
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 services for people with a disability (chapter 13), mental health services (chapter 11) and aged care services, such as the Home and Community Care program (chapter 12).

A profile of housing and housing assistance is presented in section 16.1. This provides 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 section 16.4. Jurisdictions' comments are reported in section 16.5 and definitions are listed in section 16.6. Section 16.7 lists the supporting tables for this chapter and section 16.8 lists references used in this chapter.

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. State Indigenous Bilateral Agreements are the primary vehicle for implementing 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 (CAP) 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
- developing, 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 2005d, 2005e and 2005f). Most non-financial 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 (FaCS). Data on satisfaction, location and amenity were obtained from national social housing surveys of public housing, community housing and State owned and managed Indigenous housing (SOMIH) tenants.

Housing assistance not covered

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

- the CAP, including the Victorian Transitional Housing Management Program under the CSHA, which provides capital funding for accommodation for homeless people
- non-CSHA programs, including those provided by the Department of Veterans' Affairs (DVA)
- CRA paid by the DVA or paid to Abstudy recipients on behalf of the Department of Education, 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 Australian, State and Territory governments, land councils and Indigenous community organisations
- non-Indigenous community housing not funded under the CSHA
- home purchase assistance.

16.1 Profile of housing and housing assistance

Service overview

The Australian Bureau of Statistics (ABS) 2001 Census of Population and Housing (ABS 2002a) 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.68). 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 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, location 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.

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.

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.

In Australia, the major types of housing assistance to the private rental market are:

- government budget outlays, including financial assistance to households to pay rent, bond and relocation costs
- government guarantees of private rental bonds
- taxation expenditure, providing incentives for investors and landlords through negative gearing and concessional taxation of capital gains
- government regulations and standards for tenants and landlords, including residential tenancy legislation and ‘affordable housing’ planning regulations
- other services, such as tenant advice services and automatic rent deductions for income support recipients.

Public rental housing provides a range of assistance to public housing tenants through:

- outlays covering rebated/subsidised rent, repairs, maintenance and upgrades, housing modification, construction and purchase
- security of tenure
- government regulations and standards including appeals mechanisms, and regulations aimed at ensuring only low-income households access low-income rental housing, allocations policy and rent policy
- priority allocation and relocation, and coordination of support services.

Government assistance to community housing providers and tenants takes many forms:

- rebated/subsidised rent and CRA for tenants, recurrent funding of organisations and the undertaking of repairs, maintenance and upgrades, and capital funding for dwelling and infrastructure construction
- taxation benefits, including charitable tax status for organisations
- government regulations and standards that provide skills development, accreditation, development of specific building guidelines, and regulations aimed at ensuring only low-income households access low-income rental housing
- other activities of government, including sector coordination, partnerships and incentives, and coordination of support services and transition paths to long-term accommodation.

Two major types of community housing are available in Australia:

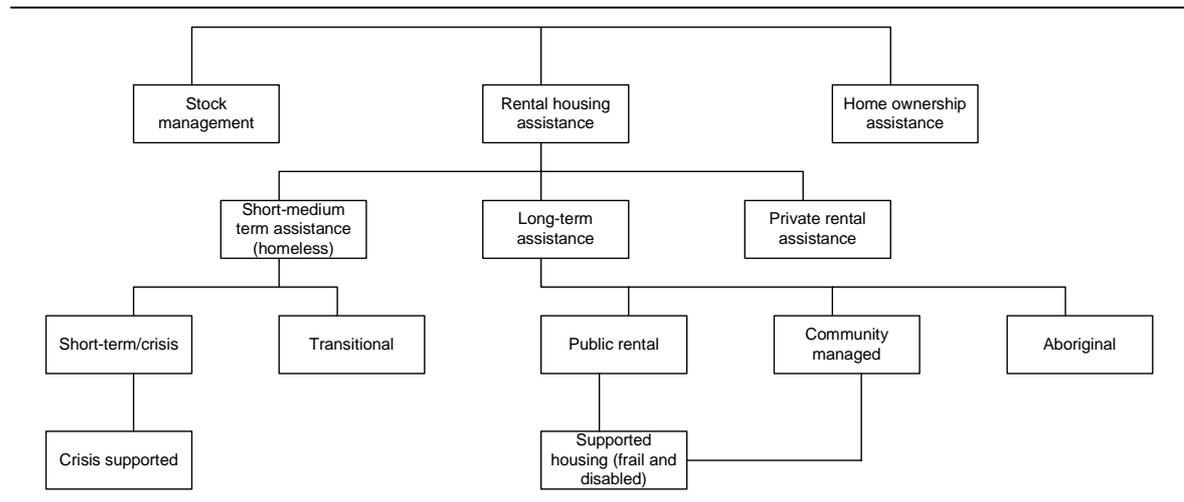
- long term housing, such as that provided under the CSHA mainstream community housing programs and the Indigenous Community Housing and Infrastructure Program
- transitional or crisis housing, which provides accommodation to people in need in the short to medium term.

Assistance for home purchase or ownership includes:

- government outlays, such as for the First Home Owner Grant, home purchase assistance and the Aboriginal and Torres Strait Islander Home Ownership Program
- taxation expenditures, including the non-taxation of imputed rent from owner occupation, rates and land tax concessions, and capital gain and stamp duty exemptions
- government regulations and standards in housing and financial markets
- other assistance, such as home purchase advisory and counselling services.

A snapshot presenting different forms of CSHA housing assistance for low income people is presented through the example for Victoria (figure 16.1).

Figure 16.1 Forms of CSHA housing assistance for low income Victorians

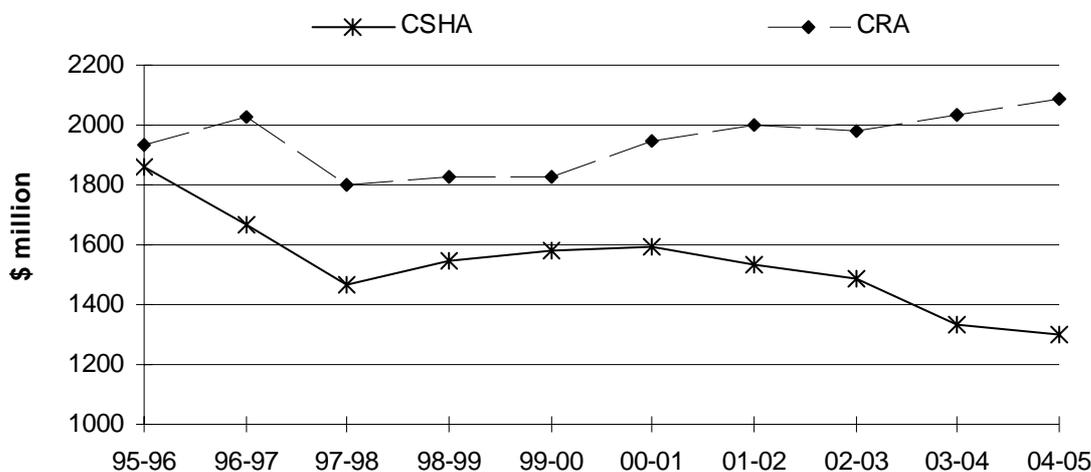


Source: Victorian Department of Human Services (2001, p. 4).

Funding

The Australian, State and Territory governments provided \$1.3 billion (contributing 72.4 per cent and 27.6 per cent respectively) for housing programs under the CSHA in 2004-05 (FaCS 2005). Public and community housing accounted for the majority of CSHA funding in 2004-05. The Australian Government also provided almost \$2.1 billion for CRA in 2004-05. Real expenditure on CSHA assistance declined by 30.0 per cent between 1995-96 and 2004-05 (figure 16.2). Real expenditure on CRA increased by 7.8 per cent over the same period (table 16A.75).

Figure 16.2 Real government expenditure on CSHA assistance and CRA (2004-05 dollars)^{a, b, c}



^a Care needs to be taken in interpreting these data because CRA is a demand driven recurrent expenditure program, whereas CSHA expenditure includes a component for capital investment that has resulted in around \$63 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 1995-96 have been adjusted to enable comparability (see source document for further explanation). Australian Government CSHA expenditure differed from Australian Government budgetary allocations for the three years from 1996-97 to 1998-99 as some State and Territory governments 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 2000-01 and 2001-02 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 and 2004-05 expenditure.

Source: CSHA (1999); FaCS (1999); FaCS (2005); FaCS (various years); FaCS (unpublished); table 16A.75.

Public housing is the largest form of assistance provided under the CSHA. Given the capital intensive nature of public housing, additional assistance to annual funding is provided through the use of \$63 billion of housing stock owned by housing authorities in 2003-04 (calculated from 2003-04 State and Territory financial statements).

Nationally, total government recurrent expenditure on public housing per capita in the population was approximately \$81 in 2004-05. Including annualised capital costs, average total government expenditure on public housing per capita nationally was \$340 (table 16.1).

It is important to note the differences in housing assistance operations across jurisdictions when discussing expenditure per capita on public housing. It is also important to note that the per capita 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 these data issues.

Table 16.1 is a summary table that presents recurrent government expenditure including and excluding capital costs, on a per capita and per dwelling basis. It also includes the CRA per capita expenditure and per income unit figures to present the overall level of government housing assistance covered in this chapter. More detailed analysis of the cost components for public housing are presented in table 16.13.

Table 16.1 Government housing assistance, 2004-05

	<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 capita</i>									
Recurrent	87	48	56	81	144	148	270	261	81
Recurrent including capital costs ^b	423	239	239	270	431	432	1 028	642	340
<i>Per dwelling</i>									
Recurrent	4 704	3 686	4 444	5 080	4 836	6 116	8 066	9 423	4 757
Recurrent including capital costs ^b	22 925	18 346	18 883	16 983	14 495	17 873	30 703	23 174	19 895
CRA expenditure ^c									
<i>Per capita</i>	105	89	136	96	92	102	52	62	104
<i>Per income unit</i>	2 211	2 136	2 251	2 190	2 105	2 063	2 012	2 236	2 189

^a Differences in the extent to which jurisdictions have separated public housing expenditure from other housing expenditure may affect these results. All public housing data exclude payroll tax. ^b Data are not comparable to data published prior to the 2003 Report due to the exclusion of interest payments from capital costs. ^c Actual expenditure on CRA is monitored only at a national level. Expenditure has been apportioned between states and territories based on available records for regular fortnightly instalments.

Source: FaCS (unpublished); State and Territory governments (unpublished); table 16A.82.

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.

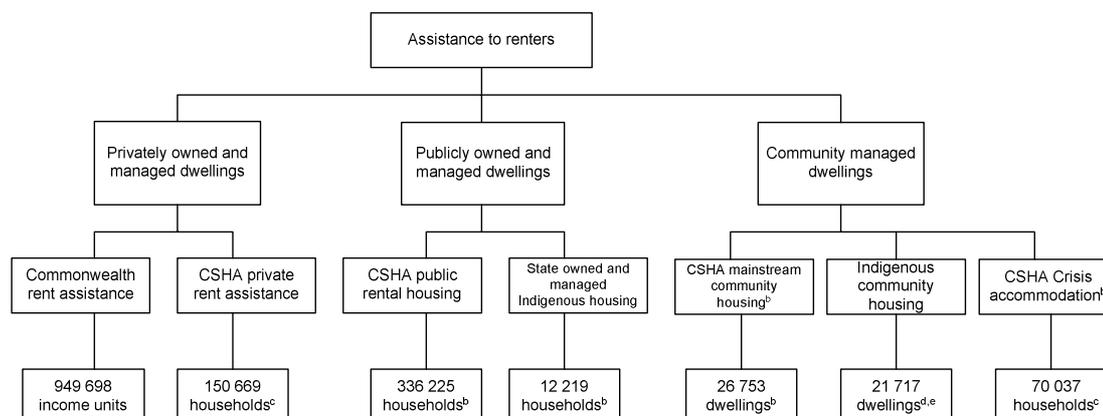
- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation. The CSHA is the main source of funding for public housing along with internally generated rental revenues and the proceeds of asset sales.
- *Community housing*: 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 CAP through 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); FaCS (2003).

Types of Government housing assistance

Figure 16.3 illustrates the range of government assistance to renters.

Figure 16.3 Recipients of rental assistance across rental sector, 2005^a



^a CSHA crisis accommodation 2003-04 data for NSW and Victoria have significantly increased since AUSWelfare 03 due to changes in coverage. ^b Additional dwellings are funded under programs other than CSHA; however, data about these dwellings are not available. ^c At 30 June 2004. Figures are not consistent with those reported in the *Report on Government Service Provision 2003* as they are from a different data set. ^d At 30 June 2004. ^e The scope of the Indigenous community housing data collection is dwellings managed by funded or registered Indigenous community housing organisations. 18 735 of these dwellings were managed by organisations funded by state governments and 2982 were managed by organisations funded by the Australian Government through FaCS.

Source: AIHW (2005a, 2005b, 2005c, 2005d, 2005e, 2005f, 2005h).

In addition to CRA and the CSHA programs presented in this report, the CSHA also provides private rental assistance, home purchase assistance and crisis accommodation.

In 2003-04, CSHA private rent assistance was provided to just over 150 000 households across Australia. Of the \$78 million spent, about \$50 million was provided in bond loans and guarantees, and \$24 million in rental grants and subsidies. This assistance often supplements the assistance provided to households by the CRA program as part of Centrelink payments (FaCS 2005).

CSHA home purchase assistance in 2003-04 was approximately \$830 million, compared to \$606 million the previous year, an increase of 37 per cent. These funds were mainly provided as loans by the states and territories under the agreement. Most of this funding (\$813 million) was given in direct lending, up from \$588 million the previous year, with the majority of it going to home purchasers in WA (65 per cent) and SA (30 per cent). Other home purchase assistance funding included \$1.4 million in deposit assistance, \$13 million in interest rate assistance and \$882 000 in mortgage relief (FaCS 2005).

Also in 2003-04, the CSHA provided 7129 dwellings for emergency accommodation under its CAP. Approximately \$30.5 million was spent on additional dwellings or new constructions. CAP-funded dwellings are used by governments, churches and other welfare organisations to assist people in situations

of actual or impending crisis or homelessness. Support services to these households are provided directly by health and community service organisations, and the national SAAP. In Victoria, in addition to crisis housing, CAP funds have been used in conjunction with CSHA funds to develop a Transitional Housing program which provides medium term accommodation for homeless clients. SAAP is covered in the Protection and support services chapter (chapter 15). CSHA funding data for 2002-03 and 2003-04 financial years are presented in table 16.2.

Table 16.2 CSHA funding, 2002-03 and 2003-04 (\$ million)

Funding arrangements	2002-03	2003-04
Base funding grants ^a	824.2	725.2
Aboriginal Rental Housing Program	100.0	100.7
Crisis Accommodation Program	39.7	39.7
Community Housing Program	64.0	64.0
State matching grants	359.5	355.0
	1 387.4	1 284.5

^a Includes Public Housing, Home Purchase Assistance and Private Rental Assistance Programs.

Source: FaCS (2004, 2005).

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 335 259 public housing dwellings were occupied at 30 June 2005 (table 16A.1). Public housing is available to people on low incomes and those with special needs. Although people with a disability represented 19 per cent of the total population in 2003, 40.6 per cent of public housing tenants were people with a disability (ABS 2004).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 (4.5 per cent nationally) is presented for all jurisdictions in table 16A.71. Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.76.

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.

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.

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).

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.72 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 governments
- *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

(Continued on next page)

Box 16.3 (Continued)

- *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 (\$64.7 million) of total CSHA funding provided by the Australian Government in 2004-05 (FaCS unpublished). There were 29 269 CSHA community housing dwellings in Australia at June 2005,⁴ or 8.1 per cent of the total public and community housing stock supported under the CSHA (table 16.7).

Indigenous housing

Government funded Indigenous housing includes both State managed and community managed housing. The State managed component is generally funded by 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, and funds from other sources.

State owned and managed Indigenous housing⁵

State owned and managed Indigenous housing dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Indigenous Australians (AIHW 2005d). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. There were 12 860 dwellings identified in the 2004-05 State owned and managed Indigenous housing collection (table 16A.28).

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

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

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).

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 regional councils in the NT, which in turn allocate funds to 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 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 (NRF) 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 NRF was produced in 2003-04. It was based on data from the 2001 Census, the 2001 Aboriginal and Torres Strait Islander Commission (ATSIC)/ABS CHINS, CSHA administrative data and additional administrative data on the Indigenous community housing sector provided by states and territories (AIHW 2005h).

As at 30 June 2004, there were a total of 551 Indigenous community housing organisations in all states and territories excluding WA, which did not provide data. These organisations owned and managed a total of 20 932 permanent dwellings (table 16A.40). The average occupancy rate for these dwellings was 94.5 per cent (table 16A.41) and the average rent collected as a proportion of rent charged was 94.2 per cent (AIHW 2005h).

Data from the 2001 ATSIC/ABS CHINS are reported for dwelling condition (table 16A.42). Seventy percent of dwellings were in need of minor or no repair, 18.9 per cent were in need of major repair and 8.4 per cent were in need of replacement.

Commonwealth Rent Assistance

CRA is a non-taxable supplementary payment provided by the Australian Government 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 lodging 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.

CRA 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 16.3). 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, FaCS seeks to ensure CRA clients who have the same income unit characteristics and who pay the same amount of rent receive the same amount of assistance wherever they live. There were 941 120 income units

(where an income unit is defined as either a single person or a couple with or without dependents)⁶ receiving CRA at 4 March 2005 (table 16A.46). The maximum rate of assistance was received by 65 per cent of CRA recipients at 4 March 2005 (table 16A.61). There was little variation in the average level of assistance across locations at 4 March 2005 (table 16A.60), even though rents varied considerably by location. At 4 March 2005, the average payment across Australia was \$80 per fortnight (approximately \$2086 per year) (table 16A.60).

Table 16.3 Eligibility and payment scales for CRA, 2005 (\$ 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>
Single, no dependent children	87.00	217.67	98.00
Single, no children, sharer ^d	87.00	174.11	65.33
Couple, no dependent children	141.80	265.00	92.40
Single, one or two dependent children	114.66	268.10	115.08
Single, three or more dependent children	114.66	288.07	130.06
Partnered, one or two dependent children	169.68	323.12	115.08
Partnered, three or more dependent children	169.68	343.09	130.06
Partnered, illness separated, no dependent children	87.00	217.67	98.00
Partnered, temporarily separated, no dependent children	87.00	210.20	92.40

^a At 4 March. Rates apply to period 20 March 2005 to 19 September 2005. ^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, but there are several exceptions. Those not subject to this lower rate are classified as single no dependent children even if they share accommodation. (For a definition of 'sharer' see section 16.6.)

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

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

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.

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 be Australian citizens or permanent residents and 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 result in 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 16.4).

Table 16.4 Public housing policy context, 2005^a

	NSW ^b	Vic ^c	Qld ^d	WA ^e	SA ^f	Tas ^g	ACT	Nth
Eligibility								
Income limit per week (\$) ⁱ	395	347	582	390	608	336	483	529
'Other' asset limits (\$) ⁱ	None	30 000	None	36 400 cash	263 500	34 473	40 000 liquid assets	38 100
Minimum age	18	15	18	18	None	16	16	None
Waiting list^l								
	Wait turn and priority (five segments)	Priority (four segments)	Priority (two segments)	Priority (three segments)	Need (four segments)	Need (four segments)	Priority (five 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 then 5 year
Fixed term	3 or 6 months	5 years	6 months	3 months	None	1–3 years	None	
Ongoing	Ongoing after probation	Lifetime after age 65 To	Yes	Ongoing	Ongoing after probation	In some cases, particularly older persons	Lifetime tenure	None
Tenancy review	Reviewed at end of each term	at end of 2008	None	Annual	None	Fixed term leases reviewed at end of each term	None	Prior to each new lease

(Continued on next page)

Table 16.4 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. Following announcement of the Reshaping Public Housing Reforms, NSW commenced action to phase out existing one and three year renewable tenancy agreements from 1 July 2005. New tenants housed after 1 July 2005 will be subject to the new tenure policy in July 2006. For rebated rents, varied concessional rates are applicable to certain sources of income. **c** Public housing tenancies in Victoria are ongoing tenancies (not fixed term) that are subject to review after 5 years. For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. **d** Age criteria may be waived in situations where the applicant is not yet 18 but is currently responsible for their own household. 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 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 bedsitter 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 segment lists generally consist of 'priority' and 'wait turn'.

Source: State and Territory governments (unpublished).

The proportion of public housing tenants in receipt of a rental rebate at 30 June is shown in table 16.5.

Table 16.5 Public housing — rebated rents, 2005 (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	88.4	87.9	84.9	86.0	86.4	78.1	86.0	88.1	86.9

^a At 30 June.

Source: AIHW (2005c); 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 16.6.

Table 16.6 Public housing — regional and remote area concentrations, 2005 (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	80.5	72.0	61.6	70.4	77.1	–	99.8	–	71.4
Inner regional	15.3	22.4	19.5	9.6	6.8	72.7	0.2	–	16.8
Outer regional	3.8	5.5	16.6	9.6	14.2	26.4	–	68.7	9.6
Remote	0.3	–	1.8	7.1	1.8	0.6	–	27.2	1.7
Very remote	0.1	–	0.6	3.3	0.1	0.3	–	4.1	0.5

^a At 30 June. ^b Under ASGC remoteness areas. – Nil or rounded to zero.

Source: AIHW (2005c); 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 2005 are shown in table 16.7.

Table 16.7 Community housing dwellings as a proportion of all public and community housing dwellings, 2005 (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>
	8.7	6.9	9.7	9.4	8.2	3.9	5.0	2.0	8.1

^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 (2005b; 2005e); tables 16A.1 and 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 16.8.

Table 16.8 Community housing — regional and remote area concentrations, 2005 (per cent)^{a, b}

	<i>NSW</i>	<i>Vic^c</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Major cities	68.4	76.3	36.7	68.0	87.5	–	100.0	–	65.9
Inner regional	23.4	19.7	25.3	12.7	7.5	60.1	–	–	19.9
Outer regional	8.0	3.8	26.8	11.6	3.8	38.0	–	55.7	10.9
Remote	0.2	0.2	4.3	5.6	1.2	1.9	–	41.7	1.8
Very remote	0.1	–	6.9	2.1	–	–	–	2.6	1.5

^a At 30 June. ^b Under the ASGC remoteness areas. ^c 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. – Nil or rounded to zero.

Source: AIHW (2005b); 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 16.9).

Table 16.9 State owned and managed Indigenous housing policy context, 2005^a

	NSW ^b	Vic ^c	Qld ^d	WA ^e	SA ^f	Tas ^g
Eligibility						
Income limit per week (\$) ^h	395	347	None	390	608	336
'Other' asset limits (\$) ^h	None	30 000	None	36 400 in cash	263 500	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. Following announcement of the Reshaping Public Housing Reforms, NSW commenced action to phase out existing one and three year renewable tenancy agreements from 1 July 2005. New tenants housed after 1 July 2005 will be subject to new tenure policy in July 2006. ^c Tenancies in Victoria are ongoing tenancies (not fixed term) that are subject to review after 5 years. For households that require major disability modifications, discretion may be applied to extend the asset limit to \$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 by ASGC remoteness areas are shown in table 16.10.

Table 16.10 State owned and managed Indigenous housing — regional and remote area concentrations, 2005 (per cent)^{a, b}

	NSW	Vic ^c	Qld	WA	SA	Tas	Aust
Major cities	40.6	38.3	12.7	28.8	60.3	–	33.8
Inner regional	31.8	37.0	14.3	7.8	7.8	82.4	21.9
Outer regional	20.4	24.4	45.2	22.0	18.0	17.6	26.2
Remote	5.6	0.4	10.5	20.2	6.0	–	8.7
Very remote	1.6	–	17.3	21.2	7.8	–	9.4

^a At 30 June. ^b Under the ASGC remoteness areas. ^c 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. – Nil or rounded to zero.

Source: AIHW (2005a); table 16A.28.

Private rental markets

Tight private rental markets (vacancy rates below 3.0 per cent) were evident in all states in June 2005. Capital city vacancy rates in the private rental market for all jurisdictions are reported in table 16A.69. Capital city median rents varied across jurisdictions. Median rents for three bedroom houses and two bedroom flats or units are reported in table 16A.70.

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 16.4, 16.5 and 16.6). 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, and governments have committed to improving access to mainstream housing options for Indigenous people living in urban and rural areas.

This is the second year that data are reported under the new agreement. Work is being undertaken on the performance indicators 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).

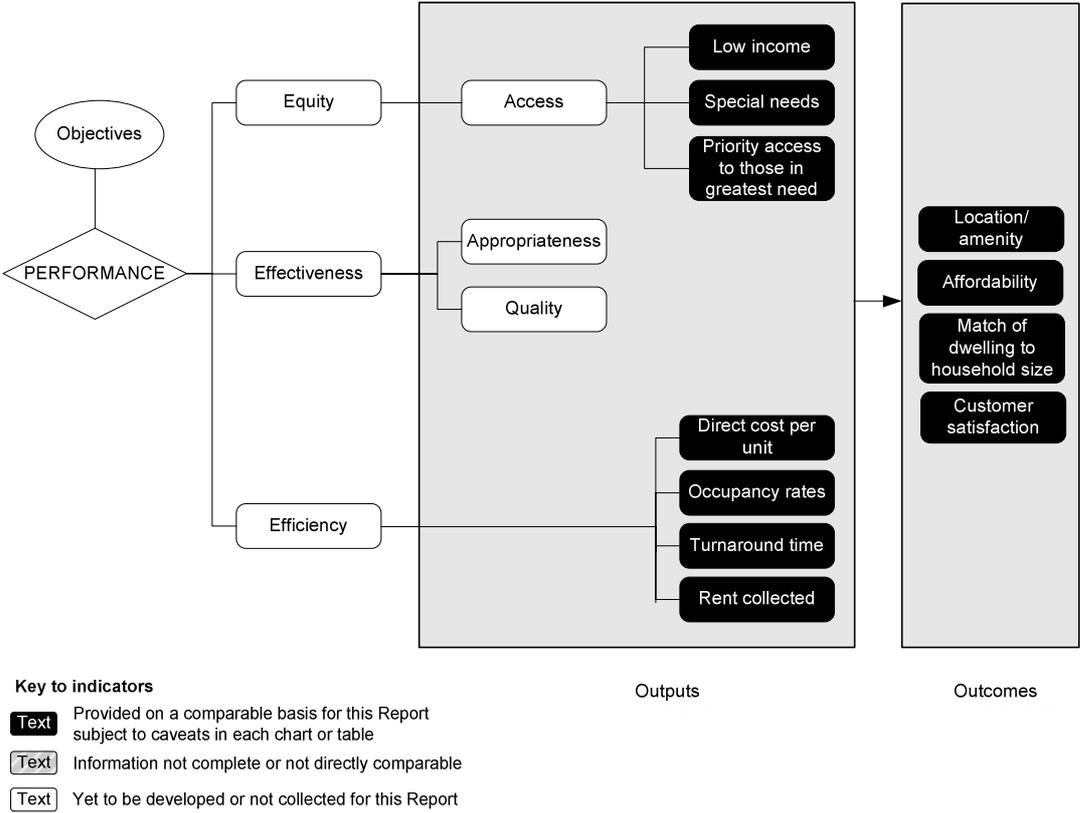
A slightly modified performance indicator framework is used for reporting on CRA (figure 16.7). The performance indicator frameworks show which data are comparable in the 2006 Report (figures 16.4, 16.5, 16.6 and 16.7). For data that are not considered directly comparable, the text includes relevant caveats and

supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

The frameworks reflect the adoption by governments of accrual accounting and depict the Review’s focus on outcomes, consistent with demand by governments for outcome oriented performance information. The frameworks also accentuate the importance of equity. 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 16.4). It has not been possible, however, to obtain nationally comparable performance information for community housing given current data standards and data collection capacity (figure 16.5).

Figure 16.4 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 16.6.

Figure 16.5 Performance indicators for community housing

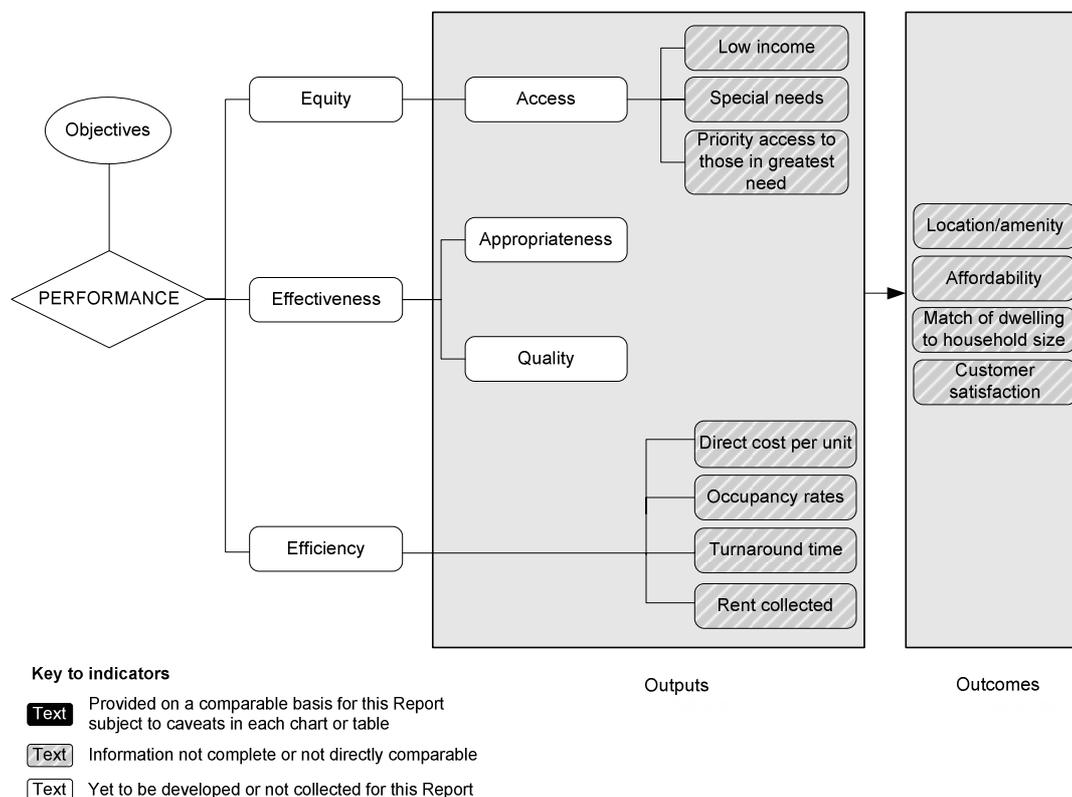
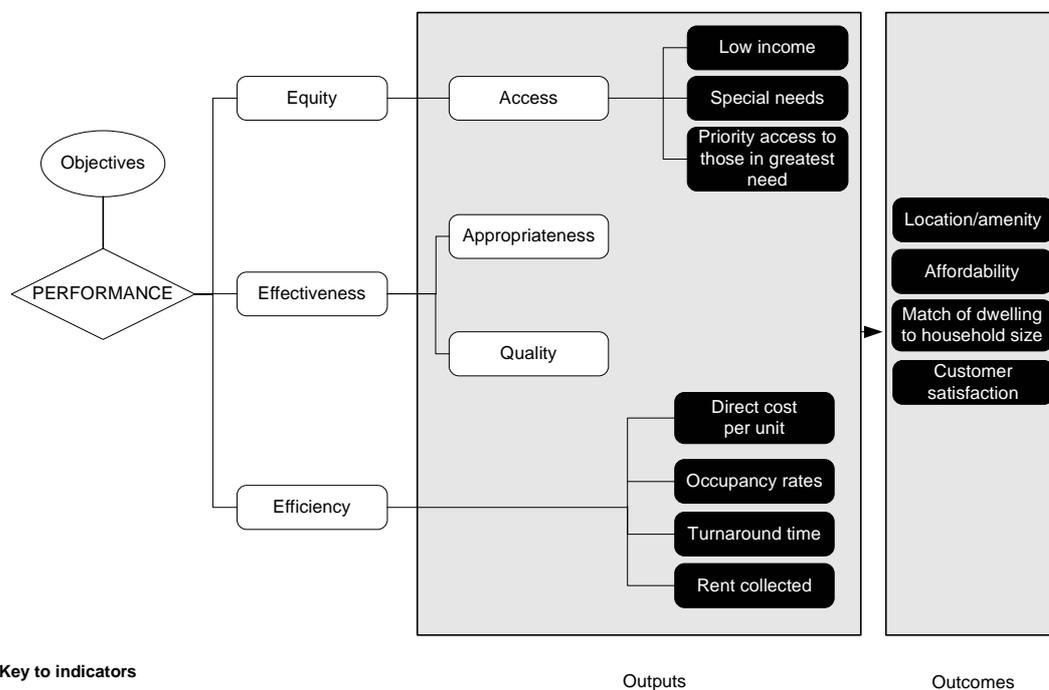


Figure 16.6 Performance indicators for State owned and managed Indigenous housing



Key to indicators

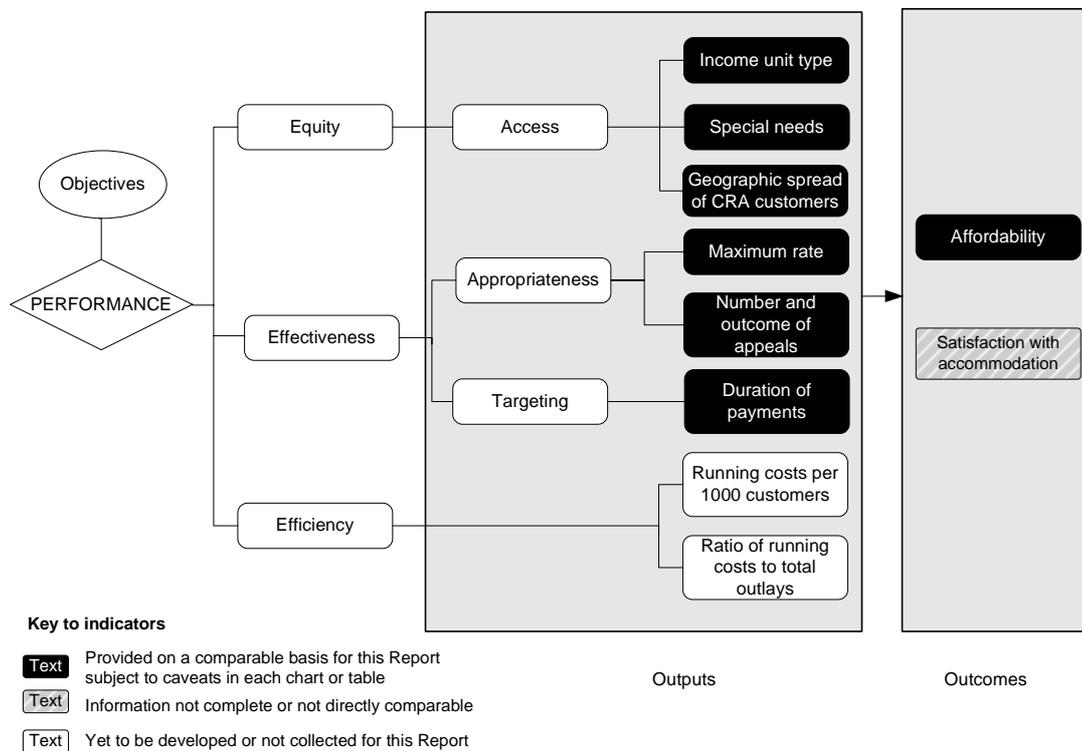
- Text** Provided on a comparable basis for this Report subject to caveats in each chart or table
- Text** Information not complete or not directly comparable
- Text** Yet to be developed or not collected for this Report

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 16.7) 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 delivered in an equitable and efficient manner. CRA is also governed by other objectives relating to the primary income support payment.

Figure 16.7 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 therefore 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 and special needs

The first two equity indicators reported for public housing are ‘low income’ and ‘special needs’ (box 16.6).

Box 16.6 Low income and special needs

‘Low income’ 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 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).

(Continued on next page)

Box 16.6 (Continued)

'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.

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 access for low income (and special needs) households.

The proportion of new tenancies allocated to low income A and low income B households is presented in tables 16.11 and 16A.2.

Table 16.11 Public housing — low income and special needs households as a proportion of all new households (per cent)^{a, b, c}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA^d</i>	<i>SA</i>	<i>Tas</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
2004-05	94.0	92.5	88.1	85.8	87.1	80.8	89.4	85.6	90.0
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
2004-05	96.8	95.6	93.8	93.3	97.5	94.9	93.9	90.8	95.4

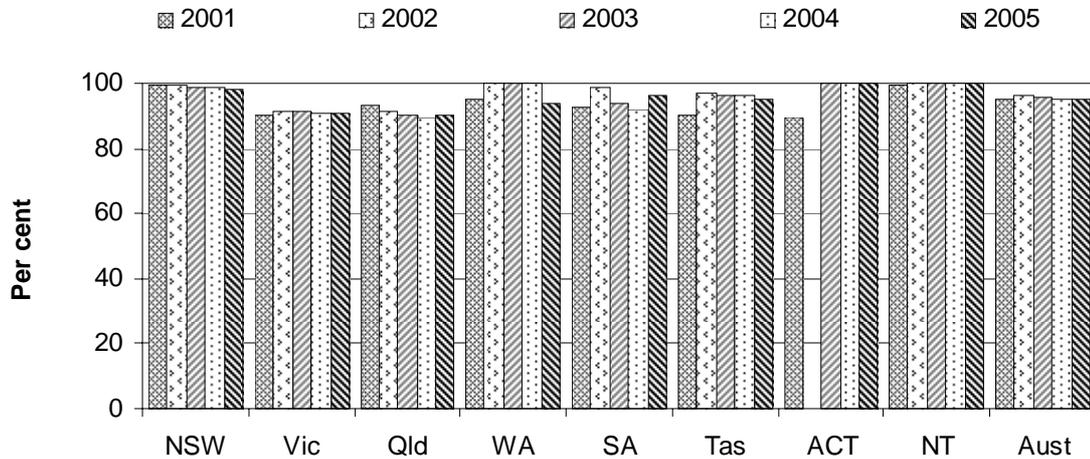
^a For details of: mixed composition, non-rebated and other households excluded, see table 16A.83. ^b Data for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years should be done with caution. For details of these changes see footnotes in table 16A.2.

^c Data are not comparable across all jurisdictions due to each using different methodology. For this reason data should not be directly compared across jurisdictions. For details of non-comparability see footnotes in table 16A.2. ^d Data for WA, ACT and NT are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA, ACT and NT cannot be made. For details of these changes see WA, 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.

All 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 2005, are reported in figure 16.8.

Figure 16.8 Public housing — households paying less than market rent and special needs households paying market rent, at 30 June, as a proportion of all households (new and existing)^{a, b, c}

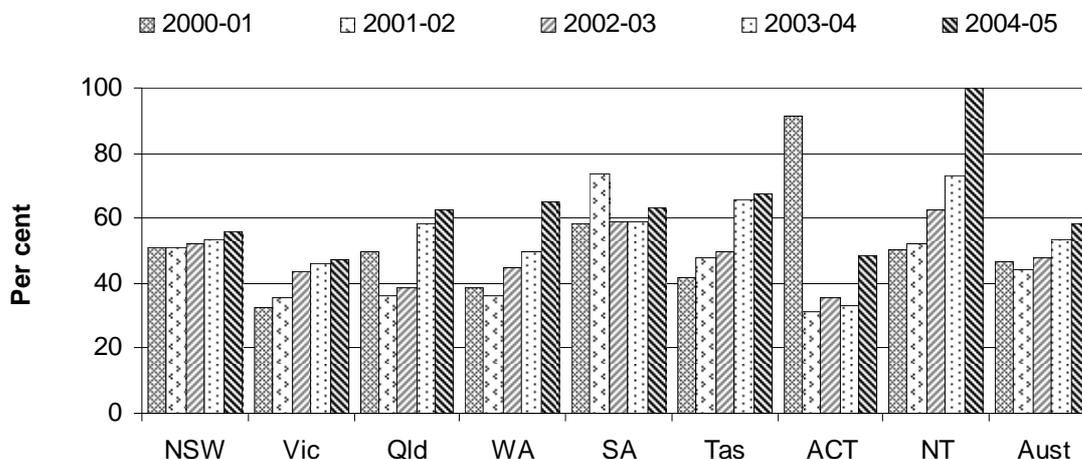


^a Data for NSW and SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years for NSW and SA should be done with caution. For details of these changes see NSW and SA footnotes in table 16A.3. ^b Data for WA and the NT are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA and the NT cannot be made. For details of these changes see WA and the NT footnotes in table 16A.3. ^c Data for Queensland, WA and the ACT for 2004-05 are not comparable with the other data presented and should not be directly compared with other jurisdictions' data. For details of non-comparability see Queensland, WA and the ACT footnotes in table 16A.3.

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

New public housing tenancies allocated to households with special needs are presented in figure 16.9.

Figure 16.9 **Public housing — new tenancies allocated to households with special needs^{a, b}**



^a Data for WA and ACT for 2004-05 are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA and ACT cannot be made. For details of these changes see WA and ACT footnotes in table 16A.4. ^b Data for the Queensland, WA, ACT and the NT for 2004-05 are not comparable with the other data presented and should not be directly compared with other jurisdictions' data. For details of non-comparability see Queensland, WA, ACT and the 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 16.7). The proportion of new allocations to those in greatest need in 2004-05 is presented in table 16.12. Differences in State and Territory housing allocation policies can influence comparability.

Box 16.7 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 16.12 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 access of those in greatest need.

Table 16.12 **Public housing — proportion of new allocations to those in greatest need, 2004-05 (per cent)**

	NSW ^a	Vic	Qld ^a	WA	SA ^a	Tas	ACT	NT ^a	Aust
Total for year ending									
30 June	22.8	67.4	16.9	26.2	40.1	93.5	87.9	19.4	37.7
Proportion of new allocations to those in greatest need, by time to allocation									
<3 months	47.6	78.1	49.2	43.9	58.4	87.9	87.8	23.7	59.5
3—<6 months	43.7	68.7	46.2	55.1	66.2	95.1	93.5	31.3	59.6
6 months—<1 year	27.1	71.8	30.8	21.9	55.5	97.5	91.6	16.0	48.4
1—<2 years	12.7	65.2	12.5	2.1	28.5	96.6	79.7	10.1	26.8
2+ years	3.0	24.6	2.9	—	2.5	94.5	54.3	6.8	5.6

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

Source: AIHW (2005c); table 16A.5.

Efficiency — direct cost per unit

The efficiency indicator identified for public housing is 'direct cost per unit' (outputs) (box 16.8).

Box 16.8 Direct cost per unit

'Direct cost per unit' has been identified as an output indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It measures the cost of providing assistance per dwelling. 'Direct cost per unit' can be defined as the total administration costs and the costs of maintaining the operation of dwellings. Two related measures are also reported:

- gross cost per unit — gross cost to government (administration and operating costs plus capital costs)
- net cost per unit — net cost to government (cost excluding rents received from tenants).

Due to a high level of capital expenditure in housing, gross and net cost per unit are predominantly driven by the user cost of capital (see box 16.9). Caution must therefore be used when interpreting the indicator because the user cost of capital and service delivery models differ across the jurisdictions. The cost per dwelling indicators also do not provide any information on the quality of service provided (for example, the standard of dwellings).

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 16.9 provides a discussion of the user cost of capital.

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 16.10 summarises the results relating to housing.

Box 16.9 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 16.10 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).

The direct, gross and net costs to government per dwelling in 2004-05 are presented in table 16.13.

Interest payments have been subtracted from other capital costs (depreciation and the indicative user cost of capital) to obtain the total capital cost, 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, making the cost data not comparable with the data published in prior reports. (Chapter 2 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions 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 16.13 **Public housing — costs per dwelling, 2004-05 (dollars)^a**

	NSW ^b	Vic ^b	Qld	WA	SA	Tas	ACT	NT	Aust
Total direct costs	4 743	3 735	4 476	5 119	4 885	6 175	8 153	9 475	4 801
Total direct costs (excluding payroll tax)	4 704	3 686	4 444	5 080	4 836	6 116	8 066	9 423	4 757
Depreciation	1 871	1 819	1 375	1 481	1 227	2 103	1 114	2 551	1 664
Indicative user cost of capital ^c									
Land	10 541	5 938	7 428	5 501	4 356	2 554	15 128	5 443	7 734
Other assets	6 191	6 903	5 996	5 662	5 018	8 083	6 908	7 889	6 207
Total assets	16 731	12 841	13 424	11 163	9 373	10 637	22 036	13 332	13 941
Interest payments ^d	381	–	360	740	941	983	513	2 132	467
Total capital costs	18 221	14 660	14 439	11 903	9 659	11 757	22 637	13 751	15 138
Full gross costs (excluding payroll tax)	22 925	18 346	18 883	16 983	14 495	17 873	30 703	23 174	19 895
Rent collected from tenants	4 442	4 329	4 239	3 962	4 458	3 704	5 653	4 612	4 366
Full net costs (excluding payroll tax)	18 483	14 017	14 644	13 021	10 038	14 169	25 050	18 563	15 530
Dwellings (no.)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301

^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 (2005c); State and Territory governments (unpublished); table 16A.6.

Efficiency — occupancy rate

The third efficiency indicator reported for public housing is the ‘occupancy rate’ (box 16.11).

The national average proportion of public rental stock occupied at 30 June 2005 was 97.7 per cent. There was only slight variation across jurisdictions (table 16.14).

Box 16.11 Occupancy rate

The 'occupancy rate' is 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. Occupancy is influenced by both turnover and housing supply and demand.

Table 16.14 Public housing — occupancy rates (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	98.2	96.2	96.6	95.6	94.4	94.3	95.7	95.2	96.6
2001-02	98.1	96.4	97.5	95.4	94.2	95.7	98.7	95.0	96.8
2002-03	98.3	96.5	97.9	95.7	94.9	96.8	98.7	93.9	97.1
2003-04	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4
2004-05	98.7	97.3	98.6	95.6	96.1	98.0	98.1	94.1	97.7

^a Data for SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years should be done with caution. For details of these changes see footnotes in table 16A.7.

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

Efficiency — turnaround time

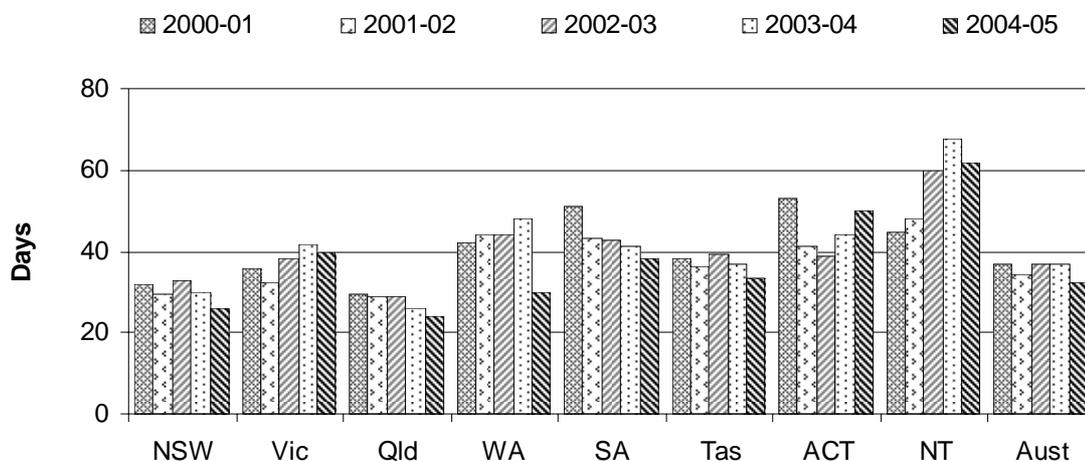
The fourth efficiency indicator reported for public housing is 'turnaround time' (box 16.12).

Box 16.12 Turnaround time

'Turnaround time' is 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 2004-05 is presented in figure 16.10. The indicator may be affected by changes in maintenance programs and allocation policies, and some jurisdictions may have difficulty excluding stock which is out-of-scope.

Figure 16.10 Public housing — average turnaround times^{a, b}



^a Data for WA and Tasmania for 2004-05 are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA and Tasmania cannot be made. For details of these changes see WA and Tasmania footnotes in table 16A.8. Data for Queensland for 2003-04 and 2004-05 are based on different methodology from that used for their previous years' comparison of 2003-04 and 2004-05 data with previous years for Queensland cannot be made. ^b Data are not comparable across all jurisdictions due to each using different methodology. For this reason the data presented should be interpreted with caution. For details of these variations see 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 16.13).

Box 16.13 Rent collected

'Rent collected' is 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 2004-05 is presented in table 16.15.

Table 16.15 Public housing — total rent collected as a proportion of total rent charged (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>
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
2004-05	101.2	101.1	100.6	103.2	100.5	99.7	100.0	102.8	101.1

^a Not calculated via the data repository. Figures supplied by jurisdictions. ^b 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

Location/amenity

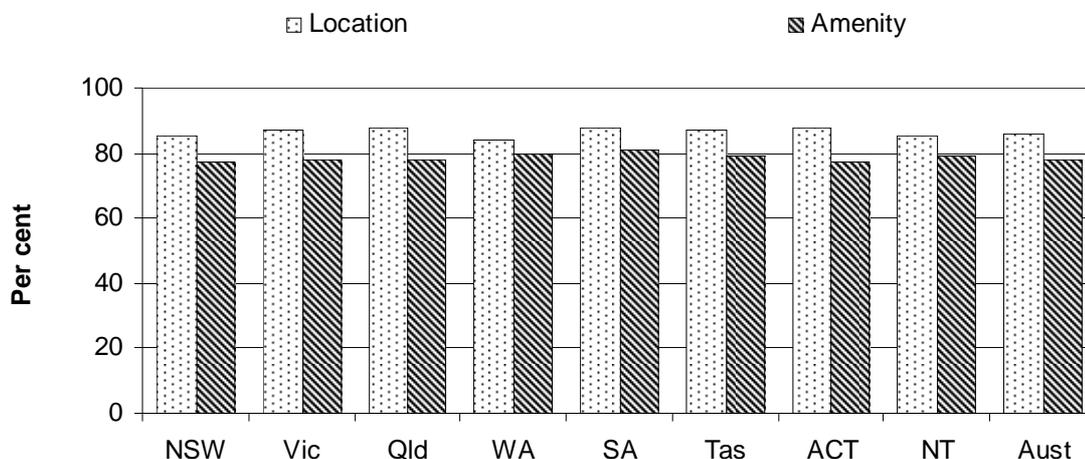
'Location/amenity' is an outcome indicator of success in meeting tenants' needs (box 16.14).

Box 16.14 Location/amenity

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

The data are taken from the 2005 National Social Housing Survey for public rental housing. 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 respondent sample size and the size of the sample estimate. Larger sample sizes with high response rates result in higher precision, as do larger sample estimates for a given or similar sample size. 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 (figure 16.11). Further information on the sample size is provided in tables 16A.10 and 16A.11.

Figure 16.11 **Public housing — proportion of tenants rating their current home as meeting their location and amenity needs, 2005^{a, b}**



^a 2005 data are not comparable with 2003 and earlier survey data due to significant changes in survey methodology including question changes and changes to the way performance indicators are derived. ^b Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Source: AIHW (2005i); tables 16A.10 and 16A.11.

Affordability

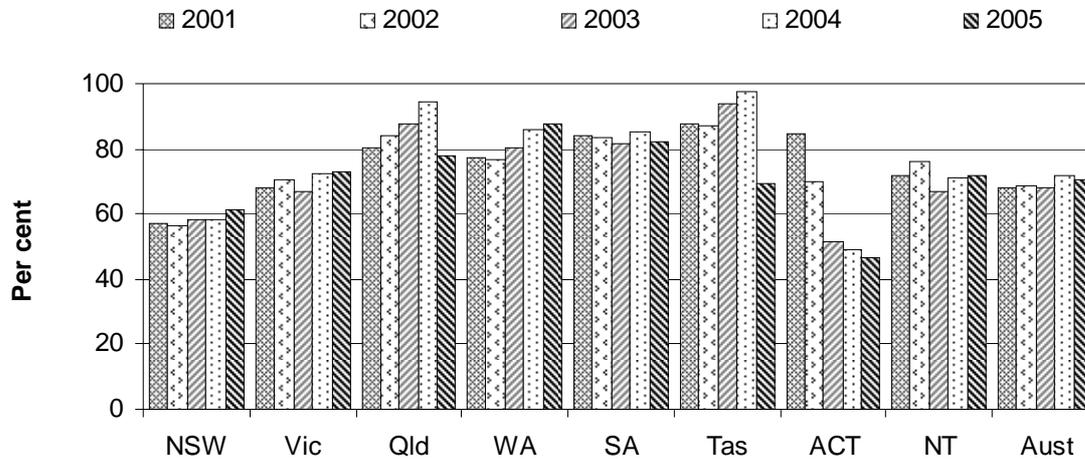
‘Affordability’ is an outcome indicator of ability to access suitable housing (box 16.15).

Box 16.15 Affordability

‘Affordability’ is 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 after adjusting for imputed CRA. This largely reflects the differing levels of market rent across jurisdictions.

The rent charged at 30 June 2005 as a proportion of the market rent for each dwelling (adjusted for CRA) is presented in figure 16.12. Related information on affordability, measured as the proportion of household income spent on housing costs, can be found at tables 16A.63–16A.66.

Figure 16.12 **Public housing — rent charged as a proportion of market rent, adjusted for CRA^{a, b, c}**



a At 30 June. **b** For details of mixed composition, non-rebated and other households excluded, see table 16A.83. **c** Data for NSW and SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years for NSW and SA should be done with caution. For details of these changes see NSW and SA footnotes 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 16.16).

Box 16.16 Match of dwelling to household size

'Match of dwelling to household size' is 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

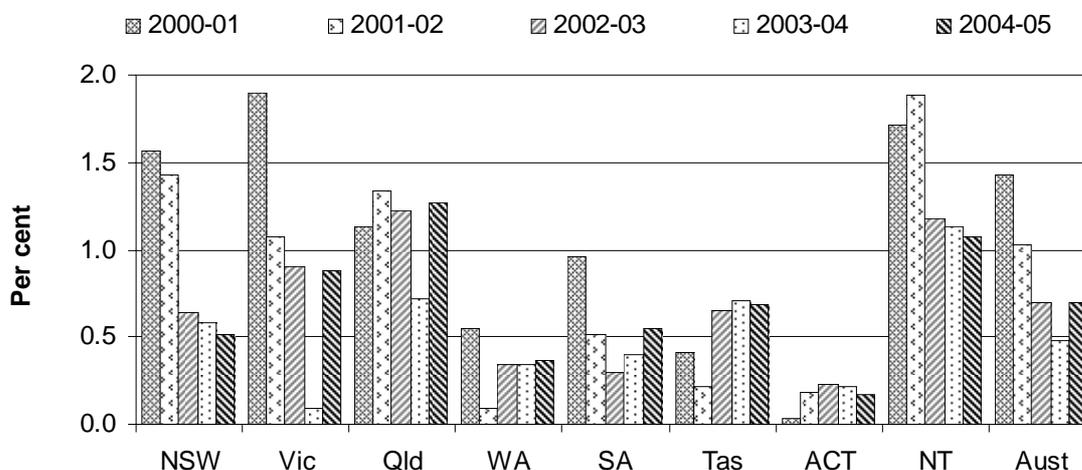
Source: AIHW (2003g).

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. These data are included in AIHW Data Collection reports.

The proportion of households with overcrowding is illustrated in figure 16.13. Information on moderate overcrowding and underuse can be found in table 16A.79.

Figure 16.13 **Public housing — proportion of households with overcrowding**^{a, b, c, d, e}



^a For details of mixed composition, non-rebated and other households excluded, see table 16A.83. ^b Data for Victoria and Queensland for 2004-05 are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for Victoria and Queensland cannot be made. For details of these changes see Victoria and Queensland footnotes in table 16A.13. ^d Data for NSW and SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years for NSW and SA should be done with caution. For details of these changes see NSW and SA footnotes in table 16A.13. ^e Data for Victoria and Queensland for 2004-05 are not comparable with the other data presented and should not be directly compared with other jurisdictions' data. For details of non-comparability see Victoria and Queensland footnotes in table 16A.13.

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

Customer satisfaction

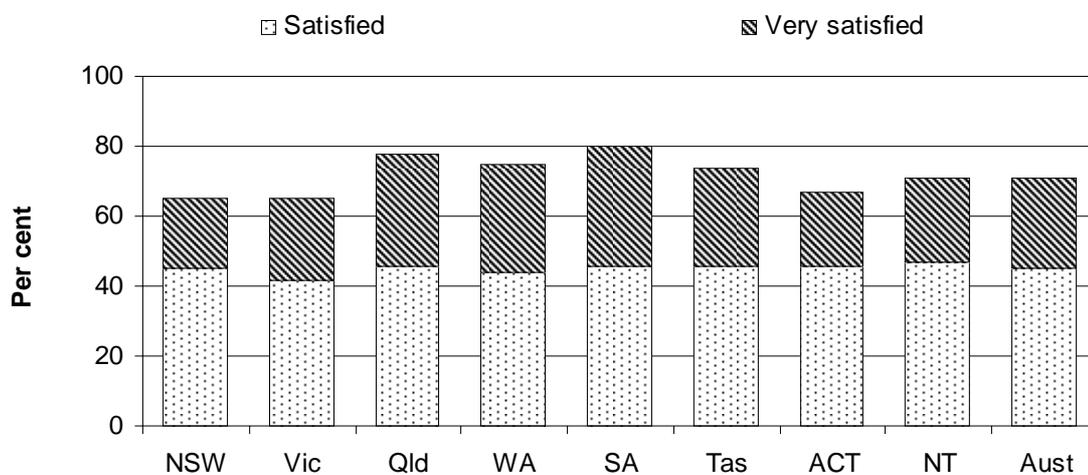
'Customer satisfaction' is an outcome indicator (box 16.17).

Box 16.17 Customer satisfaction

'Customer satisfaction' is 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.

Data are sourced from the 2005 National Social Housing Survey for public rental housing. Nationally in 2005, 71 per cent of tenants were either satisfied or very satisfied with the service provided (figure 16.14 and table 16A.14).

Figure 16.14 Public housing — customer satisfaction, 2005^{a, b, c}



^a At July-August. ^b Caution should be used when interpreting small differences in the results, which are affected by sample and estimate size. Data do not add to 100 per cent as a result of non-responses. ^c Calculated as simple numerical averages due to a lack of raw data.

Source: AIHW 2005 (unpublished); table 16A.14.

Community housing

Community housing data have three sources:

- administrative 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 16.5). 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.84 outlines the survey response rates and associated information for each jurisdiction for each year from 2000-01 to 2004-05. Performance indicator results are not comparable across the public, community and State owned and managed Indigenous housing sections. The NT provided only administrative data.

Some descriptive data on community housing are contained in table 16A.15. Table 16A.72 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 16.18).

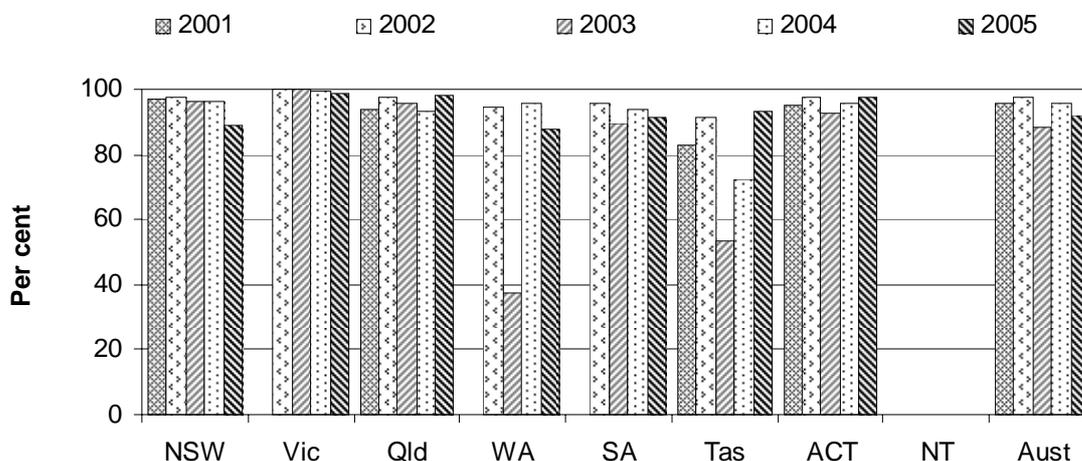
Box 16.18 Low income

'Low income' 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 number of low income households as a proportion of all households (new and existing). A high proportion indicates a high degree of access of low income (and special needs) households.

The low income indicator is measured differently for community housing than for public housing, however, the community housing indicator is based on the low income B cut-offs used in the public rental housing data collection. All households, rather than just new households with low income, are reported.

At 30 June 2005, across those jurisdictions able to provide data, the number of low income households as a proportion of all households (new and existing) is presented in figure 16.15.

Figure 16.15 Community housing — the number of low income households as a proportion of all households (new and existing)^{a, b, c, d, e, f, g, h}



a At 30 June. **b** Data for 2004-05 is not comparable to previous years' due to changes in the definition of a low income household as well as variation in response rates and the community housing organisations who respond to the survey. 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. **c** Data for Victoria are not comparable to previous years' due to changes in the survey methodology. Data for WA and Tasmania for 2004-05 are based on different methodology from that used for other data reported and also differs to the methodology used in previous years' data. A direct comparison of 2004-05 with previous years for WA and Tasmania may not be made and data should be interpreted with caution. **d** For NSW, data underestimates the number of low income households, as the Data Collection data can only identify households where the main source of assessable income is either 1) a government pension or allowance; or 2) child support of maintenance; or 3) no income. **e** For Victoria, the total number of low income and all households for which income and household composition details are known at 30 June 2005 does not include the Common Equity Rental Cooperation (CERC) program (32 per cent of long term community tenancies in Victoria) due to data collection issues associated with the new survey methodology. **f** For WA and Tasmania, the total number of households has been used as the default value for this item due to inconsistencies in survey data. **g** For ACT, low income households excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined. Households for which income details and/or age of children were unknown were also excluded. **h** For further details refer to footnotes in table 16A.16.

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

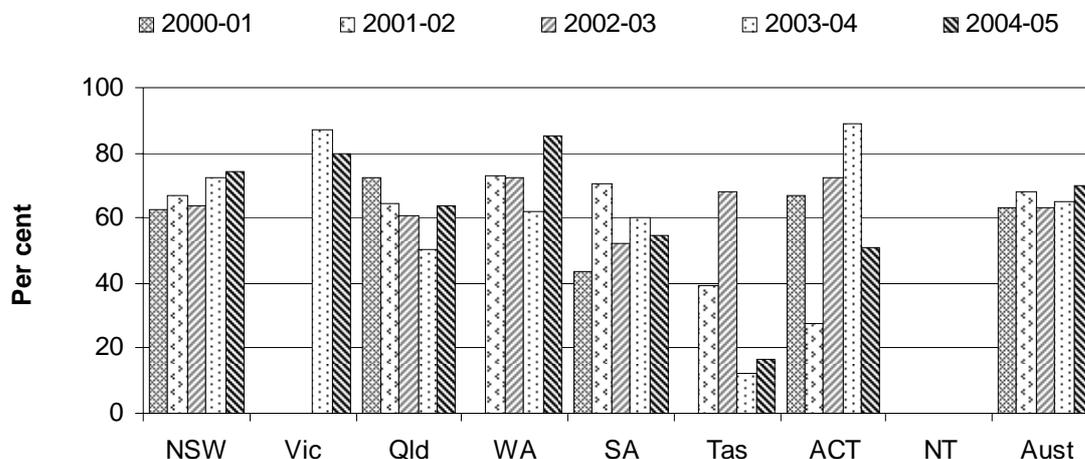
Equity — special needs

The second equity indicator reported for community housing is 'special needs' (box 16.19). The proportion of new tenancies allocated to special needs households in 2004-05 is presented in figure 16.16.

Box 16.19 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 access of these special needs households.

Figure 16.16 Community housing — new tenancies allocated to households with special needs^{a, b, c, d, e, f, g, h, i, j}



a Year ending 30 June. **b** Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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. **c** Data for Victoria are not comparable to previous years' due to changes in the survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. Data for Tasmania for 2004-05 are based on different methodology from that used for other data reported and also differs to the methodology used in previous years. A direct comparison of 2004-05 with previous years for Tasmania may not be made and data should be interpreted with caution. For details of the variation, see the Tasmania footnote below. **d** For NSW, the total number of new households with special needs for year ending 30 June 2005 may include households previously housed by another community housing provider. **e** For NSW, household types reported with special needs include 1) Indigenous households, 2) Non-English speaking households, 3) Disability households, 4) Households with support needs, 5) Older person households (principal resident over 75), 6) Young person households (principal resident less than 24 years old), 7) Newly arrived migrants, refugees or asylum seekers, and 8) Other special needs. **f** For NSW, disability is defined in the NSW Community Housing Data Collection as follows: includes anything which restricts the person's everyday activities or otherwise limits their ability to function within the range considered normal for a human being. Disability includes; intellectual, physical, sensory and psychiatric. **g** For Victoria, special needs households do not include CERC program (32 per cent of long term community tenancies in Victoria) due to data collection issues associated with the new survey methodology. **h** For Tasmania, due to inconsistencies in survey data the total number of new households has been used as the default value for this item. **i** For the ACT, the total number of households for which special needs details are known has increased from 92 to 238 – this has resulted in a decrease in the special needs indicator (from 89.1 per cent to 50.8 per cent). **j** For further details refer to footnotes in table 16A.17. See table 16A.84 for response rates and other relevant information).

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 16.20).

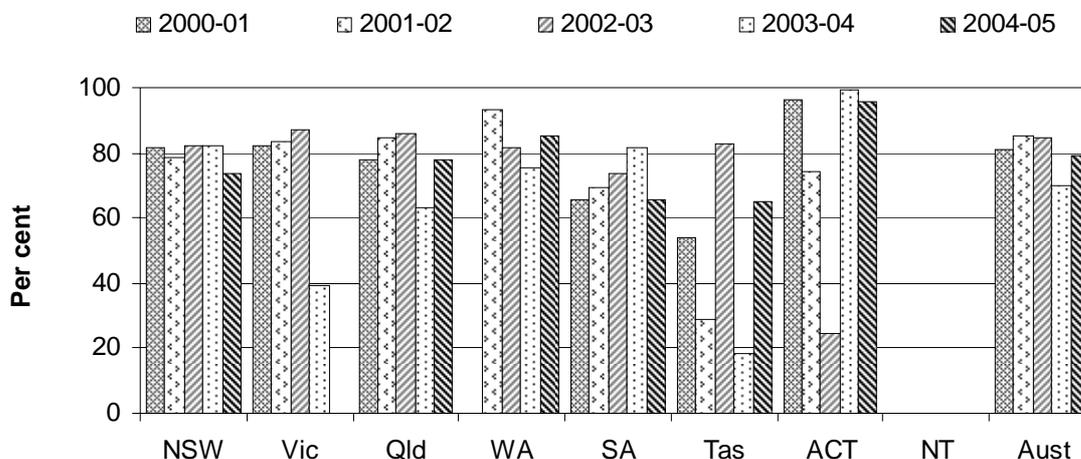
Box 16.20 Priority access to those in greatest need

'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 access of those in greatest need.

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. The proportion of new allocations to those in greatest need is presented in figure 16.17. 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 16.17 Community housing — proportion of new allocations to those in greatest need^{a, b, c, d, e, f, g, h}



^a Year ending 30 June. ^b Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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 example, the diverse nature of waiting list and allocation processes in the sector may result in organisations allocating tenants using factors other than priority. Community housing organisations may need to house a mix of tenants (e.g. market rent payers, those who can participate) to remain viable; or may need to obtain the right mix of tenants in a share house (e.g. the current tenant may choose the person with whom they will be sharing). ^c For NSW, data may include households previously housed by another community housing provider. Includes needy households who were imminently homeless or living in crisis accommodation. ^d For Victoria, priority access to those in greatest need is not reported for 2004-05 due to data collection issues associated with the new survey methodology. ^e Data for Victoria do not include CERC program (32 per cent of long term community tenancies in Victoria) due to data collection issues associated with the new survey methodology. ^f National average excludes Victoria (total number of new households for year ending 30 June 2005) as they were not able to provide a complete data set for the priority access to those in greatest need. ^g For SA, the total number of new greatest need allocations for year ending 30 June 2005 is defined as Category 1 applicants. ^h For further details refer to footnotes in table 16A.18.

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

Efficiency — direct cost per unit

The efficiency indicator identified for community housing is 'direct cost per unit' (outputs) (box 16.21).

Box 16.21 Direct cost per unit

'Direct cost per unit' has been identified as an output indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It measures the cost of providing assistance per dwelling. 'Direct cost per unit' can be defined as the total administration costs and the costs of maintaining the operation of dwellings. Two related measures have also been identified:

- gross cost per unit — gross cost to government and community housing providers (administration and operating costs plus capital costs)
- net cost per unit — net cost to government and community housing providers (cost excluding rents received from tenants).

Due to a high level of capital expenditure in housing, gross and net cost per unit are predominantly driven by the user cost of capital (see box 16.10). Caution must therefore be used when interpreting the indicator because the user cost of capital and service delivery models differ across the jurisdictions. The cost per dwelling indicators also do not provide any information on the quality of service provided (for example, the standard of dwellings).

Only 'direct cost per unit' is reported for community housing in this Report. The Steering Committee has identified gross and net cost per output unit for development and reporting in future. Data were not available for this Report.

The 'direct cost per unit' for 2003-04 is presented in table 16.16. Caution must be used when interpreting this indicator because service delivery models differ across jurisdictions.

Table 16.16 Community housing — direct cost per unit (dollars)^{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>
2003-04	9 224.2	5 166.9	4 291.2	7 861.3	3 751.5	7 712.5	na	na	6 529.4

^a Year ending 30 June. ^b For further details refer to footnotes in table 16A.19. **na** Not available.

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

Efficiency — occupancy rate

A second efficiency indicator reported for community housing is the 'occupancy rate' (box 16.22).

Box 16.22 Occupancy rate

The 'occupancy rate' is 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. Occupancy is influenced by both turnover and housing supply.

The proportion of community housing occupied at 30 June 2005 is presented in table 16.17. The NT occupancy rates are based on the assumption that all dwellings are occupied due to many organisations turning away people seeking accommodation.

Table 16.17 Community housing — occupancy rates (per cent)^{a, b}

	NSW	Vic ^{c, d, e}	Qld ^f	WA	SA	Tas	ACT ^g	NT ^h	Aust
2000-01	97.9	94.6	95.8	na	94.7	90.4	94.3	100.0	95.9
2001-02	98.2	95.6	94.8	97.2	95.8	100.0	94.7	100.0	96.5
2002-03	97.8	96.3	96.1	100.4	95.6	98.3	97.4	100.0	97.0
2003-04	98.6	98.1	95.0	99.8	95.4	99.8	95.8	100.0	97.5
2004-05	98.2	94.5	95.7	98.0	95.1	98.9	89.8	100.0	96.5

^a At 30 June. ^b Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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. ^c Data for Victoria are not comparable to previous years' due to changes in the survey methodology. For details of the variation, see the footnote for Victoria. ^d Due to changes in survey response rates and methodology, results for 2004-05 are not comparable with results in earlier years. Vacancy rates in some community housing programs such as Group Housing for people with disabilities may be affected by the program model which provides multiple tenancy arrangements in the same dwelling. In these cases the agency is required to match disabled clients in shared accommodation, which can increase the number of vacancy units at a point in time and turnaround times. ^e Includes some accommodation for disabled which has been allocated for a carer or equipment aids for disabled. ^f Based on administrative data apportioned according to the percentage of occupied dwellings indicated in the survey data (4769 out of 4981). This approach was taken to ensure consistency with reporting all dwelling information from administrative data. ^g For the total community housing providers data are extracted from the unit record file of 5286 dwellings provided to the AIHW. Through the 2004-05 Trial Collection of Unit Record Data it has been identified that that the dwelling count is undercounted due to tenancy units not being counted separately in some cases. The total number of tenancy (rental) units at 30 June 2005 is reported from administrative data. The total number of tenancy (rental) units at 30 June 2005 from survey data are 4981. ^h It is assumed that all dwellings are occupied due to many organisations turning away people seeking accommodation. **na** Not available.

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

Efficiency — turnaround time

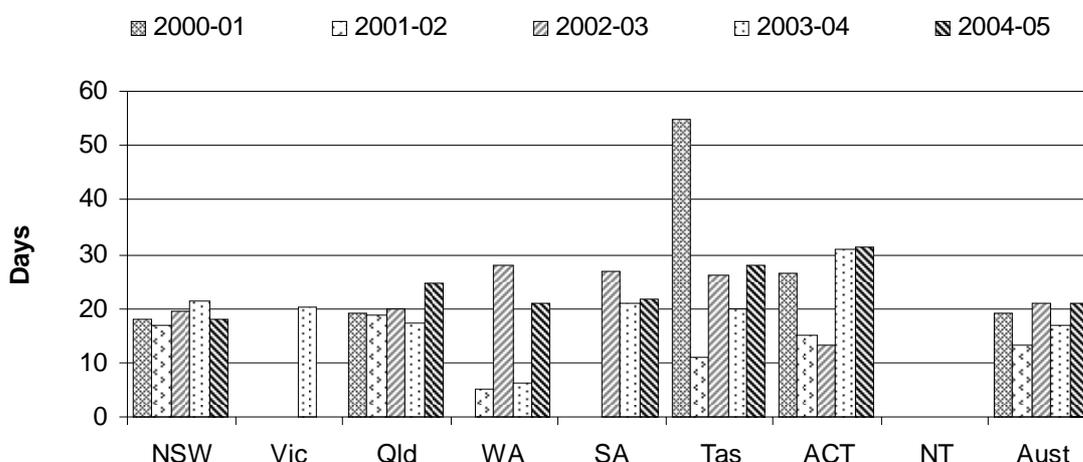
The third efficiency indicator reported for community housing is 'turnaround time' (box 16.23).

Box 16.23 Turnaround time

'Turnaround time' is 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 2004-05 for the jurisdictions able to provide data are presented in figure 16.18.

Figure 16.18 Community housing — average turnaround times^{a, b, c, d, e}



^a Year ending 30 June. ^b NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT data are based on surveys. See table 16A.84 for response rates and other relevant information. ^c Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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 example, variation in tenancy management procedures across the sector may result in the count of days vacant commencing from the date the keys are handed in, a nominated day of the week (e.g. Sunday), the date abandonment is discovered etc. The need to obtain the right mix of tenants can also inflate vacancy days (e.g. a tenancy (rental) unit may be vacant in a share house/complex/community until an appropriate tenant is chosen). ^d Not reported for Victoria for 2004-05 due to data collection issues associated with the new survey methodology. NSW data definitions differ from national definitions and are based on different methodology from the other data reported. As such, data should be interpreted with caution. For details of the variation, see the NSW footnote below. Data for the ACT are based on a different methodology from the other data reported and as such data should be interpreted with caution. For details of the variation, see the ACT footnote below. ^e For NSW, providers reported on the number of dwellings occupied at 30 June 2005 which were vacant at any time during the year. If a property was vacant more than once, they reported a single consolidated 'episode' comprising the property and the total number of days vacant for all episodes. They did not separately count multiple episodes for each property. 'Average time taken for occupancy of vacant stock' calculated using these data are therefore overstated. ^e For the ACT, the calculation of average time taken for occupancy of vacant stock excludes boarding houses and other dwellings containing multiple tenancies. Vacancies that commenced prior to 1 July 2004 are also excluded as the vacancy start date for these vacancies were not collected in the survey.

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

Efficiency — rent collected

The fourth efficiency indicator reported for community housing is 'rent collected' (box 16.24).

Box 16.24 Rent collected

'Rent collected' is 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 housing providers an extra year to collate financial data (table 16.18). 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 16.18 Community housing — total rent collected as a proportion of total rent charged (per cent)^{a, b, c, d}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA^e</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
1999-2000	92.5	98.5	97.5	na	na	99.0	96.7	na	94.9
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
2003-04	99.4	96.1	98.6	98.0	97.8	101.2	92.6	na	98.3

^a At 30 June. ^b Data for the 2003-04 financial year are reported to provide additional time to collate financial data. Therefore it relates to a different number of providers and tenant households. ^c Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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. ^d Data for Victoria are not comparable to previous years' due to changes in the survey methodology. ^e The reported result for this indicator is based on survey responses from organisations which provided data on both total rent charged and total rent collected for the year ending 30 June 2004. **na** Not available.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.22.

Outcomes

Location/amenity

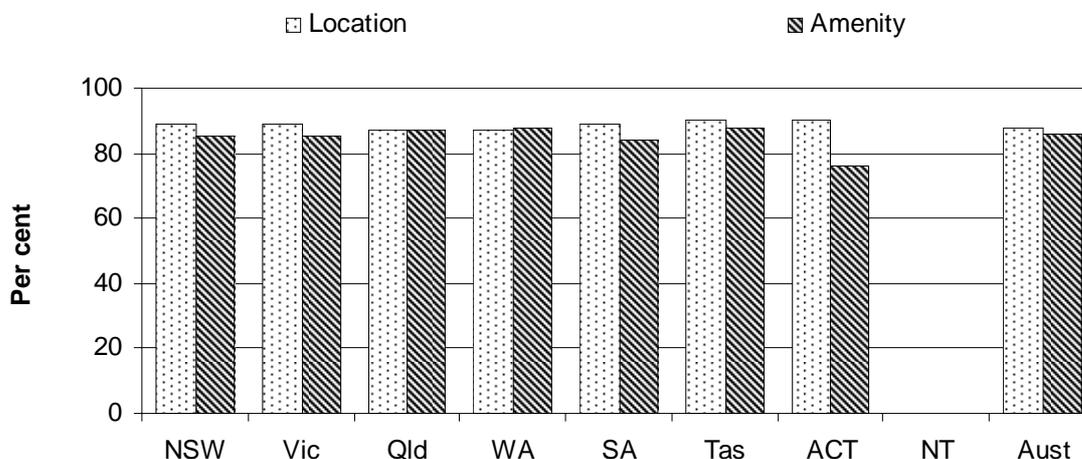
'Location/amenity' is an outcome indicator (box 16.25).

Box 16.25 Location/amenity

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

The data for this indicator are from the 2005 Community Housing National Social Housing Survey. 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. The proportions of tenants satisfied with the location and amenity of their dwelling in February/March 2005 are presented in figure 16.19. As with public housing, the precision of survey estimates depends on the survey sample size (see the discussion of location/amenity for public housing). More information on the sample size is provided in tables 16A.23 and 16A.24.

Figure 16.19 Community housing — tenants satisfied with location and amenity aspects of their dwelling, 2005^{a, b, c}



^a At April/May. ^b Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. ^c May not represent national total due to data not being available from all jurisdictions.

Source: AIHW (2005j); tables 16A.23 and 16A.24.

Affordability

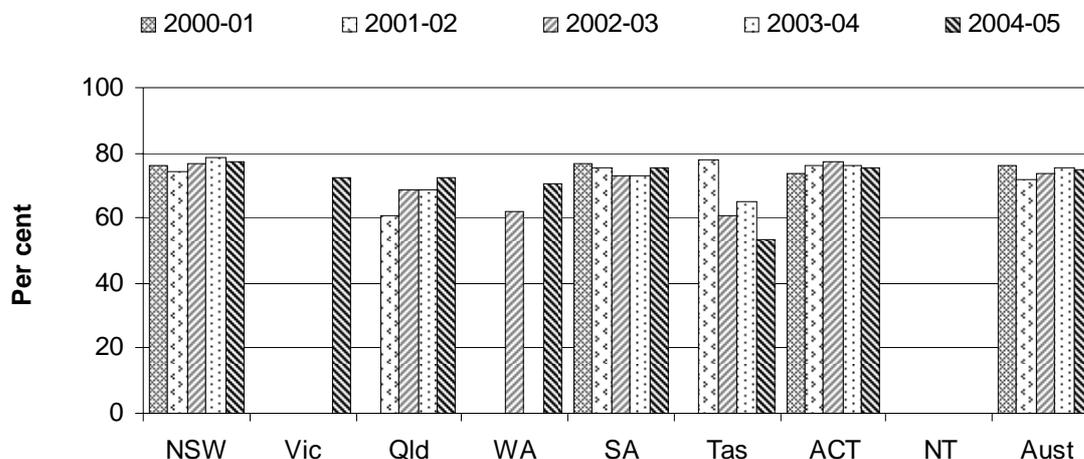
'Affordability' is an outcome indicator (box 16.26).

Box 16.26 Affordability

'Affordability' is 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.

The proportion of household income left after paying rent in 2004-05 is presented in figure 16.20. Differences in the definition of assessable income, including the treatment of 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.77.

Figure 16.20 Community housing — proportion of income left after paying rent^{a, b, c, d, e, f, g, h, i, j, k, l, m, n, o}



^a At 30 June. ^b NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT data are based on surveys. See table 16A.84 for response rates and other relevant information. ^c Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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. ^d Data for Victoria are not comparable to previous years' due to changes in the survey methodology. Data for Tasmania for 2004-05 are based on different methodology from that used in previous years' data and a direct comparison of 2004-05 with previous years for Tasmania may not be made. For Tasmania, the reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week. There are significant data quality issues which have impacted on this indicator and results should be interpreted with caution. ^e For Victoria, funding arrangements for some community managed programs do not allow full transparency of rental information. Some rent includes share of cost for utilities and board. ^f Data for Victoria do not include CERC program (32 per cent of long term community tenancies in Victoria) due to data collection issues associated with the new survey methodology. ^g For Queensland, the total rents charged for week of 30 June 2005 includes CRA as listed in the Community Housing Rent Policy. ^h For Queensland, the total household assessable income for week of 30 June 2005, does not include CRA as listed in the Community Housing Rent Policy. ⁱ For WA, the reported result for the proportion of household income left after paying rent indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week. ^j For SA, the total rents charged for week of 30 June 2005 does not include 25 households for which rent details are not known, and the total household assessable income for week of 30 June 2005 does not include 432 households for which income details are not known. ^k For Tasmania, the reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week. There are significant data quality issues which have impacted on this indicator and results should be interpreted with caution. ^l For the ACT, rent charged in boarding houses may include utilities costs. ^m For the ACT, the reported result for this indicator is based on survey responses from organisations which provided data on both total rents charged for the week ending 30 June 2005 and total household assessable income for that week. Rent charged in boarding houses may include utilities costs. ⁿ National average excludes NT (total rents charged for week of 30 June 2005) as they were not able to provide a complete data set for affordability. ^o For further details refer to footnotes in table 16A.25.

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

Match of dwelling to household size

‘Match of dwelling to household size’ is an outcome indicator (box 16.27).

Box 16.27 Match of dwelling to household size

‘Match of dwelling to household size’ is 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

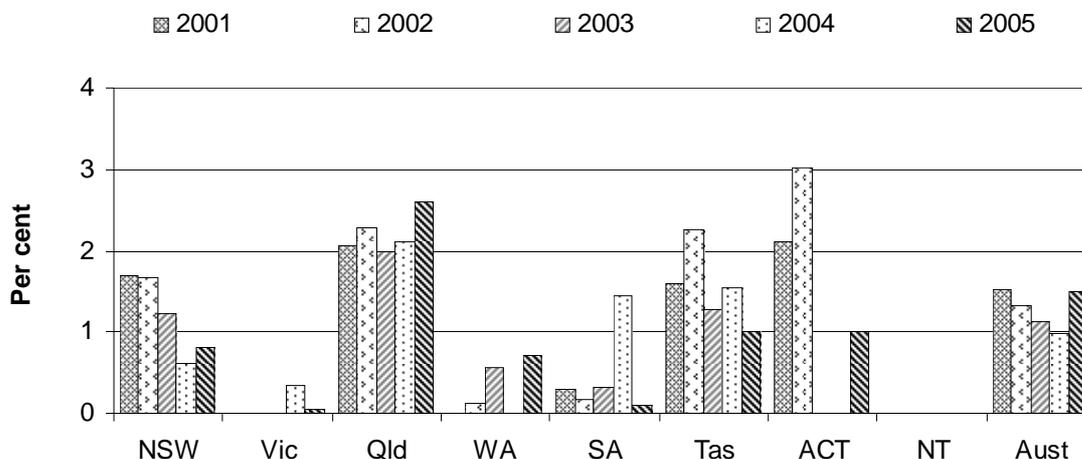
Source: AIHW (2003a).

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.

The proportion of households with overcrowding is illustrated in figure 16.21. More information on moderate overcrowding and underutilisation for community housing can be found in table 16A.80.

Figure 16.21 **Community housing — proportion of households with overcrowding**^{a, b, c, d, e, f}



^a At 30 June. ^b NSW, Victoria, Queensland, WA, SA, Tasmania and the ACT data are based on surveys. See table 16A.84 for response rates and other relevant information. ^c Data within a jurisdiction may not be comparable to previous years' due to variation in response rates and the community housing organisations who respond to the survey. 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. ^d Data for Victoria are not comparable to previous years' due to changes in the survey methodology. Data for Queensland for 2004-05 are based on different methodology from that used for previous years' data and a direct comparison of 2004-05 with previous years' for Queensland cannot be made. Changes to the structure of the survey question resulted in an increase in the number of households being identified as overcrowded. ^e Data for Victoria do not include CERC program (32 per cent of long term community tenancies in Victoria) due to data collection issues associated with the new survey methodology. ^f Data for the ACT excludes households which contained multiple families, groups of unrelated adults or for which the household composition was unknown as the relationships between household members could not be determined.

Source: AIHW (various years), CSHA National Data Reports: CSHA Community Housing; table 16A.26.

Customer satisfaction

'Customer satisfaction' is an outcome indicator (box 16.28).

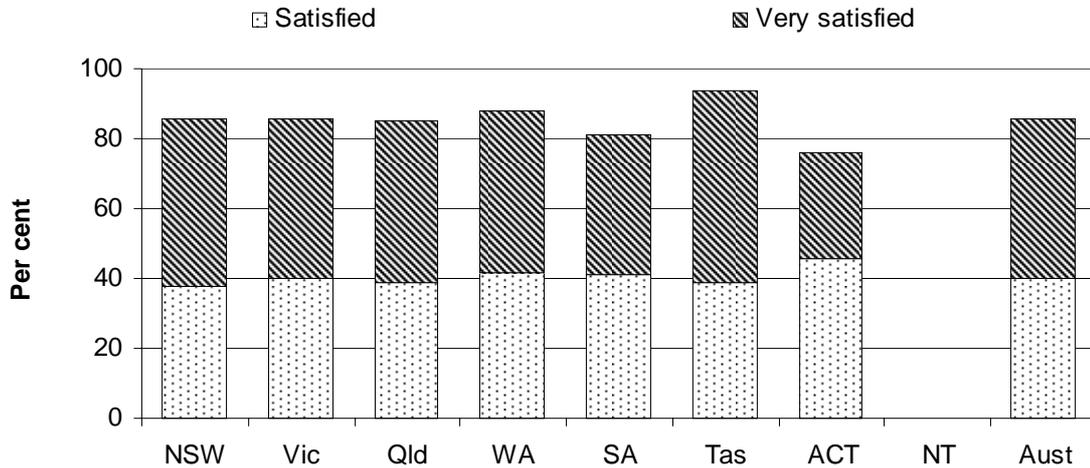
Box 16.28 Customer satisfaction

'Customer satisfaction' is 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 from the 2005 Community Housing National Social Housing Survey. Nationally, in February/March 2005, 86.0 per cent of tenants were

satisfied or very satisfied with the services provided by their community housing organisation (figure 16.22).

Figure 16.22 **Community housing — customer satisfaction, 2005**^{a, b, c, d, e, f}



^a At April/May. ^b Care needs to be undertaken in interpreting small differences in the results that are affected by sample and estimate size. ^c Categories do not add to 100 per cent because non-responses and neutral responses are not included. ^d Comparisons may be influenced by a range of factors beyond quality of service, such as the age profile of tenants. ^e May not represent national total due to data not being available from all jurisdictions. Data are not available for NT as it chose not to participate in the survey due to its small community housing tenant population. ^f Data for WA are based on different methodology from the other jurisdictions and should be interpreted with caution. For details of these variations including sample size and survey response rate see NFO Donovan Research (2002).

Source: AIHW (unpublished); table 16A.27.

State owned and managed Indigenous housing

Different delivery contexts, locations and types of client may affect the performance reported in this section. Care therefore needs to be taken in interpreting performance indicator results, and the qualifications presented with the data need to be considered. Variations in the funding and administration of State owned and managed Indigenous housing across jurisdictions may also influence the comparability of data. As outlined in section 16.1, the ACT and the NT are not included in the State owned and managed Indigenous housing data collection.

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.28. 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 16.10).

Outputs

Equity — low income and special needs

The first two equity indicators reported are ‘low income’ and ‘special needs’ (box 16.29).

Box 16.29 Low income and special needs

‘Low income’ 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 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.

(Continued on next page)

Box 16.29 (Continued)

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.

‘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 access 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 low income A and low income A plus special needs (not low income) households in 2004-05 is presented in table 16.19. Table 16A.29 contains information on both low income A households and low income B households.

Table 16.19 State owned and managed Indigenous housing — low income and special needs households, as a proportion of all new households (per cent)^{a, b, c}

	NSW	Vic	Qld	WA ^d	SA	Tas	Total
<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
2004-05	94.2	87.7	76.1	92.9	86.0	86.0	88.0
<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
2004-05	96.6	93.1	84.2	95.9	91.3	100.0	92.9

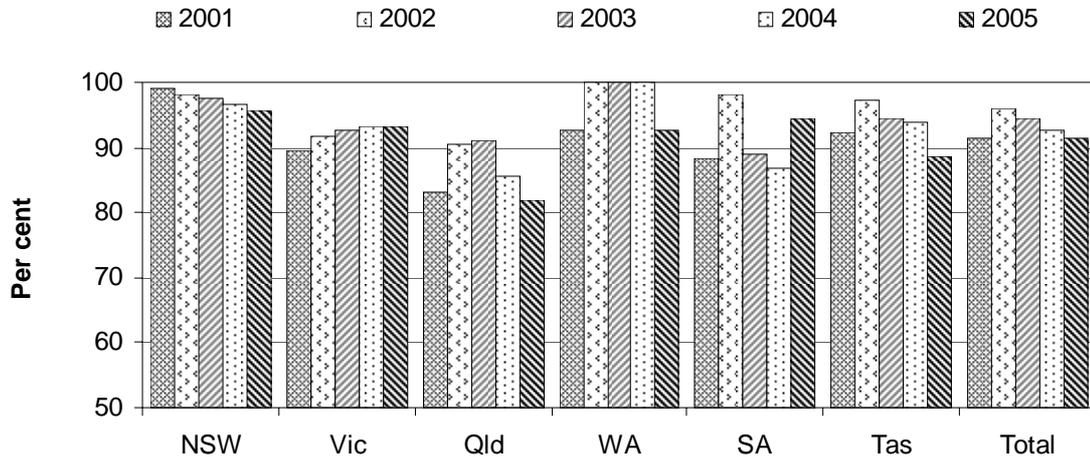
^a For details of mixed composition, non-rebated and other households excluded, see table 16A.85. ^b Data for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years should be done with caution. For details of these changes see footnotes in table 16A.29.

^c Data are not comparable across all jurisdictions due to each using different methodology. For this reason data should not be directly compared across jurisdictions. For details of non-comparability see footnotes in table 16A.29. ^d Data for WA are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA cannot be made. For details of these changes see WA footnotes in table 16A.29.

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

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 2005 is presented in figure 16.23.

Figure 16.23 **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}**

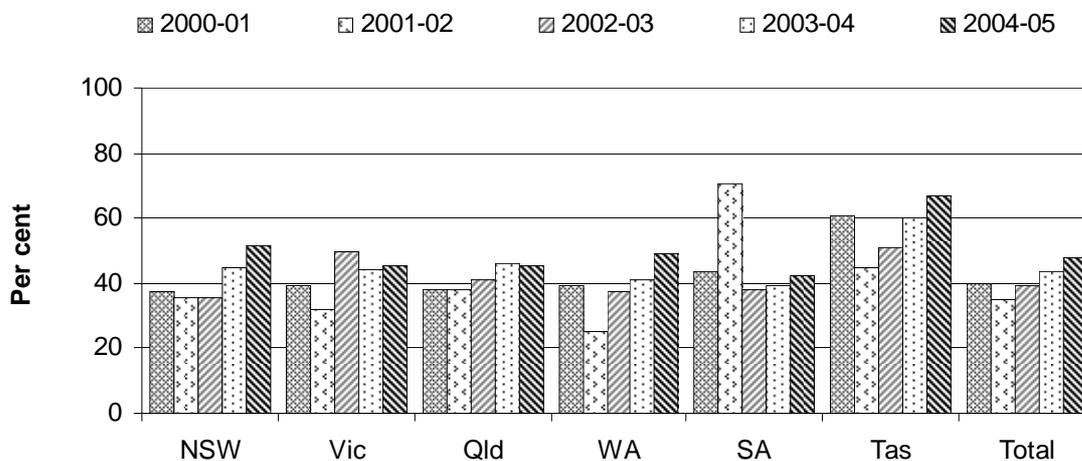


^a At 30 June. ^b Data for NSW and SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years for NSW and SA should be done with caution. For details of these changes see NSW and SA footnote in table 16A.30. ^c Data for WA are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA cannot be made. For details of these changes see WA footnotes in table 16A.30. ^d Data for Queensland and WA for 2004-05 are not comparable with the other data presented and should not be directly compared with other jurisdictions data. For details of non-comparability see Queensland and WA footnotes in table 16A.30.

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

The proportion of new tenancies allocated to special needs households is presented in figure 16.24.

Figure 16.24 State owned and managed Indigenous housing — new tenancies allocated to households with special needs^{a, b}



^a Data for WA for 2004-05 are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA cannot be made. For details of these changes see WA footnotes in table 16A.31. ^b Data for Queensland and WA for 2004-05 are not comparable with the other data presented and should not be directly compared with other jurisdictions data. For details of non-comparability see Queensland and WA footnotes in table 16A.31.

Source: AIHW (various years); CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.31.

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 16.30).

The proportion of new allocations to those in greatest need for 2004-05 is presented in table 16.20. 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 16.30 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 16.20 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 access of those in greatest need without these people waiting long periods of time.

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

	NSW ^{a, b}	Vic	Qld ^c	WA	SA	Tas	Total
Total for year ending							
30 June 2005	10.1	20.9	7.5	26.2	83.4	na	27.5
Proportion of greatest need allocations to new allocations, by time to allocation							
<3 months	20.5	26.6	10.6	36.3	77.3	na	38.7
3—<6 months	21.7	23.1	9.5	55.3	97.3	na	47.0
6 months—<1 year	3.0	32.1	3.7	11.1	97.0	na	24.0
1—<2 years	3.9	11.5	9.8	—	93.1	na	19.0
2+ years	1.8	—	5.3	—	56.3	na	5.4

^a The 'priority access to those in greatest need' excludes households with 'very high rental costs', and hence the 'greatest need' data represent an undercount. The cost of housing at the time of allocation is not collected in NSW, as very high rental costs do not constitute a reason for 'priority' housing. This is because most applicants in NSW face high private rental costs, particularly in Sydney, and if this were deemed a reason for 'priority' housing nearly all applicants would be classified as 'priority'. ^b For further details refer to footnotes in table 16A.32. ^c The total number of new households allocated housing for year ending 30 June 2005 excludes 7 households for which allocation time could not be determined. **na** Not available. — Nil or rounded to zero.

Source: AIHW (2005a); table 16A.32.

Efficiency — direct cost per unit

The efficiency indicator identified for State owned and managed Indigenous housing is 'direct cost per unit' (outputs) (box 16.31).

Box 16.31 Direct cost per unit

'Direct cost per unit' has been identified as an output indicator of the CSHA guiding principle to undertake efficient and cost-effective management. It measures the cost of providing assistance per dwelling. 'Direct cost per unit' can be defined as the total administration costs and the costs of maintaining the operation of dwellings. Two related measures have also been identified:

- gross cost per unit — gross cost to government (administration and operating costs plus capital costs)
- net cost per unit — net cost to government (cost excluding rents received from tenants).

Due to a high level of capital expenditure in housing, gross and net cost per unit are predominantly driven by the user cost of capital (see box 16.10). Caution must therefore be used when interpreting the indicator because the user cost of capital and service delivery models differ across the jurisdictions. The cost per dwelling indicators also do not provide any information on the quality of service provided (for example, the standard of dwellings).

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. 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 16.25 represents gross recurrent expenditure (that is, administration and operating costs) per dwelling. Rent received from tenants has not been deducted. In 2004-05, the

gross cost per Indigenous dwelling (excluding capital costs and payroll tax) was \$5423, nationally (figure 16.25).

The gross cost per dwelling is presented in figure 16.25. 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.

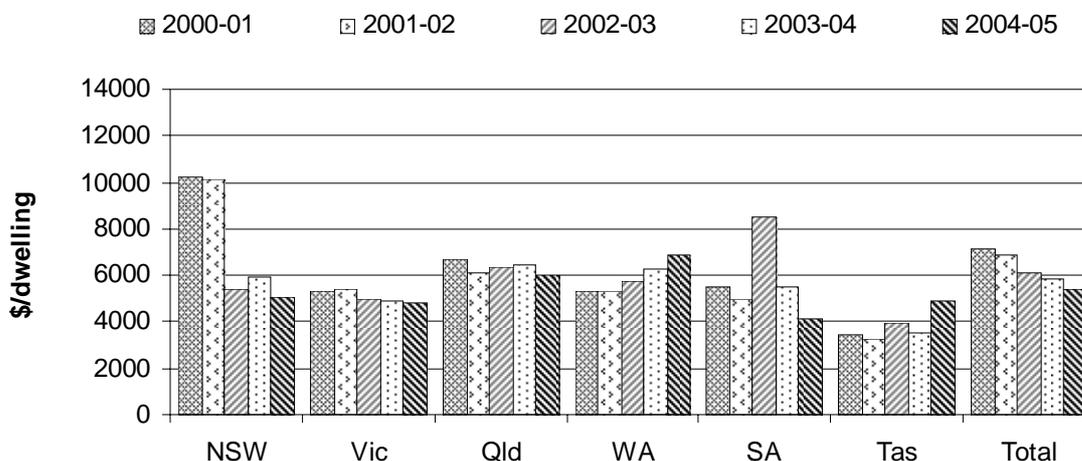
Only gross cost per output unit is reported for State owned and managed Indigenous housing in this Report. The Steering Committee has identified direct cost per unit and net cost per output unit for development and reporting in future.

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.

Figure 16.25 State owned and managed Indigenous housing — gross cost per dwelling, excluding capital costs (2004-05 dollars)^{a, b, c, d, e, f, g}



^a For further details refer to footnotes in table 16A.33. ^b The total direct costs for year ending 30 June 2005 is not calculated via the data repository. Figures supplied by jurisdictions. ^c The total number of dwellings at 30 June 2005 result is reported. ^d In NSW, costs have decreased since last year due to the completion of several upgrading programs in 2003-04. ^e For Victoria, the property data for this collection are unreconciled and may not match published jurisdictional annual data. ^f Data for WA includes the costs for those dwellings (around 160 dwellings leased to other organisations) that are excluded in the total number of dwellings. ^g For WA, the total number of dwellings at 30 June 2005 data are derived through the repository process are unreconciled with jurisdictional data and may not match published jurisdictional annual data.

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

Efficiency — occupancy rate

The second efficiency indicator reported for State owned and managed Indigenous housing is the 'occupancy rate' (box 16.32).

Box 16.32 Occupancy rate

The 'occupancy rate' is 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. Occupancy is influenced by both turnover and housing supply and demand.

The proportion of State owned and managed Indigenous housing stock (including untenable dwellings) occupied at 30 June 2005 is presented in table 16.21.

Table 16.21 State owned and managed Indigenous housing — occupancy rates

	<i>NSW</i>	<i>Vic^a</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2000-01	98.0	95.4	94.0	96.0	94.3	93.1	95.8
2001-02	97.9	96.6	94.6	95.2	91.2	92.7	95.4
2002-03	97.6	96.1	94.2	94.4	91.8	95.8	95.2
2003-04	98.0	96.7	96.8	94.1	92.2	98.2	96.0
2004-05	97.4	95.8	96.1	94.2	91.8	97.7	95.5

^a Property data for this collection are unreconciled and may not match published jurisdictional annual data.

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

Efficiency — turnaround time

The third efficiency indicator reported for State owned and managed Indigenous housing is ‘turnaround time’ (box 16.33).

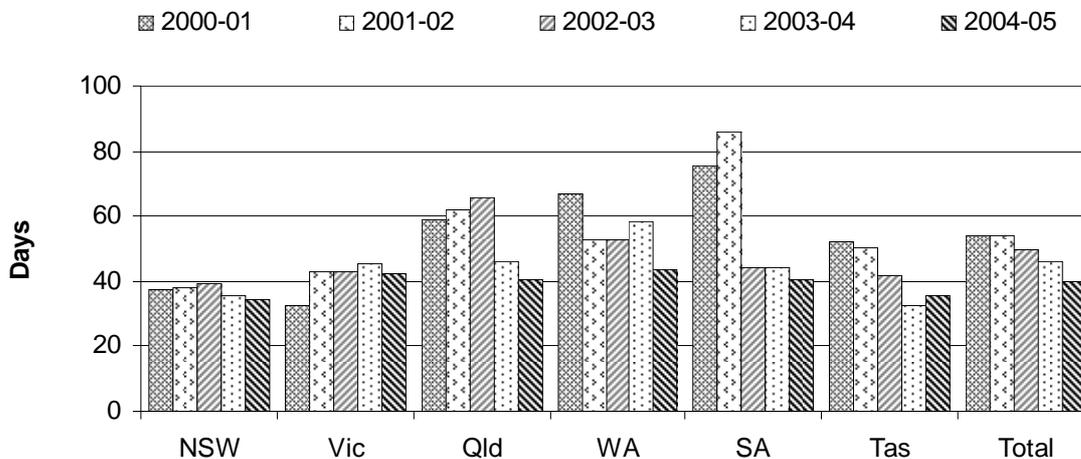
Box 16.33 Turnaround time

‘Turnaround time’ is 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 2004-05 is presented in figure 16.26.

Figure 16.26 **State owned and managed Indigenous housing — average turnaround time^{a, b}**



^a Data for WA for 2004-05 are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for WA cannot be made. For details of these changes see WA footnotes in table 16A.35. ^b Data are not comparable across all jurisdictions due to each using different methodology. For this reason the data presented should be interpreted with caution. For details of these variations see footnotes in table 16A.35.

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

Efficiency — rent collected

The final efficiency indicator reported for State owned and managed Indigenous housing is 'rent collected' (box 16.34).

Box 16.34 Rent collected

'Rent collected' is 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 2004-05 is presented in table 16.22.

Table 16.22 State owned and managed Indigenous housing — total rent collected as a proportion of total rent charged (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</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
2004-05	97.7	100.6	100.4	103.9	93.8	99.6	99.2

^a The total rent collected from and charged to tenants for year ending 30 June 2005, and the total rent actually collected as a percentage of total rent charged are not calculated via the data repository. Figures supplied by jurisdictions. ^b 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: Aboriginal Rental Housing Program; table 16A.36.

Outcomes

Location/amenity

‘Location/amenity’ is an outcome indicator (box 16.35).

Box 16.35 Location/amenity

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

During 2004-05, all states participated in the first National Housing Survey of State owned and managed Indigenous housing. As for the National Social Housing Survey undertaken bi-annually for Public and Community Housing, the survey seeks to determine tenants’ level of satisfaction with various parameters of service and gauge housing outcomes. Further, the survey informs reporting of two indicators developed as part of the CSHA performance indicator framework: location/amenity and customer satisfaction.

State owned and managed Indigenous 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 methodology for the survey was face to face interviews with a clustered sample of tenants. This Report includes national weighted survey results. State results will be available from the

National Social Housing Survey reports which will be available on the AIHW website in early 2006.

Survey results indicate that for those tenants for whom amenity was important 74 per cent felt that their needs were met and of those tenants for whom location was important 87 per cent felt that their needs were met (table 16A.37). Caution should be taken when comparing the State owned and managed Indigenous housing survey results with the public housing survey results, due to the different demographic profile of Indigenous clients, which may affect results.

Customer satisfaction

‘Customer satisfaction’ is an outcome indicator (box 16.36).

Box 16.36 Customer satisfaction

‘Customer satisfaction’ is 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 housing authority. Results are expressed in percentage terms.

Results are taken from the 2005 National Social Housing Survey of State owned and managed Indigenous housing. Survey data indicate that, of 897 respondents, 63 per cent were either satisfied or very satisfied with the overall service provided by their State housing authority.

Affordability

‘Affordability’ is an outcome indicator (box 16.37).

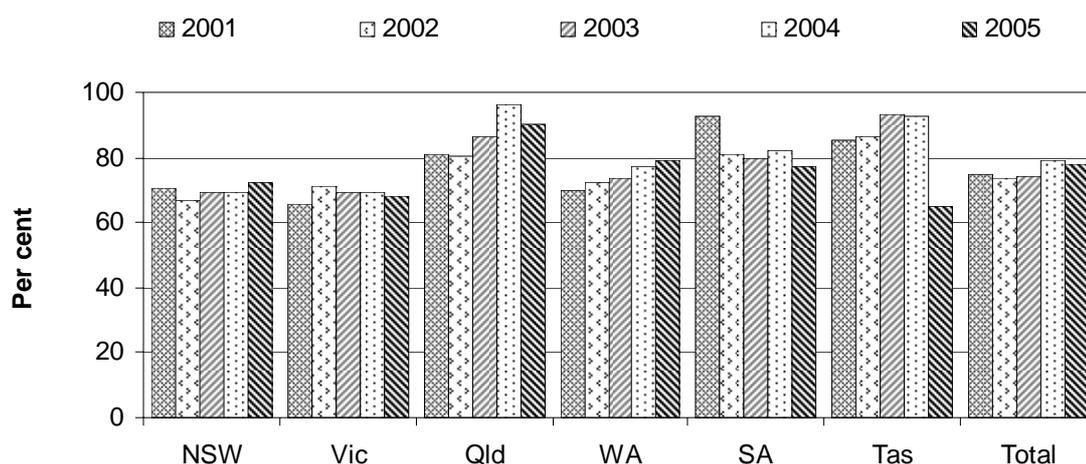
Box 16.37 Affordability

‘Affordability’ is 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.

Rent charged at 30 June 2005 as a proportion of the market rent for each dwelling (adjusted for CRA) is presented in figure 16.27. 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.78.

Figure 16.27 **State owned and managed Indigenous housing — rent charged as a proportion of market rent, adjusted for CRA^{a, b, c}**



^a At 30 June. ^b For details of mixed composition, non-rebated and other households excluded, see table 16A.85. ^c Data for NSW and SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years for NSW and SA should be done with caution. For details of these changes see NSW and SA footnotes in table 16A.38.

Source: AIHW (various years), CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.38.

Match of dwelling to household size

'Match of dwelling to household size' is an outcome indicator (box 16.38).

Box 16.38 Match of dwelling to household size

'Match of dwelling to household size' is 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

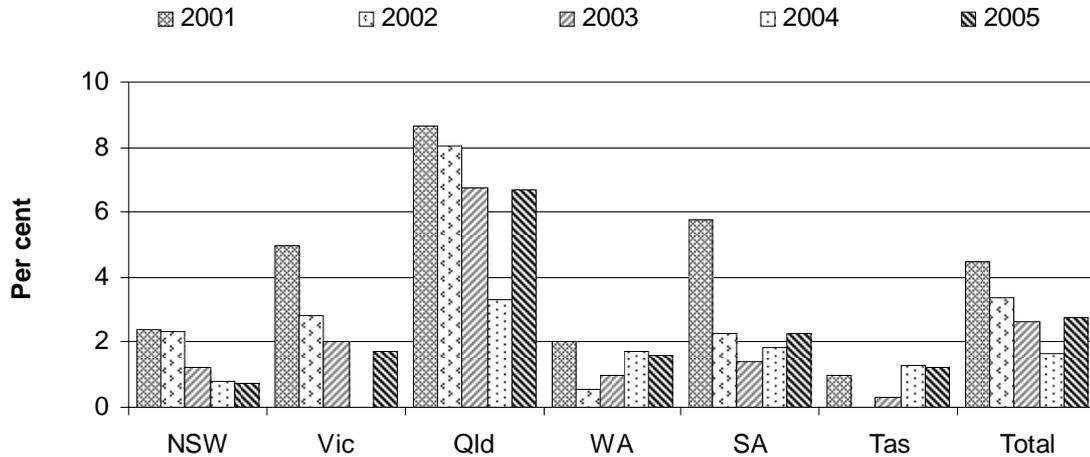
Source: AIHW (2003g).

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.

The proportion of households with overcrowding is illustrated in figure 16.28. More information on overcrowding and underuse for State owned and managed Indigenous housing can be found in table 16A.81.

Figure 16.28 State owned and managed Indigenous housing — proportion of households with overcrowding^{a, b, c, d, e}



^a At 30 June. ^b For details of mixed composition, non-rebated and other households excluded, see table 16A.85. ^c Data for Victoria and Queensland for 2004-05 are based on different methodology from that used for their previous years' data and a direct comparison of 2004-05 data with previous years for Victoria and Queensland cannot be made. For details of these changes see Victoria and Queensland footnotes in table 16A.39. ^d Data for NSW and SA for 2004-05 are not directly comparable to the previous years' data and any direct comparison of 2004-05 data with previous years for NSW and SA should be done with caution. For details of these changes see NSW and SA footnote in table 16A.39. ^e Data for Victoria and Queensland for 2004-05 are not comparable with the other data presented and should not be directly compared with other jurisdictions' data. For details of non-comparability see Victoria and Queensland footnotes in table 16A.39.

Source: AIHW (various years) CSHA National Data Reports: Aboriginal Rental Housing Program; table 16A.39.

Commonwealth Rent Assistance

Data for CRA recipients are only for individuals and families paid CRA by Centerlink under the *Social Security Act 1991* or family assistance law. It includes amounts paid under the Social Security Act with payments now administered by the Department of Employment and Workplace Relations (DEWR) and DEST. It does not include equivalent payments made by the Department of Veterans Affairs, or payments made with Abstudy on behalf of DEST.

Data are generally for those entitled to CRA for 4 March 2005. Approximately 948 000 individuals or families were paid Rent Assistance with a regular social security or family assistance payment during the proceeding fortnight but in some cases this was for a past period only.

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 — income unit type

The first access indicator is ‘income unit type’ (box 16.39).

Box 16.39 Income unit type

Access to CRA by ‘income unit type’ is 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 941 120 income units receiving CRA at 4 March 2005. Of these, 27 927 (approximately 3.0 per cent) self-identified as Indigenous. Single people with no children represented approximately 52.3 per cent of income units receiving CRA and 39.2 per cent of Indigenous income units receiving CRA (table 16.23). The figures for the total number and proportion of income units by the income unit type disaggregated at the jurisdiction level are presented in table 16A.44.

Table 16.23 **Income units receiving CRA, by income unit type, 2005^{a, b, c}**

<i>Type of income unit^d</i>	<i>Income units</i>	<i>Proportion of CRA recipients</i>	<i>Indigenous income units</i>	<i>Proportion of Indigenous CRA recipients</i>
	no.	%	no.	%
Single, no dependent children	363 089	38.6	8 242	29.4
Single, no children, sharer ^e	129 300	13.7	2 761	9.8
Single, one or two dependent children	193 414	20.6	7 596	27.1
Single, three or more dependent children	33 476	3.6	2 207	7.9
Partnered, no dependent children	78 477	8.3	1 537	5.5
Partnered, one or two dependent children	100 619	10.7	3 518	12.6
Partnered, three or more dependent children	40 043	4.3	2 066	7.4
Partnered, illness or temporarily separated, no dependant children	2 524	0.3	na	0.3
Partnered, temporarily separated, no children	178	–	na	–
Unknown income unit	na	na	na	na
Total	941 120	100.0	27 927	100.0

^a At 4 March. ^b Includes only income units entitled to a daily rate of CRA under the *Social Security Act 1991* or with Family Tax Benefit in respect of 4 March 2005. ^c Income units are classified as Indigenous if recipient or partner have voluntarily self-identified as being of Aboriginal, Torres Strait Islander or South Sea Islander descent. ^d 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). 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). **na** Not available. – Nil or rounded to zero.

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

The second access indicator is 'special needs' (box 16.40).

Box 16.40 Special needs

'Special needs' access to CRA is 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, including Indigenous income units and those with a member receiving a Disability Support Pension. 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'.

Table 16.24 illustrates number and the proportion of income units receiving CRA at 4 March 2005 by jurisdiction, Indigenous status and geographic location.

Overall, 58.9 per cent of total income units receiving CRA at 4 March 2005 were located in capital cities, while 41.1 per cent were in the rest of the State/Territory. There were 35.4 per cent of Indigenous income units receiving CRA who were located in capital cities and 64.6 per cent of income units receiving CRA who lived in the rest of the State/Territory. For non-Indigenous income units receiving CRA, 59.6 per cent were located in capital cities, while 40.4 per cent lived in the rest of the State/Territory (table 16.24).

People who own their own home are not entitled to CRA. Indigenous people receiving social security benefits are less likely to own their own home, and therefore are more likely to receive CRA. Nationally, 6 per cent of Indigenous income units are home owners receiving social security benefits, while 44 per cent of non-Indigenous income units are home owners receiving social security benefits (FaCS unpublished).

Table 16.24 Income units receiving CRA, by Indigenous status and geographic location, 2005^{a, b, c, d}

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust ^b	
<i>Non-Indigenous</i>											
	Income units	no.	305 728	202 544	221 883	82 570	65 746	22 850	7 864	4 304	913 805
	In capital city	%	55.0	70.4	44.1	77.0	77.7	43.1	99.6	79.5	59.6
	In rest of State	%	45.0	29.6	55.9	23.0	22.3	56.9	0.4	20.5	40.4
	Share of all recipients	%	96.9	99.1	95.7	97.0	98.1	96.3	98.7	79.9	97.1
	Non-Indigenous population, as a proportion of total population	%	99.9	100.0	99.7	99.9	99.9	99.8	..	99.5	99.9
<i>Indigenous</i>											
	Income units	no.	9 686	1 765	9 937	2 552	1 294	876	105	1 081	27 315
	In capital city	%	28.4	48.4	28.1	55.6	62.8	35.7	100.0	57.4	35.4
	In rest of State	%	71.6	51.6	71.9	44.4	37.2	64.3	..	42.6	64.6
	Share of all recipients	%	3.1	0.9	4.3	3.0	1.9	3.7	1.3	20.1	2.9
	Indigenous population, as a proportion of total population	%	0.1	-	0.3	0.1	0.1	0.2	..	0.5	0.1
	Total income units	no.	315 414	204 309	231 820	85 122	67 040	23 726	7 969	5 385	941 120

^a At 4 March. ^b Rest of State includes unidentified localities, Australia includes other territories and unknown address. ^c Includes only income units entitled to a daily rate of CRA under the *Social Security Act 1991* or with Family Tax Benefit in respect of the 4 March 2005. ^d Income units are classified as Indigenous if recipient or partner have voluntarily self-identified as being of Aboriginal or Torres Strait Islander descent. - Nil or rounded to zero. ... Not applicable.

Source: FaCS (unpublished); table 16A.50.

Equity — access — geographic spread of CRA customers

The third access indicator is the ‘geographic spread of CRA customers’ (box 16.41).

Box 16.41 Geographic spread of CRA customers

The ‘geographic spread of CRA customers’ provides descriptive information about rents, average levels of assistance, and the proportion of private rental stock occupied by CRA recipients within regions. This information is useful in examining differences across states and territories, and capital cities/rest of State. The indicator can provide some insight into the responsiveness of CRA to regional variations in rent and the extent to which recipients are able to exercise choice in where to live.

Two measures are presented:

- maps showing CRA recipients as a proportion of private rental stock (from 2001 Census) across Australia and within each capital city.
- 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 mapped in tables 16A.51–16A.59. Information on the average CRA entitlement across locations is contained in table 16A.60.

The ratio of CRA recipients to private rental stock between and within capital cities varies but the patterns are complex. The maps should be interpreted with caution because they compare CRA recipients in March 2005 with 2001 Census data and make no allowance for changes in private rental stock (FaCS unpublished).

Effectiveness — appropriateness — maximum rate

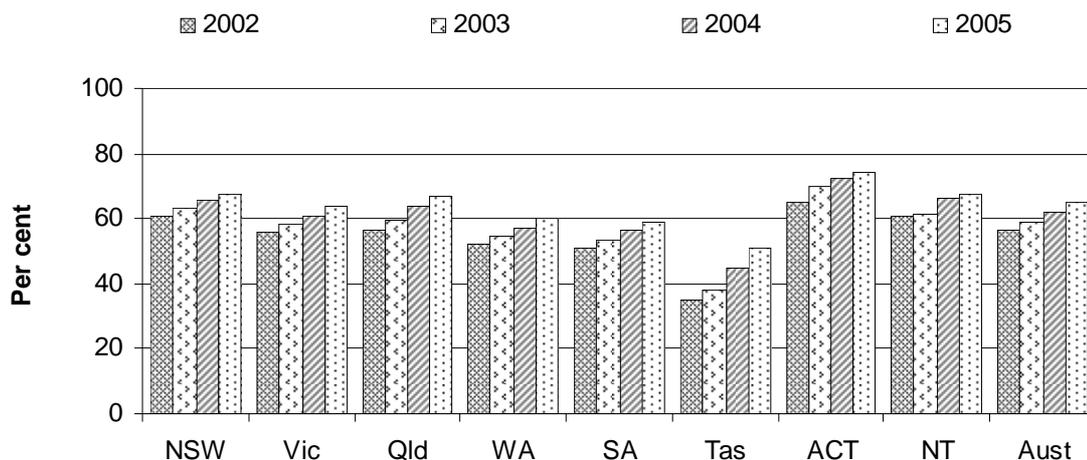
The first effectiveness indicator is the proportion of income units receiving the ‘maximum rate of CRA’, by jurisdiction and payment type (box 16.42).

Box 16.42 Maximum rate of CRA

The ‘maximum rate of CRA’ indicator is 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 4 March 2005, 65 per cent of income units receiving CRA across Australia qualified for the maximum rate of CRA payments (figure 16.29).

Figure 16.29 Proportion of income units receiving CRA paying enough rent to receive maximum assistance^{a, b, c}



^a Data for 2005 as at 4 March. Data for other years are for various dates near the end of the financial year.
^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 Includes only income units entitled to a daily rate of CRA under the *Social Security Act 1991* or with Family Tax Benefit in respect of the 4 March 2005.

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

Effectiveness — appropriateness — number and outcome of appeals

The second effectiveness indicator is the ‘number and outcome of appeals’ (box 16.43).

Box 16.43 Number and outcome of appeals

The 'number and outcome of appeals' is an output indicator that 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 FaCS, DEWR or DEST 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 376 finalised appeals to an authorised review officer in 2004-05, which represented approximately 0.04 per cent of income units receiving CRA. Approximately 58 per cent of finalised appeals to an authorised review officer, 50 per cent of appeals to the Social Security Appeals Tribunal and 25 per cent of appeals to the Administrative Tribunal resulted in the original decision being affirmed or appeal dismissed (table 16.25).

Table 16.25 Outcome of all CRA appeals finalised in 2004-05^a

Outcome	Appeals to ARO		Appeals to SSAT		Appeals to AAT	
	no.	%	no.	%	no.	%
Original decision affirmed or appeal dismissed	218	58.0	32	50.0	4	25.0
Original decision set aside	99	26.3	23	35.9	4	25.0
Original decision varied	53	14.1	4	6.3	–	–
Appeal withdrawn	6	1.6	5	7.8	8	50.0
Total finalised^a	376	100.0	64	100.0	16	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: FaCS (unpublished); table 16A.62.

Efficiency — running costs per 1000 customers

The Steering Committee has identified 'running costs per 1000 customers' as an indicator of efficiency (box 16.44). Data for this indicator, however, were not available for the 2006 Report.

Box 16.44 Running costs per 1000 customers

'Running costs per 1000 customers' is an output indicator of CRA's aim 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 — 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 16.45). Data for this indicator, however, were not available for the 2006 Report.

Box 16.45 Ratio of running costs to total outlays

The 'ratio of running costs to total outlays' is an output indicator of CRA's aim 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 two outcome indicators reported for CRA (box 16.46).

Information on the proportion of income spent on rent (with and without CRA) by Australians living in State capital cities and rest of State regions, 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 is presented in tables 16A.63–16A.65.

Nationally, 35 per cent of income units receiving CRA paid more than 30 per cent of their income on rent. The proportion of income units paying more than 30 per cent of their income in rent if there were no CRA would be 67.7 per cent (figure 16.30).

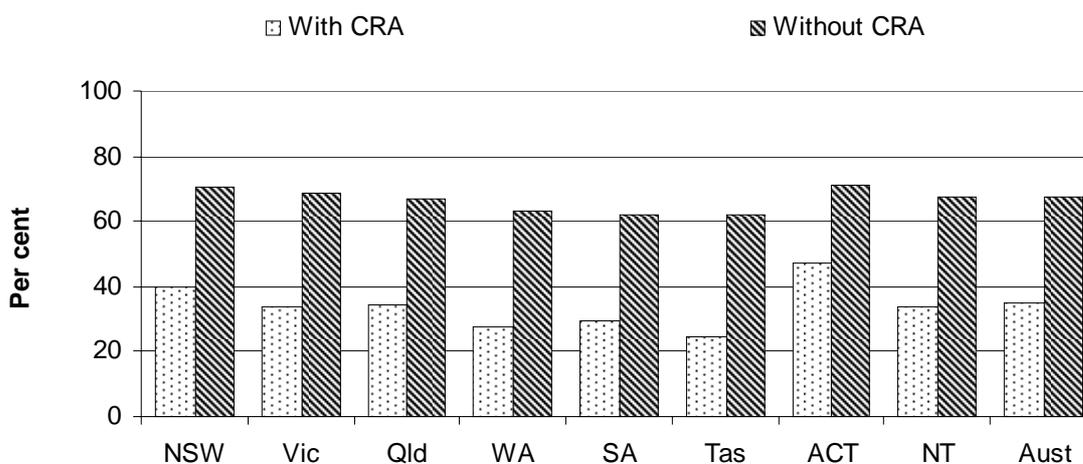
Furthermore, without CRA, 27.5 per cent of recipients across Australia would have spent more than 50 per cent of their income on rent, while with CRA the proportion is 9.0 per cent (table 16A.66).

Box 16.46 Affordability

'Affordability' is an outcome indicator of the CRA objective to provide income support recipients and low income families in the private rental market with financial assistance. CRA is intended to improve affordability not to achieve a particular benchmark. Program performance is best judged by trends over a number of years. 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 since June 2000, and the latest information about those spending over 50 per cent of their income on rent. 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.

Figure 16.30 Income units paying more than 30 per cent of income on rent, with and without CRA, 2005^{a, b, c}



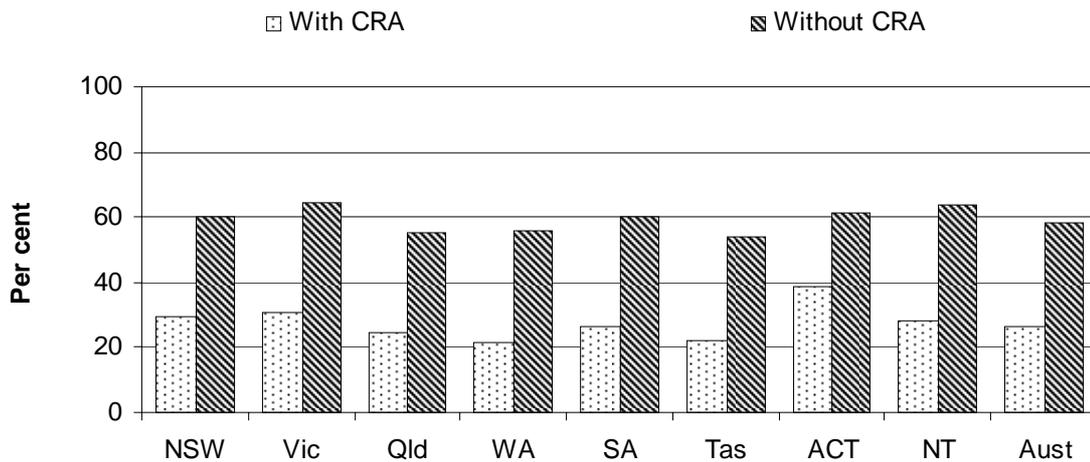
^a At 4 March. ^b Includes only income units paid CRA under the *Social Security Act 1991* or with Family Tax Benefit in the proceeding fortnight who were still entitled to assistance at the end of that fortnight. Excludes a small number of income units paid where income details are incomplete. ^c See Section 16.6 for explanation of how proportion of income spent on rent is calculated.

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

Nationally, if CRA were not payable, then 58.2 per cent of those Indigenous income units receiving CRA would have spent more than 30 per cent of income on rent at 4 March 2005. Accounting for CRA payments (thereby reducing the rent paid by the amount of the assistance), the national proportion of Indigenous income units who spent more than 30 per cent of income on rent at 4 March 2005 decreases to 26.5 per cent (figure 16.31). Similarly, if CRA were not payable, then 21.2 per cent

of Indigenous income units across Australia would have spent more than 50 per cent of income on rent at 4 March 2005. Accounting for CRA payments this proportion decreases to 5.9 per cent (table 16A.66).

Figure 16.31 Indigenous income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, 2005^{a, b, c, d}

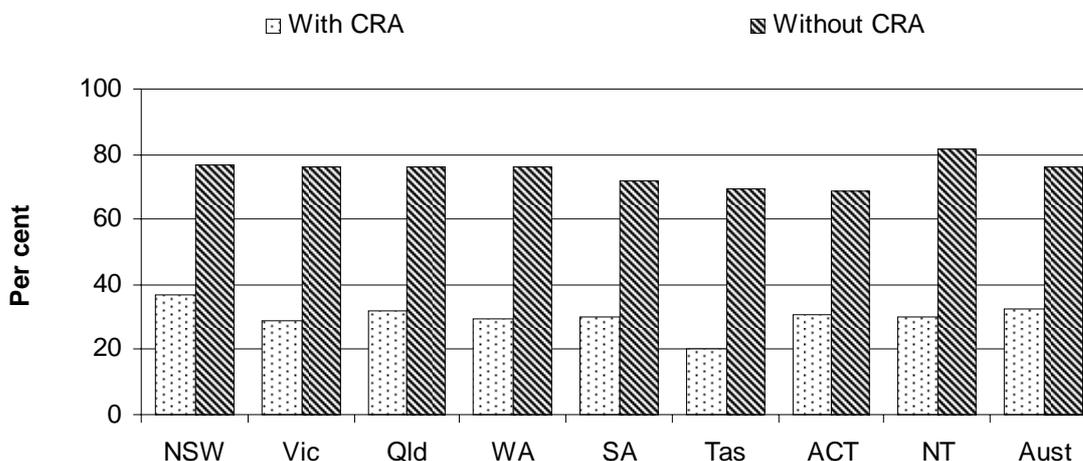


^a At 4 March. ^b Income units classified as Indigenous if either partner self-identifies as an Aboriginal or Torres Strait Islander. ^c Includes only income units paid CRA under the *Social Security Act 1991* or with Family Tax Benefit in the proceeding fortnight who were still entitled to assistance at the end of that fortnight. Excludes a small number of income units paid where income details are incomplete. ^d See Section 16.6 for explanation of how proportion of income spent on rent is calculated.

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

If CRA were not payable, then 75.8 per cent of all income units with a member receiving a Disability Support Pension would have spent more than 30 per cent of income on rent at 4 March 2005. 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 more than 30 per cent of income on rent at 4 March 2005 decreases to 32.2 per cent (figure 16.32). Similarly, if CRA were not payable, then 29.6 per cent of all income units receiving a Disability Support Pension would have spent more than 50 per cent of income on rent at 4 March 2005. Accounting for CRA payments, this proportion decreases to 6.0 per cent (table 16A.66).

Figure 16.32 Income units receiving a Disability Support Pension paying more than 30 per cent of income on rent, with and without CRA, 2005^{a, b, c, d}



^a At 4 March. ^b Income units are included if either the recipient or partner receive Disability Support Pension. ^c Includes only income units paid CRA under the *Social Security Act 1991* or with Family Tax Benefit in the proceeding fortnight who were still entitled to assistance at the end of that fortnight. Excludes a small number of income units paid where income details are incomplete. ^d See Section 16.6 for explanation of how proportion of income spent on rent is calculated.

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

Targeting

Duration of payments

'Duration of CRA payments' is a targeting indicator (box 16.47).

Box 16.47 Duration of CRA payments

'Duration of CRA payments' is a targeting indicator whose objective is to provide information on the level of long-term and short-term dependence on CRA payments. The indicator presents the number customers receiving CRA benefits at the beginning and at the end of the year, as well as the number of CRA recipients who were in receipt of CRA benefits at the beginning of the year and still in receipt a year later.

Nationally, 927 895 income units were receiving CRA payments at March 2004, and 941 120 income units were receiving CRA at the end of March 2005. Out of those, 653 747 income units were receiving CRA at both times, implying a high degree of dependence on CRA (table 16.26).

Table 16.26 shows that, nationally, over 287 000 individuals and families started to receive CRA during the year and were receiving assistance at the end of the year. Other families received assistance for only part of the year. Unpublished FaCS data show that while CRA was paid on average to just over one million individuals each fortnight in 2004-05, over 1.4 million individuals were entitled to assistance during the financial year (FaCS unpublished).

Table 16.26 Duration of Payments, 2005^a

<i>State</i>	<i>Number of Income units at the beginning of the year</i>	<i>Number of Income units at the end of the year</i>	<i>Number of Income units at the beginning and the end of the year</i>
	no.	no.	no.
NSW	309 371	315 414	224 512
Victoria	199 728	204 309	141 117
Queensland	231 580	231 820	161 551
WA	85 090	85 122	57 647
SA	65 371	67 040	45 999
Tasmania	23 162	23 726	15 872
ACT	7 588	7 969	4 252
NT	5 587	5 385	2 634
Total	927 895	941 120	653 747

^a Counts are for income units entitled to receive CRA in respect of the 4 March 2005 and 5 March 2004 respectively. Income units are taken to receive CRA at both dates provided either member of an income unit receiving CRA for 4 March 2005 benefited from CRA in March 2004.

Source: FaCS (unpublished); table 16A.67.

Satisfaction with location and quality

The remaining two outcome indicators are ‘satisfaction with location’ and ‘satisfaction with quality’ (box 16.48). The survey used for this indicator in previous reports has ended and data for these indicators were not available for the 2006 Report.

Box 16.48 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.

Data for these indicators were not available for this Report.

Some information about satisfaction with accommodation has been derived from the Household Income and Labour Dynamics Australia (HILDA) survey. The

survey does not reliably identify all CRA recipients but can be used to identify social security recipients who reside in private rental accommodation and are potentially eligible for CRA.

Data on satisfaction with location and adequacy of housing extracted from the HILDA survey are presented in table 16.27.

Overall, 63 per cent of social security recipients living in private rental properties expressed a preference to stay in the area in which they live, while 15 per cent expressed a preference to leave the area. When asked about the adequacy of their home in meeting housing needs in general, 11 per cent considered their housing to be either less than adequate or much less than adequate, while 27 per cent considered it to be more than adequate or much more than adequate.

Table 16.27 Satisfaction with location and adequacy of housing (per cent)^a

	Strong preference to stay	Moderate preference to stay	Unsure/no strong preference to stay or leave	Moderate preference to leave	Strong preference to leave
Location ^b	41.0	22.0	21.5	8.0	7.0
	Much less than adequate	Less than adequate	Adequate	More than adequate	Much more than adequate
Adequacy ^c	2.3	9.1	61.5	23.4	3.6

^a Respondents getting income support and living in private rental accommodation. ^b Based on 861 valid responses by social security recipients living in private rental accommodation. ^c Based on 847 valid responses by social security recipients living in private rental accommodation.

Source: FaCS (unpublished).

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 is undertaking 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 and reliability of data on Indigenous Australians accessing public and community housing.

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

“ The 2003 Commonwealth State Housing Agreement (CSHA) aims to maintain a core Social Housing sector to assist people unable to access alternative suitable housing options. It is recognised that states are implementing wide-ranging reforms to the management and delivery of housing assistance and that these reforms will continue. The performance framework introduced under the 1999 CSHA continues to support the measurement of the guiding principles of the 2003 CSHA. The 2003 CSHA has a particular emphasis on timely reporting and demonstrated progress in achieving performance objectives.

A total of around \$4.75 billion over five years to 2007-08 provides strategic direction and funding certainty. Programs funded include public housing, Aboriginal rental housing program (ARHP) community housing program (CHP) and crisis accommodation program (CAP).

The Australian Government has allocated \$93 million in 2005-06 with indexation applying in subsequent years through the ARHP. ARHP funding is allocated to states and territories to address Indigenous housing need in rural and remote areas.

Over \$280 million has also been allocated in the 2005-06 Budget through the Community Housing and Infrastructure Program (CHIP) to increase access to safe, healthy and sustainable housing and related services for Indigenous families and communities. CHIP provides for community housing and housing related environmental health infrastructure in rural and remote areas, and for community housing in urban areas. This funding is either directed through state and territory governments or to specific community housing organisations. CHIP funding was formerly appropriated to the Aboriginal and Torres Strait Islander Services (ATSIS).

In the 2005 Budget, the Australian Government committed \$102.8 million over four years for the *Healthy Indigenous Housing* measure which will focus on progressing the principles and objectives of *Building a Better Future — Indigenous Housing to 2010*, with an emphasis on the delivery of sustainable outcomes, and contributing to sustainable Indigenous communities.

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 trade-off 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. Customers may, for example, choose to pay higher rent for a property that is well-located, thus trading off housing and transport costs. ”

New South Wales Government comments

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In NSW, the Department of Housing and the Aboriginal Housing Office operate in a challenging environment characterised by the growing incidence of housing stress due to reduced housing affordability for low to moderate income households and the increasingly complex needs of social housing clients. These pressures exacerbate the demand for social housing and are further compounded by rising operational and maintenance costs and financial constraints.

The *Reshaping Public Housing Reforms* announced in April 2005 by the NSW Government are a major initiative to support the long-term viability of the social housing sector. The reform package is designed to provide a sustainable and fair public housing system that will help those in greatest need. Changes will be made to the way eligibility and tenure length are determined. Public housing will be more targeted to assist those on low-incomes who need support services to live independently and vulnerable households with housing affordability problems. The length of new public housing tenancies will be determined by the extent and duration of client need so that the social housing sector in NSW will be able to assist a greater number of people in the longer term.

Projected savings from the implementation of new maintenance arrangements as well as changes to water usage charges and rents will contribute to the long-term sustainability of public housing.

In recognition of the changing client needs, the reforms also involve the implementation of a Housing and Human Services Accord to facilitate the coordinated provision of support services from relevant key agencies. A major public housing asset reconfiguration program will also address the changing housing and locational needs of the client base. The \$500 million Bonnyrigg development is an example of a public private partnership to address renewal of a large public housing estate in Western Sydney.

One of the key contributing components to Sydney's high cost of living has been the escalating price of housing over the past ten years. In June 2005 the average home loan in NSW was \$257 000, which was nearly \$66 000 more than the national average. The cost of private rental in Sydney is also higher than in other capital cities and rents outside Sydney are high in comparison to rural and regional centres in other states.

Despite these challenges, the NSW social housing sector continues to play a vital role in the provision of affordable housing solutions for low income and special needs clients. In 2004-05 the Department of Housing managed over 128 000 public housing properties and allocated funding to not-for-profit organisations to provide property and tenancy management for 13 500 properties. The Aboriginal Housing Office currently owns 4200 properties and Aboriginal community housing organisations manage a further 4900 properties. The sector also developed and implemented a range of innovative products, initiatives and services to respond to changing mainstream and indigenous housing needs and priorities.

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Victorian Government comments

“ Victoria continues to provide innovative solutions to address demand for social housing in an environment characterised by diminishing housing affordability in the private sector, increasing complexity of client needs, declining capital funding through the Commonwealth State Housing Agreement and the ageing of social housing properties.

A key focus for Victoria is the expansion of social housing for low-income households. In 2004-05, Victoria funded the acquisition of over 850 new social housing units, including 33 properties for the Aboriginal Rental Housing Program. Acquisition strategies employed by Victoria ensure that clients are housed in locations with accessibility to employment opportunities, transport and amenities.

In 2004-05, Victoria established a legislative framework for the registration and regulation of housing associations and registered community housing providers. This will support the development of financially viable, non-government, not-for-profit housing agencies and encourage private sector investment in social housing. In 2004-05 partnership approaches to housing acquisition led to the purchase of 171 units.

An environment of strong demand for public housing and declining capital funding has necessitated a highly targeted approach to housing allocations in Victoria, ensuring that priority is given to people who are homeless, those with specific medical or support needs and those experiencing family violence. The high level of targeting has contributed to a growing level of complexity in client need to which the Office of Housing is continuing to respond with a range of tailored programs that integrate homelessness services with long-term housing and support.

To improve areas experiencing economic and social disadvantage, Victoria is undertaking community renewal and improving economic participation through the Neighbourhood Renewal program. One of the program's most important outcomes is providing employment opportunities through specific job creation programs. Work experience and accredited training has been provided to 851 neighbourhood renewal residents, 60 per cent of which proceeded into further employment and/or training.

Recognising the importance of maintaining the asset in line with community standards, in 2004-05, Victoria has upgraded 2666 properties, 598 of which were in Neighbourhood Renewal areas.

Overall the Victorian government has provided an additional \$363 million above its matching obligations, under the Commonwealth State Housing Agreement, since it came to Government, to improve services and grow social housing.

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Queensland Government comments

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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.

During 2004-05, the Department assisted around 240 000 households with a diverse range of products and services including:

- providing approximately 55 000 households with Public Rental Housing and Aboriginal and Torres Strait Islander Housing
- funding community organisations to provide around 131 000 households with accommodation, tenancy advice, home maintenance and minor home modifications
- providing 18 400 households with loans or grants to enable them to access private rental housing.

As well as investment in the Aboriginal and Torres Strait Islander Housing rental program, the Department provided funding of \$27.9 million to Aboriginal Shire Councils and Torres Strait Island Councils to commence construction of 74 dwellings and upgrade 229 dwellings in discrete Indigenous communities.

The Department also assisted households with a person with a disability or mental illness in a number of ways, including modifying 578 homes through the Home and Community Care Home Modification Service, to allow older people and people with a disability to stay living in their own homes.

The Department promoted environmentally, socially and economically sustainable housing to government, the building industry, home-owners and renovators through its Smart Housing program.

The Kelvin Grove Urban Village project demonstrated how partnerships with the private sector and other agencies can realize common objectives. This project creates a model for future development which is more sustainable, at less cost to the environment. The Department negotiated arrangements for the private sector development of 108 units of student accommodation and 107 units of seniors accommodation in the Village and completed the transfer of land assets, infrastructure and community establishments to the value of \$4.55 million.

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Western Australian Government comments

“ During the 2004-05 financial year the State Housing Commission continued to assist Western Australians into home ownership through low deposit, affordable home ownership schemes. Through its home lending arm, Keystart, 5417 new loans were approved. The Commission also assisted 228 additional families with home purchase loans via its other loan schemes.

Rental Housing manages 34 870 properties of the 39 200 properties in the total housing portfolio. Under the Rental Sales Scheme 109 rental properties were sold to tenants and 314 were refurbished for sale across the state under the New Living Program. The Regional Upgrade Strategy commenced to replace 800 properties and refurbish a further 200 properties in regional areas over the next four years. During the year the Commission:

- introduced the Good Neighbour Policy which aims at curbing the incidence of antisocial behaviour
- reviewed its key customer service provision roles, with a view to providing tighter property management and a higher level of service
- enhanced customer service through the provision of additional staff
- reviewed and updated fire and emergency procedures in its rental complexes, and
- commenced the Residual Current Devices (Safety Switches) project. There are 23 000 existing homes that require these switches to be installed.

The Commission actively acquires and develops land to assist in the delivery of affordable residential land, including the provision of sites to meet its housing construction programs. The Commission acquired a total of 30 group housing development sites, 18 in the Perth region and 12 in country regional centres. Approximately 53 single residential allotments were purchased — 7 in the Perth Region and 46 in country centres. The Commission also acquired sites in established areas offering potential for approximately 135 dwellings from agencies such as the Police, Landcorp, Main Roads WA and the Public Asset Rationalisation Committee. In addition two inner city properties have been acquired that offer potential for around 150 units.

In regional Western Australia, 20 per cent of Indigenous people live in 230 discrete communities, mainly in the Kimberley region. Delivery of sustainable housing and infrastructure is therefore a priority. The Commission aims to ensure that communities have access to essential service infrastructure (such as water and power); that essential services are maintained; community infrastructure is improved; new housing provided and existing housing upgraded, renovated and maintained. Many strategies have been developed to address the particular issues in providing housing and infrastructure to regional and remote Aboriginal towns and communities.”

South Australian Government comments

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The past year has been one of significant change for housing in South Australia. In March 2005 the Housing Plan for South Australia was launched with an emphasis on new investment and working with the private sector, Local Government, the not-for-profit sector and communities to achieve affordable and high need housing solutions. The Plan and information about the Plan can be viewed at <http://www.familiesandcommunities.sa.gov.au/housingplan>.

In addition, the Department for Families and Communities was created on 1 July 2004 and the Affordable Housing Innovations Unit launched to facilitate innovative and affordable housing investments for low to moderate income South Australians with, and without, additional needs. Information about the associated program is available at <http://www.housing.sa.gov.au/affordable>.

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

- A variety of major urban renewal projects were continued, including Westwood (The Parks), Hawksbury Park (Salisbury North), Mapleton Grove (Kilburn), Risdon Grove (Port Pirie), Myall Place (Whyalla) and Royal Park.
- The construction of 401 South Australian Housing Trust dwellings.
- Managing a number of initiatives to address homelessness including projects funded by the Social Inclusion Unit.
- Contributing to the establishment of a Recovery Centre to provide assistance to approximately eighty families in need of alternative housing following the Eyre Peninsula bushfires in January 2005.
- The launch of EquityStart to support the sale of social housing to existing tenants and to reinvest in new affordable and high need accommodation opportunities.
- Increasing the stock of Aboriginal housing to 1903 dwellings.
- Development and integration of an AHA Integrated Database together with the development of Community Management Software for implementation within AHA funded communities and homelands. This software will streamline reporting and allow Indigenous Community Housing Organisations to provide timely information for reporting against the National Reporting Framework (NRF).
- Stock numbers for community housing increased by 4.7 per cent in 2004-05 to 4414 properties managed by 121 community housing organisations.
- Development of a new Funding Agreement for Community Housing which includes simplified reporting arrangements and increased funding levels for organisations. Additionally, SACHA released its Asset Management Plan to ensure ongoing stock viability.
- Community housing rents are being brought into parity with other social housing rents through a market policy, to be implemented in late 2006.

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Tasmanian Government comments

“ Housing Tasmania, a division of the Tasmanian Department of Health and Human Services, provides 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 works from the premise that affordable, appropriately located housing plays a vital role in enabling Tasmanians to access social and economic opportunities, the support networks they need and improving health and well-being outcomes for people on low incomes.

During the year, Housing Tasmania continued to implement initiatives under the Affordable Housing Strategy. The Strategy realised the construction or purchase of 321 public rental homes, upgrades to 315 homes, and the purchase of three supported residential facilities to house an additional 90 to 110 people. Further upgrades or purchases commenced for six disability group homes, 28 community groups successfully applied for grants for urban renewal and community capacity building and direct employment and training opportunities were created for 34 individuals within the building and construction industry. Strategies were also implemented to supplement Private Rental Assistance programs and to support low income earners in their efforts to purchase a home.

Housing Tasmania has also focused on an Integrated Planning Framework to provide the best possible housing outcomes through the strategic allocation of resources to assets and services. The Framework reflects a five stage ‘bottom up’ approach, which draws together a range of social and housing data at a local level, to inform the development of an Asset and Service Plan for each precinct.

A Service Delivery Review commenced in 2004-05 as a means of increasing service delivery flexibility to respond to the constantly changing needs and expectations of clients and communities. The Review will seek to achieve consistent practice, high quality service delivery and build capacity to manage the growing proportion of clients who have complex needs. As a result, staff will be better supported in their increasingly diverse roles and be more able to participate in the development of an evolving social housing system.

To extend available Community Housing grant funds, applications for this year’s funding round were weighted toward organisations contributing their own resources to projects, rather than relying solely on public funds. Priority was given to new models of delivery, including regional/rural models linked to support for older people, people with mental health problems and people with disabilities and refugee accommodation including transitional and longer term models that are linked to cultural support.

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Australian Capital Territory Government comments

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The ACT Government strives to meet public and community housing objectives under the 2003 Commonwealth State Housing Agreement through organisational development initiatives and innovative partnership arrangements. These include the appointment of a new contractor to manage the delivery of repairs and maintenance services to the combined north and south regions from 1 July 2005. The new contract, which builds upon the experience of delivering maintenance under the total facility management model introduced on 1 July 2001, contains a number of enhancements including a performance management system with measures for client satisfaction with maintenance delivery as well as cost and quality. The contract also emphasises moving from a reactive to a proactive management of maintenance and is being accompanied by administrative changes including property standards training for all staff and improvements to the IT system to better manage information about the status of maintenance works.

To help ensure that housing assistance is appropriate and tailored to people's needs, the ACT ensures that tenants receive at least one annual client service visit during which the property is inspected and tenancy issues are discussed. The meeting of 2004-05 targets for these visits is directly reflected in the significant increase in ACT tenants' overall satisfaction with service reported in the National Social Housing Survey 2005 with the ACT achieving its highest satisfaction rating since the survey commenced.

The introduction of the Complaints Management Unit, which commenced operations on 1 July 2005, provides for greater recognition of consumer rights and responsibilities. The new unit, established in line with Australian Standard AS 4269-1995, will ensure that complaint-handling processes are consistent, responsive and fair; and, that complaint trends can be identified and addressed to improve client services.

Other organisational improvements include the amalgamation of the management of the SAAP Program, Community Housing and public housing (from 1 July 2005) which has enabled the ACT to make the links with service provision between homelessness and its prevention, and the provision of safe, secure affordable housing through public and community housing.

The ACT Government continues to support the development of the community housing sector through capital funding for a range of programs to meet emerging housing needs, including purchase of properties for Aboriginal and Torres Strait Islander people, people with disabilities, people living with HIV/AIDS, young people, and people with mental health issues. The ACT Government also progressed its boarding house program to increase affordable housing options with the opening of an eight-room boarding house for older women and the construction of a 20-unit complex, which will be completed in late 2005.

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Northern Territory Government comments

“ The Territory has continued to consolidate new directions in housing policy since the launch of the Home Territory 2010 Strategy in 2004, with particular focus on increasing the accessibility and availability of affordable housing options within the overall housing system.

Expansion of home ownership continues to be an area of key focus for the Northern Territory, and the HomeNorth scheme remains the Northern Territory Government's principle mechanism by which to provide low income earners with an affordable pathway into home ownership. Growth in this sector was strongly stimulated during the year by the release of new loan products in the HomeNorth portfolio and the introduction of HomeNorth Extra, which has significantly expanded the accessibility of the scheme. Increasing the uptake of home ownership by Indigenous Territorians has been identified as a priority.

There continues to be increases in the number of Indigenous people accessing mainstream public housing, with the proportion of Indigenous public housing tenants jumping from 25 per cent in June 2003 to 30 per cent in June 2005. In some localities Indigenous households comprise over 50 per cent of public housing tenancies.

Improving the condition of stock in the mainstream public housing portfolio is an area of ongoing effort, and during 2004-05 there were 116 dwellings upgraded at a total cost of \$8.8 million.

The Overarching Agreement on Indigenous Affairs between the Commonwealth of Australia and the Northern Territory of Australia was signed by the Prime Minister and NT Chief Minister on 6 April 2005. The Agreement sets out the priority areas for action in Indigenous affairs in the Northern Territory, and includes a Sustainable Indigenous Housing Schedule. The new Agreement builds on previous arrangements between the Northern Territory and Australian Government, and will provide a policy framework under which existing Indigenous housing program funds can be more effectively integrated.

Other initiatives being pursued under the auspices of Home Territory 2010 include:

- the establishment of a Housing Minister's Round Table to improve communication and co-ordination between Government, NGO's and other stakeholders involved in housing provision
 - development of a Homelessness Strategy
 - improvement in the management and maintenance of housing in remote Indigenous communities across the Northern Territory, through more effective policy and program responses and increased service delivery capacity within Indigenous Community Housing Organisations.
- ”

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>
Location/amenity	<p>A survey-based measure of the proportion of tenants rating location and amenity 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, counting the number of tenancy agreements is the proxy for continuing the number of households. 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.</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 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. 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 bedroom 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 tenantable.
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 more 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 to total outlay for CRA	Total running costs for the CRA program as a proportion of total 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 FaCS 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 FaCS 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>

16.7 Supporting tables

Supporting tables are identified in references throughout this chapter by an 'A' suffix (for example, table 16A.3 is table 3 in the attachment). Section 16.7 contains a complete list of the supporting tables. Supporting tables are provided on the CD-ROM enclosed with the Report. The files containing the supporting tables are provided in Microsoft Excel format as \Publications\Reports\2006\Attach_stat_app.xls and in Adobe PDF format as \Publications\Reports\2006\Attach_stat_app.pdf. The files containing the supporting tables can also be found on the Review web page (www.pc.gov.au/gsp). Users without access to the CD-ROM or Internet can contact the Secretariat to obtain the supporting tables (see contact details on the inside front cover of the Report).

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