17 Housing

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| Attachment tables are identified in references throughout this Indigenous Compendium by an ‘A’ prefix (for example, in this chapter, table 17A.1). As the data are directly sourced from the 2014 Report, the Compendium also notes where the original table, figure or text in the 2014 Report can be found. For example, where the Compendium refers to ‘2014 Report, p. 17.1’ this is page 1 of chapter 17 of the 2014 Report, and ‘2014 Report, table 17A.1’ is attachment table 1 of attachment 17A of the 2014 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. |
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The Housing chapter (chapter 17) in the *Report on Government Services 2014* (2014 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 Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility.

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

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

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

### Indigenous data in the Housing chapter

The Housing chapter of the 2014 Report and its corresponding attachment tables contain the following data items on Indigenous Australians:

State owned and managed Indigenous housing:

* State and Territory government nominal and real expenditure on social housing, 2012‑13
* 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:

* State and Territory government nominal and real expenditure on social housing, 2012-13
* descriptive data
* dwelling condition
* net recurrent cost per dwelling
* occupancy rates
* rent collection rate
* proportion of households with overcrowding.

#### 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 the Department of Social Services (DSS) and IBA).

### Profile of housing assistance

#### Service overview

The Australian Bureau of Statistics (ABS) Survey of Income and Housing 2011–12 identified 8.6 million households in Australia, where ‘household’ is classified as ‘a person living alone’ or as a group of people who usually live in the same private dwelling (ABS 2013). Of these households, 67.5 per cent owned or were purchasing their own home, 25.1 per cent rented in the private sector, and 3.9 per cent rented through a State or Territory housing authority (2014 Report, table 17A.57).

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

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

#### Roles and responsibilities

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

* The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation. The Australian Government has also initiated a variety of other measures, including the National Rental Affordability Scheme, the Building Better Regional Cities program, the Housing Affordability Fund and the Social Housing Initiative. Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA   
  (2014 Report, tables GA.12–34)
* State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and some jurisdictions provide home finance lending programs. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing‑related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation
* Local governments are mostly responsible for building approval, urban planning and development processes and may be involved in providing community housing.

#### Government funding and expenditure

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

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

The Australian Government also provided $3.6 billion for CRA (2014 Report,   
table GA.12).

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

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

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

*Source*: State and Territory governments (unpublished); table 17A.2; 2014 Report, table 17.1,   
p. 17.7.

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

#### Size and scope

##### State owned and managed Indigenous housing

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

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

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

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

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

##### Indigenous community housing

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

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

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

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

State and Territory governments have similar broad objectives for providing social housing. Individual jurisdictions, however, emphasise different objectives depending on their historical precedents and ways of interacting with community sector providers. Jurisdictions also have different private housing markets. These differences lead to a variety of policy responses and associated forms of assistance. It is important to consider the various levels and types of assistance provided in each State and Territory, the differences in urban, regional and remote area concentration, and the various eligibility criteria for the different assistance types when analysing performance information. Some information on the context for public housing, SOMIH and community housing are included at 2014 Report,   
tables 17A.60–63.

##### Urban, regional and remote concentrations

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

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

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

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

*Source*: AIHW (unpublished); tables 17A.5–7; 2014 Report, table 17.2, p.17.12.

#### 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 17A.61) are generally consistent with those for public housing (2014 Report, table 17A.60), once an applicant has been confirmed as Indigenous. Terms of tenure are the same as those for public housing in most jurisdictions.

#### Waiting lists

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

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

### Framework of performance indicators

The performance indicator framework provides information on equity, efficiency and effectiveness, distinguishes the outputs and outcomes and reflects the objectives of social housing (box 17.3).

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

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

The Council of Australian Governments (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 2014 Report, chapter 1 for more detail on reforms to federal financial relations).

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

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

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| Box 17.3 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 17.1, identifies the principal housing services considered in the 2014 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 2014 Report, they may include references to data not reported for Indigenous Australians and therefore not included in this Compendium.

Figure 17.1 Social housing performance indicator framework

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

*Source*: 2014 Report, figure 17.1, p. 16.15.

### Key performance indicator results

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

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

* SOMIH data are sourced from State and Territory government unit record datasets extracted from administrative databases, and the National Social Housing Survey (NSHS). As outlined in section 17.1, Victoria (from 2009–10), WA (from 2010–11), the ACT and the NT are not included in the SOMIH data collection.
* 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.

This Report includes additional descriptive data for social housing in tables 17A.6 (SOMIH) 17A.8 (ICH).

#### Outputs

The following indicators measure the outputs of social housing. Outputs are the services delivered, while outcomes are the impact of those services on the status of an individual or group (see 2014 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 17.4).

|  |
| --- |
| Box 17.4 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:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and ‘data quality information’ (DQI) for specific jurisdictions) * are not comparable across public housing, SOMIH and community housing * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Nationally in 2012-13, 52.6 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 48.3 per cent in 2008–09   
(figure 17.2).

Figure 17.2 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 17.2 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 17A.10; 2014 Report, figure 17.2, p. 17.19.

##### 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 17.5).

|  |
| --- |
| Box 17.5 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 are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH and community housing * complete for public housing for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for SOMIH. All required data were not available for the following jurisdictions providing the service: * Tasmania * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

The proportion of new allocations to those households in greatest need for SOMIH is reported in figure 17.3. Nationally in 2012-13, 64.6 per cent of new SOMIH allocations were to those households in greatest need (figure 17.3).

Figure 17.3 Proportion of new allocations to those in greatest need — SOMIH**a, b**

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| --- |
| **Legend to Figure 17.3   More details can be found within the text surrounding this image.**  **Figure 17.3 Proportion of new allocations to those in greatest   need (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 17A.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, 2014 Report, figure 17.3, p. 16.22.

Table 16.3 presents information on the proportion of new SOMIH allocations made to households in greatest need for the year ending 30 June 2013, within particular timeframes. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2013, 81.2 per cent were households in greatest need   
(table 17.3).

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aust |
| SOMIH | | | | | | | | | |
| Under 3 months | 64.7 | .. | 97.1 | .. | 89.0 | na | .. | .. | 81.2 |
| 3 < 6 months | 54.3 | .. | 96.2 | .. | 91.7 | na | .. | .. | 71.7 |
| 6 months to < 1 year | 24.6 | .. | 98.3 | .. | 88.2 | na | .. | .. | 61.5 |
| 1 < 2 years | 12.5 | .. | 100.0 | .. | 92.3 | na | .. | .. | 52.0 |
| 2+ years | 17.9 | .. | 78.6 | .. | 60.0 | na | .. | .. | 28.6 |
| **Overall** | **35.5** | **..** | **96.8** | **..** | **87.2** | **na** | **..** | **..** | **64.6** |

a Further information on these data is provided in 2014 Report, table 17A.12 and table 17A.13. **na** Not available. .. Not applicable.

*Source*: AIHW (unpublished); table 17A.13; 2014 Report, table 17.3, p. 17.23.

*Effectiveness — quality*

*Dwelling condition*

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 17.6).

|  |
| --- |
| Box 17.6 Dwelling condition |
| ‘Dwelling condition’ is defined as the proportion of households living in dwellings of an acceptable standard for public housing, SOMIH and community housing. A dwelling is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.  A high proportion for this indicator suggests higher or increasing housing quality.  ‘Dwelling condition’ is defined as the proportion of dwellings in need of either major repair or replacement for ICH.  A low proportion for dwelling condition suggests higher or increasing housing quality.  Data for this indicator are reported for public housing, SOMIH, community housing and ICH. Data reported are:   * for public housing, SOMIH and community housing, comparable (subject to caveats) across jurisdictions for the current reporting period * complete for public housing, SOMIH and Indigenous community housing for the most current reporting period (subject to caveats). All required 2012 (public housing and SOMIH) and 2006 (ICH) data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Nationally in 2012, the NSHS found that for SOMIH, 61.4 per cent of all households had four working facilities and not more than two major structural problems (figure 17.4).

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

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

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

|  |
| --- |
| **Figure 17.4 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.17 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 17A.16; 2014 Report, figure 17.4, p. 16.25.

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

*Efficiency*

*Net recurrent cost per dwelling*

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.7).

|  |
| --- |
| Box 17.7 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. It may also reflect fewer tenant support programs.  Cost per dwelling measures do not provide any information on the quality of service provided (for example, the standard of dwellings).  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH, community housing and ICH * complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2012–13 (public housing and SOMIH) and 2011–12 (community housing) data are available for all jurisdictions providing the service * incomplete for Indigenous community housing for the current reporting period. All required data were not available for the following jurisdictions providing the service: * South Australia, Tasmania and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

The cost incurred by jurisdictions in providing social housing includes:

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

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 2014 Report, table 17A.64.

Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions. (Chapter 2 in the 2014 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 $11 673 in 2012–13 (figure 17.5).   
Table 17A.21 contains data for the years 2003–04 to 2012–13. Capital cost data for SOMIH are not available for this Report.

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

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

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.

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

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

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

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading.   
Table 17A.23 provides further information. b Time series financial data are adjusted to 2011-12 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2011-12 = 100)   
(table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See 2014 Report, Chapter 2 (section 2.5) for details. c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). d  Includes data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

*Source*: AIHW *Housing Assistance in Australia* (Cat No. HOU 271); AIHW (various years) *Indigenous Community Housing*; table 17A.23; 2014 Report, table 17.4, p. 17.31.

##### Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 17.8).

|  |
| --- |
| Box 17.8 Occupancy rate |
| ‘Occupancy rate’ is defined as the proportion of dwellings occupied at 30 June. The term ‘occupied’ refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority (for public housing and SOMIH) or community housing organisation (for community housing and Indigenous community housing).  A high or increasing proportion suggests greater efficiency of housing utilisation.  Occupancy is influenced by both turnover and housing supply and demand.  Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH, community housing and ICH * complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for Indigenous community housing for the current reporting period. All required data were not available for the following jurisdictions providing the service: * ACT and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Nationally at 30 June 2013, the proportion of total rental stock occupied was 97.4 per cent for SOMIH (figure 17.5).

Figure 17.5 **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 17.5 Occupancy rates, at 30 June  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 17A.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 17A.25; 2014 Report, figure 17.9, p. 17.33.

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

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

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

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

*Source*: AIHW (2012) *Housing Assistance in Australia* (Cat No. HOU 271); AIHW (various years) *Indigenous Community Housing*; table 17A.27; 2014 Report, table 17.5, p. 17.34.

##### Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 17.9).

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

Nationally, vacant stock remained unallocated for an average of 29.5 days for SOMIH in 2012–13 (figure 17.6).

Figure 17.6 Average turnaround time — SOMIHa

|  |
| --- |
| **Figure 16.10 Average turnaround time  Legend  More details can be found within the text surrounding this image.**  **Figure 17.6 Average turnaround time  SOMIH  More details can be found within the text surrounding this image.** |

**a** There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); table 17A.29; 2014 Report, figure 17.10, p. 16.35.

##### Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.10).

|  |
| --- |
| Box 17.10 **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 are:   * comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions) * are not comparable across public housing, SOMIH, community housing and ICH * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing and ICH for the current reporting period. All required data were not available for the following jurisdictions providing the service: * Northern Territory (community housing) and Tasmania and ACT (ICH).   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

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

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | NSW | Vic | Qld | WA | SA | Tas | ACT | NT | Aus Govb | Aust |
| SOMIHc | | |  |  |  |  |  |  |  |  |
| 2008-09 | 99.8 | 97.2 | 97.2 | 103.6 | 99.7 | 99.0 | .. | .. | .. | 99.7 |
| 2009-10 | 101.5 | .. | 101.5 | 104.5 | 100.7 | 101.7 | .. | .. | .. | 99.7 |
| 2010-11 | 104.0 | .. | 99.3 | .. | 99.9 | 99.0 | .. | .. | .. | 101.7 |
| 2011-12 | 100.0 | .. | 100.6 | .. | 100.7 | 98.6 | .. | .. | .. | 100.5 |
| 2012-13 | 101.0 | .. | 99.8 | .. | 101.5 | 98.4 | .. | .. | .. | 99.6 |
| Indigenous community housing | | | |  |  |  |  |  |  |  |
| 2007-08 | 89.8 | 95.4 | 90.8 | 101.1 | 63.5 | .. | 100.4 | 114.4 | 93.2 | 97.6 |
| 2008-09 | 90.4 | 94.1 | 115.8 | 64.2 | 60.3 | .. | 100.0 | 115.6 | 97.9 | 96.3 |
| 2009-10 | 90.3 | 92.3 | 83.5 | 84.7 | na | 97.0 | na | 93.6 | .. | 88.1 |
| 2010-11 | 100.7 | 100.1 | 93.0 | 88.7 | na | 98.2 | na | 71.2 | .. | 94.9 |
| 2011-12 | 98.6 | 101.6 | 94.6 | 78.8 | na | 100.5 | na | 81.3 | .. | 94.9 |

a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 16A.31 and 16A.33, 2014 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 271; AIHW (various years) *Indigenous Community Housing;* tables 16A.31 and 16A.33, 2014 Report,table 17.6, p. 17.38.

#### 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 2014 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 17.11).

|  |
| --- |
| Box 17.11 Amenity/location |
| ‘Amenity/location’ is defined as the proportion of tenants rating amenity/location aspects as important to their household and met their household needs.  A high or increasing level of satisfaction with amenity and location suggests that the provision of housing assistance satisfies household needs.  Data for this indicator are reported for public housing, SOMIH and community housing.  There are no data available for Indigenous community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable to data for 2010 and earlier years * are not comparable across public housing, SOMIH and community housing * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

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

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

Nationally in 2012, the NSHS found that for 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 (2014 Report, table 17A.36).

The precision of survey estimates depends on the survey sample size and further information, including 95 per cent confidence intervals, is presented table 17A.36.

##### Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 17.12).

|  |
| --- |
| Box 17.12 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.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years * are not comparable across public housing, SOMIH and community housing |
| (Continued on next page) |
|  |
|  |

|  |
| --- |
| Box 17.12 (Continued) |
| * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Queensland and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

##### Average weekly rental subsidy

Nationally, the average weekly subsidy per rebated household in SOMIH was $135 at 30 June 2013, decreasing from $136 at 30 June 2009 (in real terms) (figure 17.7). These subsidies varied across jurisdictions.

Figure 17.7 Average weekly subsidy per rebated household at 30 June (2012-13 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 17.7 Average weekly subsidy per rebated household at 30 June (2012–13 dollars)  SOMIH  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.40 provide further information. b Time series financial data are adjusted to 2012-13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012-13 = 100) (table 2A.53). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See   
2014 Report, Chapter 2 (section 2.5) for details. c There are no SOMIH data reported for Victoria (from 2009‑10) or WA (2010-11) as SOMIH was transferred to other housing programs.

*Source*: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271); tables 17A.40 and 2A.51; 2014 Report, figure 17.11, p. 16.41.

##### 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 17A.41.

At 30 June 2013, 93.9 per cent of all households in SOMIH were low income households, of which 0.5 per cent were spending more than 30 per cent of their gross income on rent (table 17.7).

Further information on the proportion of income paid in rent by low income households is provided in table 17A.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 17.7 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 | Austb |
| SOMIHc | | | | | | | | | |
| 2010 | 0.1 | .. | 0.1 | 2.0 | 2.2 | – | .. | .. | 0.8 |
| 2011 | 0.3 | .. | 0.2 | .. | – | – | .. | .. | 0.2 |
| 2012 | 0.5 | .. | 1.1 | .. | – | – | .. | .. | 0.7 |
| 2013 | 0.5 | .. | 0.8 | .. | – | – | .. | .. | 0.5 |

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

*Source*: AIHW (unpublished); AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 271);   
table 17A.42; 2017 Report. table 17.7, p. 17.44.

##### 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 17.13). The objectives of community housing providers in providing housing assistance may be different to those of governments.

|  |
| --- |
| Box 17.13 **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 are:   * comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years * are not comparable across public housing, SOMIH and community housing * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012–13 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Queensland and Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2013, 10.7per cent of SOMIH households were overcrowded (figure 17.8).

Information on underutilisation in SOMIH dwellings is reported in table 17A.54.

Figure 17.8 Overcrowded households — SOMIH, at 30 June (per cent)**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 17.8 Overcrowded households, at 30 June (per cent)  SOMIH  More details can be found within the text surrounding this image.** |

a Data may not be comparable across jurisdictions and comparisons could be misleading.   
Table 17A.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 271);   
table 16A.48; ; 2014 Report, figure 17.12, p. 16.47.

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

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

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

*Source*: AIHW (various years) *Housing Assistance in Australia* (Cat No. HOU 271); table 17A.50; 2014 Report, table 17.8, p. 17.48.

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

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

##### Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 17.14).

|  |
| --- |
| Box 17.14 **Customer satisfaction** |
| ‘Customer satisfaction’ is defined as the proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.  A high or increasing percentage for customer satisfaction can imply better housing assistance provision.  Data are reported for public housing, SOMIH and community housing. There were no data available for Indigenous community housing.  Data comparability and completeness vary for this indicator. Data reported are:   * comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable to data for 2010 and earlier * are not comparable across public housing, SOMIH and community housing * complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2012 data are available for all jurisdictions providing the service * incomplete for community housing. All required data were not available for the following jurisdictions providing the service: * Northern Territory.   Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2014. |
|  |
|  |

Data for this indicator are sourced from the NSHS. Data from the 2012 survey are reported for 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 17A.36).

Confidence intervals at 95 per cent 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.

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

### Definitions of key terms

|  |  |
| --- | --- |
| **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 standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:   * there should be no more than two people per bedroom * a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom) * couples and parents should have a separate bedroom * children less than five years of age, of different sexes, may reasonably share a bedroom * children five years of age or over, of the opposite sex, should not share a bedroom * children less than 18 years of age and of the same sex may reasonably share a bedroom; and * single household members aged 18 years or over should have a separate bedroom. |
| **Depreciation costs** | Depreciation calculated on a straight‑line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17). |
| **Disability** | The umbrella term for any or all of an impairment of body structure or function, a limitation in activities, or a restriction in participation. Disability is a multidimensional and complex concept, and is conceived as a dynamic interaction between health conditions and environmental and personal factors (WHO 2001). In social housing, a proxy for a household meeting the above definition of disability may be provided through receipt of the Disability Support Pension. |
| **Dwelling** | A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus, a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is a dwelling only if intended for human residence. A dwelling may include one or more rooms that is/are used as an office or workshop, provided the dwelling is in residential use. Dwelling types include:   * a separate house * a semi-detached, row or terrace house, townhouse, etc. * a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc. * an improvised home, tent, camper * a house or flat attached to a shop, office, etc. * a boarding/rooming house unit. |
| **Greatest need** | Applies to low-income households if, at the time of allocation, household members were subject to one or more of the following circumstances:   * they were homeless * their life or safety was at risk in their accommodation * their health condition was aggravated by their housing * their housing was inappropriate to their needs * they had very high rental housing costs.   A low-income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance. |
| **Household** | For the purpose of the public, community, SOMIH and ICH collections, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling. |
| **Indigenous household** | A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander. |
| **Low income household** | A household whose equivalised gross income falls in the bottom two-fifths (40 per cent) of the population. This measure does not necessarily indicate eligibility for government assistance targeted at low-income households, and assistance may also be provided to households that do not meet this definition. This definition differs from that used by the ABS; it uses different definitions of low income for different purposes. |
| **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** | A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard. |
| **Priority access to those in greatest need** | Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need. |
| **Principal tenant** | The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments. |
| **Rebated household** | A household that receives housing assistance and pays less than the market rent value for the dwelling. |
| **Rent charged** | The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received. |
| **Special needs household** | Households that have a member with disability, a main tenant aged under 25 or 75 and over, or households defined as Indigenous households. Indigenous households in SOMIH are not considered special needs households, as SOMIH is an Indigenous-targeted program. For SOMIH, special needs households are those that have either a household member with disability or a principal tenant aged  24 years or under, or 50 years or over. |
| **Turnaround time** | The average time taken in days for vacant dwellings, which are available for letting, to be occupied. |
| **Underutilisation** | A situation where a dwelling contains one or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard. |

### 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 ‘17A’ prefix (for example, table 17A.1 is table 1 in the Housing attachment). Attachment tables are on the Review website (www.pc.gov.au/gsp).

|  |  |
| --- | --- |
| **Table 17A.1** | State and Territory Government nominal expenditure on social housing |
| **Table 17A.2** | State and Territory Government real expenditure on social housing (2012-13 dollars) |
| **Table 17A.3** | Descriptive data ― number of social housing dwellings, at 30 June |
| **Table 17A.4** | Descriptive data ― number of households in social housing, at 30 June |
| **Table 17A.5** | Descriptive data ― public housing |
| **Table 17A.6** | Descriptive data ― State owned and managed Indigenous housing |
| **Table 17A.7** | Descriptive data ― community housing |
| **Table 17A.8** | Descriptive data ― Indigenous community housing |
| **Table 17A.10** | Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) |
| **Table 17A.13** | Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) |
| **Table 17A.15** | Dwelling condition — Public housing (per cent) |
| **Table 17A.16** | Dwelling condition — SOMIH (per cent) |
| **Table 17A.17** | Dwelling condition — Community housing (per cent) |
| **Table 17A.18** | Dwelling condition — Indigenous community housing (per cent) |
| **Table 17A.21** | Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH ($ per dwelling) |
| **Table 17A.23** | Net recurrent cost per dwelling — Indigenous community housing (2011-12 dollars) |
| **Table 17A.25** | SOMIH occupancy rates as at 30 June (per cent) |
| **Table 17A.27** | Indigenous community housing occupancy rates (per cent) |
| **Table 17A.29** | Average turnaround times for vacant stock — SOMIH (days) |
| **Table 17A.31** | SOMIH rent collection rate (per cent) |
| **Table 17A.33** | Indigenous community housing rent collection rate (per cent) |
| **Table 17A.36** | Amenity, location and customer satisfaction with SOMIH, 2012 (per cent) |
| **Table 17A.40** | Average weekly subsidy per rebated household, at 30 June — SOMIH ($ per week) |
| **Table 17A.41** | Low income households in social housing, at 30 June |
| **Table 17A.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 17A.45** | Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) |
| **Table 17A.48** | Proportion of overcrowded households at 30 June — SOMIH  (per cent) |
| **Table 17A.50** | Proportion of overcrowded households in Indigenous community housing (per cent) |
| **Table 17A.51** | Proportion of Indigenous households in public housing living in overcrowded conditions, by remoteness (per cent) |
| **Table 17A.52** | Proportion of Indigenous households in SOMIH living in overcrowded conditions, by remoteness (per cent) |
| **Table 17A.53** | Proportion of Indigenous households in Indigenous community housing living in overcrowded conditions, for which overcrowding conditions are known (per cent) |
| **Table 17A.54** | Underutilisation in social housing at 30 June (per cent) |
| **Contextual information** | |
| **Table 17A.61** | SOMIH housing policy context, 2013 |

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