
16 Housing

Government plays a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. The Australian, State and Territory governments share responsibility for housing assistance. Direct assistance includes public and community housing, home purchase and home ownership assistance, Indigenous housing, State and Territory rental assistance (such as State and Territory provided bond loans, guarantees and assistance with rent payments and advance rent payments, relocation expenses and other one-off grants) and Commonwealth Rent Assistance (CRA).

This chapter focuses on the performance of governments in providing public, Indigenous and community housing under the Commonwealth State Housing Agreement (CSHA) (box 16.1) and CRA. Close links exist between public and community housing services and other government programs and support services discussed elsewhere in the Report, such as:

- the Supported Accommodation Assistance Program (SAAP), which provides accommodation and other services for homeless people or those at imminent risk of becoming homeless (chapter 15)
- services delivered by the Australian, State and Territory governments and community organisations to promote independent living, including disability services (see chapter 13), mental health services (see chapter 11) and aged care services, such as, the Home and Community Care Program (see chapter 12).

A profile of housing and housing assistance is presented in section 16.1 to provide the context for assessing the performance indicators presented later in the chapter. All jurisdictions have agreed to develop and report comparable indicators, and a framework of performance indicators is outlined in section 16.2. The data are discussed in section 16.3, and future directions for performance reporting are discussed in 16.4. The chapter concludes with jurisdictions' comments in section 16.5 and definitions in section 16.6.

Box 16.1 **Commonwealth State Housing Agreement**

The CSHA is an agreement made between the Australian, State and Territory governments under the *Housing Assistance Act 1996* (Cwlth) to provide strategic direction and funding certainty for the provision of housing assistance. The aim of this agreement is to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need.

The 2003 CSHA came into effect on 1 July 2003 and will run until 30 June 2008, and includes bilateral agreements between the Australian Government and each State and Territory government and an overarching multilateral agreement. There are generally separate bilateral agreements for mainstream and Indigenous housing in each jurisdiction. Bilateral agreements are intended to provide greater flexibility for states and territories to respond to their particular housing needs.

A national ten year strategy to improve Indigenous housing, *Building a Better Future*, was agreed in 2001 by Australian, State and Territory ministers. The State Indigenous Bilateral Agreements are the primary vehicle for implementation of the national *Building a Better Future* strategy. The desired strategy outcomes are better housing and housing services, more housing, improved partnerships, greater effectiveness and efficiency, and improved performance linked to accountability and coordination of services.

Funding arrangements

The majority of funding under the 2003 CSHA is provided by the Australian Government taking the form of general assistance funding (public housing, home purchase assistance and private rental assistance) and specified funding for identified programs: the Aboriginal Rental Housing Program (ARHP), the Crisis Accommodation Program and the Community Housing Program. The majority of CSHA funding is distributed to State and Territory governments on a modified per person basis, with the State and Territory governments contributing additional funding from their own resources to partly 'match' Australian Government funding allocations.

Roles and responsibilities

Under the CSHA, the Australian Government has responsibility for:

- ensuring the outcomes pursued through the agreement are consistent with broader national objectives, particularly in relation to support for individuals and communities
- advising State and Territory governments of Australian Government objectives to be achieved under the agreement
- reporting to the Commonwealth Parliament on performance against agreed outcomes and targets of housing assistance provided under the agreement.

State and Territory governments have responsibility for:

- developing housing assistance strategies that are consistent with Australian, State and Territory government objectives and that best meet the circumstances of the State or Territory
- implementing and managing services and programs to deliver agreed outcomes
- reporting on a basis that enables performance assessment by the Australian, State or Territory governments, based on agreed performance indicators.

Source: CSHA (2003).

Public, community and State owned and managed Indigenous housing information has been obtained from the State and Territory governments, except where otherwise indicated. The Australian Institute of Health and Welfare (AIHW) collects and collates these data and produces annual data collection manuals and reports. The data manuals and data reports are available from the AIHW web site at www.aihw.gov.au (AIHW 2004d, 2004e and 2004f). This year, most data items for public rental housing and for State owned and managed Indigenous housing were compiled from unit record data under the National Housing Data Repository at the AIHW. CRA data were obtained from the Department of Family and Community Services (DFaCS).

Housing assistance not covered

The chapter does not cover a number of government funded and provided housing services, including:

- the Crisis Accommodation Program, including the Victorian Transitional Housing Management Program under the CSHA, which provides capital funding for accommodation for homeless people
- home purchase assistance and private rental assistance provided under the CSHA
- non-CSHA programs, including those provided by the Department of Veterans' Affairs (DVA) and Aboriginal and Torres Strait Islander Services/Aboriginal and Torres Strait Islander Commission (ATSIS/ATSIC)
- CRA paid by the DVA or the Department of Education, Science and Training (DEST)
- the First Home Owners Grant, provided by the Australian Government and delivered through State and Territory governments
- some Indigenous housing and infrastructure assistance provided by ATSIS/ATSIC, State and Territory governments, land councils and Indigenous community organisations
- non-Indigenous community housing not funded under the CSHA.

Supporting tables

Supporting tables for chapter 16 are provided on the CD-ROM enclosed with the Report. The files are provided in Microsoft Excel format as `\Publications\Reports\2005\Attach16A.xls` and in Adobe PDF format as `\Publications\Reports\2005\Attach16A.pdf`.

Supporting tables are identified in references throughout this chapter by an 'A' suffix (for example, table 16A.3 is table 3 in the electronic files). These files also can be found on the Review web page (www.pc.gov.au/gsp). Users without Internet access can contact the Secretariat to obtain these tables (see details on the inside front cover of the Report).

16.1 Profile of housing and housing assistance

Service overview

The Australian Bureau of Statistics (ABS) 2001 Census of Population and Housing identified just under 7.1 million households in Australia, where 'household' is classified as a person living alone or as a group of related or unrelated people who usually reside and eat together. Of these households, 66.2 per cent owned or were purchasing their own home, 21.8 per cent rented in the private sector, 4.5 per cent were in public rental accommodation, and 2.8 per cent resided in other tenure types (table 16A.67). Due to non-response, Census data are likely to underestimate the number of tenants in public housing.¹ Approximately 0.4 per cent of Australian households live in community housing.²

The composition of Australian households is changing. There is 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 2001, while the proportion of single person households increased from 18.1 per cent to 22.9 per cent over this period (ABS 2002a).

The average Indigenous household is larger than the average non-Indigenous household. In 2001, the average non-Indigenous Australian household size was 2.6 people, whereas the average household with at least one Indigenous person was 3.5 people (ABS and AIHW 2003).

Why government provides housing assistance

Australia's private housing stock houses the majority of the population. Most Australian households can access accommodation either through owner occupation

¹ Public housing tenants appear to be undercounted in the 2001 Census (and in previous censuses).

² This estimate is based on data received from jurisdictions regarding the number of community housing dwellings in each jurisdiction, combined with data from the ABS 2001 Census on the total number of dwellings in each jurisdiction.

or by renting from a private landlord. Many households, however, face problems in acquiring or accessing suitable private accommodation for reasons of cost, discrimination, availability and/or adequacy. The price of rental dwellings can be prohibitive for people on lower incomes. Further, stock may not be available in the private rental market for households with special accommodation needs. Housing assistance from the Australian, State and Territory governments can help these households.

Roles and responsibilities

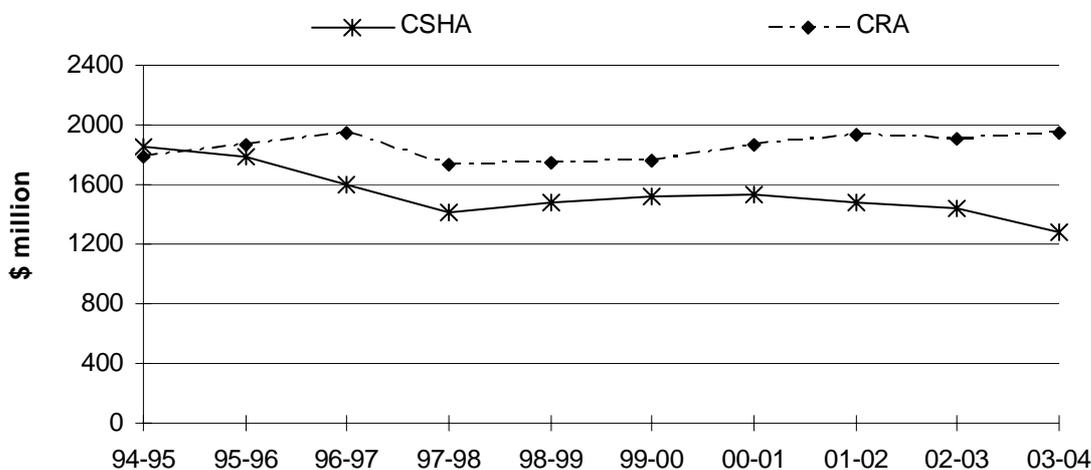
Each level of government has different roles and responsibilities in housing and housing assistance:

- The Australian Government provides CRA and shares responsibility with State and Territory governments for housing assistance provided under the CSHA (box 16.1). The Australian Government also influences the housing market through other direct and indirect means, including taxation and home purchase assistance.
- State and Territory governments provide housing assistance under the CSHA, such as assistance for the homeless, public housing, community housing, Indigenous rental housing, private rental assistance and home purchase assistance. Some also contribute to the delivery of housing assistance through mechanisms such as home lending programs and joint ventures with the private sector. State and Territory governments are also responsible for land taxes, stamp duties and residential tenancy legislation.
- Local governments implement planning regulations and are sometimes involved in providing community housing.

Funding

The Australian, State and Territory governments provided just under \$1.3 billion (contributing 72.4 per cent and 27.6 per cent respectively) for housing programs under the CSHA in 2003-04. Public and community housing accounted for the majority of CSHA funding in 2003-04. The Australian Government also provided over \$1.9 billion for CRA in 2003-04. Real expenditure on CSHA assistance declined by approximately 30.9 per cent between 1994-95 and 2003-04 (figure 16.1). Real expenditure on CRA increased by 9.2 per cent over the same period (table 16A.74).

Figure 16.1 Real government expenditure on CSHA assistance and CRA (2003-04 dollars)^{a, b, c}



^a Care needs to be taken in interpreting data because CRA is a demand driven recurrent expenditure program, whereas CSHA expenditure includes a component for capital investment that has resulted in around \$54 billion of public housing assets that are continually used for housing assistance. ^b CSHA data are not comparable to data published before the 2001 Report. The data for 1994-95 and 1995-96 have been adjusted to enable comparability (see the 2002 Report for explanation). Australian Government CSHA expenditure differed from Australian Government budgetary allocations for the three years from 1996-97 to 1998-99 because some states and territories chose CSHA funds as the source to offset their State fiscal contributions to the Australian Government's debt reduction program, which was agreed at the 1996 Premiers' Conference. ^c CSHA expenditure in the three years from 2000-01 to 2002-03 contained \$89.7 million of goods and services tax — GST compensation paid to State and Territory governments. No GST compensation is included in 2003-04 expenditure.

Source: CSHA (1999); DFACS (1999, 2000b); DFACS (various years), Housing Assistance Act Annual Report; DFACS (unpublished); table 16A.74.

Public housing is the largest form of assistance provided under the CSHA. Given the capital intensive nature of public housing, assistance additional to annual funding is provided through the use of \$54 billion of housing stock owned by housing authorities in 2002-03 (calculated from 2002-03 State and Territory financial statements). Reduced funding in any given year may not necessarily result in a decline in the level of housing stock provided for that year, although it may affect levels of maintenance and the ability to reconfigure stock, and may result in fewer dwelling constructions or acquisitions.

Nationally, total government recurrent expenditure on public housing per person in the population was approximately \$81 in 2003-04. Across jurisdictions, it ranged from \$283 in the NT to \$46 in Victoria in 2003-04. Including annualised capital costs, total government expenditure on public housing per person ranged from \$1004 in the ACT to \$234 in Victoria. Average total government expenditure on public housing per person nationally was \$331.

It is important to note the differences in housing assistance operations across jurisdictions when discussing expenditure per person on public housing. It is also important to note that the per person data could have been influenced by historic arrangements (such as previous years' investment) that might have influenced the overall size of the public housing sector relative to the size of the population. Recurrent expenditure per dwelling can be used to overcome this data issue. Recurrent expenditure per dwelling in 2003-04 ranged from \$9992 in the NT to \$3465 in Victoria. Including capital costs, the recurrent expenditure per dwelling ranged from \$29 090 in the ACT to \$12 031 in SA. Table 16.1 also includes CRA per income unit to indicate the overall level of government assistance. CRA per income unit varied from to \$2116 in Queensland to \$1964 in the NT (table 16.1).

Table 16.1 Government housing assistance, 2003-04 (\$ million)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Government expenditure on public housing ^a									
<i>Per person</i>									
Recurrent	89	46	56	75	139	146	265	283	81
Recurrent including capital costs ^b	437	234	234	244	368	301	1004	594	331
<i>Per dwelling</i>									
Recurrent	4 784	3 465	4 365	4 646	4 560	5 970	7 667	9 992	4 652
Recurrent including capital costs ^b	23 402	17 717	18 105	15 112	12 031	12 314	29 090	20 959	19 056
CRA expenditure ^c									
Per income unit	2 107	2 058	2 116	2 060	2 021	1 974	2 000	1 964	2 083

^a Expenditure for community and State owned and managed Indigenous housing is not included. Payroll tax is excluded. ^b These numbers are not comparable to those in the 2002 Report because interest payments from capital costs were excluded to avoid double counting. It was not possible to avoid this double counting in previous reports. ^c Actual expenditure on CRA is monitored only at a national level. Estimated expenditure at the State and Territory level has been derived by apportioning actual expenditure between states and territories based on the distribution of regular payments.

Source: AIHW (2004c); DFACS (unpublished); State and Territory governments (unpublished); table 16A.81.

Size and scope

Housing assistance is provided in various forms, and models for delivering assistance can vary within and across jurisdictions. The main forms of assistance are outlined in box 16.2. This chapter focuses on four forms of assistance: public housing, community housing, State owned and managed Indigenous housing, and CRA.

Box 16.2 Forms of housing assistance

There are several main forms of CSHA housing assistance.

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation. The CSHA is the main source of grant funding for public housing, data with internally generated rental revenues and the proceeds of asset sales.
- *Community housing*: rental housing provided for low to moderate income or special needs households, managed by community-based organisations that are at least partly subsidised by government. Community housing models vary across jurisdictions.
- *Indigenous housing*: State owned housing targeted at Indigenous households (referred to as 'State owned and managed Indigenous housing' in this report) and houses owned or leased and managed by Indigenous community housing organisations and community councils in major cities, regional and remote areas
- *Crisis accommodation*: accommodation services to help people who are homeless or in crisis. Services are generally provided by non-government organisations and many are linked to support services funded through SAAP. Sources of government funding include the Crisis Accommodation Program of the CSHA, which provides funding for accommodation, and SAAP funding for live-in staff, counselling and other support services.
- *Home purchase assistance*: assistance provided by State and Territory governments to low to moderate income households to help with first home purchases or mortgage repayments
- *Private rental assistance*: assistance funded by State and Territory governments to low income households experiencing difficulty in securing or maintaining private rental accommodation. This assistance may include ongoing or one-off payments to help households meet rent payments, one-off payments for relocation costs, guarantees or loans to cover the cost of bonds, and housing assistance advice and information services. Assistance may be provided by community-based organisations funded by government.
- The chapter also reports on CRA, which is a non-taxable income support supplement paid by the Australian Government to income support recipients or people who receive more than the base rate of the Family Tax Benefit Part A and who rent in the private rental market.

Source: CSHA (2003); DFaCS (2003).

Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. The CSHA is the main source of funding for

public housing. A total of 336 238 public housing dwellings were occupied at 30 June 2004. Public housing is available to people on low incomes and those with special needs. Although people with a disability represented 20 per cent of the total population in 2003, 40.8 per cent of public housing allocations during 2001-02 were to people with a disability (ABS 2004; AIHW 2003h).³

Public housing rents are generally set at market levels, and rebates are granted to low income tenants (so they generally pay no more than 25 per cent of their assessable income in rent), to provide affordable housing. Public housing allocations are constrained by the amount of housing stock available and are income tested. The proportion of total households residing in public housing in 2001 ranged from 8.6 per cent in the ACT to 3.2 per cent in Victoria (table 16A.70). Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.75.

Community housing

Community housing is generally managed by not-for-profit organisations or local governments, which perform asset and tenancy management functions. A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in planning and managing appropriate and affordable transitional and long term rental accommodation. Community housing is also intended to provide a choice of housing location, physical type and management arrangements. Some forms of community housing also allow tenants to participate in the management of their housing.

The community housing programs aim to achieve links between housing and services that are best managed at the community level, including services for people with a disability, and home and community care. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 16.3).

³ Disability is defined as any restriction or lack of ability (resulting from an impairment) to perform an action in the manner or within the range considered normal for a human being.

Box 16.3 **Models of community housing**

Community housing models vary across jurisdictions in terms of their scale, organisational structure and financing arrangements, and the extent to which the community or government has management responsibility and ownership of the housing stock. Table 16A.71 lists the relevant community housing programs in each jurisdiction.

Some community housing models are:

- *regional or local housing associations*, whereby the associations provide property and tenancy management services, and community groups provide support services to tenants
- *joint ventures and housing partnerships*, whereby a range of church, welfare, local government agencies and other organisations provide resources in cooperation with State and Territory government organisations
- *housing cooperatives*, which are responsible for tenant management and maintenance, while government, a central finance company or an individual cooperative owns the housing stock
- *community management and ownership*, whereby not-for-profit or community housing associations both own and manage housing
- *local government housing associations*, which provide low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and may directly manage the housing stock
- *equity share rental housing*, whereby housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management).

Source: State and Territory governments (unpublished).

Funding for community housing is typically either fully or partly provided by governments to not-for-profit organisations or local governments. Australian Government funding for community housing amounted to 6.9 per cent (\$64.0 million) of total CSHA funding provided by the Australian Government in 2003-04 (DFaCS unpublished). There were 26 753 CSHA community housing dwellings in Australia at June 2004,⁴ or 7.2 per cent of the total public and community housing stock supported under the CSHA (table 16.6).

⁴ Data are based on survey results except for the NT. Results, therefore, are affected by survey non-response.

Indigenous housing

Government funded Indigenous housing includes both State managed and community managed housing. The State managed component is generally funded by the ARHP and may be supplemented by untied CSHA funds and State matching funds. Community managed Indigenous housing may be financed from ARHP funds, supplementary State funds, untied CSHA funds, ATSYS/ATSIC funds and funds from other sources.

State owned and managed Indigenous housing

State owned and managed Indigenous housing dwellings are defined as those rental housing dwellings owned and managed by government and allocated to only Indigenous Australians (AIHW 2004d).⁵ They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. There were 12 725 dwellings identified in the 2003-04 State owned and managed Indigenous housing collection (table 16A.27).

State owned and managed Indigenous housing is only one of a number of programs designed to provide housing assistance to Indigenous people. Indigenous Australians are eligible for assistance under Indigenous community managed housing (where community agencies carry out tenancy management functions), the mainstream public and community housing programs, CRA and other government housing programs (both Indigenous specific and mainstream). At 30 June 2004 there were 27 CSHA funded community housing providers that nominated Indigenous people as their primary target group.

The ACT and the NT are not included in the State owned and managed Indigenous housing data collection. The ACT does not receive funding for, or administer, any Territory owned and managed Indigenous housing programs; in the NT, ARHP funding is directed to community managed Indigenous housing. All Indigenous housing programs in the NT are community managed and administered, and specific management issues (such as eligibility and waiting lists) are the responsibility of Indigenous housing organisations that manage permanent dwellings for people in discrete Indigenous communities. The approaches of these organisations may differ significantly, depending on the size of the organisations, the socioeconomic circumstances of particular communities, and cultural considerations. The Indigenous Housing Authority of the NT allocates funds to the seven ATSYS/ATSIC regional councils in the NT, which in turn allocate funds to

⁵ The territories are not included in the data collection for this program, so are not included in the section heading.

those communities most in need. The NT government cannot differentiate between the various funding sources, given its commitment under the CSHA Indigenous Agreement to 'pool' all funds earmarked for Indigenous housing and associated infrastructure in the NT.

In NSW, a separate statutory organisation — the Aboriginal Housing Office — is responsible for planning, administering and expanding policies, programs and the asset base for Aboriginal housing in that State. Funding for the office comes from the CSHA, ATSI/ATSIC and the State Government (in addition to its CSHA commitments).

Some other jurisdictions are increasingly pooling funding but currently report State owned and managed Indigenous housing data separately. Queensland administers a separate Aboriginal and Torres Strait Islander Housing Program, which includes ARHP funds, untied CSHA funds and State funds, and does not report separately against the ARHP component of the program funds (which forms more than one third of total expenditure).

Indigenous community housing

In August 2003 the Housing Ministers Advisory Committee (HMAC) endorsed the National Reporting Framework as the performance indicator framework that would be used to report against both Indigenous community housing and State owned and managed Indigenous housing. The framework includes the State owned and managed Indigenous housing indicators used in this Report.

A national report against a subset of the National Reporting Framework was produced in 2002-03. It was based on data from the 2001 Census, the 2001 ATSI/ABS Community Housing and Infrastructure Needs Survey (CHINS), CSHA administrative data and additional information provided by states and territories. The 2003-04 report (in preparation) provides national data on a larger number of National Reporting Framework indicators, with less reliance on the Census and CHINS. Consideration is being given to reporting on the National Reporting Framework for Indigenous community housing in future editions of the Report on Government Services.

The data from the ATSI/ABS CHINS (ABS 2002b) are reported again. The CHINS data provide a snapshot of the sector, covering housing managed by Indigenous community housing organisations, including discrete community councils. Readers should not compare CHINS data and State owned and managed Indigenous housing data. The former is a survey of communities, while the latter are based on household level administrative data. The data from CHINS were collected

between March and June 2001, to provide information on all discrete Indigenous communities and Indigenous organisations that provide housing to Indigenous people in urban, rural and remote locations in most states and territories. The response rate was 98.1 per cent for discrete Indigenous communities and 98.6 per cent for Indigenous housing organisations. Trained ABS officers collected information via personal interviews with key community and Indigenous housing organisation representatives. Some results from CHINS are reported in attachment tables 16A.38–16A.41.

Commonwealth Rent Assistance

Commonwealth Rent Assistance (CRA) is a non-taxable supplementary payment to help with the cost of private rental housing. It is available to recipients of income support payments, including those who receive more than the base rate of the Family Tax Benefit Part A and who pay private rent above minimum thresholds. Private rent includes rent paid under both formal tenancy agreements and informal arrangements, such as board and lodgings paid to a family member. It also includes mooring and site fees (for boats and caravans) and payments for retirement village services. Community housing tenants may also be eligible for CRA.

Commonwealth Rent Assistance is paid at 75 cents for every dollar above the threshold until a maximum rate is reached. The maximum rates and thresholds vary according to a client's family situation and number of children (table 16.2). For single people without dependent children, the maximum rate may also vary according to whether accommodation is shared with others. Rent thresholds and maximum rates are indexed twice per year (March and September) to reflect changes in the consumer price index.

Because CRA is a national payment, the DFaCS seeks to ensure CRA clients who have the same household characteristics and who pay the same amount of rent receive the same amount of assistance wherever they live. There were 949 698 income units (where an income unit is defined as either a single person or a couple with or without dependents)⁶ receiving CRA at 11 June 2004 (table 16.22). The maximum rate of assistance was received by 62.4 per cent of CRA recipients at 6 March 2004 (table 16A.59). This outcome and the national payment objective of CRA resulted in little variation in the average level of assistance across locations at 6 March 2004 (table 16A.58), even though rents varied considerably by location. At

⁶ Dependents are defined as young persons for whom the person or partner receives the Family Tax Benefit. The benefit is not payable for children receiving Youth Allowance or any other income security payment. Children aged over 16 years for whom the Family Tax Benefit is not payable are regarded as separate income units.

6 March 2004, the average payment across Australia was \$77 per fortnight (approximately \$2014 per year). On a capital city/rest of State or Territory basis, Sydney had the highest average CRA payment (\$80 per fortnight). Excluding other Australian territories, non-capital city SA had the lowest average CRA payment (\$73 per fortnight) (table 16A.58).

Table 16.2 Eligibility and payment scales for CRA, 2004 (\$ per fortnight)^{a, b}

<i>Income unit type^c</i>	<i>Minimum rent to be eligible for CRA</i>	<i>Minimum rent to be eligible for maximum CRA</i>	<i>Maximum CRA</i>	<i>Average CRA paid</i>
Single, no dependent children ^d	84.80	212.00	95.40	76.14
Single, no children, sharer	84.80	169.60	63.60	55.20
Couple, no dependent children	138.20	258.47	90.20	73.86
Single, one or two dependent children	111.72	261.24	112.14	86.43
Single, three or more dependent children	111.72	280.65	126.70	100.23
Partnered, one or two dependent children	165.34	314.86	112.14	84.72
Partnered, three or more dependent children	165.34	334.27	126.70	94.86
Partnered, illness separated, no dependent children	84.80	212.00	95.40	95.24
Partnered, temporarily separated, no dependent children	84.80	205.07	90.20	93.32

^a At 11 June. Average fortnightly CRA is for 6 March 2004. ^b Income units are analogous to family units except that non-dependent children and other adults are treated as separate income units (see section 16.6 for more detail). Rates of assistance depend on the number of dependent children aged under 16 years for whom the Family Tax Benefit is paid at more than the basic rate. ^c A child is regarded as dependent on an adult only if the adult receives the Family Tax Benefit for the care of the child. ^d The maximum rate of assistance is lower for some single persons without dependent children who share accommodation. (For a definition of 'sharer' see section 16.6.)

Source: DFACS (unpublished); table 16A.42.

Diversity of State and Territory housing assistance operations

State and Territory governments have similar broad objectives for providing housing assistance. Individual jurisdictions, however, emphasise different objectives depending on their historical precedents and ways of interacting with community sector providers. Jurisdictions also face differing private housing markets. These differences lead to a variety of policy responses and associated

assistance products. It is important to be aware of all the housing assistance operations in each State and Territory when analysing performance information.

Appendix A contains information on each State and Territory that may help in interpreting the performance indicators presented in this chapter. State and Territory governments have provided the following additional information on the key operating parameters characterising housing assistance provision in their jurisdictions.

Public housing

Eligibility criteria for access to public housing, such as income and asset definitions and limits, vary across jurisdictions. In most cases, jurisdictions require that applicants must be Australian citizens or permanent residents and must not own or part own residential property. All jurisdictions require eligible applicants to be resident in the respective State or Territory. All State and Territory governments prioritise access to public housing by segmenting their waiting lists in some way. Segments are defined differently across jurisdictions, but generally reflect urgent need/homelessness and an inability to access appropriate private market accommodation. Most jurisdictions provide security of tenure after an initial probationary period. Most jurisdictions also have periodic reviews of eligibility to ensure that tenants are meeting the other terms of their tenancy agreement. Rebated rents in all jurisdictions are based on the majority of households paying no more than 25 per cent of their assessable income in rent (the rent-to-income ratio). Definitions of assessable income vary across jurisdictions (table 16.3).

Table 16.3 Public housing policy context, 2004^a

Eligibility	NSW ^b	Vic ^c	Q/d ^d	WA ^e	SA ^f	Tas ^g	ACT	N ^h
Income limit per week (\$) ⁱ	395	339	582	390	585	336	483	529
'Other' asset limits (\$) ⁱ	None	30 000	None	36 400 cash	257 500	34 473	40 000 liquid assets	38 100
Minimum age	18	15	18	18	None	16	16	None
Waiting listⁱ								
Segmented by:	Wait turn and priority (five segments)	Priority (four segments)	Priority (two segments)	Priority (three segments)	Need (four segments)	Need (four segments)	Priority (four segments)	Priority (two segments)
Tenure								
Probationary period	1 year then 3 years then 3 years	None	None	None	6 months	3–6 months	None	3–6 months
Fixed term	3 or 6 months	5 years	6 months	3 months	None	1–3 years	None	3–6 months then 5 year
Ongoing	Ongoing after probation	Lifetime after age 65	Yes	Ongoing	Ongoing after probation	In some cases, particularly older persons	Lifetime tenure	None
Tenancy review	Reviewed at end of each term	commence in 2008	None	Annual	None	Fixed term leases reviewed at end of each term	None	Prior to each new lease

(Continued on next page)

Table 16.3 Continued

	NSW ^b	Vic ^c	Qld ^d	WA ^e	SA ^f	Tas ^g	ACT	NT ^h
Rebated rent setting								
Rent-to-income ratio	25	25	25	23 or 25	25	23–25	25	18 or 23

a At 30 June. **b** Interest accrued from cash assets is assessed as income. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Since November 2002, NSW has introduced renewable tenancies to all public housing tenants. A fixed term may be offered to clients who have an urgent, short term need for housing but do not meet housing eligibility criteria. Fixed term tenancies are also offered to unsatisfactory former tenants and less than satisfactory former tenants, to establish their current ability to sustain a successful tenancy. For rebated rents, varied concessional rates are applicable to certain sources of income. **c** For households that require major disability modifications, the asset limit is \$60 000. **d** While no formal eligibility review exists, it is an ongoing requirement for clients to meet property ownership limitations. **e** Income limit for those in north west remote areas is \$550 per week. Those aged over 60 years are subject to a cash asset limit of \$80 000. A rent-to-income ratio of 23 per cent can apply for groups such as seniors, people with disabilities and people living in remote locations. **f** The same definition as the Centrelink asset test threshold at 30 June 2004 for a single person who does not own their own home is used. Most households pay a rent-to-income ratio of 25 per cent of assessable income in rent, except aged residents in cottage flat and bedsetter flat accommodation (for whom the ratio is 19 per cent and 17 per cent respectively) and households receiving less than the single Newstart Allowance (for whom the ratio is 19.5 per cent). **g** For people aged over 55 years, the asset limit is \$35 000. **h** While the NT does not have a minimum age, people must be over 16 years to enter into a tenancy agreement under the *Residential Tenancies Act*. The rent-to-income ratio is 18 per cent for aged pension recipients. **i** Limits are for a single person. **j** Two

Source: State and Territory governments (unpublished).

The proportion of public housing tenants in receipt of a rebated rent at 30 June is shown in table 16.4.

Table 16.4 Public housing — rebated rents, 2004 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Tenants in receipt of rebated rent	90.0	87.6	84.0	90.0	84.4	82.9	85.0	90.0	87.6

^a At 30 June.

Source: AIHW (2004c); table 16A.1.

The proportion of public housing located in regional and remote areas using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas) is shown in table 16.5.

Table 16.5 Public housing — regional and remote area concentrations, 2004 (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Major cities	80.4	71.8	61.7	69.9	76.9	..	99.9	..	71.3
Regional ^c	19.2	28.1	36.0	19.5	21.1	99.1	0.1	68.3	26.5
Remoted ^d	0.4	–	2.4	10.6	1.9	0.9	..	31.7	2.2

^a At 30 June. ^b Under ASGC remoteness areas. ^c Comprises inner and outer regional areas. ^d Comprises remote and very remote areas. – Nil or rounded to zero. .. Not applicable.

Source: AIHW (2004c); table 16A.1.

Community housing

Eligibility criteria for community housing are generally consistent with those for public housing in each jurisdiction. Most jurisdictions do not require community housing organisations to segment waiting lists. Community housing dwellings as a proportion of total public and community housing dwellings at June 2004 are shown in table 16.6.

Table 16.6 Community housing dwellings as a proportion of all public and community housing dwellings, 2004 (per cent)^{a, b, c}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
	7.1	5.3	9.6	10.1	7.9	3.3	3.5	1.7	7.2

^a At 30 June. ^b Based on survey data provided for all but the NT (which is based on administrative data), these results are affected by survey non-response. ^c Excluding Crisis Accommodation Program dwellings and the Victorian Transitional Housing Management program.

Source: AIHW (2004b; 2004e); table 16A.15.

For the data that are available, the proportions of community housing located in regional and remote areas using (ASGC remoteness areas) are shown in table 16.7.

Table 16.7 Community housing — regional and remote area concentrations, 2004 (per cent)^{a, b}

	<i>NSW^c</i>	<i>Vic^d</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Major cities	71.5	62.5	36.4	56.9	86.3	..	100.0	..	61.8
Regional ^e	28.1	37.0	52.2	28.7	12.6	99.3	–	61.9	32.8
Remote ^f	0.4	0.6	11.4	14.4	1.0	0.7	..	38.1	5.4

^a At 30 June. ^b Under the ASGC remoteness areas. ^c Postcode data are available to the Office for capital properties and a small number of leasehold properties (for example, Long Term Leasing Program and Surplus Government Leasehold Program). ^d In Victoria, the interpretation of the definition of a 'dwelling' varied for providers. Some larger agencies also advised that they were unable to provide tenancy units by postcode. For consistency and accuracy, properties have been counted by postcode from the internal administrative system, so the dwelling postcode count will not match the number of tenancy units because group housing program arrangements have multiple tenancies per property. ^e Comprises inner and outer regional areas. ^f Comprises remote and very remote areas. – Nil or rounded to zero. .. Not applicable.

Source: AIHW (2004b); table 16A.15.

State owned and managed Indigenous housing

Eligibility criteria for access to State owned and managed Indigenous housing are generally consistent with those for public housing once an applicant has been confirmed as Indigenous. Queensland is an exception, having no income or age eligibility limits on State owned and managed Indigenous housing. The management of waiting lists varies across jurisdictions — for example, a number of jurisdictions use the same list for both State owned and managed Indigenous housing and public housing. Terms of tenure are the same as those for public housing for a number of jurisdictions (table 16.8).

Table 16.8 State owned and managed Indigenous housing policy context, 2004^a

	NSW ^b	Vic ^c	Qld ^d	WA ^e	SA ^f	Tas ^g
Eligibility						
Income limit per week (\$) ^h	395	339	None	390	585	336
'Other' asset limits (\$) ^h	None	30 000	None	36 400 in cash	257 500	34 473
Minimum age	18	15	None	18	None	16
Waiting list						
Details	Combined with public housing	Combined with public housing	Wait turn	Combined with public housing	Need (Four segment)	Priority, similar to public housing
Tenure						
Probationary period	None	None	None	None	6 months	3–6 months
Fixed term	3 or 6 months	5 years	None	3 months	None	1–3 years
Ongoing	Yes	Lifetime after age 65	Yes	Ongoing	Ongoing after probation	Dependant on housing history
Tenancy review	Not regularly	To commence in 2008	None	Annual	None	Fixed term leases reviewed at end of each term

a At 30 June. **b** Interest accrued from cash assets is assessed as income. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Since November 2002, NSW has introduced renewable tenancies to all public housing tenancies. A fixed term may be offered to clients who have an urgent, short term need for housing but do not meet housing eligibility criteria. Fixed term tenancies are also offered to unsatisfactory former tenants and less than satisfactory former tenants to establish their current ability to sustain a successful tenancy. Tenancies are reviewed as part of normal tenancy management processes. **c** For households that require major disability modifications, the asset limit is \$60 000. Indigenous households generally access long term accommodation through the General Rental program or housing managed by the Aboriginal Housing Board of Victoria. **d** Ten per cent of applicants can be housed ahead of turn in urgent circumstances. While no formal eligibility review exists, it is an ongoing requirement for clients to meet property ownership limitations. **e** The income limit for those in north west remote areas is \$550 per week. Those aged over 60 years are subject to a cash asset limit of \$80 000. **f** The same definition as the Centrelink asset test threshold at 30 June 2004 for a single person who does not own their own home is used. Includes 21 indigenous households with other special needs (including youth, disability, aged etc.). **g** For people aged over 55 years the asset limit is \$35 000. Applications outside the guidelines may be considered where there are extenuating circumstances in relation to income, asset and age criteria. **h** Limits are for a single person.

Source: State and Territory governments (unpublished).

The proportions of State owned and managed Indigenous housing located in regional and remote areas (using ASGC remoteness areas) are shown in table 16.9.

Table 16.9 **State owned and managed Indigenous housing — regional and remote area concentrations, 2004 (per cent)^{a, b}**

	NSW ^c	Vic ^d	Qld	WA	SA	Tas	Aust
Major cities	40.9	37.7	12.9	29.1	60.6	..	34.1
Regional ^e	51.9	61.9	59.6	30.3	25.6	100.0	48.0
Remote ^f	7.2	0.4	27.6	40.7	13.8	–	17.9

^a At 30 June. ^b Under the ASGC remoteness areas. ^c The number of properties in NSW classified by ASGC is less than the total number of properties reported elsewhere. ^d In Victoria, the interpretation of the definition of a 'dwelling' varied for providers. Some larger agencies also advised they were unable to provide tenancy units by postcode. For consistency and accuracy, properties have been counted by postcode from the internal administrative system, so the dwelling postcode count will not match the number of tenancy units because group housing program arrangements have multiple tenancies per property. ^e Comprises inner and outer regional areas. ^f Comprises remote and very remote areas. – Nil or rounded to zero. .. Not applicable.

Source: AIHW (2004a); table 16A.27.

Private rental markets

Capital city vacancy rates in the private rental market at June 2004 ranged from 6.0 per cent in Darwin to 1.5 per cent in Adelaide. Tight private rental markets (vacancy rates below 3.0 per cent) were evident in Brisbane, Adelaide and Hobart (table 16A.68). Capital city median rents for three bedroom houses at June 2004 were highest in Canberra at \$290 per week and lowest in Perth at \$186 per week. For two bedroom flats or units, median rents ranged from \$280 per week in Sydney to \$149 per week in Perth (table 16A.69).

16.2 Framework of performance indicators

Public, community and State owned and managed Indigenous housing adopt a common performance indicator framework based on the framework developed for the 1999 CSHA (which ran from 1 July 1999 to 30 June 2003) (figures 16.2, 16.3 and 16.4). The CSHA framework reflects the national objectives of the agreement to improve the quality of national performance information and to recognise the need for balanced reporting at the national and bilateral levels as outlined in a number of guiding principles (CSHA 1999).

The new CSHA took effect on 1 July 2003 and will run until 30 June 2008 (box 16.4). Many aspects of this agreement, including the aims and objectives, are similar to those of the previous agreement. The new CSHA places greater emphasis on Australian, State and Territory governments improving housing outcomes for Indigenous people. Governments will work towards improving access to

mainstream housing options for Indigenous people living in urban and rural areas. This is the first year that data are reported under the new agreement. Work will be undertaken on the performance indicator framework to reflect changes in the new agreement and to improve the quality and scope of national performance information.

Box 16.4 Objectives for public and community housing under the 2003 CSHA

The principles guiding the 2003 CSHA are to:

1. maintain a core Social Housing sector to assist people unable to access alternative suitable housing options
2. develop and deliver affordable, appropriate, flexible and diverse housing assistance responses that provide people with choice and are tailored to their needs, local conditions and opportunities
3. provide assistance in a manner that is non-discriminatory and has regard to consumer rights and responsibilities, including consumer participation
4. commit to improving housing outcomes for Indigenous people in urban, rural and remote areas, through specific initiatives that strengthen the Indigenous housing sector and the responsiveness and appropriateness of the full range of mainstream housing options
5. ensure housing assistance links effectively with other programs and provides better support for people with complex needs, and has a role in preventing homelessness
6. promote innovative approaches to leverage additional resources into Social Housing, through community, private sector and other partnerships
7. ensure that housing assistance supports access to employment and promotes social and economic participation
8. establish greater consistency between housing assistance provision and outcomes, and other social and economic objectives of government, such as welfare reform, urban regeneration, and community capacity-building
9. undertake efficient and cost-effective management which provides best value to governments
10. adopt a cooperative partnership approach between levels of government towards creating a sustainable and more certain future for housing assistance
11. promote a national, strategic, integrated and long term vision for affordable housing in Australia through a comprehensive approach by all levels of government.

Source: CSHA (2003, p.4).

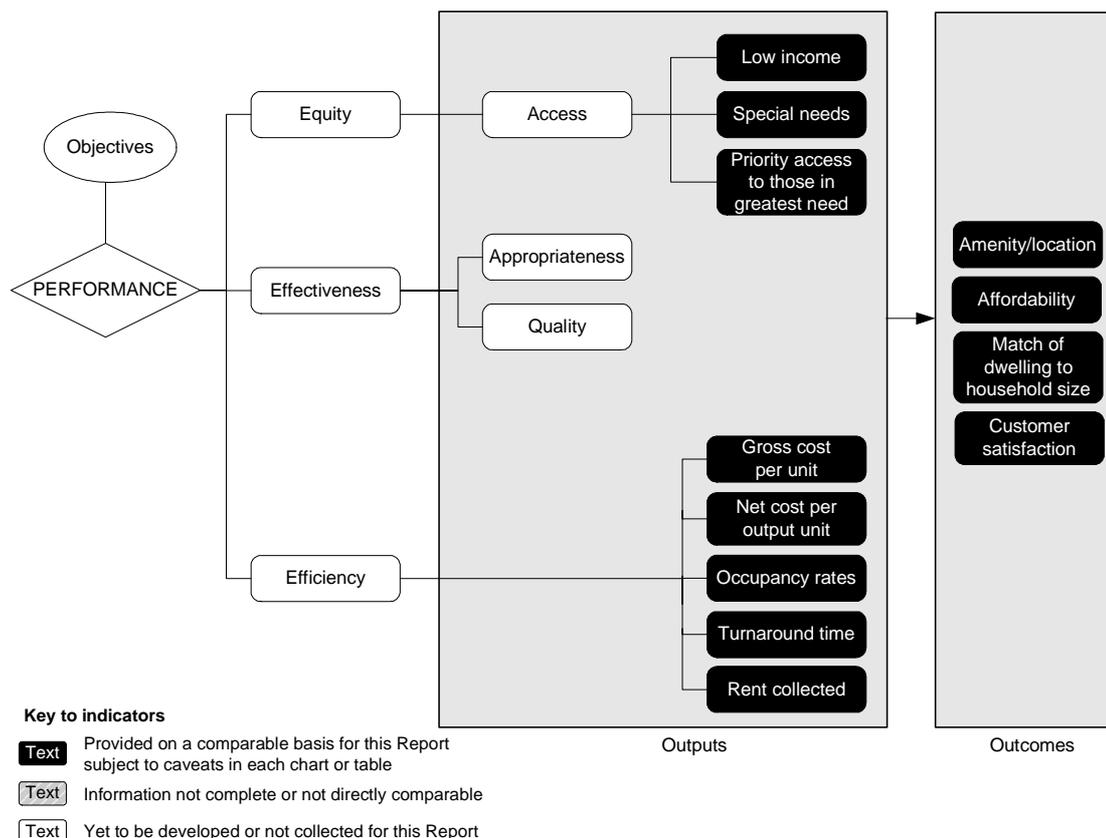
The performance indicator framework shows which data are comparable in the 2005 Report (figures 16.2, 16.3, 16.4 and 16.5). For data that are not considered

directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

The framework reflects the adoption by governments of accrual accounting and depicts the Review’s focus on outcomes, consistent with demand by governments for outcome oriented performance information. The framework also accentuates the importance of equity and draws out the distinction between equity and access. More detail on the general report framework, along with the differences between outputs and outcomes, can be found in chapter 1.

Comparable public housing data are presented for the full range of indicators in the performance measurement framework (figure 16.2). It has not been possible, however, to obtain nationally comparable performance information for community housing given current data standards and data collection capacity (figure 16.3).

Figure 16.2 Performance indicators for public housing



While public, community and State owned and managed Indigenous housing use a common framework, the delivery method for community housing differs from that for public and State owned and managed Indigenous housing. Community organisations and sometimes local government deliver community housing, while

State and Territory governments deliver public and State owned and managed Indigenous housing. The performance indicator framework for State owned and managed Indigenous housing is shown in figure 16.4.

Figure 16.3 Performance indicators for community housing

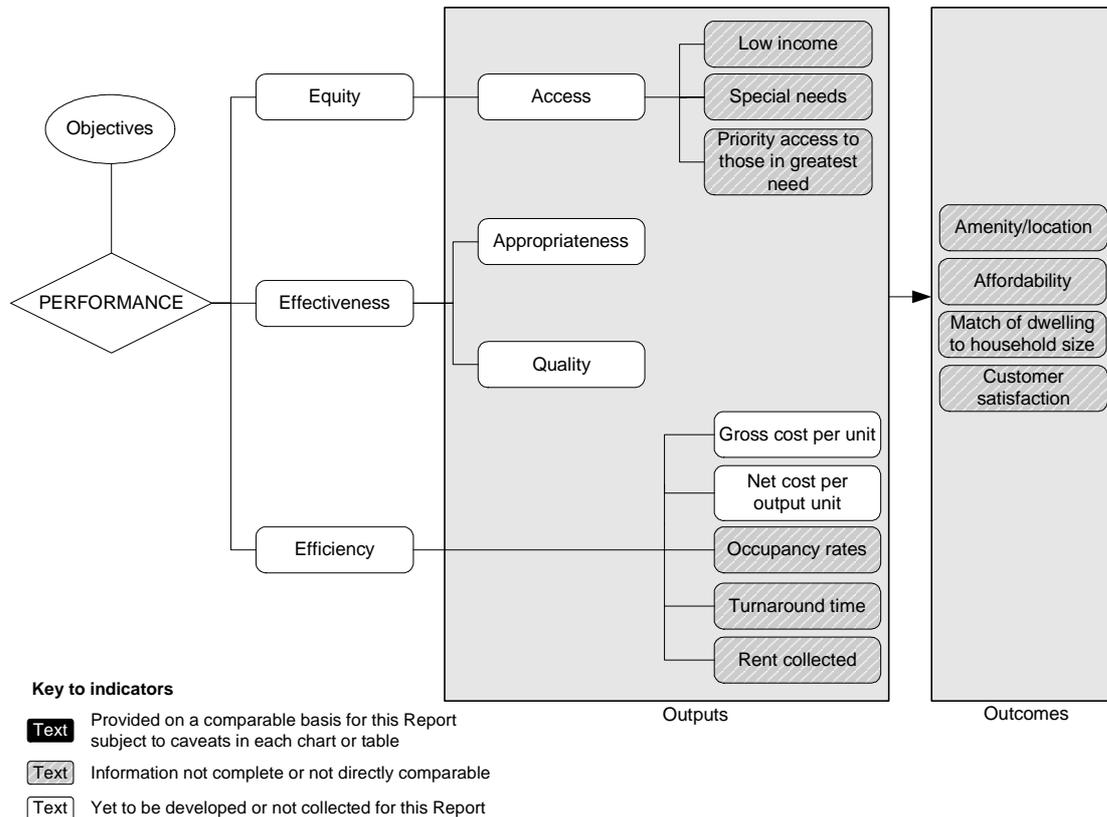
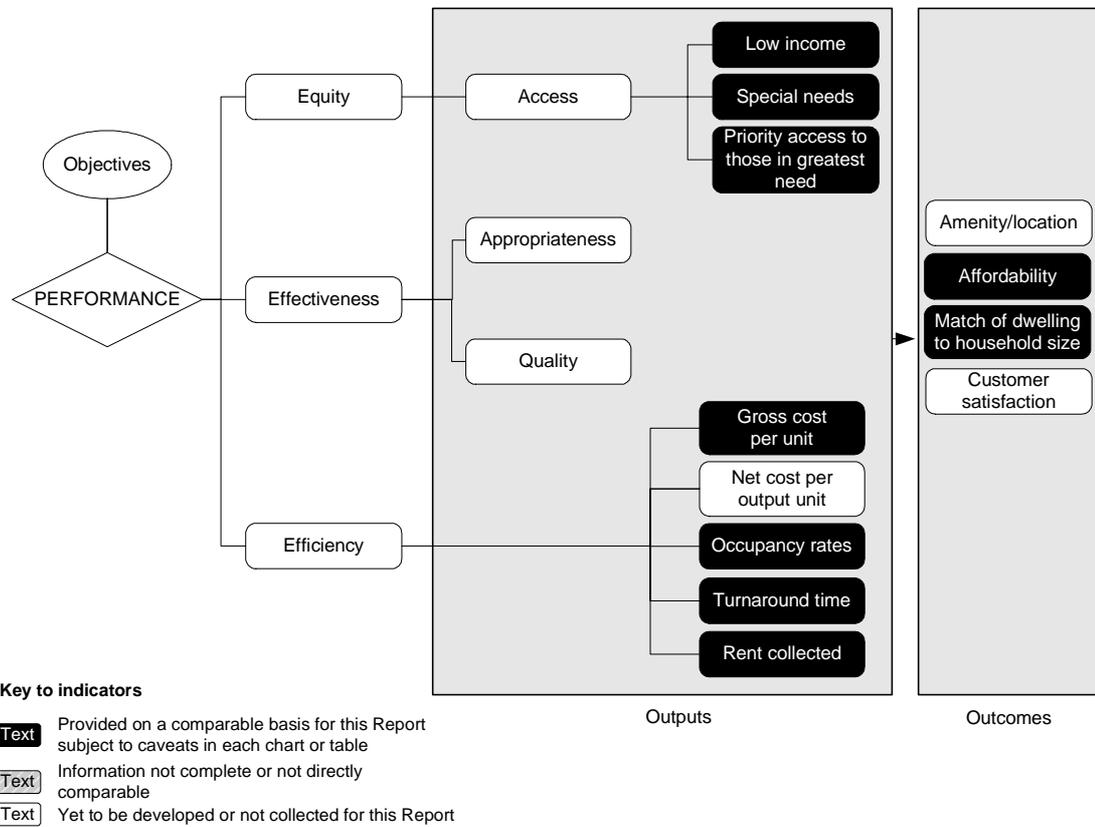


Figure 16.4 Performance indicators for State owned and managed Indigenous housing

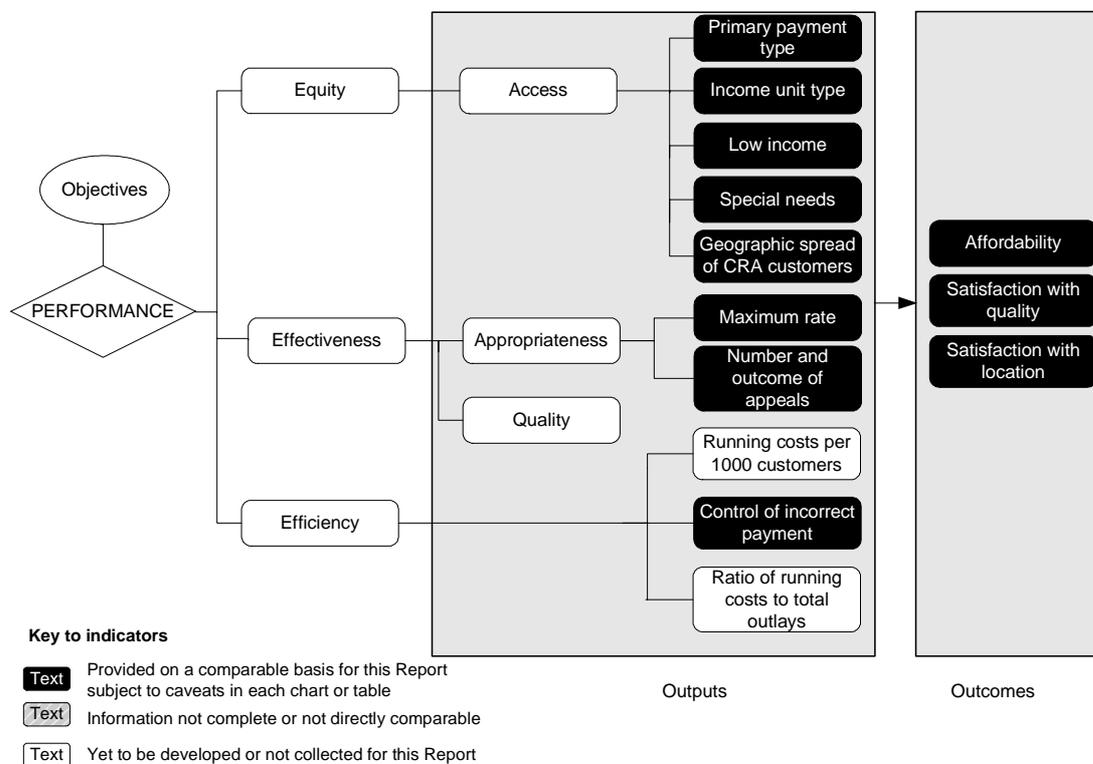


The performance indicators for CRA differ from those for public, community and State owned and managed Indigenous housing because CRA has different objectives and delivery methods. Reporting for CRA uses a performance indicator framework (figure 16.5) based on the CRA objective outlined in box 16.5. All indicators are defined in section 16.6.

Box 16.5 Objective of CRA

The objective of CRA is to provide income support recipients and low income families in the private rental market with additional financial assistance, in recognition of the housing costs that they face (Newman 1998). This assistance should be provided in an equitable and efficient manner. CRA is also governed by other objectives relating to the primary income support payment.

Figure 16.5 Performance indicators for CRA



16.3 Key performance indicator results

Performance indicator results are not comparable across the public, community and State owned and managed Indigenous housing sections because data quality and coverage can differ. More information on indicator definitions are provided in each indicator section.

Public housing

Different delivery contexts, locations and types of client may affect the performance of public housing reported in this chapter. Care thus needs to be taken in interpreting performance indicator results, and the qualifications presented with the data need to be considered. Some descriptive information on public housing can be found in table 16A.1.

Outputs

Equity — low income

The first equity indicator reported for public housing is ‘low income’ (box 16.6).

Box 16.6 Low income

‘Low income’ is included as an output indicator of the CSHA’s aim to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing.

It measures three low income components:

- new low income households as a proportion of all new households
- new low income households plus special needs (not low income) households, as a proportion of all new households
- households paying less than market rent and special needs households paying market rent, as a proportion of all households (new and existing).

Special needs households are those that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members.

The two household income measures for the purpose of this indicator are:

- low income A households — households where all members receive an income equivalent to or below 100 per cent of the government income support benefits at the pensioner rate (pension rates have been selected for calculating this indicator because they are higher than allowance rates)
- low income B households — households with an income above 100 per cent of the government income support benefits at the pensioner rate, but below the effective cut-off for receiving any government support benefits.

Households with incomes below these levels are included in the measure, although they may not necessarily receive income support benefits.

High values for the three measures indicate high degrees of targeting of low income (and special needs) households.

The proportion of new tenancies allocated to low income A households in 2003-04 ranged from 94.7 per cent in NSW to 87.5 per cent in SA. The proportion of new tenancies allocated to low income A plus special needs (not low income) households varied from 97.0 per cent in NSW to 91.3 per cent in the ACT

(table 16.10). Information on both low income A and low income B households is contained in table 16A.2.

Table 16.10 Public housing — low income and special needs households as a proportion of all new households (per cent)^a

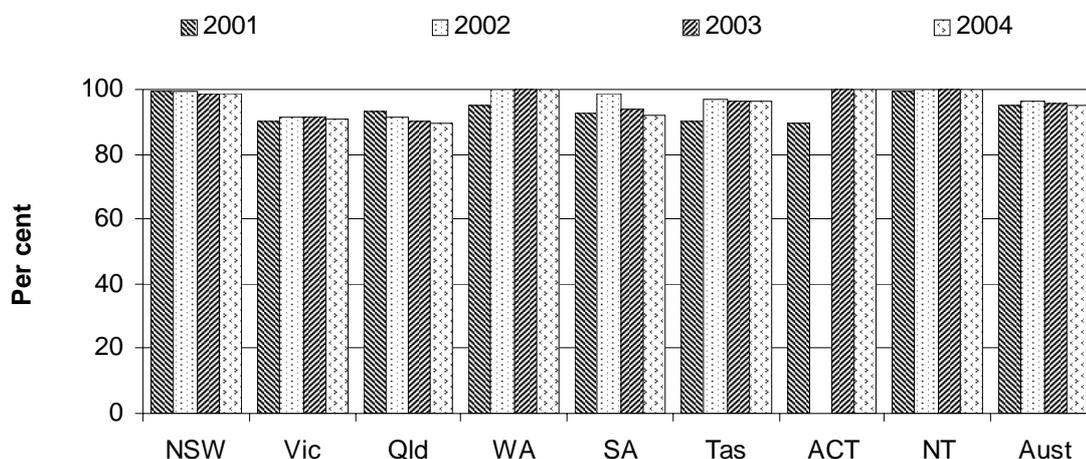
	<i>NSW^{b,c}</i>	<i>Vic^{b,d}</i>	<i>Qld^b</i>	<i>WA^d</i>	<i>SA^b</i>	<i>Tas^d</i>	<i>ACT^d</i>	<i>NT^d</i>	<i>Aust</i>
New low income A households									
2000-01	94.1	86.1	90.0	85.8	89.3	84.6	np	83.6	89.5
2001-02	94.6	93.0	90.4	83.8	89.7	93.1	92.0	87.0	91.4
2002-03	92.9	90.4	90.3	86.8	89.6	90.6	88.9	87.4	90.4
2003-04	94.7	92.4	90.5	87.9	87.5	89.1	87.7	87.6	91.2
New low income A households plus special needs (not low income) households									
2000-01	97.3	90.6	93.4	89.7	94.6	85.9	np	np	93.3
2001-02	97.4	95.6	93.7	89.5	94.2	96.2	94.3	93.4	94.9
2002-03	96.1	94.0	93.3	91.9	94.1	94.2	84.0	92.1	93.9
2003-04	97.0	95.6	94.5	92.7	93.5	94.4	91.3	93.9	95.0

^a For details of newly allocated: mixed composition, non-rebated and other households excluded, see table 16A.82. ^b Data for NSW, Victoria, Queensland and SA are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, Victoria, Queensland and SA cannot be made. For details of these changes, see the NSW, Victoria, Queensland and SA footnotes in table 16A.2. ^c Data for NSW for 2003-04 are based on different a methodology from that used for other data presented and needs to be interpreted with caution. For details of these variations, see the NSW footnote in table 16A.2. ^d Data for Victoria, WA, Tasmania, the ACT and the NT for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the Victoria, WA, Tasmania, ACT and NT footnotes in table 16A.2. **np** Not published.

Source: AIHW (various years) CSHA National Data Reports: Public Rental Housing; table 16A.2.

At 30 June 2004, all households paying less than market rent and special needs households paying market rent as a proportion of all households (new and existing), ranged from 100.0 per cent in WA, the ACT and the NT to 89.5 per cent in Queensland (figure 16.6).

Figure 16.6 **Public housing — households paying less than market rent and special needs households paying market rent, as a proportion of all households (new and existing)^{a, b, c, d, e}**



a At 30 June. **b** Data for NSW, WA and SA are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, WA and SA cannot be made. For details of these changes, see the NSW, WA and SA footnotes in table 16A.3. **c** Data for Victoria for 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2003-04 data with previous years for Victoria needs to be done with caution. For details of these changes, see the Victoria footnotes in table 16A.3. **d** Data for WA and the ACT for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the WA and ACT footnotes in table 16A.3. **e** Data for the ACT for 2002 were not available.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.3.

Equity — special needs

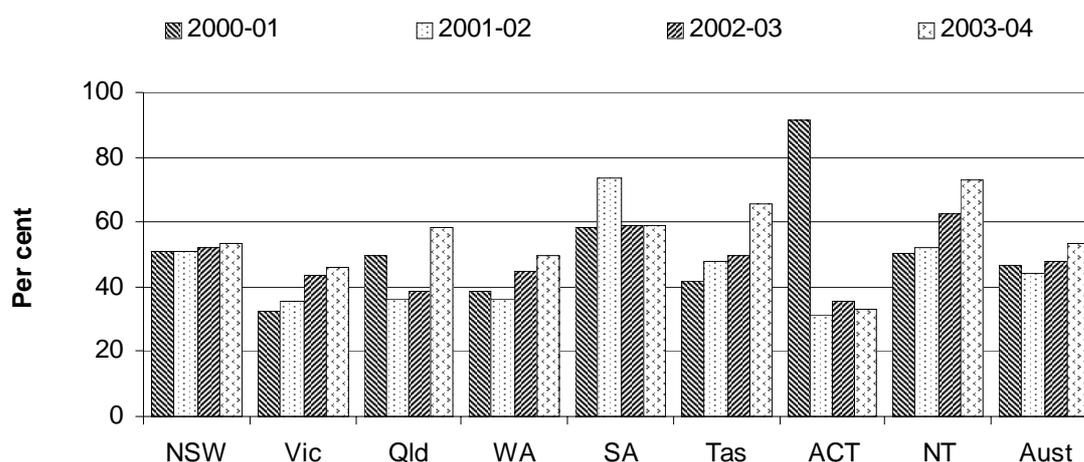
The second equity indicator reported for public housing is 'special needs' (box 16.7).

Box 16.7 Special needs

'Special needs' is an output indicator of the CSHA's aim to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures the proportion of new tenancies allocated to special needs households. New tenancies are reported as a proxy for all households receiving assistance. Special needs households are those that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. A high proportion indicates a high degree of targeting of the special needs households.

In 2003-04, the proportion of new tenancies allocated to special needs households ranged from 73.0 per cent in the NT to 33.0 per cent in the ACT (figure 16.7).

Figure 16.7 **Public housing — new tenancies allocated to households with special needs^{a, b, c}**



^a Data for NSW, WA and SA for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, WA and SA cannot be made. For details of these changes, see the NSW, Victoria, WA and SA footnotes in table 16A.4. ^b Data for Victoria and Queensland for 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2003-04 data with previous years for Victoria and Queensland needs to be done with caution. For details of these changes, see the Victoria and Queensland footnotes in table 16A.4. ^c Data for WA, the ACT and the NT for 2003-04 are not comparable with the other data presented and should not be directly compared with other jurisdictions' data. For details of non-comparability, see the WA, ACT and NT footnotes in table 16A.4.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.4.

Equity — priority access to those in greatest need

The final equity indicator reported for public housing is 'priority access to those in greatest need' (box 16.8).

The proportion of new allocations to those in greatest need in 2003-04 varied from 89.7 per cent in Tasmania to 12.2 per cent in Queensland (table 16.11). Differences in State and Territory housing allocation policies can influence comparability.

Box 16.8 Priority access to those in greatest need

'Priority access to those in greatest need' is an output indicator of the CSHA's aim 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 are such that those in greatest need have first access to housing. It measures the proportion of new allocations to those in greatest need. Greatest need households are defined as low income households that at the time of allocation are homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs.

Table 16.11 shows the proportion of new allocations to those in greatest need by time to allocation. Data are provided for tenants waiting for less than three months to more than two years. These numbers are not cumulative. A high value for this indicator, particularly for short time frames, represents a high degree of targeting of those in greatest need without these people waiting long periods of time.

This indicator, however, does not provide information on the number of greatest need applicants on the waiting list, or an allocations to those in greatest need as a proportion of all greatest need applicants on the waiting list.

Table 16.11 Public housing — proportion of new allocations to those in greatest need, 2004 (per cent)

	NSW ^a	Vic	Qld ^a	WA	SA ^a	Tas	ACT	NT ^a	Aust
Total for year ending 30 June	23.7	68.4	12.2	24.2	40.1	89.7	86.2	17.0	36.3
Proportion of new allocations to those in greatest need, by time to allocation									
<3 months	50.3	78.6	37.2	40.9	54.7	90.8	95.1	20.6	58.4
3—<6 months	45.3	72.1	26.6	49.8	58.2	91.5	92.0	19.9	57.0
6 months—<1 year	29.6	74.8	15.7	13.3	54.0	87.2	84.9	15.2	42.8
1—<2 years	14.1	62.5	5.3	0.2	34.6	83.8	67.9	14.8	22.4
2+ years	2.6	17.4	1.4	0.0	1.2	82.6	47.1	4.4	3.5

^a For a more detailed explanation of data for these jurisdictions, see table 16A.5. – Nil or rounded to zero.

Source: AIHW (2004c); table 16A.5.

Efficiency — gross and net cost per unit

The two efficiency indicators reported for public housing are 'gross cost per unit' and 'net cost per unit' (outputs) (box 16.9).

Box 16.9 Gross and net cost per unit

'Gross cost per unit' and 'net cost per unit' are included as output indicators of the CSHA guiding principle to undertake efficient and cost-effective management. They measure the cost of providing assistance per dwelling. Cost per dwelling is broken down into the gross cost to government (administration and operating costs plus capital costs) and the net cost to government (cost excluding rents received from tenants).

A low cost per dwelling can indicate greater efficiency. Caution must be used, however, when interpreting indicators in this way, because the cost per dwelling indicator does not provide any information on the quality of service provided (for example, the standard of dwellings). Caution must also be used when interpreting this indicator because service delivery models differ across jurisdictions.

The costs incurred by jurisdictions in providing public housing include:

- 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 public housing). Box 16.10 provides a discussion of the user cost of capital.

The indicative user cost of capital for land per public housing dwelling in 2003-04 was highest in the ACT (\$14 254) and lowest in Tasmania (\$1460). The total cost of capital per dwelling ranged from \$21 424 in the ACT to \$6 344 in Tasmania (table 16.12).

In 2001, the Steering Committee completed a research project to assess the impact of asset measurement factors (such as depreciation and asset valuation methods) on the comparability of cost data in the Report. The results of this study are summarised in chapter 2. Box 16.11 summarises the results relating to housing.

Box 16.10 The user cost of capital

The 'user cost of capital' for government services is the cost of having funds tied up in the capital used to deliver services (for example, houses and land in public housing). It makes explicit the opportunity cost of using the funds to deliver services rather than investing them elsewhere or using them to retire debt. It is calculated by applying a jurisdictional cost of capital rate to the value of government assets (see chapter 2 for details of the determination of a cost of capital rate). The costs of capital for land and other assets are shown separately, to allow users to consider any differences in land values across jurisdictions when assessing the results. Land values make up a large part of the user cost of capital and are largely beyond the control of jurisdictions.

When comparing costs of government services, it is important to account for the user cost of capital because it is often:

- a significant component of the cost of services
- treated inconsistently (that is, included in the costs of services delivered by many non-government service providers, but effectively costed at zero for most budget sector agencies).

The Steering Committee accepts that asset valuation data are imperfect. It also recognises that non-recognition of the cost of capital used by departments to deliver services can result in a significant underestimation of costs for those services for which government capital is a major input. While the measurement of capital costs in this Report is not perfect, using an imputed costing is preferable to not costing government capital at all.

Box 16.11 Asset measurement in the costing of government services

Costs associated with non-current physical assets (such as depreciation and the user cost of capital) are potentially important components of the total costs of many services delivered by government agencies. Differences in the techniques for measuring non-current physical assets (such as valuation methods) may reduce the comparability of cost estimates across jurisdictions. In response to concerns regarding data comparability, the Steering Committee initiated the study, *Asset Measurement in the Costing of Government Services* (SCRCSSP 2001). The aim of the study was to examine the extent to which differences in asset measurement techniques applied by participating agencies affect the comparability of reported unit costs.

The relative capital intensity associated with the provision of public housing increases the potential for differences in asset measurement techniques to have a material impact on total unit costs. The results of this study suggest, however, that the adoption under the CSHA of a uniform accounting framework has largely avoided this impact. The results are discussed in more detail in chapter 2.

Source: SCRCSSP (2001).

Interest payments have been subtracted from other capital costs (that is, depreciation and the indicative user cost of capital) to obtain the total capital cost, and the full gross cost and net cost to government, rendering these data not comparable with those published before the 2002 Report. Interest payments are included in recurrent costs, and reported capital costs must be reduced by the amount of interest payments to avoid double counting of capital costs once the indicative user cost of capital is included. Prior to the 2002 Report, it had not been possible to avoid this double counting.

Payroll tax is excluded from total recurrent cost for public housing. This was done for the first time in the 2004 Report and, as a result, the cost data are not comparable with the data published in reports before the 2004 Report (see chapter 2 for a discussion of the reasons for excluding payroll tax from the cost calculations).

The gross cost to government per dwelling in 2003-04 ranged from \$29 090 in the ACT to \$12 031 in SA. The net cost to government per dwelling ranged from \$24 012 in the ACT to \$7975 in SA (table 16.12).

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

Table 16.12 Public housing — costs per dwelling, 2003-04 (dollars)^a

	NSW ^b	Vic ^b	Qld	WA	SA	Tas	ACT	NT	Aust
Total recurrent costs	4 822	3 515	4 394	4 693	4 609	6 021	7 746	10 053	4 695
Total recurrent costs (excluding payroll tax)	4 784	3 465	4 365	4 646	4 560	5 970	7 667	9 992	4 652
Depreciation	1 789	1 752	1 240	1 392	1 031	1 254	1 191	2 440	1 538
Indicative user cost of capital ^c									
Land	10 881	5 784	7 287	4 678	3 168	1 460	14 254	4 657	7 493
Other assets	6 336	6 716	5 510	5 154	4 210	4 629	6 495	6 222	5 840
Total assets	17 217	12 500	12 797	9 832	7 378	6 088	20 749	10 879	13 333
Interest payments ^d	388	–	296	758	938	999	516	2 352	467
Total capital costs	18 618	14 252	13 740	10 466	7 471	6 344	21 424	10 967	14 405
Full gross costs (excluding payroll tax)	23 402	17 717	18 105	15 112	12 031	12 314	29 090	20 959	19 056
Rent collected from tenants	4 184	4 100	3 954	3 771	4 056	3 554	5 079	4 430	4 092
Full net costs (excluding payroll tax)	19 218	13 617	14 152	11 341	7 975	8 760	24 012	16 529	14 964
Dwellings (no.)	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335

^a Issues surrounding the comparability of capital cost data are discussed in the Steering Committee research paper, *Asset Measurement in the Costing of Government Services* (SCRCSSP 2001). ^b For a more detailed description of data method, please see table 16A.6 notes. ^c The rate used to calculate the user cost of capital is currently 8 per cent. See chapter 2 for a discussion of capital costs. ^d Interest payments are included in total recurrent costs, but they must be excluded from total capital costs, full gross costs and full net costs to avoid double counting of capital costs once the indicative user cost of capital is included. Before the 2002 Report, it had not been possible to avoid this double counting. – Nil or rounded to zero.

Source: AIHW (2004c); State and Territory governments (unpublished); table 16A.6.

Efficiency — occupancy rate

The third efficiency indicator reported for public housing is the ‘occupancy rate’ (box 16.12).

The proportion of public rental stock occupied at 30 June 2004 ranged from 98.7 per cent in NSW and Queensland to 93.8 per cent in the NT. National average occupancy was 97.4 per cent (table 16.13).

Box 16.12 Occupancy rate

The 'occupancy rate' is included as an output indicator of the efficiency of housing utilisation. It represents the proportion of dwellings occupied. The term 'occupied dwelling' refers to dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority. High occupancy suggests housing is being utilised efficiently, although this indicator should be interpreted with the match of dwelling to household size indicator because there could be unused bedrooms. Low occupancy suggests that dwellings are underutilised and that there is a high opportunity cost in retaining them. Occupancy is influenced by both turnover and housing supply and demand.

Table 16.13 Public housing — occupancy rates (per cent)^a

	NSW ^b	Vic	Qld	WA	SA	Tas ^c	ACT	NT	Aust
2001	98.2	96.2	96.6	95.6	94.4	94.3	95.7	95.2	96.6
2002	98.1	96.4	97.5	95.4	94.2	95.7	98.7	95.0	96.8
2003	98.3	96.5	97.9	95.7	94.9	96.8	98.7	93.9	97.1
2004	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4

^a Proportion of public housing dwellings occupied at 30 June. ^b Data for NSW for 2002-03 and 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2002-03 and 2003-04 data with previous years for NSW needs to be done with caution. For details of these changes, see the NSW footnote in table 16A.7. ^c Data for Tasmania for 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2003-04 data with previous years for Tasmania needs to be done with caution. For details of these changes, see the Tasmania footnote in table 16A.7. Data for Tasmania for 2003-04 are based on a different methodology from the other data presented and need to be interpreted with caution. For details of these variations, see the Tasmania footnote in table 16A.7.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.7.

Efficiency — turnaround time

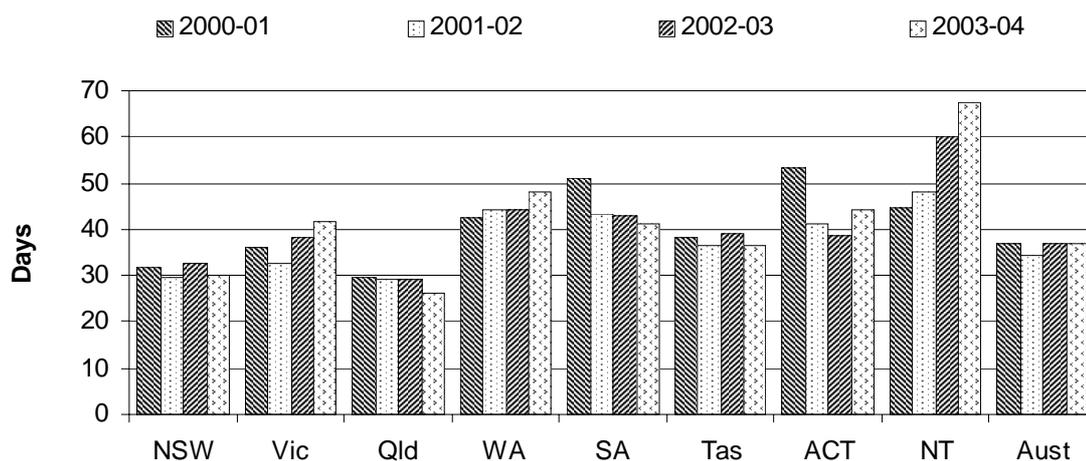
The fourth efficiency indicator reported for public housing is 'turnaround time' (box 16.13).

Box 16.13 Turnaround time

'Turnaround time' is included as an output indicator of the time taken to reallocate vacant properties after they have been vacated, acquired or newly constructed. The indicator measures the average time taken in days for vacant dwellings to be occupied. The length of time taken to rent untenanted dwellings affects allocations of housing, waiting times, the length of waiting lists and rent foregone. A low turnaround time suggests efficient housing allocation and asset management. All jurisdictions aim to minimise turnaround times.

The average number of days for vacant stock to be allocated in 2003-04 varied from 68 days in the NT to 26 days in Queensland (figure 16.8). This indicator may be affected by changes in maintenance programs and allocation policies, and some jurisdictions may have difficulty excluding relevant stock.

Figure 16.8 **Public housing — average turnaround times^{a, b, c}**



^a Data for Queensland for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for Queensland cannot be made. For details of these changes, see the Queensland footnote in table 16A.8. ^b Data for Victoria for 2003-04 are based on a different methodology from the other data presented and need to be interpreted with caution. For details of these variations, see the Victoria footnote in table 16A.8. ^c Data for Queensland and WA for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the Queensland and WA footnotes in table 16A.8.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.8.

Efficiency — rent collected

The final efficiency indicator reported for public housing is 'rent collected' (box 16.14).

Box 16.14 Rent collected

'Rent collected' is included as an output indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It is the total rent collected as a proportion of the rent charged. A high proportion suggests efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a proportion of the rent charged.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements may affect the comparability of this indicator's reported results. Further, payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period may be higher than rent charged over that period.

Rent collected as a proportion of the rent charged in 2003-04 varied from 102.2 per cent in Tasmania to 99.3 per cent in Victoria and the ACT (table 16.14).

Table 16.14 Public housing — total rent collected as a proportion of total rent charged (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2000-01	100.0	99.6	99.4	101.4	98.6	101.4	98.2	97.4	99.7
2001-02	99.2	99.8	98.8	101.0	97.8	100.7	100.0	97.9	99.3
2002-03	100.5	99.8	99.3	101.0	98.3	99.7	99.9	97.5	99.8
2003-04	99.7	99.3	99.8	101.9	100.0	102.2	99.3	99.9	99.9

^a Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period may be higher than rent charged over that period.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.9.

Outcomes

Amenity/location

'Amenity location' is an outcome indicator (box 16.15).

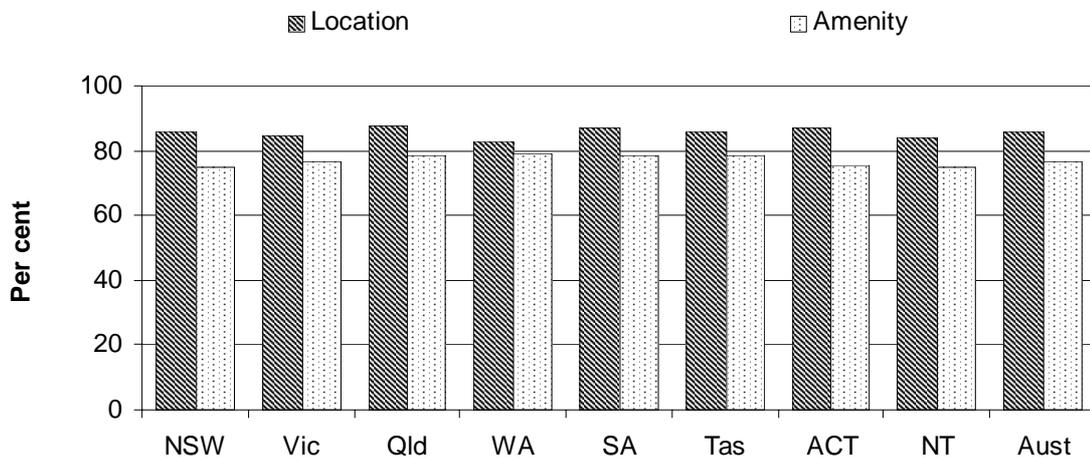
Box 16.15 Amenity/location

'Amenity/location' is included as an outcome indicator of the CSHA's aim to provide housing assistance that is appropriate to the needs of different households. The amenity/location indicator is a survey-based measure of the proportion of tenants rating amenity and location aspects as important and as meeting their needs.

The results are taken from the 2003 National Social Housing Survey for public rental housing. (The survey was not conducted in 2004, so results for 2003 are reported again this year.) Public housing tenants were asked whether particular aspects of the location and amenity of their dwellings were important to them and, if so, whether they felt their needs were met. The precision of survey estimates depends on the survey sample size and the sample estimate. Larger sample sizes result in higher precision, as do larger sample estimates. If, for example, 90 per cent of surveyed respondents chose an answer, then there would be more certainty about the actual population's views than if 50 per cent of respondents chose it. Care thus needs to be taken in interpreting small differences in results. Further information on the sample size is provided in tables 16A.10 and 16A.11.

There was little difference across jurisdictions in the proportion of tenants satisfied with the location or amenity of their dwelling in 2003. Satisfaction with the location of dwellings was above the national average in Queensland, SA, Tasmania and the ACT. Satisfaction with the amenity of dwellings was above the national average in Queensland, WA, SA and Tasmania (figure 16.9). More detail on this indicator can be found in tables 16A.10 and 16A.11.

Figure 16.9 Public housing — tenants satisfied with location or amenity aspects of their dwelling, 2003^a



^a Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size.

Source: AIHW (2003f); tables 16A.10 and 16A.11.

Affordability

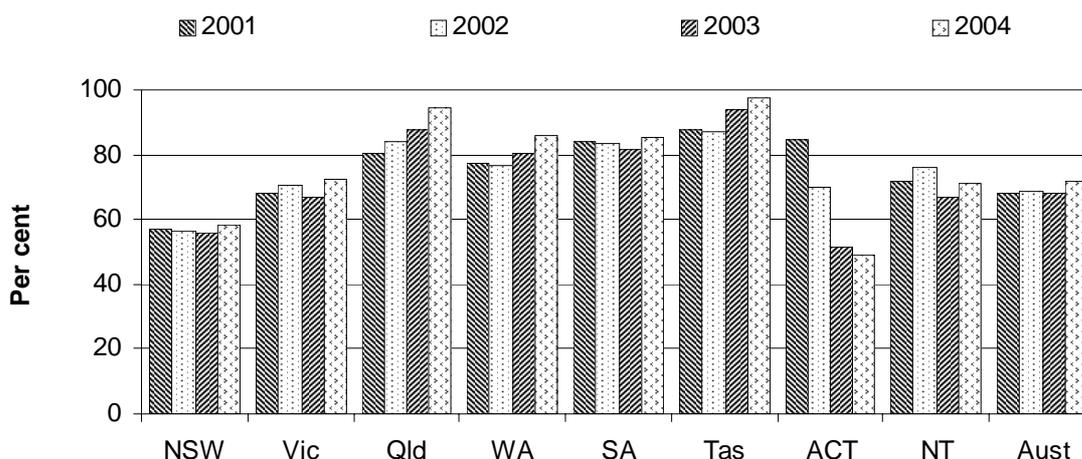
'Affordability' is an outcome indicator (box 16.16).

Box 16.16 Affordability

'Affordability' is included as an outcome indicator of the CSHA's aim to assist people who are unable to access suitable housing. It measures the rent charged to tenants as a proportion of the market rent for each dwelling, adjusted for CRA. A low proportion implies a high level of subsidy from the State or Territory housing authority over and above CRA. This largely reflects the differing levels of market rent across jurisdictions.

The rent charged at 30 June 2004 as a proportion of the market rent for each dwelling (adjusted for CRA) ranged from 97.8 per cent in Tasmania to 48.9 per cent in the ACT (figure 16.10). Related information on affordability, measured as the proportion of household income spent on housing costs, can be found at table 16A.75.

Figure 16.10 **Public housing — rent charged as a proportion of market rent, adjusted for CRA**^{a, b, c, d, e, f}



^a At 30 June. ^b The methodology used for calculations has changed and now uses more complex modelling developed for CSHA renegotiations. Caution, therefore, needs to be used in comparing results between 2001 and later years. ^c For details of mixed composition, non-rebated and other households excluded, see table 16A.82. ^d Data for NSW are not comparable over the four years (see detailed footnotes in table 16A.12). ^e Data for NSW, Victoria and Queensland for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, Victoria and Queensland cannot be made. For details of these changes, see the NSW, Victoria and Queensland footnotes in table 16A.12. ^f Data for Tasmania for 2003-04 are not directly comparable to the previous years' data, and any direct comparison for 2003-04 data with previous years for Tasmania need to be done with caution. For details of these changes, see the Tasmania footnotes in table 16A.12. Data for Tasmania for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the Tasmania footnote in table 16A.12.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.12.

Match of dwelling to household size

‘Match of dwelling to household size’ is an outcome indicator (box 16.17).

Box 16.17 Match of dwelling to household size

‘Match of dwelling to household size’ is included as an outcome indicator of the CSHA’s aim to provide housing assistance that is appropriate to the needs of different households, such as household size. It measures the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

Proxy occupancy standard for appropriate sized dwelling, by household structure

<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1
Single adult (group)	1 (per adult)
Couple with no children	2
Sole parent or couple with one child	2
Sole parent or couple with two or three children	3
Sole parent or couple with four+ children	4

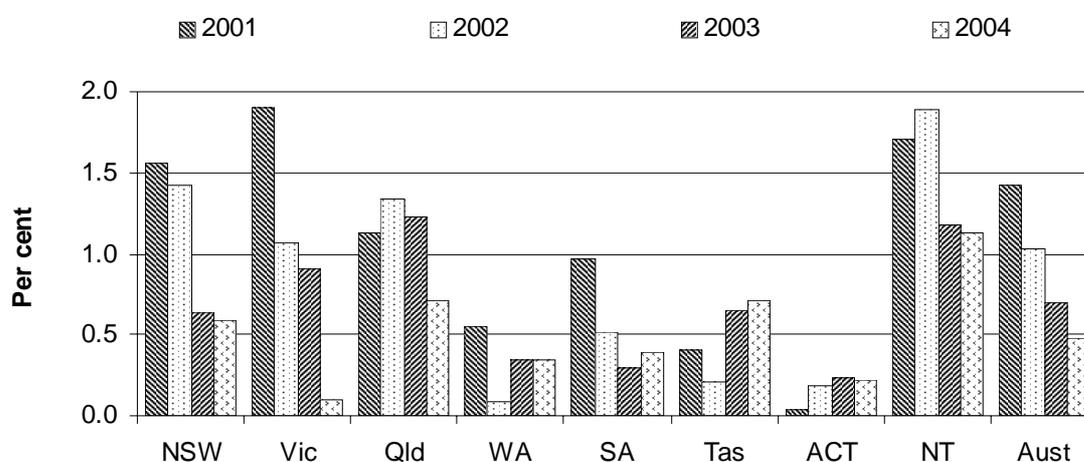
Source: AIHW (2003g).

A low proportion indicates a low proportion of overcrowded households.

The proxy occupancy standard shown above may differ from the specific criteria used by State and Territory housing authorities to match households to dwelling types, affecting interpretation of this indicator. This indicator does not reveal the proportion of stock that were underutilised.

The proportion of dwellings that were overcrowded was similar across jurisdictions at 30 June 2004. The NT had the highest proportion of overcrowded dwellings at 30 June 2004 (1.1 per cent), while Victoria (0.1 per cent) had the lowest proportion. Overcrowded dwellings represented 0.5 per cent of public housing dwellings nationally (figure 16.11). Information on moderate overcrowding and underuse can be found in table 16A.80.

Figure 16.11 Public housing — overcrowded dwellings^{a, b, c, d, e}



^a At 30 June. ^b Changes in data collection methods between years may affect results for some jurisdictions. ^c For details of mixed composition, non-rebated and other households excluded, see table 16A.82. ^d Data for NSW, Victoria and Queensland for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, Victoria and Queensland cannot be made. For details of these changes, see the NSW, Victoria and Queensland footnotes in table 16A.13. ^e Data for SA for 2002-03 and 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2002-03 and 2003-04 data with previous years for SA needs to be done with caution. For details of these changes, see the SA footnote in table 16A.13.

Source: AIHW (various years), CSHA National Data Reports: Public Rental Housing; table 16A.13.

Customer satisfaction

'Customer satisfaction' is an outcome indicator (box 16.18).

Box 16.18 Customer satisfaction

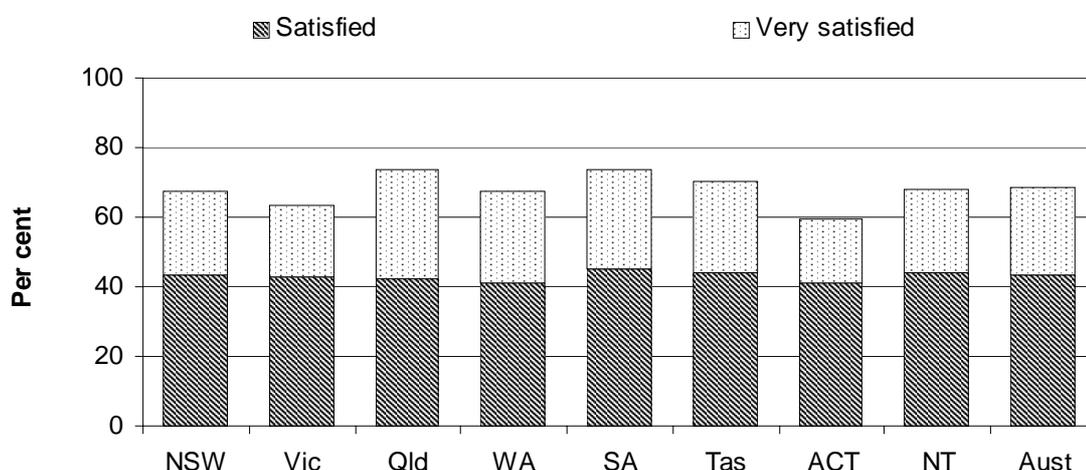
'Customer satisfaction' is included as an outcome indicator because one aim of the CSHA is to provide housing assistance that is appropriate for different households. Customer satisfaction is a survey measure of satisfaction with the overall service provided by the State or Territory housing authority. Results are expressed in percentage terms.

The results are taken from the 2003 National Social Housing Survey for public rental housing. (The survey was not conducted in 2004, so results for 2003 are reported again this year.) Nationally in 2003, 68.4 per cent of tenants were either satisfied or very satisfied with the housing provided. This proportion varied from 73.9 per cent and 73.6 per cent in Queensland and SA respectively, to 59.4 per cent in the ACT (figure 16.12). The proportion increased slightly in NSW between 2001 (when survey data were last available) and 2003, but decreased in all other

jurisdictions except Tasmania, where it remained constant. The largest change occurred in the ACT, where the proportion of tenants who were satisfied or very satisfied with the housing provided decreased by 2.6 percentage points over the period (table 16A.14). The proportion of public housing tenants surveyed in 2003 who were very satisfied with the housing provided was the same as or above the national average in Queensland, WA, SA, Tasmania and NT (figure 16.12).

A more comprehensive discussion of customer satisfaction results is provided in the National Social Housing Survey of Public Housing Tenants 2003, which is available on the DFACS website (www.facs.gov.au).

Figure 16.12 **Public housing — customer satisfaction, 2003^{a, b, c}**



^a For NSW, face-to-face interviews were conducted; mailout forms were used for all other jurisdictions. ^b Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size (see table 16A.14 for details of the sample size). ^c Data for Australia for 2003 were calculated as a simple numerical average, given a lack of raw data.

Source: AIHW (2003f); table 16A.14.

Community housing

Community housing data have three sources:

- administrative by-product data, collected by the State or Territory government body with responsibility for administering the community housing program in the jurisdiction
- survey data, collected from the community organisations (providers) that manage the service delivery
- survey data, collected via the National Social Housing Survey.

This section includes data on 10 of the 12 performance indicators in the community housing framework (figure 16.3). Community housing data are largely obtained by surveying community providers, and survey response rates, along with changes to the definitions and counting rules used over time, can influence the comparability of the data. Comparisons over time using community housing data thus need to be made with care. Table 16A.83 outlines the survey response rates and associated information for each jurisdiction for 2000-01, 2001-02, 2002-03 and 2003-04. For 2003-04, the survey response rate varied from 100.0 per cent in the ACT to 48.9 per cent in Tasmania. In addition, performance indicator results are not comparable across the public, community and State owned and managed Indigenous housing sections. The NT provided data for only one of the 10 performance indicators for which data are reported this year.

Some descriptive data on community housing are contained in table 16A.15. Table 16A.71 lists State and Territory programs included in the community housing data collected.

Outputs

Equity — low income

The first equity indicator reported for community housing is ‘low income’ (box 16.19).

Box 16.19 Low income

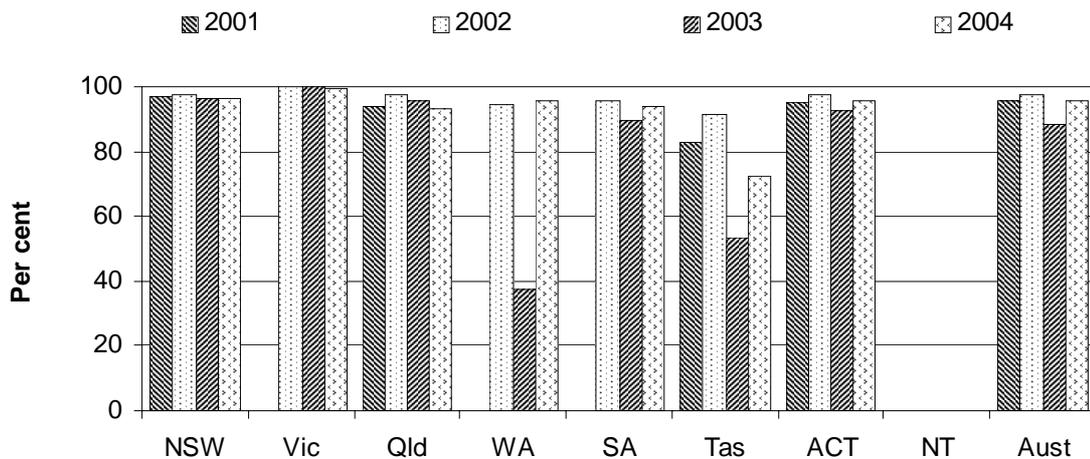
‘Low income’ is included as an output indicator of the CSHA’s aim to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures households paying less than market rent and special needs households paying market rent, as a proportion of all households (new and existing). A high proportion indicates a high degree of targeting of low income (and special needs) households.

Special needs households are those that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members.

The low income indicator is measured differently for community housing as ‘New low income households as a proportion of all new households’; and ‘New low income households plus special needs (not low income) households’ are not reported because the different definitions of low income are used and all households, rather than just new households with low income are reported.

At 30 June 2004, across those jurisdictions able to provide data, the proportion of all households paying less than market rent plus special needs households paying market rent, as a proportion of all households (new and existing), ranged from 99.5 per cent in Victoria to 72.2 per cent in Tasmania (figure 16.13).

Figure 16.13 Community housing — households paying less than market rent plus special needs households paying market rent as a proportion of all households (new and existing)^{a, b, c, d}



a At 30 June. **b** Data may not be comparable across jurisdictions, given the considerable variation in the way in which community housing operates in each jurisdiction. For NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). **c** NSW data definitions differ from national definitions, and data for NSW are not comparable over the four years. Data for Victoria for 2003-04 are based on different methodology from that used for previous years' data and a direct comparison of 2003-04 with previous years for Victoria cannot be made. Households can be in more than one category. For details of these variations, see table 16A.16. **d** Data for Victoria, WA and SA were not available for 2001. Data for the NT were not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.16.

Equity — special needs

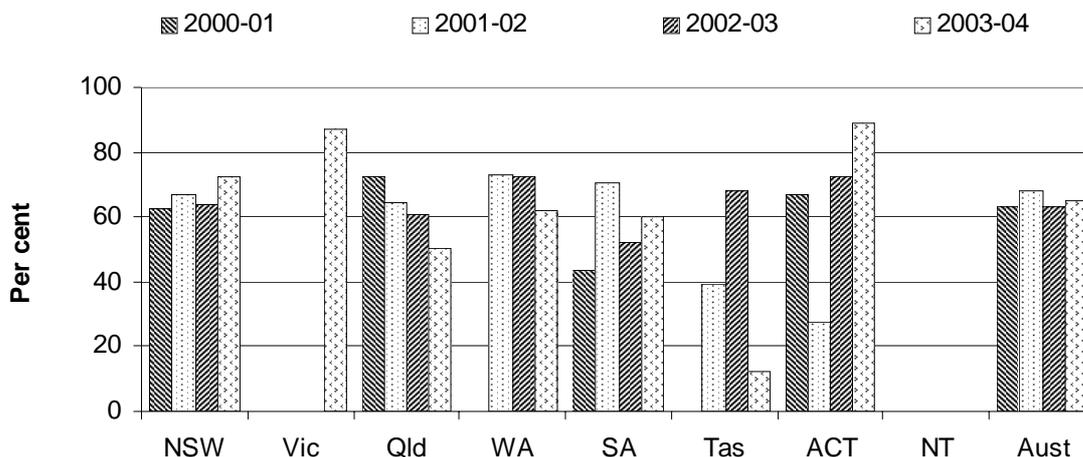
The second equity indicator reported for community housing is 'special needs' (box 16.20).

The proportion of new tenancies allocated to special needs households in 2003-04 varied for those jurisdictions able to provide data, from 89.1 per cent in the ACT to 12.5 per cent in Tasmania (figure 16.14).

Box 16.20 Special needs

‘Special needs’ is an output indicator of the CSHA’s aim to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures the proportion of new tenancies allocated to special needs households. New tenancies are reported as a proxy for all households receiving assistance. Special needs households are those that have either a household member with a disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. A high proportion indicates a high degree of targeting of these special needs households.

Figure 16.14 **Community housing — new tenancies allocated to households with special needs^{a, b, c, d, e}**



^a At 30 June. ^b Data may not be comparable across jurisdictions, given the considerable variation in the way in which community housing operates in each jurisdiction. For NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). ^c NSW data definitions differ from national definitions and data are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for ACT for 2003-04 are based on different methodology from that used for previous years’ data and a direct comparison of 2003-04 with previous years for the ACT cannot be made. For details of these variations, see table 16A.17. ^d Data for the ACT for 2003-04 are based on a different methodology from that used for previous years’ data, and a direct comparison of 2003-04 with previous years for the ACT cannot be made. For details of these variations, see table 16A.17. ^e Data Victoria for 2000-01, 2001-02 and 2002-03 were not available. Data for WA for 2000-01 were not available. Data for Tasmania for 2000-01 were not published. Data for the NT were not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.17.

Equity — priority access to those in greatest need

The final equity indicator reported for community housing is ‘priority access to those in greatest need’ (box 16.21).

Box 16.21 Priority access to those in greatest need

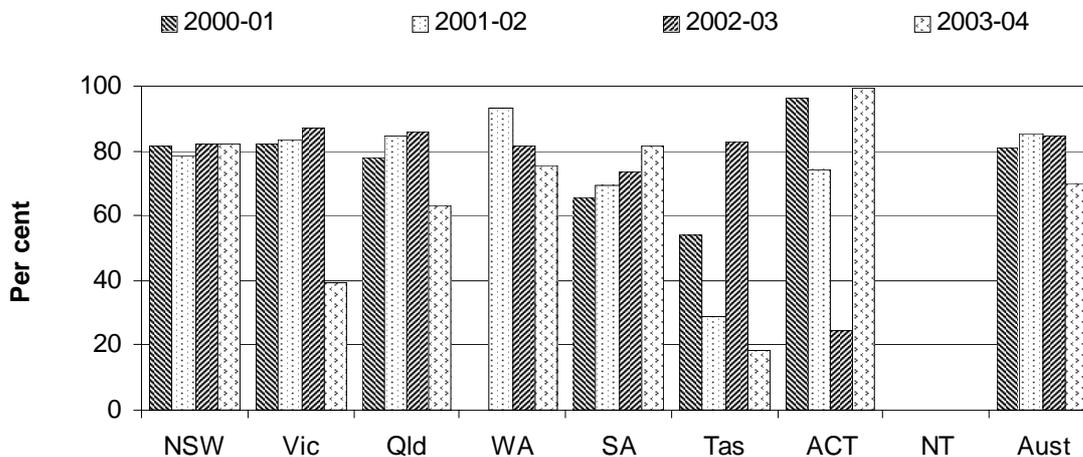
'Priority access to those in greatest need' is an output indicator of the CSHA's aim to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes are such that those in greatest need have first access to housing. It measures the proportion of new allocations to those in greatest need.

Greatest need households are defined as low income households that at the time of allocation are homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs. High values for this indicator represent a high degree of targeting of allocations to those in greatest need.

This indicator, however, does not provide information on the number of greatest need applicants on the waiting list, or on allocations to those in greatest need as a proportion of all greatest need applicants on the waiting list.

This is an abbreviated version of the indicator used in the public housing and State owned and managed Indigenous housing collections because only data for the overall total are presented and there is no breakdown into time periods. Across those jurisdictions able to supply data, the proportion of new allocations to those in greatest need in 2003-04 varied from 99.2 per cent in the ACT to 18.3 per cent in Tasmania (figure 16.15). Differences in State and Territory housing allocation policies can influence comparability for this indicator, because the majority of jurisdictions do not require community housing organisations to segment waiting lists.

Figure 16.15 **Community housing — proportion of new allocations to those in greatest need**^{a, b, c, d, e}



^a At 30 June. ^b Data may not be comparable across jurisdictions, given the considerable variation in the way in which community housing operates in each jurisdiction. For NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). ^c Data for NSW are based on a different methodology from that used for the other data presented and need to be interpreted with caution. For details of these variations, see table 16A.18. ^d Data for Victoria and the ACT for 2003-04 are based on a different methodology from that used for previous years, and a direct comparison of 2003-04 data with previous years cannot be made. For details of these changes, see table 16A.18. ^e Data for WA for 2000-01 were not available. Data for the NT were not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.18.

Efficiency — direct cost per unit

The Steering Committee has identified ‘direct cost per unit’ as an efficiency indicator (box 16.22). Data for this indicator, however, were not reported in this Report.

Box 16.22 Gross and net cost per unit

The Steering Committee has identified 'gross cost per unit' and 'net cost per unit' as indicators for development and reporting in future.

These indicators are included as output indicators of the CSHA guiding principle to undertake efficient and cost-effective management. They measure the cost of providing assistance per dwelling. Cost per dwelling is broken down into the gross cost to government and community housing providers (administration and operating costs plus capital costs) and the net cost to government and community housing providers (cost excluding rents received from tenants).

A low cost per dwelling can indicate greater efficiency. Caution must be used, however, when interpreting indicators in this way because cost per dwelling does not provide any information on the quality of service provided (for example, the standard of dwellings). Caution must also be used when interpreting this indicator because service delivery models differ across jurisdictions.

Efficiency — occupancy rate

The first efficiency indicator reported for community housing is the 'occupancy rate' (box 16.23).

Box 16.23 Occupancy rate

The 'occupancy rate' is included as an output indicator of the efficiency of housing utilisation. It is the proportion of dwellings occupied. The term 'occupied dwelling' refers to dwellings occupied by tenants who have a tenancy agreement with the relevant community housing organisation. High occupancy suggests housing is being utilised efficiently, although this indicator needs to be interpreted with caution because there could be unused bedrooms in dwellings. Low occupancy suggests that dwellings are underutilised and that there is a high opportunity cost in retaining them. Occupancy is influenced by both turnover and housing supply.

Across those jurisdictions able to provide data, the proportion of community housing occupied at 30 June 2004 ranged from 100.0 per cent in the NT to 95.0 per cent in Queensland (table 16.15). However, it should be noted that the NT occupancy rates are based on the assumption that all dwellings are occupied due to many organisations turning away people seeking accommodation.

Table 16.15 Community housing — occupancy rates (per cent)^{a, b}

	<i>NSW^c</i>	<i>Vic</i>	<i>Qld^c</i>	<i>WA</i>	<i>SA^c</i>	<i>Tas^c</i>	<i>ACT^{b, c}</i>	<i>NT</i>	<i>Aust</i>
2001	97.9	94.6	95.8	na	94.7	90.4	94.3	100.0	95.9
2002	98.2	95.6	94.8	97.2	95.8	100.0	94.7	100.0	96.5
2003	97.8	96.3	96.1	100.4	95.6	98.3	97.4	100.0	97.0
2004	98.6	98.1	95.0	99.8	95.4	99.8	95.8	100.0	97.5

^a At 30 June. ^b Data may not be comparable across jurisdictions, given the considerable variation in the way in which community housing operates in each jurisdiction. Data for Victoria and the ACT for 2003-04 are based on a different methodology and, therefore, direct comparison with previous years for Victoria cannot be made. ^c NSW, Queensland, SA, Tasmania and the ACT data are based on surveys (see table 16A.83 for response rates and other relevant information). **na** Not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.19.

Efficiency — turnaround time

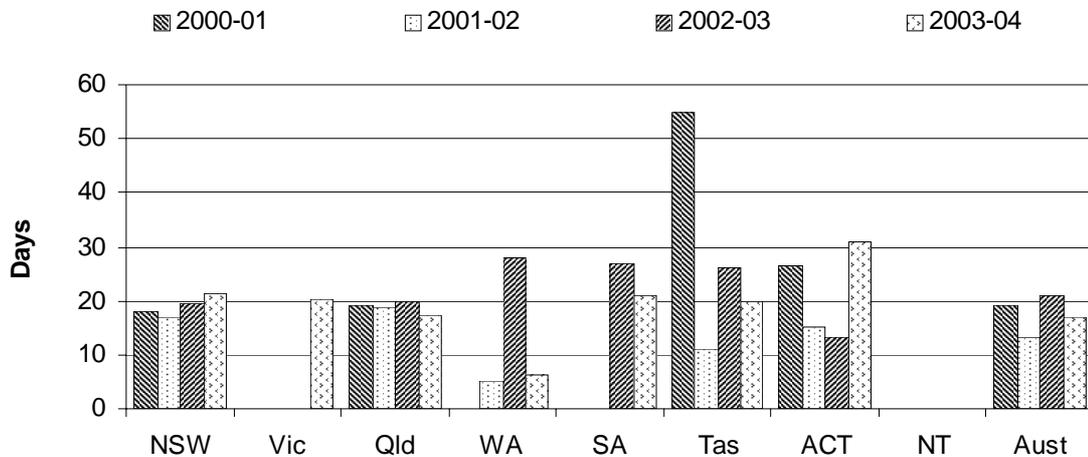
The second efficiency indicator reported for community housing is ‘turnaround time’ (box 16.24).

Box 16.24 Turnaround time

‘Turnaround time’ is included as an output indicator of the time taken to reallocate vacant properties after they have been vacated, acquired or newly constructed. The indicator measures the average time taken in days for vacant dwellings to be occupied. The length of time taken to rent untenanted dwellings affects allocations of housing, waiting times, the length of waiting lists and rent foregone. A low turnaround time suggests efficient housing allocation and asset management. All jurisdictions aim to minimise turnaround times.

Across those jurisdictions able to provide data, the average number of days for vacant stock to be allocated in 2003-04 varied from 31 days in ACT to 6 days in WA (figure 16.16).

Figure 16.16 Community housing — average turnaround times^{a, b, c, d, e, f}



^a At 30 June ^b Data may not be comparable across jurisdictions, given the considerable variation in the way in which community housing operates in each jurisdiction. Organisation and tenant data may vary considerably as a result of the policy and program environment and the nature of the sector. ^c For NSW, Queensland, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). ^d NSW data definitions differ from national definitions, and data for NSW are not comparable over the four years. Data for ACT for 2003-04 are based on different methodology from that used for previous years' data and a direct comparison of 2003-04 with previous years for the ACT cannot be made. For details of these variations, see table 16A.20. ^e For an explanation of Victoria data, see table 16A.20. ^f Data for Victoria for 2000-01, 2001-02 and 2002-03 were not available. Data for WA for 2000-01 were not available. Data for SA for 2000-01 and 2001-02 were not available. Data for the NT were not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.20.

Efficiency — rent collected

The third efficiency indicator reported for community housing is 'rent collected' (box 16.25).

Box 16.25 Rent collected

'Rent collected' is included as an output indicator of the CSHA's guiding principle to undertake efficient and cost-effective management. It is the total rent collected as a proportion of the rent charged. A high proportion suggests efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a proportion of the rent charged.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements may affect the comparability of this indicator's reported results. Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period may be higher than rent charged over that period.

For community housing, data on rent collected are reported with a one year lag to allow community providers an extra year to collate financial data. In 2002-03, rent collected as a proportion of rent charged varied from 100.5 per cent in WA to 83.8 per cent in Queensland (table 16.16). As with public housing, payment arrangements for rent in some jurisdictions mean the rent collected over a 12 month period may be higher than rent charged over that period.

Table 16.16 Community housing — total rent collected as a proportion of total rent charged (per cent)^{a, b, c}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2000-01	92.5	na	98.6	99.2	97.8	na	97.6	na	95.5
2001-02	98.5	na	92.6	97.5	97.9	98.7	98.9	na	97.1
2002-03	98.8	98.6	83.8	100.5	97.3	98.9	99.7	na	95.7

^a At 30 June ^b For NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). ^c Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period may be higher than rent charged over that period. Data for 2002-03 are reported to provide additional time to collate financial data, so data relate to a different number of providers and tenant households. Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. **na** Not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.21.

Outcomes

Amenity/location

‘Amenity/location’ is an outcome indicator (box 16.26).

Box 16.26 Amenity/location

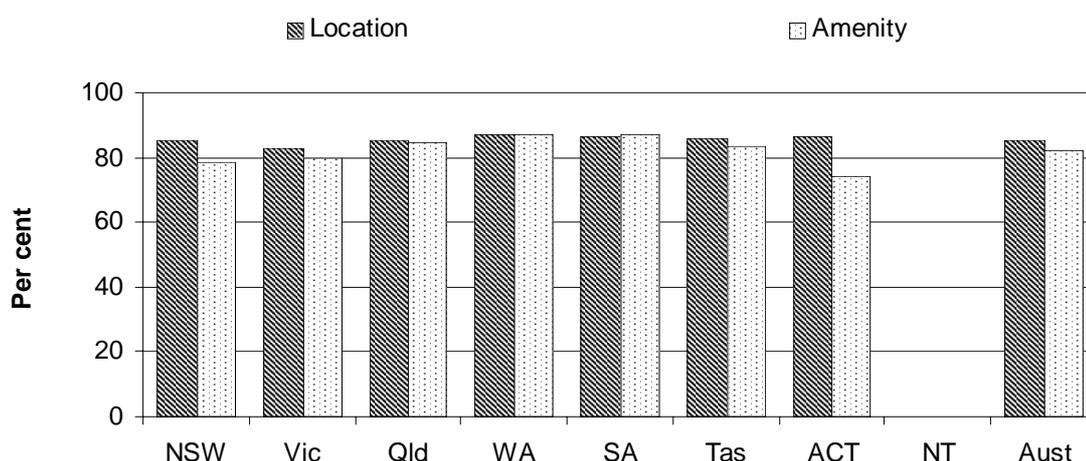
‘Amenity/location’ is included as an outcome indicator of the CSHA’s aim to provide housing assistance that is appropriate to the needs of different households. The amenity/location indicator is a survey-based measure of the proportion of tenants rating amenity and location aspects as important and as meeting their needs. Results are expressed as percentages.

The data for this indicator are from the 2002 *National Social Housing Survey with Community Housing* (NFO Donovan Research 2002). (The survey was not conducted in 2003 or 2004, so results for 2002 are reported again this year.) Community housing tenants were asked whether particular aspects of the location and amenity of their dwellings were important to them and, if so, whether they felt their needs were met. As with public housing, the precision of survey estimates

depends on the survey sample size (see the discussion of amenity/location for public housing). More information on the sample size is provided in tables 16A.22 and 16A.23.

The proportion of tenants satisfied with the location of their dwelling in February 2002 ranged from 87.1 per cent in WA to 83.1 per cent in Victoria. Satisfaction levels were above average in NSW, Queensland, WA, SA, Tasmania and the ACT. The proportion of tenants satisfied with the amenity of their dwelling ranged from 87.3 per cent in WA and SA to 74.2 per cent in the ACT. Satisfaction levels were above average in Queensland, WA, SA and Tasmania (figure 16.17). More information on this indicator can be found in tables 16A.22 and 16A.23.

Figure 16.17 Community housing — tenants satisfied with location or amenity aspects of their dwelling, 2002^{a, b, c, d}



^a At February. ^b Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size (see attachment 16A for details of the sample size). Not applicable for the NT because it chose not to participate in the survey, given its small community housing tenant population. National total is an unweighted average. ^c Data for NSW and WA are based on a different methodology from that used for the other jurisdictions, and need to be interpreted with caution. For details of these variations (including sample size and response rates), see NFO Donovan Research (2002). ^d Data are not available for NT because it chose not to participate in the survey, given its small community housing tenant population.

Source: NFO Donovan Research (2002); tables 16A.22 and 16A.23.

Affordability

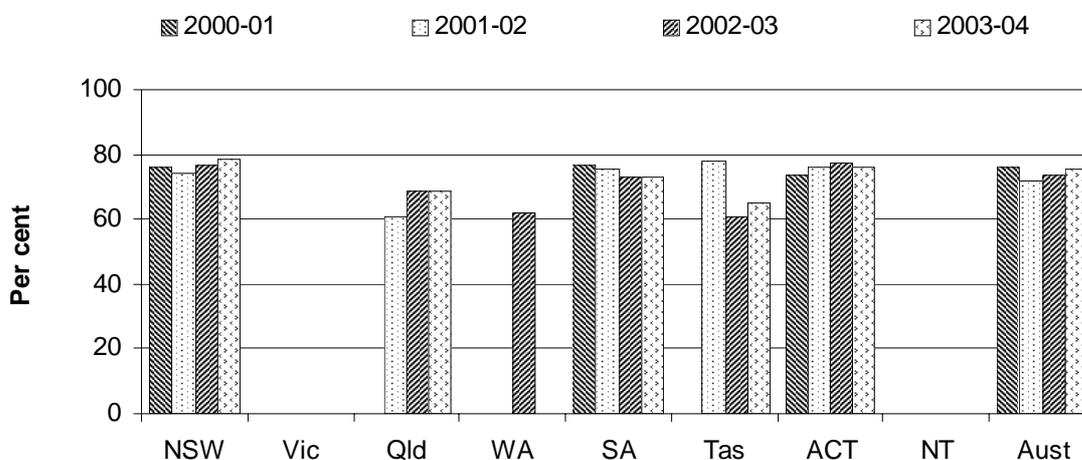
‘Affordability’ is an outcome indicator (box 16.27).

Box 16.27 Affordability

'Affordability' is included as an outcome indicator of the CSHA's aim to provide affordable housing to assist people who are unable to access suitable housing. It measures the proportion of household income left after paying rent. A high proportion indicates that housing is affordable. This affordability measure differs from that reported for public housing and State owned and managed Indigenous housing which measures the rent charged to tenants as a proportion of the market rent for each dwelling, adjusted for CRA.

In 2003-04, across those jurisdictions able to provide data, the proportion of household income left after paying rent ranged from 78.4 per cent in NSW to 64.7 per cent in Tasmania (figure 16.18). Differences in procedures across states and territories for including CRA in rent assessment may affect the comparability of this indicator's reported result. More information on affordability for community housing can be found in table 16A.76.

Figure 16.18 Community housing — household income left after paying rent^{a, b, c, d}



^a At 30 June. ^b For NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). ^c Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. For explanations of data methodology for 2003-04 for NSW, Victoria, Queensland, SA and the ACT, see table 16A.24. ^d Data for Victoria and the NT were not available. Data for Queensland for 2000-01 were not available. Data for WA were not available for 2000-01 and 2001-02, data for 2003-04 were not published. Data for Tasmania for 2000-01 were not published.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.24.

Match of dwelling to household size

‘Match of dwelling to household size’ is an outcome indicator (box 16.28).

Box 16.28 Match of dwelling to household size

‘Match of dwelling to household size’ is included as an outcome indicator of the CSHA’s aim to provide housing assistance that is appropriate to the needs of different households, such as household size. It measures the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

Proxy occupancy standard for appropriate sized dwelling, by household structure

<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1
Single adult (group)	1 (per adult)
Couple with no children	2
Sole parent or couple with one child	2
Sole parent or couple with two or three children	3
Sole parent or couple with four+ children	4

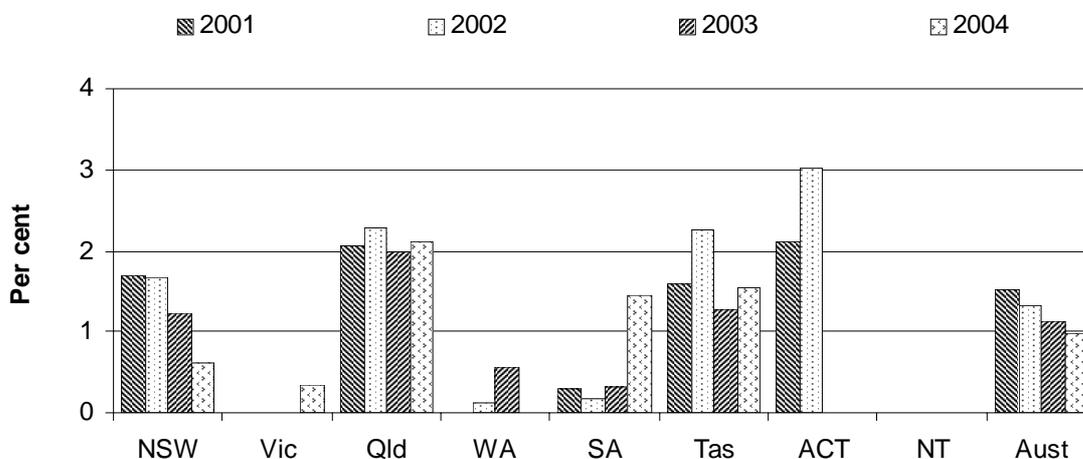
Source: AIHW (2003a).

A low proportion indicates a low proportion of overcrowded households.

The proxy occupancy standard above may differ from the specific criteria used by community housing organisations to match households to dwelling types, affecting interpretation of this indicator. This indicator does not reveal the proportion of stock that were underutilised.

Across those jurisdictions able to provide data, Queensland had the highest proportion of overcrowded dwellings (2.1 per cent) at 30 June 2004, while the ACT had the lowest (0.0 per cent) (figure 16.19). More information on overcrowding for community housing can be found in table 16A.78.

Figure 16.19 Community housing — overcrowded dwellings^{a, b, c}



^a At 30 June. ^b Data may not be comparable across jurisdictions due to the considerable variation in the way community housing operates in each jurisdiction. Organisation and tenant data may vary considerably due to the policy and program environment and the nature of the sector. Data for the ACT for 2003-04 are based on different methodology from that used for previous years' data and a direct comparison of 2003-04 with previous years for the ACT cannot be made. For NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT, data are based on surveys (see table 16A.83 for response rates and other relevant information). ^c Data for Victoria for 2001 2002 and 2003 were not available. Data for WA for 2001 and 2004 were not available. Data for the ACT for 2003 and 2004 were nil or rounded to zero. Data for the NT were not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.25.

Customer satisfaction

'Customer satisfaction' is an outcome indicator (box 16.29).

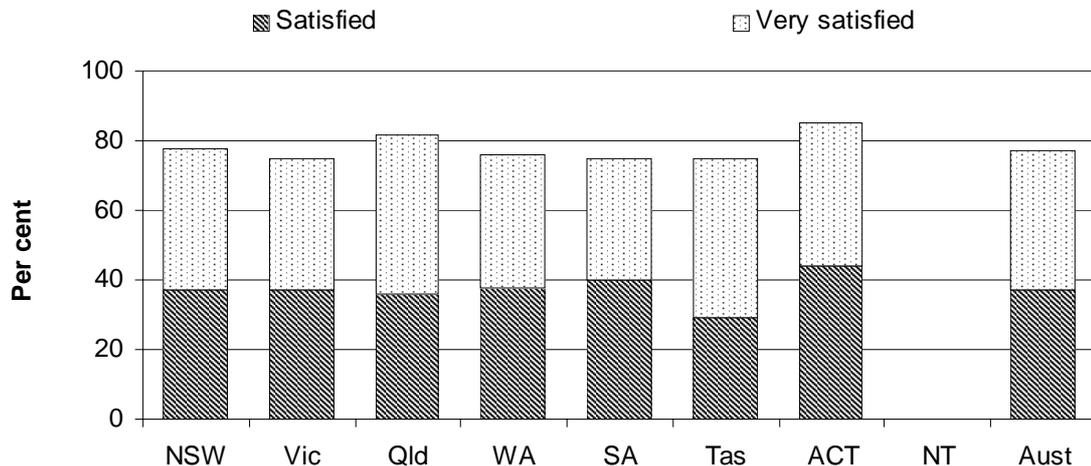
Box 16.29 Customer satisfaction

'Customer satisfaction' is included as an outcome indicator because one aim of the CSHA is to provide housing assistance that is appropriate for different households. Customer satisfaction is a survey measure of satisfaction with the overall service provided by the community housing organisation. Results are expressed in percentage terms.

The data for this indicator, are results from the 2002 *National Social Housing Survey with Community Housing* (NFO Donovan Research 2002). (Survey data for 2003 or 2004 are not available, so results for 2002 are reported again this year.) Nationally in February 2002, 77.0 per cent of tenants were satisfied or very satisfied with their community housing dwellings and the services provided by their community housing organisation (including benefits derived from living in community housing and involvement in the organisation). Across jurisdictions for

which robust survey data are available, this proportion ranged from 85.0 per cent in the ACT to 75.0 per cent in Victoria, SA and Tasmania (figure 16.20).

Figure 16.20 **Community housing — customer satisfaction, 2002^{a, b, c}**



^a At February. Care needs to be taken in interpreting small differences in the results that are affected by sample and estimate size (see table 16A.26 for details of the sample size). ^b Data for WA are based on a different methodology from that used for the other data presented and need to be interpreted with caution. For details of these variations (including sample size and survey response rate), see NFO Donovan Research (2002). ^c Data are not available for NT because it chose not to participate in the survey, given its small community housing tenant population.

Source: NFO Donovan Research (2002); table 16A.26.

State owned and managed Indigenous housing

Different delivery contexts, locations and types of client may affect the performance reported in this section. Care thus needs to be taken in interpreting performance indicator results, and the qualifications presented with the data need to be considered. Further, there might have been some difficulties in separating Indigenous housing data from public housing data. Variations in the funding and administration of State owned and managed Indigenous housing across jurisdictions may also influence the comparability of data.

In addition, performance indicator results are not comparable across the public, community and State owned and managed Indigenous housing sections. Some descriptive data on State owned and managed Indigenous housing are included in table 16A.27. (As outlined in section 16.1, the ACT and the NT are not included in the State owned and managed Indigenous housing data collection.) State owned and managed Indigenous housing dwellings are more likely than public or community housing dwellings to be located in rural or remote areas (table 16.9).

Outputs

Equity — low income

The first equity indicator reported is ‘low income’ (box 16.30).

Box 16.30 Low income

‘Low income’ is included as an output indicator of the CSHA’s aim to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures three low income components:

- new low income households as a proportion of all new households
- new low income households plus special needs (not low income) households, as a proportion of all new households
- households paying less than market rent and special needs households paying market rent, as a proportion of all households (new and existing).

High values for these measures indicate high degrees of targeting of low income (and special needs) households.

The two household income measures for this indicator are:

- low income A households — households where all members receive an income equivalent to or below 100 per cent of the government income support benefits at the pensioner rate (Pension rates have been selected for calculating this indicator because they are higher than allowance rates.)
- low income B households — households with an income above 100 per cent of the government income support benefits at the pensioner rate, but below the effective cut-off for receiving any government support benefits.

Households with incomes below these levels are included in the measure, although they may not necessarily receive income support benefits.

It is not appropriate to use this indicator to compare the performance of public, community and State owned and managed Indigenous housing. State owned and managed Indigenous housing uses a definition of special needs more appropriate to the program. The special needs indicator for public housing includes Indigenous households in the definition of special needs households, so using this definition for State owned and managed Indigenous housing would result in 100 per cent of State owned and managed Indigenous housing households being regarded as having special needs.

The definition also differs for ‘aged’ households: households with a principal tenant aged 50 years or over are considered special needs households for State owned and managed Indigenous housing, while households with a principal tenant aged 75 years or over are considered special needs households for mainstream public and community housing. This difference reflects the lower life expectancy and higher level of illness among Indigenous Australians.

The proportion of new tenancies allocated to low income A households varied in 2003-04 from 94.4 per cent in NSW to 83.3 per cent in Queensland. The proportion of new tenancies allocated to low income A plus special needs (not low income) households varied from 98.1 per cent in Tasmania to 87.5 per cent in Queensland (table 16.17). Table 16A.28 contains information on both low income A households and low income B households.

Table 16.17 State owned and managed Indigenous housing — low income and special needs households, as a proportion of all new households (per cent)^a

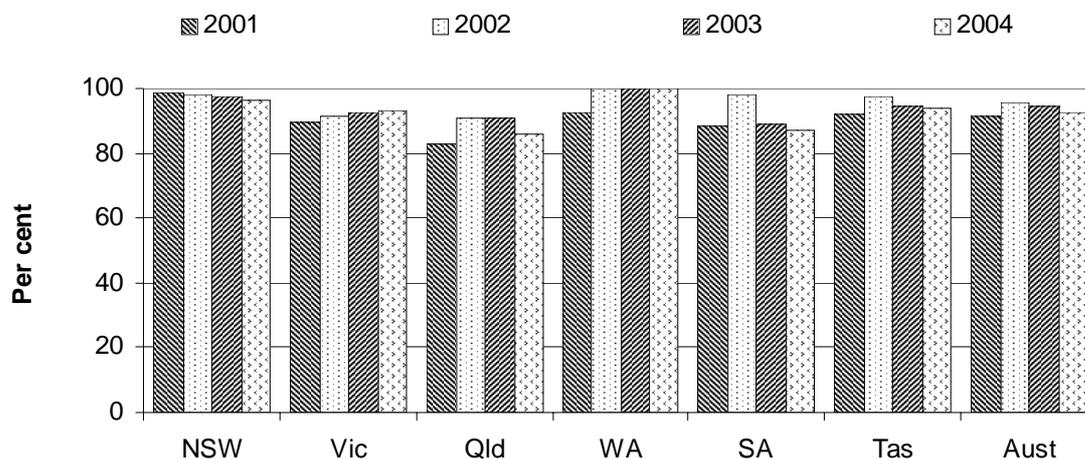
	NSW ^{b,c}	Vic ^{b,d}	Qld ^b	WA ^d	SA ^b	Tas ^d	Aust
<i>New low income A households as proportion of all new households</i>							
2000-01	91.3	80.0	81.4	89.3	88.9	76.8	86.5
2001-02	89.6	88.1	83.1	81.3	87.3	95.5	85.8
2002-03	91.5	87.8	89.7	89.1	86.5	87.2	89.2
2003-04	94.4	90.5	83.3	93.5	89.2	89.5	90.6
<i>New low income A households plus special needs (not low income) households, as proportion of all new households</i>							
2000-01	96.9	83.3	87.0	92.0	97.9	81.7	91.4
2001-02	92.6	91.7	89.5	84.4	90.1	97.0	89.6
2002-03	92.9	92.9	94.6	92.1	93.2	92.3	93.0
2003-04	96.7	96.8	87.5	95.5	92.4	98.1	94.0

^a For details of newly allocated: mixed composition, non-rebated and other households excluded, see table 16A.84. ^b Data for NSW, Victoria, Queensland and SA are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, Victoria Queensland and SA cannot be made. For details of these changes, see the NSW, Victoria, Queensland and SA footnotes in table 16A.28. ^c Data for NSW for 2003-04 are based on a different methodology from the other data presented and need to be interpreted with caution. For details of these variations, see the NSW footnote in table 16A.28. ^d Data for Victoria, WA and Tasmania for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the Victoria, WA and Tasmania footnotes in table 16A.28.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.28.

The proportion of households paying less than market rent and special needs households paying market rent, as a proportion of all households (new and existing) at 30 June 2004, ranged from 100.0 per cent in WA to 85.6 per cent in Queensland (figure 16.21).

Figure 16.21 State owned and managed Indigenous housing — households paying less than market rent and special needs households paying market rent as a proportion of all households (new and existing)^{a, b, c, d}



^a At 30 June. ^b Data for NSW, WA and SA are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, WA and SA cannot be made. For details of these changes, see the NSW, WA and SA footnotes in table 16A.29. ^c Data for Victoria for 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2003-04 data with previous years for Victoria need to be done with caution. For details of these changes, see the Victoria footnotes in table 16A.29. ^d Data for WA for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see WA footnote in table 16A.29.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.29.

Equity — special needs

'Special needs' is the second equity indicator reported for State owned and managed Indigenous housing (box 16.31).

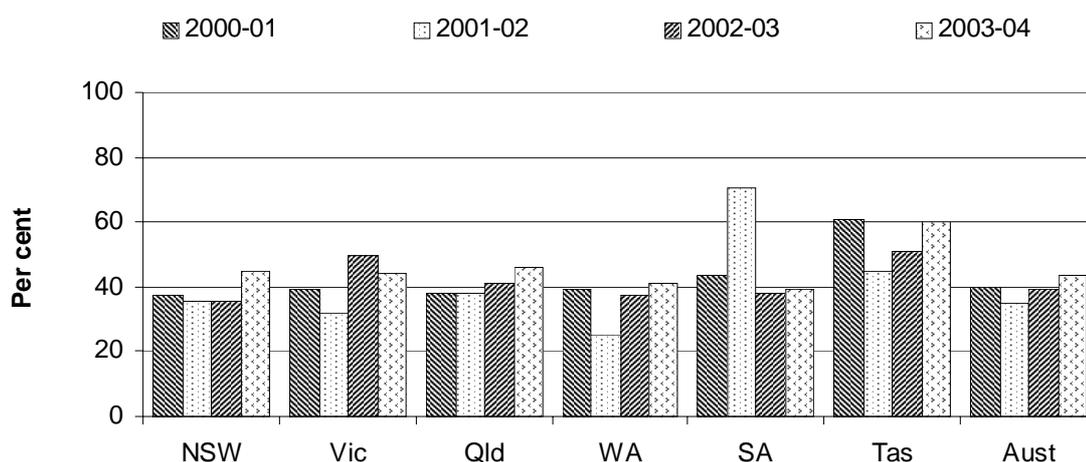
Box 16.31 Special needs

'Special needs' is an output indicator of the CSHA's aim to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It measures the proportion of new tenancies allocated to special needs households. New tenancies are reported as a proxy for all households receiving assistance. Special needs households are those that have either a household member with a disability, or a principal tenant aged 24 years or under, or 50 years or over. A high proportion indicates a high degree of targeting of special needs households.

It is not appropriate to use this indicator to compare the performance of public, community and State owned and managed Indigenous housing because the special needs category includes Indigenous people for public and community housing.

The proportion of new tenancies allocated to special needs households in 2003-04 varied from 60.3 per cent in Tasmania to 39.5 per cent in SA (figure 16.22).

Figure 16.22 **State owned and managed Indigenous housing — new tenancies allocated to households with special needs^{a, b, c}**



^a Data for NSW, WA and SA for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, WA and SA cannot be made. For details of these changes, see the NSW, Victoria, WA and SA footnotes in table 16A.30. ^b Data for Victoria and Queensland for 2003-04 are not directly comparable to the previous years' data, and any direct comparison of 2003-04 data with previous years for Victoria and Queensland need to be done with caution. For details of these changes, see Victoria and Queensland footnotes in table 16A.30. ^c Data for WA for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the WA footnotes in table 16A.30.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.30.

Equity — priority access to those in greatest need

The final equity indicator reported for State owned and managed Indigenous housing is 'priority access to those in greatest need' (box 16.32).

The proportion of new allocations to those in greatest need varied for 2003-04, ranging from 80.9 per cent in SA to 2.7 per cent in Queensland (table 16.18). Differences in State housing allocation policies can influence comparability for this indicator. The relatively low level of priority allocations in NSW and Victoria were partly because Indigenous tenants in greatest need are likely to be housed under the State's general public housing programs.

Box 16.32 Priority access to those in greatest need

'Priority access to those in greatest need' is an output indicator of the CSHA's aim 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 are such that those in greatest need have first access to housing. It measures the proportion of new allocations to those in greatest need. Greatest need households are defined as low income households that at the time of allocation are homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs.

Table 16.18 shows the proportion of new allocations to those in greatest need by time on the waiting list. Data are provided for tenants waiting less than three months to more than two years. These numbers are not cumulative. A high value for this indicator, particularly for short time frames, represents a high degree of targeting of those in greatest need without these people waiting long periods of time.

This indicator, however, does not provide information on the number of greatest need applicants on the waiting list, or an allocations to those in greatest need as a proportion of all greatest need applicants on the waiting list.

It may not be appropriate to compare the performance of public, community and State owned and managed Indigenous housing in relation to this indicator. In some jurisdictions, different priority allocation guidelines may be used to allocate targeted housing. Priority access for Indigenous people is given through mainstream housing. Further, where allocation is made at the community level, reasons for allocation may not be recorded in information management systems.

Table 16.18 State owned and managed Indigenous housing — proportion of new allocations to those in greatest need (per cent)

	NSW ^a	Vic	Qld ^a	WA	SA	Tas	Aust
Total for year ending							
30 June 2004	15.2	19.4	2.7	22.7	80.9	na	26.5
Proportion of greatest need allocations to new allocations, by time to allocation							
<3 months	31.6	21.0	2.7	30.0	71.9	na	36.7
3–<6 months	20.4	34.6	12.1	47.3	100.0	na	40.7
6 months–<1 year	7.1	26.3	–	11.8	97.5	na	22.8
1–<2 years	3.7	16.7	3.7	–	88.1	na	20.0
2+ years	0.9	–	–	–	50.0	na	1.1

^a For details on NSW and Queensland data, see table 16A.31. – Nil or rounded to zero. **na** Not available.

Source: AIHW (2004a); table 16A.31.

Efficiency — gross cost per unit and net cost per unit

‘Gross cost per unit’ and ‘net cost per unit’ are the two efficiency indicators for State owned and managed Indigenous housing. Of these, data for gross cost per unit is currently reported. The Steering Committee has identified net cost per unit as an efficiency indicator, but data for this indicator were not available for the 2005 Report (box 16.33).

Box 16.33 Gross and net cost per unit

‘Gross cost per unit’ and ‘net costs per unit’ are included as output indicators of the CSHA guiding principle to undertake efficient and cost-effective management. These indicators measure the combined cost of providing assistance per dwelling. Cost per dwelling is broken down into the gross cost to government (administration and operating costs plus capital costs) and the net cost to government (gross cost excluding rents received from tenants).

Only gross cost per output unit is reported for State owned and managed Indigenous housing. The Review of Government Service Provision has identified net cost per output unit for development and reporting in future.

A low cost per dwelling can indicate greater efficiency. Caution must be used, however, when interpreting indicators in this way because the cost per dwelling indicator does not provide any information on the quality of service provided (for example, the standard of dwellings). Caution must also be used when interpreting this indicator because service delivery models differ across jurisdictions.

As with other indicators, it is not appropriate to compare the gross cost per State owned and managed Indigenous housing dwelling with the gross cost per dwelling for public housing (which would be the public housing equivalent of this indicator) because there is greater scope for economies of scale in administration costs with public housing, which is a much larger program overall.

State owned and managed Indigenous housing dwellings are also more highly concentrated in rural and remote areas where the cost of providing housing assistance is potentially greater. The need to construct culturally appropriate housing (possibly requiring a higher standard of amenities) may also affect the cost per dwelling. Finally, different cost structures may apply to the programs. Construction of dwellings, for example, under State owned and managed Indigenous housing may involve a skills development element to allow for training of apprentices in rural areas.

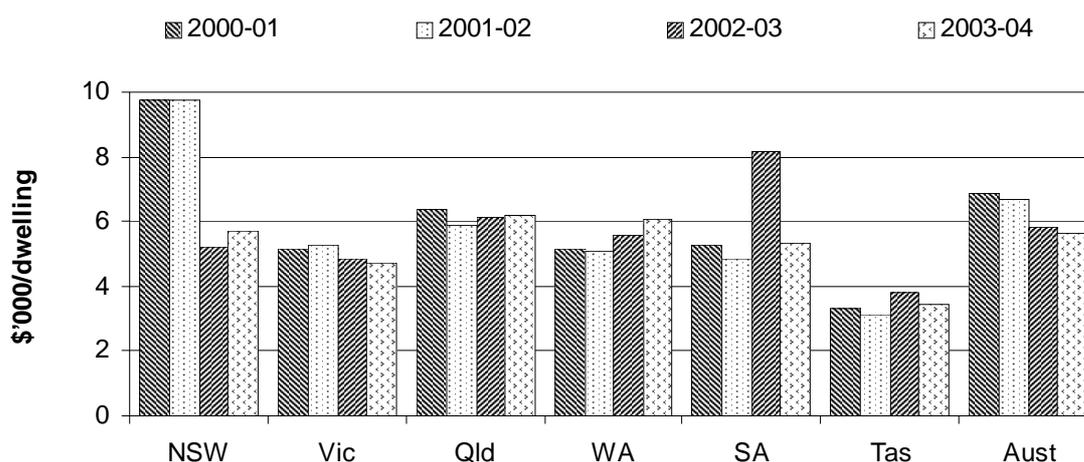
Care needs to be taken in interpreting the total cost of delivering housing. Administration costs and operating costs, for example, may not capture all costs incurred by government, so the total costs of housing provision could be understated.

The costs incurred by jurisdictions in providing State owned and managed Indigenous housing include:

- 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 State owned and managed housing).

Payroll tax has been excluded from gross cost per output unit calculations for State owned and managed Indigenous housing for the first time this year. Further, depreciation costs and the user cost of capital (capital costs) are not available for reporting on State owned and managed Indigenous housing. The cost per dwelling shown in figure 16.23 represents gross recurrent expenditure (that is, administration and operating costs) per dwelling. Rent received from tenants has not been deducted. In 2003-04 the gross cost per dwelling (excluding capital costs) ranged from \$6188 in Queensland to \$3425 in Tasmania (figure 16.23). On average, gross cost per dwelling was \$5649.

Figure 16.23 **State owned and managed Indigenous housing — gross cost per dwelling, excluding capital costs (2003-04 dollars)^{a, b, c}**



^a Payroll tax has been excluded from gross cost per output unit calculations for State owned and managed Indigenous housing for the first time this year. ^b For details of Victoria, WA and Tasmania data see table 16A.32. ^c Data for SA for 2003-04 are based on different methodology from that used for their previous years' data and a direct comparison of 2003-04 data with previous years for SA cannot be made. For details of these changes see SA footnote in table 16A.32'.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.32.

Efficiency — occupancy rates

The second efficiency indicator reported for State owned and managed Indigenous housing is ‘occupancy rates’ (box 16.34).

Box 16.34 Occupancy rates

The ‘occupancy rate’ is included as an output indicator of the efficiency of housing utilisation. It is the proportion of dwellings occupied. The term ‘occupied dwelling’ refers to dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority. High occupancy suggests housing is being utilised efficiently, although this indicator needs to be interpreted with the match of dwelling to household size indicator because there could be unused bedrooms. Low occupancy suggests dwellings are underutilised and that there is a high opportunity cost in retaining them. Occupancy is influenced by both turnover and housing supply.

The proportion of State owned and managed Indigenous housing stock (including untenable dwellings) occupied at 30 June 2004 ranged from 98.2 per cent in Tasmania to 92.2 per cent in SA (table 16.19).

Table 16.19 State owned and managed Indigenous housing — occupancy rates^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA^{b,c}</i>	<i>SA</i>	<i>Tas^{b,c}</i>	<i>Aust</i>
2001	98.0	95.4	94.0	96.0	94.3	93.1	95.8
2002	97.9	96.6	94.6	95.2	91.2	92.7	95.4
2003	97.6	96.1	94.2	94.4	91.8	95.8	95.2
2004	98.0	96.7	96.8	94.1	92.2	98.2	96.0

^a At 30 June. ^b Data for WA and Tasmania for 2003-04 are not directly comparable to the previous years’ data, and any direct comparison of 2003-04 data with previous years for WA and Tasmania needs to be done with caution. For details of these changes, see the WA and Tasmania footnotes in table 16A.33. ^c Data for WA, and Tasmania for 2003-04 are based on a different methodology from the other data presented and need to be interpreted with caution. For details of these variations, see the WA, and Tasmania footnotes in table 16A.33.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.33.

Efficiency — turnaround time

The third efficiency indicator reported for State owned and managed Indigenous housing is ‘turnaround time’ (box 16.35).

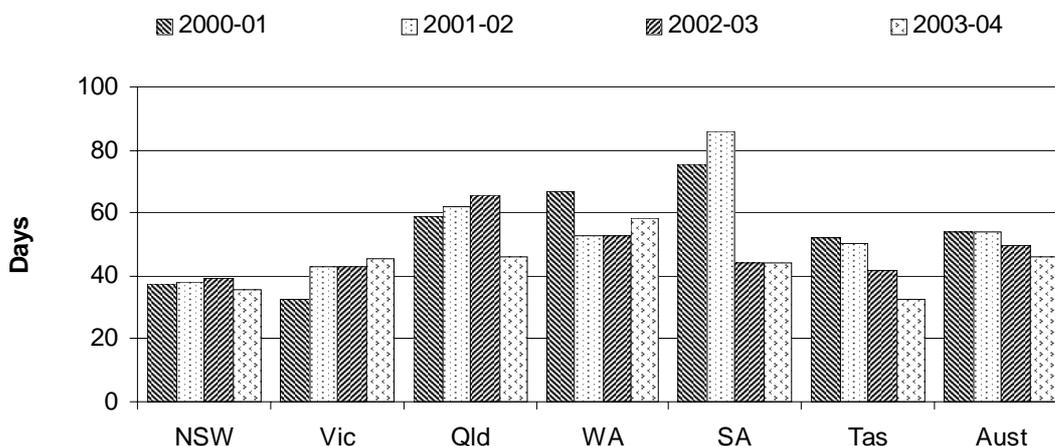
Box 16.35 Turnaround time

'Turnaround time' is included as an output indicator of the time taken to reallocate vacant properties after they have been vacated, acquired or newly constructed. The indicator measures the average time taken in days for vacant dwellings to be occupied. The length of time taken to rent untenanted dwellings affects allocations of housing, waiting times, the length of waiting lists and rent foregone. A low turnaround time suggests efficient housing allocation and asset management. All jurisdictions aim to minimise turnaround times.

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 State owned and managed Indigenous housing 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). The higher proportion of dwellings in rural and remote areas may also contribute to delays in completing administrative tasks and maintenance before dwellings can be re-tenanted.

The average number of days for vacant stock to be allocated in 2003-04 varied from 58 days in WA to 33 days in Tasmania (figure 16.24).

Figure 16.24 State owned and managed Indigenous housing — average turnaround time^{a, b, c}



^a Data for Queensland for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for Queensland cannot be made. For details of these changes, see the Queensland footnotes in table 16A.34. ^b Data for Victoria for 2003-04 are based on a different methodology from the other data presented and need to be interpreted with caution. For details of these variations, see the Victoria footnote in table 16A.34. ^c Data for Queensland and WA for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the Queensland and WA footnotes in table 16A.34.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.34.

Efficiency — rent collected

The final efficiency indicator reported for State owned and managed Indigenous housing is ‘rent collected’ (box 16.36).

Box 16.36 Rent collected

‘Rent collected’ is included as an output indicator of the CSHA’s guiding principle to undertake efficient and cost-effective management. It is the total rent collected as a proportion of the rent charged. A high proportion suggests efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a proportion of the rent charged.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements may affect the comparability of this indicator’s reported results. Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period may be higher than rent charged over that period.

Rent collected as a proportion of the rent charged in 2003-04 varied from 104.1 per cent in NSW to 97.0 per cent in SA (table 16.20). Payment arrangements for rent in some jurisdictions mean that the rent collected over a 12 month period may be higher than rent charged over that period.

Table 16.20 State owned and managed Indigenous housing — total rent collected as a proportion of total rent charged (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA^b</i>	<i>Tas</i>	<i>Aust</i>
2000-01	99.3	99.5	99.1	101.1	95.0	94.8	98.8
2001-02	99.9	98.8	97.3	103.0	92.6	99.1	98.5
2002-03	102.3	98.1	97.2	101.9	107.9	98.8	101.4
2003-04	104.1	99.8	101.3	103.1	97.0	102.2	101.8

^a Payment arrangements for rent in some jurisdictions mean that rent collected over a 12 month period may be higher than rent charged over that period. ^b Data for SA for 2003-04 are based on a different methodology from that used for their previous years’ data, and a direct comparison of 2003-04 data with previous years for SA cannot be made. For details of these changes, see the SA footnotes in table 16A.35.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.35.

Outcomes

Amenity/location

The Steering Committee has identified ‘amenity/location’ as an outcome indicator (box 16.37). Data for this indicator were not available for the 2005 Report although

HMAC has provided in-principle support for a 2005 survey of State owned and managed Indigenous housing tenants and is considering a detailed proposal for this survey. This survey will provide nationally comparable data on amenity/location.

Box 16.37 Amenity/location

The Steering Committee has identified 'amenity/location' as an indicator for development and reporting in future, as an outcome indicator of the CSHA's aim to provide housing assistance that is appropriate to the needs of different households.

Affordability

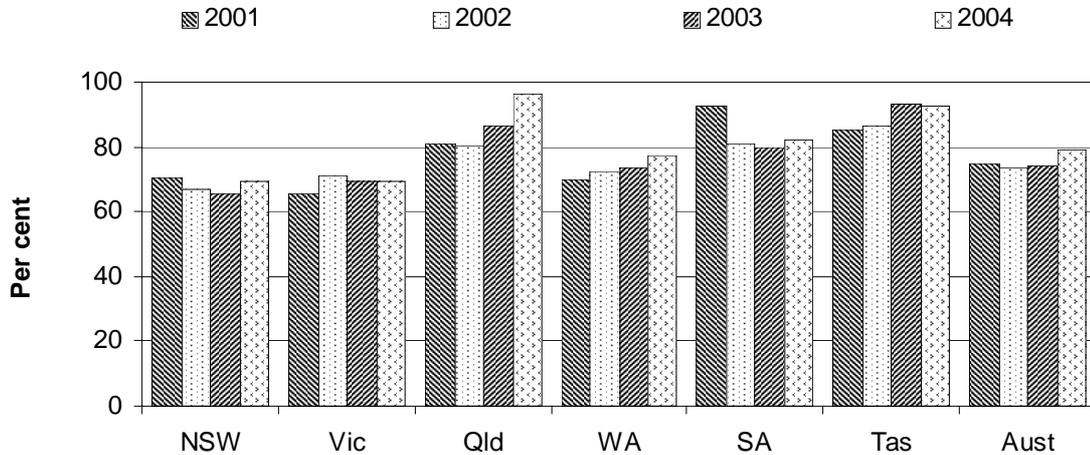
'Affordability' is an outcome indicator (box 16.38).

Box 16.38 Affordability

'Affordability' is included as an outcome indicator of the CSHA's aim to provide affordable housing to assist people who are unable to access suitable housing. It measures the rent charged to tenants as a proportion of the market rent for each dwelling, adjusted for CRA. A low proportion indicates a high level of subsidy from the State or Territory housing authority over and above CRA. This largely reflects the differing levels of market rent across jurisdictions.

Across those jurisdictions able to provide data, the rent charged at 30 June 2004 as a proportion of the market rent for each dwelling (adjusted for CRA) ranged from 96.3 per cent in Queensland to 69.5 per cent in Victoria (figure 16.25). Information on the amount of income paid in rent by State owned and managed Indigenous housing tenants as a proportion of income, can be found in table 16A.77.

Figure 16.25 **State owned and managed Indigenous housing — rent charged as a proportion of market rent, adjusted for CRA^{a, b, c, d, e}**



^a At 30 June. ^b For details of mixed composition, non-rebated and other households excluded, see table 16A.84. ^c Data for NSW, Victoria and Queensland for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, Victoria and Queensland cannot be made. For details of these changes, see the NSW, Victoria and Queensland footnotes in table 16A.36. ^d Data for Tasmania for 2003-04 are not directly comparable to the previous years' data, and any direct comparison for 2003-04 data with previous years for Tasmania needs to be done with caution. For details of these changes, see the Tasmania footnotes in table 16A.36. ^e Data for Tasmania for 2003-04 are not comparable with the other data presented and cannot be directly compared with other jurisdictions' data. For details of non-comparability, see the Tasmania footnote in table 16A.36.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.36.

Match of dwelling to household size

'Match of dwelling to household size' is an outcome indicator (box 16.39).

Box 16.39 Match of dwelling to household size

'Match of dwelling to household size' is included as an outcome indicator of the CSHA's aim to provide housing assistance that is appropriate to the needs of different households, such as household size. It measures the proportion of households where allocated dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

Proxy occupancy standard for appropriate sized dwelling, by household structure

<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1
Single adult (group)	1 (per adult)
Couple with no children	2
Sole parent or couple with one child	2
Sole parent or couple with two or three children	3
Sole parent or couple with four+ children	4

Source: AIHW (2003a).

A low proportion indicates a low proportion of overcrowded households.

The proxy occupancy standard above may differ from the specific criteria used by State housing authorities to match households to dwelling types, affecting interpretation of this indicator.

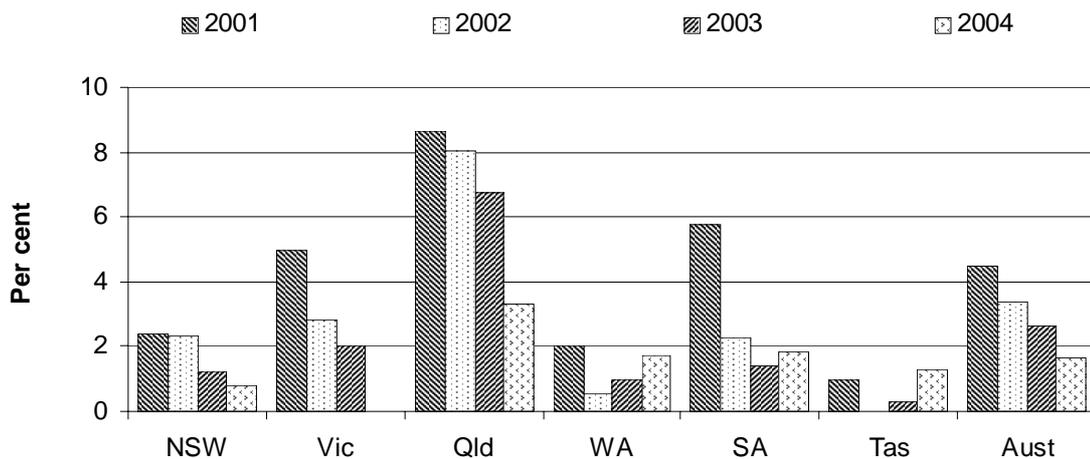
Care also needs to be taken in comparing the performance of public housing and State owned and managed Indigenous housing in relation to overcrowding. Two major factors potentially result in an apparently higher incidence of overcrowding in the latter relative to public housing dwellings:

- differences in Indigenous housing arrangements — for example, several generations living in one house, or visitors having 'right of access' in some circumstances (Pholeros, Rainow and Torzillo 1993)
- the influence of climate and culture — for example, people in rural areas may live outside houses rather than inside, while the proxy occupancy standard does not allow for verandas or larger shared living spaces (Pholeros, Rainow and Torzillo 1993).

The allocation policies of each State housing authority aim to match household size to available dwellings, to avoid overcrowding wherever possible. As household structure changes over time or cultural influences take effect, overcrowding can occur, post-allocation. This indicator does not reveal the proportion of stock that were underutilised.

Queensland had the highest proportion of overcrowded dwellings at 30 June 2004 (3.3 per cent), while Victoria had the lowest (0.0 per cent) (figure 16.26). More information on overcrowding and underuse for State owned and managed Indigenous housing can be found in table 16A.79.

Figure 16.26 **State owned and managed Indigenous housing — overcrowded dwellings^{a, b, c, d}**



^a At 30 June. ^b For details of mixed composition, non-rebated and other households excluded, see table 16A.84. ^c Data for NSW, Victoria and Queensland for 2003-04 are based on a different methodology from that used for their previous years' data, and a direct comparison of 2003-04 data with previous years for NSW, Victoria and Queensland cannot be made. For details of these changes, see the NSW, Victoria and Queensland footnotes in table 16A.37. ^d Data for SA for 2002-03 and 2003-04 are not directly comparable to the previous years' data, and any direct comparison for 2002-03 and 2003-04 data with previous years for SA needs to be done with caution. For details of these changes, see the SA footnotes in table 16A.37.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.37.

Customer satisfaction

The Steering Committee has identified 'customer satisfaction' as an outcome indicator (box 16.40). Data were not available for the 2005 Report, but the proposed survey of State owned and managed Indigenous housing tenants (to be undertaken in 2005) will provide nationally comparable data on customer satisfaction.

Box 16.40 Customer satisfaction

'Customer satisfaction' is included as an outcome indicator because one aim of the CSHA is to provide housing assistance that is appropriate for different households. The Steering Committee has identified this indicator for development and reporting in future.

Commonwealth Rent Assistance

Data for CRA recipients are for clients of DFACS only and generally for the fortnight ending either 6 March 2004 or 11 June 2004. Data exclude those recipients paid rental assistance by, or on behalf of, the DVA or DEST. Centrelink and DFACS collected data centrally.

Important eligibility requirements for CRA (which is paid automatically once eligibility has been established) are (1) the receipt of an income support payment or more than the base rate of the Family Tax Benefit Part A, and (2) liability to pay rent.

Outputs

Equity — access — primary payment type

The first access indicator is ‘primary payment type’ (box 16.41).

Box 16.41 Primary payment type

CRA is a demand driven payment that has no benchmark in terms of the mix of customers. The ‘primary payment type’ indicator provides descriptive information only. Access to CRA by primary payment type is included as an output indicator of the CRA objective to provide income support recipients and low income families in the private rental market with additional financial assistance in an equitable manner. This indicator measures the number and proportion of eligible income support recipients receiving CRA, by type of payment received. The level of access experienced by different payment types is influenced by a number of factors, including (but not restricted to) the size of their respective base populations and the levels of home ownership.

The highest proportion of income units (where income units are analogous to family units, except that non-dependent children and other adults living in the same household are treated as separate income units) receiving CRA at 11 June 2004 were recipients of the Parenting Payment (Single) (21.1 per cent of income units receiving CRA), followed by recipients of the Newstart Allowance (19.3 per cent). These proportions were higher for Indigenous Australians (33.2 per cent and 29.9 per cent respectively). Only 3.2 per cent of Indigenous income units receiving CRA received the Age Pension, compared with 17.1 per cent for all Australians (table 16.21).

Table 16.21 Income units receiving CRA, by primary payment type, 2004^a

<i>Primary payment type</i>	<i>Income units^b</i>	<i>Proportion of CRA recipients</i>	<i>Indigenous income units</i>	<i>Proportion of Indigenous CRA recipients</i>
	no.	%	no.	%
Newstart	182 984	19.3	7 541	29.9
Parenting Payment, Single	200 460	21.1	8 370	33.2
Disability Support Pension	173 825	18.3	4 303	17.1
Age Pension	162 602	17.1	799	3.2
Youth Allowance	87 940	9.3	1 497	5.9
Family Tax Benefit	77 469	8.2	1 352	5.4
Parenting Payment, Partnered	27 492	2.9	764	3.0
Other qualifying payments	36 926	3.9	565	2.2
Total	949 698	100.0	25 191	100.0

^a At 11 June. Data are for income units receiving CRA who were clients of DFACS only. Data exclude those paid rental assistance by, or on behalf of, the DVA or DEST. Components may not sum to 100 per cent as a result of rounding. ^b Income units are classified as the Family Tax Benefit only if neither the person nor partner receives an income support payment. Income units are classified as Parenting Payment (Partnered) only if a partner does not receive an income support payment.

Source: DFACS (unpublished); table 16A.43.

Equity — access — income unit type

The second access indicator is ‘income unit type’ (box 16.42).

Box 16.42 Income unit type

Access to CRA by ‘income unit type’ is included as an output indicator of the objective of CRA to provide financial assistance in an equitable manner. This indicator measures the number and proportion of eligible income support recipients receiving CRA by income unit type. The level of access experienced by different income unit types is influenced by a number of factors, including (but not restricted to) the size of their respective base populations and the levels of home ownership. CRA is a demand driven payment that has no benchmark in terms of the mix of customers. This indicator provides descriptive information only.

There were 949 698 income units receiving CRA at 11 June 2004. Of these, 25 191 (approximately 2.7 per cent) self-identified as Indigenous. Single people with no children represented approximately 53.7 per cent of income units receiving CRA and 42.3 per cent of Indigenous income units receiving CRA (table 16.22).

Table 16.22 Income units receiving CRA, by income unit type, 2004^{a, b}

<i>Type of income unit^c</i>	<i>Income units</i>	<i>Proportion of CRA recipients</i>		<i>Proportion of Indigenous CRA recipients</i>	
		<i>no.</i>	<i>%</i>	<i>no.</i>	<i>%</i>
Single, no dependent children	369 998	39.0	39.0	8 024	31.9
Single, no children, sharer ^d	139 796	14.7	14.7	2 636	10.5
Single, one or two dependent children	189 543	20.0	20.0	6 890	27.4
Single, three or more dependent children	35 709	3.8	3.8	2 176	8.6
Partnered, no dependent children	79 333	8.4	8.4	1 155	4.6
Partnered, one or two dependent children	90 531	9.5	9.5	2 475	9.8
Partnered, three or more dependent children	38 201	4.0	4.0	1 570	6.2
Partnered, illness or temporarily separated, no dependant children	2 465	0.2	0.2	62	0.2
Unknown income unit	4 122	0.4	0.4	203	0.8
Total	949 698	100.0	100.0	25 191	100.0

^a At 11 June. Data are for income units receiving CRA who were clients of DFACS only. Data exclude those paid rent assistance by, or on behalf of, the DVA or DEST. Components may not sum to 100 per cent as a result of rounding. ^b Income units are analogous to family units except that non-dependent children and other adults are treated as separate income units (see section 16.6 for more detail). ^c A child is regarded as dependent on an adult only if the adult receives the Family Tax Benefit for the care of the child. ^d The maximum rate of assistance is lower for some single persons without dependent children who share accommodation (see the definition of 'sharer' in section 16.6).

Source: DFACS (unpublished); table 16A.44.

For all jurisdictions except the NT, the proportion of income units receiving CRA at 11 June 2004 who identified as Indigenous was very close to Indigenous representation in the overall community. The NT had the highest proportion of self-identified Indigenous people receiving the payment (18.3 per cent), while the Indigenous proportion of the NT population was 30.0 per cent. Victoria had the lowest proportion of self-identifying Indigenous people receiving CRA (0.8 per cent) and the lowest Indigenous population as a proportion of the State population (0.6 per cent) (table 16.23).

Table 16.23 Income units receiving CRA, by Indigenous status and geographic location, 2004^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust ^b	
<i>Non-Indigenous</i>											
	Income units	no.	307 341	204 291	225 987	84 916	65 257	22 972	na	4 550	923 558
	In capital city	no.	168 209	145 007	100 319	65 762	51 157	9 746	8 244	3 546	551 990
	In rest of State	no.	139 132	59 284	125 668	19 154	14 100	13 226	..	1 004	371 568
	Share of all recipients	%	97.1	99.2	96.1	97.2	98.2	96.8	na	80.7	97.2
	Non-Indigenous population, as a proportion of total population	%	97.9	99.4	96.5	96.4	98.2	96.2	98.7	70.0	97.6
<i>Indigenous</i>											
	Income units	no.	9 006	1 611	8 997	2 387	1 214	744	na	1 032	25 102
	In capital city	no.	2 501	790	2 577	1 336	743	261	111	568	8 887
	In rest of State	no.	6 505	821	6 420	1 051	471	483	..	464	16 215
	Share of all recipients	%	2.8	0.8	3.8	2.7	1.8	3.1	na	18.3	2.6
	Indigenous population, as a proportion of total population	%	2.1	0.6	3.5	3.6	1.8	3.8	1.3	30.0	2.4
	Total income units	no.	316 541	206 041	235 145	87 405	66 483	23 737	8 355	5 636	949 698

^a At 11 June. ^b National total includes postcodes that could not be classified. **na** Not available. .. Not applicable.

Source: DFACS (unpublished); table 16A.45.

Equity — access — low income

‘Low income’ is the third access indicator (box 16.43).

Box 16.43 Low income

‘Low income’ access to CRA is included as an output indicator of the objective of CRA to provide income support recipients and low income families with financial assistance. This indicator shows income of income units receiving CRA, by quintiles of income received per week. This indicator provides a measure of the extent to which CRA is targeted at those with low-income. It enables a comparison of the incomes of income units receiving maximum CRA with those of income units who have lower rents and thus receive reduced CRA. Disaggregating income by income unit type helps to minimise the observed spread of incomes, because most recipients are primarily dependent on social security payments, which also vary by family structure.

Among all income unit types at 6 March 2004, the bottom 20 per cent of income units receiving CRA had income of \$211 or less per week, while the top 20 per cent had income in excess of \$537 per week (table 16.24).

Among those income units paying enough rent to receive maximum CRA payments at 6 March 2004, the bottom 20 per cent of income units receiving CRA had income of \$214 or less per week, while the top 20 per cent had income in excess of \$592 per week (table 16A.46). Data for income units receiving maximum CRA payments and for those not paying enough rent to receive maximum CRA payments are also shown in table 16A.46.

Table 16.24 Income of income units receiving CRA, by income quintiles and income units, 2004 (\$ per week)^{a, b, c}

Income unit type ^d	Income quintile			
	20 per cent of recipients	40 per cent of recipients	60 per cent of recipients	80 per cent of recipients
Single, no dependent children	195.40	229.30	230.77	261.97
Single, no children, sharer ^e	160.25	192.50	195.40	244.30
Single, one or two dependent children	354.54	404.84	469.26	620.71
Single, three or more dependent children	486.58	545.26	603.34	707.08
Partnered, no dependent children	365.57	384.36	427.41	509.41
Partnered, one or two dependent children	459.30	571.45	719.47	871.28
Partnered, three or more dependent children	603.17	736.84	898.44	1067.64
Partnered, illness separated, no dependent children	460.07	474.07	514.07	581.50
Partnered, temporarily separated, no dependent children	318.50	382.36	452.71	555.34
All income unit types	211.00	239.77	368.82	537.00

^a At 6 March. Data are for income units receiving CRA who were clients of DFACS only. Data exclude those paid rental assistance by, or on behalf of, the DVA or DEST. ^b Quintiles represent one fifth of the respective income unit type population ranked by income. Dollar amounts do not represent average income: they reflect the upper boundary that defines the quintile — for example, the lowest quintile of singles with no dependent children has income less than \$195 per week, the respective second quintile has incomes between \$195 and \$229, and incomes for the highest quintile are above the upper boundary (\$262) of the fourth quintile. ^c Income units are analogous to family units except that non-dependent children and other adults are treated as separate income units (see section 16.6 for more detail). ^d A child is regarded as dependent on an adult only if the adult receives the Family Tax Benefit for the care of the child. ^e The maximum rate of assistance is lower for some single persons without dependent children who share accommodation (see the definition of 'sharer' in section 16.6).

Source: DFACS (unpublished); table 16A.46.

Equity — access — special needs

The fourth access indicator is 'special needs' (box 16.44).

Box 16.44 Special needs

'Special needs' access to CRA is included as an output indicator of the objective of CRA to provide income support recipients and low income families with financial assistance. This indicator provides the proportions of special needs income units receiving CRA, such as regional and remote Australians and Indigenous income units receiving CRA, by benefit type. It provides an overview of the level of assistance provided to disadvantaged groups and facilitates comparison with special needs groups in public housing. CRA is a demand driven payment that has no benchmark in terms of the level of assistance provided to special needs clients. Additional measures of special need, which include a geographic dimension, are reported under 'Affordability'.

Overall, 64.0 per cent of income units receiving CRA at 11 June 2004 were located in major cities, 34.6 per cent were in regional areas (as distinct from remote areas) and 1.3 per cent were in remote areas (table 16A.47). Of Indigenous income units receiving CRA, approximately 36.4 per cent were located in major cities, 54.5 per cent were in regional areas (as distinct from remote areas) and 8.9 per cent were in remote areas (table 16A.48).

Equity — access — geographic spread of CRA customers

The final access indicator is the 'geographic spread of CRA customers' (box 16.45).

Box 16.45 Geographic spread of CRA customers

The 'geographic spread of CRA customers' provides descriptive information about rents, average levels of assistance, and the level of representation within the social security population for a defined region. This information is useful in examining differences across states and territories, and capital cities/rest of State. Comparison can also be made at the statistical local area level within capital cities for the ratio measure between income units receiving CRA and the social security population. The indicator can provide some limited insight into the responsiveness/effectiveness of CRA to regional variations in rent.

Two measures are presented:

- income units receiving CRA as a proportion of income units in each capital city receiving a social security income support benefit or more than the base rate of the Family Tax Benefit
- the average CRA entitlement across locations.

Additional measures of geographic spread are reported under 'Affordability'.

Results for income units receiving CRA as a proportion of income units in each capital city receiving a social security income support benefit or more than the base rate of the Family Tax Benefit are shown in tables 16A.49–16A.57. Information on the average CRA entitlement across locations is contained in table 16A.58.

Effectiveness — appropriateness — maximum rate

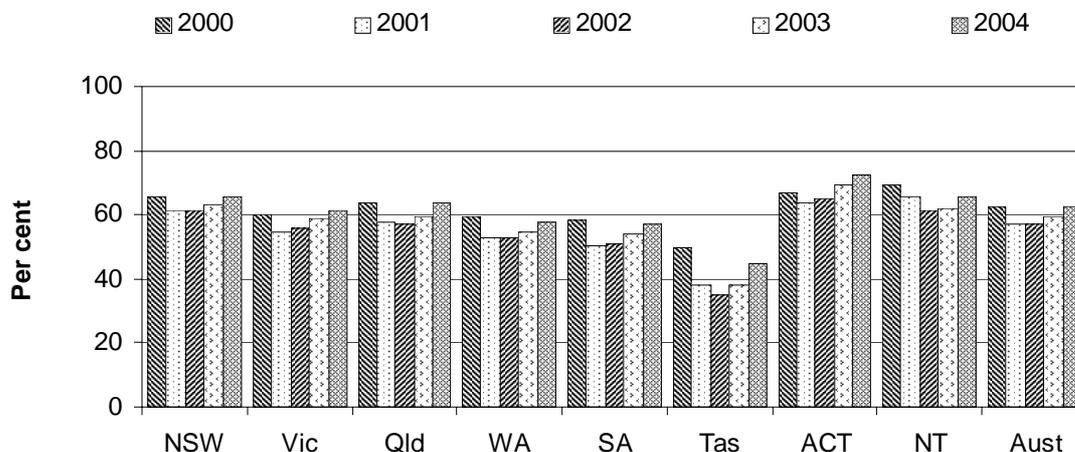
The first effectiveness indicator is the proportion of income units receiving the ‘maximum rate of CRA’, by jurisdiction and payment type (box 16.46).

Box 16.46 Maximum rate of CRA

The ‘maximum rate of CRA’ indicator is included as an output indicator of the appropriateness of CRA. It measures the proportion of income units receiving the maximum rate of CRA, and can be used to monitor the adequacy of CRA over time. The effectiveness of the payment against rents is reflected in increasing/decreasing proportions on the maximum rates of assistance. An increasing proportion of the maximum rate of payment suggests that CRA is decreasing in its effectiveness against rental increases, while a decreasing proportion suggests that CRA is increasing at a rate above that of rental increases.

At 6 March 2004, 62.4 per cent of income units receiving CRA across Australia qualified for the maximum rate of CRA payments. This proportion varied from 72.1 per cent in the ACT to 45.0 per cent in Tasmania (figure 16.27). Table 16A.59 contains data showing the proportion of income units receiving CRA qualifying for maximum CRA payments, by the type of primary payment received.

Figure 16.27 **Proportion of income units receiving CRA paying enough rent to receive maximum assistance^{a, b, c, d}**



^a Data for 2004 is at 6 March; data for all other years are near the end of the financial year. ^b Data are for income units receiving CRA who were clients of DFACS only. Data exclude those paid rental assistance by, or on behalf of, the DVA or DEST. ^c Income units are analogous to family units except that non-dependent children and other adults are treated as separate income units (see section 16.6 for more detail). ^d Proportion of income units with ongoing entitlement to CRA paying enough rent to receive maximum assistance.

Source: DFACS (unpublished); table 16A.60.

Effectiveness — appropriateness — number and outcome of appeals

The second effectiveness indicator is the ‘number and outcome of appeals’ (box 16.47).

Box 16.47 Number and outcome of appeals

The ‘number and outcome of appeals’ is included as an output indicator because it measures the appropriateness of decisions related to the payment of CRA. There is a formal review process for decisions related to the payment of CRA. Clients who are dissatisfied with a decision are encouraged to discuss the matter with the original decision maker before taking the matter further, although this is not a necessary step. Authorised review officers conduct a quick and informal internal review of the decision. Generally, customers who are dissatisfied with the authorised review officer’s decision can appeal to the Social Security Appeals Tribunal, which is an independent body with decision making powers. Either the customer or DFACS can seek an Administrative Appeals Tribunal review of the Social Security Appeals Tribunal’s decisions. The indicator measures the outcomes of all CRA appeals finalised. A high proportion of original decisions affirmed would imply that the original decisions were appropriate.

There were 347 finalised appeals to an authorised review officer in 2003-04, which represented approximately 0.04 per cent of people receiving CRA. Approximately 36 per cent of finalised appeals to an authorised review officer, 37 per cent of appeals to the Social Security Appeals Tribunal and 33 per cent of appeals to the Administrative Tribunal resulted in the original decision being set aside or changed. (table 16.25).

Table 16.25 Outcome of all CRA appeals finalised in 2003-04

<i>Outcome</i>	<i>Appeals to ARO</i>		<i>Appeals to SSAT</i>		<i>Appeals to AAT</i>	
	no.	%	no.	%	no.	%
Original decision affirmed or appeal dismissed	213	61.4	39	58.2	3	33.3
Original decision set aside	80	23.1	24	35.8	3	33.3
Original decision varied	45	13.0	1	1.5	–	–
Appeal withdrawn	9	2.6	3	4.5	3	33.3
Total finalised (a)	347	100.0	67	100.0	9	100.0

ARO = authorised review officer. SSAT = Social Security Appeals Tribunal. AAT = Administrative Appeals Tribunal. ^a Totals may not add to 100 as a result of rounding. – Nil or rounded to zero.

Source: DFACS (unpublished); table 16A.61.

Efficiency — running costs per 1000 customers

The Steering Committee has identified ‘running costs per 1000 customers’ as an indicator of efficiency (box 16.48). Data for this indicator, however, were not available for the 2005 Report.

Box 16.48 Running costs per 1000 customers

‘Running costs per 1000 customers’ is an output indicator because CRA aims to provide financial assistance in an efficient manner. Low running costs per 1000 customers would imply high efficiency for a given service level. The Steering Committee has identified this indicator for development and reporting in future.

Efficiency — control of incorrect payment

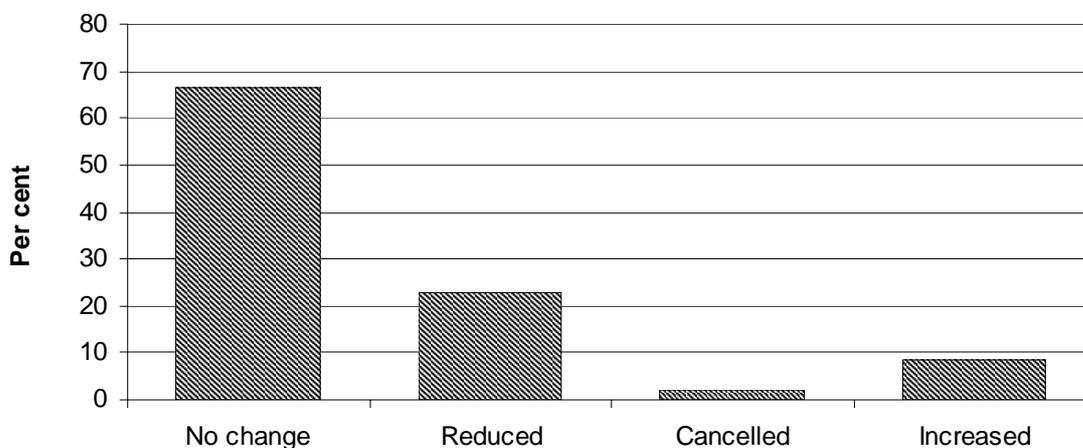
‘Control of incorrect payment’ is an efficiency indicator (box 16.49).

Box 16.49 Control of incorrect payment

'Control of incorrect payment' of CRA is included as an output indicator of the objective of CRA to provide financial assistance in an efficient manner. Centrelink relies on risk-based review activities to control overpayment, some of which are targeted at CRA. The indicator measures the proportion of CRA payment adjustments resulting from a risk-based review. A high proportion of reviews resulting in no change is desirable because it implies efficiency of the system (that is, a high proportion of recipients are receiving the correct payment). Conversely, a low proportion of reviews resulting in no change implies low efficiency because there is a high proportion of recipients receiving incorrect payment.

Centrelink conducted 154 732 risk-based reviews relating to CRA in 2003-04. CRA was cancelled in 2.3 per cent of cases, reduced in 22.7 per cent of cases and increased in 8.5 per cent of cases. For the majority of cases (66.5 per cent), there was no change (figure 16.28).

Figure 16.28 CRA payment adjustments resulting from a risk-based review, 2003-04



Source: DFACS (unpublished); table 16A.62.

Efficiency — ratio of running costs to total outlays

The Steering Committee has identified the 'ratio of running costs to total outlays' as an indicator of efficiency (box 16.50). Data for this indicator, however, were not available for the 2005 Report.

Box 16.50 Ratio of running costs to total outlays

The 'ratio of running costs to total outlays' is included as an output indicator because CRA aims to provide financial assistance in an efficient manner. A low ratio would imply high efficiency for a given service level. The Steering Committee has identified this indicator for development and reporting in future.

Outcomes

Affordability

'Affordability' is one of three outcome indicators reported (box 16.51).

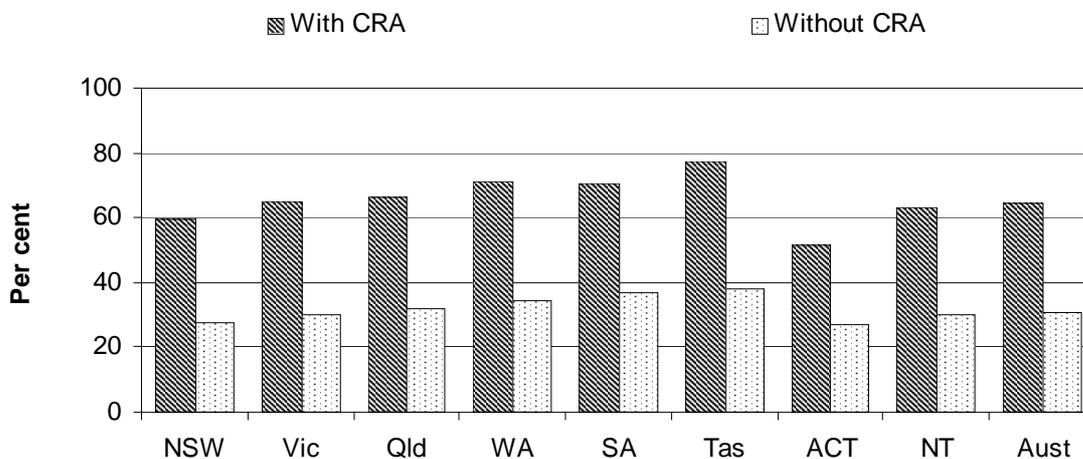
Box 16.51 Affordability

'Affordability' is included as an outcome indicator of the CRA objective to provide income support recipients and low income families in the private rental market with additional financial assistance. This indicator measures the proportions of income units spending more than 30 per cent and 50 per cent of their income on rent with and without CRA. A low proportion implies high affordability for recipients spending both 30 per cent and 50 per cent of income on rent with and without CRA. Affordability outcomes (with and without CRA) have been provided for all income units receiving CRA, Indigenous income units receiving CRA, and Disability Support Pension income units receiving CRA.

Nationally, 30.9 per cent of income units not receiving CRA at 6 March 2004 have spent less than 30 per cent of their income on rent. Across jurisdictions, this proportion ranged from 38.3 per cent in Tasmania to 27.0 per cent in the ACT. Accounting for CRA (thereby reducing the rent paid by the amount of the assistance), the national proportion of income units who spent less than 30 per cent of their income on rent at 6 March 2004 increases to 64.5 per cent. Across jurisdictions, this proportion ranged from 77.3 per cent in Tasmania to 51.5 per cent in the ACT (figure 16.29).

Similarly, if CRA was not payable, then 72.0 per cent of income units across Australia have spent less than 50 per cent of their income on rent at 6 March 2004. Accounting for CRA payments, this proportion increased to 90.9 per cent (table 16A.63).

Figure 16.29 **Income units receiving CRA paying less than 30 per cent of income on rent, with and without CRA, 2004^a**

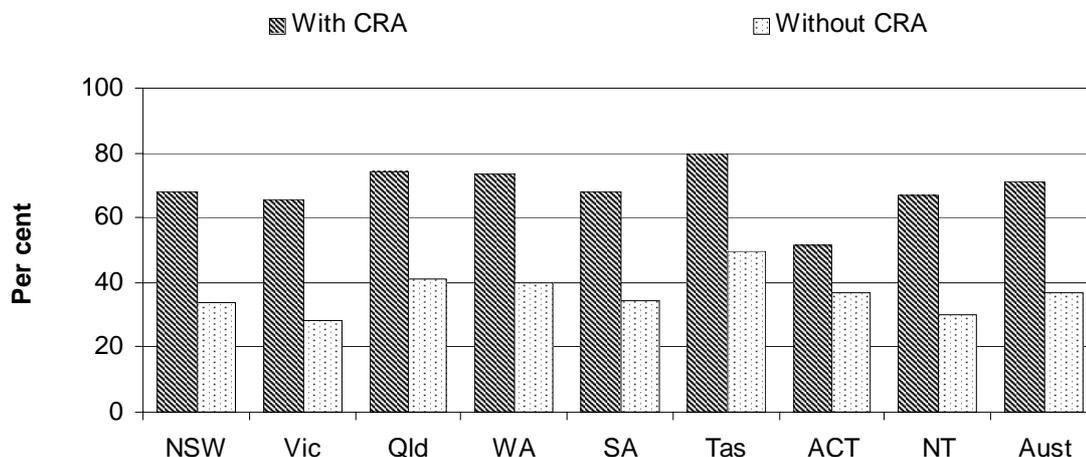


^a At 6 March.

Source: DFACS (unpublished); table 16A.63.

Data are also available on the proportion of income spent on rent (with and without CRA) by Australians living in rural and remote areas, income units where one or more members self-identify as Indigenous Australians, and income units where one or more members receive a Disability Support Pension. Nationally, if CRA was not payable, then only 36.9 per cent of those Indigenous income units receiving CRA would have spent less than 30 per cent of income on rent at 6 March 2004. Across jurisdictions, this proportion ranged from 49.7 per cent in Tasmania to 28.1 per cent in Victoria. Accounting for CRA payments (thereby reducing the rent paid by the amount of the assistance), the national proportion of Indigenous income units who spent less than 30 per cent of income on rent at 6 March 2004 increases to 70.9 per cent. Across jurisdictions, this proportion ranged from 79.6 per cent in Tasmania to 51.6 per cent in the ACT (figure 16.30). Similarly, if CRA was not payable, then 75.1 per cent of Indigenous income units across Australia would have spent less than 50 per cent of income on rent at 6 March 2004. Accounting for CRA payments, this proportion increases to 93.2 per cent (table 16A.64).

Figure 16.30 **Indigenous income units receiving CRA paying less than 30 per cent of income on rent, with and without CRA, 2004^a**

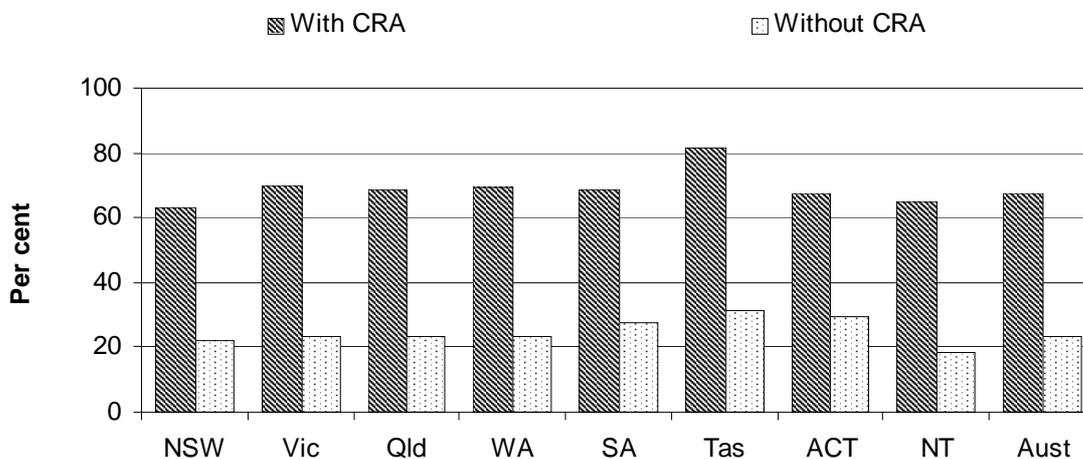


^a At 6 March.

Source: DFACS (unpublished); table 16A.64.

If CRA was not payable, then 23.5 per cent of all income units with a member receiving a Disability Support Pension would have spent less than 30 per cent of income on rent at 6 March 2004. Across jurisdictions, this proportion ranged from 31.0 per cent in Tasmania to 18.2 per cent in the NT. Accounting for CRA payments (thereby reducing the rent paid by the amount of the assistance), the proportion of income units receiving a Disability Support Pension who spent less than 30 per cent of income on rent at 6 March 2004 increases to 67.5 per cent. Across jurisdictions, this proportion ranged from 81.3 per cent in Tasmania to 63.0 per cent in NSW (figure 16.31). Similarly, if CRA was not payable, then 71.3 per cent of all income units receiving a Disability Support Pension would have spent less than 50 per cent of income on rent at 6 March 2004. Accounting for CRA payments, this proportion increases to 94.2 per cent (table 16A.65).

Figure 16.31 **Income units receiving a Disability Support Pension paying less than 30 per cent of income on rent, with and without CRA, 2004^a**



^a At 6 March.

Source: DFACS (unpublished); table 16A.65.

Satisfaction with location and quality

The remaining two outcome indicators are ‘satisfaction with location’ and ‘satisfaction with quality’ (box 16.52).

Box 16.52 Satisfaction with location and quality

‘Satisfaction with location’ and ‘satisfaction with quality’ are included as outcome indicators, because customer satisfaction is an important outcome and a proxy measure of whether the housing is appropriate to the needs of the CRA recipient. The indicators measure satisfaction with the location and quality of housing, rather than with the CRA payment. They measure the proportion of respondents satisfied with the location and quality of their housing, broken down into categories of ‘poor’, ‘just okay’, ‘good’ and ‘great’. A high proportion of respondents nominating categories of ‘good’ and ‘great’ is desirable.

The CRA survey method differs from the method used for the National Social Housing Survey for public and community housing tenants, so satisfaction parameters between the two areas should not be compared.

Data showing CRA recipients’ satisfaction with both the location and quality of their housing were obtained from the most recent DFACS customer survey conducted between March 2003 and January 2004. Results are based on 620 relevant responses from those individuals paying enough rent to qualify for CRA

and receiving a relevant primary payment type. Overall, 76.3 per cent of respondents described their location as 'good' or 'great', while 2.3 per cent described the location as 'poor'. Regarding the quality of their housing, 71.9 per cent of respondents described their housing as 'good' or 'great', and 2.4 per cent described it as 'poor' (table 16.26).

Table 16.26 Satisfaction with location and quality of housing, 2003-04 (per cent)^{a, b}

Location				
	Poor	Just Okay	Good	Great
	2.3	21.3	40.8	35.5
Quality				
	Poor	Just Okay	Good	Great
	2.4	25.7	49.8	22.1

^a Includes responses by individuals paying enough rent to qualify for CRA and receiving a relevant payment type. CRA may not be payable or may be paid to a partner. ^b The CRA survey methodology differs from the methodology used for the National Social Housing Survey for public and community housing tenants, so satisfaction parameters between the two areas should not be compared.

Source: DFACS (unpublished); table 16A.66.

16.4 Future directions in performance reporting

Further developing indicators and data

A new CSHA took effect on 1 July 2003 and will run until 30 June 2008. The Policy Research Working Group of HMAc will undertake a review of the performance indicator framework to reflect the objectives of the new CSHA and to improve the quality and scope of the national performance indicators in some areas.

Improved reporting on housing provision to Indigenous Australians continues to be a priority, with work to be done by the National Housing Data Agreement Management Group, the National Indigenous Housing Information Implementation Committee and the National Housing Data Development Committee over the next year to improve the availability of data on Indigenous Australians accessing public and community housing. Work will also be done to improve reporting on both State owned and managed Indigenous housing and the Indigenous community housing sector. The National Indigenous Housing Information Implementation Committee has developed a national reporting framework for Indigenous housing. A survey of State owned and managed Indigenous housing tenants is also planned for 2005.

The Steering Committee has agreed that work to improve CRA reporting will be a priority during 2005. Some improvements to CRA reporting may begin to be reported in the 2006 Report.

16.5 Jurisdictions' comments

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

Australian Government comments

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The 2003 Commonwealth State Housing Agreement continues to build on the performance framework introduced under the 1999 CSHA and has a particular emphasis on timely reporting and demonstrated progress in achieving performance objectives.

Rent Assistance is provided as a financial supplement and has the flexibility to cope with changing demand and provide customers with more choice about where they live and the quality of their housing. This choice can involve a tradeoff with other expenses and with the consumer's after-housing income.

The Rent Assistance program has no specific benchmark for affordability. The adoption of an affordability benchmark would fail to recognise the element of choice exercised by customers who place a higher value on housing than others in comparable circumstances.

The Australian Government allocates \$91 million annually through Aboriginal Rental Housing Program (ARHP) and \$250 million annually for the Community Housing and Infrastructure Program (CHIP) for the provision of State/Territory managed and Indigenous community managed housing. CHIP funding was formerly appropriated to the Aboriginal and Torres Strait Islander Services (ATSIS).

In the 2001 Budget, an additional \$75 million over four years was allocated to states and territories for Indigenous housing and housing related infrastructure. As part of the initiative, the Australian Government requires improved accountability, focusing on outcomes, for all national specific housing funds (ARHP and CHIP).

In 2003 the National Reporting Framework (NRF) was developed and agreed to by all jurisdictions as a framework for all national reporting on the Indigenous housing effort. Based on Building a Better Future: Indigenous Housing to 2010, the NRF has the capacity to improve the effectiveness and efficiency of reporting on Indigenous housing outcomes and performance.

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New South Wales Government comments

“ Sydney has the highest rents in Australia and rents outside Sydney are also high in comparison to rural and regional centres in other states.

Reduced housing affordability during the past few years has resulted in considerable numbers of low to moderate income households in NSW experiencing housing stress — that is, paying more than 30 per cent of their income in mortgage payments or rent. Reasons for this include increases in house prices and rents, and changes in demand patterns. Rates of home purchase have also declined, suggesting a shift to rental accommodation, particularly for households in the 25 to 44 age bracket. There has been growth in the rental market, but not at the more affordable end of the market.

Despite these pressures, NSW continues to perform well against most indicators during 2003-04. In efficiency terms, NSW continues to perform above average. Turnaround times across the public, community and Aboriginal sectors have remained steady. Occupancy rates across all sectors were among the highest in the country, with public housing in NSW performing best overall.

The indicators confirm that there has been a steady increase over the past 3 years in the number of households in NSW that are eligible for the maximum rate of Commonwealth Rent Assistance. Commonwealth Rent Assistance is increasingly ineffective against rental increases, and has only a marginal impact on housing affordability in most parts of Sydney, reflecting an increasingly unaffordable private rental market.

There is continuing demand for social housing in NSW, and the social housing client base has increasingly complex needs. The indicators show that public housing is increasingly targeted to low income and special needs households. The Department of Housing continues to address the issues of increased demand and complexity of need through a range of strategies. For example, the Department is establishing a new housing company in the inner Sydney area to house people who need support services in order to live independently, and for whom it is unlikely that public housing infrastructure alone would be sustainable.

With nearly 30 per cent of Australia's Indigenous population living in NSW, (one third in metropolitan Sydney and one quarter in northern coastal NSW), housing for Indigenous people is of great importance to the NSW Government. The Department of Housing is a signatory to Two Ways Together, the NSW Aboriginal Affairs Plan 2003 to 2012, which provides the framework for a whole of government approach to tackling Aboriginal disadvantage. The report demonstrates the continuing improvements in NSW's service provision to Aboriginal clients.”

Victorian Government comments

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Victoria is focusing on innovative solutions to a variety of housing issues in an environment of declining capital funding. Major issues being addressed include problems of housing affordability in the private rental sector, increased complexity of client needs and ageing social housing assets.

The supply of affordable rental housing in the private rental market, particularly in the inner and middle suburbs of Melbourne, remains a significant issue. Growth in social housing is increasingly important in providing access to housing for low-income households. Victoria funded the acquisition of over 1000 new social housing units in 2003-04, including 35 new properties for the Aboriginal Rental Housing Program and 94 units to assist people confronted by homelessness or in housing crisis.

Victoria is engaging local government, non-government entities and private finance in facilitating the supply of additional affordable housing. In 2003-04 a regulatory framework was developed to underpin the future operation of non-government housing providers and a Registration of Intent process undertaken for parties wishing to form Housing Associations under this initiative.

Recognising continued high demand for public housing, assistance in Victoria is highly targeted to clients with significant levels of housing need such as people who are homeless, those with specific medical or support needs and those experiencing family violence. To foster greater collaboration with other areas of government in meeting the needs of vulnerable young people, the Youth Homelessness Action Plan was launched in May 2004.

Improving social and economic outcomes for disadvantaged communities is a significant focus in Victoria under the Neighbourhood Renewal Program. In 2003-04, five new Neighbourhood Renewal projects were established. Existing projects have delivered improvements in areas of housing condition, the physical environment, local education and training opportunities, community pride, government performance and crime and safety. Importantly, Neighbourhood Renewal has also improved employment and learning outcomes for residents.

Victoria recognises the importance of property maintenance in meeting community expectations and protecting the significant social housing asset base. With 30 per cent of Victoria's current properties being in excess of 30 years old, this is a critical and ongoing challenge. In 2003-04, investment in upgrade and redevelopment programs resulted in 2798 properties receiving major upgrades, 700 of which were in Neighbourhood Renewal areas. Eight major redevelopments also took place in 2003-04 with a total project lifetime yield of approximately 1000 units.

A focus on affordable housing supply strategies, asset upgrade, homelessness support and the Neighbourhood Renewal Program is expected to continue in future years. The Victorian Government has supported this effort with an additional \$283 million over its matching obligations, under the Commonwealth. State Housing Agreement.

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Queensland Government comments

“ The commencement of the Housing Act 2003 on 1 January 2004 represented the start of a new era for the Department. The new legislation recognises the Government’s role in providing direct housing assistance, while providing flexibility to deliver innovative programs and solutions, in partnership with industry, government and the community.

The Department continues to operate in an environment characterised by growing housing stress, where home ownership and private rental are increasingly less affordable for low income earners. An increase in housing prices and the continuing loss of affordable private rental housing, including the decline in boarding houses and caravan park accommodation, has exacerbated the demand for government-funded housing assistance.

The Department continues to make a real difference to people’s lives through provision of integrated and sustainable housing services. In 2003-04 the Department assisted nearly 240 000 households with a diverse range of products and services including:

- providing approximately 56 000 households with Public Rental Housing and Aboriginal and Torres Strait Islander Housing; and
- funding community organisations to provide over 129 000 households with accommodation, tenancy advice and minor home modifications.

The Department continued to enhance the social housing portfolio through construction and upgrades across its major programs. It also continued to promote environmentally, socially and economically sustainable housing to government, the building industry and home-owners and renovators through its Smart Housing program.

The Department progressed a number of innovative projects in collaboration with key partners to help improve people’s lives through housing. For example, the Kelvin Grove Urban Village project, which will deliver approximately 200 units of affordable housing demonstrates how partnerships with the private sector and other agencies can realise common objectives. The Brisbane Housing Company, an independent, not-for-profit organisation created by the Department in partnership with the Brisbane City Council, continued to increase the supply of affordable housing in the inner Brisbane area.

The Department has been actively engaged in the Cape York Partnership Meeting Challenges, Making Choices Strategy, to address issues affecting Indigenous communities. In addition, the Department played an important role in the Government’s responses to people in housing crisis and people with disabilities through identifying and delivering a range of preventative and emergency responses to homelessness.

The Department continues to build on established foundations to better provide responsive, integrated and sustainable housing services to Queenslanders. through collaborative partnerships and innovative housing solutions.”

Western Australian Government comments

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The role of the State Housing Commission is to provide housing for Western Australians who cannot otherwise afford their own homes by arranging affordable home finance, rental housing and land.

Keystart is an initiative of the West Australian Government and was established to assist West Australians into affordable housing. During the year Keystart has undergone significant change so that its policies and procedures are pitched at financing those people into home ownership who would otherwise be in private or public rental. Similarly, Landstart, primarily through its joint ventures with the private sector, has ensured an adequate supply of serviced land for those seeking home ownership. During the 2003-04 financial year the Commission undertook a range of initiatives, including:

- The development of the Aboriginal Housing and Infrastructure Council Strategic Plan. The vision of this plan is to provide all Aboriginal and Torres Strait Islander Western Australians with equitable access to quality housing and services.
- Introduction of the Regional Upgrade Strategy, which aims to replace 200 houses and refurbish 50 existing houses each year for the next four years.
- A major funding boost to the Supported Housing Assistance Program of \$0.5 million, which has allowed the program to expand to several other towns within the State.
- Protocols between the Commission and the Department for Community Development for the provision of support to metropolitan families facing eviction were reviewed with improvements made to the referral process. Also, during the year :
 - The Commission approved 4183 home loans.
 - The Bond Assistance scheme approved 14 128 loans.
 - 1034 dwelling units were commenced.
 - Refurbishment of 913 established dwelling units was commenced.
 - Land sales generated revenue of \$44.7 million.
 - 86 rental properties were sold to tenants.
 - Under the New Living Program 382 residential dwellings were refurbished and 427 were sold, yielding income of \$48.5 million.
 - The Homeless Helpline assisted 1292 families into housing.
 - Two new joint venture projects at Brookdale and Neerabup.
 - Introduction of practices to target rental applicants who have been waiting for more than three years.

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South Australian Government comments

“ South Australia’s social housing sector continues to play a major role in alleviating poverty and social exclusion through the provision of affordable housing for low income and special needs households and the facilitation of a range of other housing and support services. As at June 30 2004 there were over 53 500 social housing dwellings managed through a vibrant multi-provider system. These include:

- Aboriginal Housing Authority (AHA) — 1900 dwellings managed through direct provision with support provided to Indigenous Community Housing Organisations that manage an additional 1092 dwellings.
- South Australian Community Housing Authority (SACHA) — 4216 dwellings managed by 116 Community Housing Organisations.
- South Australian Housing Trust (SAHT) — 46 695 public housing dwellings, 806 properties and 11 boarding house style properties to organisations that provide accommodation and support services for people at risk of homelessness.

South Australia is developing the State Housing Plan, which will provide a 10 year framework for the provision of housing for South Australians. It will include a range of strategies to improve housing affordability and availability through CSHA programs and other initiatives. Emphasis is being placed on extending partnerships across spheres of government, strengthening coordination with planning authorities and building capacity within the not for profit sector and private sectors.

During the year a number of major initiatives were undertaken, including:

- Progressed initiatives funded by the South Australian State Government’s Social Inclusion Unit to address homelessness including several projects to assist ‘at risk’ public and private rental households maintain a tenancy
 - Managed six major urban renewal projects in areas throughout the State with the aim of improving the physical, economic and social environment of communities
 - Achieved first place among housing authorities in Australia in the National Social Housing Survey with an overall satisfaction rating of 74 per cent (equal with Queensland)
 - Established the Wangka Willurrara Accommodation Centre located in Ceduna providing accommodation for homeless transient Indigenous people within the regional centre.
 - Progressed the Change Management Project to review and simplify elements of community housing.
 - Completed construction on eight new houses within the Indigenous Community Housing program.
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Tasmanian Government comments

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Housing Tasmania continues to provide a range of affordable housing options, including public, community and Aboriginal housing, home ownership assistance, and ongoing support for private renters on low incomes. Housing Tasmania recognises that the provision of affordable housing plays a vital role in enabling Tasmanians to access social and economic opportunities, the support networks they need, and makes a significant contribution to improving health and well-being outcomes.

The Division's Affordable Housing Strategy 2004–2008 (AHS) was launched in December 2003. It reflects a whole of government, whole of system response to affordable housing provision. The Strategy was supported by a significant State Government injection of an additional \$45 million to implement capital development and assistance programs during Stage 1. This Stage concludes in December 2005. The AHS is coordinated within Housing Tasmania and involves extensive partnership processes with other Government agencies, local government, industry and the community and non-government sectors. Many of these partnerships will encourage new models of financing housing and its delivery and management.

Community capacity building initiatives remain a priority for the Division. These activities are focussed in communities characterised by fewer opportunities to participate in the workforce, lower educational achievement, higher numbers in receipt of pensions and benefits, and poorer health outcomes. Activity throughout the year included an employment creation partnership with Mission Australia and capacity building in partnership with TAFE community services students. Over the next year, small grants will be made through the Affordable Housing Strategy, to support new and existing community groups in urban renewal and capacity building activities.

In terms of achievements against the CSHA Performance Indicator framework, the average cost of providing assistance was reduced compared to previous years, continuing the trend of incremental decreases over the period of the previous Agreement. New applicants continued to achieve timely access to public rental homes, access by households with special needs and those in greatest need also remained high compared to other states and territories.

A funding round for community housing was held during the year, with \$2.1 million allocated to nine organisations to provide seventeen new places. These grants included offers of partial funding to three projects part-funded from other sources. Initiatives included accommodation to suit a range of needs with emphasis on options for people with specific or complex needs.

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Australian Capital Territory Government comments

“ Home ownership is the primary form of housing tenure in the ACT (68% of all households). Between 1986 and 2002, the percentage of people owning their homes outright almost doubled from 18% to 33%. The AMP Banking/REIA Home Loan affordability indicator for the ACT fell 4% over the year to the June quarter 2004 to 46.2. In June 2004, the ACT recorded its lowest level of home loan affordability, with ACT rents peaking as the highest in the country. The median rent for houses in the ACT rose 3.6% over the year to the June quarter 2004 to \$290 per week. Private rental housing represents about 19% of the total housing stock of the ACT. Private rental accounts for 7% of all low-cost housing, compared with 20%-40 % of low-cost housing in other capital cities.

In response to the Affordable Housing Taskforce Report and the ACT Homelessness Strategy, the ACT Government has funded a number of significant projects/programs to meet public and community housing needs:

- Allocated \$13.4 million for homelessness services over four years including new supported accommodation, outreach and sector capacity enhancement models in response to this complex issue.
- Increased residential land supply, provided 500 housing sites specifically for affordable housing over the next 5 years and supplementary funding to replace the 55 rural properties destroyed in the January 2003 firestorm.
- Additional funding responding to the crisis in housing affordability and homelessness by providing an additional \$33.2m to expand the supply of public and community housing.
- Additional funding of \$20m over next four years commencing in 2004-05 to expand the supply of housing and to respond to issues of housing and rental affordability.
- Funded 30 Community Linkages Programmes (including some directly managed by tenants), assisted tenants in maintaining their tenancies through the Preventing Eviction Programme and established a Debt Review Committee.
- Established the Rental Bonds Assistance Scheme and the Home Buyer Concession Scheme with broadened eligibility.

The ACT Public Housing Asset Management Strategy 2003–2008 provides a framework to improve the viability of the public housing sector and to rejuvenate public housing stock through sale, redevelopment and refurbishment.

The ACT continued to implement Community Housing Framework strategies to support the development of the sector, including the injection of additional capital funding. Whilst the ACT does not receive any ARHP funding, the ACT Government is working to improve housing outcomes for Indigenous people by allocating recurrent and capital funding to develop the capacity of existing Indigenous community housing organisations.

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Northern Territory Government comments

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The Northern Territory aims to ensure that safe, secure and affordable housing is available for all Territorians now and into the future, in particular for those on low incomes or with special needs. Home Territory 2010 is the Northern Territory's key policy framework for achieving this vision and the details within the framework were announced in parliament in August 2004. The key objectives under the framework are:

- A sustainable social housing system;
- Improving the way we do business;
- A range of effective housing models and support services that meet the challenging needs, aspirations and housing choices of Territorians; and,
- A housing market that underpins economic growth, regional vitality and safe and secure communities.

Over 2003-04, a number of initiatives have contributed to achieving the aim of safe, secure and affordable housing for all Territorians.

- Under the Quality Landlord Strategy, \$45 million over five years was committed to upgrading public housing stock. Already, 2545 houses have been security screened contributing to enhanced feelings of safety in the home, and extensive renovations have been completed on 50 houses.
- A new suite of home ownership products were developed, making it easier for first home buyers and public housing tenants to move into their own home;
- The Return to Home program successfully assisted 1265 people previously living with friends, family or in public spaces, to return to their home community offering a pathway to stability.
- An ambitious construction and upgrade program has seen 120 additional beds offering crisis accommodation and improved facilities.
- Through the partnership of the Indigenous Housing Authority of the Northern Territory (IHANT), of the projects commenced in this financial year, 70 houses were constructed and 52 renovations and upgrades were completed. \$14.7 million was expended in 2003-04 to assist with the management and maintenance of these and existing houses.
- Work continued on the successful Central Remote Regional Construction program, providing economies of scale, and developing local employment and training opportunities. 44 Indigenous people were taken on as apprentices under the program over the past year.

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16.6 Definitions of key terms and indicators

Public, community and State owned and managed Indigenous housing

Administration costs	<p>Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:</p> <ul style="list-style-type: none">• employee expenses (for example, superannuation, compensation, accrued leave and training)• supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses)• rent• grants and subsidies (excluding rental subsidies)• expenditure incurred by other government agencies on behalf of the public housing agency• contracted public housing management services.
Affordability	<p>The proportions of recipients spending more than 30 per cent and 50 per cent of their income on rent with and without CRA.</p>
Amenity/location	<p>A survey-based measure of the proportion of tenants rating amenity and location aspects as important and meeting their needs.</p>
Assessable income	<p>The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. Definition may vary across jurisdictions.</p>
Community housing rental dwelling	<p>Includes properties covered by the CSHA. Excludes properties for which the tenancy management functions are undertaken and administered under the Public Rental Housing Program, the ARHP or transitional/emergency accommodation for people who are homeless and in crisis (the Crisis Accommodation Program).</p>
Customer satisfaction	<p>A survey measure of the proportion of customers expressing different degrees of satisfaction with the overall service provided.</p>
Depreciation costs (as per the Australian Accounting Standards 13–17)	<p>Depreciation calculated on a straight-line basis at a rate that realistically represents the useful life of the asset.</p>
Direct costs	<p>Total administration costs and the costs of maintaining the operation of dwellings.</p>
Disability (as per the ABS Survey of Disability Ageing and Carers)	<p>Any restriction or lack of ability (resulting from an impairment) to perform an action in the manner or within the range considered normal for a human being.</p>
Dwelling	<p>For the purpose of the public, community and State owned and managed Indigenous housing collections, a tenancy (rental) unit. A tenancy (rental) unit is defined as the unit of accommodation on which a tenancy agreement can be made. It is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain. A dwelling structure can be a house, townhouse, duplex, flat or boarding/rooming house.</p>
Greatest need	<p>Low income households that at the time of allocation were subject to one or more of the following circumstances:</p>

	<ul style="list-style-type: none"> • 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 and State owned and managed Indigenous housing collections, a tenancy agreement. 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. Counting the number of tenancy agreements is the proxy for counting the number of households.
Income unit	<p>One person or a group of related people within a household who share command over income. The allowable relationships in the definition of income unit are restricted to (1) marriage (registered or <i>de facto</i>) and (2) parent and dependent child who usually reside in the same household. Operationally, an income unit is:</p> <ul style="list-style-type: none"> • a married couple (registered or <i>de facto</i>) or sole parent, and dependent children only • a married couple only (registered or <i>de facto</i>) with no dependent children present • a person in a private dwelling who is not related to any other household member either by marriage (registered or <i>de facto</i>) or by a parent/dependent child relationship. <p>It is defined differently for CRA.</p>
Indigenous household	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.
Low income household	<p>A household whose members are assessed as having a low income according to the following definitions. Households are assigned an income status based on total household gross income and the composition of the household:</p> <ul style="list-style-type: none"> • low income A households are those in public housing in which all household members have incomes at or below the maximum pension rate • low income A households are those in public housing in which all household members have incomes at or below the maximum pension rate • low income B households are those in public housing that have incomes that would enable them to receive government income support benefits below the maximum pension.
Maintenance costs	Costs incurred to maintain the value of the asset or to restore an asset to its original condition. The definition includes day-to-day maintenance reflecting general wear and tear, cyclical maintenance, performed as part of a planned maintenance program and other maintenance, such as repairs as a result of vandalism.
Market rent	Aggregate market rent that would be collected if the public rental housing properties were available in the private market.
Match of dwelling to household size	The proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy

	standard.
Moderate Overcrowding	Where one additional bedrooms is required to satisfy the proxy occupancy standard.
New household	Households that commence receiving assistance for the financial year and are waitlist type 'new applicant/household'.
Occupancy rate	The proportion of dwellings occupied. The term 'occupied dwelling' refers to dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.
Occupied dwelling	Any structure that people live in, regardless of its intended purpose. The structure may or may not be tenatable.
Overcrowding	Where two or more additional bedrooms are required to meet the proxy 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 in the following timeframes: <ul style="list-style-type: none"> • under three months • three months to under six months • six months to under one year • one year to less than two years • two years or more • total.
Principal tenant	The person or principal person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments.
Proxy occupancy standard	The standard used to determine overcrowding/underuse. The standard used in the public and community housing collections is based on the Canadian model. (For further discussion on measuring household bedroom requirements, see Foard <i>et al.</i> 1994).
Public rental dwelling	Public rental properties covered by the CSHA. Excludes properties administered under Community Rental Housing, the ARHP or transitional/emergency accommodation for people who are homeless and in crisis (the Crisis Accommodation Program).
Relocated household	A household, either rebated or market renting, that relocates (transfers) from one public or community rental dwelling to another.
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.
Rent collected	The total rent collected as a proportion of the rent charged.
Special needs household	A household with a member(s) who has a disability or is aged 24 years or under, or 75 years or over (50 years or over for State owned and managed Indigenous housing), or (except for State owned and managed Indigenous housing) is Indigenous.
Special needs but not low income household	A household with a member who has a special need, but where the household income is assessed as not being low income according to a household income cut-off value.
Tenant or tenant household	The usual members of a household occupying a public, community or State owned and managed Indigenous housing dwelling where there is a tenancy agreement with the housing authority. A tenant household either receives rebated assistance or pays the market rent as

	determined by the agency.
Tenantable dwelling	A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable.
Total gross household income	The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self-employment, government pensions, benefits and allowances; and other income comprising investments and other regular income.
Turnaround time	The average time taken in days for vacant dwellings to be occupied.
Underuse	Where there are two or more bedrooms additional to the number required in the dwelling to satisfy the proxy occupancy standard.
Untenantable dwelling	A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.

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Control of incorrect payment	The proportion of CRA payment adjustments resulting from a risk-based review.
Dependent child	<p>A person under 18 years who is the dependant of another person (an adult) if the adult is legally responsible for the day-to-day care, welfare and development of the child, if the child is not a dependent child of another person, and if the child is wholly or substantially in the adult's care.</p> <p>A young person aged 18–24 years may be regarded as the dependant of another person if he or she is wholly or substantially dependent on that other person. A young person aged 21 years or over cannot be regarded as a dependant unless undertaking full time study. A young person cannot be regarded as a dependant if he or she receives an income support payment.</p> <p>Operationally, a child is regarded as a dependant of another person (the parent) if the parent receives the Family Tax Benefit for the care of the child. A dependent child is regarded as a member of the parental income unit.</p> <p>The maximum rate of CRA depends on the number of children for whom the recipient or partner receives more than the base rate of the Family Tax Benefit Part A. Although the Family Tax Benefit may be paid for a child aged 16 years or over, it cannot be paid at more than the base rate. It may also be paid at not more than the base rate if a parent has not taken appropriate steps to obtain maintenance from a child's other parent.</p>
Eligible income support clients	Clients in receipt of an income support payment or more than the base rate of the Family Tax Benefit Part A. CRA is automatically paid once eligibility is established. The only eligible clients who are not paid are those affected by Centrelink errors in recording information or by program errors.
Geographic spread of CRA customers	<p>Two measures are presented:</p> <ul style="list-style-type: none"> • CRA recipients as a proportion of income units in each capital city receiving a social security income support benefit or more than the base rate of the Family Tax Benefit • the average CRA entitlement across locations.

Income unit	<p>One person or a group of related people within a household who share command over income. The only recognised relationships are (1) marriage (registered or defacto) and (2) adult and dependent child. Operationally, an income unit may consist of:</p> <ul style="list-style-type: none"> • a single person with no dependent child • a sole parent with a dependent child • a couple (registered or defacto) with no dependent child • a couple (registered or defacto) and any dependent children. <p>A non-dependent child, including any child receiving Youth Allowance or some other income support payment, is not regarded as part of the parental income unit. Rather, he or she is regarded as a separate income unit.</p>
Income unit type	The number and proportion of eligible income support recipients receiving CRA, by income unit type.
Low income	Income of CRA recipients, by quintiles of family income received per week.
Maximum rate	Proportion of CRA recipients receiving the maximum rate of CRA.
Number and outcome of appeals	The outcomes of all CRA appeals finalised: (1) the number of customers who appealed to an authorised review officer, and (2) the proportions of appeals where the decision was affirmed, set aside or varied, or the appeal was withdrawn.
Number and proportion of CRA recipients, by income unit type	A point-in-time indicator showing the number of CRA recipients by income unit type, and the proportion of recipients within each income unit category. Includes data on Indigenous recipients.
Number and proportion of CRA recipients, by payment type	A point-in-time indicator showing the number of CRA recipients by the type of primary payments received, and the proportion of recipients within each payment type category.
Payment type	The number and proportion of income support recipients receiving CRA, by the primary payment type received.
Primary payment type	Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. This is used to monitor the extent to which assistance is provided to families and individuals that primarily depend on different forms of assistance. The primary payment is determined using a hierarchy of payment types, precedence being given to pensions, then other social security payments that attract CRA, and then the Family Tax Benefit. Within this overall structure a lower precedence is given to payments that are made only to the partners of a social security payment. If both members of a couple receive a payment of the same rating, the male is regarded as the primary member of the couple. No extra weight is given to the payment type with which CRA is paid.
Proportion of income spent on rent with and without CRA	<p>A point-in-time indicator, measuring the proportion of income units spending less than 30 per cent and 50 per cent of their income on rent, both with and without CRA. The proportion of income spent on rent is calculated as follows:</p> <ul style="list-style-type: none"> • with CRA: rent (minus CRA) divided by total income from all sources, excluding CRA • without CRA: rent divided by total income from all sources, excluding CRA.
Ratio of running costs	Total running costs for the CRA program as a proportion of total

to total outlay for CRA	outlay.
Rent	Amount payable as a condition of occupancy of a person's home. Includes site fees for a caravan, mooring fees and payment for services provided in a retirement village. Rent encompasses not only a formal tenancy agreement, but also informal agreements between family members, including the payment of board or board and lodgings. Where a person pays board and lodgings and cannot separately identify the amount paid for lodgings, two thirds of the payment is deemed to be for rent. There is no requirement that rent be paid; a person whose rent is in arrears may remain eligible for assistance, provided Centrelink is satisfied that the liability is genuine.
Running costs per 1000 CRA customers	Total running costs for the CRA program per 1000 CRA customers.
Sharer	Some single people are subject to a lower maximum (sharer) rate of CRA. The lower rate may apply to only a single person (with no dependent child) who shares a major area of accommodation. The lower rate does not apply to those receiving the Disability Support Pension or Carer Payment, those in nursing homes or boarding house accommodation, or those paying for both board and lodgings. A person is not regarded as a sharer solely because he or shares with a child (of any age) if the child does not receive CRA.
Satisfaction with location of housing	Satisfaction with the location of housing rather than with the CRA payment, as measured by the DFACS General Customer Survey. The indicator measures the proportion of respondents satisfied with the quality of their housing, broken down into categories of 'poor', 'just okay', 'good' and 'great'.
Satisfaction with quality of housing	Satisfaction with the quality of housing rather than with the CRA payment, as measured by the DFACS General Customer Survey. The indicator measures the proportion of respondents satisfied with the quality of their housing, broken down into categories of 'poor', 'just okay', 'good' and 'great'.
Special needs	The proportions of special needs income units receiving CRA, such as rural and remote Australians and Indigenous recipients, by benefit type.
Total income from all sources	<p>Income received by the customer or partner, excluding income received by a dependent. Includes regular social security payments and any maintenance and other private income taken into account for income testing purposes. Excludes:</p> <ul style="list-style-type: none"> • one-time payments • arrears payments • advances • Employment or Education Entry Payments • the Mobility Allowance • the Maternity Allowance • the Child Care Assistance Rebate. <p>In most cases, private income reflects the person's current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit but no other income support payment.</p>

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