
16 Housing

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Attachment tables

Attachment tables are identified in references throughout this chapter by an 'A' suffix (for example, table 16A.3). A full list of attachment tables is provided at the end of this chapter, and the attachment tables themselves are available on the CD-ROM enclosed with the Report or from the Review website at <www.pc.gov.au/gsp>.

Governments play 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 private 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, State owned and managed Indigenous housing (SOMIH) and community housing under the Commonwealth State Housing Agreement (CSHA) (box 16.1), Indigenous community housing (ICH) and CRA. Close links exist between the housing services covered in this chapter 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 14), mental health services (chapter 12) and aged care services, such as the Home and Community Care program (chapter 13).

Improvements in the chapter this year include:

- restructuring of the performance indicator framework sections of the chapter for each service area
- complete unit record data sourced from all jurisdictions' administrative systems for the first time for a number of data items. This increases the quality and comparability of data and includes dwelling counts in major cities, inner regional, outer regional, remote and very remote areas at 30 June 2008. The number of community housing providers at 30 June 2008 was also sourced from jurisdictions' administrative systems.

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 was to run until 30 June 2008 (extended pending negotiation of the new agreement), 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.

(Continued on next page)

Box 16.1 (Continued)

A national ten year strategy to improve Indigenous housing, *Building a Better Future*, was agreed in 2001 by Australian, State and Territory Housing 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 'match' (in part) 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 Australian 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 housing, SOMIH, community housing and ICH 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 reports are available from the AIHW web site at www.aihw.gov.au. CRA data were obtained from the Department of Families, Housing, Community Services and

Indigenous Affairs (FaHCSIA). Data on satisfaction, amenity and location were obtained from national social housing surveys of public housing, SOMIH and community housing 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, Employment and Workplace Relations (DEEWR)
- some Indigenous housing and infrastructure assistance
- non-Indigenous community housing not funded under the CSHA
- home purchase assistance, including the First Home Owners Grant, a Commonwealth initiative administered by State and Territory governments
- private rent assistance funded by states and territories.

16.1 Profile of housing and housing assistance

Service overview

The Australian Bureau of Statistics (ABS) 2006 Census of Population and Housing (ABS 2007) 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, 68.1 per cent owned or were purchasing their own home, 19.0 per cent rented in the private sector, 3.6 per cent were in public rental accommodation, 0.7 per cent lived in community housing,¹ 2.6 per cent resided in other tenure types and 6.0 per cent did not state their tenure type (table 16A.72). For a number of reasons, including

¹ 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 2006 Census on the total number of dwellings in each jurisdiction.

non-response and misunderstanding, Census data are likely to underestimate the number of tenants in public 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 2.8 people between 1971 and 2006, while the proportion of single person households increased from 18.1 per cent to 24.4 per cent over this period (ABS 2007).

The average Indigenous household is larger than the average non-Indigenous household. In 2006, the average non-Indigenous Australian household size was 2.6 people, whereas the average household with at least one Indigenous person was 3.4 people (ABS 2007).

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. 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). It also provides funding for the Community Housing and Infrastructure Program (CHIP). 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, such as homeless assistance, public housing, community housing, SOMIH, private rental

² Public housing tenants appear to be undercounted in the 2006 Census (and in previous censuses).

assistance and home purchase assistance. Some jurisdictions also contribute to the delivery of housing assistance through mechanisms such as home lending programs and joint ventures with the private sector. State and Territory governments are also responsible for land taxes, stamp duties and residential tenancy legislation.

- Local governments implement planning regulations and are sometimes involved in providing community housing.

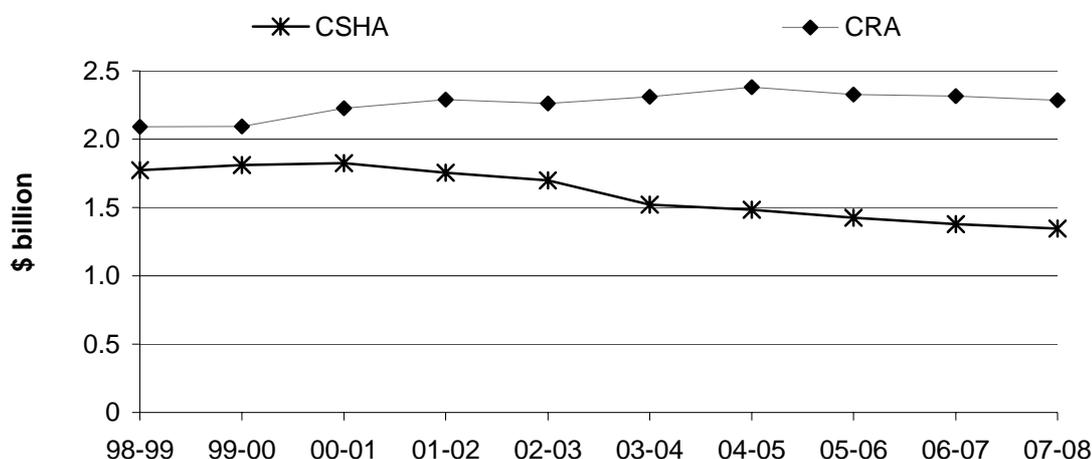
Funding

The Australian, State and Territory governments provided \$1.3 billion for housing programs under the CSHA in 2007-08 (figure 16.1). Of this, the Australian Government provided \$970.6 million or 72.2 per cent, and State and Territory governments were collectively required to provide minimum matching funds of \$374.6 million or 27.8 per cent (FaHCSIA 2008). In addition, most jurisdictions provided additional funding above the minimum matching requirements. Public and community housing accounted for the majority of CSHA funding in 2007-08. Real expenditure on CSHA assistance declined by 24.1 per cent between 1998-99 and 2007-08 (figure 16.1).

Some of the funding for ICH comes through the CSHA and some comes through the CHIP. Indigenous community housing is also funded by the Australian, State and Territory governments.

The Australian Government also provided \$2.3 billion for CRA in 2007-08 (figure 16.1). Real expenditure on CRA increased by 9.3 per cent over the 10 year time period (table 16A.79).

Figure 16.1 Real government expenditure on CSHA assistance and CRA (2007-08 dollars)^a



^a Data may not be comparable over time and comparisons could be misleading. Reasons for this are provided in table 16A.79.

Source: CSHA (1999) *Commonwealth State Housing Agreement*, Australian Government, Department of Family and Community Services, Canberra; FaCS/FaCSIA (Department of Family and Community Services and Indigenous Affairs)/FaHCSIA (various years), *Housing Assistance Act 1996 Annual Report 2007-08*, Australian Government, Canberra; FaHCSIA (unpublished); table 16A.79.

Public housing is the largest form of assistance provided under the CSHA. Given the capital intensive nature of provision of social housing, additional assistance to annual funding is provided through the use of \$74 billion of housing stock owned by housing authorities in 2006-07 (calculated from 2006-07 State and Territory CSHA national financial statements).

Table 16.1 is a summary table that presents government expenditure including and excluding capital costs, on a per capita and per dwelling basis. It also includes CRA expenditure per capita and per income unit to present the overall level of government housing assistance covered in this chapter. More detailed analysis of the cost components for public housing is presented in table 16.15. Nationally, net recurrent cost per capita on public housing was approximately \$97 in 2007-08. Cost including capital costs per capita on public housing was \$398 (table 16.1). Nationally, net recurrent cost per dwelling on public housing was approximately \$6064 in 2007-08. Average cost including capital cost per dwelling on public housing was \$24 733 (table 16.1).

It is important to note the differences in housing assistance operations across jurisdictions when analysing expenditure per capita on public housing. 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. Reporting net recurrent cost per public housing dwelling addresses some of these issues.

Table 16.1 Government housing assistance, 2007-08 (dollars)^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>
Government expenditure on public housing									
<i>Per capita^b</i>									
Net recurrent cost	105	60	64	122	171	172	225	268	97
Cost including capital cost	417	276	304	568	511	473	1 136	694	398
<i>Per dwelling</i>									
Net recurrent cost	6 010	4 798	5 286	8 173	6 256	6 947	7 086	10 918	6 064
Cost including capital cost	23 938	22 190	25 073	37 977	18 755	20 075	35 747	28 301	24 733
CRA expenditure									
<i>Per capita^b</i>									
	115	96	134	87	103	121	49	56	109
<i>Per income unit</i>									
	2 427	2 402	2 468	2 391	2 354	2 413	2 257	2 353	2 421

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in tables 16A.5 and 16A.86. ^b Data are expressed as per capita of Australian population.

Source: FaHCSIA (unpublished); State and Territory governments (unpublished); table 16A.86.

CSHA funding data for 2006-07 and 2007-08 are presented in table 16.2.

Table 16.2 CSHA funding, 2006-07 and 2007-08 (\$ million)^{a, b}

Funding arrangements	2006-07	2007-08
Base funding grants	752.5	765.2
Aboriginal Rental Housing Program	94.4	96.0
Crisis Accommodation Program	41.2	41.8
Community Housing Program	66.4	67.5
State matching grants — minimum funding required	368.4	374.6
Total^c	1 323.0	1 345.2

^a Includes Public Housing, Home Purchase Assistance and Private Rental Assistance Programs. ^b Expressed in nominal dollars (that is not adjusted for inflation). ^c Due to rounding, the total may not equal the sum of the individual program funding allocations.

Source: FaHCSIA (2008) *Housing Assistance Act 1996 Annual Report 2007-08*, Australian Government, Canberra; FaHCSIA (unpublished).

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 five forms of assistance: public housing, SOMIH, community housing, ICH and CRA.

Box 16.2 Forms of housing assistance

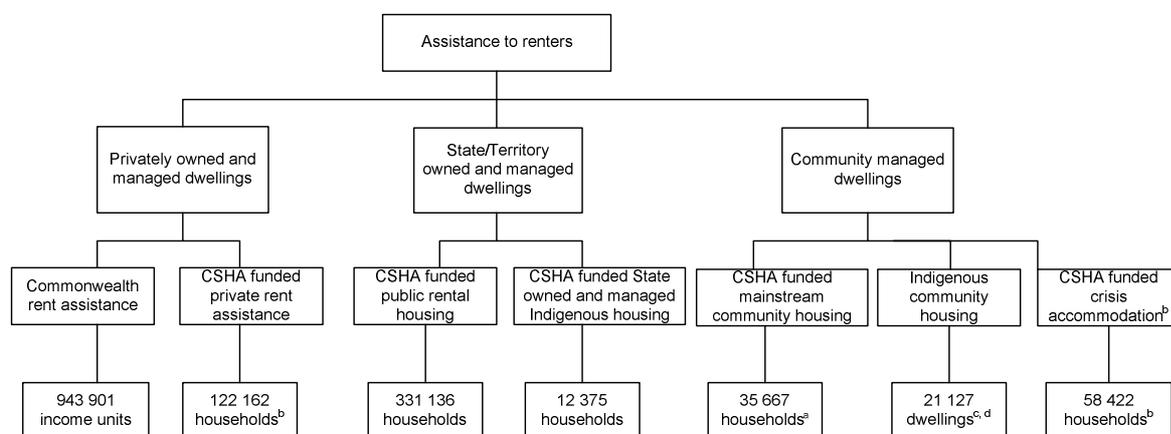
There are several significant forms of housing assistance.

- *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 have received capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government.
- *State owned and managed Indigenous housing (SOMIH)*: State owned houses targeted at Indigenous households.
- *Indigenous community housing (ICH)*: houses owned or leased and managed by ICH 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 income households to help with home purchases or mortgage repayments; for example, the grant provided under the First Home Owner's Scheme, a Commonwealth initiative administered by State and Territory governments.
- *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).

Figure 16.2 illustrates the range of government assistance to renters.

Figure 16.2 Assistance across the rental sector, 2008^a



^a Additional dwellings are funded under programs other than CSHA. Data about these dwellings are not available. ^b For year ending 30 June 2007. ^c At 30 June 2007. ^d Includes permanent dwellings managed by funded/actively registered and unfunded ICH organisations. Of these dwellings 18 897 were managed by organisations administered by the State Governments and 2230 managed by organisations administered by the Australian Government.

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 331 136 public housing dwellings were occupied at 30 June 2008 (table 16A.1). Public housing is available to people on low incomes and those with special needs. In 2006-07, 29.1 per cent of public housing tenants were people with a disability (AIHW 2007c).

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 2006 (4.3 per cent nationally) is presented for all jurisdictions in table 16A.75. Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.80. Details of multiple family composition, non-rebated and other public households excluded from data in this chapter are presented in table 16A.87.

State owned and managed Indigenous housing

State owned and managed Indigenous housing dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to

Indigenous Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. There were 12 778 dwellings identified in the 2007-08 SOMIH collection (table 16A.14).

In Victoria, Aboriginal Housing Victoria (AHV) — a non-government community housing organisation — assists the government in the administration of SOMIH. Under the transition to independence strategy for AHV, tenancy management for some SOMIH properties was transferred to AHV in 2007-08. This has reduced the number of properties reported in Victoria as SOMIH by 348, and will lead to a corresponding increase in the number of properties reported as state managed ICH for 2007-08. It should be noted that while SOMIH stock is reported for the year 2007-08, ICH is reported for the year 2006-07. Accordingly, data relating to 348 formerly SOMIH properties, now managed by AHV, will not appear in this Report.

The ACT and the NT are not included in the SOMIH 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 ICH.

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).

Details of multiple family composition, non-rebated and other public households excluded from SOMIH data in this chapter are presented in table 16A.88.

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.76 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
- *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 7.0 per cent (\$67.5 million) of total CSHA funding provided by the Australian Government in 2007-08 (FaHCSIA unpublished). There were 36 079 mainstream community housing tenancy rental units in Australia at 30 June 2008 (table 16A.25).³

³ Data are based on a combination of survey and administrative data. Results, therefore, are affected by survey non-response. Details of community housing survey response rates and associated information are presented in table 16A.89.

Table 16A.77 presents the proportion of all households residing in community housing in each jurisdiction in 2006 (0.7 per cent nationally).

Indigenous community housing

ICH is delivered by ICH organisations that perform asset and tenancy management functions. The funding and administrative arrangements for ICH vary across jurisdictions. In some jurisdictions, only the states are involved in the administration of ICH; in some only the Australian Government is involved; and in others both the State or Territory and the Australian governments are involved.

The Australian Government, through FaHCSIA, formerly through Aboriginal and Torres Strait Islander Services, is directly responsible for the funding and administration of ICH in three jurisdictions — Victoria, Queensland and Tasmania. At the time data for this Report were collected (2006-07), in Victoria and Tasmania there was only Australian Government administered ICH housing, while in Queensland, some ICH housing was administered by the Australian Government and some by the State government. In the five remaining jurisdictions — NSW, WA, SA, the ACT and the NT — funding from the relevant State or Territory and the Australian Government is pooled and the State or Territory government has sole responsibility for the administration of ICH (AIHW 2007b).

There has been considerable progress in the development of national ICH data to report against the National Reporting Framework (NRF) for Indigenous housing. This Report includes a performance indicator framework and data for ICH and additional descriptive data on ICH are contained in table 16A.37.

CRA

Commonwealth Rent Assistance 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.

Commonwealth Rent Assistance is paid at 75 cents for every dollar above the threshold until a maximum rate is reached. The maximum rates and thresholds vary according to a customer'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.

Table 16.3 Eligibility and payment scales for CRA, 20 March to 19 September 2008 (\$ per fortnight)^a

<i>Income unit type</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	95.40	238.33	107.20
Single, no children, sharer	95.40	190.69	71.47
Couple, no dependent children	155.20	289.87	101.00
Single, one or two dependent children	125.44	293.25	125.86
Single, three or more dependent children	125.44	315.28	142.38
Partnered, one or two dependent children	185.64	353.45	125.86
Partnered, three or more dependent children	185.64	375.48	142.38
Partnered, illness separated, no dependent children	95.40	238.33	107.20
Partnered, temporarily separated, no dependent children	95.40	230.07	101.00

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.47.

Source: FaHCSIA (unpublished); table 16A.47.

Because CRA is a national payment, FaHCSIA seeks to ensure that CRA recipients 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 946 641 income units (where an income unit is defined as either a single person or a couple with or without dependents)⁴ entitled to receive CRA at 6 June 2008 (table 16A.48). The proportion of CRA recipients by income unit type is presented in table 16A.49. Data on the number and proportion of Indigenous income units receiving CRA by income unit type are presented in tables 16A.50 and 16A.51, respectively.

The maximum rate of assistance was received by 70.9 per cent of CRA recipients at 6 June 2008 (table 16A.63). There was relatively little variation in the average level of assistance across locations at 6 June 2008 (table 16A.62), even though rents

⁴ 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.

varied considerably by location. At 6 June 2008, the average payment across Australia was \$90.53 per fortnight (approximately \$2354 per year) (table 16A.62).

Diversity of State and Territory housing assistance operations

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

Public housing and State owned and managed Indigenous housing

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 16.4.

Table 16.4 Public housing — regional and remote area concentrations, at 30 June 2008 (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>
Major cities	81.9	72.3	67.4	70.7	77.4	–	99.9	–	72.8
Inner regional	14.5	22.4	16.3	9.4	6.7	73.3	0.1	–	16.1
Outer regional	3.3	5.2	14.1	9.6	13.9	25.9	–	70.4	9.0
Remote	0.3	–	1.7	7.2	1.8	0.6	–	25.5	1.7
Very remote	–	–	0.5	3.0	0.2	0.3	–	4.1	0.5

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.1. – Nil or rounded to zero.

Source: AIHW (2009) *Public rental housing 2007-08: CSHA national data report*, Canberra; table 16A.1.

The proportions of SOMIH located by ASGC remoteness areas are shown in table 16.5.

Table 16.5 SOMIH — regional and remote area concentrations, at 30 June 2008 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Major cities	41.0	29.5	14.8	27.9	60.6	–	33.2
Inner regional	33.1	41.1	19.4	7.7	7.5	83.3	23.5
Outer regional	20.2	28.9	39.8	20.7	17.9	16.7	25.2
Remote	4.9	0.5	9.9	20.2	5.4	–	8.4
Very remote	0.7	–	16.1	23.6	8.6	–	9.6

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.14. – Nil or rounded to zero.

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.14.

Eligibility criteria for access to public housing, such as income and asset definitions and limits, vary across jurisdictions (table 16.6). 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. 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.

Eligibility criteria for access to SOMIH are generally consistent with those for public housing once an applicant has been confirmed as Indigenous (table 16.7). The management of waiting lists varies across jurisdictions — for example, a number of jurisdictions use the same list for both public housing and SOMIH. Terms of tenure are the same as those for public housing for a number of jurisdictions.

Table 16.6 Public housing policy context, 2008^a

	NSW ^b	Vic ^c	Qld	WAd	SA ^e	Tas ^f	ACT ^g	N ^h
Eligibility								
Income limit per week (\$) ⁱ	410	435	609	430	718	429	528	619
'Other' asset limits (\$) ⁱ	None	30 000	None	41 000 cash	287 750	35 000	40 000	43 400
Minimum age (years)	18	16	None	18	None	16	16	16
Waiting list								
Segmented by	Wait turn and priority (two segments)	Priority (four segments)	Priority (two segments)	Priority (three segments)	Need (four segments)	Need (four segments)	Need (three segments)	Wait turn and priority (two segments)
Tenure								
Probationary period	None	None	None	None	12 months	3–6 months	None	3–6 months
Fixed term	3, 6, 12 or 18 months	None	None	3 or 6 months	None	1–3 years	None	2 then 5 years
	2, 5 and 10 years							
Ongoing	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997.	Subject to review	Ongoing	Ongoing after probation	In some cases, particularly older persons	Lifetime tenure	Leases extended
		Lifetime for pre November 1997 tenancies						

(Continued on next page)

Table 16.6 (Continued)

	NSW ^b	Vic ^c	Qld	WAd	SAe	Tas ^f	ACT ^g	N ^h
Tenancy review	Prior to the end of the tenancy	Periodic review	Review at 4 or 10 years	Annual	None	Fixed term leases reviewed at end of each term with each property visited at least annually	None	Prior to each lease extension and rebate review
Rebated rent setting								
Rent-to-income ratio	25–30	25	25	23 or 25	25	23–25	25	14–23

^a At 30 June. ^b Interest accrued from cash assets is assessed as income less the first \$5000 of each person's savings. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Tenants housed prior to 1 July 2005 were generally provided with a continuous lease. New tenants housed since 1 July 2005 are generally provided with a fixed term lease. New tenancies from 1 July 2005 to 22 October 2006 were signed as 18 month interim tenancies. Tenants on an 18 month fixed term lease are reviewed prior to the end of lease, and if eligible, are offered a 2, 5 or 10 year lease. If ineligible, they are offered a 12 month fixed term lease. From 23 October 2006 the Department began to offer 2, 5 or 10 year leases to new tenants and ceased to offer the 18 month interim leases. From 5 December 2005 new thresholds and rules determine whether a tenant is eligible for a rent subsidy and the percentage of income they will pay as rent. Their household's gross assessable income, household size and age of household members are used when assessing the household's eligibility for a rent subsidy. For rebated rents, varied concessional rates are applicable to certain age groups and some pensioners. For households whose tenancy commenced on or after 5 December 2005, the Family Tax Benefit Part A and Part B received are assessed at 15 per cent. Where the tenancy commenced prior to 5 December 2005 the Family Tax Benefit Part A and Part B received was assessed at 12 per cent from 5 December 2005, with an increase of 1 per cent every 6 months until the assessment rate reaches 15 per cent. ^c Public housing tenancies in Victoria are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. ^d Income limit for those in north west remote areas is \$610 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. ^e 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 bed-sitter 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). ^f The rent-to-income ratio is indicative only. The majority of households pay amounts within this range, but some pay lesser or higher amounts, depending on household composition and the relationship of household members to the tenant, for example, boarder, parent, independent child. ^g The revised Public housing policy context Program provides for a review where a tenant's income exceeds \$80 000 for three consecutive years. ^h There is discretion to accept applications for people under 16 years. The rent-to-income ratio is 14 per cent for aged pension recipients housed prior to 2003. ⁱ Limits are for a single person. ^j Two segment lists generally consist of 'priority' and 'wait turn'.

Source: State and Territory governments (unpublished).

Table 16.7 SOMIH housing policy context, 2008^a

	NSW ^b	Vic ^c	Q/d	WAd	SA ^e	Tas ^f
Eligibility						
Income limit per week (\$)g	410	435	609	430	718	429
'Other' asset limits (\$)g	None	30 000	None	41 000 in cash	287 750	35 000
Minimum age (years)	18	16	None	18	None	16
Waiting list						
Details	Combined with public housing	Combined with public housing	Combined with public housing	Combined with public housing	Need (four segments)	Priority, similar to public housing
Tenure						
Probationary period	None	None	None	None	12 months	3–6 months
Fixed term	3, 6, 12 or 18 months	None	None	3 or 6 months	None	1–3 years
Ongoing	2, 5 and 10 years					
	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies	Subject to review	Ongoing	Ongoing after probation	Dependant on housing history
Tenancy review	Prior to the end of the tenancy	Periodic review	Review at 4 or 10 years	Annual	None	Fixed term leases reviewed at end of each term
Rebated rent setting						
Rent-to-income ratio	25–30	25	25	23 or 25	25	23–25

(Continued on next page)

Table 16.7 (Continued)

a At 30 June. **b** Interest accrued from cash assets is assessed as income less the first \$5000 of each person's savings. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Tenants housed prior to 1 July 2005 were generally provided with a continuous lease. New tenants housed since 1 July 2005 are generally provided with a fixed term lease. New tenancies from 1 July 2005 to 22 October 2006 were signed to 18 month interim tenancies. Tenants on an 18 month fixed term lease are reviewed prior to the end of lease, and if eligible, are offered a 2, 5 or 10 year lease. If ineligible, they are offered a 12 month fixed term lease. From 23 October 2006 the Department began to offer 2, 5 or 10 year leases to new tenants and ceased to offer the 18 month interim leases. From 5 December 2005 new thresholds and rules determine whether a tenant is eligible for a rent subsidy and the percentage of income they will pay as rent. Their household's gross assessable income, household size and age of household members are used when assessing the household's eligibility for a rent subsidy. For rebated rents, varied concessional rates are applicable to certain age groups and some pensioners. For households whose tenancy commenced on or after 5 December 2005, the Family Tax Benefits Part A and Part B received are assessed at 15 per cent. Where the tenancy commenced prior to 5 December 2005 the Family Tax Benefits Part A and Part B received was assessed at 12 per cent from 5 December 2005, with an increase of 1 per cent every six months until the assessment rate reaches 15 per cent. CRA is assessed at 100 per cent. **c** Tenancies in Victoria are ongoing tenancies 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** The income limit for those in north west remote areas is \$610 per week. Those aged over 60 years are subject to a cash asset limit of \$80 000. **e** 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. However, households receiving less than the single Newstart Allowance pay rent-to-income ratio is indicative only. The majority of households pay amounts within this range, but some pay lesser or higher amounts, depending on household composition and the relationship of household members to the tenant, for example, boarder, parent, independent child. **g** Limits are for a single person.

Source: State and Territory governments (unpublished).

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.

The proportions of community housing located by ASGC remoteness areas are shown in table 16.8.

Table 16.8 Community housing — regional and remote area concentrations, at 30 June 2008 (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>
Major cities	69.6	76.1	45.8	61.5	85.7	..	100.0	..	67.0
Inner regional	22.6	20.4	23.2	12.1	8.1	65.8	19.6
Outer regional	7.6	3.3	21.1	14.6	4.7	31.0	..	72.0	10.0
Remote	0.2	0.2	4.0	8.9	1.4	3.2	..	21.5	2.1
Very remote	–	..	5.8	2.9	0.1	–	..	6.5	1.3

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.25. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2008) *Community housing 2007-08: CSHA national data report*, Canberra; table 16A.25.

Private rental markets

Tight private rental markets (vacancy rates well below 3.0 per cent) were evident in all states in June 2008. Capital city vacancy rates in the private rental market for all jurisdictions are reported in table 16A.73. Capital city median rents varied across jurisdictions. Median rents for three bedroom houses and two bedroom flats or units are reported in table 16A.74.

16.2 Framework of performance indicators

The performance indicator frameworks show which data are comparable in the 2009 Report (figures 16.3, 16.12, 16.19 and 16.20). 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.

While public, SOMIH, community and ICH use a common framework, the delivery method for public housing and SOMIH differs from that for community and ICH. State and Territory governments deliver public housing and SOMIH, while community organisations and sometimes local governments deliver community and ICH.

The performance indicator frameworks are consistent with the general performance indicator framework agreed by the Steering Committee (see chapter 1). They also draw on the framework developed for the 1999 CSHA and reflect the national objectives of that agreement (and of the current CSHA that took effect in 2003 [box 16.4]). The current 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 regional areas. This is the fifth year that data are reported under the current 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, regional 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.

Indigenous housing aims to achieve the outcomes listed in box 16.5 as part of the *Building a Better Future: Indigenous Housing to 2010* strategy. The aims also relate to ICH.

Box 16.5 Indigenous housing

The guiding principles and objectives for achieving better Indigenous housing are to:

1. provide better housing that meets agreed standards, is appropriate to the needs of Aboriginal and Torres Strait Islander people, and contributes to their health and well being
2. provide better housing services that are well managed and sustainable
3. ensure housing growth in the number of houses to address both the backlog of Indigenous housing need and emerging needs of a growing Indigenous population
4. ensure improved partnerships in a way that Indigenous people are fully involved in the planning, decision making and delivery of services by governments
5. ensure greater effectiveness and efficiency in a way that assistance is properly directed to meeting objectives, and that resources are being used to best advantage
6. commit to improved performance linked to accountability for the program performance reporting based on national data collection systems and good information management
7. promote the a 'whole of government' coordination of services approach that ensures greater coordination of housing and housing-related services linked to improved health and well being outcomes.

Source: FaCSIA (2001).

The performance indicators for CRA differ from those for public, SOMIH, mainstream and ICH because CRA has different objectives and delivery methods. The CRA performance indicator framework in figure 16.20 is based on the CRA objective outlined in box 16.6.

Box 16.6 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.

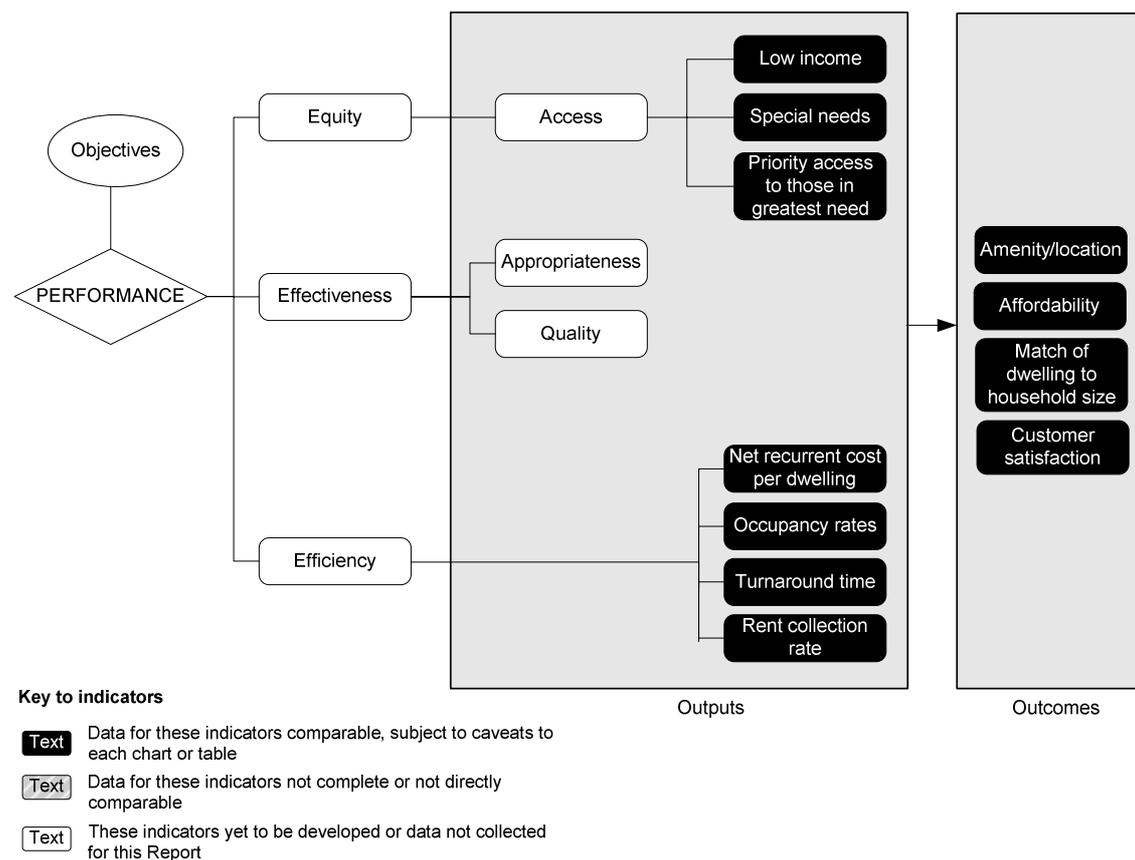
16.3 Key performance indicator results

Generally, performance indicator results are comparable between public housing and SOMIH, but are not comparable to mainstream community housing and ICH because data quality and coverage can differ. More information on definitions is provided in a box for each indicator.

Public housing and SOMIH

The performance indicator framework for public housing and SOMIH is presented in figure 16.3.

Figure 16.3 Performance indicators for public housing and SOMIH



Different delivery contexts, locations and types of tenant may affect the performance of public housing and SOMIH reported in this chapter. For example, SOMIH housing dwellings are slightly more likely than mainstream public or community housing dwellings to be located in regional or remote areas (tables 16.4, 16.5 and 16.8). Care therefore needs to be taken in comparing 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. Some descriptive data on SOMIH are included in table 16A.14. As outlined in section 16.1, the ACT and the NT are not included in the SOMIH data collection.

Outputs

The following indicators measure the outputs of public housing and SOMIH. Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity

Low income

'Low income' is an indicator of the CSHA guiding principle to assist people unable to access alternative suitable housing options (box 16.7).

Box 16.7 Low income

'Low income' is defined as the number of new low income households as a proportion of all new households. Two measures are reported:

- the proportion of new households with low income A — 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)
- the proportion of new households with low income B — 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.

High or increasing values for these measures indicate a high degree of access for low income households.

Data reported for this indicator are comparable.

The proportion of new tenancies allocated to low income A households for public housing in 2007-08 is presented in table 16.9. The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.2).

Table 16.9 Public housing — new low income A households, as a proportion of all new households (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>
<i>New low income A households as proportion of all new households</i>									
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
2005-06	94.5	93.3	87.3	88.2	87.6	89.8	87.1	85.3	90.9
2006-07	93.6	92.5	72.9	83.6	89.5	88.9	90.2	85.2	87.7
2007-08	95.0	90.8	79.3	85.6	87.2	84.3	87.3	88.2	88.5

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.2.

Source: AIHW (2004, 2005) *CSHA national data reports: public rental housing*, Canberra; AIHW (2006, 2008, 2009) *Public rental housing: CSHA national data report*, Canberra; table 16A.2.

The proportion of new tenancies allocated to low income A households for SOMIH in 2007-08 is presented in table 16.10. The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.15).

Table 16.10 SOMIH — new low income A households, as a proportion of all new households (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<i>New low income A households as proportion of all new households</i>							
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
2005-06	95.9	88.2	89.2	88.6	86.5	93.3	90.4
2006-07	95.5	89.9	76.5	87.9	88.7	100.0	87.7
2007-08	95.0	82.4	75.4	86.4	85.5	82.4	85.7

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.15.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.15.

The ratio of low income households to all new households was similar for public housing and SOMIH. There were some variations across jurisdictions.

Special needs

‘Special needs’ is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.8).

Box 16.8 Special needs

'Special needs' is defined as the proportion of new tenancies allocated to special needs households. The proportion of new tenancies with special needs are reported as a proxy for measuring all households with special needs. Special needs households are defined as those households 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. Special needs households for SOMIH are defined as those households 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 or increasing proportion indicates a high degree of access by these special needs households.

Data for public housing cannot be compared with those of SOMIH.

Data reported for this indicator are comparable.

New public housing tenancies allocated to households with special needs are presented in table 16.11.

Table 16.11 Public housing — new tenancies allocated to households with special needs (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>
2003-04	53.6	45.9	58.2	49.9	58.9	65.7	33.0	73.0	53.5
2004-05	55.7	47.1	62.7	64.8	63.2	67.6	48.4	100.0	58.2
2005-06	55.7	58.9	61.9	67.7	61.1	66.1	52.7	63.1	59.8
2006-07	52.3	54.5	64.6	56.2	65.8	63.9	48.5	66.0	57.8
2007-08	50.3	53.2	68.6	69.4	66.4	68.0	50.7	63.0	59.5

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.3.

Source: AIHW (2004, 2005) *CSHA national data reports: public rental housing*, Canberra; AIHW (2006, 2008, 2009) *Public rental housing: CSHA national data report*, Canberra; table 16A.3.

The proportion of new tenancies allocated to special needs households for SOMIH is presented in table 16.12.

Table 16.12 **SOMIH — new tenancies allocated to households with special needs (per cent)^a**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2003-04	44.6	44.2	46.3	40.8	39.5	60.3	43.6
2004-05	51.5	45.4	45.2	49.2	42.1	66.7	48.1
2005-06	48.8	42.8	46.8	53.2	45.3	62.3	48.8
2006-07	47.6	52.9	47.0	44.6	45.6	65.6	47.4
2007-08	46.0	44.7	50.6	47.7	42.9	61.9	47.5

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.16.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.16.

The proportion of new tenancies allocated to households with special needs increased between 2006-07 and 2007-08 at the national level for both public housing and SOMIH, but there were variations among the jurisdictions.

Priority access to those in greatest need

‘Priority access to those in greatest need’ is an indicator of the CSHA guiding principle 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 (box 16.9).

Box 16.9 Priority access to those in greatest need

‘Priority access to those in greatest need’ is defined as the proportion of new allocations of housing to those in greatest need. Greatest need households are defined as households that at the time of allocation were either 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 or increasing values for these measures, particularly for short time frames, indicate a high degree of access for those households in greatest need.

Reported measures reflect the percentages of new allocations to greatest need households overall, and for greatest need households waiting for periods of less than three months, three months to less than six months, six months to less than one year, one year to less than two years, and two years or more. As time to allocation reflects greatest need allocations as a percentage of all new allocations for the time period, these percentages are not cumulative.

Data reported for this indicator are comparable.

Differences in State and Territory housing assessment policies can influence comparability for this indicator. The proportion of new allocations to those in greatest need in 2007-08 for public housing is presented in table 16.13.

Table 16.13 Public housing — proportion of new allocations to those in greatest need, 2007-08 (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>
Total for year ending 30 June	38.9	67.3	44.5	46.8	53.0	92.8	87.0	39.5	51.0
Proportion of new allocations to those in greatest need, by time to allocation									
<3 months	68.6	75.8	81.6	53.2	76.2	91.8	92.9	21.5	71.7
3–<6 months	55.2	67.2	88.1	77.8	73.6	96.6	89.0	53.3	70.8
6 months–<1 year	41.8	73.0	75.1	64.3	58.3	92.3	90.6	58.9	62.5
1–<2 years	24.2	66.8	33.4	31.1	48.3	94.4	83.9	47.0	40.9
2+ years	5.0	25.5	4.5	3.6	5.9	83.3	52.5	14.3	7.4

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.4.

Source: AIHW (2009) *Public rental housing 2007-08: CSHA national data report*, Canberra; table 16A.4.

The proportion of new allocations to those in greatest need for 2007-08 for SOMIH is presented in table 16.14.

Table 16.14 SOMIH — proportion of new allocations to those in greatest need, 2007-08 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total for year ending 30 June	12.9	17.0	29.9	34.9	69.3	na	30.6
Proportion of greatest need allocations to new allocations, by time to allocation							
<3 months	23.6	35.7	50.0	30.4	83.0	na	40.2
3–<6 months	11.7	11.1	50.0	60.8	70.0	na	37.1
6 months–<1 year	12.7	50.0	53.8	62.9	66.7	na	39.8
1–<2 years	–	12.5	18.8	25.6	70.4	na	23.3
2+ years	–	–	5.4	3.1	39.5	na	8.1

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.17. **na** Not available. – Nil or rounded to zero.

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.17.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.10).

Box 16.10 Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is defined as total recurrent expenses, including administration and operational costs, divided by the total number of dwellings. It measures the average cost of providing assistance per dwelling. Cost of providing assistance (including capital) per dwelling is also reported.

Holding other factors equal, a lower or decreasing net recurrent cost per dwelling suggests an improvement in efficiency.

The cost per dwelling indicators do not provide any information on the quality of service provided (for example, the standard of dwellings).

Data reported for this indicator are comparable.

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the user cost of capital (box 16.11). Caution must therefore be used when interpreting the indicator because the user cost of capital and service delivery models differ across jurisdictions.

The cost incurred by jurisdictions in providing public housing and SOMIH 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 and SOMIH). Box 16.11 provides a discussion of the user cost of capital in general and how it relates to housing.

Treatment of assets by housing agencies for each jurisdiction is presented in table 16A.78.

Box 16.11 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 national 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 considers 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. The rate used for the user cost of capital is based on a weighted average of rates nominated by jurisdictions (currently 8 per cent).

Differences in the techniques for measuring non-current physical assets (such as valuation methods) may reduce the comparability of capital cost estimates across jurisdictions. 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. However, the results of this study suggest 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).

Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions 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 cost of public housing. In addition, some jurisdictions have 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.

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 past reports. (Chapter 2 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally, net recurrent cost per dwelling (excluding the cost of capital) was \$6064 in 2007-08. Direct cost per dwelling including capital costs was \$24 733 in 2007-08 (table 16.15).

Table 16.15 Public housing — cost of providing assistance per dwelling (2007-08 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>
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling									
2003-04	5 706	4 160	5 200	5 554	5 454	7 125	9 167	11 897	5 556
2004-05	5 414	4 264	5 109	5 843	5 576	7 049	9 307	10 817	5 480
2005-06	5 585	4 616	5 146	5 869	5 762	7 430	8 381	10 146	5 611
2006-07	6 019	4 731	5 377	7 868	6 240	7 033	7 127	9 898	6 204
2007-08	6 010	4 798	5 286	8 173	6 256	6 947	7 086	10 918	6 064
Cost of providing assistance (including the cost of capital) per dwelling									
2003-04	27 694	20 966	21 426	17 884	14 238	14 573	34 426	24 804	22 552
2004-05	26 170	20 891	21 556	19 387	16 547	20 403	34 568	27 417	22 702
2005-06	24 778	20 719	22 249	21 217	17 545	19 815	33 236	26 362	22 492
2006-07	24 476	20 400	23 014	31 841	18 268	19 087	32 934	26 053	23 663
2007-08	23 938	22 190	25 073	37 977	18 755	20 075	35 747	28 301	24 733

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.5. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2007-08 = 100) table AA.26.

Source: AIHW (2004, 2005) *CSHA national data reports: public rental housing*, Canberra; AIHW (2006, 2008, 2009) *Public rental housing: CSHA national data report*, Canberra; State and Territory governments (unpublished); table 16A.5.

The net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH is presented in table 16.16. Capital cost data for SOMIH are not available for this Report. As with other indicators, it is not appropriate to compare the net recurrent cost of providing assistance per dwelling for public housing with the net recurrent cost of providing assistance per dwelling for SOMIH, because there is greater scope for economies of scale in administration costs with public housing, which is a much larger program overall.

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

Table 16.16 **SOMIH — net recurrent cost of providing assistance per dwelling (2007-08 dollars)^{a, b}**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling							
2003-04	6 727	5 606	7 451	7 171	6 472	4 054	6 747
2004-05	5 772	5 473	7 003	7 828	4 699	5 578	6 223
2005-06	5 849	6 770	7 178	8 276	7 558	6 054	6 929
2006-07	6 060	4 247	7 782	7 944	6 952	6 698	6 746
2007-08	6 229	4 929	8 139	10 726	9 513	6 504	8 014

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.18. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2007-08 = 100) table AA.26.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.18.

Occupancy rate

‘Occupancy rate’ is an indicator of the CSHA guiding principle to measure the efficiency of housing utilisation (box 16.12).

Box 16.12 Occupancy rate

‘Occupancy rate’ is defined as the proportion of rental housing stock occupied by households. The term ‘occupied’ refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority.

A high or increasing value for this indicator suggests higher efficiency of housing utilisation.

Occupancy is influenced by both turnover and housing supply and demand.

Data reported for this indicator are comparable.

The national average proportion of public rental stock occupied at 30 June 2008 was 98.0 per cent. There were only slight variations across jurisdictions or over time (table 16.17).

Table 16.17 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>
2004	98.7	96.6	98.7	95.3	95.4	97.4	97.2	93.8	97.4
2005	98.7	97.3	98.6	95.6	96.1	98.0	98.1	94.1	97.7
2006	98.6	97.5	98.9	96.2	96.2	98.4	98.7	95.6	97.8
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.6.

Source: AIHW (2004, 2005) *CSHA national data reports: public rental housing*, Canberra; AIHW (2006, 2008, 2009) *Public rental housing: CSHA national data report*, Canberra; table 16A.6.

The proportion of total SOMIH stock occupied at 30 June 2008 is presented in table 16.18. The national average proportion of SOMIH stock occupied at 30 June 2008 was 96.8 per cent.

Table 16.18 SOMIH — occupancy rates (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2004	98.0	96.7	96.8	94.1	92.2	98.2	96.0
2005	97.4	95.8	96.1	94.2	91.8	97.7	95.5
2006	97.4	96.7	96.8	94.1	93.5	98.3	96.1
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.19.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.19.

Turnaround time

‘Turnaround time’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.13).

Box 16.13 Turnaround time

'Turnaround time' is defined as the average time taken for occupancy of available dwelling stock to rent through normal processes.

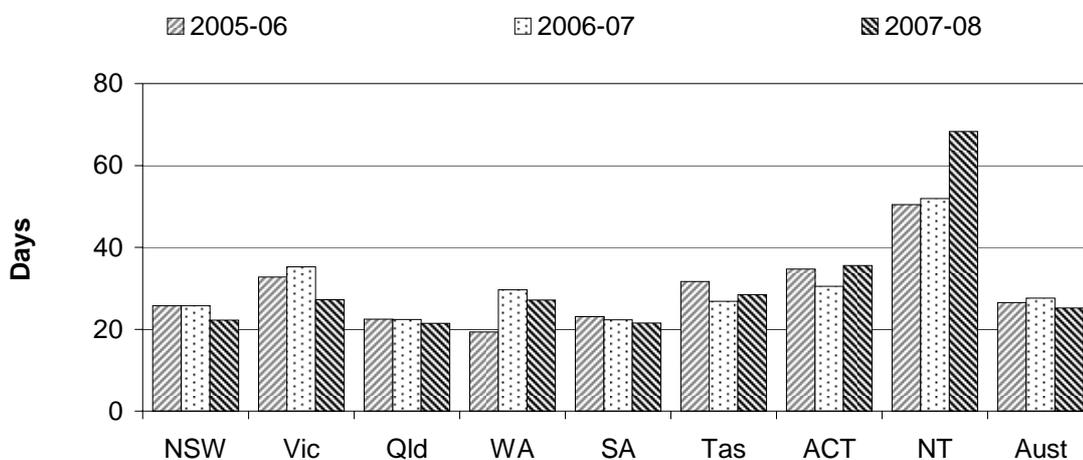
A low or decreasing turnaround time suggests efficient housing allocation.

'Normal' vacancies exclude properties that are offline or are undergoing major redevelopment and where there is no suitable applicant but include hard-to-let properties as this relates to tenancy management. This indicator may be affected by changes in maintenance programs and stock allocation processes, and some jurisdictions may have difficulty excluding stock upgrades. Cultural factors may also influence the national average turnaround time for SOMIH dwellings relative to public housing dwellings. Following the death of a significant person, for example, a dwelling may need to be vacant for a longer period of time (Morel and Ross 1993). A higher proportion of SOMIH dwellings in regional and remote areas may also contribute to delays in completing administrative tasks and maintenance before dwellings can be re-tenanted.

Data reported for this indicator are comparable.

The average number of days for vacant stock to remain unallocated in 2007-08 is presented in figure 16.4 for public housing and figure 16.5 for SOMIH.

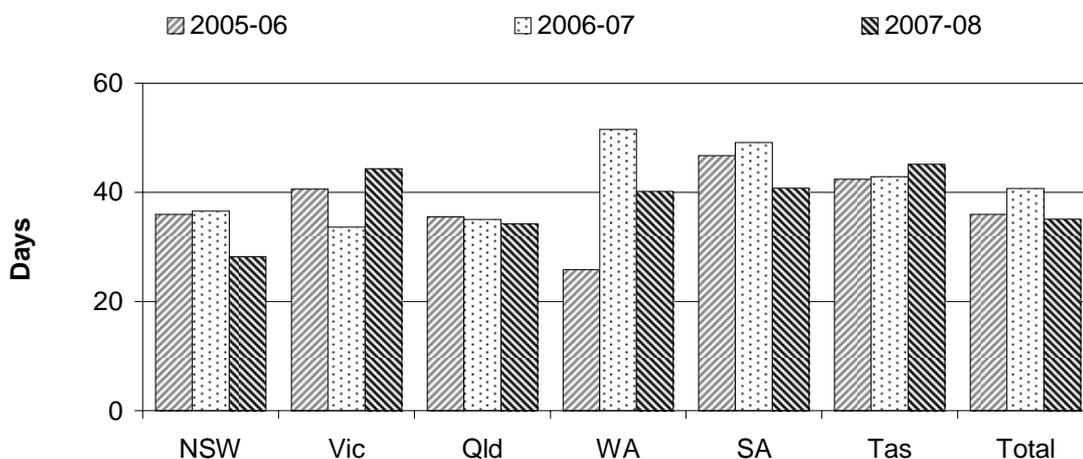
Figure 16.4 **Public housing — average turnaround time^a**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.7.

Source: AIHW (2009) *Public rental housing 2007-08: CSHA national data report*, Canberra; table 16A.7.

Figure 16.5 **SOMIH — average turnaround time^a**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.20.

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.20.

Rent collection rate

‘Rent collection rate’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.14).

Box 16.14 Rent collection rate

'Rent collection rate' is defined as the total rent actually collected as a percentage of the total rent charged.

A high or increasing percentage suggests efficiency in collecting rent. All jurisdictions aim to maximise the rent collected as a percentage of the rent charged.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements 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.

Data reported for this indicator are comparable.

The rent collection rate in 2007-08 is presented in table 16.19 for public housing and table 16.20 for SOMIH.

Table 16.19 Public housing — rent collection rate (per cent)^a

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
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
2005-06	100.1	100.1	100.2	101.7	100.8	103.8	99.8	100.7	100.4
2006-07	97.8	97.0	99.4	102.1	100.3	101.5	100.1	100.9	98.8
2007-08	100.0	97.2	98.9	101.0	99.6	101.9	99.9	101.7	99.5

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.8.

Source: AIHW (2004, 2005) *CSHA national data reports: public rental housing*, Canberra; AIHW (2006, 2008, 2009) *Public rental housing: CSHA national data report*, Canberra; table 16A.8.

Table 16.20 SOMIH — rent collection rate (per cent)^a

	NSW	Vic	Qld	WA	SA	Tas	Total
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
2005-06	100.5	99.0	99.7	104.3	94.7	103.8	100.0
2006-07	101.8	92.8	97.3	105.3	103.0	102.1	100.6
2007-08	96.8	89.2	99.6	104.3	103.7	99.8	99.0

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.21.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.21.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households (box 16.15).

Box 16.15 Amenity/location

‘Amenity/location’ is defined as the percentage of tenants rating amenity/location aspects of their dwelling as important and as meeting their needs.

A higher or increasing level of satisfaction with amenity and location suggests the provision of housing assistance satisfies household needs.

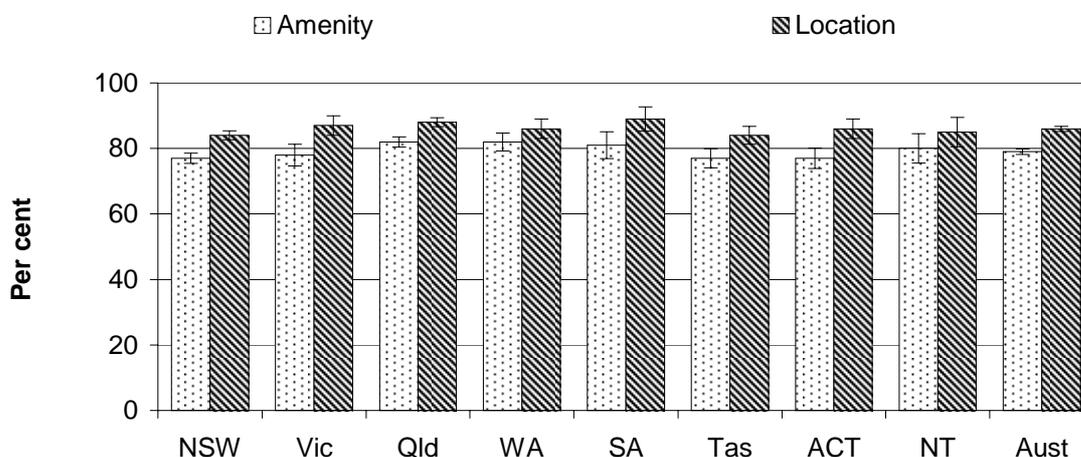
Amenity/location is reported using a survey-based measure.

Data reported for this indicator are comparable.

The data for public housing are taken from the *2007 National Social Housing Survey* for public rental housing. Tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. The error bars in the figures show the range of potential values that might be expected, based on the sample size. Further information on the sample size is provided in tables 16A.9 and 16A.10.

The proportion of public housing tenants rating their current home as meeting their needs is reported in figure 16.6.

Figure 16.6 Public housing — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^a



^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.9 and 16A.10.

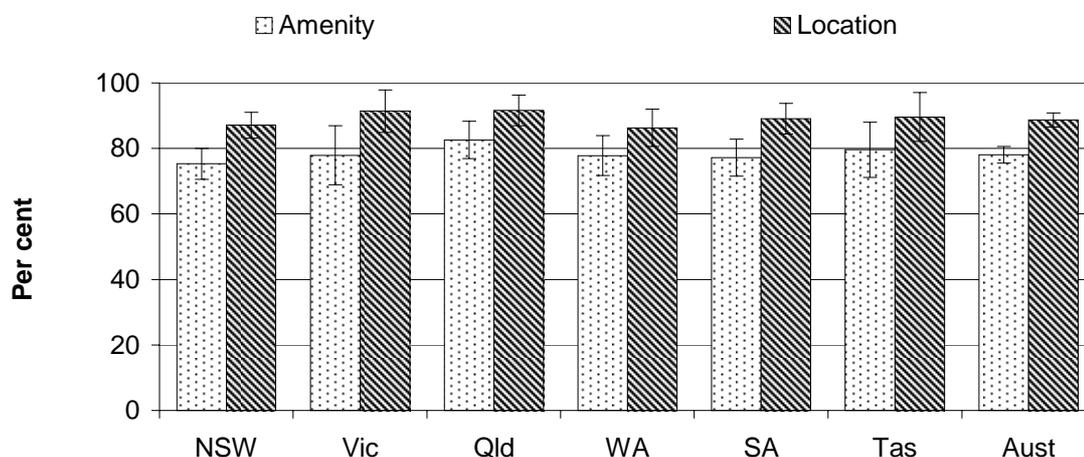
Source: AIHW (2009) *Public rental housing 2006-07: CSHA national data report*, Canberra; tables 16A.9 and 16A.10.

Nationally, 70.0 per cent of Indigenous and 79.0 per cent of non-Indigenous public housing tenants rated amenity aspects as important and meeting their needs. Similarly, at the national level, 80.0 per cent of Indigenous and 86.0 per cent of non-Indigenous public housing tenants rated location aspects as important and meeting their needs (AIHW 2007a).

During 2006-07, all states participated in the *National Social Housing Survey of SOMIH*. As for the National Social Housing Survey undertaken biennially for public and community housing, the survey seeks to determine tenants' level of satisfaction with various aspects of service and measure housing outcomes.

SOMIH tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. Nationally, 78.1 per cent of tenants for whom amenity was important felt that their needs were met, and of those tenants for whom location was important, 88.7 per cent felt that their needs were met (figure 16.7). Caution should be used when comparing the SOMIH survey results with the public housing survey results, due to the different demographic profile of Indigenous tenants and the different survey methods used. A mail-out survey is used for the public housing survey and interviews for the SOMIH survey. These differences may affect the comparability of the results.

Figure 16.7 **SOMIH — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.22.

Source: AIHW (2009) *State owned and managed Indigenous housing 2006-07: CSHA national data report*, Canberra; table 16A.22.

Affordability

‘Affordability’ is an indicator of the CSHA guiding principle to provide affordable housing to assist people who are unable to access suitable housing (box 16.16).

Box 16.16 Affordability

‘Affordability’ is defined as tenants’ ability to access suitable housing. Two measures of affordability are reported:

- average weekly rental subsidy per rebated household, derived by dividing the total rental rebate amount by the total number of rebated households
- the proportion of rebated households spending less than 30 per cent of their income in rent.

A high or increasing value implies greater housing affordability.

This affordability measure differs from that reported for community housing.

Data reported for this indicator are comparable.

The average weekly subsidy per rebated household and the proportion of rebated households spending less than 30 per cent of their income in rent for public housing

at 30 June 2008 are presented in table 16.21. Information on the amount of income paid in rent by households as a proportion of income can be found in table 16A.80.

Table 16.21 Public housing — average weekly subsidy per rebated household and proportion of households spending 30 per cent or less of their income in rent, 2008^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>
Average weekly subsidy per rebated household (\$)									
2008	129.8	81.6	121.4	78.1	82.6	66.1	179.6	126.2	108.6
Proportion of rebated households spending 30 per cent or less of their income in rent									
2008	100.0	100.0	100.0	99.2	99.7	100.0	99.2	98.9	99.8

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.11.

Source: AIHW (2009) *Public rental housing 2007-08: CSHA national data report*, Canberra; table 16A.11.

The average weekly subsidy per rebated household and the proportion of rebated households spending less than 30 per cent of their income in rent for SOMIH at 30 June 2008 are presented in table 16.22. Information on the amount of income paid in rent by SOMIH tenants as a proportion of income can be found in table 16A.81.

Table 16.22 SOMIH — average weekly subsidy per rebated household and proportion of households spending 30 per cent or less of their income in rent^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Average weekly subsidy per rebated household (\$)							
2008	118.9	96.5	131.5	98.0	96.7	73.6	111.8
Proportion of rebated households spending 30 per cent or less of their income in rent							
2008	100.0	100.0	99.8	98.4	98.7	100.0	98.8

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.23.

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.23.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.17).

Box 16.17 Match of dwelling to household size

'Match of dwelling to household size' is defined as 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 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006).

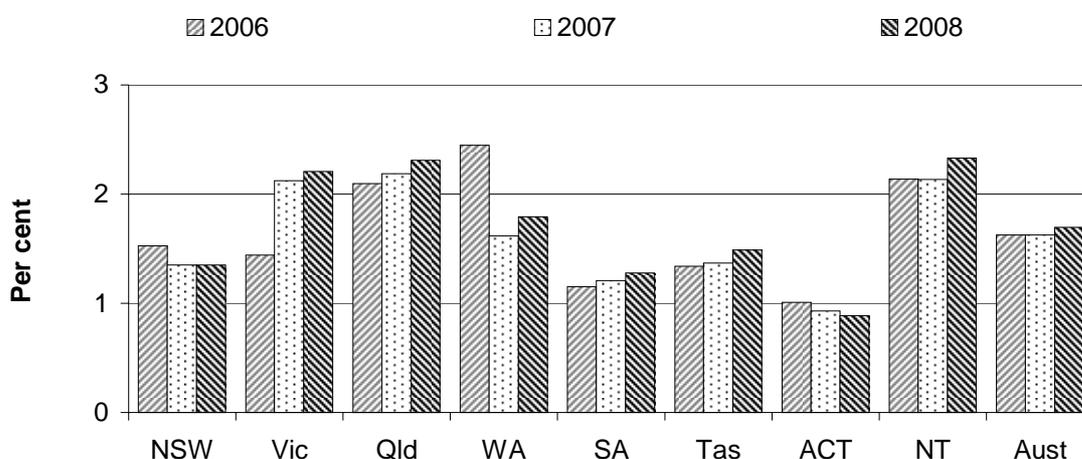
A low or decreasing proportion indicates less overcrowded households.

The proxy occupancy standard was revised in 2005-06 to remove the four bedroom cap. Data prior to 2005-06 should not be compared with data from later years.

Data reported for this indicator are comparable.

Multi-income unit households are now included for all jurisdictions except Tasmania and the NT. The proportion of households with overcrowding for public housing is illustrated in figure 16.8. Information on moderate overcrowding and underutilisation for public housing can be found in table 16A.83.

Figure 16.8 Public housing — proportion of households with overcrowding^a

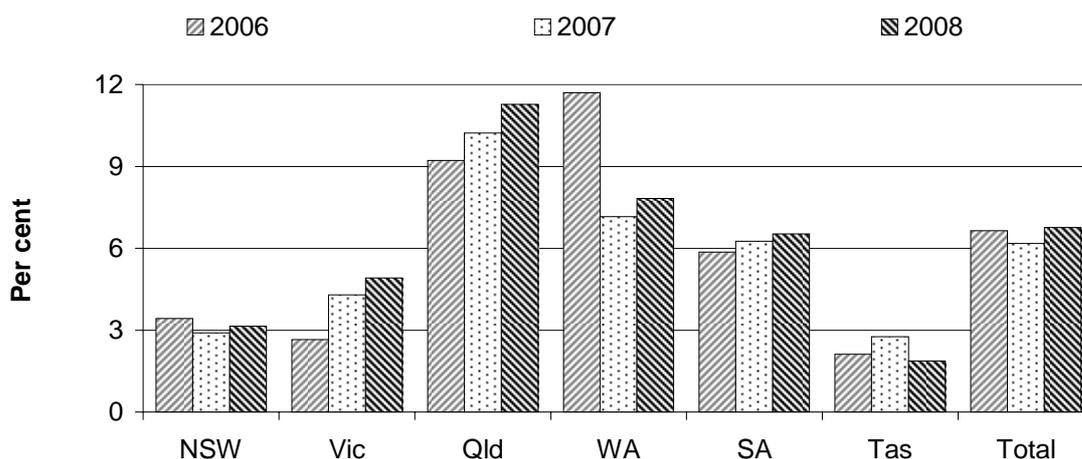


^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.12.

Source: AIHW (2006, 2008, 2009) *Public rental housing: CSHA national data report*, Canberra; table 16A.12.

The proportion of households with overcrowding for SOMIH is illustrated in figure 16.9. Information on moderate overcrowding and underutilisation for SOMIH can be found in table 16A.84.

Figure 16.9 SOMIH — proportion of households with overcrowding^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.24.

AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.24.

Customer satisfaction

‘Customer satisfaction’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate for different households (box 16.18).

Box 16.18 Customer satisfaction

‘Customer satisfaction’ is defined as tenants’ satisfaction with the overall service provided by the State or Territory housing authority.

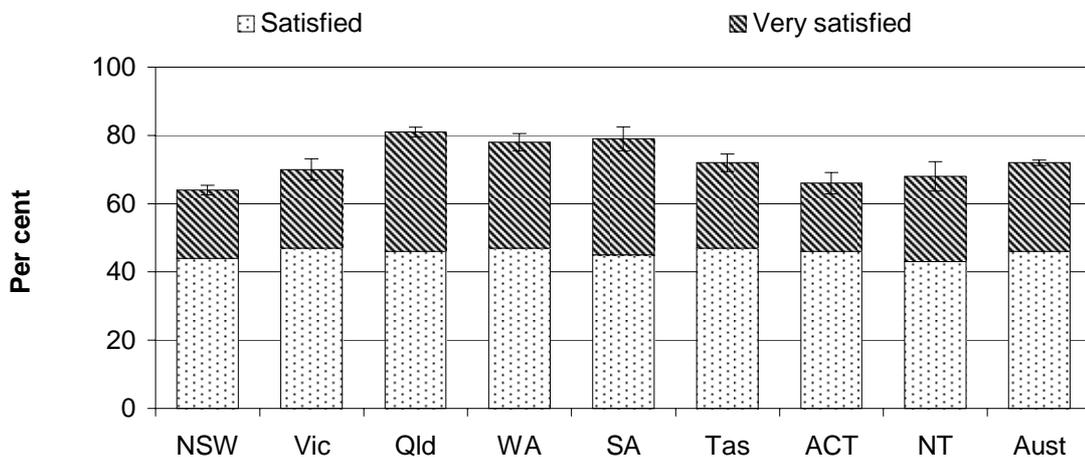
A higher or increasing percentage for customer satisfaction may imply better housing assistance provision.

Customer satisfaction is a survey-based measure.

Data reported for this indicator are comparable.

Data for public housing are sourced from the *2007 National Social Housing Survey* for public rental housing. Nationally in 2007, 71.0 per cent of tenants were either satisfied or very satisfied with the service provided (figure 16.10).

Figure 16.10 Public housing — customer satisfaction, 2007^a



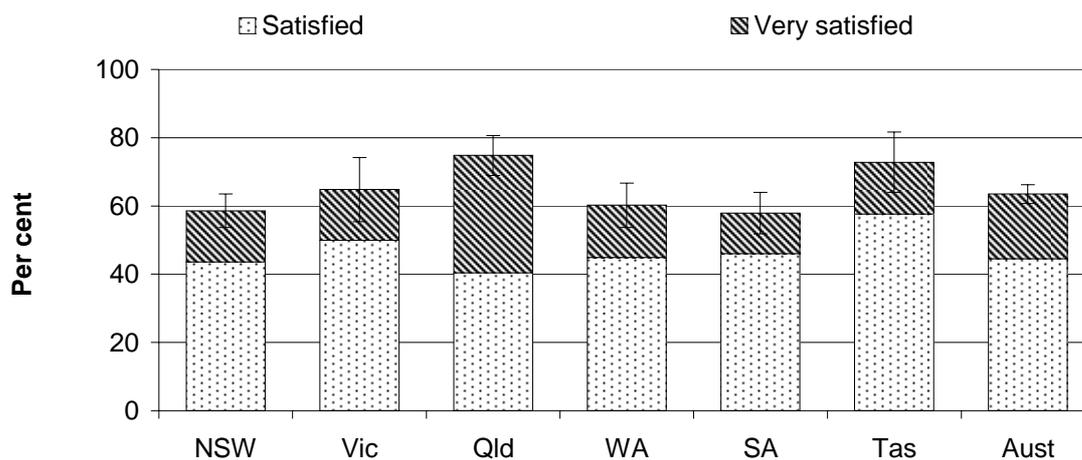
^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.13.

Source: AIHW (2009) *Public rental housing 2006-07: CSHA national data report*, Canberra; table 16A.13.

Nationally, 57 per cent of Indigenous and 72 per cent of non-Indigenous public housing tenants were either satisfied or very satisfied with the overall service provided by their State housing authority in 2007 (AIHW 2007a).

Results for SOMIH are taken from the *2007 National Social Housing Survey* for SOMIH. Nationally, 64 per cent of respondents were either satisfied or very satisfied with the overall service provided by their State housing authority (figure 16.11).

Figure 16.11 **SOMIH — customer satisfaction, 2007^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.22.

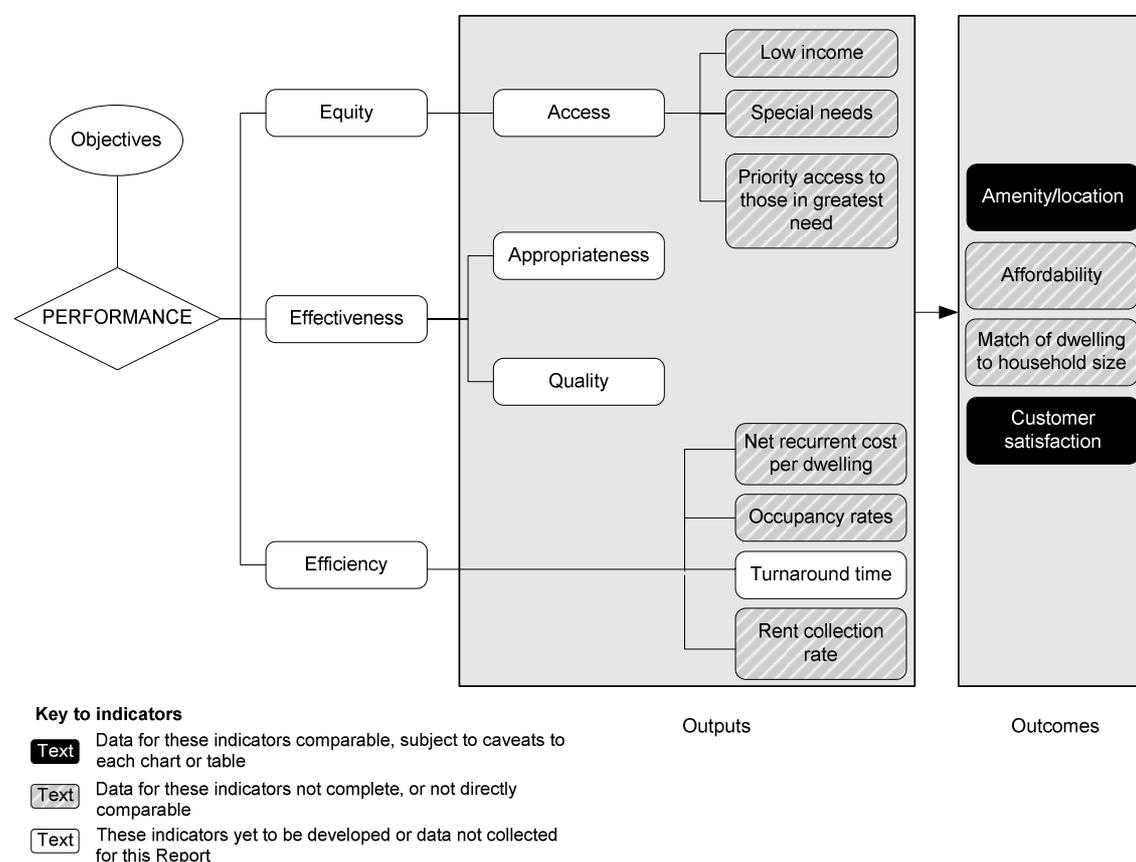
Source: AIHW (2009) *State owned and managed Indigenous housing 2006-07: CSHA national data report*, Canberra; table 16A.22.

Mainstream community housing

The performance indicator framework for mainstream community housing is presented in figure 16.12. Performance indicator results are not comparable between public, SOMIH community housing, and ICH sections.

The turnaround time performance indicator has been removed from the CSHA community housing data collection by the National Housing Data Agreement Management Group following its review of the national performance reporting framework, and so no data were available for this Report.

Figure 16.12 Performance indicators for mainstream community housing



Mainstream community housing data have three sources:

- jurisdictions' administrative data, provided by the State or Territory government body with responsibility for administering the community housing program in the jurisdiction. The NT provided only administrative data, as it currently does not survey its providers
- community housing provider survey data, collected from the community organisations (providers) that manage the service delivery

-
- survey data collected via the National Social Housing Survey.

For the mainstream community housing provider survey data, response rates, along with changes to the definitions and counting rules used over time, can influence the comparability of the data. Comparisons over time therefore need to be made with care. Table 16A.89 outlines the survey response rates and associated information for each jurisdiction for each year from 2002-03 to 2007-08.

Some descriptive data on community housing are contained in table 16A.25. Table 16A.76 lists State and Territory programs included in the mainstream community housing data collection.

Outputs

The following indicators measure the outputs of mainstream community housing. Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity

Low income

‘Low income’ is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing. It assesses the low income need status of all households receiving assistance (box 16.19).

Box 16.19 Low income

‘Low income’ is defined as the number of low income households as a proportion of all households (new and existing).

A high or increasing proportion indicates a high degree of access by low income households.

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

Data reported for this indicator are not directly comparable.

At 30 June 2008, across those jurisdictions able to provide data, the number of low income households as a proportion of all households is presented in table 16.23.

Table 16.23 Community housing — the number of low income households as a proportion of all households^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>
2004	96.6	99.5	93.3	95.7	94.0	72.2	95.6	na	95.6
2005	88.9	98.5	98.2	87.5	91.6	93.5	97.5	na	91.8
2006	89.8	93.8	81.9	97.8	97.3	95.1	97.7	na	90.3
2007	89.2	98.2	95.3	99.6	99.7	91.5	97.9	na	93.6
2008	88.5	99.0	93.1	99.9	99.8	96.5	98.9	na	92.9

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.26. **na** Not available.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.26.

Special needs

‘Special needs’ is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.20).

Box 16.20 Special needs

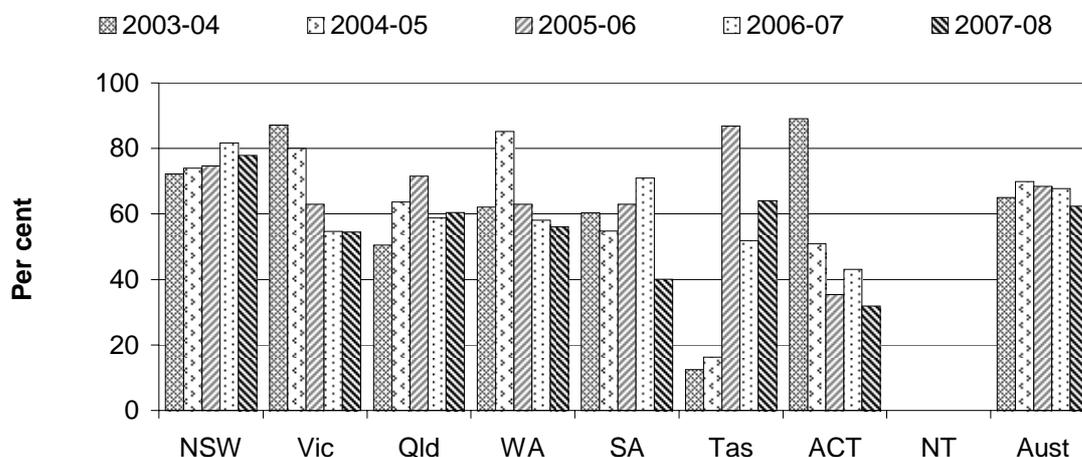
‘Special needs’ is defined as the proportion of new tenancies allocated to special needs households. The proportion of new tenancies with special needs are reported as a proxy for measuring all households with special needs. Special needs households are defined as those households that have either a 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 or increasing proportion indicates a high degree of access by these special needs households.

Data reported for this indicator are not directly comparable.

The proportion of new tenancies allocated to special needs households in 2007-08 is presented in figure 16.13.

Figure 16.13 **Community housing — new tenancies allocated to households with special needs^{a, b}**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.27. ^b Data for the NT are not available.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.27.

Priority access to those in greatest need

‘Priority access to those in greatest need’ is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing (box 16.21).

Box 16.21 Priority access to those in greatest need

‘Priority access to those in greatest need’ is defined as 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:

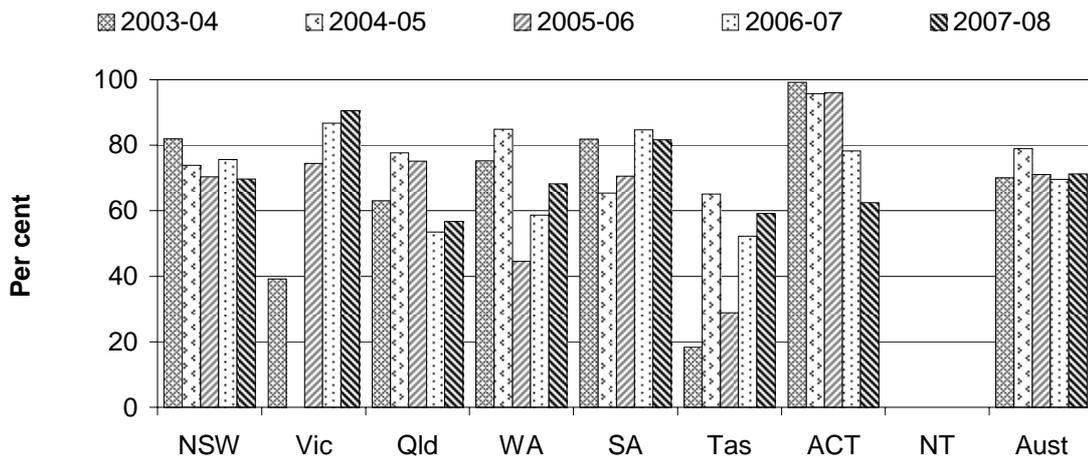
- low income households that at the time of allocation are homeless, or
- in housing inappropriate to their needs, or
- in housing that is adversely affecting their health or placing their life and safety at risk, or
- that have very high rental housing costs.

High or increasing values for this indicator represent a high degree of access by those in greatest need.

Data reported for this indicator are not directly comparable.

The proportion of new allocations to those in greatest need is presented in figure 16.14. Differences in community housing allocation policies can influence comparability for this indicator across jurisdictions.

Figure 16.14 **Community housing — proportion of new allocations to those in greatest need^{a, b}**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.28. ^b Data for Victoria for 2004-05 and the NT are not available.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.28.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.22).

Box 16.22 Net recurrent cost per dwelling

'Net recurrent cost per dwelling' is defined as the average cost of providing assistance per dwelling. It includes the total administration costs and the costs of maintaining operation of dwellings. It excludes cost of capital.

Holding other factors equal, a lower or decreasing net recurrent cost per dwelling suggests higher efficiency.

The cost per dwelling indicators do not provide any information on the quality of service provided (for example, the standard of dwellings).

Data reported for this indicator are not complete or directly comparable.

Capital cost data for mainstream community housing are not included in the 2009 Report as no data on value of assets are available.

The net recurrent cost per dwelling at 30 June 2007 is presented in table 16.24. For community housing, data on net recurrent cost per dwelling are reported with a one year lag to allow community housing providers an extra year to collate financial data.

Table 16.24 **Community housing — net recurrent cost per dwelling (2006-07 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>
Net recurrent cost of providing assistance (excluding the cost capital) per dwelling									
2002-03	9 443	4 323	4 920	5 932	5 125	6 079	na	na	6 622
2003-04	10 482	5 871	4 876	8 933	4 263	8 764	na	na	7 420
2004-05	10 296	7 302	6 033	8 776	7 662	12 448	na	na	8 482
2005-06	8 709	7 075	4 664	9 848	7 858	9 986	na	na	7 752
2006-07	8 580	7 963	3 787	6 591	6 999	9 832	6 690	na	7 100

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.29. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2006-07 = 100) table AA.26. **na** Not available.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.29.

Occupancy rate

'Occupancy rate' is an indicator of the CSHA guiding principle to measure the efficiency of housing utilisation (box 16.23).

Box 16.23 Occupancy rate

'Occupancy rate' is defined as the proportion of dwellings occupied. The term 'occupied dwelling' refers to dwellings occupied by tenants who have a tenancy agreement with the relevant mainstream community housing organisation.

A higher or increasing occupancy rate suggests higher efficiency of housing utilisation.

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are not directly comparable.

The proportion of community housing dwellings occupied at 30 June 2008 is presented in table 16.25. The NT occupancy rates are based on the assumption that all dwellings are occupied.

Table 16.25 Community 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>
2004	98.6	98.1	95.0	99.8	95.4	99.8	95.8	100.0	97.5
2005	98.2	94.5	95.7	98.0	95.1	98.9	89.8	100.0	96.5
2006	98.4	93.7	97.2	94.1	96.5	99.8	89.8	100.0	96.6
2007	97.2	96.6	96.6	96.1	96.8	98.5	90.4	100.0	96.7
2008	98.4	95.4	97.0	95.8	96.1	100.0	93.9	100.0	97.1

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.30.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.30.

Turnaround time

'Turnaround time' is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.24). Current data for turnaround time are not available for community housing due to data quality issues. Data for this indicator were last reported in the 2006 Report.

Box 16.24 Turnaround time

'Turnaround time' is defined as the average time taken in days for normal vacant dwellings to be occupied.

A low or reducing turnaround time suggests efficient housing allocation.

The length of time taken to rent untenanted dwellings affects allocations of housing, waiting times, the length of waiting lists and rent foregone.

'Normal' vacancies exclude properties that are offline or are undergoing major redevelopment and where there is no suitable applicant but include hard-to-let properties as this relates to tenancy management.

Data for this indicator were not available for the 2009 Report.

Rent collection rate

'Rent collection rate' is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.25).

Box 16.25 Rent collection rate

'Rent collection rate' is defined as the total rent actually collected as a proportion of the rent charged.

A high or increasing proportion suggests efficiency in collecting rent.

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements may affect the comparability of 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.

Data reported for this indicator are not complete or directly comparable.

For mainstream community housing, data on the rent collection rate are reported with a one year lag to allow mainstream community housing providers an extra year to collate financial data (table 16.26). 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 16.26 Community housing — rent collection rate (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>
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
2004-05	99.5	96.3	98.3	102.6	97.8	100.4	100.3	na	99.0
2005-06	98.8	99.6	99.6	100.5	98.0	98.5	97.3	na	99.1
2006-07	99.8	99.5	100.3	100.3	98.4	95.7	98.1	na	99.6

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.31. **na** Not available.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.31.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households (box 16.26).

Box 16.26 Amenity/location

‘Amenity/location’ is defined as the percentage of tenants rating amenity/location aspects of their dwelling as important and as meeting their needs.

A higher or increasing level of satisfaction with amenity and location suggests the provision of housing assistance satisfies household needs.

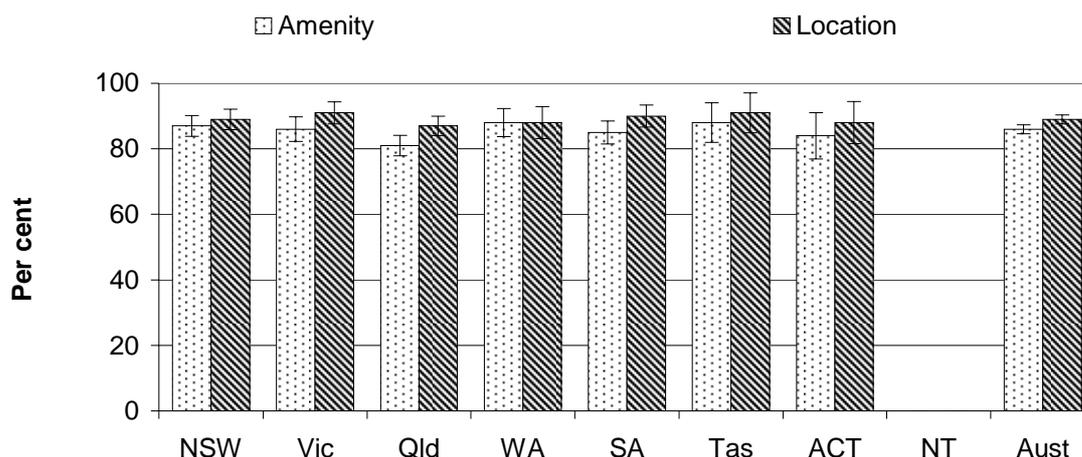
Amenity/location is reported using a survey-based measure.

Data reported for this indicator are comparable.

The data for this indicator are from the *2007 Community Housing National Social Housing Survey*. Mainstream community housing tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. The proportions of tenants satisfied with the amenity and location of their dwelling in March/April 2007 are presented in figure 16.15. As with public housing, the precision of survey estimates depends on the survey sample size (see the discussion of amenity/location for public

housing). More information on the sample size and standard error is provided in tables 16A.32 and 16A.33.

Figure 16.15 Community housing — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^{a, b}



^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.32 and 16A.33. ^b Data for the NT are not available.

Source: AIHW (2009) *Community housing 2006-07: CSHA national data report*, Canberra; tables 16A.32 and 16A.33.

Affordability

‘Affordability’ is an indicator of the CSHA guiding principle to provide affordable housing to assist people who are unable to access suitable housing (box 16.27).

Box 16.27 Affordability

‘Affordability’ is defined as the proportion of household income left after paying rent.

A high or increasing proportion indicates that housing is affordable.

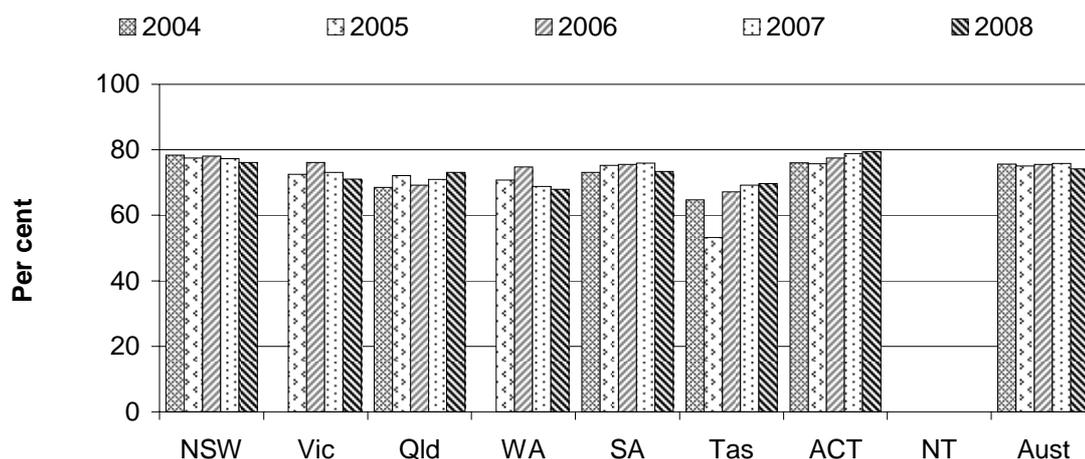
This affordability measure differs from that reported for public housing and SOMIH.

Data reported for this indicator are not directly comparable.

The proportion of household income left after paying rent is presented in figure 16.16. 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.82.

Figure 16.16 **Community housing — proportion of income left after paying rent^{a, b, c}**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.34. ^b Data for Victoria (for 2004) and the NT are not available. ^c Data for WA for 2004 are not published.

Source: AIHW (2005, 2006) *CSHA national data reports: CSHA community housing*, Canberra; AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.34.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.28).

Box 16.28 Match of dwelling to household size

'Match of dwelling to household size' is defined as 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 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006).

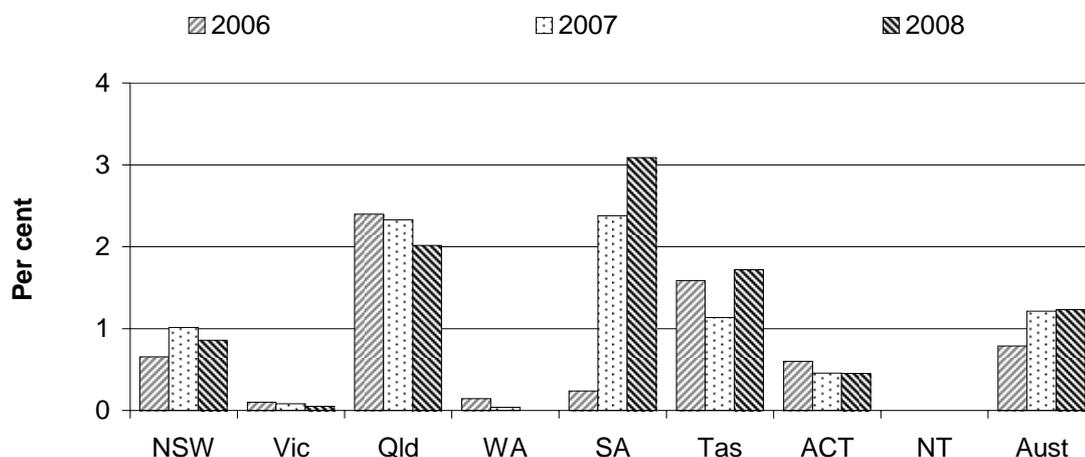
A low or decreasing proportion indicates less overcrowded households.

The proxy occupancy standard was revised in 2005-06 to remove the four bedroom cap. Data prior to 2005-06 should not be compared with data from later years.

Data reported for this indicator are not complete or directly comparable.

The proportion of mainstream community housing households with overcrowding is illustrated in figure 16.17. Information on moderate overcrowding and underutilisation for mainstream community housing can be found in table 16A.85.

Figure 16.17 **Community housing — proportion of households with overcrowding^{a, b}**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.35. ^b Data for the NT are not available.

Source: AIHW (2007, 2008, 2009) *Community housing: CSHA national data report*, Canberra; table 16A.35.

Customer satisfaction

‘Customer satisfaction’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to different households (box 16.29).

Box 16.29 Customer satisfaction

‘Customer satisfaction’ is defined as satisfaction with the overall service provided by the State or Territory housing authority.

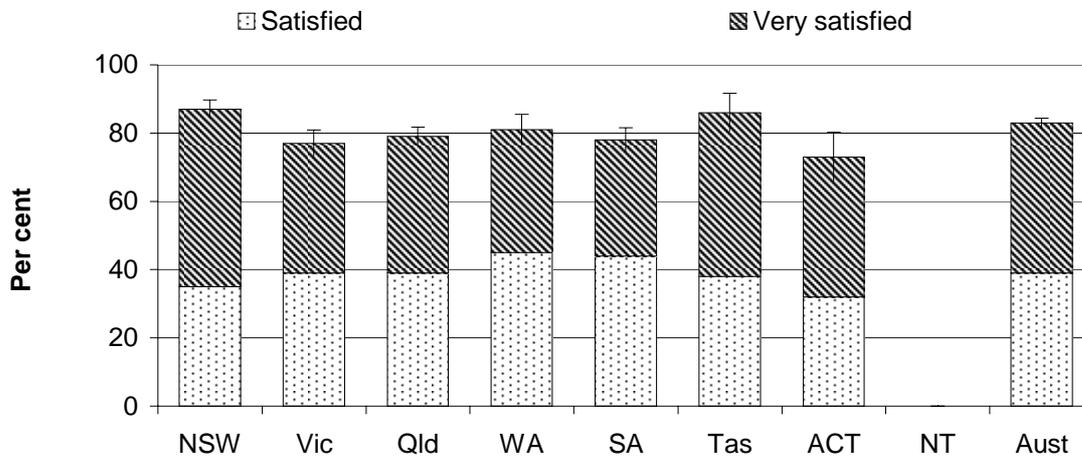
A higher or increasing proportion of satisfied customers may imply better housing assistance provision.

Customer satisfaction is a survey-based measure.

Data reported for this indicator are comparable.

Data for this indicator are from the *2007 Community Housing National Social Housing Survey*. Nationally, in March/April 2007, 82.0 per cent of tenants were satisfied or very satisfied with the services provided by their community housing organisation (figure 16.18).

Figure 16.18 Community housing — customer satisfaction, 2007^{a, b, c}



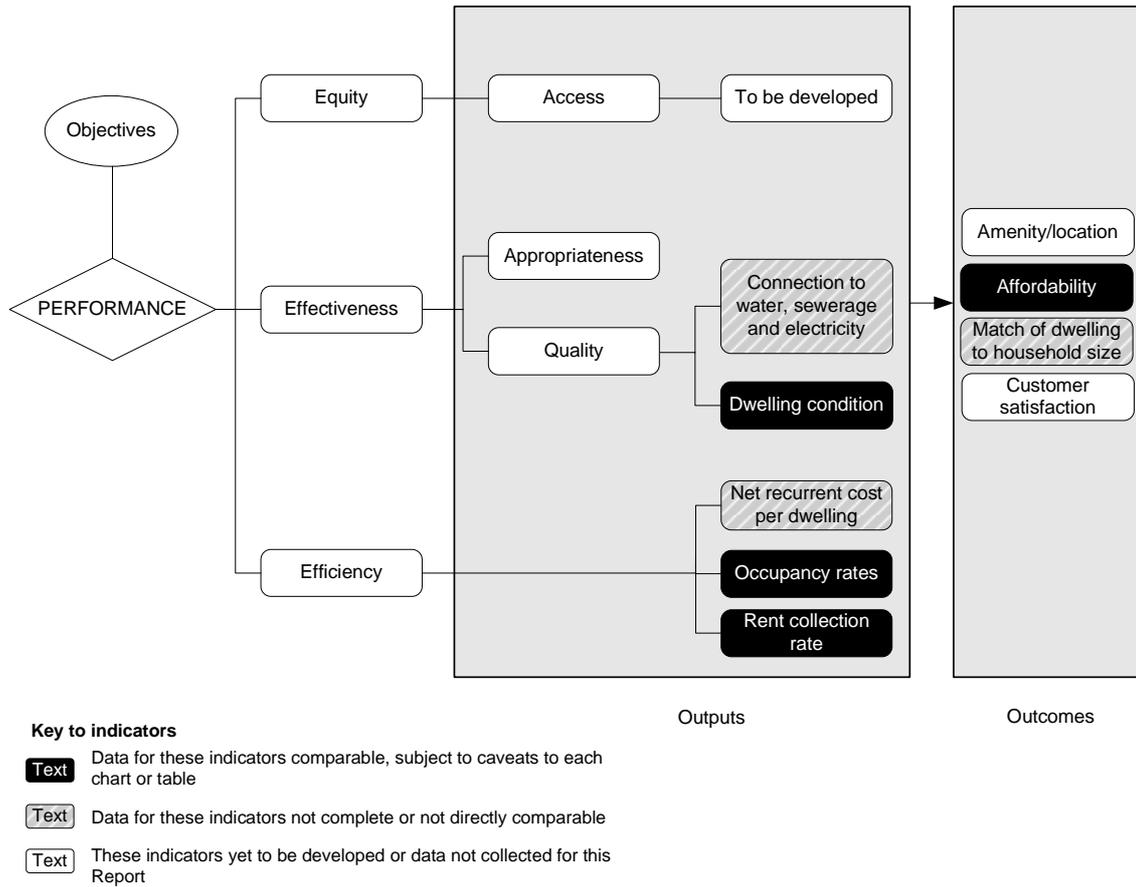
^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.36. ^b Totals may not add due to rounding. ^c Data for the NT are not available.

Source: AIHW (2009) *Community housing 2006-07: CSHA national data report*, Canberra; table 16A.36.

Indigenous community housing

The performance indicator framework for ICH is presented in figure 16.19.

Figure 16.19 Performance indicators for ICH



The definition of ICH is presented in box 16.30.

Box 16.30 Indigenous community housing

Indigenous community housing refers to housing funded by State or Federal governments that is managed and delivered by ICH organisations. These organisations are responsible for asset and tenancy management functions.

Funding for ICH comes through Australian Government programs such as the ARHP, CHIP and the National Aboriginal Health Strategy. State and Territory governments also provide funding for ICH. In most jurisdictions (NSW, SA, WA, the ACT and the NT), State and Territory and Federal funding is pooled and administered by the State governments. At the time data for this Report were collected (2006-07), the Australian Government was involved in the administration of ICH in Victoria and Tasmania only. In Queensland, some ICH is administered by the State government and some by the Australian Government.

In May 2001, housing ministers endorsed a 10-year statement of new directions for Indigenous housing, *Building a Better Future: Indigenous Housing to 2010* (BBF). BBF recognised that Indigenous housing was a major national issue requiring priority action and sought to improve housing and environmental health outcomes for Indigenous Australians. The focus of BBF was on: identifying and addressing outstanding need; improving the viability of ICH organisations; establishing safe, healthy and sustainable housing for Indigenous Australians, especially in rural and remote communities; and establishing a national framework for the development and delivery of improved housing outcomes for Indigenous Australians by State, Territory and community housing providers.

The National Reporting Framework (NRF) for Indigenous Housing was developed to provide a framework for reporting across all Indigenous housing programs and on the implementation and outcomes of BBF. The NRF comprises a set of 38 performance indicators for national reporting and the AIHW collects annual data for reporting on these indicators.

Source: AIHW (2007b).

Outputs

The following indicators measure the outputs of ICH. Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity — access

Access indicators measure equitable access to ICH (box 16.31).

Box 16.31 Performance indicator — access

‘Access’ indicators are output indicators of the ICH guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing.

Access has been identified as a key area for development in future reports.

Effectiveness — quality

Connection to water, sewerage and electricity

‘Connection to water, sewerage and electricity’ is an indicator of the ICH guiding principle to provide quality housing (box 16.32).

Box 16.32 Connection to water, sewerage and electricity

‘Connection to water, sewerage and electricity’ is defined as the proportion of ICH dwellings not connected to essential services. Specifically, it is measured as the number of permanent ICH dwellings not connected to an organised water, sewerage and electricity system as a percentage of the total number of permanent dwellings.

A lower or decreasing percentage suggests higher housing quality.

Data reported for this indicator are not complete or directly comparable.

The percentage of Indigenous community houses not connected to water, sewerage and electricity at 30 June 2007 is presented in table 16.27.

Table 16.27 ICH — proportion of permanent dwelling not connected to water, sewerage and electricity (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>Aus Gov</i>	<i>Aust</i>
Water										
2005-06	–	..	–	–	–	..	–	4.7	0.1	1.7
2006-07	–	..	–	–	–	..	–	4.7	0.1	1.5
Sewerage										
2005-06	–	..	–	–	–	..	–	6.4	0.5	2.4
2006-07	–	..	–	–	–	..	–	6.4	0.1	2.1
Electricity										
2005-06	–	..	–	–	–	..	–	5.4	0.1	2.0
2006-07	–	..	–	–	–	..	–	5.4	0.3	1.8

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in tables 16A.38, 16A.39 and 16A.40. .. Not applicable. – Nil or rounded to zero.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; tables 16A.38, 16A.39 and 16A.40.

Dwelling condition

‘Dwelling condition’ is an indicator of the ICH guiding principle to provide quality housing (box 16.33).

Box 16.33 Dwelling condition

‘Dwelling condition’ is defined as the proportion of ICH dwellings in poor condition and in need of major repair or replacement. It is measured as the number of permanent ICH dwellings in need of either major repair or replacement as a percentage of the total number of permanent dwellings.

A lower or decreasing proportion suggests higher housing quality.

Data reported for this indicator are comparable.

The dwelling condition indicator for ICH in 2006 is presented in table 16.28.

Table 16.28 ICH — dwelling condition, (per cent), 2006^a

	NSW (includes ACT) ^b	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Dwellings in need of major repair	18.8	24.7	26.3	27.9	22.4	30.6	..	21.0	23.4
Dwellings in need of replacement	2.7	4.5	5.9	10.1	5.8	–	..	10.2	7.2

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.41. ^b Data for the ACT has been included with NSW due to low numbers. .. Not applicable. – Nil or rounded to zero.

Source: ABS (2007) *Housing and Infrastructure in Aboriginal and Torres Strait Islander Communities 2006*; table 16A.41.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an output indicator of the ICH guiding principle to provide efficient and cost-effective management of housing (box 16.34).

Box 16.34 Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is defined as total recurrent costs for ICH divided by the total number of permanent dwellings. It includes the recurrent cost of delivering ICH. It excludes cost of capital.

Holding other factors equal, a lower or decreasing proportion suggests higher efficiency.

The cost per dwelling indicators do not provide any information on the quality of service provided (for example, the standard of dwellings).

Data reported for this indicator are not complete or directly comparable.

The net recurrent cost per dwelling for 2006-07 is presented in table 16.29.

Table 16.29 ICH — net recurrent cost per dwelling (2006-07 dollars)^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>Aus Gov^b</i>	<i>Aust</i>
2005-06	7 285	..	na	na	6 724	..	23 422	593	7 196	na
2006-07	7 938	..	3 272	na	3 251	..	na	na	na	4 977

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.42. ^b Contains data from Victoria, Tasmania and Queensland and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.42.

Occupancy rate

‘Occupancy rate’ is an indicator of the ICH guiding principle to provide efficient housing utilisation (box 16.35).

Box 16.35 Occupancy rate

‘Occupancy rate’ is defined as the proportion of dwellings occupied. ‘Occupied dwelling’ refers to dwellings occupied by tenants who have a tenancy agreement with the relevant ICH organisation.

A higher or increasing occupancy rate suggests higher efficiency of housing utilisation.

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are comparable.

The proportion of ICH occupied at 30 June is presented in table 16.30.

Table 16.30 ICH — occupancy rates (per cent)^a

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov ^b	Aust
2006	96.6	..	95.7	77.9	88.3	..	95.7	87.0	94.1	89.6
2007	98.3	..	100.0	91.0	89.0	..	100.0	na	94.9	96.2

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.43. ^b Contains data from Victoria, Queensland and Tasmania and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.43.

Rent collection rate

‘Rent collection rate’ is an indicator of the ICH guiding principle to provide efficient and cost-effective management of housing (box 16.36).

Box 16.36 Rent collection rate

‘Rent collection rate’ is defined as the total rent actually collected as a proportion of the rent charged.

A high or increasing proportion suggests efficiency in collecting rent.

As with mainstream community 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.

Data reported for this indicator are comparable.

Rent collection rate in 2006-07 is presented in table 16.31.

Table 16.31 ICH — rent collection rate (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>Aus Gov^b</i>	<i>Aust</i>
2005-06	89.4	..	97.4	94.1	102.7	..	100.0	103.8	84.7	94.2
2006-07	90.0	..	96.6	96.8	65.5	..	100.0	111.5	92.0	96.2

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.44. ^b Contains data from Victoria, Queensland and Tasmania and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. .. Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.44.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of the ICH guiding principle to provide housing assistance that is appropriate to the needs of different households (box 16.37).

Box 16.37 Amenity/location

‘Amenity/location’ is defined as the proportion of tenants rating amenity and location aspects as important and as meeting their needs.

Higher levels of satisfaction with amenity and location imply the provision of housing assistance that satisfies household needs.

The amenity/location indicator is a survey-based measure.

Data for this indicator were not available for the 2009 Report.

Affordability

‘Affordability’ is an indicator of the ICH guiding principle to provide affordable housing to assist people who are unable to access suitable housing (box 16.38).

Box 16.38 Affordability

'Affordability' is defined as the extent to which low income households are paying a large share of their income in rent. It is measured as the number of ICH households in the bottom 40 per cent of equivalised incomes paying 25 per cent or more of their income in rent, divided by the total number of Indigenous community households.

A low or decreasing proportion indicates that housing is more affordable.

No administrative data are currently collected for this indicator, so ABS survey data from 2006 are reported. This affordability measure differs from that reported for public housing, SOMIH and community housing.

Data reported for this indicator are comparable.

The proportion of Indigenous community households in the bottom 40 per cent of equivalised incomes paying 25 per cent or more of their income on rent is presented in table 16.32.

Table 16.32 ICH — proportion of low income households paying 25 per cent or more of their income on rent (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>
2001	28.9	31.1	20.2	12.4	12.3	20.9	..	5.2	15.8
2006	31.3	41.6	19.9	7.4	15.9	42.6	..	3.9	15.1

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.45. ^b Low income households refer to those in the bottom 40 per cent of equalised gross household income. .. Not applicable. – Nil or rounded to zero.

Source: ABS (2002) *2001 Census of Population and Housing*, Canberra; ABS (2007) *2006 Census of Population and Housing*, Canberra; table 16A.45.

Match of dwelling to household size

'Match of dwelling to household size' is an indicator of the ICH guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.39).

Box 16.39 Match of dwelling to household size

'Match of dwelling to household size' is defined as 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 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006).

A low proportion indicates less overcrowded households.

Data reported for this indicator are not complete or directly comparable.

The proportion of Indigenous community households with overcrowding at 30 June is illustrated in table 16.33.

Table 16.33 ICH — proportion of households with overcrowding (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>Aus Gov^b</i>	<i>Aust</i>
2006	na	..	36.6	na	5.6	..	4.5	na	19.3	na
2007	na	..	27.2	na	24.1	..	na	na	24.5	30.8

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.46. ^b Contains all data from Victoria and Tasmania and some data from Queensland and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.46.

Customer satisfaction

'Customer satisfaction' is an indicator of the ICH guiding principle to provide housing assistance that is appropriate to different households (box 16.40).

Box 16.40 Customer satisfaction

'Customer satisfaction' is defined as satisfaction with the overall quality of service provided.

A higher proportion of satisfied tenants may imply better housing assistance provision.

Data for this indicator were not available for the 2009 Report.

Commonwealth Rent Assistance

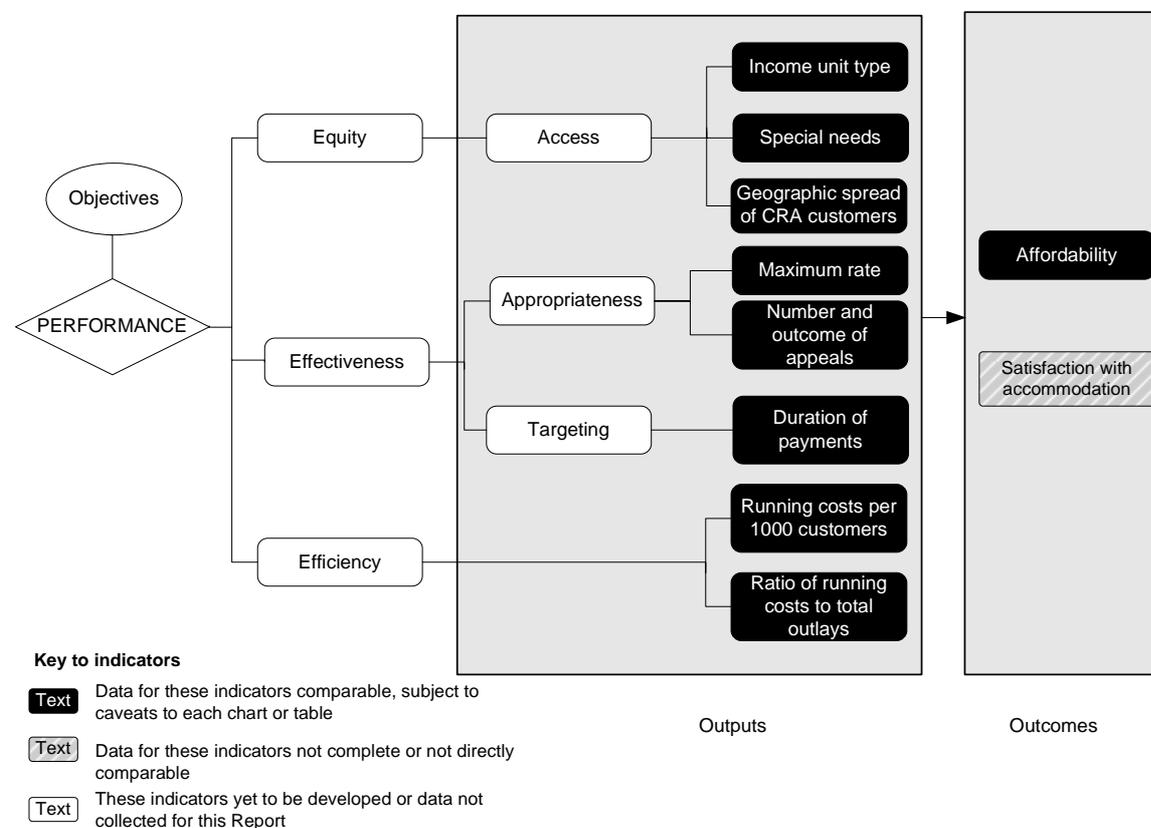
The performance indicator framework for CRA is presented in figure 16.20.

Data for CRA recipients are for individuals and families paid CRA by Centrelink under the *Social Security Act 1991* or family assistance law. CRA data do not include equivalent payments made by the Department of Veterans Affairs, or payments made with Abstudy on behalf of DEEWR.

Data are generally for those entitled to CRA at 6 June 2008. Centrelink recorded 946 641 individuals and families as being entitled to CRA with a social security or family assistance payment for that day. Other published figures may include individuals and families who were paid CRA in the previous fortnight, some of whom were only entitled to payment for an earlier period.

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.

Figure 16.20 Performance indicators for CRA



Outputs

The following indicators measure the outputs of CRA. Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group) (see chapter 1, section 1.5).

Equity — access

Income unit type

‘Income unit type’ is an indicator of the CRA’s guiding principle to provide financial assistance in an equitable manner (box 16.41).

Box 16.41 Income unit type

‘Income unit type’ is defined as the number and proportion of eligible income support recipients receiving CRA by income unit type.

Data for this indicator are difficult to interpret. CRA is a demand driven payment that has no benchmarks in terms of the mix of customers.

The number of CRA recipients in each State and Territory is influenced by a number of factors, including the size of the base population, dependence on welfare and levels of home ownership. This indicator provides descriptive information only.

Data reported for this indicator are comparable.

Of the 946 641 income units entitled to receive CRA at 6 June 2008, 31 494 (approximately 3.3 per cent) self-identified as Indigenous. Single people with no children represented approximately 51.1 per cent of income units receiving CRA and 37.3 per cent of Indigenous income units receiving CRA (table 16.34). Data for the total number and proportion of income units by the income unit type disaggregated at the jurisdiction level are presented in tables 16A.48, 16A.49, 16A.50 and 16A.51.

Table 16.34 Income units receiving CRA, by income unit type, 2008^a

<i>Type of income unit</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.	%	no.	%	no.	%
Single, no dependent children aged under 16	365 087	38.6	9 199	29.2				
Single, no children, sharer	118 172	12.5	2 553	8.1				
Single, one or two dependent children aged under 16	182 808	19.3	8 142	25.9				
Single, three or more dependent children aged under 16	36 804	3.9	2 727	8.7				
Partnered, no dependent children aged under 16	83 966	8.9	1 793	5.7				
Partnered, one or two dependent children aged under 16	107 614	11.4	4 122	13.1				
Partnered, three or more dependent children aged under 16	49 293	5.2	2 816	8.9				
Partnered, illness or temporarily separated	2 897	0.3	142	0.5				
Unknown income unit				
Total	946 641	100.0	31 494	100.0				

^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.48, 16A.49, 16A.50 and 16A.51. .. Not applicable.

Source: FaHCSIA (unpublished); tables 16A.48, 16A.49, 16A.50 and 16A.51.

Special needs

‘Special needs’ is an indicator of the CRA’s guiding principle to provide income support recipients and low income families with financial assistance (box 16.42).

Box 16.42 Special needs

'Special needs' is defined as the proportion of income units receiving CRA that include an Indigenous person or a person receiving a Disability Support Pension.

Data for this indicator are difficult to interpret. The number of CRA recipients in each State and Territory is influenced by a number of factors, including the size of the base populations and levels of home ownership.

This indicator 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 customers. Additional measures of special need, which include a geographic dimension, are reported under affordability.

Data reported for this indicator are comparable.

Table 16.35 illustrates the number and proportion of income units receiving CRA at 6 June 2008 by jurisdiction, Indigenous status and geographic location.

Overall, 57.4 per cent of all income units receiving CRA at 6 June 2008 were in capital cities, while 42.6 per cent were in the rest of the State or Territory (FaHCSIA unpublished). For Indigenous income units receiving CRA, 33.0 per cent were located in capital cities, while 67.0 per cent lived in the rest of the State or Territory. For non-Indigenous income units receiving CRA, 58.3 per cent were located in capital cities, while 41.7 per cent lived in the rest of the State or Territory (table 16.35).

People who own their home are not entitled to CRA. Indigenous people receiving social security benefits are less likely to own their home and therefore are more likely to receive CRA. Nationally, 6.8 per cent of Indigenous income units receiving social security or family payments were homeowners, while 45.0 per cent of non-Indigenous income units receiving benefits were home owners, in 2008 (FaHCSIA unpublished).⁵

⁵ Home ownership rate refers to the proportion of income units receiving a social security payment or more than the base rate Family Tax Benefit Part A recorded as owning or purchasing a home. It excludes those identified as living in special residences such as nursing homes, aged care and retirement villages, those residing overseas or living in caravan parks.

Table 16.35 Income units receiving CRA, by Indigenous status, disability support pension and geographic location, 2008^a

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Non-Indigenous</i>										
	Income units	no. 313 851	208 287	216 169	72 822	68 393	23 744	na	3 933	914 574
	In capital city	% 54.7	68.7	42.2	74.8	76.5	42.7	na	79.5	58.3
	In rest of State/Territory	% 45.3	31.3	57.8	25.2	23.5	57.3	na	20.5	41.7
	Non-Indigenous income units as proportion of all CRA recipient income units	% 96.1	98.8	95.4	96.7	97.7	95.4	na	80.3	96.6
	Non-Indigenous population, as proportion of total population	% 97.9	99.4	96.7	96.6	98.2	96.2	98.7	71.5	97.6
<i>Indigenous</i>										
	Income units	no. 12 541	2 372	10 321	2 454	1 581	1 136	133	927	31 473
	In capital city	% 25.3	45.7	27.3	53.9	59.4	37.4	100.0	53.1	33.0
	In rest of State/Territory	% 74.7	54.3	72.7	46.1	40.6	62.6	–	46.9	67.0
	Indigenous income units as proportion of all CRA recipient income units	% 3.8	1.1	4.6	3.3	2.3	4.6	1.8	18.9	3.3
	Indigenous population, as proportion of total population	% 2.1	0.6	3.3	3.4	1.8	3.8	1.3	28.5	2.4
	Total income units	no. 326 525	210 740	226 673	75 311	69 996	24 882	7 495	4 895	946 641
<i>Disability Support Pension</i>										
	In capital city	% 46.9	66.3	40.9	73.6	76.1	42.7	99.4	70.3	54.7
	In rest of State/Territory	% 53.0	33.7	59.0	26.4	23.8	57.3	na	29.4	45.3
	Total income units	no. 63 915	44 746	44 929	14 771	14 911	5 354	1 041	1 069	190 754

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.52. na Not available. – Nil or rounded to zero.

Source: FaHCSIA (unpublished); ABS population by age and sex, Australian States and Territories, Cat. no. 3201.0, (unpublished). ABS (2007) 2006 Census of Population and Housing, Canberra; ABS (2004) *Experimental Estimates and Projections, Aboriginal and Torres Strait Islanders*, Cat. no. 3238.0; table 16A.52.

Geographic spread of CRA customers

‘Geographic spread of CRA customers’ is an indicator of the CRA’s guiding principle to ensure equitable spread of CRA customers within geographic regions (box 16.43).

Box 16.43 Geographic spread of CRA customers

‘Geographic spread of CRA customers’ is defined by two measures:

- CRA recipients as a proportion of private rental stock (from 2006 Census) across Australia and within each capital city (in map form)
- the average CRA entitlement across locations.

Descriptive information is provided about rents, average levels of assistance, and the proportion of private rental stock occupied by CRA recipients within regions.

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. This information is useful in examining differences across states and territories, and capital cities/rest of State.

Additional measures of geographic spread are reported under ‘affordability’.

Data reported for this indicator are comparable.

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.53–16A.61. Information on the average CRA entitlement across locations is contained in table 16A.62.

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 at 6 June 2008 with 2006 Census data and make no allowance for changes in private rental stock over that period (FaHCSIA unpublished).

Effectiveness — appropriateness

Maximum rate

‘Maximum rate’ is an indicator of the CRA’s guiding principle to provide appropriate financial assistance (box 16.44).

Box 16.44 Maximum rate

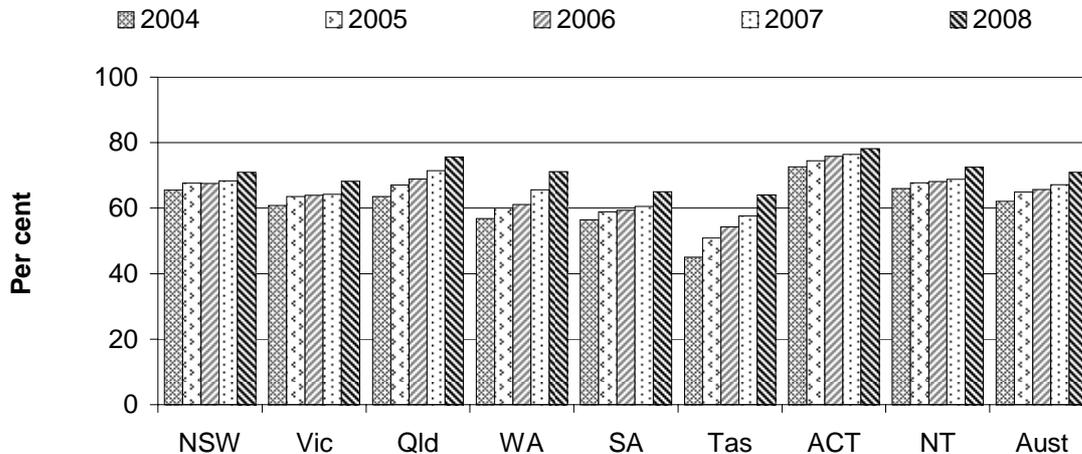
'Maximum rate' is defined as the proportion of income units receiving the maximum rate of CRA.

The effectiveness of the payment against rents is reflected in increasing/decreasing proportions of units on the maximum rates of assistance. An increasing proportion of income units receiving the maximum rate of assistance suggests that CRA is becoming less effective against rent increases. A decreasing proportion suggests that CRA is increasing faster than rents. Maximum rate can be used to monitor the adequacy of CRA over time.

Data reported for this indicator are comparable.

At 6 June 2008, 70.9 per cent of income units receiving CRA across Australia qualified for the maximum rate of CRA payments (figure 16.21). The figure indicates an upward trend in the measure over recent years.

Figure 16.21 **Proportion of income units receiving CRA paying enough rent to receive maximum assistance^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.63.

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

Number and outcome of appeals

'Number and outcome of appeals' is an indicator of the CRA's guiding principle to ensure appropriateness of decisions related to the payment of CRA (box 16.45).

Box 16.45 Number and outcome of appeals

'Number and outcome of appeals' is defined as the outcome of all CRA appeals finalised.

A high or increasing proportion of original decisions affirmed implies that the original decisions were appropriate.

There is a formal review process for decisions related to the payment of CRA. Recipients 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, recipients 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 recipients, FaHCSIA or the DEEWR can seek an Administrative Appeals Tribunal review of the Social Security Appeals Tribunal's decisions.

Data reported for this indicator are comparable.

There were 441 finalised appeals to an authorised review officer in 2007-08, which represented approximately 0.05 per cent of income units receiving CRA. The original decision was affirmed, or appeal dismissed, for approximately 57.6 per cent of finalised appeals to an authorised review officer, 45.9 per cent of appeals to the Social Security Appeals Tribunal and 45.5 per cent of appeals to the Administrative Appeals Tribunal (table 16.36).

Table 16.36 Outcome of all CRA appeals finalised in 2007-08^a

Outcome	Appeals to ARO		Appeals to SSAT		Appeals to AAT	
	no.	%	no.	%	no.	%
Original decision affirmed or appeal dismissed	254	57.6	28	45.9	5	45.5
Original decision set aside	112	25.4	20	32.8	1	9.1
Original decision varied	63	14.3	5	8.2	2	18.2
Appeal withdrawn	12	2.7	8	13.1	3	27.3
Total finalised	441	100.0	61	100.0	11	100.0

ARO = Authorised Review Officer. SSAT = Social Security Appeals Tribunal. AAT = Administrative Appeals Tribunal. ^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.64.

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

Duration of payments

'Duration of payments' is an indicator of the CRA's guiding principle to measure targeting of the CRA payments in an efficient manner (box 16.46).

Box 16.46 Duration of payments

'Duration of payments' is defined as the level of long-term and short-term dependence on CRA payments. The indicator is measured by the number of recipients 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.

A low or decreasing level of payment duration reflects less dependence on CRA.

Data reported for this indicator are comparable.

Nationally, 943 718 income units were entitled to receive CRA payments at June 2007, and 946 641 income units were entitled to receive CRA at 8 June 2008. Out of those, 679 026 income units were receiving CRA at both times, implying a high degree of dependence on CRA (table 16.37). The remaining 267 615 income units 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 FaHCSIA data show that while CRA was paid on average to just over 1 million individuals each fortnight in 2007-08, over 1.4 million individuals were entitled to assistance during the financial year (FaHCSIA unpublished).

Table 16.37 Duration of CRA payments, by State and Territory (number), 2008^a

<i>State/Territory</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 same income units at the beginning and the end of the year</i>
NSW	324 528	326 525	239 692
Victoria	208 289	210 740	150 126
Queensland	227 511	226 673	161 933
WA	77 051	75 311	53 529
SA	68 634	69 996	49 648
Tasmania	24 668	24 882	17 211
ACT	7 615	7 495	4 253
NT	5 260	4 895	2 607
Total	943 718	946 641	679 026

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.65.

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

Running costs per 1000 customers

'Running costs per 1000 customers' is an indicator of CRA's guiding principle to provide financial assistance in an efficient manner (box 16.47).

Box 16.47 Running costs per 1000 customers

'Running costs per 1000 customers' is defined as total CRA running costs divided by total CRA customers, expressed as a rate per 1000 customers.

Low or decreasing running costs per 1000 customers implies high or increasing efficiency for a given service level.

Data reported for this indicator are comparable.

Nationally, the running costs per 1000 customers were \$50 900 for 2007-08, \$59 688 for 2006-07 and \$58 888 for 2005-06 (2007-08 dollars) (table 16A.66).

Ratio of running costs to total outlays

'Ratio of running costs to total outlays' is an indicator of CRA's guiding principle to provide financial assistance in an efficient manner (box 16.48).

Box 16.48 Ratio of running costs to total outlays

'Ratio of running costs to total outlays' is defined as total CRA running costs as a proportion of total CRA outlays.

A low or decreasing ratio implies high or increasing efficiency for a given service level.

Data reported for this indicator are comparable.

Nationally, the ratio of running costs to total outlays was 2.10 per cent for 2007-08, 2.46 per cent for 2006-07 and 2.42 per cent for 2005-06 (table 16A.67).

Outcomes

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

Affordability

‘Affordability’ is an indicator of the CRA objective to provide income support recipients and low income families in the private rental market with financial assistance (box 16.49).

Box 16.49 Affordability

‘Affordability’ is defined as the proportions of income units spending more than 30 per cent and 50 per cent of their income on rent with and without CRA. Affordability outcomes (with and without CRA) are reported for all income units receiving CRA, Indigenous income units receiving CRA, and Disability Support Pension income units receiving CRA.

A lower proportion of recipients spending 30 per cent and 50 per cent of income on rent with CRA implies improved affordability.

CRA is intended to improve affordability, not to achieve a particular benchmark. Program performance is best judged by trends over a number of years.

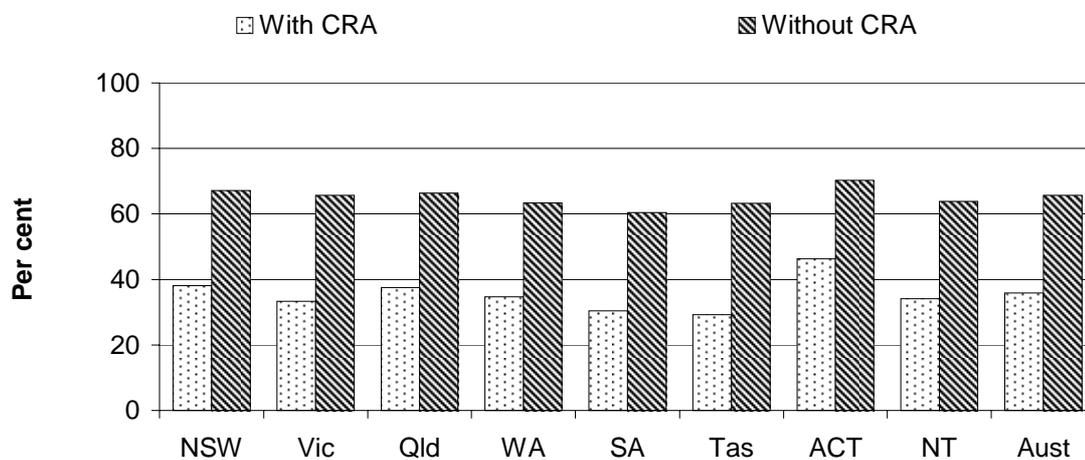
Data reported for this indicator are comparable.

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.68–16A.71.

Nationally, if CRA were not payable, then at 6 June 2008, 65.7 per cent of income units receiving CRA would have paid more than 30 per cent of their income on rent. Accounting for CRA payments (thereby reducing the rent paid by the amount of the assistance) this proportion falls to 35.9 per cent (figure 16.22).

Without CRA, 26.7 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 10.0 per cent (table 16A.71).

Figure 16.22 **Income units paying more than 30 per cent of income on rent, with and without CRA, 2008^a**

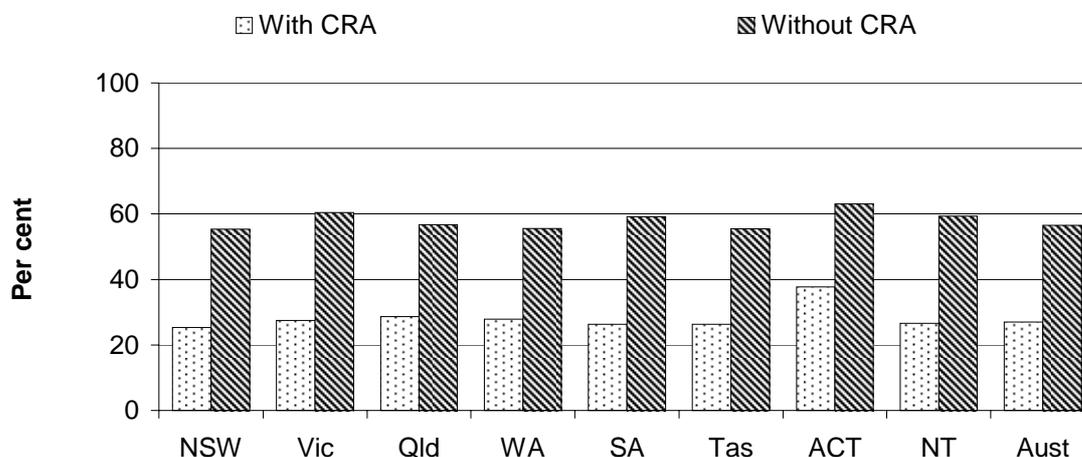


^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.68.

Source: FaHCSIA (unpublished); table 16A.68.

Nationally, if CRA were not payable, then 56.6 per cent of the Indigenous income units receiving CRA would have spent more than 30 per cent of income on rent at 6 June 2008. Taking CRA into account, this proportion falls to 27.0 per cent (figure 16.23). Similarly, if CRA were not payable, then 20.1 per cent of Indigenous income units across Australia would have spent more than 50 per cent of income on rent at 6 June 2008. Accounting for CRA payments this proportion decreases to 6.6 per cent (table 16A.71).

Figure 16.23 Indigenous income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, 2008^a

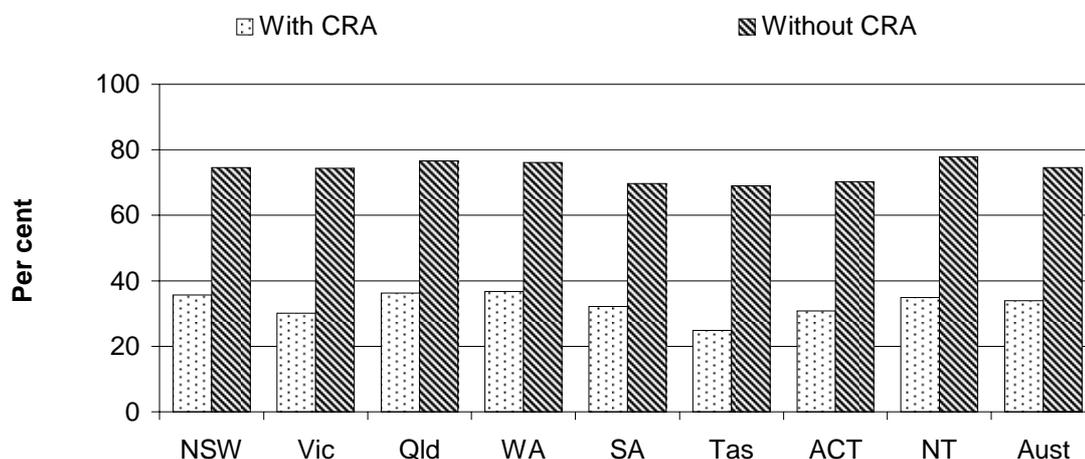


^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.69.

Source: FaHCSIA (unpublished); table 16A.69.

Nationally, if CRA were not payable, then 74.6 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 6 June 2008. Accounting for CRA payments this proportion decreases to 34.0 per cent (figure 16.24). Similarly, if CRA were not payable, then 28.2 per cent of income units receiving a Disability Support Pension would have spent more than 50 per cent of income on rent at 6 June 2008. Accounting for CRA payments, this proportion decreases to 6.9 per cent (table 16A.71).

Figure 16.24 **Income units receiving a Disability Support Pension paying more than 30 per cent of income on rent, with and without CRA, 2008^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.70.

Source: FaHCSIA (unpublished); table 16A.70.

Satisfaction with accommodation

‘Satisfaction with accommodation’ is an indicator of the CRA’s guiding principle to ensure that housing is appropriate to the needs of CRA recipients (box 16.50).

Box 16.50 Satisfaction with accommodation

‘Satisfaction with accommodation’ is defined by two measures:

- ‘satisfaction with location’, defined as the proportion of the social security recipients’ preferences to either stay or leave current location
- ‘satisfaction with quality’, defined as the proportion of the social security recipients who are satisfied with the home in which they live.

A high or increasing proportion of satisfied customers may imply better or improving accommodation provision.

Data reported for this indicator are not directly comparable.

No recent surveys have been conducted to determine CRA recipients’ satisfaction with the quality and location of their home.

However, the Household Income and Labour Dynamic Australia (HILDA) Survey identifies social security recipients living in private rental accommodation who are potentially eligible for CRA. Data on satisfaction with location and the adequacy of housing derived from the HILDA survey conducted in 2006-07 are presented in table 16.38.

Overall, 67.5 per cent of social security recipients living in private rental properties expressed a preference to stay in the area in which they live, while 12.6 per cent expressed a preference to leave the area. When asked to rate their satisfaction with the home in which they live, 77.7 per cent expressed some level of satisfaction (with 20.4 per cent totally satisfied), while 12 per cent expressed some dissatisfaction with their home.

Table 16.38 Satisfaction with location and quality of housing (per cent)

	<i>Strong preference to leave</i>		<i>Preference to leave</i>		<i>Unsure/no preference to stay or leave</i>		<i>Preference to stay</i>		<i>Strong preference to stay</i>		
Satisfaction with location ^a	4.2		8.4		19.8		29.7		37.8		
	<i>Totally dissatisfied</i>			<i>Neither satisfied nor dissatisfied</i>				<i>Totally satisfied</i>			
	0	1	2	3	4	5	6	7	8	9	10
Satisfaction with home in which they live ^b	1.3	0.7	2.1	3.2	5.1	9.9	8.3	16.0	19.3	13.7	20.4

^a Satisfaction with location of housing data were based on 571 valid responses. ^b Satisfaction with quality of housing data were based on 766 valid responses.

Source: FaHCSIA (unpublished).

16.4 Future directions in performance reporting

Reform of Specific Purpose Payments

In December 2007, Council of Australian Governments (COAG) agreed to reform Specific Purpose Payments (SPPs). SPPs are financial agreements between the Australian Government and State and Territory governments involving a contribution by the Australian Government to the funding of services which are considered a joint Australian and State and Territory government responsibility. The CSHA was such an SPP.

At its 29 November 2008 meeting, COAG agreed to six new National Agreements, five of which are associated with a National SPP. In the area of housing, there is a National Affordable Housing Agreement (NAHA) associated with the affordable housing SPP (COAG November 2008). Under the reforms, the NAHA contains the objectives, outcomes, outputs and performance indicators for housing. The performance of governments in achieving these mutually agreed outcomes will be assessed by the COAG Reform Council (CRC). The Steering Committee has been requested by COAG to provide the SPP performance information to the CRC (COAG July 2008).

The National Agreements/SPPs will be supplemented by a range of National Partnerships (NPs): project, facilitation and reward agreements. Funding for NPs may be conditional on states and territories meeting agreed milestones and performance benchmarks.

The Steering Committee and the Housing Working Group will ensure that reporting in this chapter reflects the COAG priorities identified in the NAHA, affordable housing SPP and relevant NPs.

Further developing indicators and data

Improved reporting on housing provision to Indigenous Australians continues to be a priority. All states, territories and the Australian Government have committed to improve reporting against the NRF, the nationally endorsed performance indicator framework for Indigenous housing. Jurisdictions have implemented action plans to improve the availability and reliability of data on Indigenous Australians accessing mainstream housing assistance.

The Housing Working Group will continue to improve the quality of mainstream community housing and financial data that are published in the report.

16.5 Jurisdictions' comments

This section provides comments from each jurisdiction on the services covered in this chapter. Appendix A contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status).

Australian Government comments

“ The 2003 CSHA assists people whose housing needs can not be met in the private rental sector to access appropriate and affordable housing. The 2003 CSHA has delivered around \$4.75 billion over five years (approximately \$930 million each year) to state and territory governments to provide housing assistance such as public and community housing, Indigenous housing, crisis accommodation, home purchase assistance and private rental assistance.

The guiding principles of the 2003 CSHA are measured through a strong performance framework that has evolved from the 1999 CSHA. The 2003 CSHA has a particular emphasis on timely reporting and demonstrated progress in achieving performance objectives.

The Australian Government is negotiating a new NAHA with the states and territories, to commence in 2009. The new Agreement will encompass housing assistance provided at all levels of government — including all programs funded by State and Territory Governments through the CSHA, the SAAP, as well as other measures aimed at making housing more affordable for renters and purchasers.

Over \$372 million was also allocated in the 2007-08 Budget through the CHIP and the Australian Remote Indigenous Accommodation (ARIA) program to increase access to safe, healthy and sustainable housing and related services for Indigenous families and communities. ARIA replaces CHIP from 1 January 2009. The purpose of ARIA is to reform Indigenous housing and infrastructure delivery arrangements through bilateral agreements with state and territory governments.

Commonwealth Rent Assistance is a non-taxable income supplement payable to eligible Australian residents who rent accommodation in the private rental market. It is designed to help individuals and families on a low to moderate income to pay for safe and secure housing in the private rental market. The CRA program has no specific benchmark for affordability.

The Australian Government is implementing a number of new initiatives to improve housing affordability, particularly for low to moderate income earners. These new initiatives include: a Housing Affordability Fund; a National Rental Affordability Scheme; First Home Savers Accounts; releasing surplus Commonwealth land; a National Housing Supply Council; and increases to the First Home Owners Grant, the Commonwealth Financial Counselling Program and Centrelink's Financial Information Service.

These initiatives tackle the critical issue of a low supply of affordable housing, by subsidising the cost of building new homes, and by increasing the available stock of land. Financial incentives and savings for first home buyers, and additional financial counselling and support services for people experiencing financial stress will further improve housing affordability.

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New South Wales Government comments

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- Housing NSW manages the largest portfolio of public housing in Australia with over 126 000 properties. The community housing sector's role in the provision of social housing continues to grow with over 15 000 properties now being managed in this sector. The Aboriginal Housing Office currently owns over 4200 properties, and Aboriginal housing providers manage about 5000 properties.
- The Reshaping Public Housing reforms have been progressively implemented since being announced in 2005. In alignment with these reforms, Housing NSW is continuing a major reconfiguration of public housing assets in terms of size, location and condition to meet the housing need of the projected profile of social housing clients.
- The new Maintenance Service Contract, which commenced in October 2008, is a responsive and preventive approach to maintenance and includes the annual servicing of all Housing NSW properties. Housing NSW as part of its commitment to environmentally sustainable housing design is incorporating energy saving measures in new homes, retrofitting homes with water saving devices and encouraging tenants to use water and power efficiently.
- A five year strategy, *Planning for the Future: New Directions for Community Housing in NSW*, released in 2007 sets out key actions to ensure that community housing continues as a viable and diversified component of the NSW social housing system. The actions focus on the growth and sustainability of the sector to offer more housing for people, tailored to their needs, with a target set to grow the sector to 30 000 homes by 2016.
- Improving the financial viability, asset and tenancy management and governance of Aboriginal community housing is a key focus of the NSW Aboriginal Housing Office, which continues to implement a range of reforms.
- In 2007, the Housing and Human Services Accord was launched to improve the sustainability of tenancies for people with complex needs. It is a formal partnership agreement between government and non-government agencies.
- Affordable housing is a social policy priority for the NSW Government. The NSW Government is working with the Australian Government to improve the supply of affordable housing through the Housing Affordability Fund and the National Rental Affordability Scheme.
- NSW is also working with the Australian Government and other states and territories to develop a NAHA encompassing a range of government policies that impact on the housing system.

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Victorian Government comments

“ Victoria continued to grow the supply of social housing for low income earners in 2007-08 with the acquisition of 1357 social housing dwellings (including leases). Of these, 1321 properties were for long-term housing, and 36 properties were for short-term housing delivered through the Crisis and Supported Accommodation and Transitional Housing Management programs. In addition, 2346 major renovations were undertaken on existing public housing properties, further improving quality of living for many Victorian tenants.

Victoria has also delivered greater diversity and growth capacity in social housing through partnerships with the not-for-profit housing sector. In 2007-08 more than 750 social housing acquisitions were delivered in partnership with not-for-profit housing associations. To further strengthen the not-for-profit sector, in June 2008, the Government provided freehold ownership to not-for-profit housing associations of 1152 properties (which were previously leased to housing associations). Freehold ownership will provide additional financial capacity for the not-for-profit sector to grow social housing.

Victoria is also improving housing choices for Indigenous Victorians. In 2007-08, many ARHP tenants were provided the opportunity to transfer management of their tenancy to Aboriginal Housing Victoria (AHV), a not-for-profit community housing provider. As at 30 June 2008, AHV was managing tenancies for 348 households. Data for these households is reported as ICH, rather than SOMIH.

In April 2008, the Premier announced the establishment of a supportive housing facility that will provide long term accommodation and assistance to up to 50 chronically homeless people in the Melbourne CBD. Based on the successful New York model called Common Ground, this facility will offer on-site support including mental health services, living skills training and employment services.

In 2007-08, the *Support for High Risk Tenancies* initiative was rolled-out across the State to assist around 300 people in social housing who are at risk of losing their long-term housing by providing them with a better safety-net of support.

To promote economic participation in disadvantaged communities, the State government continues to fund the Neighborhood Renewal program which has created more than 5000 jobs since its inception. To encourage public housing tenants to find paid employment, in May 2008, 26-weeks fixed rents were introduced. Rents will remain unchanged between review periods, regardless of increases in household income in the intervening period. This change will allow public housing tenants to earn extra income without an immediate increase in rent.

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Queensland Government comments

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High rents and property prices, record low vacancy rates in the private sector, and housing demand exceeding supply of new constructions in the private market are significantly affecting housing affordability in Queensland.

In this environment, it is critical that Government-funded housing assistance is provided to Queenslanders in greatest need for the duration of their need. During 2007-08, Queensland assisted almost 259 600 Queenslanders by providing 78 108 households with social rental housing and helping 181 489 households access or sustain private market tenure.

During 2008 all applications on the department's wait list were reviewed to understand the extent and nature of applicants' housing need. A state-wide register for Queenslanders seeking housing assistance was developed, together with referral mechanisms to all social housing providers in the State. The development and growth of community-based housing providers was also supported through the provision of information and grants to assist with amalgamations and mergers.

A flexible approach has been taken to acquiring accommodation types that have not previously existed in the department's portfolio of assets. For example buying and renovating older-style motels has proven to be an effective way to rapidly deliver both transitional and long-term social housing. To date, 102 units have been added to the portfolio through this style of accommodation.

The range of housing assistance has been expanded through the development of additional products and housing options. RentConnect, a service to assist people to access and maintain private market accommodation, has been introduced in two locations as trial sites.

Through the Housing Improvement Program for Indigenous communities, in 2007-08 the department provided tenancy management to four Indigenous communities with approximately 400 rental properties. During the year, payment of rent by tenants in these communities has increased by 20 per cent. This has meant more funds available to expend on new housing or upgrades to existing housing. Together, council members, residents and the department have worked hard to achieve noticeable improvements to the quality of houses in the communities.

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Western Australian Government comments

“ The year 2007-08 saw a difficult environment in which to maximise the availability of social housing, and the emphasis is now on building partnerships with the non-government community housing sector to leverage and increase stock.

Within the community housing sector a three-tiered registration system has been developed, requiring community housing providers to meet strict business, governance, management and service delivery standards. Three ‘first tier’ growth providers have been registered. A regulation and compliance unit was established within the Department of Housing and Works to assess and reduce risk and to ensure the ongoing compliance of funded organisations. A new funding program, the State Community Housing Investment Program (SCHIP) was introduced. The role of the SCHIP is to support sector capacity building and encourage greater integration of community housing within the social housing system. Tenancy allocations from the public rental housing waiting list into community housing managed options have commenced. By June 2008, 34 per cent of public housing applicants in the metropolitan area had indicated an interest in being housed by registered community housing providers.

The Department continued to progress the Indigenous housing reform agenda to ensure that Indigenous housing is managed to a high standard with more accountability. This includes engaging eight regional service providers to manage more than 2200 Indigenous houses, located in 120 communities, throughout the State. The regional service providers are located in Kununurra, Halls Creek, Fitzroy Crossing, Derby, Broome, Port Hedland, Geraldton, Kalgoorlie and the Ngaanyatjarra lands.

In 2007-08, the Department procured 762 new properties through construction and spot purchases adding to the 861 new properties from 2006-07. The Department also undertook refurbishment and bed-sitter conversions on 408 existing dwellings as it did for 536 dwellings during 2006-07.

The Alternative Home Construction Initiative promoting factory-built houses and innovative forms of construction was announced during 2007-08. This initiative aims to test the market to see if transportables can substantially reduce delivery times and cost. The homes will be used to meet the housing needs of government regional officers and people in remote Indigenous communities.

During 2007-08 the development of new initiatives to assist more people into housing resulted in a 100 per cent increase in the Bond Assistance Loan Scheme budget, up from \$5.7 million to \$11.5 million.

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South Australian Government comments

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The ongoing viability of the social housing sector continued to be in the forefront of Housing SA's strategic planning during 2007-08. Implemented in March 2007, the Affordable Homes Program involves the sale of 8000 properties over 10 years and aims to restore social housing viability through the repayment of housing related debt; to open up home ownership opportunities for low to moderate income South Australians; and to create programs that encourage not-for-profit and institutional investment in affordable rental.

South Australia became the first state in Australia to set a target for affordable housing in new housing developments. New legislation now requires the inclusion of 15 per cent affordable housing within significant developments.

Housing SA implemented a new service delivery model in 2007-08 based on offering the full continuum of housing options and coordinating effective packages of support for customers with high needs. Aboriginal Housing Services staff relocated into Housing SA offices which enabled the greater sharing of culturally specific knowledge and experience. The move has been well received by customers and has seen an overall increase in Aboriginal customers accessing services. Other significant achievements include:

- providing affordable housing to over 45 800 SA households and allocating over 2200 properties to new tenants
- providing over 11 400 bond guarantees to assist customers secure private rental accommodation and providing emergency assistance to over 600 customers to escape domestic violence
- approving 15 capital projects for funding involving partnering organisations to deliver 222 affordable rental housing outcomes
- securing commitments for over 720 affordable housing opportunities in residential government land releases to achieve 15 per cent affordable housing
- launching the home ownership initiative, Property Locator, in August 2007 to provide exclusive listing access of affordable housing for sale to eligible customers, resulting in 171 sales during 2007-08
- providing 51 additional dwellings to the community housing sector and increasing Aboriginal stock in remote areas by 22 housing outcomes
- completing 316 new energy efficient homes with over 95 per cent meeting accessibility standards
- completing development of 39 units for use by Common Ground Adelaide to assist homeless and low income people into stable housing
- completing Port Pirie and Whyalla urban renewal projects
- implementing a new Disruptive Behaviour Strategy to further improve the management of tenancy disruption.

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Tasmanian Government comments

“ Relative to other states and territories, Tasmania has a higher proportion of low-income and single person households, long-term unemployment, and welfare dependence, and the lowest labour force participation rate in the country. Tasmania also has the fastest rate of population ageing in the nation. The housing market has therefore become increasingly unaffordable for a growing number of Tasmanians on low incomes.

Housing Tasmania continues to work collaboratively with program areas of the Department of Health and Human Services (DHHS) and external providers to deliver and support the delivery of housing assistance to low income renters. The Housing Improvement Project Stage 2 is now complete and sees Housing Tasmania intervening earlier, coordinating support and improving linkages with health and human services in the provision of public housing and SOMIH.

A new 'head contract' model for maintenance services was successfully introduced during 2007-08. The introduction of a new performance auditing regime has seen improvements across the board in the quality of services provided to Housing Tasmania by maintenance contractors.

The Affordable Housing Strategy (AHS) wound up in June 2008, having assisted over 8000 households with home purchase and private rental assistance, the establishment of supported residential facilities and property upgrades. Some recurrent support initiatives will continue, despite cessation of AHS funding. One of these initiatives is the 'About Housing' website launched in January 2008, providing a central information resource relating to all tenure types, and including information and contact details for non-government service providers.

2007-08 was the first full year of operation by Tasmanian Affordable Housing Limited (TAHL), with a total of 53 properties completed and occupied. TAHL continues to negotiate with developers for the provision of affordable housing, and has 620 potential properties either contracted or under negotiation. Further, three supported residential facilities became operational during the year, providing communal supported accommodation for up to 80 people on low incomes.

The administration of SAAP in Tasmania and the policy responsibility for homelessness has been relocated to Housing Tasmania, providing an opportunity for better linkages and support between social housing and homelessness services and a more integrated response to clients with high levels of need.

This integrated response is further supported by the establishment of a new unit within Housing Tasmania early in 2008-09. The Accommodation Options Team will bring together the various strands of capital management for supported accommodation that currently exist within DHHS programs, and improve the integration of Government and non-Government services.

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Australian Capital Territory Government comments

“ During 2007-08 Housing ACT has consolidated the reforms introduced by the ACT Government in the previous year to improve service delivery.

Reform of Housing ACT and homelessness services is creating an integrated service system that addresses clients needs along their pathway from homelessness to independent living within the community.

The reforms have developed a continuum of housing responses from crisis accommodation to long-term, sustainable housing through public housing as the provider to those in greatest need, and through community housing as provider to those who are on low to moderate incomes.

These reforms are reflected in this Report through a significant reduction in public housing waiting times, especially to house those clients most in need and the consequent change in the demographic of those allocated community housing.

The Transitional Housing Program (THP) commenced in 2006 and utilises vacant Housing ACT stock to provide transitional accommodation for people exiting crisis accommodation. This enables better utilisation of Housing ACT stock, which may be vacant for a period of time because it is awaiting redevelopment or is hard to let. This innovative program contributes the equivalent of an additional \$6 million of capital funding into homelessness service provision.

On 30 April 2008 the Refugee Transitional Housing Program was launched. The program is a joint initiative between Housing ACT, Companion House and Centacare and assists up to eight refugee families at a time by offering them six-month temporary housing whilst they seek permanent accommodation. Companion House provides outreach support services while Centacare provides tenancy management and funded support services. Housing ACT makes up to eight properties available for the program.

The implementation of additional housing options and service responses for Indigenous clients, who remain over-represented amongst the ACT's homelessness population, remains a priority. The Indigenous Supported Accommodation Service (ISAS) continues to provide crisis and transitional supported accommodation and outreach support. The number of Indigenous households in public housing has increased from 204 in 2006-07 to 260 in 2007-08.

The ACT Government will provide \$20 million over the next 10 years to improve energy efficiency, commencing in 2007-08 and \$0.5 million over two years to improve water efficiency in public housing properties. Housing ACT has developed a 10 year plan to deliver the energy efficiency program. Water efficiency measures primarily focus on water saving devices.

A priority for Housing ACT during 2007-08 was the negotiation of a new NAHA to replace the existing CSHA which expired on 31 December 2008.

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Northern Territory Government comments

“ The Northern Territory is currently experiencing an era of historic prosperity, with unprecedented growth in employment and the economy overall. The benefits of continued growth in the economy are widespread — however, it presents some challenges in the area of housing where demand is outstripping supply. The Northern Territory Government (NTG) has increased investment in housing and related infrastructure by 55 per cent to \$176 million for the 2008-09 financial year. The most significant focus is housing for Indigenous Australians living in remote areas, securing the affordability of housing for Territorians, and improving housing and support services for households with special needs.

Work under the Commonwealth and NT governments' joint investment in the Strategic Indigenous Housing and Infrastructure Program (SIHIP) ramped up in 2008. The \$647 million program will deliver 750 new and 230 replacement homes and over 2500 major refurbishments over the next four years. \$103 million will be invested in fixing town camps under SIHIP with Julalikari Council Aboriginal Corporation and the NTG reaching a landmark lease agreement that will see \$30 million of that sum invested in housing and infrastructure at Tennant Creek town camps. The Australian Government has since committed a further \$6.5 million for housing at those camps under SIHIP. SIHIP is geared to deliver significant training, employment and economic development outcomes for local Indigenous people in remote communities — specific targets for these areas will be set in the latter part of 2008.

The NTG has assisted over 2400 households into homeownership through HomeNorth and similar home purchase assistance schemes since 1999. Significant work to secure the affordability of housing for Territorians continued through 2008, with the NTG committing to provide an affordable housing component — equalling 15 per cent of all allotments — in all new NTG land releases. The NTG has expedited the release of approximately 4000 residential allotments over the next few years, committed to renovating 16 units of accommodation for purchase by low to middle income households, and has also limited the sale of public housing assets almost exclusively to public tenants (greater than 80 per cent of total sales).

The NTG's increased investment in short term managed accommodation has been well justified, with Stuart Lodge, Boulter Road and Ayiparinya Hostels averaging over 90 per cent occupancy rates. Changing demographics and increased uptake overall have necessitated a revamp of the NTG's life skills and tenancy support programs — Territory Housing is preparing to roll out a new Tenancy Sustainability Program through the latter part of 2008. The NTG has experienced some success in this area, where intensive tenancy support and the use of Indigenous Community Liaison Officers has seen a nearly 30 per cent increase since 2005 in the number of Indigenous households that sustain their public housing tenancies beyond two years. A new living skills and case management program will be rolled out in remote communities as part of the new public housing framework that will support investment under SIHIP.

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16.6 Definitions of key terms and indicators

Public, community, ICH and SOMIH

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>Affordability is an outcome indicator that aims to measure housing affordability for CSHA housing tenants. Two measures are reported:</p> <ul style="list-style-type: none">• a subsidy per rebated household derived by dividing the total rebated amount by the total number of rebated households• the proportion of households spending less than 30 per cent of their income in rent.
Amenity/location (satisfaction)	<p>A survey-based measure of the proportion of tenants rating amenity and location aspects as important and meeting their needs.</p>
Assessable income	<p>The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. Definition may vary across jurisdictions.</p>
Customer satisfaction	<p>A survey measure of the proportion of customers expressing different degrees of satisfaction with the overall service provided.</p>
Depreciation costs	<p>Depreciation calculated on a straight-line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17).</p>
Disability (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>A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use.</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, SOMIH and ICH collections, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.
Indigenous household	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.
Low income household	<p>A public housing or SOMIH 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 which all household members have incomes at or below the maximum pension rate • low income B households are those that have incomes that would enable them to receive government income support benefits below the maximum pension. <p>A community housing household which has a gross weekly income equivalent to or below the income cut-off specified for their household composition is classified as low income. The community housing low income measure is based on the low income B cut-offs as outlined above.</p>
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.
Net recurrent cost	The average cost of providing assistance (excluding the cost of capital) per dwelling. The formula is 'total net recurrent costs for the year ending 30 June' divided by 'total number of dwellings at 30 June'.
New household	Households that commence receiving assistance for the financial year.
Occupancy rate	The proportion of dwellings occupied.
Occupied dwelling	Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.

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.														
Principal tenant	The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments.														
Proxy occupancy standard	A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a household. <table border="0" style="margin-left: 40px;"> <thead> <tr> <th style="text-align: left;"><i>Household structure</i></th> <th style="text-align: left;"><i>Bedrooms required</i></th> </tr> </thead> <tbody> <tr> <td>Single adult only</td> <td>1</td> </tr> <tr> <td>Single adult (group)</td> <td>1 (per adult)</td> </tr> <tr> <td>Couple with no children</td> <td>2</td> </tr> <tr> <td>Sole parent or couple with one child</td> <td>2</td> </tr> <tr> <td>Sole parent or couple with two or three children</td> <td>3</td> </tr> <tr> <td>Sole parent or couple with four children</td> <td>4</td> </tr> </tbody> </table> <p>For sole parent or couple households with four or more children the dwelling size in terms of bedrooms should be the same value as the number of children in the household.</p>	<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
<i>Household structure</i>	<i>Bedrooms required</i>														
Single adult only	1														
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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														
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 collection rate	The total rent actually collected as a proportion of the total 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 SOMIH), or (except for SOMIH) is Indigenous.														
Tenancy rental unit	A tenancy (rental) unit is defined as the unit of accommodation on which a tenancy agreement can be made. It is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain.														
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.														
Transfer household	A household, either rebated or market renting, that relocates (transfers) from one public or community rental dwelling to another.														
Turnaround time	The average time taken in days for normally vacant dwellings to be occupied.														
Underutilisation	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.														

Commonwealth Rent Assistance

Affordability The proportions of recipients spending more than 30 per cent and 50 per cent of their income on rent with and without CRA.

Dependent child 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.

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.

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.

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.

Duration of payments Broadly presents dependence on CRA by showing the percentage of people who are in receipt of CRA payments at a given point in time and who are still dependent on the CRA payments a year later.

Eligible income support recipient Recipients 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 recipients who are not paid are those affected by Centrelink errors in recording information or by program errors.

Geographic spread of CRA recipients Two measures are presented. Maps show the number of individuals and families entitled to CRA at 6 June 2008 as a proportion of private rental stock in the same area. Private rental stock is taken from the 2006 Census with no adjustment for subsequent changes in the number of dwellings. The number of CRA recipients and their average rent and average CRA payments are provided for each capital city and the rest of the state.

Income unit 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:

- 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.

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.

Income unit type	The number and proportion of eligible income support recipients receiving CRA, by income unit type.
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.
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

A survey-based measure of CRA recipients' preference to stay in the area in which they live. The measure has been derived from the Household Income and Labour Dynamics (HILDA) survey conducted in 2006-07 which asked respondents about their preference to remain in the area in which they live. Respondents receiving social security payments who live in private rental dwellings have been used as a proxy for those eligible for CRA.

Satisfaction with quality of housing

A survey-based measure of CRA recipients' satisfaction with the home in which they live. The measure has been derived from the Household Income and Labour Dynamics (HILDA) survey conducted in 2006-07 which asked respondents to rate their level of satisfaction with the home in which they live. Respondents receiving social security payments who live in private rental dwellings have been used as a proxy for those eligible for CRA.

Special needs

Individuals and families with at least one member who either self-identifies as Indigenous or receives a Disability Support Pension.

Total income from all sources

Income received by the recipients 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:

- one-time payments
- arrears payments
- advances
- Employment or Education Entry Payments
- the Mobility Allowance
- the Maternity Allowance
- the Child Care Assistance Rebate.

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.

16.7 Attachment tables

Attachment tables are identified in references throughout this chapter by an '16A' suffix (for example, table 16A.3). Attachment tables are provided on the CD-ROM enclosed with the Report and on the Review website (www.pc.gov.au/gsp). Users without access to the CD-ROM or the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

Public housing

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16.8 References

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