
16 Housing

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '16A' suffix (for example, table 16A.3). A full list of attachment tables is provided at the end of this chapter, and the attachment tables are available on 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. Direct assistance includes public and community housing, home purchase and home ownership assistance, Indigenous housing and rent assistance. Governments provide housing assistance because many Australian households face problems in acquiring or accessing suitable private accommodation — either through renting from a private landlord or through owner occupation — for reasons of cost, discrimination, availability, location and/or adequacy. The Australian, State and Territory governments share responsibility for housing assistance.

This chapter focuses on the performance of governments in providing:

- social housing: comprising public housing, State owned and managed Indigenous housing (SOMIH), community housing, and Indigenous community housing (ICH)
- Commonwealth Rent Assistance (CRA).

These social housing services are provided under the National Affordable Housing Agreement (NAHA) and its predecessor, the Commonwealth State Housing Agreement (CSHA) (box 16.1). CRA contributes to NAHA, and previously CSHA, outcomes.

Box 16.1 National Affordable Housing Agreement and Commonwealth State Housing Agreement

The NAHA came into effect on 1 January 2009 and is a broad, ongoing agreement that provides a framework to improve housing affordability and homelessness outcomes for Australians. The objective of the NAHA is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation (COAG 2009).

In relation to housing assistance, the parties to the NAHA agreed to a range of outcomes, including:

- providing social housing; assistance to people in the private rental market; and home purchase assistance
- improving coordination across housing related programs to make better use of existing housing stock and assets
- improving the integration between housing and human services, including health and disability services.

The CSHA, which concluded on 31 December 2008, was 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 the agreement was to provide appropriate, affordable and secure housing for those who most need it, for the duration of their need. It included bilateral agreements between the Australian and each State and Territory government and an overarching multilateral agreement.

Source: FaCS (2003); COAG (2009).

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:

- assistance to people who are homeless or at risk of homelessness (chapter 17)

-
- services delivered by governments and community organisations to promote independent living, including mental health services (chapter 12), some aged care services, such as the Home and Community Care program (chapter 13), and services for people with a disability (chapter 14).

Major improvements in the chapter this year include:

- inclusion of new measures for the ‘affordability’ outcome indicator for public housing, SOMIH and community housing to align with NAHA performance reporting
- adopting the Canadian National Occupancy Standard for reporting the ‘match of household to dwelling size’ outcome indicator for public housing, SOMIH and community housing, to align with NAHA performance reporting
- expansion of time series data reporting in some attachment tables
- inclusion of some ‘data quality information’ documentation.

Data in this Report reflect housing assistance provided under the NAHA and the CSHA. Data for 2009-10 relate to the NAHA, data for 2008-09 relate to both the NAHA and CSHA, and data for 2007-08 and preceding years relate to the CSHA.

Data on public housing, SOMIH, community housing and ICH were obtained from 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 tables that are available on the AIHW website (AIHW 2011). 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 the National Social Housing Survey of public housing, SOMIH and community housing tenants.

Housing assistance not reported

This chapter does not cover all types of government assistance for housing. Government services and programs not reported in this chapter include:

- services and programs for people who are homeless or at risk of homelessness (reported in chapter 17)
- government home purchase assistance, such as the First Home Owners Grant
- government assistance in relation to housing supply, including the provision of crisis and transitional housing (such as the former Crisis Accommodation Program that provided capital funding for accommodation for homeless people), the National Rental Affordability Scheme (NRAS) and the Housing

Affordability Fund (which are Australian Government initiatives to increase the supply of affordable housing)

- community housing not funded by the NAHA, or previous CSHA
- programs not covered by the NAHA, or previous CSHA, 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)
- private rent assistance funded by State and Territory governments
- some Indigenous specific housing and infrastructure assistance.

16.1 Profile of housing assistance

Service overview

The Australian Bureau of Statistics (ABS) 2007-08 Survey of Income and Housing identified 8.1 million households in Australia, where 'household' is classified as 'a person living alone' or as a group of people who usually live in the same private dwelling (ABS 2009). Of these households, 68.3 per cent owned or were purchasing their own home, 23.9 per cent rented in the private sector, 4.5 per cent rented from public rental accommodation, 1.3 per cent rent from another landlord type (including community housing) and 2.0 per cent were in other tenure types (table 16A.86).

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).

Roles and responsibilities

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

- The Australian Government provides CRA and influences the housing market through direct and indirect means, including financial sector regulations, taxation and home purchase assistance.
- State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and some jurisdictions provide home lending programs. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing-related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation.
- Local governments are responsible for building approval, urban planning and development processes and may be involved in providing community housing.

Funding

Australian, State and Territory governments spent at least \$7.1 billion on housing assistance during 2009-10. This included Australian Government expenditure of \$2.9 billion for CRA and State and Territory government net recurrent expenditure of \$4.2 billion for housing assistance (tables 16A.99 and 16A.100).

In addition to funding CRA, the Australian Government provides funding to State and Territory governments for housing assistance through the NAHA Specific Purpose Payment (SPP) and related National Partnership agreement payments, and the Nation Building Economic Stimulus Package to aid the construction of new social housing dwellings and repairs and maintenance of existing dwellings. This funding is reflected in data for State and Territory government net recurrent expenditure.

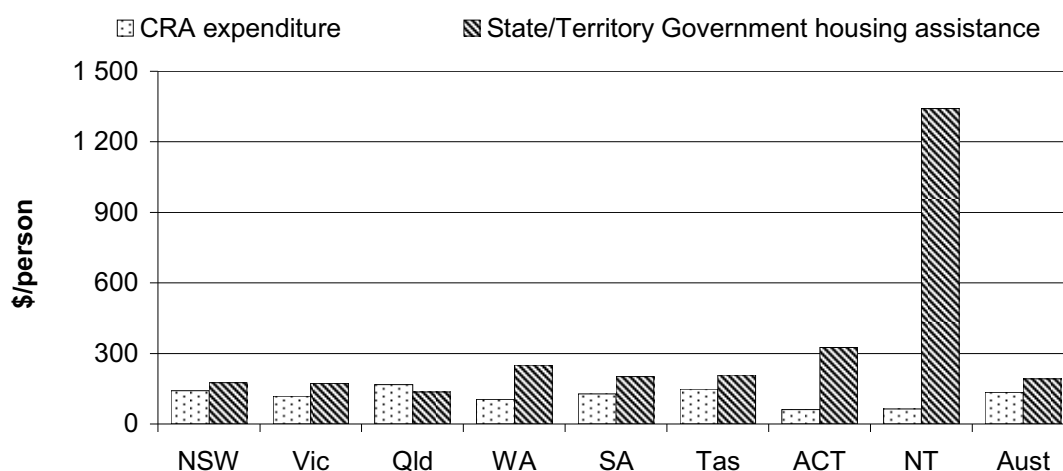
NAHA funding is outcome based and not tied to specific programs and the amount of funding under the NAHA SPP for housing assistance cannot be ascertained. In 2009-10, the Australian Government provided \$200 million for the National Partnership Agreement on Social Housing, \$610.6 million for the National Partnership on Remote Indigenous Housing, and \$3.9 billion through the social

housing initiative component of the Nation Building Economic Stimulus Package (table GA.5).

State and Territory government net recurrent expenditure for housing assistance of \$4.2 billion in 2009-10 included \$2.2 billion for public housing and \$115.4 million for SOMIH (table 16A.100). This expenditure also includes funding for community housing organisations and other related housing expenditure, but excludes home purchase assistance, homelessness services and other housing assistance not covered in this Report.

Figure 16.1 illustrates government net recurrent expenditure on selected housing assistance per person in the population. Nationally in 2009-10, Australian Government expenditure on CRA was \$134 per person and State and Territory Government expenditure on housing assistance was \$192 per person, though this varied across jurisdictions (figure 16.1).

Figure 16.1 Government expenditure on selected housing assistance, per person in the population, 2009-10^a



^a The Australian Government provides funding to State and Territory governments for housing assistance which is included in State and Territory government expenditure data.

Source: FaHCSIA (unpublished); State and Territory governments (unpublished); tables 16.A.99 and 16A.100.

Governments provide funding for the construction of social housing dwellings. State and Territory government capital expenditure was \$4.1 billion in 2009-10 and was partly funded by the Australian Government through the NAHA SPP and Nation Building Economic Stimulus Package (table 16A.100).

Size and scope

Housing assistance is provided in various forms, and models for delivering assistance vary within and across jurisdictions. The forms of housing assistance reported in this chapter are outlined in box 16.2.

Box 16.2 Forms of housing assistance

Social housing is a broad term that includes public housing, SOMIH, community housing, Indigenous community housing and crisis and transitional housing. Crisis and transitional housing are not separately identified in this Report, but may be indirectly reported through other forms of social housing.

Public housing: dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation.

State owned and managed Indigenous housing (SOMIH): dwellings owned and managed by State housing authorities that are allocated only to Indigenous households.

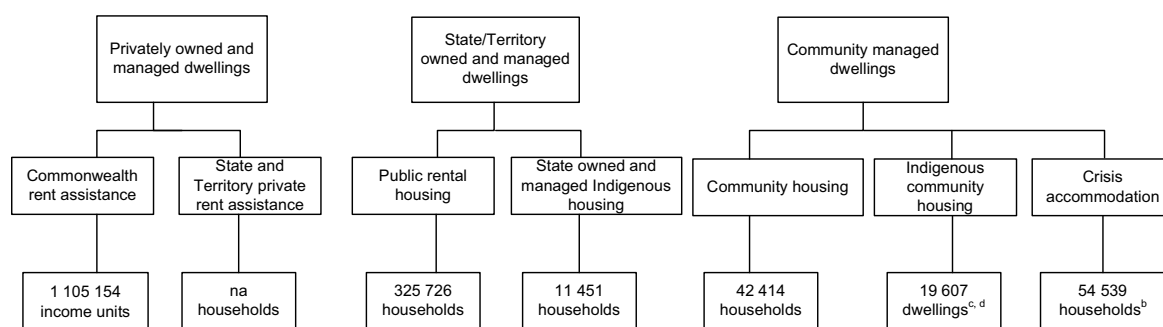
Community housing: rental housing provided for low to moderate income or special needs households, managed by community-based organisations that have received capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government.

Indigenous community housing (ICH): dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas.

Commonwealth Rent Assistance (CRA): 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.

Figure 16.2 illustrates the range of government assistance to renters.

Figure 16.2 Assistance across the rental sector, 2010^a



^a Additional dwellings funded by programs that are not covered by the NAHA are not included. ^b For year ending 30 June 2009. ^c At 30 June 2009. ^d Includes permanent dwellings managed by funded/actively registered and unfunded/not actively registered ICH organisations.

Source: Australian, State and Territory governments (unpublished); AIHW (2011) *Housing assistance tables*; AIHW (2010) *Indigenous housing indicators 2008-09*; AIHW (2010) *Crisis Accommodation program 2008-09*, Cat. no. HOU 228; FaHCSIA (unpublished); tables 16A.1, 16A.16, 16A.29, 16A.42 and 16A.53.

Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. Public housing is generally provided to people on low incomes and to those with special needs, and aims to provide a choice of housing location, physical type and management arrangements. At 30 June 2010, there were 325 726 households occupying 325 673 public housing dwellings (table 16A.1). Data on the proportion of households residing in public housing are reported in table 16A.89.

The NAHA, and previously the CSHA, is the main source of funding for public housing, but NAHA does not separately identify the amount of funding for public housing¹.

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. Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.93.

Details of multiple family composition, non rebated and other public households excluded from data in this chapter are presented in table 16A.101.

¹ NAHA funding is based on outcomes and is not tied to specific programs.

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. At 30 June 2010, there were 11 952 SOMIH dwellings (table 16A.16). SOMIH is partly funded under the NAHA, but the amount of this funding cannot be ascertained².

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

In Victoria, the SOMIH program ended on 30 September 2009 when management of tenancies in those properties was transferred to other programs. There are no SOMIH dwellings reported for Victoria in 2009-10. Under the transition to independence strategy for Aboriginal Housing Victoria (AHV), most tenants of SOMIH dwellings agreed to have their tenancy transferred to AHV management and these dwellings and tenancies are now classified as Indigenous community housing. A small number of SOMIH tenants and properties transferred to public housing.

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.

Details of multiple family composition, non rebated and other public households excluded from SOMIH data in this chapter are presented in table 16A.102.

Community housing

Community housing is delivered by not for profit organisations that develop, own and/or manage affordable rental housing for people on low or moderate incomes. Community housing organisations typically receive some form of government assistance, such as direct funding or the provision of land and property, but a number of community housing organisations are entirely self-funded. Increasingly, community housing organisations are seeking funding through alternative means, such as leveraging and partnership arrangements.

² NAHA funding is based on outcomes and is not tied to specific programs.

A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in providing affordable housing. Community housing programs may also establish links between housing and services managed at the community level, including services for people with a disability, and home and community care. It 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. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 16.3).

The role of community housing in the housing sector is expanding, driven primarily by changes in government policy to encourage the sector to play a larger role in the provision of affordable housing (Productivity Commission 2010). Community housing organisations are working in partnership with the Australian, State and Territory Governments and the private sector to increase the supply of affordable housing, and many of the new dwellings constructed under the NRAS and other Australian Government social housing initiatives will be owned or managed by community housing organisations.

Box 16.3 Models of community housing

Community housing models vary across jurisdictions in 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.90 lists the community housing programs in each jurisdiction.

Some community housing models are:

- *regional or local housing associations*: provide property and tenancy management services, and community groups provide support services to tenants
- *joint ventures and housing partnerships*: a range of church, welfare, local government agencies, private sector and other organisations provide resources in cooperation with State and Territory governments, or groups of community housing providers who form partnerships to maximise growth opportunities, share resources and/or manage risk
- *housing cooperatives*: 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*: not-for-profit or community housing associations both own and manage housing

(Continued next page)

Box 16.3 (Continued)

- *State and Territory government housing entities*: community housing organisations established and controlled by State and Territory governments
- *local government housing associations*: provide low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and can directly manage the housing stock
- *equity share rental housing*: 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).
- *broad service delivery*: welfare organisations provide housing and other services, such as aged care and disability services
- *specialist providers*: community housing providers with a specific purpose or function, such as tenancy management, housing development, or for specific target groups
- *vertically integrated providers of affordable housing*: providers that are involved in all stages of providing affordable housing, from construction to property and tenancy management.

Source: Australian, State and Territory governments (unpublished).

There were 44 328 community housing tenancy rental units in Australia at 30 June 2010 (table 16A.29)³. Table 16A.91 presents the proportion of all households residing in community housing in each jurisdiction in 2006 (0.7 per cent nationally).

Indigenous community housing

Indigenous community housing refers to housing funded by Australian, State and Territory governments that is managed and delivered by ICH organisations. The commencement of the NAHA on 1 January 2009 resulted in changes to the funding and administrative arrangements for ICH.

Previously under the CSHA, the Australian Government provided funding for ICH through programs such as the Aboriginal Rental Housing Program (ARHP), Community Housing and Infrastructure Program (CHIP) and the National Aboriginal Health Strategy. State and Territory governments also provided funding

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.103 and related data quality information.

for ICH, and funding and administrative arrangements for ICH varied across jurisdictions.

From 1 January 2009, ICH was funded through the NAHA and associated National Partnership Agreement on Remote Indigenous Housing. State Governments assumed responsibility for ICH in urban and regional areas and the Australian Government no longer directly funded ICH organisations.

At the time data for this Report were collected (2008-09 and preceding years), the Australian Government funded and administered ICH in Victoria, Queensland and Tasmania. The Victorian and Queensland governments also administered some ICH. In the five remaining jurisdictions — NSW, WA, SA, the ACT and the NT — funding from the applicable State or Territory and the Australian Government was combined and the State or Territory government had sole responsibility for the administration of ICH.

Descriptive information on ICH are contained in table 16A.42.

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 either income support payments, or Family Tax Benefit Part A at more than the base rate 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 may also include mooring and site fees (for boats and caravans) and payments for retirement village services.

CRA is paid at 75 cents for every dollar above the threshold until a maximum rate is reached. The maximum rates and thresholds vary according to a customer's family situation and number of children (table 16.1). 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 16.1 Eligibility and payment scales for CRA,
20 March 2010 to 19 September 2010 (\$ 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	100.80	252.00	113.40
Single, no children, sharer	100.80	201.60	75.60
Couple, no dependent children	164.40	307.07	107.00
Single, one or two dependent children	132.86	310.57	133.28
Single, three or more dependent children	132.86	333.71	150.64
Partnered, one or two dependent children	196.56	374.27	133.28
Partnered, three or more dependent children	196.56	397.41	150.64
Partnered, illness separated, no dependent children	100.80	252.00	113.40
Partnered, temporarily separated, no dependent children	100.80	243.47	107.00

^a Further information pertinent to these data is provided in table 16A.52.

Source: FaHCSIA (unpublished); table 16A.52.

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 1 105 154 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 4 June 2010 (table 16A.53). The proportion of CRA recipients by income unit type is presented in table 16A.54. Data on the number and proportion of Indigenous income units receiving CRA by income unit type are presented in tables 16A.55 and 16A.56, respectively.

The average payment across Australia at 4 June 2010 was \$98 per fortnight (approximately \$2546 per year). There was relatively little variation in the average level of assistance across locations, even though rents varied considerably by location (table 16A.68).

Diversity of State and Territory public housing, SOMIH and community housing

State and Territory governments have similar broad objectives for providing housing assistance. Individual jurisdictions, however, emphasise different

⁴ Dependent children are defined throughout this chapter as those for whom the person or partner receives Family Tax Benefit part A at more than the base rate.

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 the various housing assistance operations in each State and Territory when analysing performance information, the differences in urban, regional and remote area concentration, and the various eligibility criteria for the different assistance types. The policy contexts of public housing and SOMIH are summarised in tables 16A.104 and 16A.105, respectively.

Urban, regional and remote concentrations

The proportion of public housing located in urban, regional and remote areas, using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas), is shown in table 16.2.

Table 16.2 Public housing — regional and remote area concentrations, at 30 June 2010 (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	82.9	72.2	67.3	70.0	77.4	..	99.9	..	72.9
Inner regional	13.8	22.7	16.4	9.6	6.7	73.2	0.1	..	16.0
Outer regional	3.0	5.1	14.1	9.9	14.0	26.0	..	70.2	8.9
Remote	0.3	–	1.7	7.3	1.8	0.5	..	26.1	1.7
Very remote	–	..	0.5	3.1	0.2	0.3	..	3.7	0.5

^a Further information pertinent to these data is provided in table 16A.1. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2011) *Housing assistance tables*; table 16A.1.

The proportions of SOMIH located by ASGC remoteness areas are shown in table 16.3.

Table 16.3 SOMIH — regional and remote area concentrations, at 30 June 2010 (per cent)^a

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Major cities	41.9	13.8	28.0	59.7	..	33.1
Inner regional	32.5	18.8	8.0	7.5	83.4	21.7
Outer regional	19.9	39.8	21.0	17.6	16.6	25.2
Remote	5.0	10.2	20.8	5.2	–	9.2
Very remote	0.7	17.5	22.2	10.1	–	10.8

^a Further information pertinent to these data is provided in table 16A.16. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2011) *Housing assistance tables*; table 16A.16.

The proportions of community housing located by ASGC remoteness areas are shown in table 16.4.

Table 16.4 Community housing — regional and remote area concentrations, at 30 June 2010 (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	66.9	74.5	47.0	66.4	85.7	..	99.7	..	65.7
Inner regional	24.9	21.6	22.3	11.9	8.4	67.9	0.3	..	21.2
Outer regional	8.0	3.7	21.4	12.2	4.6	30.5	..	58.6	10.0
Remote	0.2	0.2	3.8	7.3	1.2	1.6	..	37.9	1.9
Very remote	–	..	5.5	2.2	0.1	–	..	3.4	1.2

^a Further information pertinent to these data is provided in table 16A.29. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2011) *Housing assistance tables*; table 16A.29.

Eligibility criteria

Eligibility criteria for access to public housing, such as income and asset definitions and limits, vary across jurisdictions (table 16A.104). In most cases, jurisdictions require that applicants are Australian citizens or permanent residents and do not own or part own residential property. All jurisdictions require eligible applicants to be resident in the respective State or Territory. Most jurisdictions provide security of tenure after an initial probationary period and most jurisdictions 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), though definitions of assessable income vary across jurisdictions. Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent.

Eligibility criteria for access to SOMIH are generally consistent with those for public housing once an applicant has been confirmed as Indigenous (table 16A.105). Terms of tenure are the same as those for public housing for most jurisdictions.

Eligibility criteria for community housing are generally consistent with those for public housing in each jurisdiction.

Waiting lists

All State and Territory governments prioritise access to social housing by segmenting their waiting lists in some way. Segments are defined differently across

jurisdictions, but generally reflect urgent need/homelessness and an inability to access appropriate private market accommodation.

The management of waiting lists varies across jurisdictions. NSW, Queensland, WA and the ACT have adopted a common social housing waiting list, rather than segmenting by public housing, SOMIH and community housing. The remaining jurisdictions (Victoria, SA, Tasmania and the NT) are expected to use a common social housing waiting list by July 2011.

Private rental markets

Tight private rental markets were evident in June 2010, with vacancy rates in capital cities below 3 per cent in most jurisdictions (table 16A.87). Capital city median rents in the private market varied across jurisdictions. Data for median rents for three bedroom houses and two bedroom flats or units in the June quarter of 2010 are reported in table 16A.88.

16.2 Framework of performance indicators

The framework of performance indicators aims to provide information on equity, efficiency and effectiveness, and to distinguish the outputs and outcomes of housing assistance. The framework for housing assistance reflects the national objectives of the NAHA and its predecessor, the CSHA, (box 16.4) and is consistent with the general performance indicator framework and service process diagram outlined in chapter 1 that has been agreed by the Steering Committee.

COAG has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services, (see chapter 1 for more detail on reforms to federal financial relations). The NAHA includes a set of performance indicators, for which the Steering Committee collates annual performance information for analysis by the COAG Reform Council (CRC). Revisions have been made to the performance indicators reported in this chapter to align with the performance indicators in the NAHA.

Separate performance indicator frameworks are presented for public housing and SOMIH, community housing, ICH and CRA to reflect different service objectives and methods of service delivery, but there are some common performance indicators across these frameworks. The performance of housing assistance is reported against the performance indicator framework in figures 16.3, 16.16, 16.23 and 16.25.

Different delivery contexts and locations influence the equity, effectiveness and efficiency of housing assistance. Appendix A contains short statistical profiles on each State and Territory, which may assist in interpreting the performance indicators presented in this chapter.

Box 16.4 Objectives for social housing

The objective of the NAHA is that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation.

The guiding principles of the CSHA (2003) included maintaining a social housing sector and providing appropriate housing assistance, improving housing outcomes for Indigenous people, improving links with other programs and support to people with complex needs, promoting social and economic participation, managing housing programs efficiently and effectively, ensuring cooperative relationships between levels of governments, and promoting a national approach to affordable housing.

The objective for Indigenous housing is to improve housing outcomes for Indigenous people, especially those living in remote Indigenous communities.

Source: FaCS (2003); COAG (2009).

The National Reporting Framework (NRF) was developed to provide a framework for reporting across all Indigenous housing programs, and to enable reporting on the outcomes of *Building a Better Future: Indigenous Housing to 2010 strategy* (FaCSIA 2001).

The performance indicators for CRA differ from those for social housing because CRA has different objectives and delivery methods. The CRA performance indicator framework in figure 16.25 is based on the CRA objective outlined in box 16.5.

Box 16.5 Objective of CRA

The objective of CRA is to assist with the cost of renting private housing for low and middle-income individuals and families in receipt of income support or family assistance payments. This assistance should be delivered in an equitable and efficient manner.

16.3 Key performance indicator results

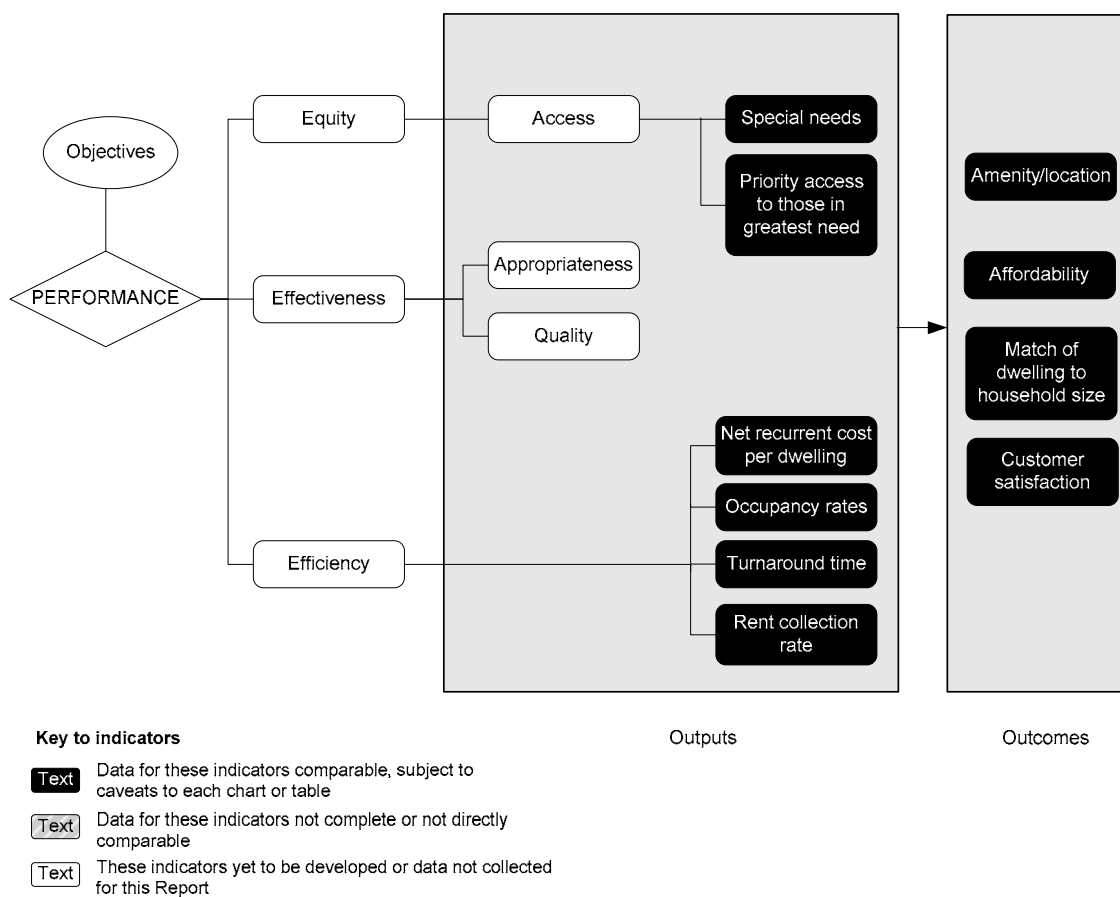
Generally, performance indicator results are comparable between public housing and SOMIH, but public housing and SOMIH results are not comparable to

community housing and ICH because of differences in data quality and coverage. More information is provided in each indicator interpretation box.

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 differing tenant needs can affect the performance of public housing and SOMIH reported in this chapter. For example, SOMIH dwellings are more likely than public or community housing dwellings to be located in regional or remote areas (tables 16.2, 16.3 and 16.4). Care therefore needs to be taken in comparing performance indicator results, and the qualifications presented with the data need to be considered.

Some descriptive data on public housing are included in table 16A.1 and descriptive data on SOMIH are included in table 16A.16. As outlined in section 16.1, Victoria

(from 2009-10), 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 services delivered, while outcomes are the impact of these services on the status of an individual or group (see chapter 1, section 1.5).

Special needs

‘Special needs’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.6).

Box 16.6 Special needs

‘Special needs’ is defined as the proportion of new tenancies allocated to special needs households. Special needs households are defined as those households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. Special needs households for SOMIH are defined as those households that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.

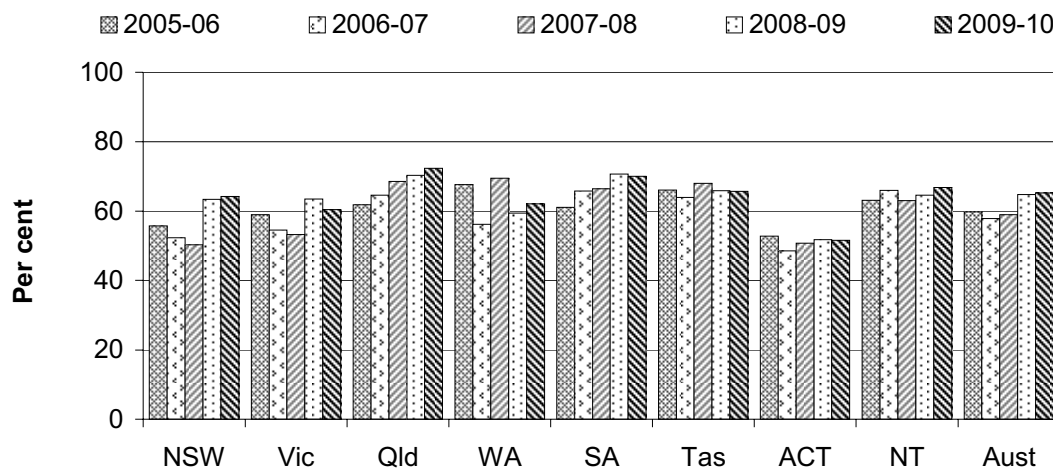
A high or increasing proportion indicates a high degree of access by these special needs households.

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

Data reported for this indicator are comparable across jurisdictions, but not over time. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/roqs/2011.

Nationally in 2009-10, 65.3 per cent of new public housing tenancies were allocated to households with special needs, increasing from 59.8 per cent in 2005-06 (figure 16.4).

Figure 16.4 Public housing — new tenancies allocated to households with special needs (per cent)^a

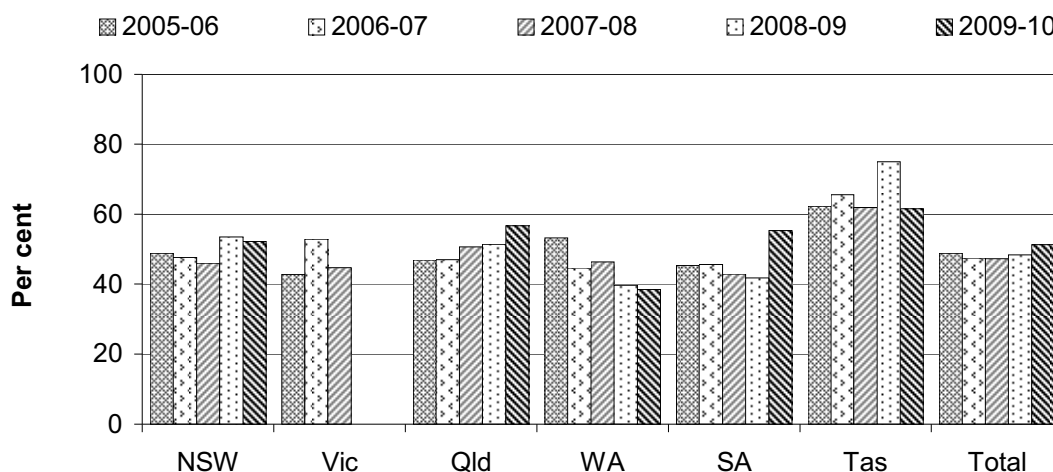


^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.2 provides further information.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.2.

Nationally in 2009-10, 51.3 per cent of new tenancies for SOMIH were allocated to special needs households, increasing from 48.8 per cent in 2005-06 (figure 16.5).

Figure 16.5 SOMIH — new tenancies allocated to households with special needs (per cent)^{a, b}



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.17 provides further information. ^b All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.17.

Priority access to those in greatest need

‘Priority access to those in greatest need’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes ensure that those in greatest need have priority access to housing (box 16.7).

Box 16.7 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 are 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.

The following measures are reported:

- the proportion of new allocations that were to households in greatest need
- the proportion of new allocations to those in greatest need that were waiting for periods of less than three months; three months to less than six months; six months to less than one year; one year to less than two years; two years or more. These percentages are not cumulative because time to allocation reflects greatest need allocations as a percentage of all new allocations for the time period.

High or increasing values for these measures, particularly for short time frames, indicate a high degree of access for those households in greatest need.

Data reported for this indicator are comparable across jurisdictions, but not over time. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Differences in State and Territory housing assessment policies can influence comparability for this indicator.

Nationally in 2009-10, 74.9 per cent of new allocations for public housing were to those in greatest need (table 16.5). Of all new households that were allocated public housing within three months at 30 June 2010, 83.4 per cent were households in greatest need (table 16.5).

Table 16.5 Public housing — proportion of new allocations to those in greatest need, for year ending 30 June 2010^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>Proportion of new allocations to those in greatest need in:</i>									
Under 3 months	86.2	74.4	92.3	57.6	88.8	93.1	94.6	34.0	83.4
3 < 6 months	85.9	71.5	89.9	82.5	87.9	97.0	93.5	77.5	84.9
6 months to < 1 year	80.8	74.2	84.9	80.9	83.2	98.4	90.6	61.3	81.5
1 < 2 years	63.3	76.3	81.0	79.9	82.0	94.9	86.9	57.7	74.8
2+ years	40.0	56.1	82.6	19.5	42.4	80.6	75.0	27.9	44.7
Overall	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9

^a Further information pertinent to these data is provided in table 16A.3.

Source: AIHW (2011) *Housing assistance tables*; table 16A.3.

Nationally, the proportion of new allocations to those in greatest need for 2009-10 for SOMIH was 55.9 per cent. Of all new households that were allocated SOMIH within three months at 30 June 2010, 62.0 per cent were households in greatest need (table 16.6).

Table 16.6 SOMIH — proportion of new allocations to those in greatest need, for year ending 30 June 2010 (per cent)^a

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<i>Proportion of new allocations to those in greatest need in:</i>						
Under 3 months	46.2	75.3	36.1	93.1	na	62.0
3 < 6 months	57.4	84.5	88.9	85.7	na	74.2
6 months to < 1 year	36.7	70.7	73.2	100.0	na	59.7
1 < 2 years	14.1	73.2	64.7	83.3	na	49.7
2+ years	23.6	78.6	13.0	66.7	na	27.4
Overall	34.8	75.8	48.0	88.7	na	55.9

^a Further information pertinent to these data is provided in table 16A.18. **na** Not available.

Source: AIHW (2011) *Housing assistance tables*; table 16A.18.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.8).

Box 16.8 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.

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. Data quality information for this indicator is under development.

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 cost of capital (the cost of the funds tied up in the capital used to provide public housing and SOMIH; discussed further at box 16.9).

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the cost of capital. Caution must therefore be used when interpreting the indicator because the cost of capital and service delivery models differ across jurisdictions. Treatment of assets by housing agencies for each jurisdiction is presented in table 16A.92.

Box 16.9 Capital in the costing of public housing and SOMIH

Capital costs are costs associated with non-current physical assets such as depreciation and the user cost of capital. These costs are potentially important components of the total costs of many services delivered by government agencies. Differences in the techniques for measuring non-current physical assets (such as valuation methods) may reduce the comparability of cost estimates across jurisdictions. In response to concerns regarding data comparability, the Steering Committee initiated a 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. There is no uniform accounting framework for social housing under the NAHA and there may be variability in data reported in this chapter.

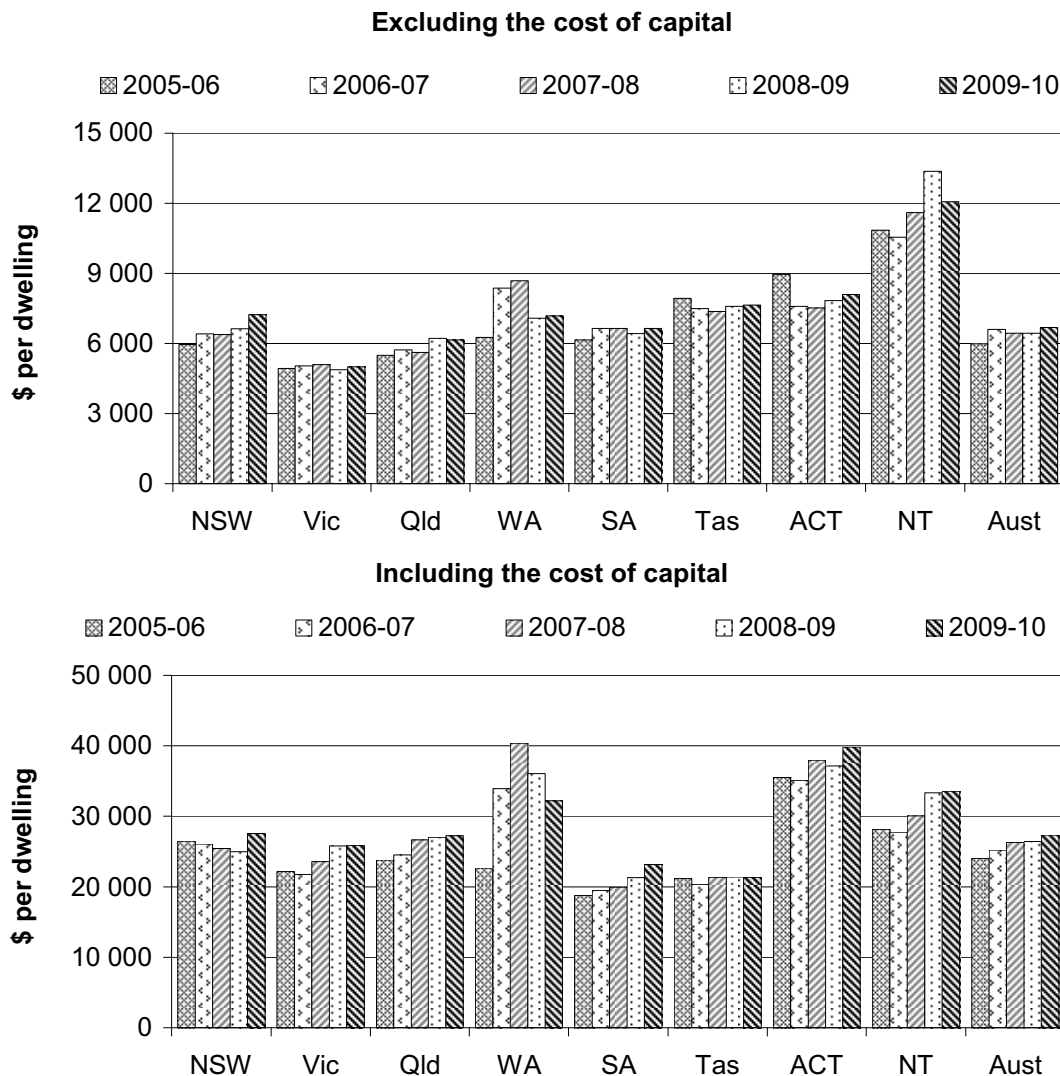
Source: SCRCSSP (2001).

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

Nationally in 2009-10, net recurrent cost per dwelling (excluding the cost of capital) for public housing was \$6691 and the direct cost per dwelling including capital costs was \$27 345 (figure 16.6).

Figure 16.6 Public housing — cost of providing assistance per dwelling (2009-10 dollars)^{a, b}



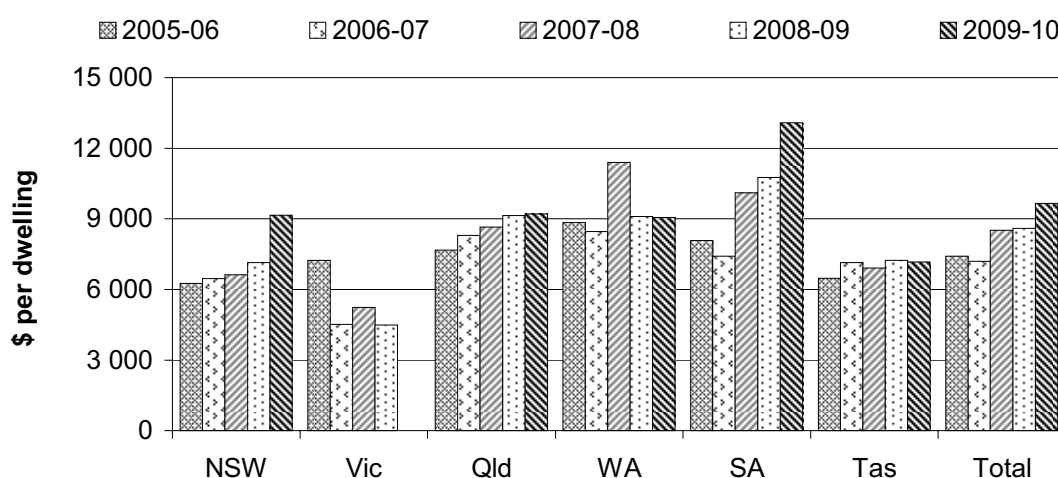
^a Further information pertinent to these data is provided in table 16A.4. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2009-10 = 100) table AA.26.

Source: State and Territory governments (unpublished); tables 16A.4 and AA.26.

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$9657 in 2009-10 (figure 16.7). 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 that 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) can also affect the cost per dwelling. Further, different cost structures can apply to the programs. Construction of dwellings under SOMIH, for example, can involve a skills development element to allow for training of Indigenous apprentices in regional areas.

Figure 16.7 SOMIH — net recurrent cost of providing assistance per dwelling (2009-10 dollars)^{a, b, c}



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.19 provides further information. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2009-10 = 100) table AA.26. ^c All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10.

Source: State and Territory governments (unpublished); tables 16A.19 and AA.26.

Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 16.10).

Box 16.10 Occupancy rate

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

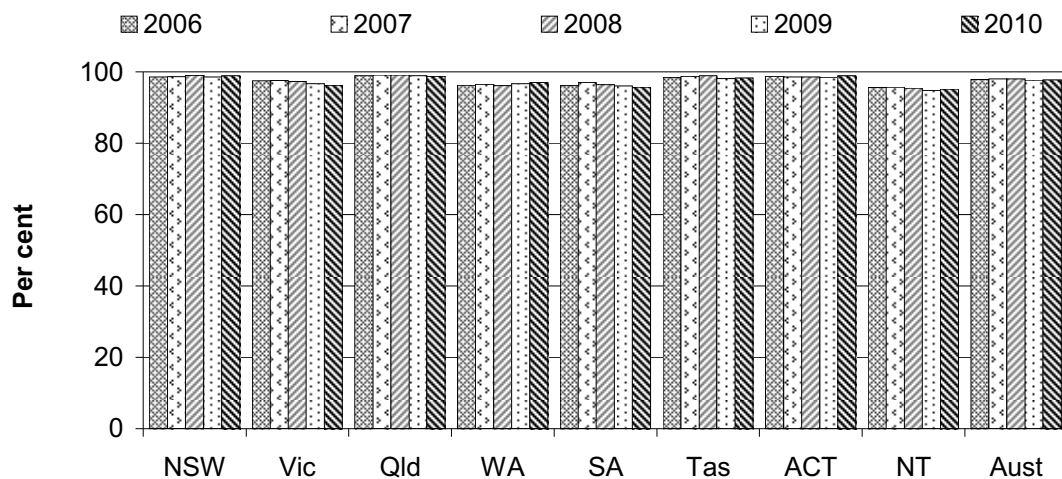
A high or increasing proportion suggests greater efficiency of housing utilisation.

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

Data reported for this indicator are comparable. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

The national average proportion of total public housing rental stock occupied at 30 June 2010 was 97.7 per cent (figure 16.8). At the national level, occupancy rates have remained at or above 96.6 per cent since 2001 (table 16A.5).

Figure 16.8 Public housing — occupancy rates, at 30 June (per cent)^a

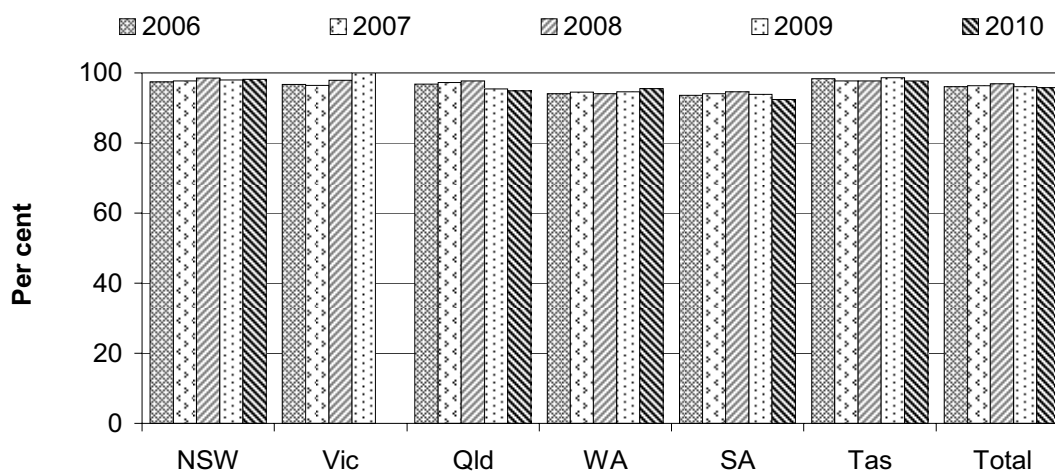


^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.5 provides further information.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.5.

The national average proportion of SOMIH stock occupied at 30 June 2010 was 95.8 per cent (figure 16.9). At the national level, occupancy rates have remained at or above 95.2 per cent since 2001 (table 16A.20).

Figure 16.9 SOMIH — occupancy rates, at 30 June (per cent)^{a, b}



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.20 provides further information. ^b All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.20.

Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.11).

Box 16.11 Turnaround time

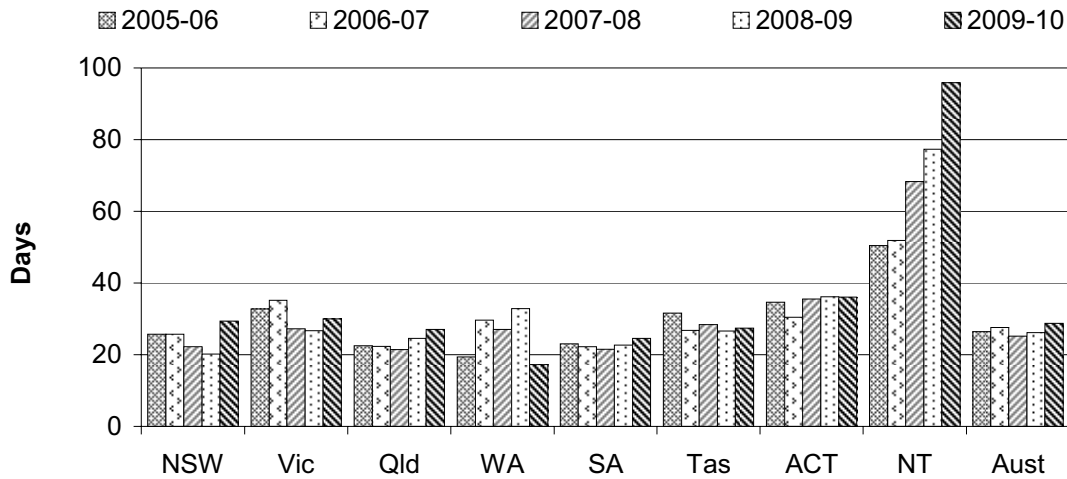
‘Turnaround time’ is defined as the average time taken for occupancy of available dwelling stock to rent through normal processes. A low or decreasing turnaround time suggests efficient housing allocation.

‘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. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally, the average number of days for vacant stock to remain unallocated in 2009-10 was 29 days for public housing (figure 16.10) and 31 days for SOMIH (figure 16.11).

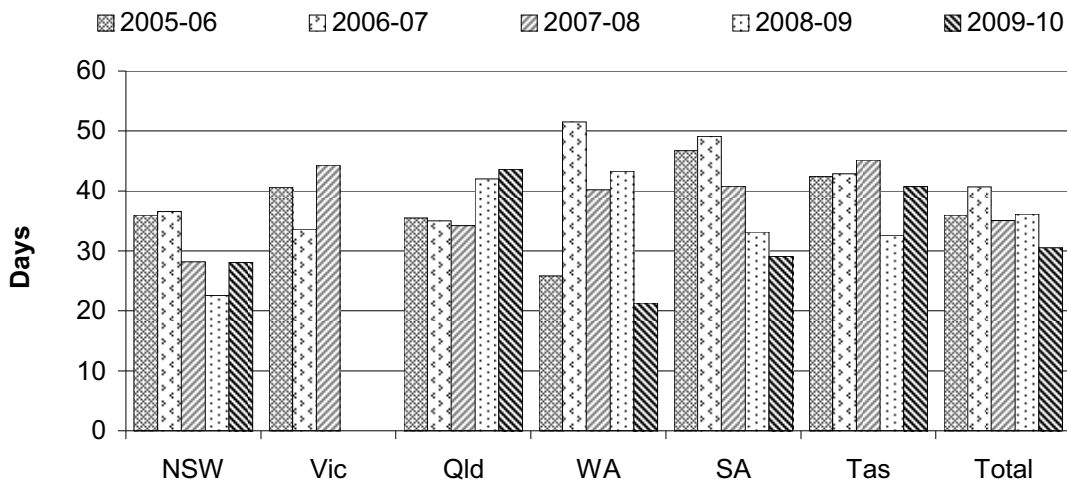
Figure 16.10 Public housing — average turnaround time^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.6 provides further information.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.6.

Figure 16.11 SOMIH — average turnaround time^{a, b}



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.21 provides further information. ^b All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.21.

Rent collection rate

'Rent collection rate' is an indicator of governments' objective to undertake efficient and cost effective management (box 16.12).

Box 16.12 Rent collection rate

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

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

Differences in recognition policies, write-off practices, the treatment of disputed amounts, and the treatment of payment arrangements may affect the comparability of 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. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally, the rent collection rate in 2009-10 is 99.9 per cent for public housing (table 16.7) and 101.8 per cent for SOMIH (table 16.8).

Table 16.7 Public 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>
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
2008-09	100.2	98.5	99.3	101.3	100.0	99.0	99.9	100.8	99.8
2009-10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	99.9

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.7 provides further information.

Source: State and Territory Governments (unpublished); table 16A.7.

Table 16.8 SOMIH — rent collection rate (per cent)^a

	<i>NSW</i>	<i>Vic^b</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2005-06	100.5	99.7	99.7	104.3	94.7	103.8	100.0
2006-07	101.8	97.3	97.3	105.3	103.0	102.1	100.6
2007-08	96.8	99.6	99.6	104.3	103.7	99.8	99.0
2008-09	99.8	97.2	97.2	103.6	99.7	99.0	99.7
2009-10	101.5	..	101.5	104.5	100.7	101.7	101.8

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.22 provides further information. ^b All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10. .. Not applicable.

Source: State and Territory Governments (unpublished); table 16A.22.

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 services delivered (see chapter 1, section 1.5).

Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.13).

Box 16.13 Amenity/location

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

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

Data reported for this indicator are comparable. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Data for this indicator are sourced from the National Social Housing Survey, which seeks to determine tenants’ level of satisfaction with various aspects of service and to measure housing outcomes. The survey asked public housing and SOMIH tenants whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. Data from the 2010 survey are reported for public housing and data from the 2007 survey are reported for SOMIH.

Caution should be used when comparing the public housing and SOMIH results, due to the different demographic profile of Indigenous tenants and the different time periods and methods for data collection. Information on public housing was collected through mail-out, online and telephone surveys, and information on SOMIH was collected via interviews. These differences may affect the comparability of the results.

Nationally in 2010, 81.6 per cent of public housing tenants for whom amenity was important reported that their needs were met. Of those public housing tenants for whom location was important, 87.5 per cent reported that their needs were met (tables 16A.8 and 16A.9).

Nationally in 2007, 78.1 per cent of SOMIH tenants for whom amenity was important felt that their needs were met. For SOMIH tenants for whom location was important, 88.7 per cent felt that their needs were met (table 16A.23).

The precision of survey estimates depends on the survey sample size and further information can be found in tables 16A.15 and 16A.23.

Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.14).

Box 16.14 **Affordability**

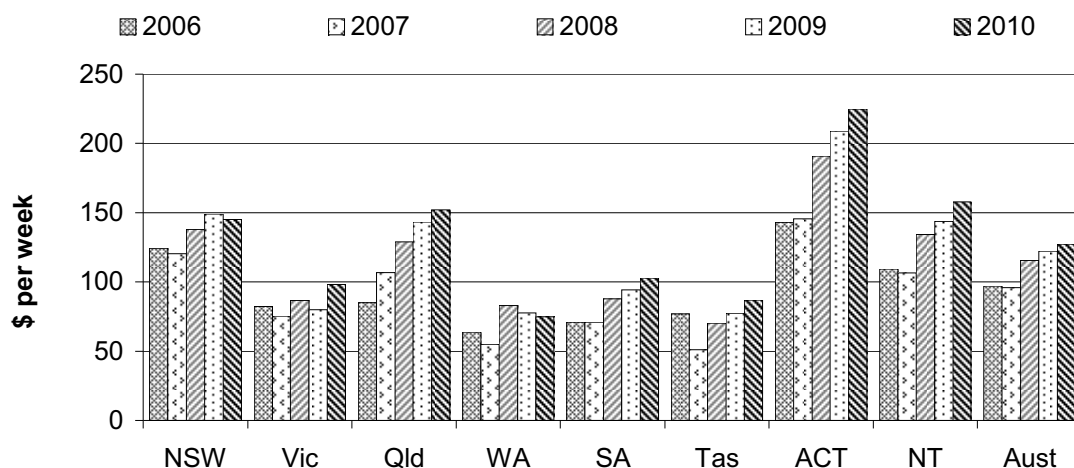
'Affordability' is defined as tenants' financial ability to access suitable housing. Two measures of affordability are reported:

- Average weekly rental subsidy per rebated household, calculated as the total rental rebate amount divided by the total number of rebated households:
 - The amount of a rental rebate is influenced by market rent. High market rents will result in high rental rebates and low market rents will result in low rental rebates. A high or increasing value might imply that governments are spending more to ensure housing affordability.
- The proportion of low income households in public housing or SOMIH spending more than 30 per cent of their income in rent:
 - Low income households are defined as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Low income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007).
 - Households in public housing and SOMIH who do not receive rental rebates are included in this measure.
 - A low or decreasing value implies greater housing affordability.

Data reported for this indicator are comparable but not complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally, the average weekly subsidy per rebated household in public housing was \$127 at 30 June 2010, increasing from \$97 at 30 June 2006, but this varied across jurisdictions (figure 16.12).

Figure 16.12 Public housing — average weekly subsidy per rebated household at 30 June (2009-10 dollars)^{a, b}



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.10 provides further information. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2009-10 = 100) table AA.26.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; tables 16A.10 and AA.26.

Nationally at 30 June 2010, 97.7 per cent of all households in public housing were low income households (table 16A.11) and 1.3 per cent of those low income households were spending more than 30 per cent of their income on rent (table 16.9). Income data for some households are not updated annually and this may result in overestimating the proportion of household income spent on rent. More information on the proportion of income paid in rent by low income households is provided in table 16A.93.

Table 16.9 Public housing — proportion of low income households spending more than 30 per cent of their income in rent, at 30 June (per cent)^a

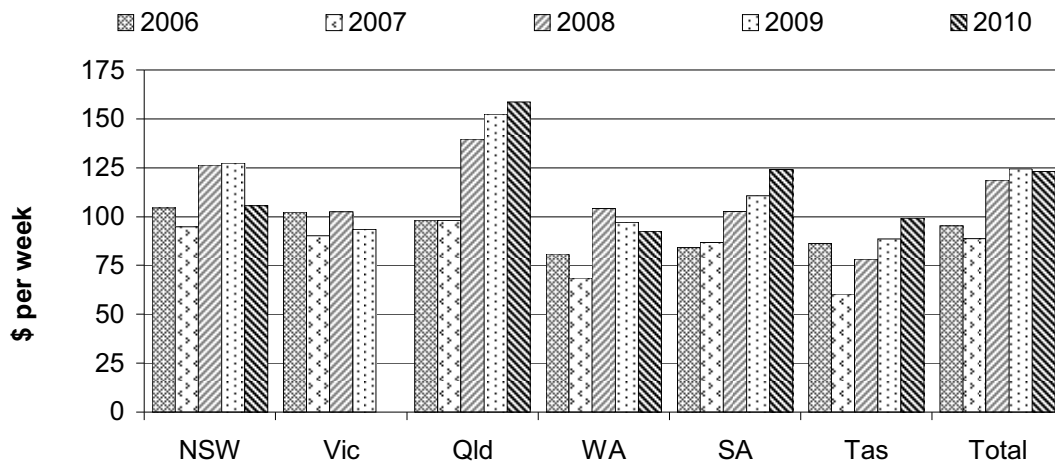
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2010	0.1	3.9	–	1.1	1.7	0.2	0.9	5.9	1.3

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.12 provides further information. – Nil or rounded to zero.

Source: AIHW (2011) *Housing assistance tables*; table 16A.12.

Nationally at 30 June 2010, the average weekly subsidy per rebated household in SOMIH was \$123, increasing from \$95 at 30 June 2006, but this varied across jurisdictions (figure 16.13).

Figure 16.13 **SOMIH — average weekly subsidy per rebated household, at 30 June (2009-10 dollars)^{a, b, c}**



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.24 provides further information. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2009-10 = 100) table AA.26. ^c All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.24.

Nationally at 30 June 2010, 95.0 per cent of all households in SOMIH were low income households (table 16A.25) and 0.8 per cent of those low income households were spending more than 30 per cent of their income on rent (table 16.10). Income data for some households are not updated annually and this may result in overestimating the proportion of household income spent on rent. More information on the proportion of income paid in rent by SOMIH tenants is provided in table 16A.94.

Table 16.10 **SOMIH — proportion of low income households spending more than 30 per cent of their income in rent, at 30 June (per cent)^a**

	NSW	Qld	WA	SA	Tas	Total
2010	0.1	—	2.0	2.2	—	0.8

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.26 provides further information. — Nil or rounded to zero.

Source: AIHW (2011) *Housing assistance tables*; table 16A.26.

Match of dwelling to household size

'Match of dwelling to household size' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households (box 16.15).

Box 16.15 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. Overcrowding is measured using the Canadian National Occupancy Standard (CNOS) (box 16.16) and is deemed to have occurred if one or more additional bedrooms are required to meet the standard.

Data are reported for the proportion of households that are overcrowded. A low or decreasing proportion of overcrowded households is desirable.

Data reported for this indicator are comparable across jurisdictions and complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Box 16.16 Canadian National Occupancy Standard

The Canadian National Occupancy Standard (CNOS) provides a way of measuring overcrowding in dwellings and it specifies that:

- no more than two people shall share a bedroom
- parents or couples may share a bedroom
- children under 5 years, either of the same sex or opposite sex may share a bedroom
- children under 18 years of the same sex may share a bedroom
- a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex
- single adults 18 years and over and any unpaired children require a separate bedroom.

Households living in dwellings where this standard cannot be met are considered to be overcrowded. The CNOS allows for comparing the number of bedrooms required with the actual number of bedrooms in the dwelling and is sensitive to both household size and household composition.

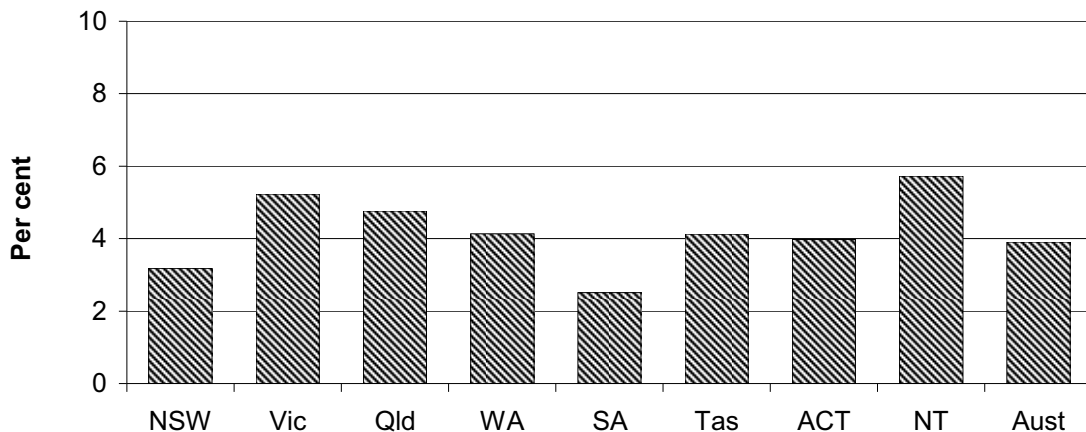
Source: ABS (2006).

State and Territory governments' housing authorities bedroom entitlement policies may differ from the CNOS.

Reporting on overcrowding for public housing and SOMIH for 2010 is based on the CNOS but these data are not directly comparable with data for earlier years presented in tables 16A.13 and 16A.27 due to a change in the reporting standard. Reporting prior to 2010 is based on a proxy occupancy standard where overcrowding is deemed to occur if an additional two or more bedrooms are required to meet the standard (compared to one or more additional bedrooms required using the CNOS).

At 30 June 2010, 3.9 per cent of households in public housing were overcrowded, though this varied across jurisdictions (figure 16.14).

Figure 16.14 Public housing — proportion of overcrowded households, at 30 June 2010^a

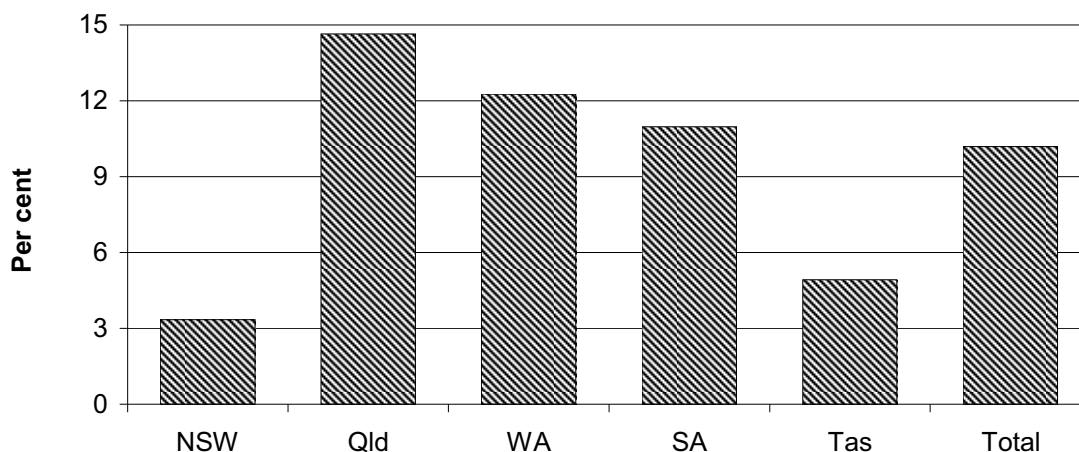


^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.13 provides further information.

Source: AIHW (2011) *Housing assistance tables*; table 16A.13.

At 30 June 2010, 10.2 per cent of SOMIH households were overcrowded, though this varied across jurisdictions (figure 16.15).

Figure 16.15 **SOMIH — proportion of overcrowded households, at 30 June 2010^{a, b}**



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.27 provides further information. ^b All SOMIH dwellings in Victoria were transferred to other housing programs and there are no SOMIH dwellings in Victoria in 2009-10.

Source: AIHW (2011) *Housing assistance tables*; table 16A.27.

Information on Indigenous people living in overcrowded conditions in public housing by remoteness area are presented in table 16A.14. Similar information for SOMIH are presented in table 16A.28.

In contrast to households with overcrowding, some public housing and SOMIH dwellings are underutilised. Data on public housing and SOMIH households with underutilisation are presented in tables 16A.96 and 16A.97.

Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 16.17).

Box 16.17 Customer satisfaction

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

A high or increasing percentage for customer satisfaction can imply better housing assistance provision.

Data reported for this indicator are comparable. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

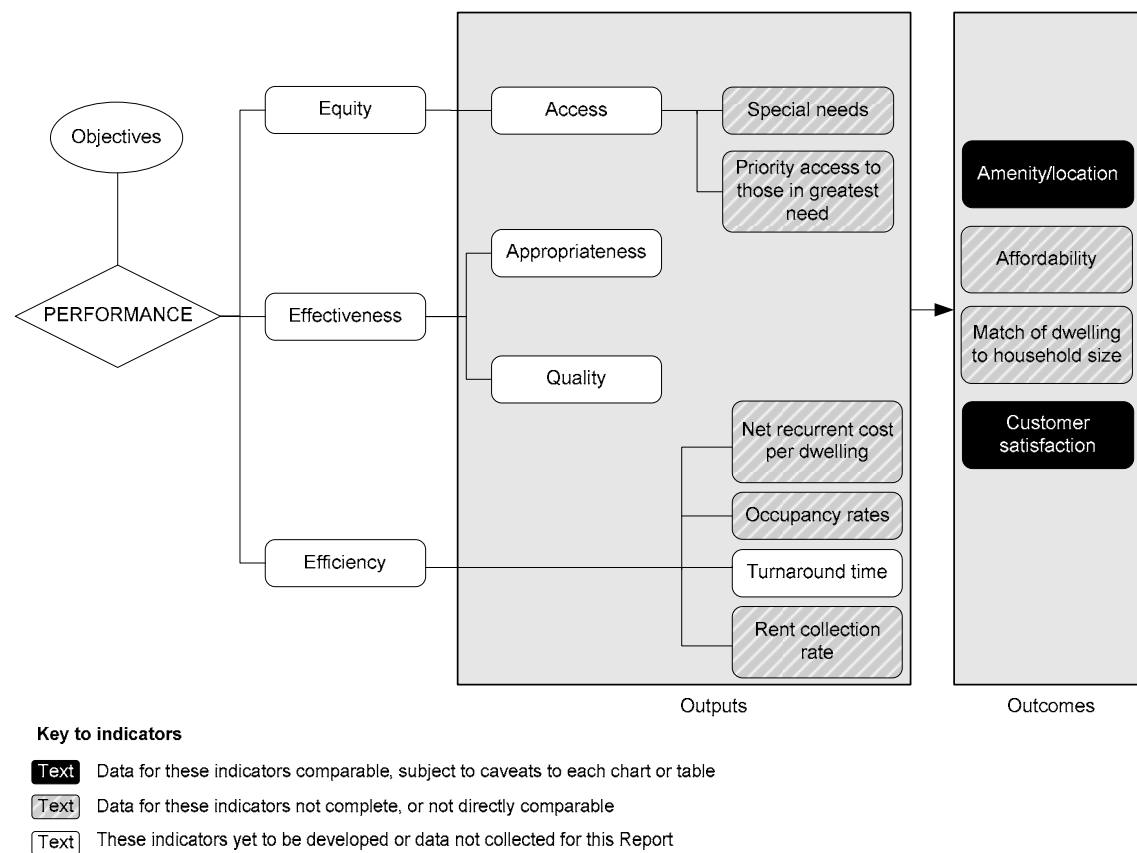
Data for this indicator are sourced from the National Social Housing Survey. Data from the 2010 survey are reported for public housing and data from the 2007 survey are reported for SOMIH.

Nationally in 2010, 73.1 per cent of tenants in public housing were either satisfied or very satisfied (45.9 per cent and 27.2 per cent, respectively) with the service provided (table 16A.15). Nationally in 2007, 63.5 per cent of SOMIH respondents were either satisfied or very satisfied (44.5 per cent and 19.0 per cent, respectively) with the service provided (table 16A.23).

Community housing

The performance indicator framework for community housing is presented in figure 16.16. Performance indicator results are not directly comparable across public housing and SOMIH, community housing and ICH.

Figure 16.16 Performance indicators for community housing



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
 - community housing provider survey data, collected from the community organisations (providers) that manage the service delivery
 - survey data collected through the National Social Housing Survey.

Queensland and the NT provide only administrative data and data from the National Social Housing Survey, as these jurisdictions do not conduct other surveys of its providers.

For the community housing provider survey data, varying response rates and 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.103 and related data quality information outline the survey response rates and associated information for each jurisdiction for each year.

Some descriptive data on community housing are contained in table 16A.29. Table 16A.90 lists State and Territory programs included in the community housing data collection.

Outputs

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

Special needs

'Special needs' is an indicator of governments' objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.18).

Box 16.18 Special needs

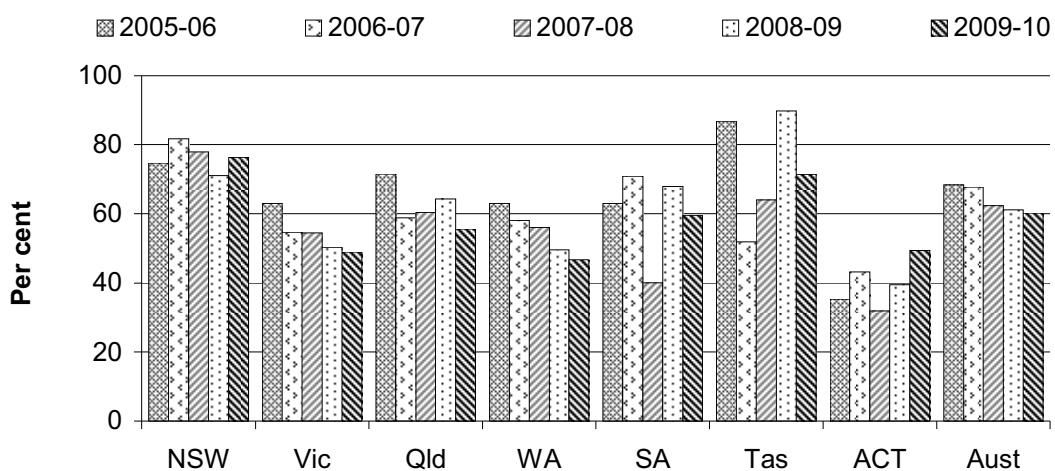
'Special needs' is defined as the proportion of new tenancies allocated to special needs households. The proportion of new tenancies with special needs are reported as a proxy for measuring all households with special needs. Special needs households are defined as those households that have either a 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 neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally in 2009-10, 60.2 per cent of new tenancies were allocated to special needs households (figure 16.17).

Figure 16.17 **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. Table 16A.30 provides further information. ^b Data for the NT are not available.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.30.

Priority access to those in greatest need

'Priority access to those in greatest need' is an indicator of governments' objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing (box 16.19).

Box 16.19 Priority access to those in greatest need

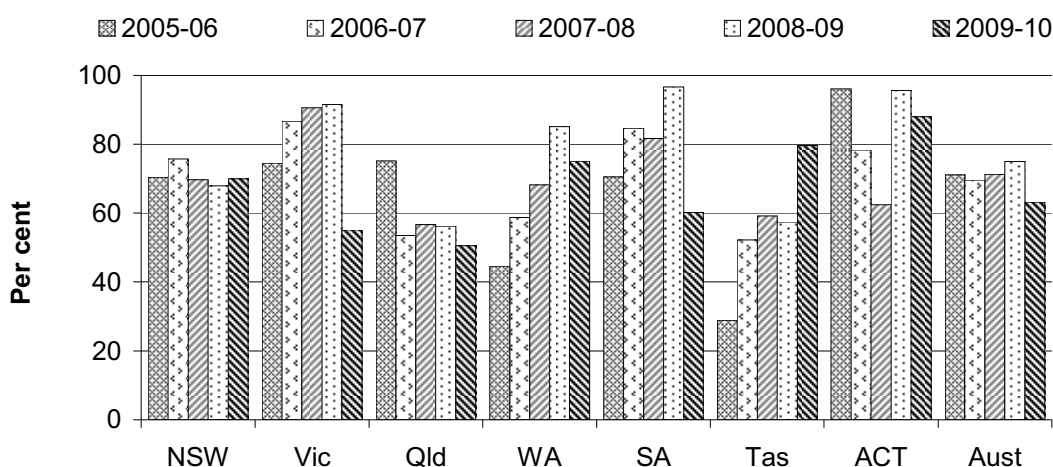
'Priority access to those in greatest need' is defined as the proportion of new allocations of housing to those in greatest need. Greatest need households are defined as households that at the time of allocation are either homeless, in housing inappropriate to their needs, or in housing that is adversely affecting their health or placing their life and safety at risk, or that have very high rental housing costs.

It measures the proportion of new allocations to those in greatest need. High or increasing values for this indicator represent a high degree of access by those in greatest need.

Data reported for this indicator are neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Differences in community housing allocation policies can influence comparability for this indicator across jurisdictions. Nationally in 2009-10, 63.1 per cent of new allocations were to those in greatest need (figure 16.18).

Figure 16.18 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. Table 16A.31 provides further information. ^b Data for the NT are not available.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.31.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.20).

Box 16.20 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 low or decreasing net recurrent cost per dwelling suggests high efficiency.

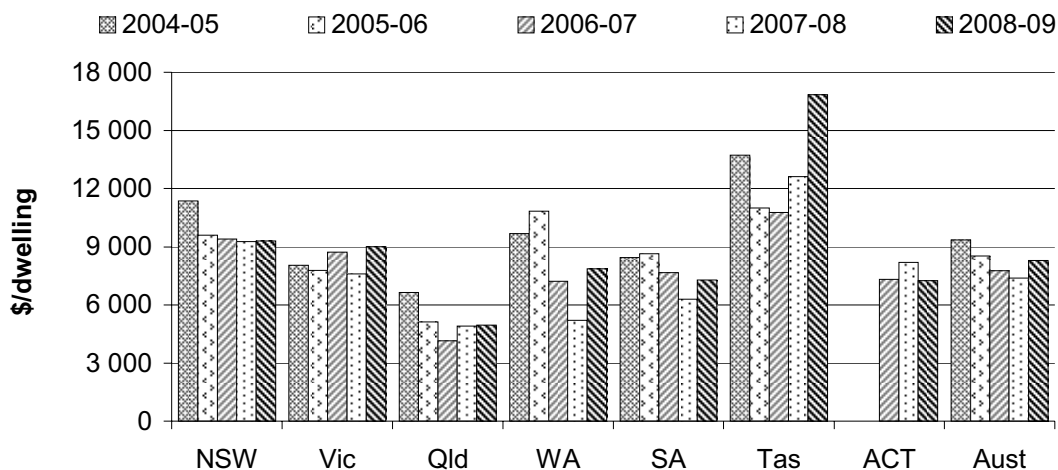
The cost per dwelling indicators do not provide any information on the quality of service provided (for example, the standard of dwellings).

Data reported for this indicator are neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Capital cost data for community housing are not included as there are no data available on the value of assets. Data on net recurrent cost per dwelling for community housing are reported with a one year lag to allow community housing providers an extra year to collate financial data.

Nationally, the net recurrent cost per dwelling at 30 June 2009 was \$8289 (figure 16.19).

Figure 16.19 Community housing — net recurrent cost per dwelling (2008-09 dollars)^{a, b, c}



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.32 provides further information. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2008-09 = 100) table AA.26. ^c Data for the ACT were not available prior to 2006-07. Data for the NT are not available.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; tables 16A.32 and AA.26.

Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to measure the efficiency of housing utilisation (box 16.21).

Box 16.21 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 community housing organisation.

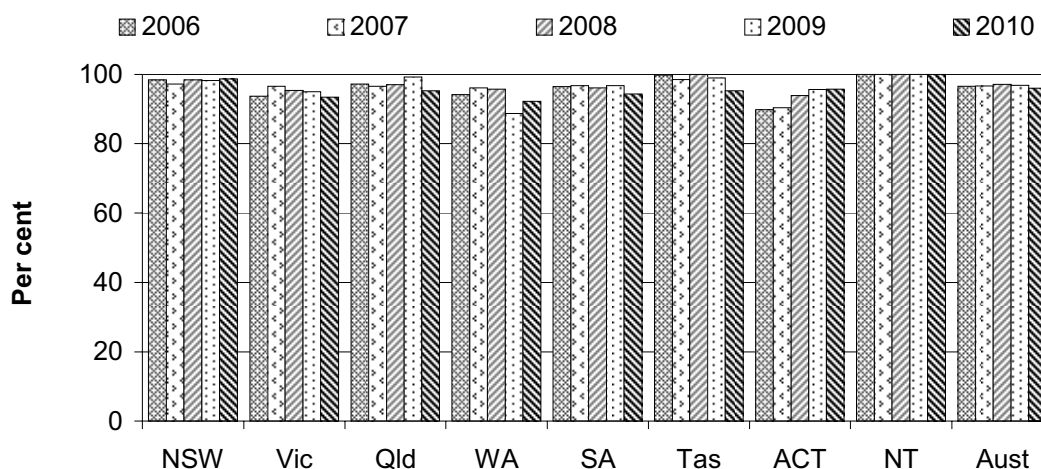
A high or increasing occupancy rate suggests high efficiency of housing utilisation.

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are not directly comparable. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally, 96.0 per cent of community housing dwellings were occupied at 30 June 2010 (figure 16.20). The NT occupancy rates are based on the assumption that all dwellings are occupied.

Figure 16.20 Community housing — occupancy rates (per cent)^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.33 provides further information.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.33.

Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.22).

Box 16.22 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 2011 Report.

Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 16.23).

Box 16.23 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 neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

For community housing, data on the rent collection rate are reported with a one year lag to allow community housing providers an extra year to collate financial data (table 16.11). As with public housing, payment arrangements for rent in some jurisdictions mean the rent collected over a 12 month period can be higher than rent charged over that period.

Nationally, the rent collection rate for community housing was 98.1 per cent in 2008-09 (table 16.11).

Table 16.11 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>
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
2007-08	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na	98.7
2008-09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	98.1

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.34 provides further information. **na** Not available.

Source: AIHW (2006, 2008, 2009) *CSHA national data report*; AIHW (2010, 2011) *Housing assistance tables*; table 16A.34.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.24).

Box 16.24 Amenity/location

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

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

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

Data reported for this indicator are comparable but not complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Data for this indicator are sourced from the 2010 National Social Housing Survey, which seeks to determine tenants’ level of satisfaction with various aspects of service and measure housing outcomes. The survey asked community housing tenants 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 in 2010, 84.7 per cent of community housing tenants for whom amenity was important reported that their needs were met. For those tenants for whom location was important, 88.3 per cent reported that their needs were met (tables 16A.35 and 16A.36). The precision of survey estimates depends on the survey sample size and further information is presented table 16A.41.

Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.25).

Box 16.25 Affordability

'Affordability' is defined as tenants' financial ability to access suitable housing. A measure of affordability is reported as the proportion of low income households in community housing spending more than 30 per cent of their income in rent.

Low income households are defined as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Low income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007).

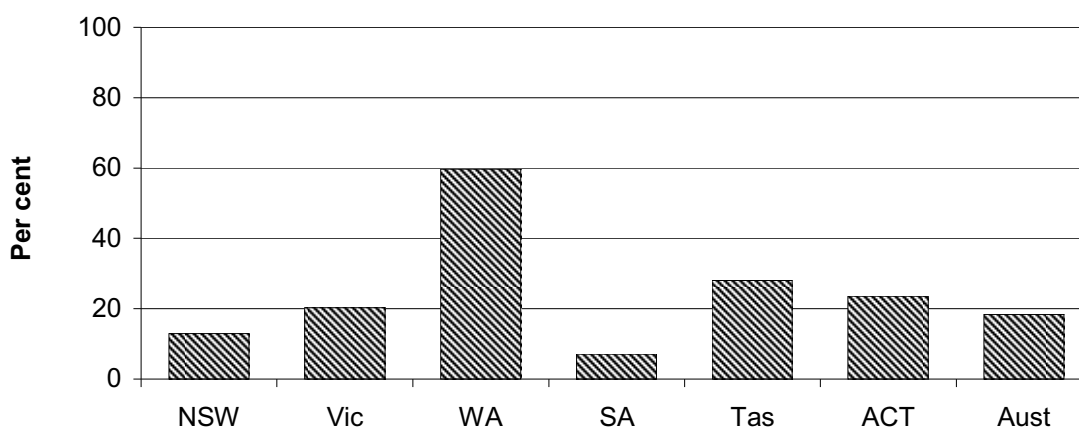
A low or decreasing proportion indicates greater housing affordability.

Data reported for this indicator are neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Differences in the treatment of CRA in rent assessment can affect the comparability of this indicator's reported results. Although CRA should be excluded from household income, data for some households may include CRA in household income.

Nationally in 2010, 92.9 per cent of all households in community housing were low income households (table 16A.38) and 18.4 per cent of low income households in community housing were spending more than 30 per cent of their income on rent (figure 16.21).

Figure 16.21 **Community housing — proportion of low income households spending more than 30 per cent of their income in rent, 2010^{a, b}**



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.39 provides further information. ^b Data for Queensland and the NT were not available.

Source: AIHW (2011) *Housing assistance tables*; table 16A.39.

The proportion of household income remaining after paying rent was 75.0 per cent nationally in 2010 but this varied across jurisdictions (table 16A.37). More information on affordability for community housing is presented in table 16A.95.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.26). The objectives of community housing providers in providing housing assistance may be different to those of governments.

Box 16.26 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. Overcrowding is measured using the CNOS (box 16.16) and is deemed to have occurred if one or more additional bedrooms are required to meet the standard.

A low or decreasing proportion of overcrowded households is desirable.

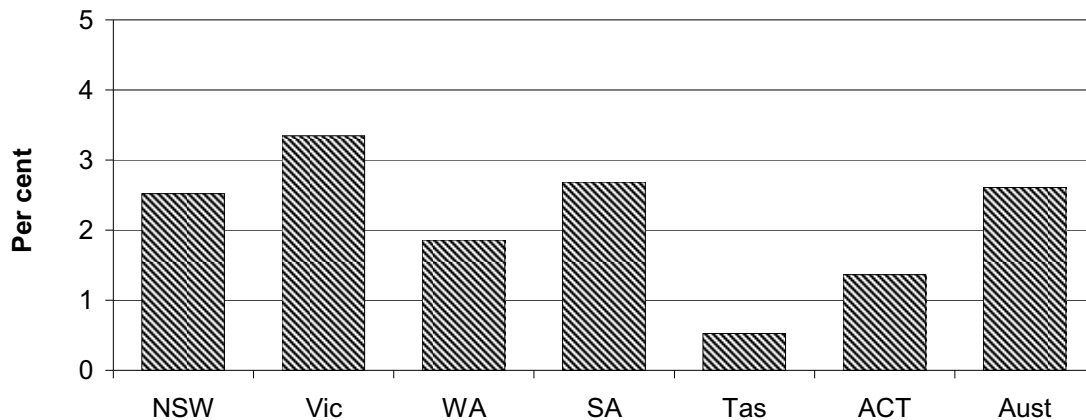
Data reported for this indicator are neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

State and Territory governments’ housing authorities bedroom entitlement policies may differ from the CNOS.

Reporting on overcrowding for community housing for 2009-10 is based on the CNOS but these data are not directly comparable to data for earlier years presented in table 16A.40. Reporting prior to 2009-10 is based on a proxy occupancy standard where overcrowding is deemed to occur if an additional two or more bedrooms are required to meet the standard (compared to one or more additional bedrooms required using the CNOS).

Nationally in 2010, 2.6 per cent of community housing dwellings were overcrowded (figure 16.22). Data for previous years reported using the proxy occupancy standard are presented in tables 16A.40.

Figure 16.22 Community housing — proportion of overcrowded households, 2010^{a, b}



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.40 provides further information. ^b Data for Queensland and the NT were not available.

Source: AIHW (2011) *Housing assistance tables*; table 16A.40.

In contrast to households with overcrowding, some community housing dwellings are underutilised. Data on underutilisation in community housing are presented in table 16A.98.

Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate to different households (box 16.27).

Box 16.27 Customer satisfaction

‘Customer satisfaction’ is defined as satisfaction with the overall service provided by the community housing organisations.

A high or increasing proportion of satisfied customers can imply better housing assistance provision.

Customer satisfaction is a survey-based measure.

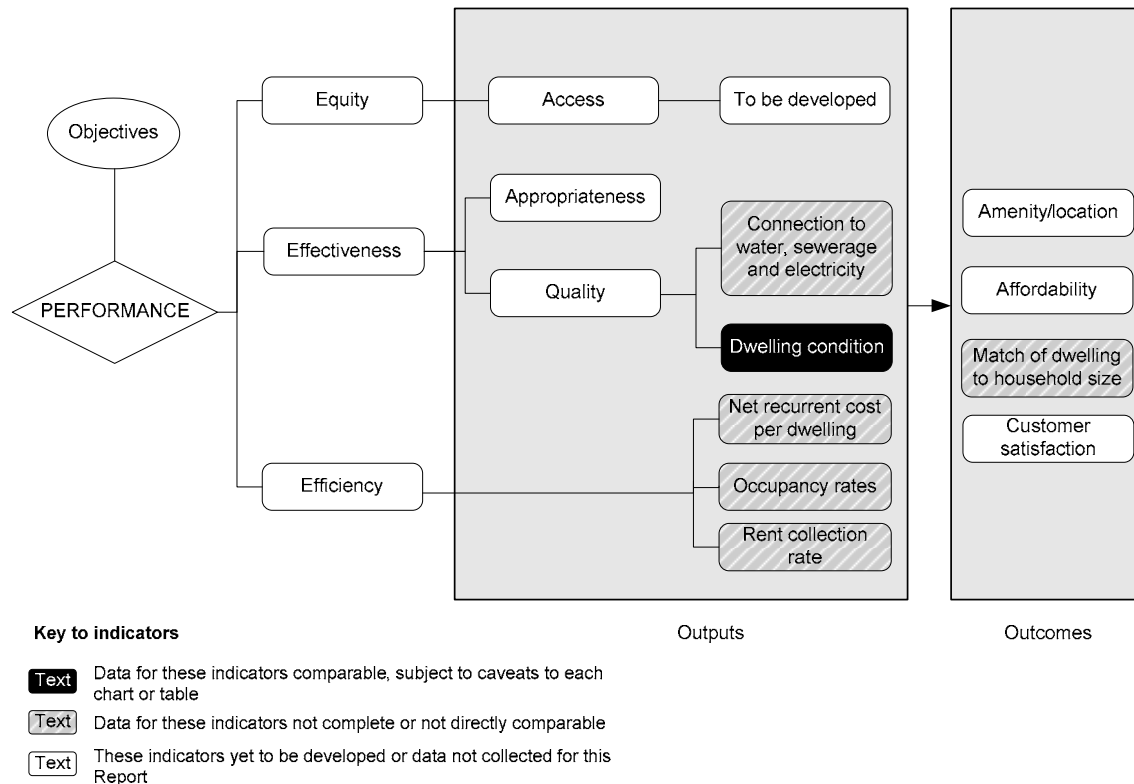
Data reported for this indicator are comparable but not complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Data for this indicator are from the 2010 National Social Housing Survey. Nationally in 2010, 79.1 per cent of tenants were satisfied or very satisfied (41.0 per cent and 38.1 per cent, respectively) with the services provided by their community housing organisation (table 16A.41).

Indigenous community housing

The performance indicator framework for ICH is presented in figure 16.23. Performance indicator results are not directly comparable across public housing and SOMIH, community housing and ICH.

Figure 16.23 Performance indicators for ICH



Data for ICH should be interpreted with caution as complete data were not available for all jurisdictions.

Outputs

The following indicators measure the outputs of ICH. Outputs are the 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 16.28).

Box 16.28 Performance indicator — access

‘Access’ indicators are output indicators of governments’ objective 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 governments’ objective to provide quality housing (box 16.29).

Box 16.29 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 organised water, sewerage and electricity systems as a percentage of the total number of permanent dwellings. Separate measures are reported for water, sewerage and electricity.

A low or decreasing percentage suggests high housing quality.

Data reported for this indicator are not directly comparable. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

The proportions of Indigenous community houses not connected to water, sewerage and electricity are presented in tables 16A.43–45. In 2008-09, almost all of the ICH dwellings for which data were available were connected to water and sewerage for each reporting jurisdiction.

Dwelling condition

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 16.30).

Box 16.30 Dwelling condition

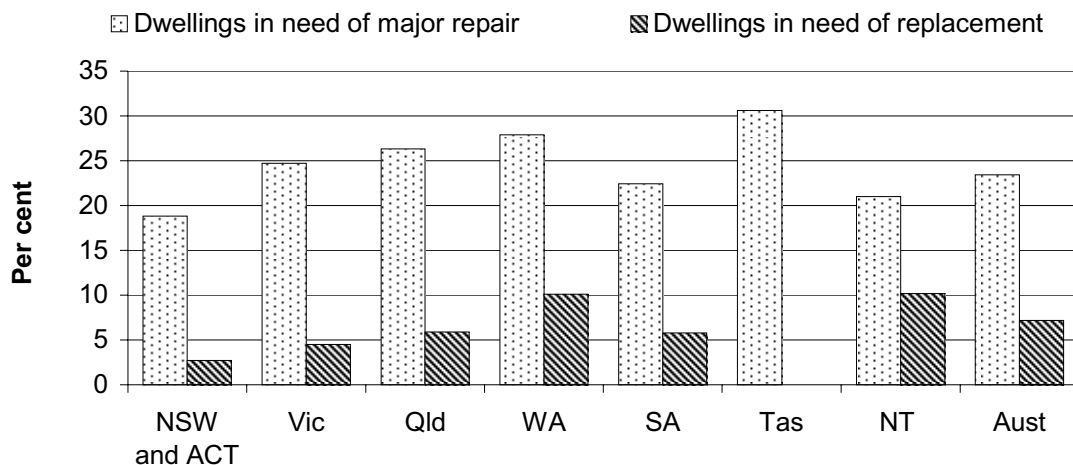
'Dwelling condition' is defined as the proportion of ICH dwellings in poor condition and in need of major repair or replacement. It is measured as the number of permanent ICH dwellings in need of either major repair or replacement as a percentage of the total number of permanent dwellings.

A low or decreasing proportion suggests higher housing quality.

Data reported for this indicator are comparable. Data quality information for this indicator is under development.

Nationally, there were 23.4 per cent of ICH dwellings in need of major repair and 7.2 per cent of dwellings in need of replacement in 2006 (figure 16.24).

Figure 16.24 ICH — proportion of dwellings in need of major repair and dwellings in need of replacement, 2006^a



^a The proportion of dwellings in need of replacement in Tasmania was nil, or rounded to zero.

Source: ABS (2007) *Housing and Infrastructure in Aboriginal and Torres Strait Islander Communities 2006*; table 16A.46.

Efficiency

Net recurrent cost per dwelling

'Net recurrent cost per dwelling' is an output indicator of governments' objective to provide efficient and cost effective management of housing (box 16.31).

Box 16.31 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 excludes cost of capital.

Holding other factors equal, a low or decreasing proportion suggests high 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 neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally in 2008-09, the net recurrent cost per ICH dwelling was \$5256 (table 16.12). Net recurrent cost data may be underestimated and should be interpreted with caution because complete data were not available for all jurisdictions.

Table 16.12 ICH — net recurrent cost per dwelling (2008-09 dollars)^{a, b}

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov ^c	Aust
2005-06	8 014	..	na	na	7 397	..	25 766	652	7 916	na
2006-07	8 694	..	3 584	na	3 561	..	na	na	na	5 451
2007-08	6 919	3 164	7 161	13 831	2 708	..	7 169	na	8 299	7 841
2008-09	5 986	5 901	3 705	6 338	3 276	..	10 088	na	7 501	5 256

^a Data were presented in current prices based on the Australian Bureau of Statistics (ABS) Gross Domestic Product price deflator (index) (2008-09 = 100) table AA.26. ^b Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.47 provides further information. ^c Contains data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW (2007, 2009, 2010 and unpublished) *Indigenous Community Housing data collection*; table 16A.47.

Occupancy rate

'Occupancy rate' is an indicator of governments' objective to provide efficient housing utilisation (box 16.32).

Box 16.32 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 high or increasing occupancy rate suggests high efficiency of housing utilisation.

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

Nationally, 96.5 per cent of ICH were occupied at 30 June 2009, though this varied across jurisdictions (table 16.13). These data may be underestimated and should be interpreted with caution because complete data were not available for all jurisdictions.

Table 16.13 ICH — 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>Aus Gov</i>	<i>Aust Gov</i>
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
2008	96.0	99.1	98.1	na	93.3	..	100.0	100.0	96.6	98.3
2009	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.48 provides further information. .. Not applicable. **na** Not available.

Source: AIHW (2007, 2009, 2010 and unpublished) *Indigenous Community Housing data collection*; table 16A.48.

Rent collection rate

'Rent collection rate' is an indicator of governments' objective to provide efficient and cost effective management of housing (box 16.33).

Box 16.33 Rent collection rate

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

A high or increasing proportion suggests efficiency in collecting rent.

As with 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 neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

The national rent collection rate in 2008-09 was 96.3 per cent, though this varied across jurisdictions (table 16.14). These data may be underestimated and should be interpreted with caution because complete data were not available for all jurisdictions.

Table 16.14 ICH — rent collection rate (per cent)^a

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
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
2007-08	89.8	95.4	90.8	101.1	63.5	..	100.4	114.4	93.2	97.6
2008-09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 16A.49 provides further information. .. Not applicable.

Source: AIHW (2007, 2009, 2010 and unpublished) *Indigenous Community Housing data collection*; table 16A.49.

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 services delivered (see chapter 1, section 1.5).

Amenity/location

'Amenity/location' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households (box 16.34).

Box 16.34 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 2011 Report.

Affordability

'Affordability' is an indicator of governments' objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.35).

Box 16.35 Affordability

'Affordability' is defined as the extent to which low income households are paying a large share of their income in rent.

A measure of affordability for ICH was included in previous reports. New measures of affordability will be considered as a key area for development in future reports.

Match of dwelling to household size

'Match of dwelling to household size' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households (box 16.36).

Box 16.36 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. Overcrowding is measured using the CNOS (refer to box 16.16) and, for ICH, is deemed to occur if two or more bedrooms are required to meet the standard.

A low or decreasing proportion of overcrowded households is desirable.

Data reported for this indicator are neither comparable nor complete. Data quality information for this indicator is at www.pc.gov.au/gsp/reports/rogs/2011.

State and Territory government’s housing authorities bedroom entitlement policies may differ from the CNOS.

Data for overcrowding are not comparable across public housing, SOMIH, community housing and ICH due to different thresholds for determining overcrowding — one or more bedrooms for public housing, SOMIH and community housing; and two or more bedrooms for ICH.

Data for some jurisdictions are based on the proxy occupancy standard, rather than the CNOS. The proportions of ICH households that were overcrowded at 30 June are presented in table 16.15. These data may be underestimated and should be interpreted with caution because complete data were not available for all jurisdictions.

Table 16.15 ICH — proportion overcrowded 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>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	na
2008	29.1	–	36.6	na	na	..	–	na	10.2	na
2009	25.1	0.8	32.5	na	31.8	..	–	na	13.7	na

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 16A.50 provides further information. ^b Contains data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA surveys. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero.

Source: AIHW (2007, 2009, 2010 and unpublished) *Indigenous Community Housing data collection*; table 16A.50.

Data on the number of bedrooms needed for people living in overcrowded conditions in Indigenous community housing are presented in table 16A.51. Data on overcrowding in Indigenous community housing by remoteness area are not available for reporting.

Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate to different households (box 16.37).

Box 16.37 Customer satisfaction

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

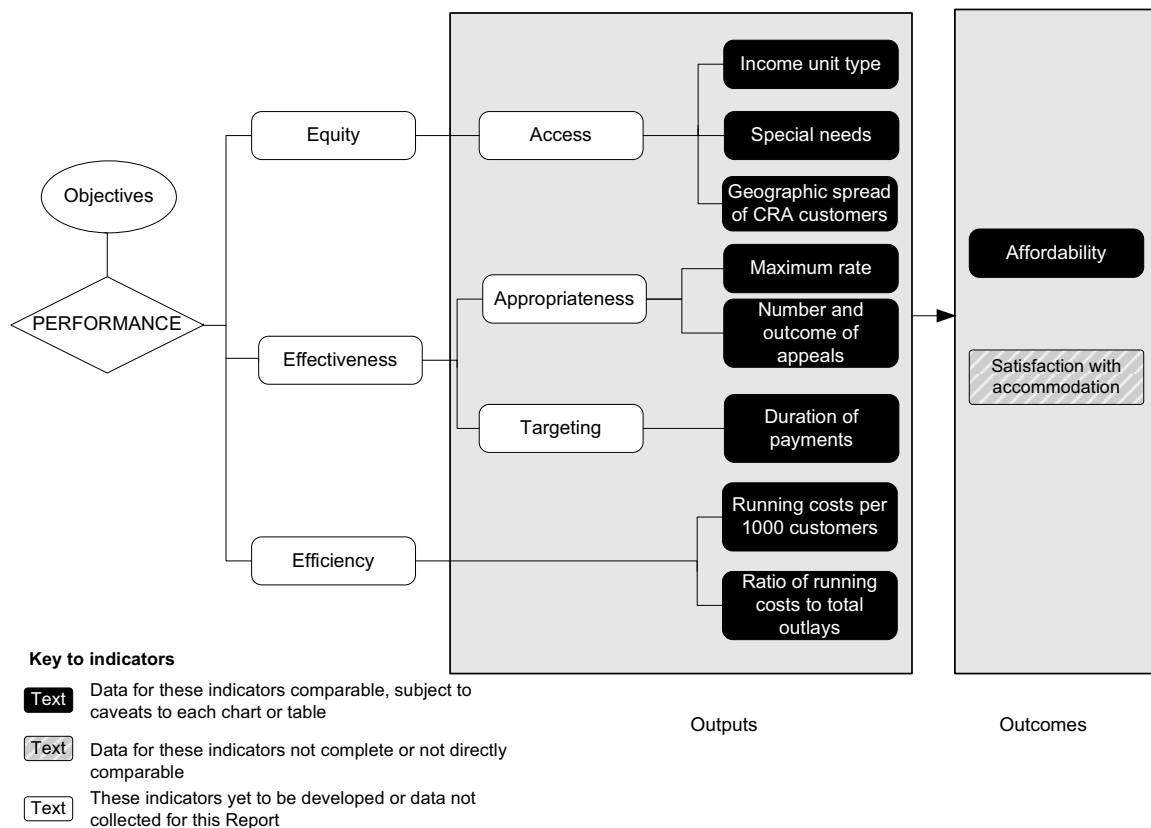
A higher proportion of satisfied tenants can imply better housing assistance provision.

Data for this indicator were not available for the 2011 Report.

Commonwealth Rent Assistance

The performance indicator framework for CRA is presented in figure 16.25.

Figure 16.25 Performance indicators for CRA



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

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

Outputs

The following indicators measure the outputs of CRA. Outputs are the 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 16.38).

Box 16.38 Income unit type

‘Income unit type’ reports the proportion of income units receiving CRA by income unit type. An income unit comprises a single person (with or without dependent children) or a couple (with or without dependent children).

The number of CRA recipients in terms of the income units 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.

Data for this indicator are difficult to interpret. CRA is a demand driven payment whose mix of customers depends upon eligibility for the primary payment.

Data reported for this indicator are comparable. Data quality information for this indicator is under development.

Nationally, there were 1 105 154 income units entitled to receive CRA at 4 June 2010, of which 42 797 (or 3.9 per cent) self identified as Indigenous. Single people with no children represented approximately 52.6 per cent of income units receiving CRA and 39.2 per cent of Indigenous income units receiving CRA (table 16.16). Further information on income units, including data for each jurisdiction, are presented in tables 16A.53–16A.56.

Table 16.16 Income units receiving CRA, by income unit type, at 4 June 2010^a

<i>Type of income unit</i>	<i>Income units</i>	<i>CRA recipients</i>	<i>Indigenous income units</i>	<i>Indigenous CRA recipients</i>
	no.	%	no.	%
Single, no dependent children	420 368	38.0	12 977	30.3
Single, no children, sharer	161 220	14.6	3 800	8.9
Single, one or two dependent children	201 704	18.3	11 006	25.7
Single, three or more dependent children	42 184	3.8	3 773	8.8
Partnered, no dependent children	96 242	8.7	2 549	6.0
Partnered, one or two dependent children	124 210	11.2	5 010	11.7
Partnered, three or more dependent children	56 184	5.1	3 500	8.2
Partnered, illness or temporarily separated	3 042	0.3	156	0.4
Total	1 105 154	100.0	42 797	100.0

^a Further information pertinent to these data is provided in tables 16A.53–16A.56. .. Not applicable.

Source: FaHCSIA (unpublished); tables 16A.53–16A.56.

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 16.39).

Box 16.39 Special needs

‘Special needs’ is defined as the proportion of income units receiving CRA allocated to a special needs category. Special needs income units are defined as those income units where the primary and/or secondary member receives Disability Support Pension, or is aged 24 years or under, or 75 years or over, or that have one or more Indigenous members.

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 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. Data quality information for this indicator is under development.

Table 16.17 illustrates the proportion of special needs income units receiving CRA at 4 June 2010 by jurisdiction.

Table 16.17 Proportion of income units with special needs, at 4 June 2010^{a, b}

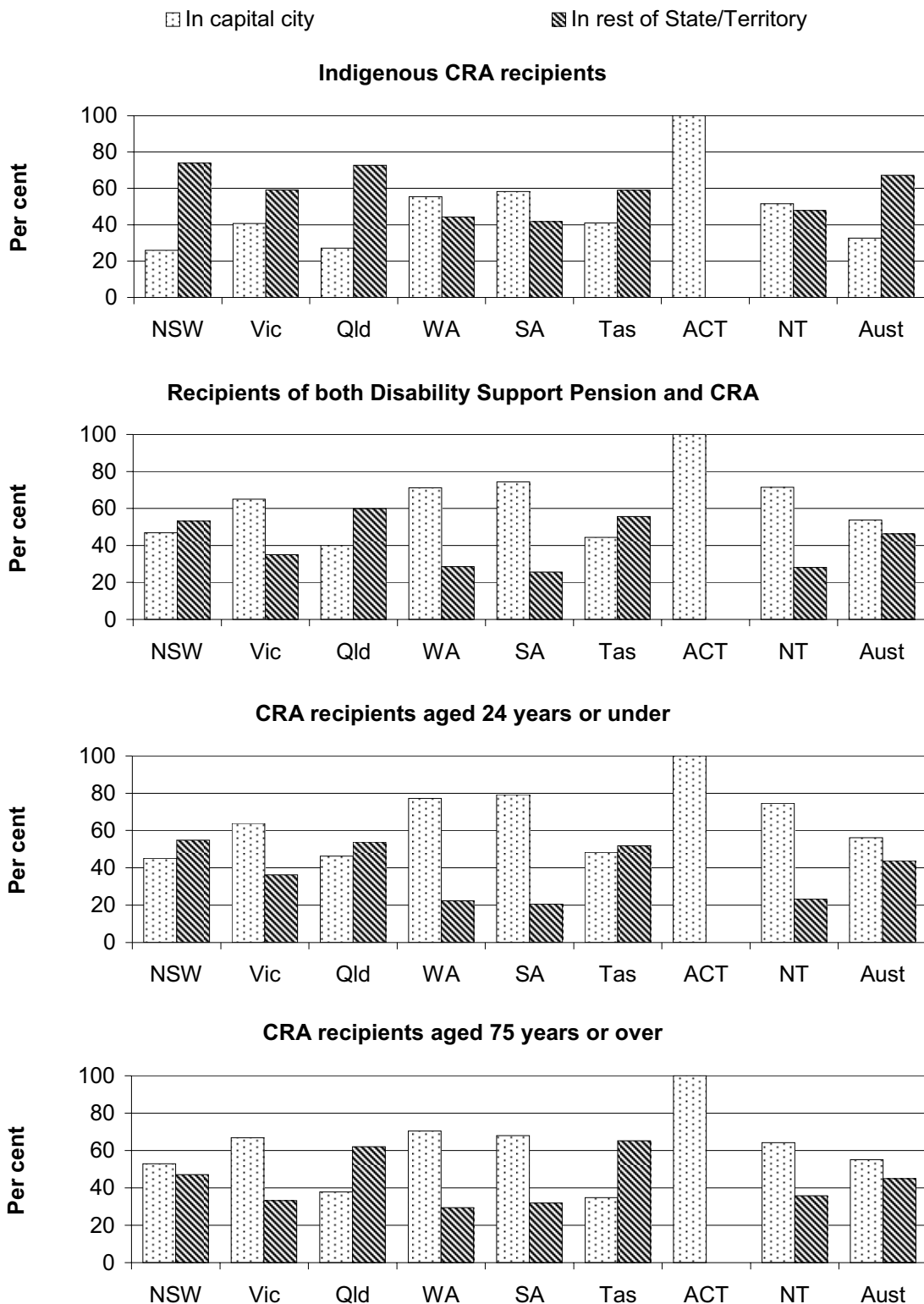
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Non-Indigenous CRA recipients as a proportion of:</i>									
all CRA income units	95.4	98.5	94.8	96.5	97.5	95.0	97.9	82.2	96.1
estimated resident population	97.7	99.3	96.4	96.6	98.1	96.0	98.7	69.8	97.4
<i>Indigenous CRA recipients as a proportion of:</i>									
all CRA income units	4.6	1.5	5.2	3.5	2.5	5.0	2.1	17.8	3.9
estimated resident population	2.3	0.7	3.6	3.4	1.9	4.0	1.3	30.2	2.6
<i>CRA recipients also receiving Disability support pension as a proportion of:</i>									
all CRA income units	20.1	21.1	18.9	18.1	20.9	21.9	13.8	22.1	19.9
estimated resident population	1.1	0.9	1.2	0.7	1.0	1.2	0.3	0.5	1.0
<i>CRA recipients aged 24 years or under as a proportion of:</i>									
all CRA income units	12.9	14.5	15.7	15.9	15.9	19.2	32.2	15.2	14.7
estimated resident population	0.7	0.7	1.0	0.6	0.8	1.1	0.8	0.4	0.7
<i>CRA recipients aged 75 years and over as a proportion of:</i>									
all CRA income units	8.3	8.2	7.8	9.1	9.6	7.8	4.9	3.8	8.3
estimated resident population	0.4	0.4	0.5	0.4	0.5	0.4	0.1	0.1	0.4

^a Further information pertinent to these data is provided in table 16A.58. ^b Income units can be included in more than one 'special needs' group.

Source: FaHCSIA (unpublished); ABS (unpublished) Population by age and sex, Australian States and Territories, Cat. no. 3201.0; ABS (2007) 2006 Census of Population and Housing; ABS (2008) Population Projections, Australia, 2006–2101, Cat. no. 3222.0; table 16A.58.

Information on the geographic location of special needs income units is presented in figure 16.26. Overall, most income units receiving CRA resided in capital cities (57.4 per cent), while the remaining 42.5 percent residing lived in the rest of the State or Territory, though this varied across jurisdictions (table 16A.57). For Indigenous income units receiving CRA, 67.3 per cent were located in the rest of the State or Territory, while 32.6 per cent resided in capital cities (figure 16.26).

Figure 16.26 **Geographic location of income units with special needs, at 4 June 2010^a**



^a Further information pertinent to these data is provided in table 16A.58.

Source: FaHCSIA (unpublished); table 16A.58.

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 16.40).

Box 16.40 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 geographic spread of customers 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 jurisdictions, and capital cities/rest of State.

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

Data reported for this indicator are comparable. Data quality information for this indicator is under development.

Results for income units receiving CRA as a proportion of income units in each capital city receiving a social security income support payment or more than the base rate of the Family Tax Benefit are mapped in tables 16A.59–16A.67. Information on the average CRA entitlement across locations is contained in table 16A.68. Nationally in 2010, the average fortnightly CRA entitlement is \$98 (table 16A.68).

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 4 June 2010 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 16.41).

Box 16.41 Maximum rate

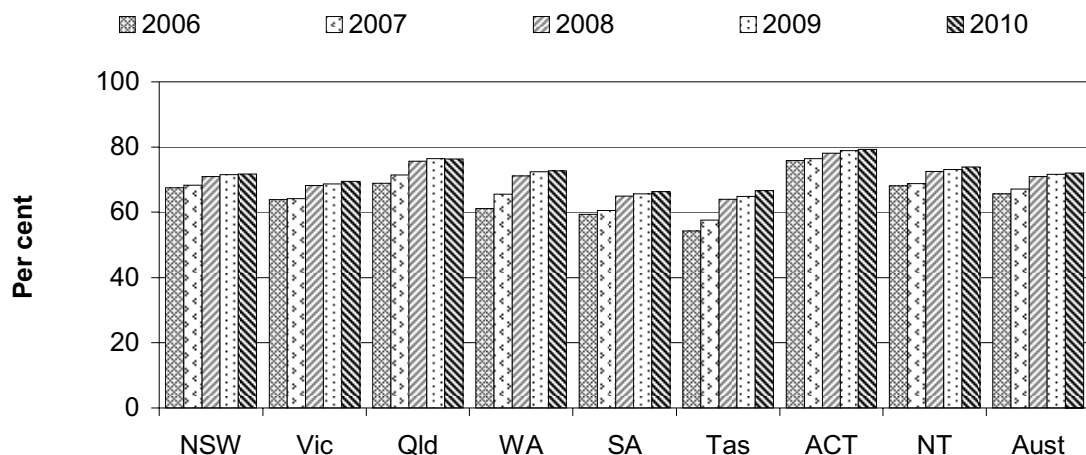
‘Maximum rate’ is defined as the proportion of income units paying enough rent to be eligible for the maximum rate of CRA.

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. Data quality information for this indicator is under development.

At 4 June 2010, 72.0 per cent of income units receiving CRA across Australia paid enough rent to be eligible for the maximum rate of CRA (figure 16.27). Nationally, there is an upward trend in the proportion of income units receiving CRA between 2001 and 2010 (table 16A.69).

Figure 16.27 Proportion of income units receiving CRA paying enough rent to receive maximum assistance^a



^a Further information pertinent to these data is provided in table 16A.69.

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

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 16.42).

Box 16.42 Number and outcome of appeals

'Number and outcome of appeals' is defined as the proportion of all CRA appeals finalised, where the original decision is affirmed.

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. Data quality information for this indicator is under development.

There were 617 finalised appeals to an authorised review officer in 2009-10, which represented approximately 0.06 per cent of income units receiving CRA. The original decision was affirmed, or appeal dismissed, for 56.1 per cent of finalised appeals to an authorised review officer, 62.4 per cent of appeals to the Social Security Appeals Tribunal and 42.9 per cent of appeals to the Administrative Appeals Tribunal (table 16.18).

Table 16.18 Outcome of all CRA appeals finalised in 2009-10^a

Outcome	Appeals to ARO		Appeals to SSAT		Appeals to AAT	
	no.	%	no.	%	no.	%
Original decision affirmed or appeal dismissed	346	56.1	68	62.4	6	42.9
Original decision set aside	136	22.0	30	27.5	1	7.1
Original decision varied	99	16.1	2	1.8	–	–
Appeal withdrawn	36	5.8	9	8.3	7	50.0
Total finalised	617	100.0	109	100.0	14	100.0

ARO = Authorised Review Officer. SSAT = Social Security Appeals Tribunal. AAT = Administrative Appeals Tribunal. ^a Further information pertinent to these data is provided in table 16A.70. – Nil or rounded to zero.

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

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 16.43).

Box 16.43 Duration of payments

'Duration of payments' is defined as the level of short term and long 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. Data quality information for this indicator is under development.

Nationally, 1 038 137 income units were entitled to receive CRA payments at 5 June 2009, and 1 105 154 income units were entitled to receive CRA at 4 June 2010. Out of those, 767 604 income units or 69.5 per cent were receiving CRA at both times, implying a high degree of dependence on CRA. The remaining 337 550 income units (30.5 per cent) started to receive CRA during the year and were receiving assistance at the end of the year (table 16.19). Other income units received assistance for only part of the year.

Table 16.19 Duration of CRA payments, by State and Territory, 2009-10 (number)^a

	<i>Number of income units at the beginning of the year (5 June 2009)</i>	<i>Number of income units at the end of the year (4 June 2010)</i>	<i>Number of same income units at the beginning and the end of the year</i>
NSW	353 939	374 031	267 691
Victoria	230 738	244 335	170 856
Queensland	254 994	275 151	187 116
WA	83 118	89 326	59 126
SA	75 647	80 261	56 288
Tasmania	26 307	27 740	19 126
ACT	8 147	8 887	4 735
NT	5 176	5 351	2 640
Total	1 038 137	1 105 154	767 604

^a Further information pertinent to these data is provided in table 16A.71.

Source: FaHCSIA (unpublished); table 16A.71.

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 16.44).

Box 16.44 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. Data quality information for this indicator is under development.

Nationally, the running costs per 1000 customers were \$38 623 for 2009-10. (table 16A.72). Running costs have decreased each year since 2006-07.

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 16.45).

Box 16.45 Ratio of running costs to total outlays

'Ratio of running costs to total outlays' is defined as a proportion of total CRA running costs to 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. Data quality information for this indicator is under development.

Nationally, the ratio of running costs to total outlays was 1.5 per cent for 2009-10 (table 16A.73). The ratio of running costs to total outlays has decreased each year since 2006-07.

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 services delivered (see chapter 1, section 1.5).

Affordability

‘Affordability’ is an indicator of the CRA’s guiding principle to provide income support recipients and low income families in the private rental market with financial assistance (box 16.46).

Box 16.46 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, Disability Support Pension income units receiving CRA, income units aged 24 years or under receiving CRA, and income units aged 75 years or over receiving CRA.

A low or decreasing 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.

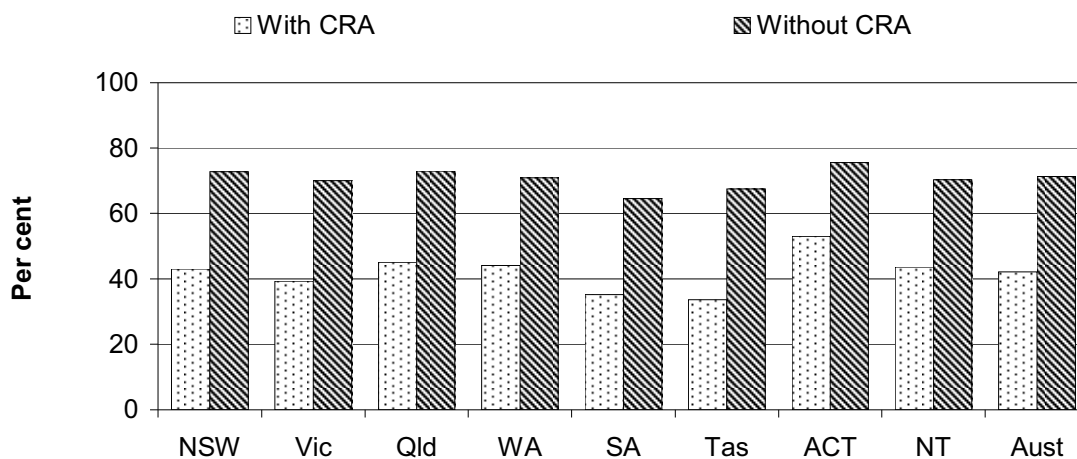
Data reported for this indicator are comparable. Data quality information for this indicator is under development.

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, income units receiving Disability Support Pension, income units aged 24 years or under, and income units aged 75 years or over is presented in tables 16A.74–16A.84.

Nationally, 42.1 per cent of income units receiving CRA spent more than 30 per cent of their income on rent at 4 June 2010. If CRA were not payable, 71.4 per cent of income units receiving CRA would have paid more than 30 per cent of their income on rent (figure 16.28). Table 16A.75 shows the proportions of CRA recipients spending more than 30 per cent of their income on rent, with and without CRA, since 2001.

Without CRA, 31.0 per cent of recipients across Australia would have spent more than 50 per cent of their income on rent. With CRA, the proportion falls to 14.0 per cent (table 16A.84).

Figure 16.28 Income units paying more than 30 per cent of income on rent, with and without CRA, at 4 June 2010^a



^a Further information pertinent to these data is provided in table 16A.74.

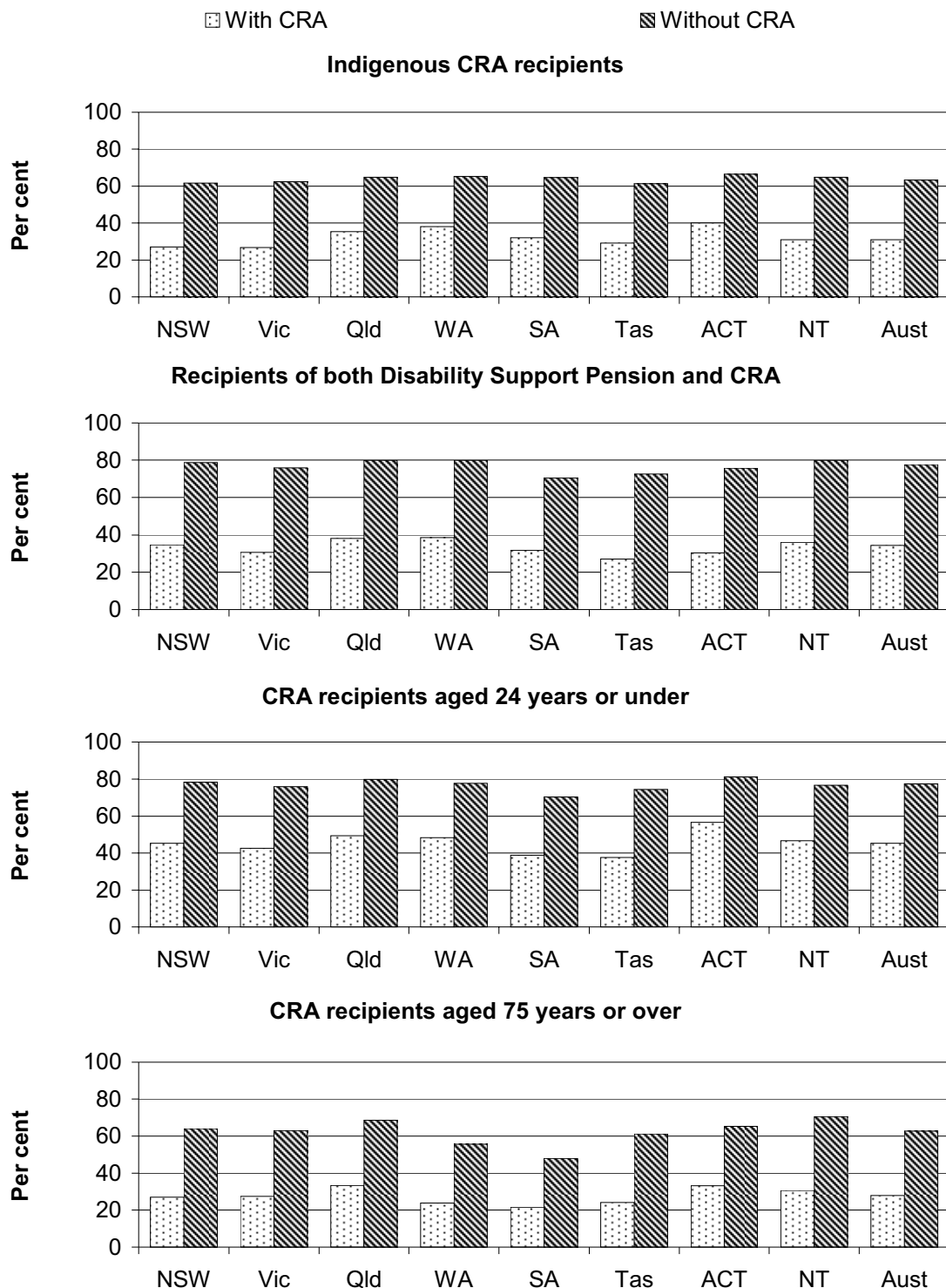
Source: FaHCSIA (unpublished); table 16A.74.

Figure 16.29 shows the affordability outcomes for Indigenous income units receiving CRA, income units with a member receiving Disability Support Pension, income units with a member aged 24 years or under and income units with a member aged 75 years or over. Nationally at 4 June 2010, if CRA were not payable:

- 63.3 per cent of the Indigenous income units receiving CRA would have spent more than 30 per cent of income on rent. With CRA, this proportion decreases to 31.0 per cent
- 77.6 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. With CRA, this proportion decreases to 34.4 per cent
- 77.4 per cent of all income units with a member aged 24 years or under would have spent more than 30 per cent of income on rent. With CRA, this proportion decreases to 45.3 per cent
- 62.7 per cent of all income units with a member aged 75 years or over would have spent more than 30 per cent of income on rent. With CRA, this proportion decreases to 27.8 per cent (figure 16.29).

Further information on the proportion of income units spending more than 50 per cent of income on rent, with and without CRA, are presented in table 16A.84.

Figure 16.29 Income units paying more than 30 per cent of income on rent, with and without CRA, at 4 June 2010^a



^a Further information pertinent to these data is provided in tables 16A.76–16A.82.

Source: FaHCSIA (unpublished); table 16A.76, 16A.78, 16A.80, and 16A.82.

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 16.47).

Box 16.47 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 can imply better or improving accommodation provision.

Data reported for this indicator are not directly comparable. Data quality information for this indicator is under development.

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 Dynamics in Australia (HILDA) survey identifies social security recipients living in private rental accommodation who are potentially eligible for CRA.

Data on satisfaction with the home and neighbourhood in which individuals lived and satisfaction with the feeling that individuals were part of their local community, derived from the HILDA (Wave 8) conducted in 2008-09, are presented in table 16.20. In 2008-09, 81.7 per cent of people expressed some level of satisfaction with the home in which they lived (25.0 per cent were totally satisfied), 83.2 per cent were satisfied with the neighbourhood in which they lived (22.3 per cent were totally satisfied) and 60.8 per cent were satisfied the feeling of being part of the local community (12.9 per cent were totally satisfied) (table 16.20).

Table 16.20 Satisfaction with home, neighbourhood and being part of the local community (per cent), 2008-09

	<i>Totally dissatisfied</i>	<i>Dissatisfied</i>	<i>Neither satisfied nor dissatisfied</i>	<i>Satisfied</i>	<i>Totally satisfied</i>
Home lived in ^a	1.2	10.0	7.1	56.7	25.0
Neighbourhood lived in ^b	0.3	7.4	9.1	60.9	22.3
Feeling of being part of the local community ^a	2.4	18.2	18.7	47.9	12.9

^a Satisfaction with home in which lived and feeling of being part of the local community were based on 730 valid responses. ^b Satisfaction with neighbourhood was based on 728 valid responses.

Source: FaHCSIA (unpublished); table 16A.85.

16.4 Future directions in performance reporting

Report on Government Services alignment with NAHA reporting

Further alignment between the Report and NAHA indicators might occur in future reports as a result of developments in NAHA reporting.

Outcomes of the review of Report on Government Services

COAG endorsed recommendations of a review of the RoGS in December 2009. Those recommendations implemented during 2010 are reflected in this Report.

Further recommendations will be reflected in future Reports, including implementation of Independent Reference Group and Steering Committee recommendations arising from the 'Review of the general performance indicator framework' and the 'Review of the performance indicators and their associated measures'. The 2012 Report and later editions will continue:

- lengthening time series data in attachment tables
- developing data quality information documents for performance indicators
- developing mini-case studies.

Further developing indicators and data

Improved reporting on housing provision to Indigenous Australians continues to be a priority. All Australian, State and Territory governments have committed to

improve reporting against a 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 and Homelessness Working Group will continue to improve the quality of 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.

Australian Government comments

“

The National Affordable Housing Agreement (NAHA) commenced on 1 January 2009. It provides a framework for governments to work together to improve housing affordability, reduce homelessness and reduce Indigenous housing disadvantage. As part of the Agreement, governments have committed to undertake reforms in the housing sector, including: improving integration between the homelessness service system and mainstream services; reducing concentrations of disadvantage that exist in some social housing estates; improving access by Indigenous people to mainstream housing, including home ownership; enhancing the capacity and growth of the not-for-profit housing sector and planning reforms for greater efficiency in the supply of housing.

The NAHA is supported by three National Partnerships. The National Partnership Agreement on Social Housing has provided \$400 million over two years to increase the supply of social housing by at least 1600 dwellings. The National Partnership Agreement on Homelessness is providing \$1.1 billion over four years for better services and specialist supported housing. The National Partnership Agreement on Remote Indigenous Housing is providing \$5.5 billion over 10 years to address overcrowding, homelessness, poor housing conditions and severe housing shortages in remote Indigenous communities.

The Australian Government is also providing an additional \$5.6 billion over three and a half years for social housing under the Nation Building — Economic Stimulus Plan. Over 19 300 additional social housing dwellings will be built under the initiative with the assistance of the not-for-profit sector and repairs and maintenance undertaken to around 80 000 existing social housing dwellings. This includes significant repairs and maintenance to more than 12 000 social housing dwellings that are currently vacant or will become uninhabitable without this work.

The Australian Government has continued to implement several other initiatives to improve housing affordability, particularly for low to moderate income earners. These include: the Housing Affordability Fund; the National Rental Affordability Scheme; First Home Savers Accounts; releasing surplus Commonwealth land; and increases to the First Home Owners Grant, the First Home Owners Boost, the Commonwealth Financial Counselling Program and Centrelink's Financial Information Service.

COAG has also endorsed a housing supply and affordability reform agenda to be led by Treasurers, including planning and zoning governance reforms, residential development infrastructure charges, the efficiency of housing supply and land release targets, as well as examining the impact of government policies and legislation on housing supply and demand.

Commonwealth Rent Assistance (CRA) is a non-taxable income support supplement payable to individuals and families who rent accommodation in the private rental market. CRA rates are based on a customer's family situation and the amount of rent they pay.

”

New South Wales Government comments

“

Housing NSW manages the largest portfolio of public housing in Australia with close to 122 000 properties. The community housing sector's role in the provision of social housing continues to grow with over 20 000 properties now being managed in this sector. The Aboriginal Housing Office currently owns nearly 4 300 properties and registered and non-actively registered Aboriginal housing providers manage more than 4 400 properties.

NSW is working with the Australian and other State and Territory governments to improve housing affordability and to reduce homelessness through a national reform agenda under the National Affordable Housing Agreement, related National Partnerships and the National Partnership on the Nation Building Economic Stimulus Plan.

Housing Pathways was introduced in April 2009 and established a single application system for housing assistance provided by Housing NSW, the Aboriginal Housing Office and housing associations across NSW. This means that applicants only need to fill out a single social housing application form and are put on a single housing register. Housing Pathways is making it simpler, fairer and easier for people to apply for and be matched with housing assistance.

NSW is well on target to deliver its share of new social housing under the Nation Building Economic Stimulus Plan. NSW will deliver, in two stages, over 6300 new social housing homes by 2012. This will provide more housing assistance to people most in need, particularly those people who are homeless or at risk of homelessness and Aboriginal people.

Implementation of the five year strategy, *Planning for the Future: New Directions for Community Housing in NSW*, is ensuring that the community housing sector grows as a flexible component of the NSW social housing system that is able to offer more housing for people, tailored to their needs. The target is to grow the sector from 13 000 to 30 000 homes over 10 years. It is currently expected that this target will be reached in 2012-13.

The NSW Aboriginal Housing Office has developed new initiatives to help the Aboriginal community housing sector to better meet the needs of its tenants and communities through the *Build and Grow Aboriginal Community Housing Strategy*. A key element has been the introduction of a new state-wide standard for Aboriginal housing and tenancy management.

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. The NSW Government's Affordable Rental Housing State Environmental Planning Policy was introduced in October 2009 and focuses on increasing the supply and diversity of affordable housing by encouraging developers to supply new affordable housing and facilitating more affordable forms of development.

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Victorian Government comments

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During 2009-10, Victoria has made excellent progress in delivering more and better affordable rental housing across Victoria and has worked with partners to provide ongoing services and support for homeless people and people living in public and social housing.

Through the Australian Government's Nation Building Economic Stimulus Plan, Victoria is currently delivering 4500 new homes across Victoria and a total of eight major redevelopment projects to redevelop outdated public housing neighbourhoods.

During 2009-10, Victoria built or bought around 3000 new public and social housing properties across metropolitan Melbourne and Victoria's major regional centres. New homes are located close to services, schools and transport so people have the opportunity and support to thrive in the community.

Victoria also completed major upgrades to more than 3700 public and social housing properties during 2009-10, making homes safer and more comfortable for residents, improving common areas used by residents as well as extending the life of ageing properties.

The Public Tenant Employment Program and the Neighbourhood Renewal program created more than 870 jobs and 1600 training opportunities for public housing tenants and residents of disadvantaged areas during 2009-10. The programs recognise that public housing communities are home to many people who have skills, experience and a desire to work but who often need training and support to find the right opportunity.

Evidence has shown that Victoria's Neighbourhood Renewal project has helped residents in project areas transform their communities into places where people feel a sense of belonging, can live with pride and see a positive future. Eight Neighbourhood Renewal projects reached the end of the eight-year program in 2009-10 and the department is progressing on the next stage to ensure there is a long-term plan in place to support residents' vision for the future.

Victoria has also delivered on the National Rental Affordability Scheme which will provide eligible Victorians rental homes at 20 per cent below market rates. Homes became available during 2009-10 and by June 2012, 7500 new homes are scheduled for completion.

Victoria has also been improving environmental sustainability, with all new constructed public housing properties built to 5-Star standard, featuring 5-Star building fabric and 5-Star plumbing. The result is a reduction in greenhouse gas emissions and greater energy bill savings for low income residents.

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Queensland Government comments

“ Queensland is committed to delivering a social housing system that provides safe, affordable and appropriate housing for Queenslanders for the duration of their housing need. During 2009-10, the Department of Communities continued to provide Queenslanders with low-to-moderate incomes and who had housing needs with access to assistance through the One Social Housing System. It provided more than 65 800 households with social housing and assisted 194 203 households to access or sustain private market tenure.

Under the Nation Building Jobs Plan – Social Housing Initiative, Queensland expended \$492.8 million, completed 359 dwellings and commenced construction on 3075 dwellings due for completion by June 2012. The majority of these will be owned and/or managed by the not-for-profit sector, significantly growing this sector. It also undertook a large-scale maintenance and repair program.

Queensland is committed to the implementation of the National Affordable Housing Agreement and supporting National Partnership Agreements. Under the National Partnership Agreement on Social Housing, Queensland is expending \$80.1 million over two years to complete construction on 79 dwellings and commence construction on a further 217 dwellings. Since its commencement 72 dwellings have been tenanted.

Under the 10 year National Partnership Agreement on Remote Indigenous Housing, Queensland addresses overcrowding, homelessness, poor housing conditions and housing shortages in remote Indigenous communities by building more than 1100 new dwellings and upgrading more than 1200 homes. During 2009-10, land and infrastructure plans were developed for Queensland's 16 discrete Indigenous Councils and significant progress was made in establishing 40-year leases with Councils to improve property and tenancy management.

In terms of private market assistance provided by Queensland:

- RentConnect assisted 1177 households to find and secure a tenancy in the private market
 - a total of 62 new loans were provided to home purchasers experiencing difficulties in obtaining loans from a financial institution and to those wishing to purchase a share of their social rental property
 - non-profit organisations and local councils were funded to provide tenant advice and advocacy services and assisted 79 753 households
 - bond loans were provided to 18 198 households to move into private rental accommodation and 521 rental grants to assist households with the costs of moving
 - under the National Rental Affordability Scheme, approximately 3900 dwellings are approved, 296 dwellings available and 286 dwellings tenanted as at 30 June 2010. The Scheme is expected to supply up to 10 000 new affordable rental dwellings across Queensland.
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Western Australian Government comments

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In the current economy, the housing market remains volatile and has a major flow-on to all of the Housing Authority's services from affordable land development to public rental, bonds and home ownership. To lessen the impact on Western Australians, the Housing Authority is looking at new ways of doing business, as well as continuously strengthening and improving existing programs.

One of the Department's biggest challenges for the 2009-10 financial year was to continue the State and Federal social housing stimulus packages, creating projects of unprecedented magnitude for the Housing Authority. The Department is on target to deliver 2803 new dwellings and a substantial number of refurbishments by the end of 2010.

In the area of Aboriginal housing, the Housing Authority delivered 89 homes in remote communities, of which 78 were connected to services, by the required deadline and on budget. This was well above the target of 75 houses to be built by 30 June 2010.

In addition to the delivery of the new homes, 150 refurbishments were completed.

Creating Aboriginal employment opportunities was a key component of this program, and the Aboriginal employment target of 20 per cent participation was exceeded across the construction and refurbishment programs.

A range of factors continue to increase the demand for social housing. These include the increased cost of housing, supporting community living for people with disabilities and other high needs, and an ageing housing stock.

While the Housing Authority manages some 36 000 residential tenancies, there remains a growing waiting list for social housing and the Authority has had to search beyond traditional methods to find solutions to reduce that list.

The Housing Authority has forged new partnerships with community housing organisations throughout the State as a way of delivering new housing economically.

The Housing Authority is deploying some innovative solutions such as Housing Direct. Housing Direct is a new central communication point for the Authority, clients and suppliers that has improved our efficiency in delivering services to tenants and contractors. It has won two State awards as judged by the Australian Teleservices Association.

The Housing Authority has developed an ambitious Affordable Housing Strategy that sets the blueprint for a range of initiatives to deliver an additional 20 000 new dwellings by 2020.

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South Australian Government comments

“ Housing SA maintained 49 173 lettable public, Aboriginal and community housing properties for South Australians during 2009-10, as well as providing assistance to 21 445 customers to help secure affordable private rental accommodation. The number of customers receiving private rental assistance through Housing SA substantially increased from the 2008-09 year (up 22.5 per cent), as did the average value of bonds (up 14.4 per cent). The number of new applications for public and Aboriginal housing increased 5.5 per cent, reversing a previous declining trend. Allocations to new tenants increased slightly to 2457 during the year, with over 75 per cent of new allocations to customers in greatest need.

An increase in allocations can be attributed to the impact of investment in social housing through the Nation Building – Economic Stimulus Plan (NBESP). A major component of NBESP was to build 173 new homes by the end of 2009-10. Housing SA exceeded this target by constructing over 200 homes. Over 500 homes were also upgraded during this period.

Housing SA is dedicated to creating affordable housing options for South Australians. The Affordable Housing Innovations Fund was established to facilitate the delivery of innovative affordable housing solutions to low to moderate income South Australians. In an environment where public housing opportunities are declining, these projects will continue to deliver affordable housing options to a variety of target groups. A number of projects were implemented throughout the year to facilitate the growth of the not-for-profit sector. The past decade has seen an expansion of approximately 75 per cent in this sector and a further 50 per cent growth in the next five years is expected.

By the end of 2009-10, 15 per cent affordable housing commitments had been included in a number of government land releases through the Affordable Housing Planning Policy, representing over 1800 affordable homes upon project completions. The intent of the policy is to secure at least 15 per cent affordable housing opportunities in all significant new developments.

South Australia has continued to benefit from funding committed through the National Affordable Housing Agreement and associated Implementation Plans. Projects funded through the National Partnership Agreement on Social Housing will deliver approximately 100 housing outcomes in partnership with not-for-profit organisations, with 22 homes completed at the end of 2009-10. Funding through the agreement will also help progress the Woodville West urban renewal project through property purchases.

Thirty-three new houses were constructed in APY communities through the National Partnership Agreement on Remote Indigenous Housing and a further 61 existing houses were refurbished across the state. Capital works also have a focus on generating local Aboriginal employment and in 2009-10, this centred mainly on external works such as fencing, shade structures and fire pits. Households are linked to home living skills programs upon allocation which will improve the likelihood of healthy homes and successful tenancies.”

Tasmanian Government comments

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Governments play an important role in the provision of affordable housing to the community, in particular, in assisting the most vulnerable. While housing affordability is a complex issue underpinned by wider macro-economic influences, jurisdictions play a critical role in the provision of public housing, affordable home purchase options, private rent assistance and facilitating the supply of land for further increase affordable housing stock.

During 2009-10, Housing Tasmania focused on increasing the supply of affordable housing across a range of tenure forms, improving the amenity of existing homes, and reforming, developing and strengthening homeless services in the State. Achievements in the homelessness area are reported in the Homelessness services chapter.

Achievements for the year include the purchase of a new Supported Residential Facility; the release of land for the construction of affordable housing; and the upgrading of Out of Home Care facilities, Disability Group Homes and Neighbourhood Houses throughout the State.

In addition to this, the state continued to manage NRAS allocations, the construction of new homeless facilities and the roll-out of capital projects funded through the Nation Building Economic Stimulus Plan's Social Housing Initiative. Works also commenced on the development of land following an allocation from the Australian Government's Housing Affordability Fund. This project will deliver new affordable homes and a children's access centre to an area of identified high needs.

Under the Private Rental Support Scheme, 3984 households received financial assistance during the year, representing a 7.2 per cent increase compared to the previous year. In addition, 6203 households received non-financial assistance such as advocacy, referral or information. A further 1200 households were assisted by the Private Rental Tenancy Support Scheme, which provides advice and tenancy support to people in the private rental market. This represents an increase of 38 per cent compared to the previous year.

A comprehensive Property Assessment Survey was undertaken during the year, with the amenity and condition of 92.6 per cent of all properties being assessed and recorded. The completion of this process will inform forward planning of maintenance schedules and associated budget estimates. Further, with the implementation of a new Asset Information Management System early in 2010-11, Housing Tasmania will be able to better analyse the portfolio and make informed decisions about future asset management and reform priorities.

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Australian Capital Territory Government comments

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During 2009-10, the ACT continued the implementation of initiatives to meet the reforms required under the National Affordable Housing Agreement, the associated National Partnership Agreements and the Nation Building and Jobs Plan economic stimulus package. These initiatives built on the reforms already introduced by the ACT Government, including effectively targeting housing assistance to those most in need in the community, particularly young people, Aboriginal and Torres Strait Islander families, and continuing the property redevelopment program, including exiting the larger multi-unit properties.

The ACT commenced construction of over 400 dwellings under the Nation Building and Jobs Plan and Partnership Agreements on Social Housing and Homelessness. Sixty-two of these dwellings were completed by 30 June 2010. A further 86 properties under the Nation Building and Jobs Plan will be completed by December 2010 and the remainder will be completed by June 2011. The dwellings will assist homeless families, specifically larger families and Aboriginal and Torres Strait Islander families and will create many new exit points from crisis accommodation.

The ACT targeted some of the new dwellings specifically to older tenants through the construction of aged person accommodation close to community facilities, such as shops and doctors as well as close to transport links, allowing tenants to 'age in place'. The family homes vacated by these older tenants will then be used to house families experiencing homelessness who are on the public housing waiting list.

The ACT also trialed a house extensions program for Indigenous families experiencing overcrowding in their current properties. Building extensions were provided to five houses tenanted by Indigenous families, providing a variety of additions such as bedroom, bathroom and living spaces. This enabled the families to stay in their property and remain connected to the supports and community they had established in their neighbourhoods.

New tenancy related programs were established to meet the housing and related needs of specific clients groups, including the Staying at Home After Leaving Violence project and the Helping Our Senior Tenants program.

The Staying at Home After Leaving Violence project was implemented to review policy and procedures and establish pathways for women and children who have been subject to violence to remain in their public housing property.

The Helping Our Senior Tenants program was implemented in November 2009, to gain a greater understanding of the circumstances and needs of older tenants in public housing properties. This then allows Housing ACT to tailor appropriate responses and ensure collaboration with areas such as Health and Aged Care to provide appropriate wrap around supports.

Housing ACT continued its long commitment to maintaining public housing stock numbers. By doing so Housing ACT can continue to provide affordable secure housing to those people most in need in the ACT community.

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Northern Territory Government comments

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In September 2009, the Territory Government released the *Territory 2030 Strategic Plan*. The plan aims to achieve a balanced housing market across all market segments and to increase the availability of appropriate and affordable housing. The Territory Government is continuing to roll out *Housing the Territory* which incorporates action to increase land supply, houses for purchase, houses for rent and public housing.

As part of the *Land to Grow* component, a 20 year land release program and accelerated land releases for residential housing across the Territory will substantially increase housing supply. Planning has also commenced for the new Town of Weddell. The Territory Government has committed to reserve 15 per cent of all new land releases for social and affordable housing.

New Places to Rent will see an Affordable Housing Rental Company established and a public housing complex in the Darwin region redeveloped to supply public and affordable rental dwellings. The Territory Government is also supporting the roll out of the National Rental Affordability Scheme (NRAS) and sought Expressions of Interest in early 2010 to develop a 3.5 hectare site in Palmerston for a housing complex that reserves more than 50 per cent of dwellings for NRAS.

Substantial investment is being made under *New Public Housing*:

- Up to \$1.7 billion in Commonwealth funds and \$240 million in Territory Government funding to support a construction and refurbishment program in remote communities under the National Partnership Agreement on Remote Indigenous Housing that will substantially reduce rates of overcrowding.
- Under the Nation Building and Jobs Plan, the Social Housing Initiative will provide \$59.7 million to construct 208 new units of accommodation and refurbish 136 existing public housing properties. Twenty two dwellings have been constructed under Stage One and 297 dwellings upgraded. Stage Two will deliver an additional 186 units with 12 units of accommodation already constructed.
- Territory Government funding of \$49 million will deliver an additional 150 new homes, including three seniors villages and accommodation to support homeless people transitioning into stable housing.

As part of *New Places to Buy*, Homestart NT is assisting low to moderate income earners purchase their own home. For the 2009-10 financial year, 145 households were assisted to buy a home. In May 2010, the Territory Government increased stamp duty exemptions for first home buyers and introduced a new concession for senior Territorians, veterans, pensioners and carers. The Government is also offering affordable house and/or land options for eligible Territorians to purchase in new Darwin suburbs.

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16.6 Definitions of key terms

Public, SOMIH, community and ICH

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.
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>
Canadian National Occupancy Standard (CNOS)	<p>A measure of the appropriateness of housing which is sensitive to both household size and composition. The CNOS specifies that:</p> <ul style="list-style-type: none">• no more than two people shall share a bedroom• parents or couples may share a bedroom• children under 5 years, either of the same sex or opposite sex may share a bedroom• children under 18 years of the same sex may share a bedroom• a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex• single adults 18 years and over and any unpaired children require a separate bedroom.
Depreciation costs	<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	<p>For the purpose of the public, community, SOMIH and ICH collections,</p>

	the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.														
Indigenous household	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.														
Low income household	Low income households are generally defined in this Report as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Equivalised gross income is an indicator of disposable household income after taking into account household size and composition.														
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.														
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 one or more bedrooms are required to meet the Canadian National Occupancy Standard.														
Priority access to those in greatest need	Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need.														
Principal tenant	The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments.														
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														
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														
Rebated household	A household that receives housing assistance and pays less than the market rent value for the dwelling.														
Rent charged	The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received.														
Special needs household	Low income households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Indigenous members. For SOMIH, special needs households are those that have either a														

	household member with disability or a principal tenant aged 24 years or under, or 50 years or over.
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. CRA payments are not included as 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 CNOS.
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

Dependent child	Dependent child is one in respect of whom an adult member of the income unit receives Family Tax Benefit part A (FTB (A)) at more than the base rate. At June 2010, children aged 16 or older attract the base rate of FTB (A) only, so are not included in the count of dependent children. Some children aged under 16 years may also only attract the base rate of FTB (A) because of the maintenance income test, the maintenance action test, or because they are overseas.
Income support recipient	Recipients in receipt of a payment made under social security law. The main income support payments administered by FaHCSIA are Age Pension, Disability Support Pension and Carer Payment, while the main income support payments administered by Department of Education, Employment and Workplace Relations are Newstart Allowance, Youth Allowance, Abstudy, Parenting Payment (Single) and Parenting Payment (Partnered). Family Tax Benefit is paid under family assistance law and is not an income support payment.
Income unit	An income unit may consist of: <ul style="list-style-type: none"> • a single person with no dependent children • a sole parent with one or more dependent children • a couple (married, registered or defacto) with no dependent children • a couple (married, registered or defacto) with one or more dependent children. A non-dependent child living at home, including one who is receiving an income support payment in their own right, is regarded as a separate income unit. Similarly, a group of non-related adults sharing accommodation are counted as separate income units.
Primary payment type	Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. The primary payment is determined using a hierarchy of payment types, with

	<p>precedence given to pensions, then other social security payments and then the Family Tax Benefit part A. No extra weight is given to the payment type with which CRA is paid. Specifically, the hierarchy for the main payments is:</p> <ul style="list-style-type: none"> • Disability Support Pension • Carer Payment • Age Pension • Parenting Payment (Single) • Newstart Allowance • Youth Allowance • Austudy • Parenting Payment (Partnered) • Family Tax Benefit part A.
Rent	<p>Amount payable as a condition of occupancy of a person's home. Rent 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.</p>
Sharer	<p>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 children) who shares a major area of accommodation. The lower rate does not apply to those receiving 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 she shares with a child (of any age) if the child does not receive CRA.</p>
Special needs	<p>Individuals and families with at least one member who either self-identifies as Indigenous; receives a Disability Support Pension; is aged 24 years or under; or is aged 75 years or over.</p>
Total income from all sources	<p>Income received by the recipients or partner, excluding income received by a dependent. It includes regular social security payments and any maintenance and other private income taken into account for income testing purposes. It does not include:</p> <ul style="list-style-type: none"> • one-time payments • arrears payments • advances • Employment or Education Entry Payments • Mobility Allowance • Baby Bonus • Child Care Tax Rebate. <p>In most cases, private income reflects the person's current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit part A but no income support payment.</p>

16.7 List of 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 Review website (www.pc.gov.au/gsp). Users without access to the website can contact the Secretariat to obtain the attachment tables (see contact details on the inside front cover of the Report).

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