelessness.

Definitions of 'homeless' and 'housed' for specialist homelessness service clients are in the 'Key terms' section on the 'Explanatory material' tab.

These are proxy measures as they only capture people who are clients of specialist homelessness services, rather than all people in the population who are homeless or at risk of homelessness.

Holding other factors constant, a high or increasing proportion of clients who achieved independent housing in closed support periods, a low or decreasing proportion of clients who returned to homelessness and a low or decreasing proportion of clients who experienced persistent homelessness are desirable.

Nationally in 2022-23, 61.4% of clients (with closed support periods) achieved independent housing after support, compared to 51.4% before support (figure 19.7a).

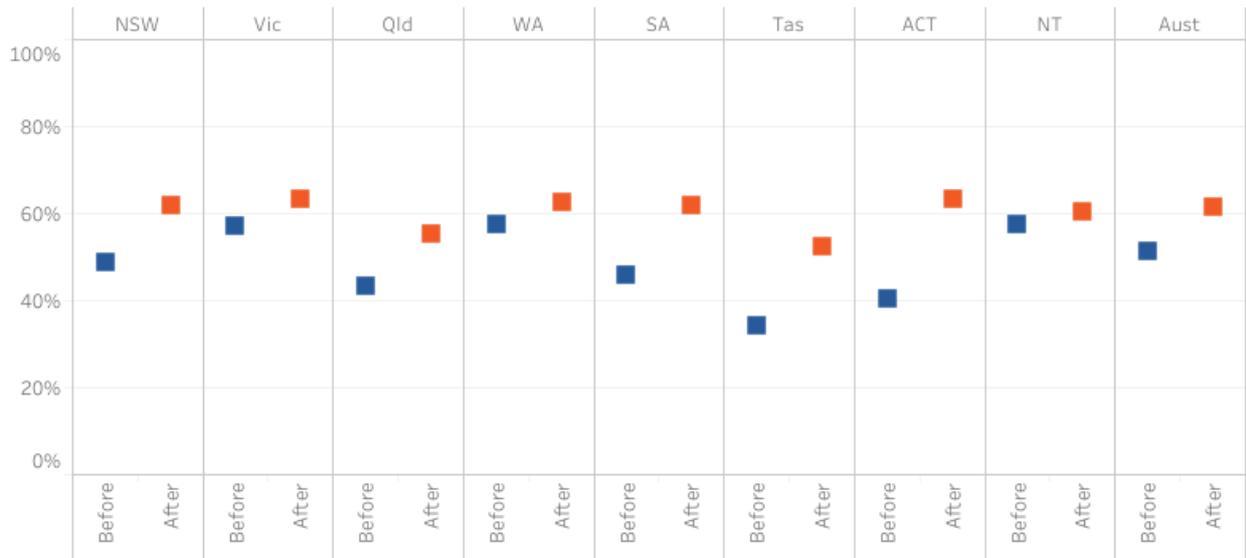
- Data is comparable (subject to caveats) across jurisdictions and over time.
- Data is complete (subject to caveats) for the current reporting period.

Select year:
2022-23

■ Before support

■ After support

Figure 19.7a Measure 1: Clients with independent housing
Before and after support, by jurisdiction, 2022-23



Source: table 19A.32

+ a b | e a u

Nationally in 2022-23, 10.8% of clients experiencing homelessness had returned to homelessness after a period of more secure housing (figure 19.7b).

- Data is comparable (subject to caveats) across jurisdictions and over time.
- Data is complete (subject to caveats) for the current reporting period.

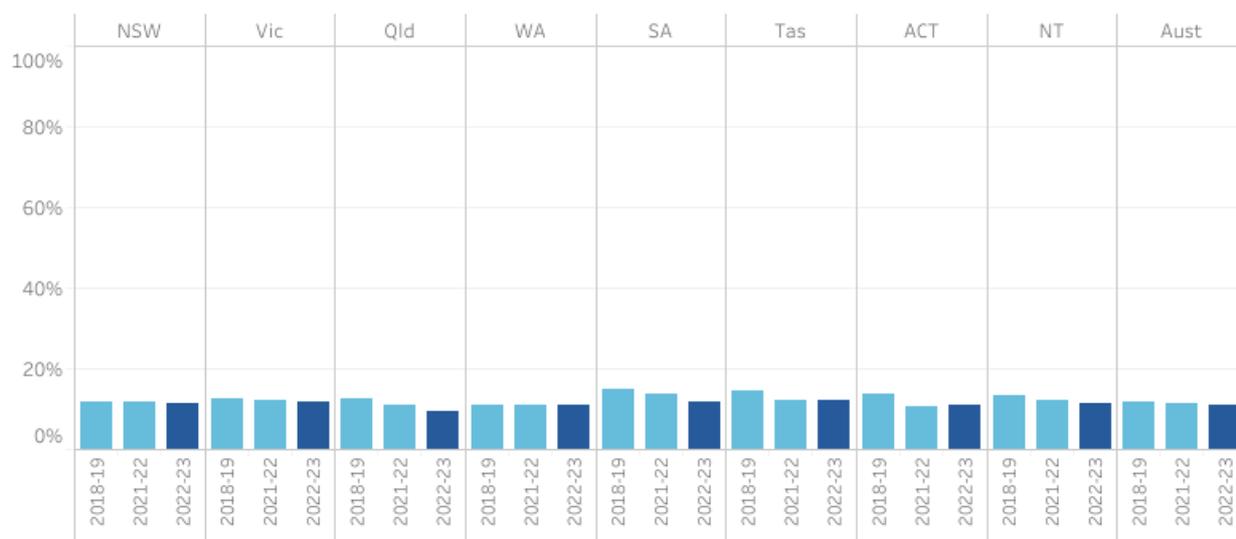
Select year(s):

Multiple values

Select Indigenous status:

- Aboriginal and Torres Strait Islander people
- All people

Figure 19.7b Measure 2: Clients who return to homelessness after achieving housing
By jurisdiction, by year



Source: table 19A.38



Nationally, of all clients who experienced homelessness in 2022-23, 26.5% experienced persistent homelessness (that is, were homeless for more than seven months [30%] over the 24 month reporting period) (figure 19.7c).

■ Data is comparable (subject to caveats) across jurisdictions and over time.

■ Data is complete (subject to caveats) for the current reporting period.

Select year(s):

Multiple values

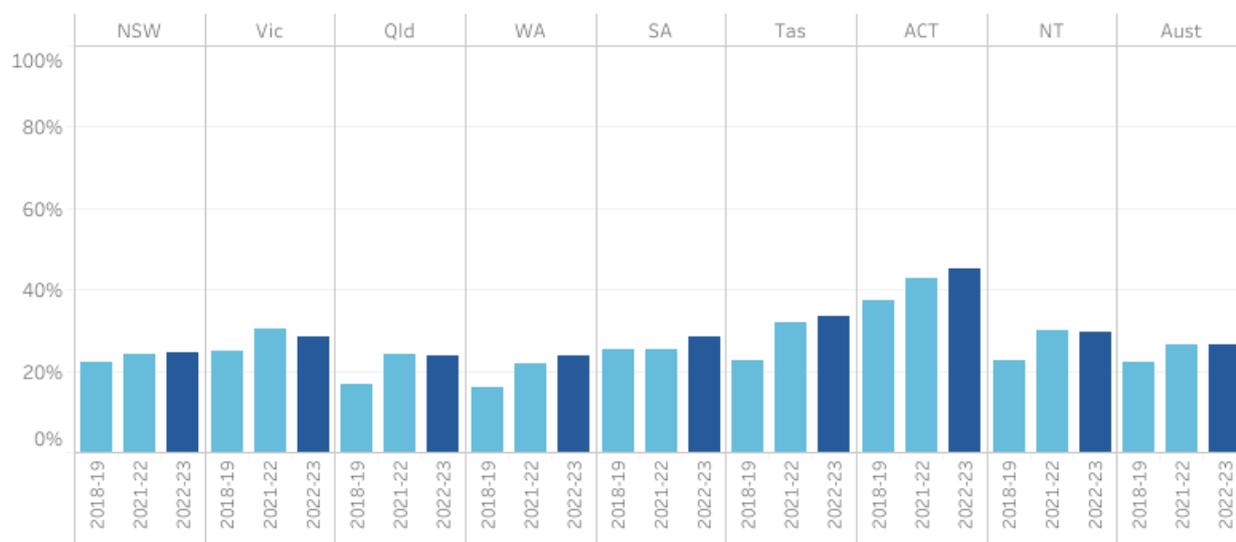
Select Indigenous status:

Aboriginal and Torres Strait Islander people

All people

Figure 19.7c Measure 3: Clients who experience persistent homelessness

By jurisdiction, by year



Source: table 19A.39

Indigenous data

Performance indicator data for Aboriginal and Torres Strait Islander people in this section is available in the data tables listed below. Further supporting information can be found in the Indicator results tab and data tables.

Homelessness services data disaggregated for Aboriginal and Torres Strait Islander people

| Table number | Table title |
|--------------|---|
| Table 19A.4 | Proportion of clients – with accommodation and services other than accommodation needs that were met – who were Aboriginal and Torres Strait Islander clients |
| Table 19A.10 | Proportion of closed support periods with an agreed case management plan, Aboriginal and Torres Strait Islander clients |
| Table 19A.11 | Support needs of clients, summary (closed support periods) |
| Table 19A.13 | Support needs of clients, by service assistance type, Aboriginal and Torres Strait Islander clients (closed support periods) |
| Table 19A.19 | Economic participation, before and after support, clients aged 15 years or over (closed support periods) |
| Table 19A.20 | Labour force status, before and after support, clients aged 15 years or over (closed support periods) |
| Table 19A.22 | Labour force status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed employment and/or training assistance (closed support periods) |
| Table 19A.27 | Income status, before and after support, clients aged 15 years or over (closed support periods) |
| Table 19A.29 | Income status, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed income assistance (closed support periods) |

| Table number | Table title |
|---------------------|---|
| Table 19A.30 | Clients at risk of homelessness who avoided homelessness |
| Table 19A.31 | Support periods in which clients at risk of homelessness avoided homelessness |
| Table 19A.32 | Independent housing, before and after support (closed support periods) |
| Table 19A.34 | Housing tenure type, before and after support, as a proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing (closed support periods) |
| Table 19A.37 | The proportion of Aboriginal and Torres Strait Islander clients who needed assistance to obtain or maintain independent housing and achieved it at the end of support, who did not present again with a need for accommodation assistance in the reporting period |
| Table 19A.38 | Clients who return to homelessness after achieving housing |
| Table 19A.39 | Clients who experience persistent homelessness |

Explanatory material

Key terms

| Terms | Definition |
|------------------------------|--|
| Age | Age is calculated as age of the client on the start date of their first support period of the reporting period or the first date of the reporting period, whichever of the two is the later date. |
| Client | <p>A person who receives a specialist homelessness service.</p> <p>To be a client, the person must directly receive a service and not just be a beneficiary of a service. Children who present with a parent or guardian and receive a service are considered to be a client. This includes a service that they share with their parent or guardian such as meals or accommodation.</p> <p>Children who present with a parent or guardian but do not directly receive a service are not considered to be clients. This includes situations where the parent or guardian receives assistance to prevent tenancy failure or eviction.</p> <p>Clients can be counted differently according to the data item that is being reported:</p> <ul style="list-style-type: none"> • Clients (demographic) – For clients with multiple support periods, reported data is based on the information at the start date of the client's first support period in the reporting period or the first date of the reporting period, whichever is later • Clients (counted by support periods) – For each data item, clients are counted based on support periods with distinct client information. The same client can be counted more than once if they have multiple support periods with a different response for the data item. The result is that percentages do not add up to 100 • Clients (outcomes) – Clients are counted based on closed support periods where a valid response is recorded both when presenting to an agency and at the end of support. |
| Closed support period | A support period that had finished on or before the end of the reporting period. |
| Comparability | Data is considered comparable if (subject to caveats) it can be used to inform an assessment of comparative performance. Typically, data is considered comparable when it is collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data. |

| Terms | Definition |
|---------------------|---|
| Completeness | Data is considered complete if all required data is available for all jurisdictions that provide the service. |
| Disability | <p>Specialist homelessness services clients who have identified as having a long-term health condition or disability and needing assistance with core activities (self-care, mobility and/or communication).</p> <p>From July 2013, the specialist homelessness services collection collects information on whether, and to what extent, a long-term health condition or disability restricts clients' everyday activities across the following three life areas and they need help/supervision with these tasks:</p> <ul style="list-style-type: none"> • self-care • mobility • communication. <p>The information is consistent with data collected in the 2016 and 2021 Census and the 2016 and 2018 National Social Housing Survey. Questions are based on the Census 'Core Activity Need for Assistance' concept.</p> |

| Terms | Definition |
|---|--|
| <p>Homeless definition for clients of specialist homelessness services</p> | <p>Clients of specialist homelessness services are defined as being homeless in each month where at least one of the following describes their housing situation:</p> <ul style="list-style-type: none"> • dwelling type is caravan, tent, cabin, boat, improvised building/dwelling, no dwelling/street/park/in the open, motor vehicle, boarding/rooming house, emergency accommodation, hotel/motel/bed and breakfast • tenure type is renting or living rent free in transitional housing, caravan park, boarding/rooming house or emergency accommodation/night shelter/women's refuge/youth shelter; OR if the client has no tenure • conditions of occupancy is couch surfer • dwelling type is house/townhouse/flat, and tenure type is no tenure or conditions of occupancy is couch surfer. <p>Regardless of tenure or conditions of occupancy, a client is not considered to be homeless if the dwelling type is reported as 'Institution' in one of these categories:</p> <ul style="list-style-type: none"> • hospital (excluding psychiatric) • psychiatric hospital/unit • disability support • rehabilitation • adult correctional facility • youth/juvenile justice correctional centre • boarding school/residential college • aged care facility • immigration detention centre. |
| <p>Homelessness population</p> | <p>The ABS Census definition states that when a person does not have suitable accommodation alternatives they are considered homeless if their current living arrangement:</p> <ul style="list-style-type: none"> • is in a dwelling that is inadequate; or • has no tenure, or if their initial tenure is short and not extendable; or • does not allow them to have control of, and access to space for, social relations. |

| Terms | Definition |
|--|--|
| Housed definition for clients of specialist homelessness services | <p>Clients are considered to be housed if they are living in any of the following circumstances:</p> <ul style="list-style-type: none"> • Public or community housing (renter or rent free): dwelling type is house/townhouse/flat and tenure type is renter or rent-free in public housing, or renter or rent-free in community housing • Private or other housing (renter, rent-free or owner): dwelling type is house/townhouse/flat and tenure type is renter or rent free in private housing, life tenure scheme, owner-shared equity or rent/buy scheme, owner-being purchased/with mortgage, owner-fully owned, or other renter • Dwelling type is house/townhouse/flat, tenure type is other rent free or other tenure not elsewhere specified, and occupancy type is not couch surfer • Dwelling type is house/townhouse/flat or unknown, and tenure type is not unknown • Dwelling type is house/townhouse/flat or other or unknown, tenure type is unknown, and occupancy type is leased tenure (nominated on lease) or lease in place (not nominated on lease) or boarder or living with relative fee free. |
| No tenure | <p>A type of housing tenure recorded for clients who are sleeping rough or do not have a legal right to occupy a dwelling and may be asked to leave at any time. It includes couch surfing, living in an institutional setting, living on the streets, sleeping in parks, squatting, using cars or railway carriages, improvised dwellings or living in long grass.</p> |
| Non-conventional accommodation | <p>Non-conventional accommodation is defined as:</p> <ul style="list-style-type: none"> • living on the streets • sleeping in parks • squatting • staying in cars or railway carriages • living in improvised dwellings • living in long grass. |
| Non-main English speaking countries | <p>Non-main English speaking countries are all countries except Australia, United Kingdom, Republic of Ireland, New Zealand, Canada, United States of America and South Africa.</p> |

| Terms | Definition |
|--|--|
| Ongoing support period | A support period is considered ongoing at the end of the reporting period if, as at the date the annual data snapshot is taken by the AIHW, the support period has no end date and is marked as ongoing for the last month of the reporting period. |
| Real expenditure | Actual expenditure adjusted for changes in prices. Adjustments are made using the General Government Final Consumption Expenditure (GGFCE) chain price deflator. |
| Referral | A referral to another agency is recorded as provided only if that agency accepts the person concerned for an appointment or interview. |
| Severely crowded dwelling | The ABS categorises a dwelling as severely crowded if it requires four or more extra bedrooms to accommodate the number of people who usually live there, based on the Canadian National Occupancy Standard (ABS 2012). |
| Short-term or emergency accommodation | <p>Short-term or emergency accommodation includes: refuges; crisis shelter; couch surfing; living temporarily with friends and relatives; insecure accommodation on a short-term basis; and, emergency accommodation arranged by a specialist homelessness agency (e.g. in hotels, motels, etc.).</p> <p>The following short-term accommodation options are not included:</p> <ul style="list-style-type: none"> • hotels, motels, caravan parks and other temporary accommodation used when a person is on holiday or travelling • custodial and care arrangements, such as prisons and hospitals • temporary accommodation used by a person while renovating usual residence or building a new residence (e.g. weekenders, caravans). |
| Specialist homelessness agency | <p>An organisation that receives government funding to deliver specialist homelessness services. Assistance is provided to clients aimed at responding to or preventing homelessness. Agencies may also receive funding from other sources.</p> <p>Inclusion of agencies in the specialist homelessness services collection is determined by the state and territory departments responsible for administering the government response to homelessness. Not all funded agencies are required to participate in data collection.</p> |
| Specialist homelessness service(s) | Assistance provided by a specialist homelessness agency to a client aimed at responding to or preventing homelessness. The specialist homelessness services that are in scope for this collection and that may be provided during a support period are: |

| Terms | Definition |
|----------------------------------|--|
| Housing / accommodation services | <ul style="list-style-type: none"> • short-term or emergency accommodation • medium-term/transitional housing • long-term housing • assistance to sustain tenancy or prevent tenancy failure or eviction • assistance to prevent foreclosures or for mortgage arrears. |
| Specialised services | <ul style="list-style-type: none"> • child protection services • parenting skills education • child-specific specialist counselling services • psychological services • psychiatric services • mental health services • pregnancy assistance • family planning support • physical disability services • intellectual disability services • health/medical services • professional legal services • financial advice and counselling • counselling for problem gambling • drug/alcohol counselling • specialist counselling services • interpreter services • assistance with immigration services • culturally specific services • assistance to connect culturally • other specialised services. |

| Terms | Definition |
|---|---|
| General assistance and support services | <ul style="list-style-type: none"> • assertive outreach for rough sleepers • assistance to obtain/maintain government allowance • employment assistance • training assistance • educational assistance • financial information • material aid/brokerage • assistance for incest/sexual assault • assistance for domestic and family violence • family/relationship assistance • assistance for trauma • assistance with challenging social/behavioural problems • living skills/personal development • legal information • court support • advice/information • retrieval/storage/removal of personal belongings • advocacy/liaison on behalf of client • school liaison • child care • structured play/skills development • child contact and residence arrangements • meals • laundry/shower facilities • recreation • transport • other basic assistance. |

| Terms | Definition |
|--|--|
| Support period | <p>The period of time a client receives services from an agency is referred to as a support period. A support period starts on the day the client first receives a service from an agency and ends when:</p> <ul style="list-style-type: none"> • the relationship between the client and the agency ends • the client has reached the maximum amount of support the agency can offer • a client has not received any services from the agency for a whole calendar month and does not have an appointment booked with the agency. <p>The end of the support period is the day the client last received services from the agency.</p> |
| Unmet demand (or unmet need / unassisted request) | <p>Unmet demand for homelessness services occurs when an individual who approaches a specialist homelessness service provider does not receive, and is not referred elsewhere for, accommodation or other services that they need. For clients of specialist homelessness services, unmet demand is categorised as unmet need. For those who are not clients and do not receive any assessment, service or referral elsewhere for services, unmet demand is categorised as unassisted requests.</p> |

References

ABS (Australian Bureau of Statistics) 2023, *Estimating Homelessness: Census*, <https://www.abs.gov.au/statistics/people/housing/estimating-homelessness-census>  (accessed 11 October 2023).

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Council of Australian Governments (COAG) 2018, *The National Housing and Homelessness Agreement | Federal Financial Relations*, <https://federalfinancialrelations.gov.au/agreements/national-housing-and-homelessness-agreement-0>  (accessed 11 October 2023).