16 Housing

CONTENTS

**Indigenous data in the Housing chapter 16.4**

**Improvements in the 2013 Report 16.5**

**Housing assistance not reported 16.5**

**Profile of housing assistance 16.6**

**Service overview 16.6**

**Roles and responsibilities 16.6**

**Government funding and expenditure 16.7**

**Size and scope 16.8**

**Diversity of State and Territory government social housing 16.9**

**Eligibility criteria for access to social housing 16.10**

**Waiting lists 16.11**

**Framework of performance indicators 16.11**

**Key performance indicator results 16.14**

**Outputs 16.14**

**Effectiveness — quality 16.19**

**Efficiency 16.21**

**Outcomes 16.30**

**Future directions in performance reporting 16.37**

**Further developing indicators and data 16.37**

**Definitions of key terms and indicators 16.38**

**Social housing 16.38**

**List of attachment tables 16.39**

**References 16.41**

|  |
| --- |
| Attachment tables |
| Attachment tables are identified in references throughout this Indigenous Compendium by an ‘A’ prefix (for example, in this chapter, table 16A.1). As the data are directly sourced from the 2013 Report, the Compendium also notes where the original table, figure or text in the 2013 Report can be found. For example, where the Compendium refers to ‘2013 Report, p. 16.1’ this is page 1 of chapter 16 of the 2013 Report, and ‘2013 Report, table 16A.1’ is attachment table 1 of attachment 16A of the 2013 Report. A list of attachment tables referred to in the Compendium is provided at the end of this chapter, and the full attachment tables are available from the Review website at www.pc.gov.au/gsp. |
|  |
|  |

The Housing chapter (chapter 16) in the *Report on Government Services 2013* (2013 Report) reports on the performance of social housing services in each Australian State and Territory. Data are reported for Indigenous Australians for a subset of the performance indicators reported in that chapter — those data are compiled and presented here.

Governments play a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. Direct assistance includes social housing, home purchase assistance and rent assistance. Housing assistance is provided by governments because many Australian households face problems in acquiring or accessing suitable private accommodation — either through renting from a private landlord or through owner occupation — for reasons of cost, discrimination, availability, location and/or adequacy. The Australian, State and Territory governments share responsibility for housing assistance.

This chapter focuses on the performance of governments in providing social housing, which broadly encompasses public housing, State owned and managed Indigenous housing, community housing, and Indigenous community housing. These services are outlined in box 16.1.

|  |
| --- |
| Box 16.1 Forms of social housing |
| Social housing is rental housing provided by not-for-profit, non‑government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. The forms of social housing included in this Report are:   * *Public housing* (PH): dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation. * *State owned and managed Indigenous housing* (SOMIH): dwellings owned and managed by State housing authorities that are allocated only to Indigenous households. * *Community housing* (CH): rental housing provided for low to moderate income and/or special needs households, managed by community‑based organisations that have received a capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government. * *Indigenous community housing* (ICH): dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. Indigenous community housing models vary across jurisdictions and can also include dwellings funded or registered by government.   *Crisis and transitional housing* is an additional form of social housing, but it is not separately identified in this Report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above. Development work is underway to enable better reporting on this form of housing assistance. |
|  |
|  |

Social housing is provided under the National Affordable Housing Agreement (NAHA). The NAHA is the overarching agreement between Australian, State and Territory governments for providing assistance to improve housing outcomes for Australian people. Prior to commencement of the NAHA on 1 January 2009, social housing was provided under the Commonwealth State Housing Agreement (CSHA) (box 16.2).

|  |
| --- |
| Box 16.2 National Affordable Housing Agreement and Commonwealth State Housing Agreement |
| The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. It is a broad, ongoing agreement that provides a framework to improve housing affordability and homelessness outcomes for Australians. The objective of the NAHA is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation (COAG 2009).  In relation to housing assistance, the parties to the NAHA agreed to the achievement of a range of outcomes including:   * people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion * people are able to rent housing that meets their needs * people can purchase affordable housing * people have access to housing through an efficient and responsive housing market * Indigenous people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities   The NAHA replaced the CSHA, which concluded on 31 December 2008. |
| *Source*: FaCS (2003); COAG (2009). |
|  |
|  |

### Indigenous data in the Housing chapter

The Housing chapter of the 2013 Report and its corresponding attachment tables contain the following data items on Indigenous Australians:

State owned and managed Indigenous housing:

* descriptive data
* proportion of new tenancies allocated to households with special needs
* greatest need allocations as a proportion of all new allocations
* dwelling condition data
* net recurrent cost per dwelling
* occupancy rates as at 30 June
* average turnaround times for vacant stock (days)
* rent collection rate
* amenity, location and customer satisfaction
* average weekly subsidy per rebated household, at 30 June ($ per week)
* low income households
* proportion of low income households spending more than 30 per cent of their gross income on rent
* proportion of household gross income spent on rent — low income households
* proportion of overcrowded households at 30 June
* proportion of Indigenous households living in overcrowded conditions, by remoteness
* underutilisation
* SOMIH policy context

Indigenous community housing:

* descriptive data
* dwelling condition
* net recurrent cost per dwelling
* occupancy rates
* rent collection rate
* proportion of households with overcrowding.

#### Improvements in the 2013 Report

Major improvements in the chapter this year are:

* data for SOMIH for the indicator dwelling condition’ are published for the first time based on the 2012 National Social Housing Survey (NSHS)
* updated data for the indicator ‘amenity/location’. These are also based on the 2012 NSHS and were last updated for the 2011 Report
* ‘data quality information’ (DQI) is available for the first time for the indicators ‘net recurrent cost per dwelling’ and ‘rent collection rate’ for SOMIH.

#### Housing assistance not reported

A range of government housing assistance is not reported in this chapter, including some Indigenous specific housing and infrastructure assistance (such as the Home Ownership Program funded and administered by Indigenous Business Australia (IBA) and the Home Ownership on Indigenous Land Program jointly funded by FaHCSIA and IBA).

### Profile of housing assistance

#### Service overview

The Australian Bureau of Statistics (ABS) Survey of Income and Housing 2009‑10 identified 8.4 million households in Australia, where ‘household’ is classified as ‘a person living alone’ or as a group of people who usually live in the same private dwelling (ABS 2011). Of these households, 68.8 per cent owned or were purchasing their own home, 23.7 per cent rented in the private sector, and 3.9 per cent rented from public rental accommodation (2013 Report, table 16A.57).

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

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

#### Roles and responsibilities

Australian, State and Territory governments share responsibility for housing assistance provided under the NAHA, as they did under the CSHA. Each level of government has different roles and responsibilities:

* The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation. Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–GA.34).
* State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and some jurisdictions provide home finance lending programs. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing‑related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation.
* Local governments are mostly responsible for building approval, urban planning and development processes and may be involved in providing community housing.

#### Government funding and expenditure

State and Territory government net recurrent expenditure on social housing was $3.9 billion in 2011-12, decreasing from $5.1 billion in 2010-11 (2011-12 dollars) (table 16.1). In 2011‑12, this expenditure included $2.6 billion for public housing and $107.3 million for SOMIH (2013 Report, table 16A.1).

The Australian Government provided $2.2 billion in 2011-12 to State and Territory governments for housing assistance through the National Affordable Housing Specific Purpose Payment (NAH SPP) and related National Partnership agreements. NAH SPP funding is outcome based and not tied to specific programs, and Australian Government funding is reflected in data for State and Territory government net recurrent expenditure.

The Australian Government also provided $3.4 billion for CRA (2013 Report,   
table GA.11). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (2013 Report,   
tables GA.12–GA.34).

Table 16.1 State and Territory government net recurrent expenditure on social housing ($million) (2011-12 dollars)**a, b**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vicc | Qld | WA | SA | Tas | ACT | NT | Aust |
|  |  |  |  |  |  |  |  |  |  |
| 2009-10 | 1 345.6 | 1 013.6 | 648.2 | 603.3 | 352.5 | 112.9 | 101.5 | 325.3 | 4 502.9 |
| 2010-11 | 2 100.5 | 917.7 | 776.0 | 576.9 | 339.6 | 114.5 | 96.7 | 295.5 | 5 217.5 |
| 2011-12 | 1 185.5 | 408.5 | 811.3 | 711.0 | 363.9 | 106.9 | 103.7 | 175.5 | 3 866.3 |

a The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. b Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010-11. The end of this additional funding is reflected in the contraction of expenditure between 2010-11 and 2011-12. c Comparisons of expenditure between 2011-12 and earlier years should be avoided. Earlier years include grants and subsidies, and short term housing expenditure.

*Source*: State and Territory governments (unpublished); table 16A.2; 2013 Report, table 16.1, p. 16.7.

Governments provide funding for the construction of social housing dwellings. The Australian Government provided $162 million for the social housing initiative component of the Nation Building Economic Stimulus Package, to aid the construction of new social housing dwellings, and repairs and maintenance of existing dwellings in 2011-12 (table GA.1). State and Territory government capital expenditure for social housing was $2.2 billion in 2011-12, which was partly funded by the Australian Government through the NAH SPP and the Nation Building Economic Stimulus Package (2013 Report, table 16A.1).

#### Size and scope

##### State owned and managed Indigenous housing

State owned and managed Indigenous housing (SOMIH) dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Indigenous Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. Nationally at 30 June 2012, there were 9 692 households occupying 10 047 SOMIH dwellings (tables 16A.3 and 16A.4).

The SOMIH program is partly funded under the NAHA, but because NAHA funding is not tied to specific programs, the amount attributed to SOMIH cannot separately identified. In 2011-12, State and Territory government net recurrent expenditure on SOMIH was $107.3 million nationally (2013 Report, table 16A.1).

The SOMIH program does not operate in all jurisdictions. In 2011-12, SOMIH is reported for NSW, Queensland, South Australia and Tasmania.

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

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

##### Indigenous community housing

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

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

Descriptive information on ICH is contained in table 16A.8.

#### Diversity of State and Territory government social housing

State and Territory governments have similar broad objectives for providing social housing. Individual jurisdictions, however, emphasise different objectives depending on their historical precedents and ways of interacting with community sector providers. Jurisdictions also have different private housing markets. These differences lead to a variety of policy responses and associated forms of assistance. It is important to consider the various levels and types of assistance provided in each State and Territory, the differences in urban, regional and remote area concentration, and the various eligibility criteria for the different assistance types when analysing performance information. Some information on the context for SOMIH is included at 2013 Report, table 16A.61.

##### Urban, regional and remote concentrations

The proportion of social housing located in urban, regional and remote areas, for public housing, SOMIH and community housing, using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas) is shown in table 16.2. Data for Indigenous community housing may be included in future reports.

Table 16.2 Regional and remote area concentrations of social housing, at 30 June 2012 (per cent)**a**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| Public housing | | | | | | | | | |
| Major cities | 83.4 | 72.4 | 67.3 | 66.8 | 77.3 | .. | 99.9 | .. | 72.7 |
| Inner regional | 13.3 | 22.4 | 16.5 | 10.0 | 6.7 | 73.3 | 0.1 | .. | 15.8 |
| Outer regional | 3.0 | 5.2 | 14.1 | 10.6 | 13.9 | 26.0 | .. | 71.0 | 9.0 |
| Remote | 0.3 | – | 1.6 | 8.2 | 1.8 | 0.5 | .. | 25.4 | 1.8 |
| Very remote | – | .. | 0.5 | 4.5 | 0.2 | 0.2 | .. | 3.6 | 0.6 |
| **Total** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** | **100.0** |
| SOMIH | | | | | | | | | |
| Major cities | 43.7 | .. | 13.3 | .. | 60.8 | .. | .. | .. | 35.1 |
| Inner regional | 31.5 | .. | 18.6 | .. | 7.8 | 82.9 | .. | .. | 24.6 |
| Outer regional | 18.3 | .. | 39.6 | .. | 18.2 | 17.1 | .. | .. | 25.4 |
| Remote | 5.6 | .. | 10.2 | .. | 5.4 | – | .. | .. | 6.9 |
| Very remote | 0.8 | .. | 18.2 | .. | 7.8 | – | .. | .. | 8.0 |
| **Total** | **100.0** | **..** | **100.0** | **..** | **100.0** | **100.0** | **..** | **..** | **100.0** |
| Community housing | | | | | | | | | |
| Major cities | 67.2 | 71.8 | 51.0 | 71.6 | 84.5 | .. | 99.7 | .. | 64.9 |
| Inner regional | 26.3 | 24.5 | 22.0 | 19.3 | 8.9 | 72.3 | 0.3 | .. | 24.0 |
| Outer regional | 6.4 | 3.5 | 20.5 | 7.7 | 5.4 | 26.5 | .. | 42.6 | 9.3 |
| Remote | 0.1 | 0.1 | 2.9 | 1.1 | 1.1 | 1.1 | .. | 55.8 | 1.1 |
| Very remote | – | .. | 3.5 | 0.2 | 0.1 | 0.1 | .. | 1.6 | 0.7 |
| **Total** | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 | 100.0 |

a Further information pertinent to these data is provided in tables 16A.5–16A.7. Data are calculated as the proportion of total dwellings. **na** Not available. .. Not applicable. – Nil or rounded to zero.

*Source*: AIHW (unpublished); tables 16A.5–16A.7; 2013 Report, table 16.2, p.16.12.

#### Eligibility criteria for access to social housing

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

Eligibility criteria for access to SOMIH (table 16A.61) are generally consistent with those for public housing (table 16A.60), once an applicant has been confirmed as Indigenous. Terms of tenure are the same as those for public housing in most jurisdictions.

#### Waiting lists

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

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

### Framework of performance indicators

The performance indicator framework provides information on equity, efficiency and effectiveness, distinguishes the outputs and outcomes and reflects the objectives of social housing (box 16.3).

The performance indicator framework shows which data are comparable in the 2013 Report. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. 2013 Report, Chapter 1 discusses data comparability from a Report-wide perspective (see 2013 Report, section 1.6).

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

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services, (see 2013 Report, chapter 1 for more detail on reforms to federal financial relations).

The NAHA covers the area of housing and homelessness, and housing and homelessness indicators in the National Indigenous Reform Agreement (NIRA) establish specific outcomes for reducing the level of disadvantage experienced by Indigenous Australians. Both agreements include sets of performance indicators, for which the Steering Committee collates performance information for analysis by the COAG Reform Council (CRC). Performance indicators reported in this chapter are aligned with performance indicators in the NAHA. The NAHA was reviewed in 2011 and 2012 resulting in changes that have been reflected in this Report, as relevant.

A review of the NAHA was completed in 2012 and a revised suite of performance indicators agreed by COAG. No changes to reporting on housing services in this Report are required to align with the revised suite of NAHA performance indicators.

Different delivery contexts and locations influence the equity, effectiveness and efficiency of social housing. The Report’s statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

|  |
| --- |
| Box 16.3 Objectives for social housing |
| Social housing aims to assist people unable to access alternative suitable housing options through the delivery of affordable, appropriate, flexible and diverse social housing. Some forms of social housing aim specifically to contribute to Indigenous community wellbeing by improving housing outcomes for Indigenous people, especially those living in remote communities.  The NAHA and previously the CSHA provide the overarching framework for the delivery of social housing in Australia:   * The objective of the NAHA (2009) is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. * The guiding principles of the CSHA (2003) included maintaining a social housing sector and providing appropriate housing assistance, improving housing outcomes for Indigenous people, improving links with other programs and support to people with complex needs, promoting social and economic participation, managing housing programs efficiently and effectively, ensuring cooperative relationships between levels of governments, and promoting a national approach to affordable housing. |
| *Source*: FaCS (2003); COAG (2009). |
|  |
|  |

The Housing performance indicator framework, presented in figure 16.1, identifies the principal housing services considered in the 2013 Report. Data for Indigenous Australians are reported for a subset of the performance indicators and are presented here. It is important to interpret these data in the context of the broader performance indicator framework. The framework shows which data are comparable. For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary.

Indicator boxes presented throughout the chapter provide information about the reported indicators. As these are sourced directly from the 2013 Report, they may include references to data not reported for Indigenous Australians and therefore not included in this Compendium.

Figure 16.1 Social housing performance indicator framework

|  |
| --- |
| Figure 16.1 Social housing performance indicator framework  More details can be found within the text surrounding this image. |

*Source*: 2013 Report, figure 16.1, p. 16.16.

### Key performance indicator results

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

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

* SOMIH data are sourced from State and Territory government unit record datasets extracted from administrative databases. The data are complete and comparable. As outlined in section 16.1, Victoria (from 2009-10), WA (from 2010-11), the ACT and the NT are not included in the SOMIH data collection.
* Indigenous community housing data are a combination of administrative data and survey data collected from ICH organisations. Complete data for all jurisdictions are not available, and ICH data should be interpreted with caution. Details of all ICH dwellings were not known and ICH data reflect only those dwellings for which details were known. ICH data are not reported for a number of the social housing performance indicators due to issues with data quality and availability.

Descriptive data on SOMIH are included in table 16A.6. Descriptive data for Indigenous community housing is included in table 16A.8.

#### Outputs

The following indicators measure the outputs of social housing. Outputs are the services delivered, while outcomes are the impact of those services on the status of an individual or group (see 2013 Report, chapter 1, section 1.5).

##### Special needs

‘Special needs’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.4).

|  |
| --- |
| Box 16.4 Special needs |
| ‘Special needs’ is defined as the proportion of new tenancies allocated to households with special needs. The proportion of new tenancies with special needs is reported as a proxy for measuring all households with special needs.  Households with special needs are defined as:   * for public and community housing — those households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members * for SOMIH — those households that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.   A high or increasing proportion indicates a high degree of access by these special needs households.  Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Data reported:   * are not comparable across public housing, SOMIH and community housing * for public housing and SOMIH are comparable across jurisdictions, but not over time * for community housing are neither comparable nor complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

Nationally in 2011-12 54.0 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 47.2 per cent in 2007-08. (figure 16.2).

Figure 16.2 New tenancies allocated to households with special needs — SOMIH (per cent)**a, b**

|  |
| --- |
| **Figure 16.2 New tenancies allocated to households with special needs (per cent)  Legend  More details can be found within the text surrounding this image.**  **Figure 16.2 New tenancies allocated to households with special needs (per cent)  SOMIH  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.10 provide further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (from 2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); table 16A.10; 2013 Report, figure 16.2, p. 16.19.

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

‘Priority access to those in greatest need’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes ensure that those in greatest need have priority access to housing (box 16.5).

|  |
| --- |
| Box 16.5 Priority access to those in greatest need |
| ‘Priority access to those in greatest need’ is defined as the proportion of new allocations of housing to households in greatest need.  Greatest need households are defined as households that at the time of allocation are either homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or that has very high rental housing costs.  The following measures are reported:   * the proportion of new allocations that were to households in greatest need * the proportion of new allocations to households in greatest need (of all new allocations) that were waiting for periods of: less than three months; three months to less than six months; six months to less than one year; one year to less than two years; two years or more. These percentages are not cumulative, because time to allocation for this measure reflects greatest need allocations as a percentage of all new allocations for the time period.   High or increasing values for these measures, particularly for short timeframes, indicate a high degree of access for those households in greatest need.  Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Differences in State and Territory housing assessment policies and community housing allocation policies can influence comparability for this indicator. Data reported:   * for public housing and SOMIH are comparable across jurisdictions, but not over time * for community housing are neither comparable nor complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

The proportion of new allocations to those households in greatest need for SOMIH is reported in figure 16.3. Nationally in 2011-12, 55.7 per cent of new SOMIH allocations were to those households in greatest need (figure 16.3).

Figure 16.3 Proportion of new allocations to those in greatest need — SOMIH**a, b**

|  |
| --- |
| **Figure 16.3 Proportion of new allocations to those in greatest need  Legend  More details can be found within the text surrounding this image.**  **Figure 16.3 Proportion of new allocations to those in greatest need  SOMIH  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.13 provides further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs. Data for Tasmania were not available.

*Source*: AIHW (unpublished); AIHW (various years) CSHA national data report; AIHW (various years) Housing assistance in Australia (Cat. no. HOU 236); table 16A.13, 2013 Report, figure 16.3, p. 16.21.

Table 16.3 presents information on the proportion of new SOMIH allocations made to households in greatest need for the year ending 30 June 2012, within particular timeframes. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2012, 70.4 per cent were households in greatest need (table 16.3).

Table 16.3 Proportion of new allocations to those in greatest need, for year ending 30 June 2012**a**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| SOMIH | | | | | | | | | |
| Under 3 months | 45.3 | .. | 95.9 | .. | 89.5 | na | .. | .. | 70.4 |
| 3 < 6 months | 38.2 | .. | 91.2 | .. | 100.0 | na | .. | .. | 60.9 |
| 6 months to < 1 year | 28.1 | .. | 94.7 | .. | 100.0 | na | .. | .. | 58.1 |
| 1 < 2 years | 19.3 | .. | 90.9 | .. | 100.0 | na | .. | .. | 42.3 |
| 2+ years | 21.4 | .. | 90.0 | .. | 44.4 | na | .. | .. | 28.8 |
| **Overall** | **31.0** | **..** | **93.8** | **..** | **90.5** | **na** | **..** | **..** | **55.7** |

a Further information on these data is provided in 2013 Report, table 16A.12 and table 16A.13. **na** Not available. .. Not applicable.

*Source*: AIHW (unpublished); table 16A.13; 2013 Report, table 16.3, p. 16.22.

*Effectiveness — quality*

*Dwelling condition*

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 16.6).

|  |
| --- |
| Box 16.6 Dwelling condition |
| ‘Dwelling condition’ is defined as the proportion of households living in houses of an acceptable standard for public housing, SOMIH and community housing. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.  A high proportion for this indicator suggests higher or increasing housing quality.  ‘Dwelling condition’ is defined as the proportion of dwellings in need of either major repair or replacement for ICH.  A low proportion for dwelling condition suggests higher or increasing housing quality.  Data for this indicator are reported for Public housing, SOMIH, Community housing and ICH.  Data reported for this indicator are not comparable.  Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

Nationally in 2012, the NSHS found that:

* for public housing, 74.7 per cent of all households and 61.3 per cent of Indigenous households had four working facilities and not more than two major structural problems
* for SOMIH, 61.4 per cent of all households had four working facilities and not more than two major structural problems (figure 16.4)
* for community housing, 85.2 per cent of all households and 71.5 per cent of Indigenous households had four working facilities and not more than two major structural problems (figure 16.4).

Information for Indigenous households is available in tables 16A.15–17.

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

Figure 16.4 **Proportion of households with at least four working facilities and not more than two major structural problems — SOMIH, 2012a, b, c**

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

a Error bars represent the 95 per cent confidence intervals associated with each point estimate. b Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.16 provide further information. b There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH program does not exist in these jurisdictions. c Includes a small proportion of non-Indigenous households. d Data for the NT are not available.

*Source*: AIHW (2012) *National Social Housing Survey*; table 16A.16; 2013 Report, figure 16.4, p. 16.24.

Nationally in 2006, 23.4 per cent of Indigenous community housing dwellings were in need of major repair and 7.2 per cent of dwellings were in need of replacement (table 16A.18) (figure 16.5).

Figure 16.5 Proportion of Indigenous community housing dwellings in need of major repair and dwellings in need of replacement, 2006**a, b**

|  |
| --- |
| Figure 16.5 Proportion of Indigenous community housing dwellings in need of major repair and dwellings in need of replacement, 2006  More details can be found within the text surrounding this image. |

a The proportion of dwellings in need of replacement in Tasmania was nil, or rounded to zero. b ACT data have been included with NSW due to low numbers.

*Source*: ABS (2007) *Housing and Infrastructure in Aboriginal and Torres Strait Islander Communities 2006*; table 16A.18; 2013 Report, figure 16.5, p. 16.25.

*Efficiency*

*Net recurrent cost per dwelling*

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 16.7).

|  |
| --- |
| Box 16.7 Net recurrent cost per dwelling |
| ‘Net recurrent cost per dwelling’ is defined as the cost of providing assistance per dwelling — total recurrent expenses (including administration and operational costs), divided by the total number of dwellings.  Measures are reported for public housing, SOMIH, community housing and Indigenous community housing. Net recurrent cost per dwelling for public housing is reported, both including and excluding the user cost of capital. Reporting for SOMIH, community housing and Indigenous community housing excludes the user cost of capital.  The total number of dwellings for Indigenous community housing is the number of permanent dwellings.  Holding other factors equal, a low or decreasing net recurrent cost per dwelling suggests an improvement in efficiency.  Cost per dwelling measures do not provide any information on the quality of service provided (for example, the standard of dwellings).  Data comparability and completeness vary for this indicator. Data reported:   * for public housing and SOMIH are comparable * for community housing and Indigenous community housing are neither comparable nor complete   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

The cost incurred by jurisdictions in providing social housing includes:

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

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the user cost of capital. There are different user cost of capital and service delivery models across jurisdictions, and user cost of capital data reported should be interpreted with caution. Information on the treatment of assets by housing agencies for each jurisdiction is presented in table 16A.65.

Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions. (Chapter 2 of 2013 Report elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was $10 682 in 2011-12 (figure 16.6). Table 16A.21 contains data for the years 2002-03 to 2011-12. Capital cost data for SOMIH are not available for this Report.

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

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

Figure 16.6 Net recurrent cost per dwelling — SOMIH (2011‑12 dollars)**a, b, c**

|  |
| --- |
| **Figure 16.7 Net recurrent cost per dwelling — SOMIH (2011 12 dollars)  Legend  More details can be found within the text surrounding this image.**  **Excluding the cost of capitalFigure 16.6 Net recurrent cost per dwelling — SOMIH (2011-12 dollars)  Excluding the cost of capital  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.21 provides further information. b Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (2013 Report, section A.5) for details.   
c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs.

*Source*: State and Territory governments (unpublished); tables 16A.21 and AA.51; 2013 Report, figure 16.7,   
p. 16.29.

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

Nationally in 2010-11, the net recurrent cost per Indigenous community housing dwelling was $7327 (table 16.4). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2010‑11 dollars)**a, b, c, d**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govd | Aust |
|  |  |  |  |  |  |  |  |  |  |  |
| 2006-07 | 9 350 | .. | 3 854 | na | 3 829 | .. | na | na | na | 5 862 |
| 2007-08 | 7 417 | 3 392 | 7 676 | 14 827 | 2 903 | .. | 7 686 | na | 8 896 | 8 405 |
| 2008-09 | 6 409 | 6 318 | 3 967 | 6 786 | 3 507 | .. | 10 801 | na | 8 031 | 5 627 |
| 2009-10 | 15 086 | 9 534 | 4 750 | 7 211 | 4 207 | 11 465 | na | na | .. | 7 944 |
| 2010-11 | 10 656 | 4 851 | 5 538 | 9 063 | na | 4 960 | na | na | .. | 7 327 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.23 provides further information. b Data are adjusted to 2010-11 dollars using the gross domestic product (GDP) price deflator (2010-11 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the Statistical appendix (2013 Report, section A.5) for details. c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). d  Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

*Source*: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 236); AIHW (various years) *Indigenous Community Housing*; table 16A.23; 2013 Report, table 16.4, p. 16.31.

##### Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 16.8).

|  |
| --- |
| Box 16.8 Occupancy rate |
| ‘Occupancy rate’ is defined as the proportion of dwellings occupied. The term ‘occupied’ refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority (for public housing and SOMIH) or community housing organisation (for community housing and Indigenous community housing).  A high or increasing proportion suggests greater efficiency of housing utilisation.  Occupancy is influenced by both turnover and housing supply and demand.  Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported:   * for public housing and SOMIH are comparable * for community housing and Indigenous community housing are neither comparable nor complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

Nationally at 30 June 2012, the proportion of total rental stock occupied was 96.5 per cent for SOMIH (figure 16.7).

Figure 16.7 **Occupancy rates — SOMIH, at 30 June (per cent)a, b**

|  |
| --- |
| **Figure 16.9 Occupancy rates, at 30 June (per cent)  Legend  More details can be found within the text surrounding this image.**  **Figure 16.7 Occupancy rates - SOMIH, at 30 June (per cent)  More details can be found within the text surrounding this image.** |

**a**Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.25 provide further information. **b** There are no SOMIH data reported for Victoria (from 2009 10) or WA (from 2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 236; table 16A.25; 2013 Report, figure 16.9, p. 16.33.

Nationally, 91.6per cent of Indigenous community housing was occupied at 30 June 2011, though this varied across jurisdictions (table 16.5). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.5 Occupancy rates for Indigenous community housing, at 30 June (per cent)**a, b**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govc | Aust |
| 2007 | 98.3 | .. | 100.0 | 91.0 | 89.0 | .. | 100.0 | na | 94.9 | 96.2 |
| 2008 | 96.0 | 99.1 | 98.1 | na | 93.3 | .. | 100.0 | 100.0 | 96.6 | 98.3 |
| 2019 | 99.2 | 97.9 | 96.8 | 89.8 | 87.7 | .. | 100.0 | na | 95.3 | 96.5 |
| 2010 | 97.0 | 95.7 | 96.4 | 73.7 | 87.8 | 90.2 | na | na | .. | 90.8 |
| 2011 | 96.2 | 95.4 | 97.0 | 79.8 | 78.8 | 89.8 | na | na | .. | 91.6 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.27 provides further information. b Results for this indicator are based on those dwellings for which occupancy status was known. c Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

*Source*: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 236); AIHW (various years) *Indigenous Community Housing*; table 16A.27; 2013 Report, table 16.5, p. 16.34.

##### Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.9).

|  |
| --- |
| Box 16.9 **Turnaround time** |
| ‘Turnaround time’ is defined as the average time taken for vacant stock, that is available to rent through normal processes, to be occupied.  A low or decreasing turnaround time suggests efficient housing allocation.  Properties that are unavailable, undergoing major redevelopment or for which there was no suitable applicant are excluded from the calculation. Hard to let properties are included.  This indicator may be affected by changes in maintenance programs and stock allocation processes, and some jurisdictions may have difficulty excluding stock upgrades. Cultural factors may also influence the national average turnaround time for SOMIH dwellings relative to public housing dwellings. Following the death of a significant person, for example, a dwelling may need to be vacant for a longer period of time (Morel and Ross 1993). A higher proportion of SOMIH dwellings in regional and remote areas may also contribute to delays in completing administrative tasks and maintenance before dwellings can be re tenanted.  Data for this indicator are reported for public housing and SOMIH.  Data reported for this indicator are comparable and complete. |
|  |
|  |

Nationally, vacant stock remained unallocated for an average of 29.9 days for SOMIH in 2011-12 (figure 16.8).

Figure 16.8 Average turnaround time — SOMIHa

|  |
| --- |
| **Figure 16.10 Average turnaround time  Legend  More details can be found within the text surrounding this image.**  Figure 16.8 Average turnaround time - SOMIH  More details can be found within the text surrounding this image. |

**a** There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); table 16A.29; 2013 Report, figure 16.10, p. 16.36.

##### Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 16.10).

|  |
| --- |
| Box 16.10 **Rent collection rate** |
| ‘Rent collection rate’ is defined as the total rent collected as a percentage of the total rent charged.  A high or increasing percentage suggests higher efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a percentage of the rent charged.  Differences in recognition policies, write‑off practices, the treatment of disputed amounts, and the treatment of payment arrangements can affect the comparability of reported results. Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period can be higher than rent charged over that period.  Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing.  Data comparability and completeness vary for this indicator. Data reported:   * for public housing and SOMIH are comparable * for community housing and Indigenous community housing are not comparable or complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

In 2011-12, the national rent collection rate was 100.5 per cent for SOMIH. In 2010-11, the national rent collection rate was 94.9 per cent for Indigenous community housing (table 16.6). However, complete data for ICH were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.6 Rent collection rate (per cent)**a**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govb | Aust |
| SOMIHc | | |  |  |  |  |  |  |  |  |
| 2007-08 | 96.8 | 99.6 | 99.6 | 104.3 | 103.7 | 99.8 | .. | .. | .. | 99.0 |
| 2008-09 | 99.8 | 97.2 | 97.2 | 103.6 | 99.7 | 99.0 | .. | .. | .. | 99.7 |
| 2009-10 | 101.5 | .. | 101.5 | 104.5 | 100.7 | 101.7 | .. | .. | .. | 99.7 |
| 2010-11 | 104.0 | .. | 99.3 | .. | 99.9 | 99.0 | .. | .. | .. | 101.7 |
| 2011-12 | 100.0 | .. | 100.6 | .. | 100.7 | 98.6 | .. | .. | .. | 100.5 |
| Indigenous community housing | | | |  |  |  |  |  |  |  |
| 2006-07 | 90.0 | .. | 96.6 | 96.8 | 65.5 | .. | 100.0 | 111.5 | 92.0 | 96.2 |
| 2007-08 | 89.8 | 95.4 | 90.8 | 101.1 | 63.5 | .. | 100.4 | 114.4 | 93.2 | 97.6 |
| 2008-09 | 90.4 | 94.1 | 115.8 | 64.2 | 60.3 | .. | 100.0 | 115.6 | 97.9 | 96.3 |
| 2009-10 | 90.3 | 92.3 | 83.5 | 84.7 | na | 97.0 | na | 93.6 | .. | 88.1 |
| 2010-11 | 100.7 | 100.1 | 93.0 | 88.7 | na | 98.2 | na | 71.2 | .. | 94.9 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.31 and 16A.33, 2013 Report, tables 16A.30 and 16A.32 provide further information. b Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. .. Not applicable.

*Source*: State and Territory Governments (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* Cat. no. HOU 236; AIHW (various years) *Indigenous Community Housing;* tables 16A.31 and 16A.33, 2013 Report,table 16.6, p. 16.38.

#### Outcomes

The following indicators measure the outcomes of social housing. Outcomes are the impact of services on the status of an individual or group, while outputs are the services delivered (see 2013 Report, chapter 1, section 1.5).

*Amenity/location*

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.11).

|  |
| --- |
| Box 16.11 Amenity/location |
| ‘Amenity/location’ is defined as the percentage of tenants rating amenity/location aspects of their dwelling as important and as meeting their needs.  A high or increasing level of satisfaction with amenity and location suggests that the provision of housing assistance satisfies household needs.  Data for this indicator are reported for public housing, SOMIH and community housing. There are no data available for Indigenous community housing for the 2013 Report.  Data comparability and completeness vary for this indicator. Data reported:   * for public housing and SOMIH are comparable * for community housing are neither comparable nor complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

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

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

* Nationally in 2012, the NSHS found that for SOMIH, 82.2 per cent of tenants rated amenity as important and meeting their needs and 86.8 per cent of tenants rated location as important and meeting their needs (2013 Report, table 16A.36).

The precision of survey estimates depends on the survey sample size and further information, including 95 per cent confidence intervals, is presented table 16A.36.

##### Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.12).

|  |
| --- |
| Box 16.12 **Affordability** |
| ‘Affordability’ is defined as tenants’ financial ability to access suitable housing. Two measures of affordability are reported:   * Average weekly rental subsidy per rebated household. * This measure is reported for public housing and SOMIH. It is calculated as the total rental rebate amount divided by the total number of rebated households. * The amount of a rental rebate is influenced by market rent. High market rents will result in high rental rebates and low market rents will result in low rental rebates. A high or increasing value of the subsidy might imply that governments are spending more to ensure housing affordability. * Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent. * This measure is reported for public housing, SOMIH and community housing. It is calculated as number of low income rental households spending more than 30 per cent of their gross income on rent, divided by the total number of low income rental households. * Low income households are defined as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Low income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007). * Households in public housing and SOMIH who do not receive rental rebates are included in this measure. A low or decreasing proportion of households spending more than 30 per cent of their income on rent implies greater housing affordability.   Data for this indicator are reported for public housing, SOMIH and community housing. No data were available for reporting on ‘affordability’ for Indigenous community housing. New measures of affordability is a key area for development in future reports.  Data comparability and completeness vary for this indicator. Data reported:   * for public housing and SOMIH are comparable * for community housing are not comparable or complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

##### Average weekly rental subsidy

Nationally, the average weekly subsidy per rebated household in SOMIH was $136 at 30 June 2012, increasing from $128 at 30 June 2008 (in real terms) (figure 16.9). These subsidies varied across jurisdictions.

Figure 16.9 Average weekly subsidy per rebated household at 30 June (2011-12 dollars)**a, b, c**

|  |
| --- |
| **Figure 16.11 Average weekly subsidy per rebated household at 30 June (2011-12 dollars)  Legend  More details can be found within the text surrounding this image.**  **Figure 16.9 Average weekly subsidy per rebated household at 30 June (2011-12 dollars)  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.40 provide further information. b Data are adjusted to 2011-12 dollars using the gross domestic product (GDP) price deflator (2011-12 = 100) (table AA.51). Recent volatility in the GDP deflator series affects annual movements of real expenditure. See the 2013 Report, Statistical appendix (section A.5) for details. c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); tables 16A.40 and AA.51; 2013 Report, figure 16.11, p. 16.42.

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

Information on the proportion of low income households in social housing are presented in table 16A.41.

* At 30 June 2012 94.4 per cent of all households in SOMIH were low income households, of which 0.7 per cent were spending more than 30 per cent of their gross income on rent (table 16.7).

Further information on the proportion of income paid in rent by low income households is provided in table 16A.45.

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

Table 16.7 Proportion of low income households spending more than 30 per cent of their gross income on rent, at 30 June (per cent)**a**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| SOMIHb | | | | | | | | | |
| 2010 | 0.1 | .. | 0.1 | 2.0 | 2.2 | – | .. | .. | 0.8 |
| 2011 | 0.3 | .. | 0.2 | .. | – | – | .. | .. | 0.2 |
| 2012 | 0.5 | .. | 1.1 | .. | – | – | .. | .. | 0.7 |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.42 provides further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs. **na** Not available. .. Not applicable. – Nil or rounded to zero. **np** Not published.

*Source*: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); table 16A.42; 2013 Report. table 16.7, p. 16.44.

##### Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.13). The objectives of community housing providers in providing housing assistance may be different to those of governments.

|  |
| --- |
| Box 16.13 **Match of dwelling to household size** |
| ‘Match of dwelling to household size’ is defined as the proportion of households that are overcrowded. Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS) since 2010 under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard.  The CNOS specifies that:   * no more than two people shall share a bedroom * parents or couples may share a bedroom * children under 5 years, either of the same sex or opposite sex may share a bedroom * children under 18 years of the same sex may share a bedroom * a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex * single adults 18 years and over and any unpaired children require a separate bedroom.   Households living in dwellings where this standard cannot be met are considered to be overcrowded. The CNOS enables a comparison of the number of bedrooms required with the actual number of bedrooms in the dwelling and is sensitive to both household size and household composition.  A low or decreasing proportion of overcrowded households is desirable.  State and Territory governments’ housing authorities bedroom entitlement policies may differ from the CNOS.  Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. The comparability and completeness of data reported for the indicator vary. Data reported:   * for public housing and SOMIH are comparable * for community housing and Indigenous community housing are neither comparable nor complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2012, 9.8per cent of SOMIH households were overcrowded (figure 16.10).

Information on underutilisation in SOMIH is reported in table 16A.54.

Figure 16.10 Proportion of overcrowded households — SOMIH, at   
30 June**a, b**

|  |
| --- |
| **Figure 16.12 Proportion of overcrowded households, at 30 June  Legend  More details can be found within the text surrounding this image.**  **Figure 16.10 Proportion of overcrowded households - SOMIH, at 30 June  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading.   
Table 16A.48 provide further information. b There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 236); table 16A.48; ; 2013 Report, figure 16.12, p. 16.46.

Table 16.8 presents the proportion of overcrowded households in Indigenous community housing. However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

Table 16.8 Proportion of overcrowded households in Indigenous community housing, at 30 June (per cent)**a, b**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Gov | Aust |
| 2007 | na | .. | 27.2 | na | 24.1 | .. | na | na | 24.5 | na |
| 2008 | 29.1 | – | 36.6 | na | na | .. | – | na | 10.2 | na |
| 2009 | 25.1 | 0.8 | 32.5 | na | 31.8 | .. | – | na | 13.7 | na |
| 2010 | na | 6.3 | 43.8 | 28.4 | 48.4 | na | na | na | .. | na |
| 2011 | na | 5.7 | 13.9 | 32.9 | 52.0 | na | na | na | .. | na |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.50 provides further information. b Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. **—** nil or rounded to zero. **..** not applicable.

*Source*: AIHW (various years) *Housing Assistance in Australia* (Cat No. HOU 236); table 16A.50; 2013 Report, table 16.8, p. 16.47.

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

* Indigenous people living in overcrowded conditions in public housing and SOMIH, by remoteness area (tables 16A.51 and 16A.52)
* the number of bedrooms required for people living in overcrowded conditions in Indigenous community housing (table 16A.53).

##### Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 16.14).

|  |
| --- |
| Box 16.14 **Customer satisfaction** |
| ‘Customer satisfaction’ is defined as tenants’ satisfaction with the overall service provided.  A high or increasing percentage for customer satisfaction can imply better housing assistance provision.  Data are reported for public housing, SOMIH and community housing. There were no data available for Indigenous community housing for the 2013 Report.  Data comparability and completeness vary for this indicator:   * data reported for public housing and SOMIH are comparable * data reported for community housing are neither comparable nor complete.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2013. |
|  |
|  |

Data for this indicator are sourced from the National Social Housing Survey (NSHS). Data from the 2012 survey are reported for SOMIH.

Nationally in 2012, the NSHS found that for SOMIH, 58.5 per cent of SOMIH respondents were either satisfied (36.6 per cent) or very satisfied (21.9 per cent) with the service provided by the State housing authority (table 16A.36).

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

The levels of satisfaction varied across jurisdictions.

### Future directions in performance reporting

#### Further developing indicators and data

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

### Definitions of key terms and indicators

|  |  |
| --- | --- |
| **Social housing** | |
| **Administration costs** | Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:   * employee expenses (for example, superannuation, compensation, accrued leave and training) * supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses) * rent * grants and subsidies (excluding rental subsidies) * expenditure incurred by other government agencies on behalf of the public housing agency * contracted public housing management services. |
| **Canadian National Occupancy Standard (CNOS)** | A measure of the appropriateness of housing which is sensitive to both household size and composition. The CNOS specifies that:   * no more than two people shall share a bedroom * parents or couples may share a bedroom * children under 5 years, either of the same sex or opposite sex may share a bedroom * children under 18 years of the same sex may share a bedroom * a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex * single adults 18 years and over and any unpaired children require a separate bedroom. |
| **Depreciation costs** | Depreciation calculated on a straight‑line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17). |
| **Disability (as per  the ABS Survey of Disability Ageing  and Carers)** | A person has a disability if they report they have a limitation, restriction or impairment, which has lasted, or is likely to last, for at least six months and restricts everyday activities. |
| **Dwelling** | A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use. |
| **Greatest need** | Low income households that at the time of allocation were subject to one or more of the following circumstances:   * homelessness * their life or safety being at risk in their accommodation * their health condition being aggravated by their housing * their housing being inappropriate to their needs * their rental housing costs being very high. |
| **Household** | For the purpose of the public, community, SOMIH and ICH collections, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling. |
| **Indigenous household** | A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander. |
| **Low income household** | Low income households are generally defined in this Report as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Equivalised gross income is an indicator of disposable household income after taking into account household size and composition. |
| **Market rent** | Aggregate market rent that would be collected if the public rental housing properties were available in the private market. |
| **New household** | Households that commence receiving assistance during the relevant reporting period (financial year). |
| **Occupancy rate** | The proportion of dwellings occupied. |
| **Overcrowding** | Where one or more bedrooms are required to meet the Canadian National Occupancy Standard. |
| **Priority access to those in greatest need** | Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need. |
| **Principal tenant** | The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments. |
| **Rebated household** | A household that receives housing assistance and pays less than the market rent value for the dwelling. |
| **Rent charged** | The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received. |
| **Special needs household** | Low income households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members.  For SOMIH, special needs households are those that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over. |
| **Turnaround time** | The average time taken in days for vacant dwellings, which are available for letting, to be occupied. |
| **Underutilisation** | Where there are two or more bedrooms additional to the number required in the dwelling to satisfy CNOS. |

### List of attachment tables

Attachment tables for data within this chapter are contained in the attachment to the Compendium. These tables are identified in references throughout this chapter by an ‘16A’ prefix (for example, table 16A.1 is table 1 in the Housing attachment). Attachment tables are on the Review website (www.pc.gov.au/gsp).

|  |  |
| --- | --- |
| **Table 16A.3** | Descriptive data ― number of social housing dwellings, at 30 June |
| **Table 16A.4** | Descriptive data ― number of households in social housing, at 30 June |
| **Table 16A.5** | Descriptive data ― public housing |
| **Table 16A.6** | Descriptive data ― State owned and managed Indigenous housing |
| **Table 16A.7** | Descriptive data ― community housing |
| **Table 16A.8** | Descriptive data ― Indigenous community housing |
| **Table 16A.10** | Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) |
| **Table 16A.13** | Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) |
| **Table 16A.15** | Dwelling condition — Public housing (per cent) |
| **Table 16A.16** | Dwelling condition — SOMIH (per cent) |
| **Table 16A.17** | Dwelling condition — Community housing (per cent) |
| **Table 16A.18** | Dwelling condition — Indigenous community housing (per cent) |
| **Table 16A.21** | Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH ($ per dwelling) |
| **Table 16A.23** | Net recurrent cost per dwelling — Indigenous community housing (2010-11 dollars) |
| **Table 16A.25** | SOMIH occupancy rates as at 30 June (per cent) |
| **Table 16A.27** | Indigenous community housing occupancy rates (per cent) |
| **Table 16A.29** | Average turnaround times for vacant stock — SOMIH (days) |
| **Table 16A.31** | SOMIH rent collection rate (per cent) |
| **Table 16A.33** | Indigenous community housing rent collection rate (per cent) |
| **Table 16A.36** | Amenity, location and customer satisfaction with SOMIH, 2012 (per cent) |
| **Table 16A.40** | Average weekly subsidy per rebated household, at 30 June — SOMIH ($ per week) |
| **Table 16A.41** | Low income households in social housing, at 30 June |
| **Table 16A.42** | Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) |
| **Table 16A.45** | Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) |
| **Table 16A.48** | Proportion of overcrowded households at 30 June — SOMIH  (per cent) |
| **Table 16A.50** | Proportion of overcrowded households in Indigenous community housing (per cent) |
| **Table 16A.51** | Proportion of Indigenous households in public housing living in overcrowded conditions, by remoteness (per cent) |
| **Table 16A.52** | Proportion of Indigenous households in SOMIH living in overcrowded conditions, by remoteness (per cent) |
| **Table 16A.53** | Proportion of Indigenous households in Indigenous community housing living in overcrowded conditions, by number of bedrooms needed (per cent) |
| **Table 16A.54** | Underutilisation in social housing at 30 June (per cent) |
| **Contextual information** | |
| **Table 16A.61** | SOMIH housing policy context, 2012 |

### References

ABS (Australian Bureau of Statistics) 2012, *2011 Census of Population and Housing — Basic Community Profile,* Cat no. 2001.0 Canberra

—— 2012, *2011 Census of Population and Housing — Expanded Community Profile,* Cat no. 2005.0 Canberra

—— 2011, *Household Income and Income Distribution, Australia 2009-10*, Cat. no. 6523.0, Canberra

AIHW (Australian Institute of Health and Welfare) 2006, *National Housing Assistance Data Dictionary Version 3*, Cat. no. HOU-147, Canberra

COAG (Council of Australian Governments) 2009, *National Affordable Housing Agreement*, Intergovernmental Agreement on Federal Financial Relations, Australian Government, Council of Australian Governments, Canberra

FaCS (Department of Family and Community Services) 2003, *Commonwealth State Housing Agreement*, Australian Government, Department of Family and Community Services, Canberra

Morel, P. and Ross, H. 1993, *Housing Design Assessment for Bush Communities*, Tangentyere Council, Alice Springs

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.