
17 Housing

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Attachment tables

Attachment tables are identified in references throughout this chapter by a '17A' prefix (for example, table 17A.1). 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 social housing, home purchase assistance and rent assistance. Housing assistance is provided by governments because many Australian households face problems in acquiring or accessing suitable private accommodation — either through renting from a private landlord or through owner occupation — for reasons including cost, availability, location and/or adequacy. The Australian Government provides funding to assist with the achievement of housing and homelessness related outcomes for which states and territories have primary responsibility.

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

Box 17.1 **Forms of social housing**

Social housing is rental housing provided by not-for-profit, non-government or government organisations to assist people who are unable to access suitable accommodation in the private rental market. The forms of social housing included in this Report are:

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities.
- *State owned and managed Indigenous housing (SOMIH)*: dwellings owned and managed by State housing authorities that are allocated only to Aboriginal and Torres Strait Islander households.
- *Community housing*: rental housing provided to low-to-moderate income and/or special needs households, managed by community-based organisations that lease properties from government or have received a capital or recurrent subsidy from government. Community housing models vary across jurisdictions. 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.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas. ICH models vary across jurisdictions and can also include dwellings funded or registered by government. ICH organisations include community organisations such as resource agencies and land councils.

Crisis and transitional housing is an additional form of social housing, but it is not separately identified in this Report. Crisis and transitional housing might be indirectly reported through the other forms of social housing described above.

Social housing is provided with funding through the National Affordable Housing Special Purpose Payment associated with the National Affordable Housing Agreement (NAHA). The NAHA is the overarching agreement between the Australian, State and Territory governments for providing assistance to improve housing outcomes for Australian people. Prior to commencement of the NAHA on 1 January 2009, funding for social housing was provided under the Commonwealth State Housing Agreement (CSHA) (box 17.2).

Box 17.2 National Affordable Housing Agreement and Commonwealth State Housing Agreement

The NAHA commenced on 1 January 2009 as part of the Intergovernmental Agreement on Federal Financial Relations. It provides the framework for the Australian, State and Territory governments to work together to improve housing affordability and homelessness outcomes for Australians. The NAHA is associated with the National Affordable Housing Specific Purpose Payment (NAH SPP), which is an indexed ongoing payment by the Australian Government to the states and territories to be spent in the housing and homelessness sector (COAG 2009).

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

- people who are homeless or at risk of homelessness achieve sustainable housing and social inclusion
- people are able to rent housing that meets their needs
- people can purchase affordable housing
- people have access to housing through an efficient and responsive housing market
- Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities

The NAHA and NAH SPP replaced the CSHA, which concluded on 31 December 2008.

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

Links to other government services

Close links exist between social housing 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, in the Homelessness services chapter (chapter 18)
- Commonwealth Rent Assistance (CRA), in the Housing and homelessness sector overview G
- various health and community services, including Mental health management (chapter 12), Aged care services (chapter 13) and Services for people with disability (chapter 14).

Improvements in the 2015 Report

Improvements to the reporting of housing in this edition include:

- updated data for the indicators ‘dwelling condition’, ‘amenity/location’ and ‘customer satisfaction’. These are based on the 2014 National Social Housing Survey (NSHS) and were last updated for the 2013 Report
- new data and data quality information (DQI) for services provided to households with a member with disability for the ‘dwelling condition’, ‘amenity/location’ and ‘customer satisfaction’ indicators, based on data from the 2014 NSHS.

Data sources

This Report presents data for up to 10 years, reflecting housing assistance provided under the NAHA and the CSHA. Data from 2009–10 onward 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 reported in this chapter were provided by State and Territory governments, except where otherwise indicated. The Australian Institute of Health and Welfare (AIHW) collects, collates and publishes these data in the Housing assistance in Australia publication.

Housing assistance not reported

The focus of this chapter is social housing. A range of government housing assistance is not reported in this chapter, including:

- services and programs for people who are homeless or at risk of homelessness, and information on CRA, reported in Chapter 18 and in the Housing and homelessness sector overview G respectively
- crisis and transitional housing (unless it is indirectly reported through the other forms of social housing)
- community housing and other housing programs not provided under the NAHA, such as 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 Social Services (DSS)
- private rent assistance funded by State and Territory governments
- the National Rental Affordability Scheme (NRAS) and the Housing Affordability Fund (although some NRAS dwellings are included in the community housing data collection because they are owned and managed by the community housing sector)

-
- some Aboriginal and Torres Strait Islander specific housing and infrastructure assistance (such as the Home Ownership Program funded and administered by Indigenous Business Australia (IBA) and the Home Ownership on Indigenous Land Program jointly funded by the Department of Prime Minister and Cabinet and IBA)
 - home purchase assistance, such as first home owner grants.

17.1 Profile of housing assistance

Service overview

The Australian Bureau of Statistics (ABS) Survey of Income and Housing 2011–12 identified 8.6 million households in Australia, where ‘household’ is classified as ‘a person living alone’ or as a group of people who usually live in the same private dwelling (ABS 2013). Of these households, 67.5 per cent owned or were purchasing their own home, 25.1 per cent rented in the private sector, and 3.9 per cent rented through a state or territory housing authority (table 17A.56).

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

The average Aboriginal and Torres Strait Islander household is larger than the average non-Indigenous household. In 2011, the average household with at least one Aboriginal and Torres Strait Islander Australian was 3.3 people, whereas the average non-Indigenous household was 2.6 people (ABS 2012b).

Roles and responsibilities

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

- The Australian Government influences the housing market through direct and indirect means, including providing CRA, home purchase assistance, financial sector regulations and taxation. The Australian Government has also initiated a variety of other measures, including the National Rental Affordability Scheme, the Building Better Regional Cities program, the Housing Affordability Fund and the Social Housing Initiative. Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–34)

-
- State and Territory governments administer and deliver housing services, such as public housing, community housing, SOMIH and other Indigenous housing. They also provide financial support to renters through private rental assistance and to buyers through home purchase assistance, and some jurisdictions provide home finance lending programs. State and Territory governments are also responsible for land use and supply policy, urban planning and development policy, housing-related taxes and charges (such as land taxes and stamp duties) and residential tenancy legislation and regulation
 - Local governments are mostly responsible for building approval, urban planning and development processes and may be involved in providing community housing.

Government funding and expenditure

State and Territory government net recurrent expenditure on social housing was \$4.2 billion in 2013–14, increasing from \$3.7 billion in 2012–13 (2013–14 dollars) (table 17.1). In 2013–14, this expenditure included \$2.6 billion for public housing and \$101.0 million for SOMIH (table 17A.2).

The Australian Government provided \$2.0 billion in 2013–14 to State and Territory governments for housing assistance through the NAH SPP and related National Partnership agreements (table GA.1). NAH SPP funding is outcome based and not tied to specific programs, and Australian Government funding is reflected in data for State and Territory government net recurrent expenditure.

State and Territory government capital expenditure for social housing was \$1.2 billion in 2013–14, which was partly funded by the Australian Government through the NAH SPP (table 17A.1).

The Australian Government also provided \$3.9 billion for CRA (table GA.12).

Table 17.1 State and Territory government net recurrent expenditure on social housing (\$million) (2013–14 dollars)^{a, b, c}

	<i>NSW^d</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>
2009–10	1 364.7	1 028.0	464.2	611.9	357.5	114.5	103.0	329.9	4 373.7
2010–11	2 150.8	939.7	551.9	590.8	347.8	117.2	99.0	302.6	5 099.7
2011–12	1 213.4	418.1	549.5	727.7	372.4	109.4	106.1	166.6	3 663.4
2012–13	1 211.3	419.6	538.9	763.3	441.4	107.3	110.7	76.8	3 669.2
2013–14	1 903.8	431.4	488.3	714.1	401.4	113.7	109.6	80.4	4 242.6

^a The Australian Government provides funding to State and Territory governments for social housing assistance which is included in State and Territory government expenditure data. ^b Additional funds provided by the Australian Government for the social housing elements of the Nation Building Economic Stimulus Package peaked in 2010–11. The end of this additional funding is reflected in the contraction of expenditure between 2010–11 and 2011–12. ^c Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51) See Chapter 2 (sections 2.5–6) for details. ^d The increase in NSW's expenditure from 2012–13 to 2013–14 mainly relates to the vesting of Nation Building properties (\$461m) to Community Housing Providers, which in accounting terms is treated as a grant.

Sources: State and Territory governments (unpublished); table 17A.2 and 2A.51.

Size and scope

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/or to those with special needs, and aims to provide a choice of housing location, physical type and management arrangements. Nationally at 30 June 2014, there were 317 008 households and 323 803 public housing dwellings (tables 17A.3 and 17A.4). Table 17A.57 presents the proportion of all households residing in public housing in each jurisdiction (3.9 per cent nationally in 2011–12).

Public housing rents are generally set at market levels. To provide affordable housing, public housing rents are subsidised (or rebated) for eligible low income tenants so that they generally pay no more than 30 per cent of their gross income on rent. Information on the proportion of income paid in rent by public housing tenants is contained in table 17A.43.

State owned and managed Indigenous housing

State owned and managed Indigenous housing (SOMIH) dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Aboriginal and Torres Strait Islander Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Aboriginal and

Torres Strait Islander tenants. Nationally at 30 June 2014, there were 9790 households and 10 113 SOMIH dwellings (tables 17A.3 and 17A.4).

The SOMIH program is partly funded under the NAHA, but because NAHA funding is not tied to specific programs, the amount attributed to SOMIH cannot be separately identified. In 2013–14, State government net recurrent expenditure on SOMIH was \$114.6 million nationally (table 17A.1).

The SOMIH program does not operate in all jurisdictions. In 2013–14, SOMIH operated in NSW, Queensland, SA and Tasmania.

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

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

Community housing

Community housing is rental housing provided to low-to-moderate income and/or special needs households, managed by community based organisations that lease properties from government or have received a capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups, including local government. 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, non-government means, such as leveraging and partnership arrangements.

A major objective of community housing is to increase social capital by encouraging local communities to take a more active role in managing and providing affordable housing. Community housing programs may also establish links between housing and services managed at the community level, including services for people with 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 17.3).

The role of community housing in the housing sector is expanding, driven primarily by changes in government policy that 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 are or will be owned or managed by community housing organisations.

Box 17.3 **Models of community housing**

Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which community organisations or government has management responsibility and ownership of the housing stock. Table 17A.63 lists the in-scope community housing programs in each jurisdiction.

Some models of community housing are:

- *housing cooperatives*, providing tenancy management and maintenance of housing that is owned by government, a central finance company or an individual cooperative
- *local government housing associations*, providing 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
- *regional or local housing associations*, providing property and tenancy management services, and support services to tenants
- *specialist providers* are organisations with a specific purpose or function, such as tenancy management, housing development, or for specific target groups
- *broad service delivery* are organisations that provide housing and other welfare services, such as aged care and disability services
- *vertically integrated providers of affordable housing* are involved in all stages of providing affordable housing, from construction to property and tenancy management
- *community ownership and/or management*, where housing is owned and/or managed by not-for-profit or community housing associations
- *joint ventures and housing partnerships*, where church and welfare entities, local government, private sector and other organisations provide resources in cooperation with State and Territory governments; or where groups of community housing providers form partnerships to maximise growth opportunities, share resources and/or manage risk
- *equity share rental housing*, where housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management).

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

At 30 June 2014, 67 046 households¹ were assisted with community housing and there were 71 036 community housing tenancy rental units in Australia (tables 17A.3 and 17A.4). Table 17A.58 presents the proportion of all households residing in community housing in each jurisdiction in 2011 (an estimated 0.7 per cent nationally).

Indigenous community housing

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

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

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

Diversity of State and Territory government social housing

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

Some information on the context for public housing, SOMIH and community housing are included at tables 17A.59–62.

Urban, regional and remote concentrations

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

¹Community housing households are the number of occupied tenancy (rental) units on 30 June 2014, which may differ to the actual number of households residing in these dwellings.

Table 17.2 Regional and remote area concentrations of social housing, at 30 June 2014 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
<i>Public housing</i>									
Major cities	83.4	72.8	67.8	68.7	77.6	..	99.9	..	73.7
Inner regional	13.0	22.2	16.0	8.2	3.9	78.0	0.1	..	14.7
Outer regional	3.0	5.0	14.1	10.3	16.4	21.2	..	69.6	9.0
Remote	0.2	–	1.4	8.4	1.8	0.6	..	26.9	1.8
Very remote	0.1	..	0.6	4.4	0.2	0.1	..	3.5	0.7
Total	100.0								
<i>SOMIH</i>									
Major cities	44.7	..	13.4	..	61.4	36.0
Inner regional	31.6	..	18.4	..	6.8	88.0	24.3
Outer regional	17.4	..	39.4	..	18.6	12.0	24.8
Remote	4.6	–	9.0	..	5.2	–	6.1
Very remote	1.8	..	19.7	..	8.0	–	8.8
Total	100.0								
<i>Community housing</i>									
Major cities	68.5	75.0	52.2	79.4	84.4	..	99.8	..	64.6
Inner regional	25.4	21.7	21.9	9.1	6.9	67.0	0.2	..	23.6
Outer regional	5.9	3.2	20.2	7.8	7.5	32.4	..	45.3	10.1
Remote	0.2	0.1	2.2	2.9	1.2	0.6	..	43.8	1.1
Very remote	–	..	3.5	0.8	0.1	10.8	0.7
Total	100.0								

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

Source: AIHW (unpublished) *National Housing Assistance Data Repository*, tables 17A.5–7.

Eligibility criteria for access to social housing

Eligibility criteria for access to social housing varies across the forms of social housing and across jurisdictions.

For public housing, in most cases, jurisdictions require that applicants are Australian citizens or permanent residents and do not own or partially own residential property. All jurisdictions, except Victoria, require eligible applicants to reside 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.

Eligibility criteria for access to SOMIH (table 17A.61) are generally consistent with those for public housing (table 17A.59), once an applicant has been confirmed as Aboriginal and

Torres Strait Islander. Terms of tenure for SOMIH are the same as those for public housing in 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 to address homelessness and an inability to access appropriate private market accommodation.

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

17.2 Framework of performance indicators

The performance indicator framework provides information on equity, efficiency and effectiveness, distinguishes the outputs and outcomes and reflects the objectives of social housing (box 17.4).

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 covers the areas of housing and homelessness services. Performance indicators reported in this chapter are aligned with housing performance indicators in the most recent version of the NAHA, where relevant.

Box 17.4 Objectives for social housing

Social housing aims to assist people unable to access alternative suitable housing options through the delivery of affordable, appropriate, flexible and diverse social housing. Some forms of social housing aim specifically to contribute to Aboriginal and Torres Strait Islander community wellbeing by improving housing outcomes, especially for people living in remote communities.

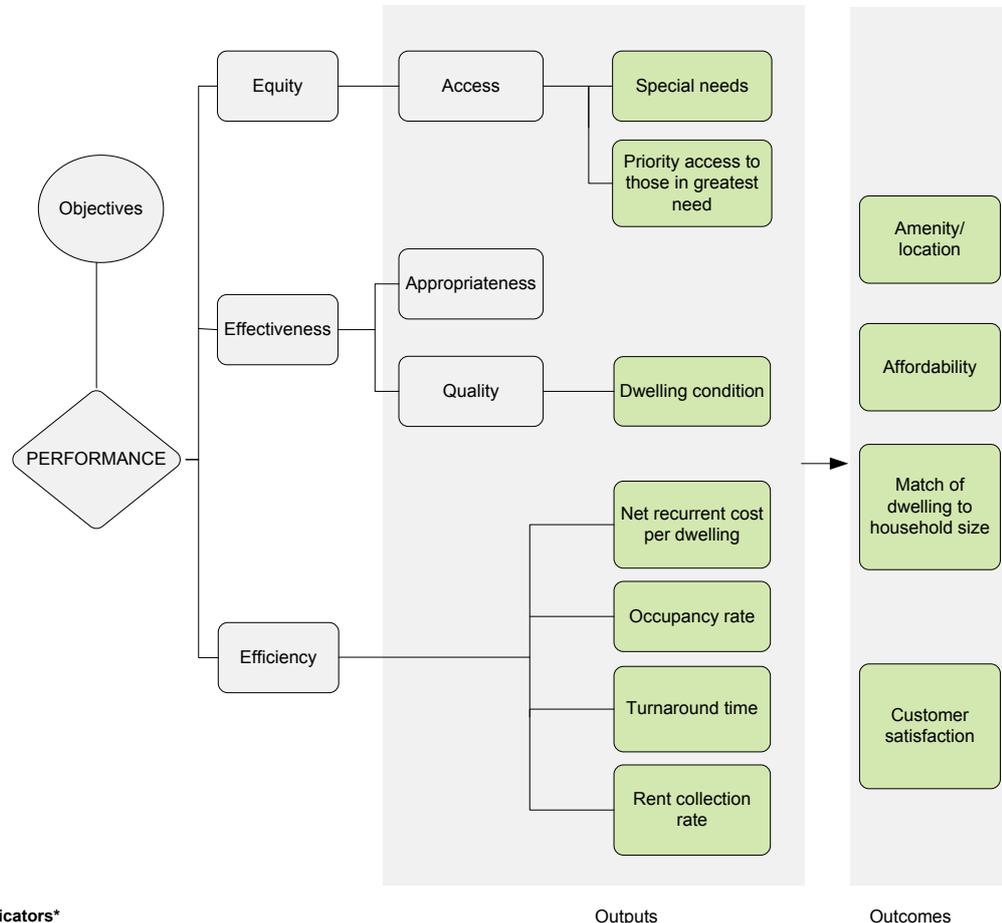
The NAHA provides the framework for the Australian Government and State and Territory governments to work together to improve housing outcomes for Australians. Under the NAHA, Australian, State and Territory governments agreed to a number of outcomes relating to housing, including that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation (COAG 2009).

Source: COAG (2009).

The performance indicator framework shows which data are comparable in the 2015 Report (figure 17.1). For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability and data completeness from a Report-wide perspective (section 1.6).

Different delivery contexts and locations influence the equity, effectiveness and efficiency of housing services. The Report's statistical context chapter contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural background (including Indigenous and cultural status) (chapter 2).

Figure 17.1 Social housing performance indicator framework



Key to indicators*

- Text Most recent data for all measures are comparable and complete
- Text Most recent data for at least one measure are comparable and complete
- Text Most recent data for all measures are either not comparable and/or not complete
- Text No data reported and/or no measures yet developed

* A description of the comparability and completeness of each measure is provided in indicator interpretation boxes within the chapter

17.3 Key performance indicator results

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

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

-
- Public housing and SOMIH data are sourced from State and Territory government unit record datasets extracted from administrative databases, and the National Social Housing Survey (NSHS). As outlined in section 17.1, Victoria (from 2009–10), WA (from 2010–11), the ACT and the NT are not included in the SOMIH data collection.
 - Community housing data are sourced from jurisdictions' administrative data (provided by State and Territory governments), community housing provider surveys and the NSHS. Queensland and the NT do not survey their community housing providers, and provide administrative data. Data are not directly comparable across jurisdictions or over time, due to varying response rates and changes to the definitions and counting rules used over time. Table 17A.64 and related data quality information (DQI) outline the survey response rates and associated information for each jurisdiction.
 - Indigenous community housing data are a combination of administrative data and survey data collected from ICH organisations. Complete data for all jurisdictions are not available, and ICH data should be interpreted with caution. Details of all ICH dwellings are not known and ICH data reflect only those dwellings for which details are known. ICH data are not reported for a number of the social housing performance indicators due to issues with data quality and availability.

DQI is being progressively introduced for all indicators in the Report. The purpose of DQI is to provide structured and consistent information about quality aspects of data used to report on performance indicators, in addition to material in the chapter or sector overview and attachment tables. DQI in this Report cover the seven dimensions in the ABS' data quality framework (institutional environment, relevance, timeliness, accuracy, coherence, accessibility and interpretability) in addition to dimensions that define and describe performance indicators in a consistent manner, and key data gaps and issues identified by the Steering Committee.

All DQI for the 2015 Report can be found at www.pc.gov.au/rogs/2015.

This Report includes additional descriptive data for social housing in tables 17A.5 (public housing), 17A.6 (SOMIH), 17A.7 (community housing) and 17A.8 (ICH).

Outputs

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

Special needs

'Special needs' is an indicator of governments' objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 17.5).

Box 17.5 Special needs

'Special needs' is defined as the proportion of new tenancies allocated to households with special needs. The proportion of new tenancies with special needs is reported as a proxy for measuring all households with special needs.

Households with special needs are defined as:

- for public and community housing — those households that have either a household member with disability, a principal tenant aged 24 years or under, or 75 years or over, or one or more Aboriginal and Torres Strait Islander members
- for SOMIH — those households that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.

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

Data for this indicator are reported for public housing, SOMIH and community housing.

Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2013–14 data are not available for the Northern Territory.

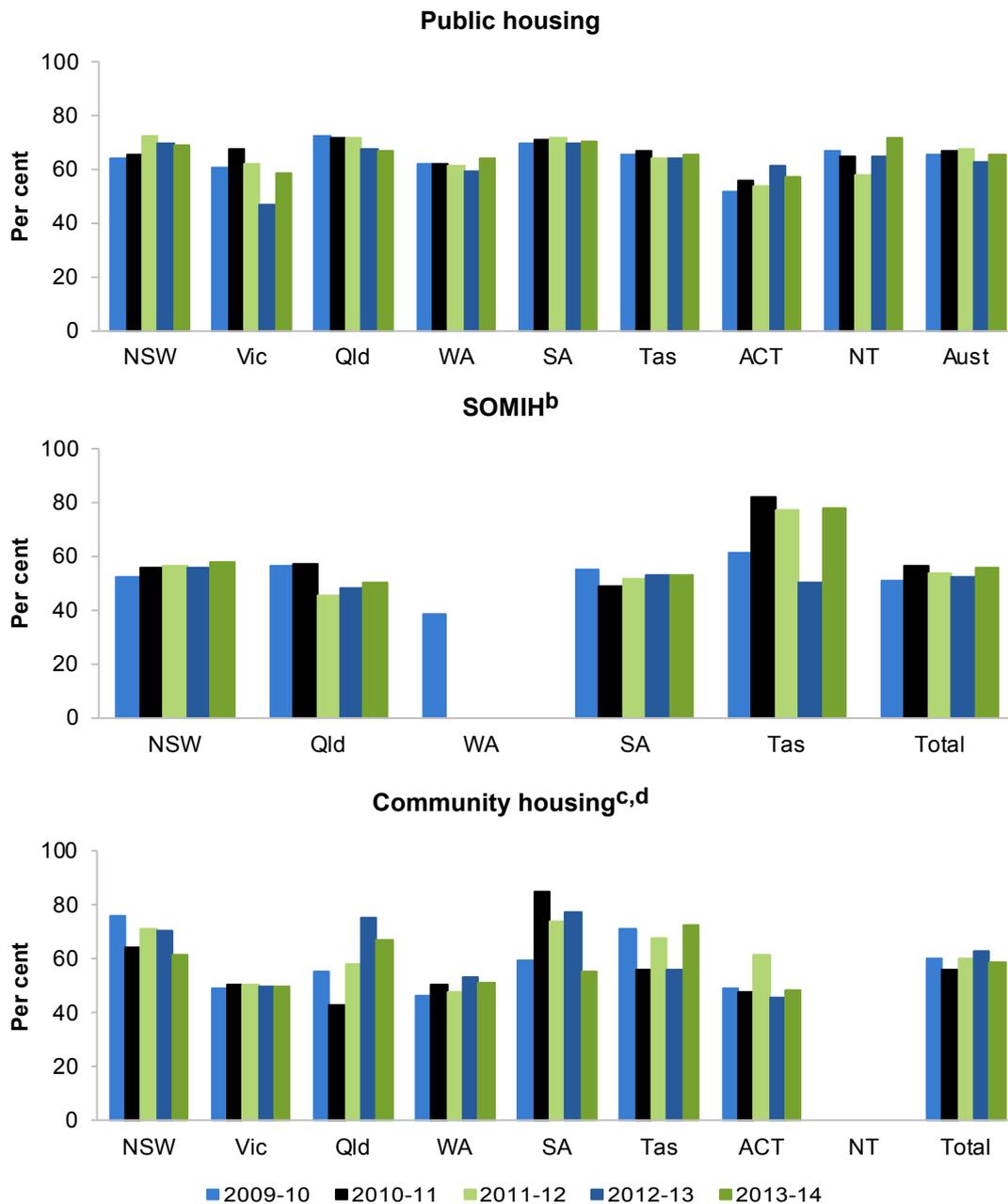
Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

The proportions of new housing tenancies that were allocated to households with special needs varies across the forms of social housing, across jurisdictions and over time.

Nationally in 2013–14:

- 65.4 per cent of new public housing tenancies were allocated to households with special needs, increasing slightly from 65.3 per cent in 2009–10
- 55.6 per cent of new tenancies for SOMIH were allocated to households with special needs, increasing from 51.3 per cent in 2009–10
- 58.7 per cent of new community housing tenancies were allocated to households with special needs, decreasing from 60.2 per cent in 2009–10 (figure 17.2).

Figure 17.2 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. Tables 17A.9–11 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. ^c Data for the NT are not available. ^d National totals reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.9–11.

Priority access to those in greatest need

‘Priority access to those in greatest need’ is an indicator of governments’ objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes ensure that those in greatest need have priority access to housing (box 17.6).

Box 17.6 Priority access to those in greatest need

‘Priority access to those in greatest need’ is defined as the proportion of new allocations of housing to households in greatest need.

Greatest need households are defined as households that at the time of allocation are either homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or that has very high rental housing costs.

The following measures are reported:

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

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

Data for this indicator are reported for public housing, SOMIH and community housing. Data comparability and completeness vary for this indicator. Differences in State and Territory housing assessment policies and community housing allocation policies can influence comparability for this indicator. Data reported are:

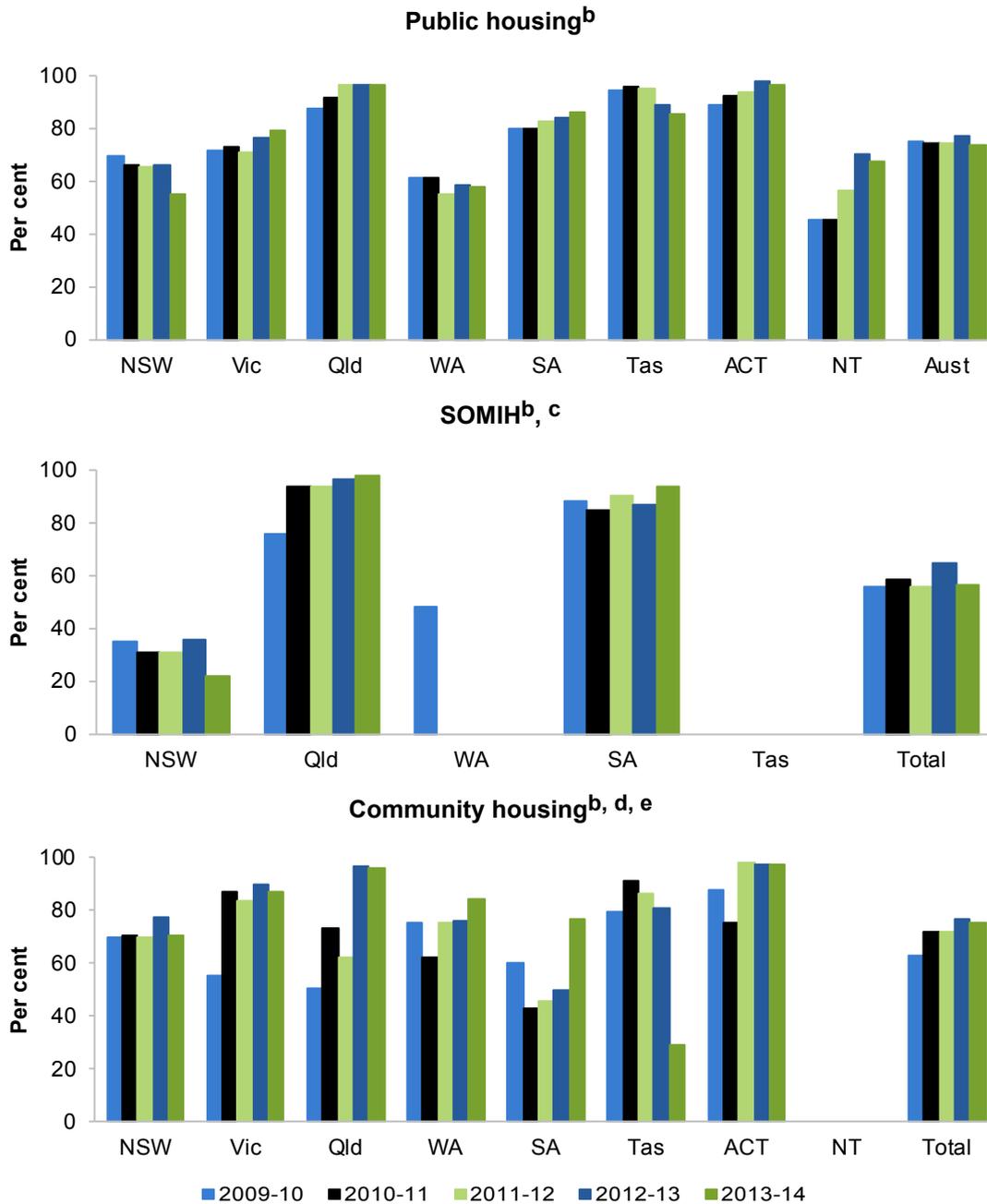
- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH and community housing
- complete for public housing for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for SOMIH for the current reporting period. All required 2013–14 data are not available for Tasmania
- incomplete for community housing for the current reporting period. All required 2013–14 data are not available for the Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

The proportions of new allocations to those households in greatest need for public housing, SOMIH and community housing are reported in figure 17.3. Nationally in 2013–14, 74.1 per cent of new public housing allocations, 56.3 per cent of new SOMIH allocations

and 75.1 per cent of new community housing allocations were to those households in greatest need (figure 17.3).

Figure 17.3 New allocations to those in greatest need (per cent)^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.12–14 provide further information. ^b From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need. ^c There are no SOMIH data reported for Victoria (from 2009–10) or WA (2010–11) as SOMIH was transferred to other housing programs. Data for Tasmania are not available. ^d Data for the NT are not available. ^e National totals reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.12–14.

Table 17.3 presents information on the proportion of new public housing and SOMIH allocations made to households in greatest need for the year ending 30 June 2014, within particular timeframes. Nationally, of all new households that were allocated public housing within three months, 86.6 per cent were households in greatest need. Nationally, of all new households that were allocated SOMIH within three months at 30 June 2014, 76.9 per cent were households in greatest need (table 17.3).

Table 17.3 Proportion of new allocations to those in greatest need, 2013–14

	<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>Public housing</i>									
Under 3 months	77.2	86.2	97.4	66.9	92.6	83.2	98.6	50.0	86.6
3 < 6 months	76.7	80.1	98.9	85.0	89.6	88.0	97.4	71.4	86.4
6 months to < 1 year	65.0	82.5	95.9	78.5	88.4	86.9	97.0	89.3	82.0
1 < 2 years	42.6	83.2	94.5	75.1	85.7	87.2	84.1	83.7	72.6
2+ years	36.9	57.2	91.1	36.4	63.7	87.5	94.3	52.1	46.1
Overall	55.5	79.4	96.5	58.0	86.5	85.3	96.9	67.7	74.1
<i>SOMIH</i>									
Under 3 months	43.2	..	98.4	..	98.5	na	76.9
3 < 6 months	42.9	..	100.0	..	100.0	na	71.7
6 months to < 1 year	17.7	..	95.0	..	100.0	na	52.0
1 < 2 years	7.2	..	100.0	..	90.0	na	29.8
2+ years	10.7	..	95.2	..	37.5	na	25.6
Overall	21.8	..	98.1	..	93.6	na	56.3

^a Further information on these data is provided in tables 17A.12–13. **na** Not available.
 .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*, tables 17A.12–13.

Effectiveness — quality

Dwelling condition

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 17.7).

Box 17.7 Dwelling condition

'Dwelling condition' is defined as the proportion of households living in dwellings of an acceptable standard, For public housing, SOMIH and community housing. A dwelling is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

A high proportion for this indicator suggests higher or increasing housing quality.

Data for this indicator are reported for public housing, SOMIH and community housing. Data reported are:

- for public housing, SOMIH and community housing, comparable (subject to caveats) across jurisdictions for the most current reporting period
- complete for public housing and SOMIH for the most current reporting period (subject to caveats). All required 2014 (public housing and SOMIH) data are available for all jurisdictions providing the service
- incomplete for community housing for the current reporting period. All required 2014 data are not available for the NT
- incomplete for Indigenous community housing (ICH) for the most current reporting period. It is expected that data to enumerate 'dwelling condition' for ICH will be available from the 2014 National Aboriginal and Torres Strait Islander Social Survey for inclusion in the 2016 Report.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally in 2014, the NSHS found that:

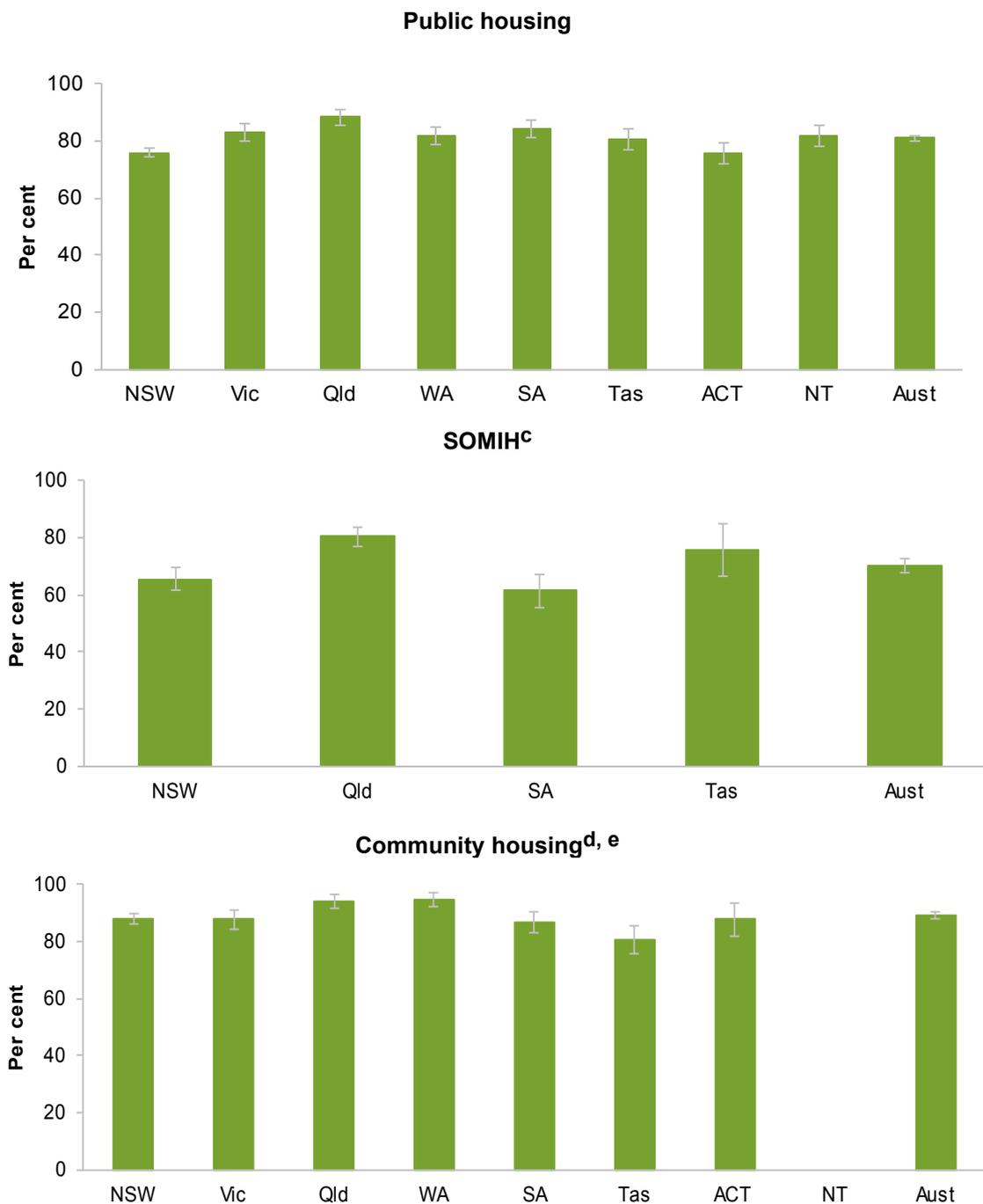
- for public housing, 81.0 per cent of all dwellings and 65.9 per cent of Aboriginal and Torres Strait Islander dwellings had at least four working facilities and not more than two major structural problems
- for SOMIH, 70.1 per cent of all dwellings had at least four working facilities and not more than two major structural problems
- for community housing, 89.3 per cent of all dwellings and 83.0 per cent of Aboriginal and Torres Strait Islander dwellings had at least four working facilities and not more than two major structural problems (figure 17.4 and tables 17A.15–17).

Data for Aboriginal and Torres Strait Islander households and households with a member with disability are available in tables 17A.15–17.

Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Confidence intervals at 95 per cent and relative standard errors for these data are in attachment tables 17A.15–17.

Figure 17.4 Proportion of dwellings with at least four working facilities and not more than two major structural problems, 2014^{a, b}



^a Error bars represent the 95 per cent confidence intervals associated with each point estimate. ^b Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.15–17 provide further information. ^c There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH was transferred to other housing programs. ^d Includes a small proportion of non-Indigenous households. ^e Data for the NT are not available.

Source: AIHW (unpublished) *National Social Housing Survey 2014*; tables 17A.15–17.

Dwelling condition data for Indigenous community housing for 2006 are included in earlier Reports.

Efficiency

Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.8).

Box 17.8 Net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is defined as the cost of providing assistance per dwelling — total recurrent expenses (including administration and operational costs), divided by the total number of dwellings.

Measures are reported for public housing, SOMIH, community housing and Indigenous community housing. Net recurrent cost per dwelling for public housing is reported, both including and excluding the user cost of capital. Reporting for SOMIH, community housing and Indigenous community housing excludes the user cost of capital.

The total number of dwellings for Indigenous community housing is the number of permanent dwellings.

Holding other factors equal, a low or decreasing net recurrent cost per dwelling suggests an improvement in efficiency. It may also reflect fewer tenant support programs.

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

Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH, community housing and ICH
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 are available for all jurisdictions providing the service
- incomplete for community housing for the most current reporting period. All required 2012–13 data are not available for the Northern Territory
 - incomplete for Indigenous community housing for the current reporting period. All required data were not available for SA and the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

The cost incurred by jurisdictions in providing social housing includes:

- administration costs (the cost of the administration offices of the property manager and tenancy manager)

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

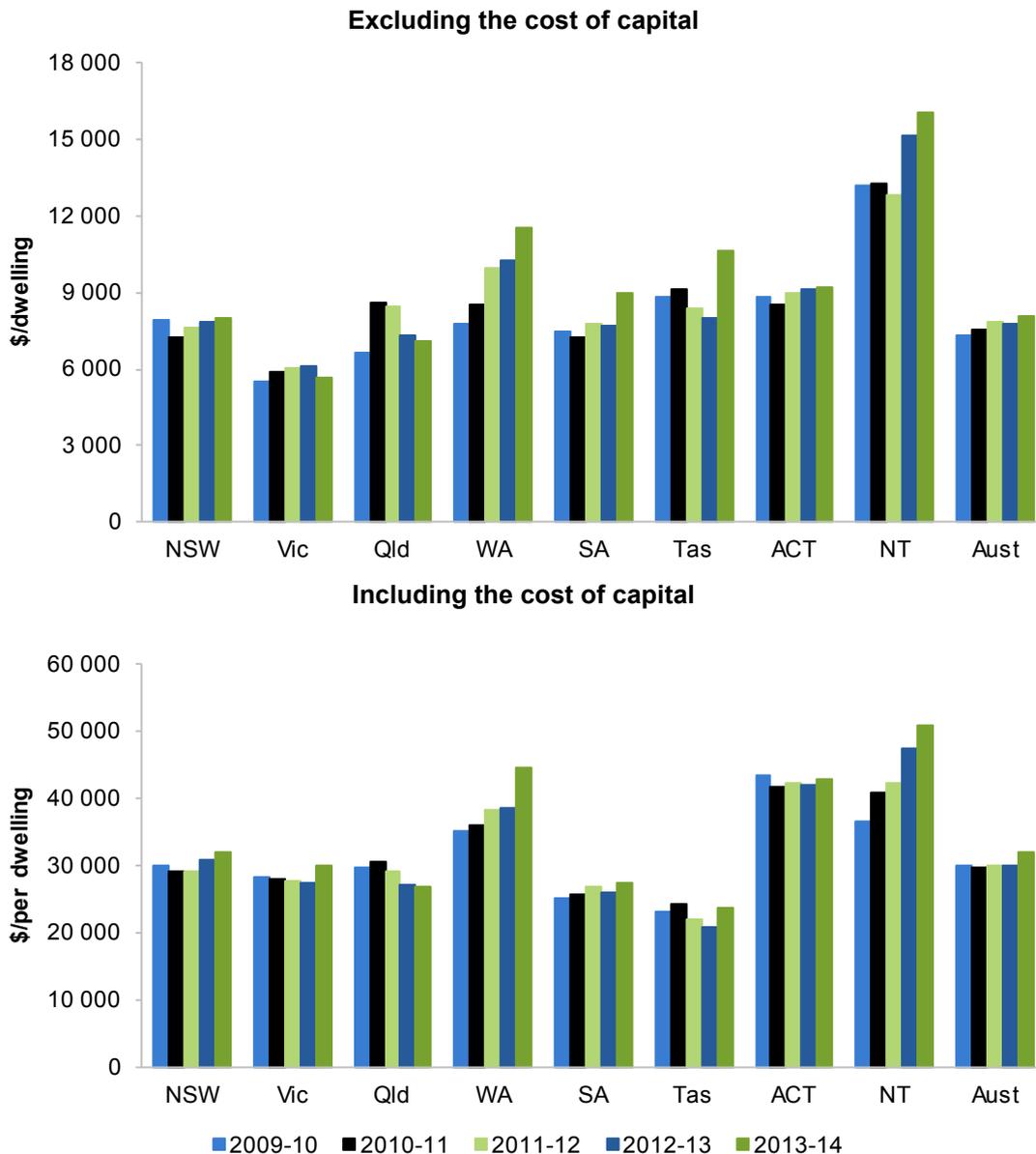
Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, and could therefore understate the total cost of public housing. In addition, some jurisdictions are unable to separate costs for public housing from those for other housing and homelessness 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.

Due to a high level of capital expenditure in housing, cost per dwelling is predominantly driven by the user cost of capital. There are different user cost of capital and service delivery models across jurisdictions, and user cost of capital data reported should be interpreted with caution. Information on the treatment of assets by housing agencies for each jurisdiction is presented in table 17A.63.

Payroll tax is excluded from total recurrent cost for public housing to improve comparability across jurisdictions. (Chapter 1 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally in 2013–14, net recurrent cost per dwelling (excluding the user cost of capital) for public housing was \$8101 and the cost per dwelling including capital costs was \$31 968 (figure 17.5). More detailed information on public housing expenditure is reported in nominal terms in table 17A.18 and in real terms in table 17A.19, including data from 2004–05 to 2013–14.

Figure 17.5 Net recurrent cost per dwelling – public housing (2013–14 dollars)^{a, b}



^a Further information pertinent to these data is provided in table 17A.20. ^b Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

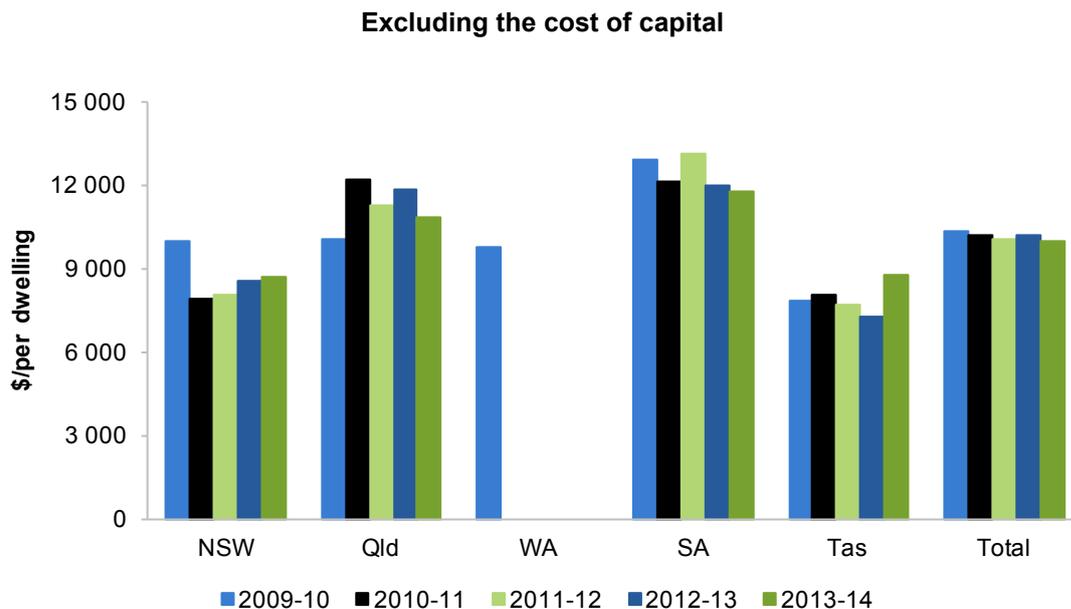
Source: State and Territory governments (unpublished); tables 17A.19 and 2A.51.

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$9988 in 2013–14 (figure 17.6). Table 17A.20 contains data for the years 2004–05 to 2013–14. Capital cost data for SOMIH are not available for this Report.

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

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

Figure 17.6 Net recurrent cost per dwelling — SOMIH (2013–14 dollars)^{a, b, c}



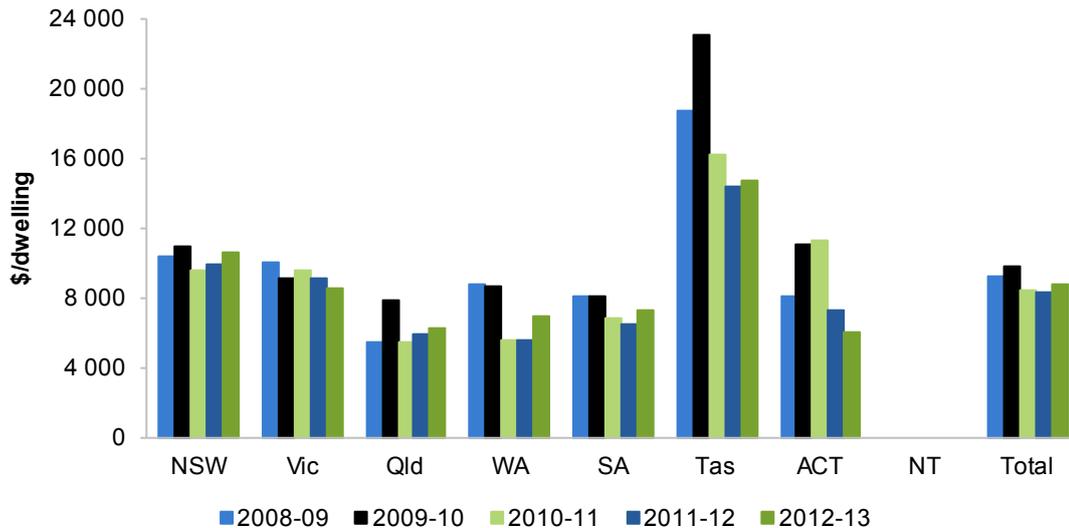
^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.21 provides further information. ^b Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. ^c There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs.

Source: State and Territory governments (unpublished); tables 17A.20 and 2A.51.

Data on net recurrent cost per dwelling for community and Indigenous community housing are reported with a one year lag to allow community housing providers an extra year to collate financial data. Capital cost data for community housing are not available for this Report.

Nationally, the net recurrent cost per community housing tenancy at 30 June 2013 was \$8841 (figure 17.7). Table 17A.21 contains data from 2004–05 to 2012–13.

Figure 17.7 **Net recurrent cost per tenancy — community housing (2012–13 dollars)^{a, b, c, d}**



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.22 provides further information. ^b Time series financial data are adjusted to 2012–13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012–13=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. ^c Data for the NT are not available. ^d National totals reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished); AIHW (various years) *CSHA national data report*; AIHW (various years) *Housing assistance in Australia* (Cat. no. HOU 275); tables 17A.21 and 2A.51.

In 2012–13, the net current costs per Indigenous community housing dwelling, for jurisdictions where the data were available, was \$7750 (table 17.4).

This page has been changed since the Report release in January 2015. See errata at www.pc.gov.au/research/recurring/report-on-government-services/2015/housing-and-homelessness.

Table 17.4 Net recurrent cost per dwelling (excluding the cost of capital) — Indigenous community housing (2012–13 dollars)^{a, b, c}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov^d</i>	<i>Aust^e</i>
2008–09	6 666	6 571	4 126	7 058	3 648	..	11 234	na	8 353	5 853
2009–10	15 429	9 751	4 858	7 375	4 303	11 726	na	na	..	8 125
2010–11	10 996	5 006	5 715	9 353	na	5 119	na	na	..	7 561
2011–12	10 015	6 529	6 478	9 527	na	9 418	na	na	..	8 099
2012–13	7 860	7 689	6 211	10 464	na	9 895	na	na	na	7 750

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Table 17A.23 provides further information. ^b Time series financial data are adjusted to 2012–13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012–13=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. ^c Results for this indicator are based on the total number of dwellings for which details were known (not the total number of dwellings). ^d Data for 2009–10 are based on organisations that received ICH funding during 2009–10 and are not comparable to data for earlier years that were based on funded and unfunded organisations. ^e Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. **..** Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.22 and 2A.51.

Occupancy rate

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 17.9).

Box 17.9 **Occupancy rates**

'Occupancy rate' is defined as the proportion of dwellings occupied at 30 June. The term 'occupied' refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority (for public housing and SOMIH) or community housing organisation (for community housing and Indigenous community housing).

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

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

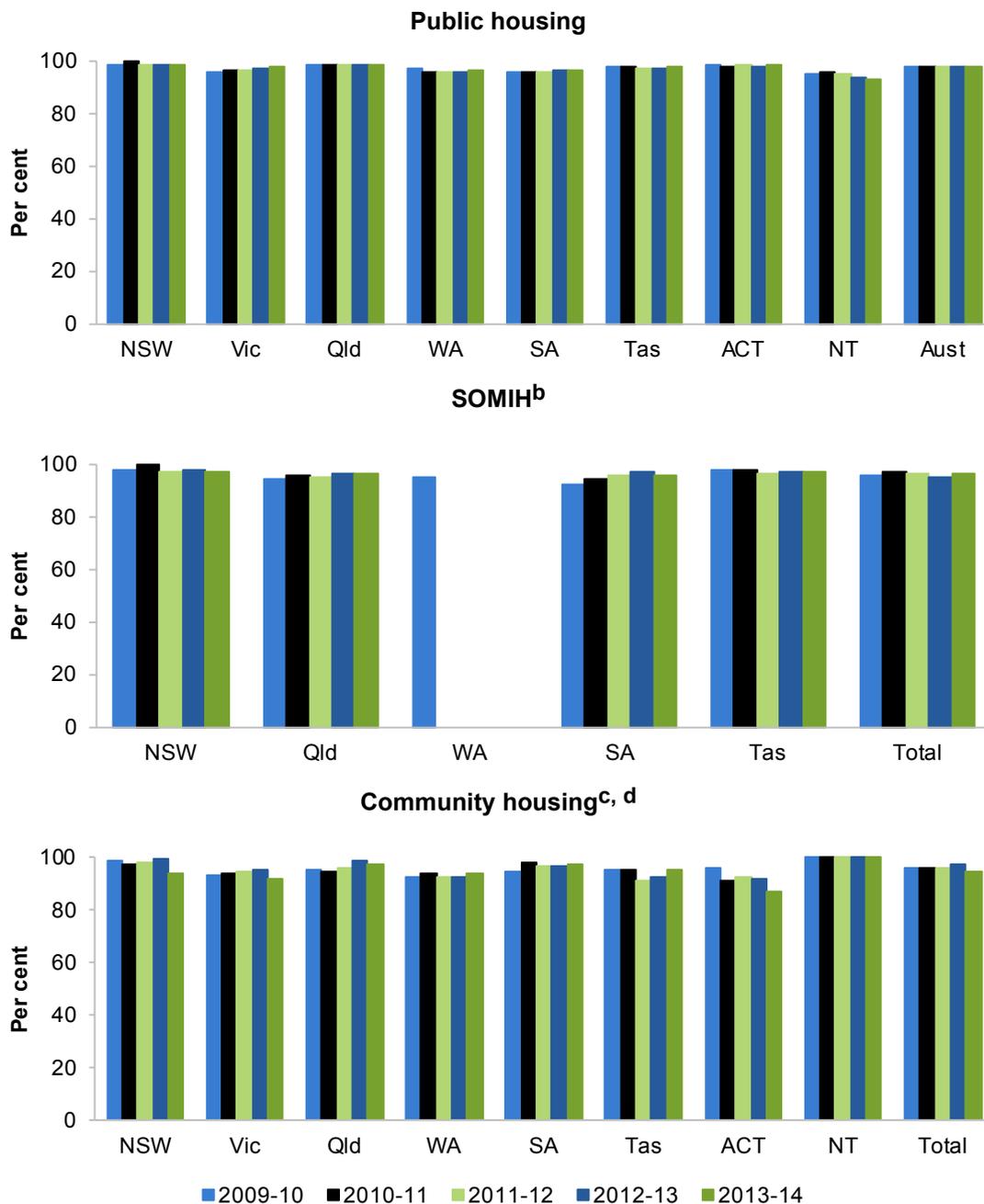
Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH, community housing and ICH
- complete for public housing, SOMIH and community housing for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for Indigenous community housing for the current reporting period. All required 2013–14 data were not available for the following jurisdictions providing the service:
 - the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Nationally at 30 June 2014, the proportion of total rental stock occupied was 97.9 per cent for public housing, 96.8 per cent for SOMIH, and 94.4 per cent for community housing (figure 17.8).

Figure 17.8 Occupancy rates, at 30 June^a



^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.24–26 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. ^c Occupancy rates in the NT are based on the assumption that all dwellings are occupied. ^d National totals reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.23–25.

Nationally, 91.0 per cent of Indigenous community housing was occupied at 30 June 2013, though this varied across jurisdictions (table 17.5). However, complete data were not available for all jurisdictions, and these figures may be an underestimate.

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

	<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^c</i>	<i>Aust</i>
2009	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	..	90.8
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	..	91.6
2012	95.8	97.4	94.8	82.5	89.4	92.1	na	na	..	92.1
2013	96.9	97.9	90.8	87.5	74.8	91.9	na	na	na	91.0

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

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.26.

Turnaround time

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost effective management (box 17.10).

Box 17.10 Turnaround time

'Turnaround time' is defined as the average time taken for vacant stock, that is available to rent through normal processes, to be occupied.

A low or decreasing turnaround time suggests efficient housing allocation.

The indicator includes vacancies for dwellings that:

- are available to rent through normal processes, including dwellings that are undergoing normal maintenance
- are newly constructed or purchased from when the certificate of occupancy was completed or the keys were received
- have undergone major redevelopment work from when the certificate of occupancy was completed or the keys were received
- are considered hard-to-let.

There are differences across jurisdictions in how vacancies are reported that limit data comparability across jurisdictions.

This indicator is sensitive to jurisdictional differences e.g. in stock profiles, policies on the maintenance of properties after they have been vacated, eligibility criteria and stock allocation policies, capital works and disability modification programs, and legislation e.g. covering abandoned goods policies.

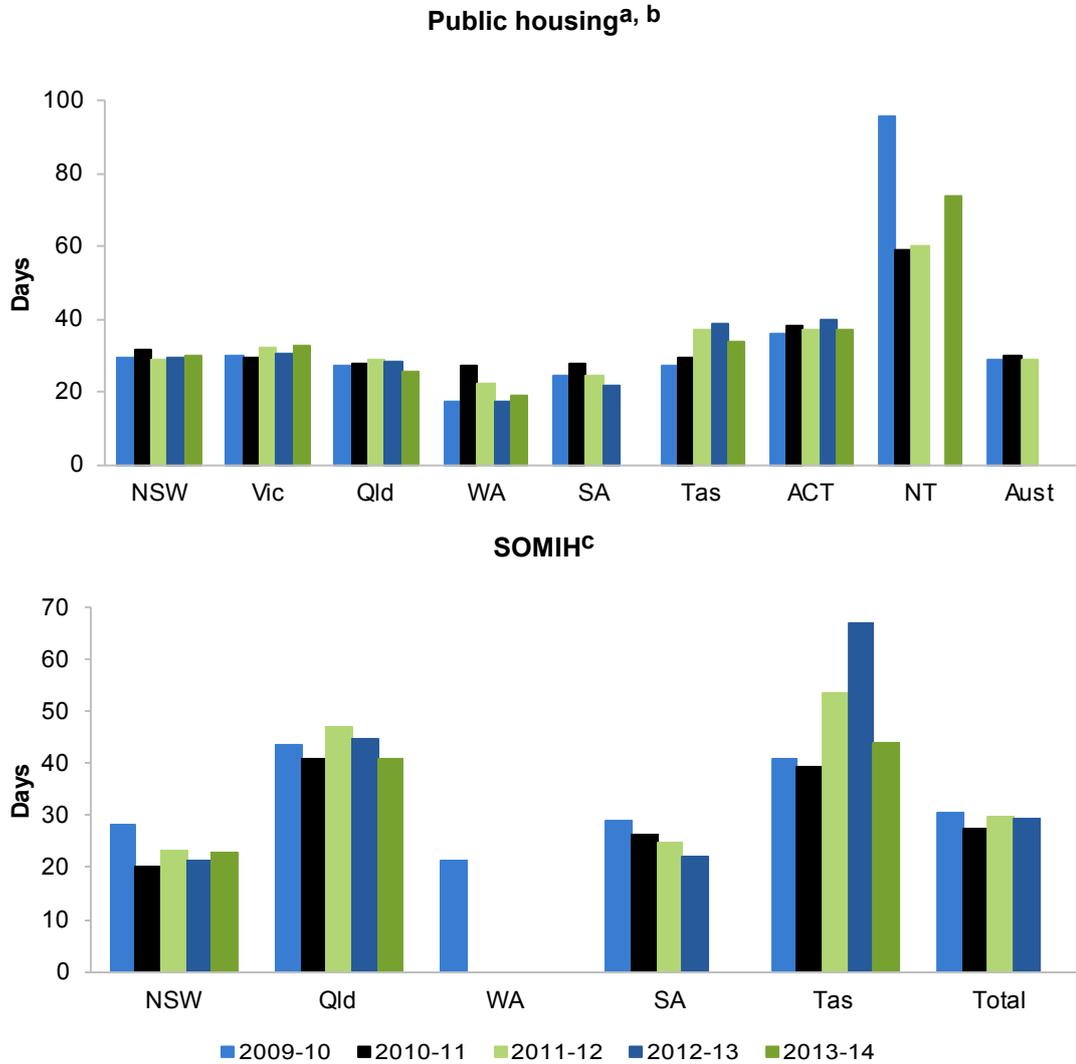
Data for this indicator are reported for public housing and SOMIH. Data reported are:

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing and SOMIH
- complete for SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for public housing. All required 2013–14 data were not available for the following jurisdictions providing the service:
 - SA.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

The average turnaround time for vacant public housing and SOMIH stock varied across jurisdictions in 2013–14 (figure 17.9).

Figure 17.9 Average turnaround time



^a Data for the NT and Australia total for 2012–13 are unavailable. ^b Data for SA and Australia total for 2013–14 are unavailable. ^c There are no SOMIH data reported for WA from 2010–11 as SOMIH was transferred to other housing programs.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.27 and 17A.28.

Rent collection rate

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost effective management of social housing (box 17.11).

Box 17.11 Rent collection rate

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

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

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

Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing.

Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) within some jurisdictions over time but are not comparable across jurisdictions or over time for other jurisdictions (see caveats in attachment tables and DQI for specific jurisdictions)
- are not comparable across public housing, SOMIH, community housing and ICH
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing and ICH for the current reporting period. All required 2013–14 data were not available for the following jurisdictions providing the service:
- the NT (community housing) and SA (ICH).

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

In 2013–14, the national rent collection rate was 99.7 per cent for public housing and 100.1 per cent for SOMIH. In 2012–13, the national rent collection rate was 99.3 per cent for community housing, and 92.7 per cent for Indigenous community housing (table 17.6). However, complete data for community housing and ICH were not available for all jurisdictions, and these data may be an underestimate.

Table 17.6 Rent collection rate (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust Gov</i>
<i>Public housing</i>										
2009–10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	..	99.8
2010–11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	..	99.6
2011–12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0	..	99.3
2012–13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	98.7	..	99.4
2013–14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.4	..	99.7
<i>SOMIH^c</i>										
2009–10	101.5	..	101.5	104.5	100.7	101.7	99.7
2010–11	104.0	..	99.3	..	99.9	99.0	101.7
2011–12	100.0	..	100.6	..	100.7	98.6	100.5
2012–13	101.0	..	99.8	..	101.5	98.4	99.6
2013–14	99.2	..	102.6	..	98.9	98.0	100.1
<i>Community housing</i>										
2008–09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	..	98.1
2009–10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	..	97.7
2010–11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	..	97.9
2011–12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	..	100.6
2012–13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	..	99.3
<i>Indigenous community housing</i>										
2008–09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3
2009–10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	..	88.1
2010–11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	..	94.9
2011–12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	..	94.9
2012–13	91.6	99.8	92.1	88.1	na	105.0	na	73.6	na	92.7

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.29–32 provide further information. ^b Rent collection rate may be greater than 100 per cent due to collection of rental arrears. ^c There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing program. **na** Not available. **..** Not applicable.

Source: State and Territory Governments (unpublished); AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.29–32.

Outcomes

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

Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.12).

Box 17.12 Amenity/location

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

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

Data for this indicator are reported for public housing, SOMIH and community housing.

There are no data available for Indigenous community housing.

Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable with data for 2010 and earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2014 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2014 data were not available for the Northern Territory.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Data for amenity/location are sourced from the National Social Housing Survey (NSHS), which measures tenants’ level of satisfaction with services provided by their housing service provider. Public housing, SOMIH and community housing tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. Data from the 2014 survey are reported for public housing, community housing and SOMIH. Data from earlier surveys (2012, 2010 [public housing and community housing] and 2007 [public housing, community housing and SOMIH]) were included in earlier reports.

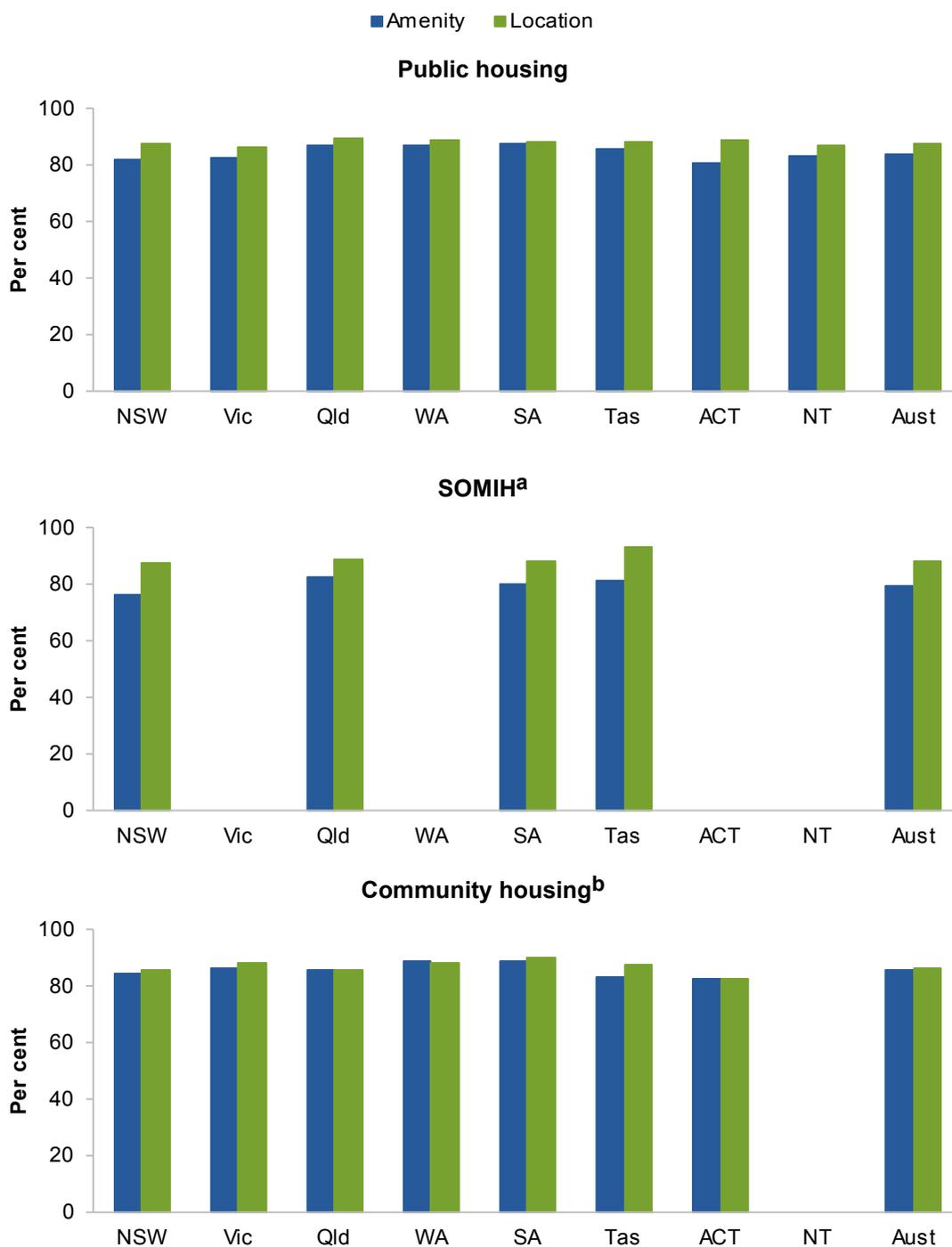
Caution should be used when comparing the public housing, SOMIH and community housing results, due to the different demographic profile of Aboriginal and Torres Strait Islander tenants and the method of data collection.

Nationally in 2014, the NSHS found that:

- for public housing, 84.1 per cent of tenants rated amenity as important and meeting their needs, and 87.8 per cent rated location as important and meeting their needs (tables 17A.33–34 and figure 17.10)

-
- for SOMIH, 79.2 per cent of tenants rated amenity as important and meeting their needs and 88.3 per cent of tenants rated location as important and meeting their needs (table 17A.35 and figure 17.10)
 - for community housing, 85.9 per cent of tenants rated amenity as important and meeting their needs, and 86.6 per cent rated location as important and meeting their needs (tables 17A.36–37 and figure 17.10).

Figure 17.10 Proportion of tenants rating amenity and location aspects as important and meeting their needs, 2014 (per cent)



^a There are no SOMIH data reported for Victoria, WA, ACT and the NT. ^b There are no community housing data reported for the NT.

Source: AIHW (unpublished) *National Social Housing Survey 2014*, tables 17A.33–37.

The precision of survey estimates depends on a range of factors including the survey sample size. Further information, including 95 per cent confidence intervals and relative standard errors, is presented tables 17A.33–37.

Data for households with a member with disability are available in tables 17A.33–37.

Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 17.13).

Box 17.13 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
 - is reported for public housing and SOMIH. It is calculated as the total rental rebate amount divided by the total number of rebated households
 - the amount of a rental rebate is influenced by market rent. High market rents will result in high rental rebates and low market rents will result in low rental rebates. A high or increasing value of the subsidy might imply that governments are spending more to ensure housing affordability.
- Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent
 - is reported for public housing, SOMIH and community housing. It is calculated as number of low income rental households spending more than 30 per cent of their gross income on rent, divided by the total number of low income rental households
 - low income households are defined as those in the bottom 40 per cent of equivalised gross household incomes (that is, the bottom two income quintiles). Low income households are more likely to be adversely affected by relatively high housing costs than households with higher disposable incomes (Yates and Gabriel 2006; Yates and Milligan 2007)
 - households in public housing and SOMIH that do not receive rental rebates are included in this measure. A low or decreasing proportion of households spending more than 30 per cent of their income on rent implies greater housing affordability.

Data for this indicator are reported for public housing, SOMIH and community housing.

Data comparability and completeness vary for this indicator. Data reported are:

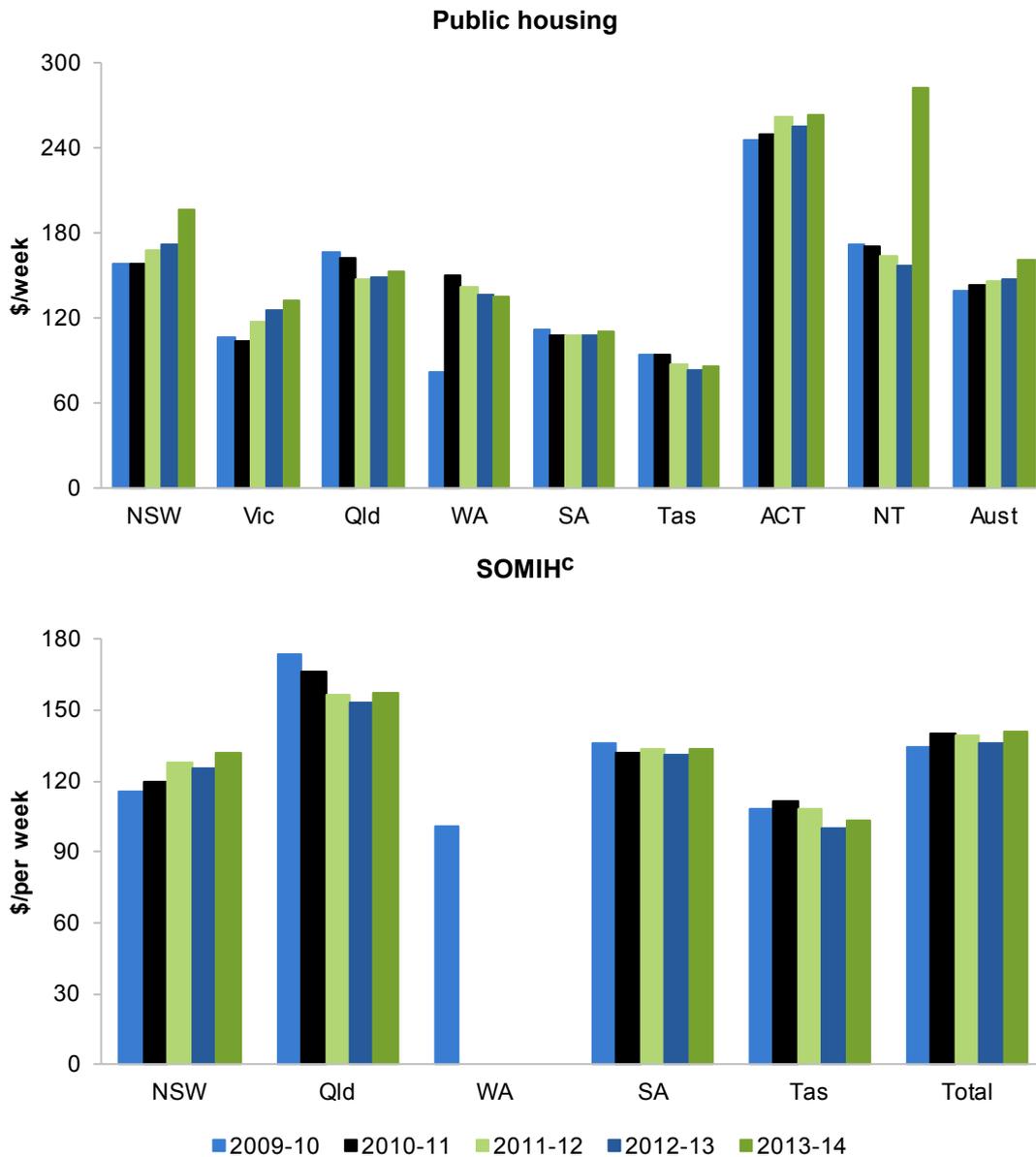
- comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2013–14 data were not available for Qld and the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Average weekly rental subsidy

Nationally, the average weekly subsidy per rebated household in public housing was \$162 at 30 June 2014, increasing from \$139 at 30 June 2010 (in real terms). For SOMIH, the average weekly subsidy per rebated household was \$141 at 30 June 2014, increasing from \$135 at 30 June 2010 (in real terms). These subsidies varied across jurisdictions (figure 17.11).

Figure 17.11 Average weekly subsidy per rebated household at 30 June (2013–14 dollars)^{a, b}



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.38–39 provide further information. ^b Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details. ^c There are no SOMIH data reported for Victoria (from 2009–10) or WA (2010–11) as SOMIH was transferred to other housing programs.

Source AIHW (unpublished) *National Housing Assistance Data Repository*, tables 17A.38–39 and 2A.51.

Proportion of low income households spending more than 30 per cent of their income on rent

Information on the proportion of low income households in social housing are presented in tables 17A.40–41.

At 30 June 2014:

- 97.4 per cent of all households in public housing were low income households, of which 0.5 per cent were spending more than 30 per cent of their gross income on rent
- 93.5 per cent of all households in SOMIH were low income households, of which 0.4 per cent were spending more than 30 per cent of their gross income on rent
- 92.5 per cent of all households in community housing were low income households, of which 9.0 per cent were spending more than 30 per cent of their gross income on rent (tables 17A.40–41 and table 17.7).

Further information on the proportion of income paid in rent by low income households is provided in tables 17A.42–45.

These results should be interpreted with care, as income data for some households are not updated annually and this may result in overestimating the proportion of household income spent on rent.

Further, rebated rents generally result in the majority of households generally paying no more than 30 per cent of their gross income in rent (the rent to income ratio). Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent. Information on the eligibility criteria for income and asset limits for each jurisdiction is presented in tables 17A.59–61.

Differences in the treatment of CRA in rent assessment can affect the comparability of the results reported for community housing (CRA should be excluded from household income, but data for some households may include CRA in household income as some community housing providers are unable to exclude CRA from household income or rent). Further information on CRA can be found in the Housing and homelessness sector overview G and attachment GA (tables GA.12–34).

Table 17.7 Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent)^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^b</i>
<i>Public housing</i>									
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
<i>SOMIH^c</i>									
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
2013	0.5	..	0.8	..	–	–	0.5
2014	0.5	..	0.5	..	–	–	0.4
<i>Community housing^d</i>									
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5
2012	3.8	–	na	5.0	1.2	26.5	–	na	3.5
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.41 provides further information. ^b Australian totals may not represent national totals because complete data are not available for all jurisdictions. ^c There are no SOMIH data reported for Victoria (from 2009–10) or WA (from 2010–11) as SOMIH was transferred to other housing programs. ^d Due to inconsistencies in community housing reporting of CRA, comparisons across jurisdictions, over time or across providers may be misleading. **na** Not available. **..** Not applicable. **–** Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.41.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 17.14). The objectives of community housing providers in providing housing assistance may be different to those of governments.

Box 17.14 Match of dwelling to household size

'Match of dwelling to household size' is defined as the proportion of households that are overcrowded. Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS) since 2010 under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard. The CNOS specifies that:

- there should be no more than two persons per bedroom
- a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom)
- couples and parents should have a separate bedroom
- children less than five years of age, of different sexes, may reasonably share a room
- children five years of age or over, of different sexes, should not share a bedroom
- children less than 18 years of age and of the same sex may reasonably share a bedroom
- single household members aged 18 years or over should have a separate bedroom.

Households living in dwellings where this standard cannot be met are considered to be overcrowded. The CNOS enables a comparison of the number of bedrooms required with the actual number of bedrooms in the dwelling and is sensitive to both household size and household composition. State and Territory governments' housing authorities bedroom entitlement policies may differ from the CNOS.

The agreed methodology for determining overcrowding requires the age, sex and relationship status of all tenants within a household to be known, as well as the number of bedrooms within the dwelling. Only households with complete information available are included in the calculation of the indicator.

Data for this indicator are reported for public housing, SOMIH, community housing and Indigenous community housing. The comparability and completeness of data reported for the indicator vary. Data reported are:

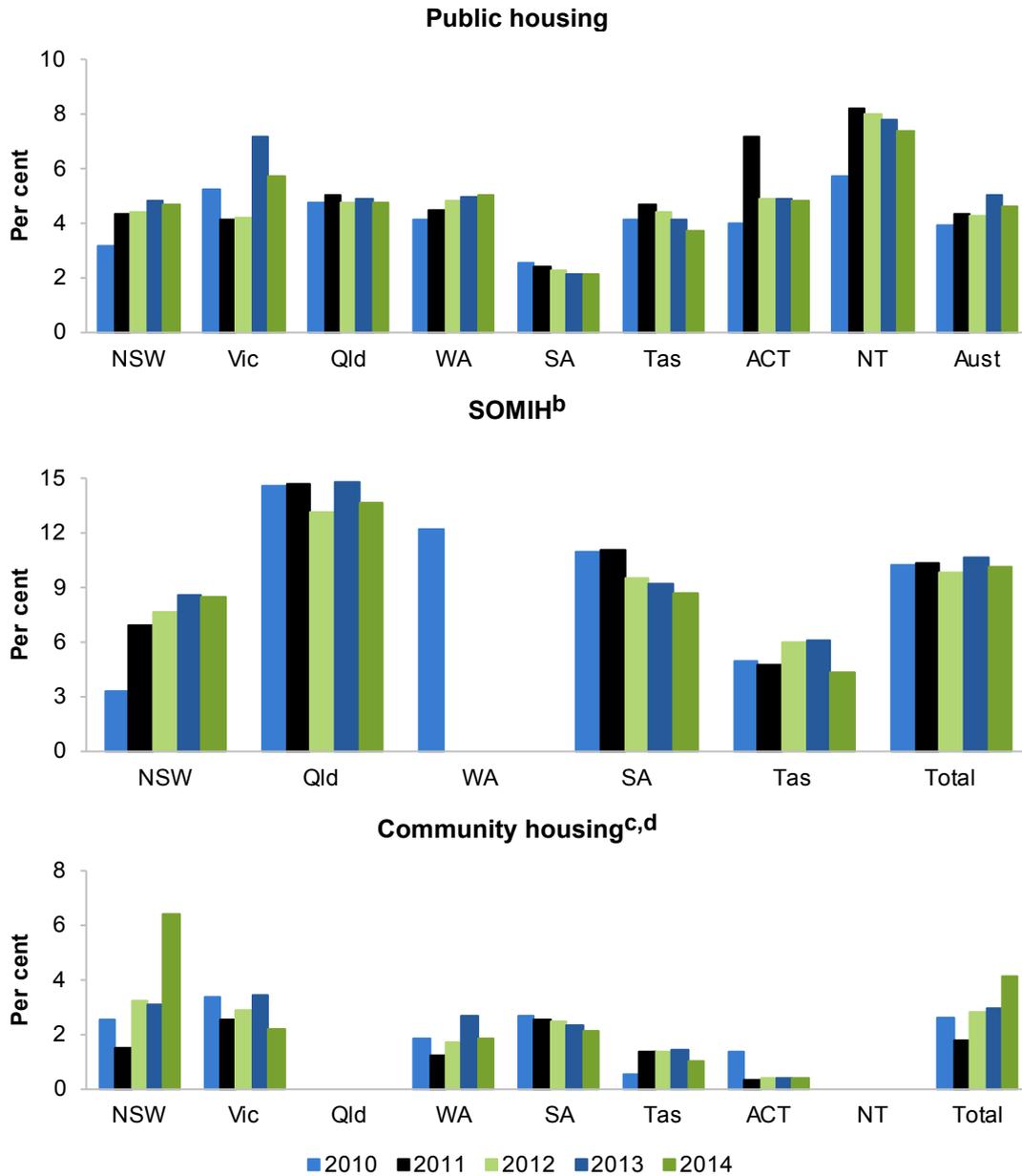
- comparable (subject to caveats) across jurisdictions but a break in series means that data for 2009–10 onward are not comparable to data for earlier years
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2013–14 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2013–14 data were not available for Qld and the NT.

Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

The proportion of overcrowded households varied across social housing programs and across jurisdictions. At 30 June 2014, 4.6 per cent of households in public housing were overcrowded, 10.2 per cent of SOMIH households were overcrowded and 4.1 per cent of households in community housing were overcrowded (figure 17.12).

Information on underutilisation in public housing, SOMIH and community housing dwellings is reported at table 17A.53.

Figure 17.12 Overcrowded households, at 30 June (per cent)^a



^a Data may not be comparable across jurisdictions and comparisons could be misleading. Tables 17A.46–48 provide further information. ^b There are no SOMIH data reported for Victoria (from 2009–10) for WA (2010–11) as SOMIH was transferred to other housing programs. ^c Data for Queensland and the NT from 2010 are not available. ^d National totals reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; tables 17A.46–48.

Table 17.8 illustrates the proportion of overcrowded households in Indigenous community housing. However, complete data were not available for all jurisdictions, and these data may be an underestimate.

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

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2009	25.1	0.8	32.5	na	31.8	..	—	na	13.7	na
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	28.5
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	30.8
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	26.1
2013	na	9.9	31.9	27.4	na	na	na	na	..	na

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Table 17A.49 provides further information. ^b Australian totals may not represent national totals because data were not available for all jurisdictions. **na** Not available. — nil or rounded to zero. .. not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 17A.49.

Other information relating to overcrowding of Aboriginal and Torres Strait Islander households in social housing includes:

- people living in overcrowded conditions in public housing and SOMIH, by remoteness area (tables 17A.50–51)
- the number of bedrooms required for people living in overcrowded conditions in Indigenous community housing (table 17A.52).

Customer satisfaction

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 17.15).

Box 17.15 **Customer satisfaction**

'Customer satisfaction' is defined as the proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.

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

Data are reported for public housing, SOMIH and community housing. There were no data available for Indigenous community housing.

Data comparability and completeness vary for this indicator. Data reported are:

- comparable (subject to caveats) across jurisdictions for the current reporting period but are not comparable with data for 2012 and earlier surveys
- are not comparable across public housing, SOMIH and community housing
- complete for public housing and SOMIH for the current reporting period (subject to caveats). All required 2014 data are available for all jurisdictions providing the service
- incomplete for community housing. All required 2014 data were not available for the following jurisdictions providing the service:
 - Northern Territory.

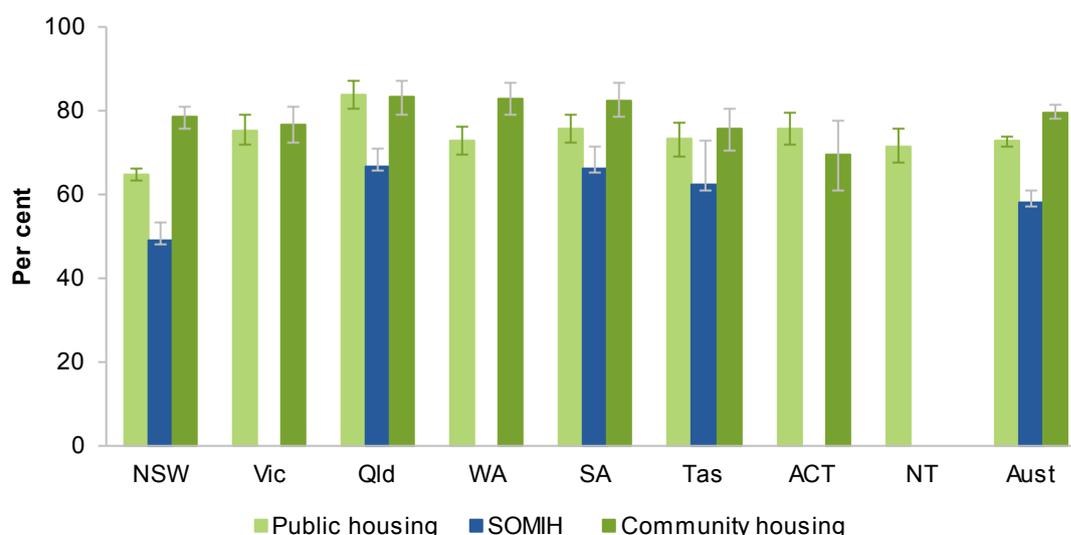
Data quality information for this indicator is at www.pc.gov.au/rogs/2015.

Data for this indicator are sourced from the NSHS. Data from the 2014 survey are reported for public and community housing and SOMIH. Data from earlier surveys (2012, 2010 and 2007) were included in earlier reports.

Nationally in 2014, the NSHS found that:

- for public housing, 72.7 per cent of tenants in public housing were either satisfied (43.8 per cent) or very satisfied (28.9 per cent) with the service provided by the State or Territory housing authority (table 17A.54 and figure 17.13)
- for SOMIH, 58.3 per cent of SOMIH respondents were either satisfied (44.9 per cent) or very satisfied (13.4 per cent) with the service provided by the State housing authority (table 17A.35)
- for community housing, 79.7 per cent of tenants were either satisfied (42.8 per cent) or very satisfied (36.9 per cent) with the services provided by their community housing organisation (table 17A.55).

Figure 17.13 **Proportion of tenants either satisfied or very satisfied with the service provided by the State or Territory housing authority, 2014^{a, b, c, d}**



^a Error bars represent the 95 per cent confidence intervals associated with each point estimate. ^b Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Tables 17A.35 and 17A.54–55 provide further information. ^c There are no SOMIH data reported for Victoria, WA, ACT and the NT as SOMIH was transferred to other housing programs. ^d Community housing data for the NT are not available.

Source: AIHW (unpublished) *National Social Housing Survey 2014*; tables 17A.35 and 17A.54–55.

The levels of satisfaction varied across jurisdictions.

Data for households with a member with disability are available in tables 17A.54–55.

Confidence intervals at 95 per cent and relative standard errors for these data are in tables 17A.35 and 17A.54–55.

The next NSHS is expected to be conducted in 2016.

17.4 Future directions in performance reporting

Further developing indicators and data

The Housing and Homelessness Working Group will continue to improve the quality of community housing, Indigenous community housing and financial data in this Report.

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

17.5 Jurisdictions' comments

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

Australian Government comments

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In 2014, governments have continued to work together under the NAHA to improve housing affordability, reduce homelessness and reduce Aboriginal and Torres Strait Islander housing disadvantage. The NAHA is currently supported by two National Partnership Agreements:

- the \$5.5 billion National Partnership Agreement on Remote Indigenous Housing will help address significant overcrowding, homelessness and poor housing conditions over 10 years (2008–2018). At 30 June 2014, over 2556 (61 per cent) of new houses had been delivered against a 2018 target of 4200 and the refurbishment target of 4876 had been exceeded with 6726 existing dwellings refurbished
- the one year 2014–15 National Partnership Agreement on Homelessness under which the Australian Government invested \$115 million to be matched by states and territories. The 2014–15 funding is provided to enable critical homelessness services to continue to 30 June 2015. Homelessness support services funded under the NPAH include prevention and early intervention services, outreach and supported accommodation services for rough sleepers.

Commonwealth Rent Assistance (CRA) is a non-taxable income support supplement payable to individuals and families who rent accommodation in the private rental market and community housing. CRA rates are based on a customer's family situation and the amount of rent they pay. At 6 June 2014, 1 315 385 individuals and families were receiving CRA. In 2013–14 Australian Government expenditure on CRA was \$3.95 billion. CRA is increased twice a year in response to changes to the cost of living as measured by the Consumer Price Index.

The National Rental Affordability Scheme is a commitment by the Australian Government to invest in affordable rental housing. The Scheme offers financial incentives to the business sector and community organisations to build and rent dwellings to low and moderate income households at a rate that is at least 20 per cent below the prevailing market rate. At 30 September 2014, more than 23 000 dwellings had been built and were tenanted or available for rent.

The Australian Government has also initiated a number of review processes that have recently been completed or are underway, which will touch upon housing policy settings. The review processes include the:

- National Commission of Audit
- Forrest Review of Indigenous Employment and Training
- McClure Review of the Welfare System
- White Paper on Reform of the Federation
- White Paper on Reform of Australia's Tax System.

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The House of Representatives has recently concluded an inquiry into 'Foreign Investment in Residential Real Estate' while the Senate is expected to report in March 2015 on its inquiry into affordable housing.

New South Wales Government comments

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A strong and sustainable social housing system is a key priority for the NSW Government. NSW 2021 outlines our commitment to delivering well-coordinated services to support those who need it most, including housing.

The NSW Government manages more than 116 000 public housing dwellings. Alongside public housing, the community housing sector plays a significant role in the provision of social housing, with around 26 000 dwellings now being managed by this sector. The Aboriginal Housing Office owns more than 5600 dwellings and in addition Aboriginal housing providers manage around 5000 dwellings.

The NSW Government has taken significant steps to address the challenges facing the social housing system. The NSW Government will continue to pursue reform to ensure that NSW has a sustainable social housing system that provides a safety net for the most vulnerable in our community as well as opportunities for people to achieve greater independence.

We are building a flexible and responsive community housing sector that is well-integrated into the broader NSW social housing system and is capable of providing an increased supply of affordable housing. The Registrar of Community Housing registers and regulates community housing providers, and has a focus on ensuring a viable and diverse community housing sector.

Under the NSW Government's Build and Grow Aboriginal Community Housing Strategy we are addressing the maintenance backlog in community-owned homes. We have introduced an Aboriginal community housing provider registration system, a new rent policy and time limited subsidies for approved providers. These programs aim to assist Aboriginal community housing providers to strengthen their capacity and establish a foundation for future growth. We are currently reviewing the program to streamline and improve our work with the Aboriginal housing sector and plan for the next phase of work.

A more comprehensive approach to regional planning is being developed and implemented, which will deliver more opportunities for affordable housing, engaging government, local councils, the private and community sectors.

The NSW Government is also working with the Commonwealth through the National Rental Affordability Scheme. The NSW Government has allocated \$260 million to support the delivery of over 6,800 new affordable rental homes for lower income families in NSW, of which over 2500 have been delivered by the end of June 2014.

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Victorian Government comments

“ Social housing continues to be a vital part of the wider human services system in Victoria. A wide range of social housing construction projects between government and its development partners are underway including:

- the \$80 million New Norlane initiative that will deliver 320 new affordable homes. In 2013–14, the project delivered its target of 53 public housing homes, achieving a total of 86 public housing homes to 30 June 2014
- the \$160 million Olympia Housing initiative that continues to deliver improvements to the quality and diversity of public housing in and near Heidelberg West. This initiative will see more than 600 new homes built over 10 years to replace outdated and unsuitable properties in the Heidelberg West area. A total of 41 new homes are complete and construction is underway for a further 22 homes
- the Carlton redevelopment that will provide 246 new social housing homes and over 800 private homes across three sites. All new social housing homes have now been delivered with the balance of private housing scheduled for completion by late 2019
- construction at the Valley Park redevelopment in Westmeadows that will deliver 144 new social housing homes in a mixed housing development.

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Queensland Government comments

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In 2013–14, Queensland made significant progress on a range of reforms set out in the *Homelessness to Housing Strategy 2020* and *Housing 2020* to deliver a more efficient, integrated and responsive housing assistance system for vulnerable Queenslanders in housing need.

The Queensland Government delivered 2934 new social and affordable housing dwellings, and reformed tenancy management and the way public housing rent is charged to increase equity and fairness. In 2014–15, Queensland aims to deliver an additional 1800 new social and affordable housing dwellings.

Progress has been made to expand service delivery role for non-government housing providers. The Logan Renewal Initiative is the first major step in the reform to achieve the large scale transfer of the management of public housing and redevelopment of housing stock in the Logan area, resulting in enhanced service delivery outcomes through local decision making, increased supply of social and affordable housing, reduced social housing concentration and better alignment of the portfolio with housing need. A procurement process for the transfer of management of social housing to the non-government sector in the Gold Coast area is currently underway. Through these two significant social housing outsourcing initiatives, tenancy and property management associated with a large number of dwellings will be transferred to non-government housing providers.

Home ownership for Aboriginal and Torres Strait Islander communities remains a priority with 27 social housing dwellings released for purchase in 2013–14. In 2013–14, the State Government delivered 210 new constructions, commenced 91 constructions, upgraded 373 dwellings and delivered 305 serviced lots of land for use in the social construction program in Aboriginal and Torres Strait Islander communities. Additional 40-year leasing agreements have also been completed in discrete Aboriginal and Torres Strait Islander local government areas.

The Queensland Government provided assistance to low-income households to access or remain in the private rental market by providing \$16.5 million as incentives to investors to support over 7500 affordable private rental dwellings.

In the past year the Queensland Government provided more than 22 800 new households with interest free bond loans, issued more than 4000 rental grants and assisted over 12 700 households through the *RentConnect* program.

The Queensland Government's social housing reforms have led to a further reduction in social housing waiting list numbers (using an integrated measure) from approximately 22 000 to around 18 500 between July 2013 and June 2014. The number of people waiting for social housing is at its lowest since implementation of the social housing wait list. The decrease has been achieved by providing new dwellings, a variety of alternative housing assistance products, improvements to frontline services and reform initiatives.

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Western Australian Government comments

Since the launch of the State Government's Affordable Housing Strategy in 2010, we have changed our approach, widening our primary focus from public housing to affordable housing, and transforming ourselves to meet future challenges. We have the unique ability to leverage our commercial operations to provide social housing outcomes for the most vulnerable. Through partnerships and innovation, we have delivered affordable home ownership opportunities and a social housing safety net for thousands of Western Australians. We cannot address housing affordability on our own and will continue to encourage and work with the private sector, other government agencies and the community sector to improve the supply of land and housing, affordable home ownership opportunities and social housing.

We are proud of our many achievements during this year. We have provided 16 000 affordable housing opportunities for Western Australians since the Affordable Housing Strategy commenced. We developed with our joint venture partners more than 2000 residential lots. Thirty-two per cent were in the lower quartile price range and 83 per cent were at or below the median land price. Our subsidiary, Keystart Home Loans, assisted more than 3900 Western Australian to purchase a home with new loans valuing \$1428 million. All of this was achieved while continuing to provide more than 40 000 social housing places to those who are unable to secure a home in the private housing market.

We also maintained our focus on regional housing. The Authority continued to deliver its commitments under the *Royalties for Regions – Housing for Workers* initiative with the completion of service worker accommodation in Port Hedland and the Osprey key worker village. We also managed more than 5000 houses for government workers in the regions to support the delivery of essential services.

The Authority made available safe and secure affordable accommodation facilities across the North West for more than 55 Aboriginal trainees and apprentices seeking to establish themselves in employment, apprenticeships or training. The facilities include support services to assist residents to relocate from remote communities, develop independent living skills, and eventually progress into sustainable housing alternatives.

In November 2013, we were honoured to accept the State's top public sector management prize for Improving Aboriginal Outcomes, awarded for our Transitional Housing Program in the East Kimberley.

Western Australia has led the nation in achieving targets set under the National Partnership Agreement on Remote Indigenous Housing, exceeding targets for the fifth consecutive year. This is a momentous achievement that has seen 497 new homes built and 1299 refurbished, delivering improved housing in remote Aboriginal communities.

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South Australian Government comments

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Housing plays a central part in helping people improve their social and economic opportunities. In August 2013, the Housing SA Blueprint 2013-2018 was released, outlining the organisation's approach to implement its vision of 'Connecting People to Place'. To move towards this vision, a new service delivery model has been designed to assist vulnerable and at risk people through earlier engagement to achieve sustainable outcomes. The model was implemented in four regions on 1 July 2014 – two across metropolitan Adelaide and two in country South Australia.

New roles have been developed to support the model. Tenancy Practitioners provide tailored supports to assist tenants to connect to their community and local services. They also provide case work support and work closely with other services to respond to disruptive behaviour, debt and child safety. Social Workers, Aboriginal Consultants, Community Development Project Officers and Community Response Coordinators deliver a multi-disciplinary specialist service to people experiencing high levels of risk and vulnerability. Specialist services are available via consultation with Regional Managers, irrespective of participation in the new service model, enabling all clients to receive this service.

Housing SA is implementing an extensive evaluation strategy to monitor the implementation of the new service model over a 12 month period, prior to extending the new service model to remaining regions.

South Australia, with widespread support from its community housing sector, is committed to the National Regulatory System for community housing. Community housing providers have already commenced registering, with a number of providers having successfully completed the process to be registered under the national system. The Community Housing Providers (National Law) South Australia) Act 2013 was developed in partnership with the sector and included extensive public consultation. The Act's purpose is to govern the funding of community housing and introduce the National Regulatory System in South Australia.

The first stage of the Better Places, Stronger Communities Project will transfer the management of approximately 1100 tenanted public housing dwellings to community housing providers. Once the successful providers have been announced, they will commence housing and tenancy management.

In addition, to support increased demand likely to be generated through the National Disability Insurance Scheme, the South Australian Government has established a new Disability Housing Organisation, Access 2 Place Ltd, within the community housing sector. Access 2 Place Ltd will provide disability-specific tenancy and property management for social housing assets.

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Tasmanian Government comments

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Better Housing Futures is a recent Tasmanian Government reform to improve the quality of social housing. In 2013–14 under *Better Housing Futures*, management of 2188 public housing properties was transferred to the community sector. In addition, 34 Aboriginal housing properties were transferred. Community housing organisations can provide better housing, improved maintenance and an increase in supply of affordable housing because they have more ways to fund their housing services, such as accessing Commonwealth Rent Assistance. They also have more staff working in the community and more place-based services for clients.

The *Better Housing Futures* management transfer reduced the number of households managed by public housing, explaining the decline in households assisted by public housing (from 10 819 in 2012–13 to 8250 in 2013–14). Conversely, the community housing sector experienced large increases in households assisted (from 2255 to 4577). The *Better Housing Futures* management transfer also explains the community housing sector's significant drop in the proportion of new allocations to those in greatest need. The 2188 tenancies transferred were counted as new tenancies for the providers but were already in stable housing and therefore did not exhibit greatest need characteristics.

There was improved performance in a number of areas of public housing: an increase in new households allocated housing (from 971 in 2012–13 to 996 in 2013–14), a reduction in turnaround time for vacant dwelling stock to be rented (from 39 days to 34 days), and an increased occupancy rate (from 97.1 per cent to 98.1 per cent).

Housing Connect was introduced as a major reform initiative in Tasmania in 2013–14. It represents a new model to access housing assistance and the provision of specialist homelessness services support across the State. The *Housing Connect Front Door* provides a one stop shop for people accessing all forms of housing assistance and support including (but not restricted to) social housing, private rental assistance, emergency accommodation and specialist support. The increase in the public housing wait list from 1853 applicants to 2227 applicants can be explained by the improved access and alternative assessment method resulting from *Housing Connect*. It may also demonstrate an increase in demand due to economic conditions and constrained affordability in the housing market.

Housing Tasmania is facilitating a stakeholder-developed *State Affordable Housing Strategy*. This is a framework for improving access to affordable homes over the next decade. The Strategy will address the full spectrum of housing, from home ownership to affordable rental, public and community housing and crisis accommodation. It will consider innovative partnerships between government, community and the private sector to increase access to affordable housing and support vulnerable Tasmanians.

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Australian Capital Territory Government comments

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Housing ACT continues to operate in a context of increasing demand for public housing and a growing pressure around available supply. This raises unique issues for managing both the expectations of applicants seeking assistance and those of other organisations working in the sector.

In response, Housing ACT is conducting several discussion sessions with stakeholders from community organisations and other areas of government. These sessions, held in late 2014, will articulate the challenges inherent to a limited supply environment. Sector partners will be able to contribute to innovative solutions, particularly regarding access to other tenure types.

More broadly, Housing ACT is working within the framework of the *Human Services Blueprint (the Blueprint)* to align its service delivery approach with this project. The *Blueprint*, which crosses Government and the community sector, provides a multi-year plan to improve the delivery of human services in Canberra. The overarching aim of the *Blueprint* is to support Canberrans to access the appropriate support when it is needed. Another key feature of the *Blueprint* is its integrated approach. Where required, it facilitates a joined-up response from the community, health, education and justice systems.

This collaborative approach is reflected in the *One Human Services Gateway Project*, which brings together a number of government and community services in an accessible service hub. Housing ACT was a key partner in the development of the *One Human Services Gateway* and continues to work with collocated services to ensure that vulnerable Canberrans receive appropriate support when needed, without having to navigate multiple access systems.

Another key feature of Housing ACT's commitment to the provision of housing support in the current environment is the *Modernising Tenancy Service Delivery Model*. A staged implementation commenced in July 2014. The new service delivery model provides a targeted, differentiated and needs-based service for tenants of Housing ACT. By employing a three-tiered approach, the model governs the level of contact and support required by public housing tenants.

Housing ACT is also working towards a long-term strategy to align its asset portfolio with demand. This encompasses urban renewal along the Northbourne Avenue corridor and the redevelopment of public housing more generally. A Public Housing Renewal Taskforce has been established to guide the renewal program and will redevelop in excess of one per cent of the ACT portfolio per annum.

A long-term approach is also evident in a disability/housing forum series that took place in mid-2014. Each forum considered various challenges and opportunities the National Disability Insurance Scheme will bring to social and community housing providers, the housing industry and support organisations in the ACT. Housing ACT and Disability ACT jointly delivered the series, creating a platform for collaborative, innovative approaches to the provision of sustainable housing options for people with disability.

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Northern Territory Government comments

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In 2013–14, the Northern Territory continued focusing on providing safe, affordable and appropriate housing to Territorians.

The Northern Territory carried out the *Real Housing for Growth Plan* which aims to increase housing supply and ease housing cost pressure to support the attraction and retention of key workers in the Territory.

During 2013–14, achievements under the *Real Housing for Growth Plan* include:

- a total of \$13.2 million was invested to release the land and construct affordable dwellings in Palmerston
- a major refurbishment of 30-unit public housing complex in Alice Springs was completed
- contracts have been entered into for the delivery of 171 dwellings under the head leasing initiative, with 9 dwellings delivered and available for rent in Tennant Creek
- thirty-seven HomeBuild Access Loans were funded helping Territorians
- bond assistance loans were provided to 217 eligible clients to access the private rental market
- over \$5 million in funding was provided for urban public housing tenancy support programs that aim to build understanding of tenant obligations and responsibilities.

During 2013–14, 139 new houses and 107 refurbishments were completed in a number of remote Indigenous communities across the Northern Territory under the National Partnership Agreement on Remote and Indigenous Housing. In addition, 520 upgrades were completed under the National Partnership Agreement on Stronger Futures in the Northern Territory.

In these two capital programs, Indigenous employees have made up 27 per cent of the construction workforce. In remote communities with public housing, Indigenous employment was 72 per cent in tenancy management and 54 per cent in property management.

The *Public Housing Safety Strategy* was established to achieve sustainable long-term solutions to address anti-social behaviour in and around public housing, and provide coordinated support to tenants experiencing difficulties managing their tenancy in an effort to promote tenancy sustainability. Public Housing Safety Officers are an innovative, cost effective, tool for an early intervention response to anti-social behaviour creating a safer environment for the community, and are an integral part of the overall strategy.

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17.6 Definitions of key terms

Aboriginal and Torres Strait Islander household	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.
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	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.
Canadian National Occupancy Standard (CNOS)	<p>A standardised measure of housing utilisation and overcrowding. This measure assesses a household's bedroom requirements by specifying that:</p> <ul style="list-style-type: none">• there should be no more than two people per bedroom• a household of one unattached individual may reasonably occupy a bed-sit (i.e. have no bedroom)• couples and parents should have a separate bedroom• children less than five years of age, of different sexes, may reasonably share a bedroom• children five years of age or over, of the opposite sex, should not share a bedroom• children less than 18 years of age and of the same sex may reasonably share a bedroom; and• single household members aged 18 years or over should have a separate bedroom.
Comparability	Data are considered comparable if, (subject to caveats) they can be used to inform an assessment of comparative performance. Typically, data are considered comparable when they are collected in the same way and in accordance with the same definitions. For comparable indicators or measures, significant differences in reported results allow an assessment of differences in performance, rather than being the result of anomalies in the data.
Completeness	Data are considered complete if all required data are available for all jurisdictions that provide the service.
Confidence intervals	Survey data, for example data from the NSHS, are subject to sampling error because they are based on samples of the total population. Where survey data are shown in charts in this report, error bars are included, showing 95 per cent confidence intervals. There is a 95 per cent chance that the true value of the data item lies within the interval shown by the error bars.
Depreciation costs	Depreciation calculated on a straight-line basis at a rate that realistically

	represents the useful life of the asset (as per the Australian Accounting Standards 13–17).
Disability	Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.
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 a dwelling only if intended for human residence. A dwelling may include one or more rooms that is/are used as an office or workshop, provided the dwelling is in residential use. Dwelling types include:</p> <ul style="list-style-type: none"> • a separate house • a semi-detached, row or terrace house, townhouse, etc. • a flat, unit or apartment; caravan, tent, cabin etc. either in or not in a caravan park; houseboat in marina, etc. • an improvised home, tent, camper • a house or flat attached to a shop, office, etc. • a boarding/rooming house unit.
Greatest need	<p>Applies to low-income households if, at the time of allocation, household members were subject to one or more of the following circumstances:</p> <ul style="list-style-type: none"> • they were homeless • their life or safety was at risk in their accommodation • their health condition was aggravated by their housing • their housing was inappropriate to their needs • they had very high rental housing costs. <p>A low-income household for the greatest need definition is a household that satisfies an eligibility test to receive housing assistance.</p>
Household	<p>The grouping of people living in a dwelling. Household composition is based on couple and parent-child relationships. A <i>single-family</i> household contains a main tenant only, or a main tenant residing with a partner and/or the main tenant's children. <i>Group households</i> consist of 2 or more tenants aged 16 or over who are not in a couple or parent-child relationship. <i>Mixed households</i> are households not described by the other two types—for example, multiple single-family households.</p> <p>For the purpose of the public housing, SOMIH and community and Indigenous community housing collections, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.</p>
Low income household	A household whose equivalised gross income falls in the bottom two-fifths (40%) of the population. This measure does not necessarily indicate eligibility for government assistance targeted at low-income households, and assistance may also be provided to households that do not meet this definition. This definition differs from that used by the ABS; it uses different definitions of low income for different purposes.
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 during the relevant reporting period (financial year). A new household is recorded if the composition of the household changes i.e. if someone enters or leaves the household.														
Occupancy rate	The number of dwellings occupied as a proportion of total dwellings.														
Occupied dwelling	Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.														
Overcrowding	A situation in a dwelling when one or more additional bedrooms are required to meet the Canadian National Occupancy Standard.														
Priority access to those in greatest need	Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need.														
Principal tenant	The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments.														
Proxy occupancy standard	<p>A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a household.</p> <table border="0"> <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.														
Remoteness areas	<p>An aggregation of non-continuous geographical areas which share common characteristics of remoteness. The delimitation criteria for remoteness areas (RAs) are based on the Accessibility/Remoteness Index or Australia (ARIA+) which measures the remoteness of a point based on the road distance to the nearest urban centre. Within the Australian Statistical Geography Standard, each RA is created from a grouping of Statistical Areas Level 1 having a particular degree of remoteness.</p> <p>Remoteness areas comprise the following six categories:</p> <ul style="list-style-type: none"> • major cities of Australia • inner regional Australia • outer regional Australia 														

	<ul style="list-style-type: none"> • remote Australia • very remote Australia • migratory — off-shore — shipping.
Rent charged	The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received.
Special needs household	Households that have a member with disability, a main tenant aged under 25 or 75 and over, or households defined as Indigenous households. Indigenous households in SOMIH are not considered special needs households, as SOMIH is an Indigenous-targeted program. For SOMIH, special needs households are those that have either a household member with disability or a principal tenant aged 24 years or under, or 50 years or over.
Tenancy (rental) unit	A tenancy (rental) unit is the unit of accommodation for which a rental agreement can be made. In the majority of cases, there will be only one tenancy (rental) unit within a dwelling; in a small number of cases (for example, boarding houses, special group homes, semi-institutional dwellings), there may be more than one tenancy (rental) unit.
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 dwelling to another within the same social housing program. In the community housing data collection, a transfer household is a household that transfers within a single community housing organisation's portfolio (not across the sector). This leads to under-reporting of transfers.
Turnaround time	The average time taken in days for vacant dwellings, which are available for letting, to be occupied.
Underutilisation	A situation where a dwelling contains two or more bedrooms surplus to the needs of the household occupying it, according to the Canadian National Occupancy Standard.
Untenantable dwelling	A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.

17.7 List of attachment tables

Attachment tables are identified in references throughout this chapter by a '17A' prefix (for example, table 17A.1). Attachment tables are available on the Review website (www.pc.gov.au/gsp).

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17.8 References

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17A Housing — attachment

Definitions for the indicators and descriptors in this attachment are in section 17.6 of the chapter. Unsourced information was obtained from the Australian, State and Territory governments.

Data in this Report are examined by the Housing and Homelessness Working Group, but have not been formally audited by the Secretariat.

Data reported in the attachment tables are the most accurate available at the time of data collection. Historical data may have been updated since the last edition of RoGS.

This file is available in Adobe PDF format on the Review web page (www.pc.gov.au/gsp).

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Table 17A.1 State and Territory Government nominal expenditure on social housing

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (a)</i>	<i>Aust (b)</i>
2009–10										
Net recurrent expenditure on public housing	\$ million	837.3	327.2	314.2	223.8	286.3	92.5	88.0	61.5	2 230.7
Net recurrent expenditure on SOMIH	\$ million	38.4	..	30.6	19.6	22.5	2.5	113.6
Total net recurrent expenditure on social housing (c)	\$ million	1 248.7	940.6	424.8	559.9	327.1	104.8	94.2	301.9	4 001.9
Capital expenditure	\$ million	1 771.7	599.0	781.4	411.0	311.4	56.7	72.9	218.1	4 222.4
Total State and Territory Government expenditure for social housing	\$ million	3 020.4	1 539.7	1 206.2	970.9	638.5	161.5	167.1	520.0	8 224.3
Net recurrent expenditure on social housing per person in the population	\$	176	174	97	247	202	207	263	1 325	183
2010–11										
Net recurrent expenditure on public housing	\$ million	778.3	367.5	429.1	277.2	288.5	99.3	90.3	64.5	2 394.7
Net recurrent expenditure on SOMIH	\$ million	32.3	..	39.8	..	21.6	2.7	96.4
Total net recurrent expenditure on social housing (c)	\$ million	2 066.9	903.0	530.4	567.7	334.2	112.6	95.2	290.8	4 900.8
Capital expenditure	\$ million	1 321.2	595.6	850.1	511.8	314.0	106.8	89.6	447.9	4 237.1
Total State and Territory Government expenditure for social housing	\$ million	3 388.1	1 498.6	1 380.5	1 079.5	648.2	219.4	184.8	738.7	9 137.9
Net recurrent expenditure on social housing per person in the population	\$	288	164	120	245	205	221	261	1 263	221
2011–12										
Net recurrent expenditure on public housing	\$ million	834.4	381.1	429.4	330.9	311.0	92.1	95.7	63.6	2 538.2
Net recurrent expenditure on SOMIH	\$ million	35.4	..	37.4	..	23.6	–	96.4
Total net recurrent expenditure on social housing (c)	\$ million	1 185.5	408.5	536.9	711.0	363.9	106.9	103.7	162.8	3 579.1
Capital expenditure	\$ million	433.4	495.8	434.9	233.5	223.5	99.0	42.6	346.5	2 309.1

Table 17A.1 State and Territory Government nominal expenditure on social housing

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (a)</i>	<i>Aust (b)</i>
Total State and Territory Government expenditure for social housing	\$ million	1 618.9	904.2	971.8	944.5	587.3	205.9	146.2	509.3	5 888.2
Net recurrent expenditure on social housing per person in the population	\$	164	73	119	298	221	209	280	701	159
2012–13										
Net recurrent expenditure on public housing	\$ million	862.1	393.3	375.5	341.7	306.8	88.6	99.2	76.1	2 543.4
Net recurrent expenditure on SOMIH	\$ million	38.5	..	40.0	..	21.5	2.4	102.4
Total net recurrent expenditure on social housing (c)	\$ million	1 201.6	416.2	534.6	757.2	437.9	106.4	109.8	76.1	3 639.9
Capital expenditure	\$ million	313.6	256.8	367.7	139.5	133.6	40.5	31.7	23.7	1 307.2
Total State and Territory Government expenditure for social housing	\$ million	1 515.3	673.0	902.3	896.7	571.5	147.0	141.5	99.9	4 947.1
Net recurrent expenditure on social housing per person in the population	\$	164	73	116	306	263	208	289	321	159
2013–14										
Net recurrent expenditure on public housing	\$ million	885.8	363.5	365.5	385.6	352.6	89.5	100.1	80.4	2 623.3
Net recurrent expenditure on SOMIH	\$ million	40.5	..	36.6	..	21.3	2.5	101.0
Total net recurrent expenditure on social housing (c)	\$ million	1 903.8	431.4	488.3	714.1	401.4	113.7	109.6	80.4	4 242.6
Capital expenditure	\$ million	361.8	232.3	236.8	181.4	167.9	17.0	1.8	15.4	1 214.4
Total State and Territory Government expenditure for social housing	\$ million	2 265.6	663.7	725.1	895.5	569.2	130.7	111.4	95.8	5 457.0
Net recurrent expenditure on social housing per person in the population	\$	255	74	104	280	239	221	285	331	182

(a) 2012–13 data have been revised.

(b) Australian total includes jurisdictions reporting only.

Table 17A.1 **State and Territory Government nominal expenditure on social housing**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (a)</i>	<i>Aust (b)</i>
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(c) Includes expenditure on public housing, SOMIH, community housing, transitional housing and grants to community housing under the National Building and Economic Stimulus Plan - Social Housing Initiative package. Expenditure for SHS agencies, other homelessness services and home purchase assistance are excluded.

.. Not applicable. – Nil or rounded to zero.

Source: State and Territory Governments (unpublished); table 2A.2.

Table 17A.2 State and Territory Government real expenditure on social housing (2013–14 dollars) (a)

	<i>Unit</i>	<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 (b)</i>
2009–10										
Net recurrent expenditure on public housing	\$ million	915.1	357.6	343.4	244.6	312.9	101.1	96.2	67.2	2 438.0
Net recurrent expenditure on SOMIH	\$ million	42.0	..	33.4	21.4	24.6	2.7	124.1
Total net recurrent expenditure on social housing (c)	\$ million	1 364.7	1 028.0	464.2	611.9	357.5	114.5	103.0	329.9	4 373.7
Capital expenditure	\$ million	1 936.3	654.7	854.0	449.2	340.4	62.0	79.7	238.4	4 614.6
Total State and Territory Government expenditure for social housing	\$ million	3 301.0	1 682.7	1 318.3	1 061.1	697.8	176.5	182.7	568.3	8 988.3
Net recurrent expenditure on social housing per person in the population	\$	190	187	105	264	219	224	282	1 432	197
2010–11										
Net recurrent expenditure on public housing	\$ million	809.9	382.4	446.5	288.4	300.2	103.3	94.0	67.1	2 491.9
Net recurrent expenditure on SOMIH	\$ million	33.6	..	41.4	..	22.4	2.8	100.3
Total net recurrent expenditure on social housing (c)	\$ million	2 150.8	939.7	551.9	590.8	347.8	117.2	99.0	302.6	5 099.7
Capital expenditure	\$ million	1 374.9	619.8	884.6	532.5	326.8	111.1	93.2	466.1	4 409.1
Total State and Territory Government expenditure for social housing	\$ million	3 525.6	1 559.4	1 436.5	1 123.3	674.5	228.3	192.3	768.7	9 508.7
Net recurrent expenditure on social housing per person in the population	\$	300	171	124	255	213	230	271	1 314	230
2011–12										
Net recurrent expenditure on public housing	\$ million	854.0	390.1	439.5	338.7	318.4	94.2	98.0	65.1	2 598.0
Net recurrent expenditure on SOMIH	\$ million	36.3	..	38.3	..	24.1	–	98.7
Total net recurrent expenditure on social housing (c)	\$ million	1 213.4	418.1	549.5	727.7	372.4	109.4	106.1	166.6	3 663.4
Capital expenditure	\$ million	443.6	507.4	445.2	239.0	228.7	101.4	43.6	354.7	2 363.5

Table 17A.2 State and Territory Government real expenditure on social housing (2013–14 dollars) (a)

	<i>Unit</i>	<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 (b)</i>
Total State and Territory Government expenditure for social housing	\$ million	1 657.0	925.5	994.7	966.7	601.2	210.8	149.7	521.3	6 026.9
Net recurrent expenditure on social housing per person in the population	\$	167	75	122	305	226	214	286	717	163
2012–13										
Net recurrent expenditure on public housing	\$ million	869.0	396.5	378.5	344.5	309.3	89.3	100.0	76.8	2 563.9
Net recurrent expenditure on SOMIH	\$ million	38.8	..	40.4	..	21.6	2.5	103.3
Total net recurrent expenditure on social housing (c)	\$ million	1 211.3	419.6	538.9	763.3	441.4	107.3	110.7	76.8	3 669.2
Capital expenditure	\$ million	316.1	258.8	370.7	140.6	134.7	40.9	32.0	23.9	1 317.8
Total State and Territory Government expenditure for social housing	\$ million	1 527.5	678.4	909.6	903.9	576.1	148.1	142.6	100.7	4 987.0
Net recurrent expenditure on social housing per person in the population	\$	165	74	117	309	266	209	292	324	160
2013–14										
Net recurrent expenditure on public housing	\$ million	885.8	363.5	365.5	385.6	352.6	89.5	100.1	80.4	2 623.3
Net recurrent expenditure on SOMIH	\$ million	40.5	..	36.6	..	21.3	2.5	101.0
Total net recurrent expenditure on social housing (c)	\$ million	1 903.8	431.4	488.3	714.1	401.4	113.7	109.6	80.4	4 242.6
Capital expenditure	\$ million	361.8	232.3	236.8	181.4	167.9	17.0	1.8	15.4	1 214.4
Total State and Territory Government expenditure for social housing	\$ million	2 265.6	663.7	725.1	895.5	569.2	130.7	111.4	95.8	5 457.0
Net recurrent expenditure on social housing per person in the population	\$	255	74	104	280	239	221	285	331	182

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). The GGFCE replaces the Gross Domestic Product implicit price deflator used in previous editions. See Chapter 2 (sections 2.5–6) for details.

(b) Australian total includes jurisdictions reporting only.

Table 17A.2 **State and Territory Government real expenditure on social housing (2013–14 dollars) (a)**

	<i>Unit</i>	<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 (b)</i>
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(c) Includes expenditure on public housing, SOMIH, community housing, transitional housing and grants to community housing under the National Building and Economic Stimulus Plan - Social Housing Initiative package. Expenditure for SHS agencies, other homelessness services and home purchase assistance are excluded.

.. Not applicable. – Nil or rounded to zero.

Source: State and Territory Governments (unpublished); tables 2A.2 and 2A.51.

Table 17A.3 Descriptive data — number of social housing dwellings, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Public housing										
2004	no.	124 735	64 855	49 144	31 470	46 695	11 679	11 139	5 618	345 335
2005	no.	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2006	no.	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2007	no.	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2008	no.	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2009	no.	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
SOMIH										
2004	no.	4 088	1 260	2 811	2 325	1 900	341	12 725
2005	no.	4 148	1 277	2 866	2 315	1 903	351	12 860
2006	no.	4 147	1 291	2 916	2 272	1 915	352	12 893
2007	no.	4 234	1 328	2 997	2 287	1 903	349	13 098
2008	no.	4 169	1 024	3 051	2 308	1 879	347	12 778
2009	no.	4 169	198	3 193	2 275	1 873	348	12 056
2010	no.	4 201	..	3 318	2 187	1 897	349	11 952
2011	no.	4 238	..	3 388	..	1 848	346	9 820
2012	no.	4 478	..	3 394	..	1 830	345	10 047
2013	no.	4 540	..	3 405	..	1 803	336	10 084
2014	no.	4 632	..	3 383	..	1 815	283	10 113

Table 17A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
Community housing										
2004	no.	6 113	2 524	5 193	3 519	4 216	402	409	97	22 473
2005	no.	11 811	4 786	5 285	3 276	4 076	474	569	115	30 392
2006	no.	12 673	4 451	5 442	1 869	4 348	468	765	87	30 103
2007	no.	14 140	4 593	6 275	3 868	4 405	536	798	92	34 707
2008	no.	15 119	6 698	6 549	4 474	4 538	597	743	93	38 811
2009	no.	15 721	8 366	7 011	5 349	4 531	603	672	131	42 384
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
Indigenous community housing (d)										
2006	no.	4 989	..	4 136	3 213	983	..	23	6 168	19 512
2007	no.	4 457	..	4 157	2 956	967	..	23	6 337	18 897
2008	no.	4 461	348	4 092	3 260	994	..	23	6 405	19 583
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	16 908
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	18 695
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	17 543
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	16 773
2013	no.	4 734	1 960	4 777	2 439	1 100	62	..	2 090	17 162

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Public housing and SOMIH data are total dwellings; community housing data are total tenancy rental units by remoteness area. 'Total tenancy rental units by remoteness area' may differ to data for 'Total tenancy rental units'. See table 17A.7 for more information.

(c) During 2008–09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. These dwellings are not captured by the ICH data collection or the public housing data collection.

(d) NSW and NT: 2013 data include funded and unfunded dwellings. Vic, Qld, WA, SA and Tas: due to data quality issues related to unfunded dwellings, 2013 data include only funded dwellings.

Table 17A.3 **Descriptive data — number of social housing dwellings, at 30 June (a), (b)**

<i>Unit</i>	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (c)</i>	<i>Aust</i>
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.. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

TABLE 17A.4

Table 17A.4 **Descriptive data — number of households in social housing, at 30 June (a), (b)**

	<i>Unit</i>	<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>
Public housing										
2004	no.	123 105	62 647	48 490	30 016	44 529	11 375	10 823	5 269	336 254
2005	no.	122 570	62 961	48 455	30 123	43 882	11 414	10 642	5 217	335 264
2006	no.	121 529	63 159	49 011	29 819	43 096	11 487	10 712	5 155	333 968
2007	no.	120 187	63 278	49 677	30 142	42 527	11 526	10 627	5 121	333 085
2008	no.	118 839	62 964	50 243	30 299	41 625	11 492	10 642	5 032	331 136
2009	no.	117 242	62 565	50 579	30 616	40 774	11 364	10 620	4 976	328 736
2010	no.	114 421	62 593	51 041	30 558	40 206	11 266	10 737	4 904	325 726
2011	no.	111 448	62 928	51 262	32 519	39 876	11 132	10 836	4 907	324 908
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 899	323 423
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 790	321 213
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 720	317 008
SOMIH										
2006	no.	4 041	1 248	2 822	2 138	1 791	346	—	—	12 386
2007	no.	4 135	1 280	2 925	2 151	1 790	341	—	—	12 622
2008	no.	4 104	1 002	2 980	2 172	1 778	339	—	—	12 375
2009	no.	4 083	198	3 048	2 152	1 758	343	—	—	11 582
2010	no.	4 122	..	3 147	2 088	1 753	341	11 451
2011	no.	4 233	..	3 243	..	1 749	339	9 564
2012	no.	4 372	..	3 230	..	1 756	334	9 692
2013	no.	4 452	..	3 286	..	1 754	328	9 820
2014	no.	4 504	..	3 270	..	1 741	275	9 790
Community housing										
2008	no.	16 325	5 154	5 284	3 449	4 370	387	698	na	35 667
2009	no.	16 639	7 556	5 610	2 650	4 329	406	643	na	37 833
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 414
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	54 911

Table 17A.4 **Descriptive data — number of households in social housing, at 30 June (a), (b)**

	<i>Unit</i>	<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>
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 033
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	339	65 632
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	338	67 046

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Data for Indigenous community housing were not available for this Report. The number of ICH dwellings is used as a proxy for the number of households in this Report (see table 17A.3).

.. Not applicable. **na** Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.5 Descriptive data — public housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total households paying less than market rent										
2010	no.	102 997	52 485	49 706	26 034	36 096	9 485	9 656	4 201	290 660
2011	no.	100 547	53 701	50 098	30 794	36 060	9 431	9 802	4 295	294 728
2012	no.	101 148	53 370	49 364	30 210	35 092	9 550	9 859	4 276	292 869
2013	no.	99 369	53 794	49 445	29 599	34 233	9 305	9 973	4 028	289 746
2014	no.	100 508	54 325	48 985	29 309	33 404	7 207	10 143	4 197	288 078
Total new households assisted										
2009–10	no.	5 861	3 799	3 886	2 400	2 249	921	557	455	20 128
2010–11	no.	5 653	4 038	3 614	2 971	2 548	921	639	469	20 853
2011–12	no.	6 505	4 013	3 470	2 929	2 383	929	695	441	21 365
2012–13	no.	6 191	4 112	4 064	2 567	2 445	971	628	321	21 299
2013–14	no.	5 989	4 202	3 656	2 657	2 160	998	608	341	20 611
Total new Aboriginal and Torres Strait Islander households assisted										
2009–10	no.	834	131	792	791	316	123	41	254	3 282
2010–11	no.	870	259	766	1 026	391	98	58	252	3 720
2011–12	no.	985	241	779	1 028	380	127	84	194	3 818
2012–13	no.	966	336	974	753	391	127	72	163	3 782
2013–14	no.	1 105	334	923	1 045	390	138	77	208	4 220
Households relocating from one public housing dwelling to another										
2009–10	no.	3 988	2 073	1 155	1 272	991	347	217	234	10 277
2010–11	no.	3 125	1 645	1 237	1 352	1 084	234	287	175	9 139
2011–12	no.	2 864	1 112	1 312	1 146	921	246	334	240	8 175
2012–13	no.	2 549	1 579	1 616	905	825	244	231	264	8 213
2013–14	no.	2 578	1 538	1 282	1 335	752	320	278	314	8 397
Total rent charged										
2009–10	\$'000	647 347	333 103	280 129	156 633	222 124	63 238	73 680	28 491	1 804 745
2010–11	\$'000	666 985	360 168	274 114	178 422	230 450	66 884	76 527	29 346	1 882 896
2011–12	\$'000	693 039	388 851	294 916	193 817	248 383	71 329	79 917	30 361	2 000 613

Table 17A.5 Descriptive data — public housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW (c)</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>
2012–13	\$'000	731 631	403 967	311 921	201 533	251 425	73 118	81 795	31 712	2 087 102
2013–14	\$'000	782 812	425 686	323 309	206 256	258 954	72 137	80 817	32 194	2 182 165
Total Aboriginal and Torres Strait Islander households										
2010	no.	9 800	1 442	4 590	5 736	1 592	809	432	1 962	26 363
2011	no.	9 800	1 588	4 962	7 711	1 732	786	545	2 034	29 158
2012	no.	10 600	1 617	5 274	7 516	1 809	767	634	2 045	30 262
2013	no.	10 600	1 784	5 791	7 405	1 869	772	716	1 837	30 774
2014	no.	10 600	1 890	6 062	8 124	1 942	527	779	1 962	31 886
Total new greatest need applicants on waiting list										
2010	no.	22 608	8 777	19 637	2 983	2 484	2 348	1 094	286	60 217
2011	no.	21 182	8 814	24 309	3 238	2 002	2 251	1 271	319	63 386
2012	no.	15 182	10 169	20 427	3 177	2 579	1 853	1 344	622	55 353
2013	no.	13 717	10 354	15 457	3 007	2 306	1 430	1 565	757	48 593
2014	no.	10 726	9 852	12 993	2 884	2 925	1 581	1 607	656	43 224
Total applicants on waiting list (excluding applicants for transfer) (d) (e)										
2010	no.	52 348	41 050	27 645	21 687	21 246	3 187	1 384	2 797	171 344
2011	no.	46 246	38 321	30 314	23 397	21 485	2 983	1 563	2 225	166 534
2012	no.	52 986	36 942	24 166	22 883	20 510	2 670	1 811	2 355	164 323
2013	no.	57 648	35 778	17 841	21 218	19 602	1 853	2 231	2 800	158 971
2014	no.	57 791	34 625	15 013	20 003	19 515	2 227	2 300	3 092	154 566
Total applicants for transfer (d)										
2010	no.	8 096	9 666	2 948	2 036	4 056	488	1 095	366	28 751
2011	no.	6 816	7 708	3 324	2 272	4 031	499	1 051	597	26 298
2012	no.	7 041	7 262	3 042	2 110	3 734	350	1 212	597	25 348
2013	no.	7 667	7 223	2 606	1 980	3 595	278	1 197	649	25 195
2014	no.	7 585	7 288	2 382	1 885	3 620	284	1 019	591	24 654
Total tenatable dwellings										
2010	no.	115 585	63 108	51 209	30 802	40 945	11 315	10 766	4 946	328 676

Table 17A.5 Descriptive data — public housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW (c)</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>
2011	no.	111 547	64 420	51 485	32 741	40 698	11 182	10 885	4 932	327 890
2012	no.	112 255	64 391	51 259	32 951	39 985	11 018	10 828	4 917	327 604
2013	no.	111 190	64 303	51 062	32 701	39 456	10 859	10 832	4 823	325 226
2014	no.	110 773	64 216	50 760	32 679	38 871	8 336	10 781	4 741	321 157
Total untenable dwellings										
2010	no.	101	1 585	445	371	335	112	92	122	3 163
2011	no.	–	–	440	730	444	125	178	66	1 983
2012	no.	37	33	520	738	310	184	54	112	1 988
2013	no.	19	1	603	723	262	268	45	118	2 039
2014	no.	17	36	604	620	251	50	25	170	1 773
Total number of dwellings undergoing major redevelopment										
2010	no.	–	371	51	328	730	33	–	31	1 544
2011	no.	–	521	51	369	496	9	–	52	1 498
2012	no.	18	344	14	207	611	1	68	51	1 314
2013	no.	7	312	10	237	300	12	79	118	1 075
2014	no.	15	219	4	168	300	27	42	98	873
Total dwellings										
2010	no.	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2011	no.	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2012	no.	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2013	no.	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2014	no.	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803
Total occupied dwellings										
2010	no.	114 422	62 593	51 041	30 558	40 206	11 266	10 737	4 850	325 673
2011	no.	111 448	62 928	51 262	32 505	39 876	11 132	10 833	4 853	324 837
2012	no.	111 087	62 779	51 074	32 625	39 264	10 902	10 793	4 845	323 369
2013	no.	110 074	62 852	50 938	32 248	38 754	10 819	10 738	4 736	328 340
2014	no.	109 370	63 048	50 570	32 315	38 008	8 250	10 727	4 666	316 954

Table 17A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Total rents charged for week of 30 June										
2010	\$'000	12 713	6 906	5 307	3 045	4 157	1 170	1 455	551	35 304
2011	\$'000	12 774	6 961	5 265	3 562	4 401	1 209	1 533	555	36 260
2012	\$'000	13 547	7 689	5 935	3 793	4 561	1 272	1 601	573	38 972
2013	\$'000	14 588	7 907	6 024	3 859	4 711	1 301	1 590	718	40 698
2014	\$'000	15 472	8 333	6 270	3 976	4 820	1 009	1 549	670	42 099
Total market rent value of all dwellings for which rent was charged for week of 30 June										
2010	\$'000	27 665	12 057	12 863	4 996	7 867	1 994	3 625	1 213	72 282
2011	\$'000	28 092	12 333	13 078	7 998	8 163	2 071	3 880	1 259	76 873
2012	\$'000	30 196	13 831	13 070	8 006	8 256	2 094	4 126	1 261	80 840
2013	\$'000	31 495	14 614	13 312	7 869	8 386	2 076	4 118	1 232	83 102
2014	\$'000	35 245	15 538	13 773	7 942	8 511	1 634	4 217	1 857	88 715
Total dwellings in major cities (f) (g)										
2010	no.	95 936	46 945	34 778	22 054	32 508	..	10 848	..	243 069
2011	no.	93 158	46 979	34 892	22 617	32 178	..	11 052	..	240 876
2012	no.	93 667	46 899	34 861	22 634	31 634	..	10 939	..	240 634
2013	no.	93 136	46 994	35 056	23 228	30 958	..	10 944	..	240 316
2014	no.	92 382	46 935	34 829	23 003	30 608	..	10 837	..	238 594
Total dwellings in inner regional areas (f) (g)										
2010	no.	15 980	14 758	8 482	3 037	2 805	8 390	10	..	53 462
2011	no.	14 817	14 610	8 527	3 326	2 800	8 293	11	..	52 384
2012	no.	14 924	14 509	8 527	3 376	2 757	8 215	11	..	52 319
2013	no.	14 411	14 329	8 225	2 739	1 619	8 291	12	..	49 626
2014	no.	14 385	14 285	8 212	2 732	1 548	6 562	11	..	47 735
Total dwellings in outer regional areas (f) (g)										
2010	no.	3 433	3 343	7 301	3 107	5 886	2 978	..	3 577	29 625
2011	no.	3 268	3 335	7 408	3 576	5 828	2 941	..	3 563	29 919
2012	no.	3 356	3 341	7 297	3 590	5 686	2 909	..	3 608	29 787

Table 17A.5 **Descriptive data — public housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW (c)</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>
2013	no.	3 343	3 268	7 332	3 446	6 641	2 771	..	3 524	30 325
2014	no.	3 305	3 225	7 265	3 448	6 482	1 786	..	3 487	28 998
Total dwellings in remote areas (f) (g)										
2010	no.	302	18	865	2 313	739	61	..	1 333	5 631
2011	no.	272	18	870	2 802	749	56	..	1 305	6 072
2012	no.	300	18	830	2 781	747	55	..	1 288	6 019
2013	no.	248	26	730	2 811	718	59	..	1 366	5 958
2014	no.	244	26	734	2 817	703	53	..	1 346	5 923
Total dwellings in very remote areas (f) (g)										
2010	no.	35	..	279	990	72	31	..	189	1 596
2011	no.	31	..	280	1 519	83	26	..	182	2 121
2012	no.	34	..	278	1 515	81	24	..	184	2 116
2013	no.	69	..	333	1 437	82	18	..	169	2 108
2014	no.	66	..	328	1 468	82	12	..	176	2 132

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Due to rounding the national total may not equal the sum of jurisdictions' data items for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged.

(c) Total number of Aboriginal and Torres Strait Islander households: Data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to an undercount in the unit record data.

(d) From 2011–12, the definition of 'Total applicants on waiting list' has changed to exclude the number of applicants waiting for transfer. Applicants waiting for transfer are reported separately. Data for earlier years have been revised to reflect this change.

(e) NSW: In April 2010, NSW implemented an integrated social housing waiting list combining public and community housing into a single list. Data from 2010 are the total of public housing, SOMIH and community housing.

(f) Data from 2012–13 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to previous years.

(g) The ABS postcode to ARIA concordance file has been updated, based on the 2011 Census data (previously 2006). This update has been applied to remoteness indicators from 2012–13 onward. Caution should be exercised when comparing remoteness indicators from 2012–13 with previous years.

.. Not applicable. **na** Not available. – Nil or rounded to zero.

Table 17A.5 **Descriptive data — public housing, at 30 June (a), (b)**

<i>Unit</i>	<i>NSW (c)</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>
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Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total households paying less than market rent							
2010	no.	2 667	2 858	1 626	1 614	278	9 043
2011	no.	2 663	2 957	..	1 598	287	7 505
2012	no.	2 854	2 870	..	1 534	292	7 550
2013	no.	2 856	2 839	..	1 545	287	7 527
2014	no.	3 041	2 817	..	1 525	245	7 628
Total new households assisted							
2009–10	no.	362	314	226	141	26	1 069
2010–11	no.	467	330	..	117	34	948
2011–12	no.	418	177	..	148	31	774
2012–13	no.	394	309	..	125	30	858
2013–14	no.	374	258	..	109	36	777
Households relocating from one State owned and managed Indigenous housing dwelling to another							
2009–10	no.	193	96	129	62	21	501
2010–11	no.	176	131	..	56	14	377
2011–12	no.	136	117	..	44	8	305
2012–13	no.	162	100	..	53	6	321
2013–14	no.	141	103	..	47	6	297
Total rent charged							
2009–10	\$'000	35 581	20 730	12 632	10 537	1 981	81 461
2010–11	\$'000	36 492	20 951	..	11 025	1 900	70 368
2011–12	\$'000	39 319	22 236	..	11 638	2 044	75 237
2012–13	\$'000	42 561	29 025	..	12 216	2 034	85 836
2013–14	\$'000	49 682	25 063	..	12 863	–	87 608
Total new greatest need applicants on waiting list							
2010	no.	494	2 834	584	99	na	4 011
2011	no.	453	3 902	..	96	na	4 451
2012	no.	403	4 800	..	88	na	5 291
2013	no.	416	4 390	..	101	na	4 907
2014	no.	304	3 400	..	123	na	3 827
Total applicants on waiting list (excluding applicants for transfer) (c)							
2010	no.	1 613	4 137	2 449	1 622	156	9 977
2011	no.	1 697	4 658	..	1 672	107	8 134
2012	no.	2 200	5 266	..	1 687	80	9 233
2013	no.	2 404	4 784	..	1 718	47	8 953
2014	no.	2 409	3 808	..	1 744	47	8 008
Total applicants for transfer (c), (d)							
2010	no.	562	524	353	190	29	1 658
2011	no.	544	634	..	199	25	1 402
2012	no.	569	752	..	187	14	1 522
2013	no.	592	633	..	177	10	1 412
2014	no.	543	557	..	193	5	1 298

Table 17A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total tenable dwellings							
2010	no.	4 200	3 177	2 102	1 875	344	11 698
2011	no.	4 238	3 270	..	1 818	345	9 671
2012	no.	4 459	3 262	..	1 783	339	9 843
2013	no.	4 536	3 308	..	1 784	328	9 956
2014	no.	4 625	3 306	..	1 788	283	10 002
Total untenable dwellings							
2010	no.	1	119	58	8	5	191
2011	no.	–	92	..	4	1	97
2012	no.	19	131	..	6	5	161
2013	no.	4	94	..	4	8	110
2014	no.	7	77	..	2	–	86
Total number of dwellings undergoing major redevelopment							
2010	no.	–	22	27	14	–	63
2011	no.	–	26	..	26	–	52
2012	no.	–	1	..	41	1	43
2013	no.	–	3	..	15	–	18
2014	no.	–	–	..	25	–	25
Total dwellings							
2010	no.	4 201	3 318	2 187	1 897	349	11 952
2011	no.	4 238	3 388	..	1 848	346	9 820
2012	no.	4 478	3 394	..	1 830	345	10 047
2013	no.	4 540	3 405	..	1 803	336	10 084
2014	no.	4 632	3 383	..	1 815	283	10 113
Total occupied dwellings, at 30 June							
2010	no.	4 123	3 147	2 088	1 753	341	11 452
2011	no.	4 233	3 243	..	1 749	339	9 564
2012	no.	4 372	3 230	..	1 756	334	9 692
2013	no.	4 452	3 286	..	1 754	328	9 820
2014	no.	4 504	3 270	..	1 741	275	9 790
Total rents charged for week of 30 June							
2010	\$'000	665	394	246	202	41	1 547
2011	\$'000	710	402	..	211	41	1 363
2012	\$'000	766	440	..	225	43	1 474
2013	\$'000	860	468	..	237	44	1 609
2014	\$'000	929	484	..	250	37	1 700
Total market rent value of all dwellings for which rent was charged for week of 30 June							
2010	\$'000	947	847	396	402	69	2 661
2011	\$'000	1 017	875	..	413	72	2 376
2012	\$'000	1 122	878	..	425	73	2 498
2013	\$'000	1 215	900	..	438	72	2 624
2014	\$'000	1 331	926	..	453	62	2 772

Table 17A.6 Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total dwellings in major cities, at 30 June (e) (f)							
2010	no.	1 759	459	612	1 132	..	3 962
2011	no.	1 840	457	..	1 120	..	3 417
2012	no.	1 958	453	..	1 113	..	3 524
2013	no.	2 012	457	..	1 109	..	3 578
2014	no.	2 071	455	..	1 115	..	3 641
Total dwellings in inner regional areas, at 30 June (e) (f)							
2010	no.	1 364	623	175	142	291	2 595
2011	no.	1 360	633	..	144	287	2 424
2012	no.	1 411	631	..	143	286	2 471
2013	no.	1 430	627	..	123	280	2 460
2014	no.	1 462	624	..	123	249	2 458
Total dwellings in outer regional areas, at 30 June (e) (f)							
2010	no.	838	1 319	460	334	58	3 009
2011	no.	801	1 353	..	337	59	2 550
2012	no.	819	1 345	..	333	59	2 556
2013	no.	801	1 354	..	339	56	2 550
2014	no.	805	1 333	..	337	34	2 509
Total dwellings in remote areas, at 30 June (e) (f)							
2010	no.	208	338	454	98	–	1 098
2011	no.	205	351	..	96	–	652
2012	no.	249	345	..	98	–	692
2013	no.	213	286	..	94	–	593
2014	no.	212	306	..	94	–	612
Total dwellings in very remote areas, at 30 June (e) (f)							
2010	no.	31	579	485	191	–	1 286
2011	no.	31	593	..	152	–	776
2012	no.	38	619	..	143	–	800
2013	no.	83	682	..	138	–	903
2014	no.	83	666	..	146	–	895

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Due to rounding the national total for (1) total dwellings in major cities, inner and outer regional, remote and very remote Australia and migratory areas and opening and closing rent debtors and (2) total rents charged and total market rent value of dwellings for which a rent was charged, may not equal the sum of jurisdictions' data items.

(c) From 2011–12, the definition of 'Total applicants on waiting list' has changed to exclude the number of applicants waiting for transfer. Applicants waiting for transfer are reported separately. Data for earlier years have been revised to reflect this change.

(d) NSW: In April 2010, NSW implemented an integrated social housing waiting list, combining public and community housing into a single list. From 2010, data are for the number of clients who are specifically on the SOMIH waiting list and are included in the total reported in table 17A.5.

Table 17A.6 **Descriptive data — State owned and managed Indigenous housing, at 30 June (a), (b)**

	<i>Unit</i>	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
(e)	Data from 2012–2013 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to previous years.						
(f)	The ABS postcode to ARIA concordance file has been updated, based on the 2011 Census data (previously 2006). This update has been applied to remoteness indicators from 2013 onward. Caution should be exercised when comparing remoteness indicators from 2013 with previous						
	.. Not applicable. na Not available. – Nil or rounded to zero.						

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
Total new households assisted (f)										
2009–10	no.	4 728	3 769	2 162	1 568	276	98	233	na	12 834
2010–11	no.	7 860	2 230	3 605	1 879	643	337	213	na	16 767
2011–12	no.	4 012	3 709	2 575	1 370	1 020	663	179	na	13 528
2012–13	no.	2 216	3 209	2 673	1 394	876	642	162	na	11 172
2013–14	no.	3 158	2 292	2 367	1 651	996	1 759	168	na	12 391
Total new Aboriginal and Torres Strait Islander households assisted (g)										
2009–10	no.	392	362	214	148	14	np	np	na	1 143
2010–11	no.	820	59	284	138	25	25	10	na	1 361
2011–12	no.	536	222	440	100	66	27	8	na	1 399
2012–13	no.	334	150	425	208	73	43	8	na	1 241
2013–14	no.	485	101	527	248	72	25	8	na	1 466
Total rent charged to tenants for year ending 30 June (h)										
2008–09	\$'000	98 553	51 471	32 145	16 535	26 640	2 529	2 638	na	230 511
2009–10	\$'000	142 273	58 073	30 096	45 380	25 248	2 844	4 011	na	307 925
2010–11	\$'000	189 331	74 069	33 236	27 865	28 409	na	2 717	na	355 626
2011–12	\$'000	204 493	100 632	36 774	43 478	36 368	9 602	2 997	na	434 343
2012–13	\$'000	194 801	111 006	59 991	50 457	42 745	10 776	3 952	na	473 729
Total Aboriginal and Torres Strait Islander households (g)										
2010	no.	1 394	854	542	238	96	5	24	na	3 153
2011	no.	1 928	210	866	339	100	21	34	na	3 498
2012	no.	2 098	379	1 179	424	204	34	27	na	4 345
2013	no.	2 301	395	1 039	604	180	98	23	na	4 640
2014	no.	2 448	492	1 094	741	187	100	26	na	5 088
Total number of new applicants on waiting list who have a greatest need										
2010	no.	na	5 611	14 440	495	755	398	161	na	21 860
2011	no.	na	7 599	16 834	na	559	na	na	na	24 992
2012	no.	na	10 892	21 578	114	691	na	–	na	33 275

Table 17A.7 Descriptive data — community housing, at 30 June (a)

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
2013	no.	na	11 163	19 021	407	719	na	10	na	31 320
2014	no.	na	7 729	18 915	757	732	355	348	na	28 836
Total applicants on waiting list (excluding applicants for transfer) (i), (j)										
2010	no.	na	12 562	19 958	1 899	1 573	535	162	na	36 689
2011	no.	na	13 024	23 978	na	2 850	na	na	na	39 852
2012	no.	na	22 090	24 964	245	4 021	na	—	na	51 320
2013	no.	na	21 607	22 086	553	5 356	na	10	na	49 612
2014	no.	na	16 811	19 295	1 002	5 307	449	518	na	43 382
Total applicants for transfer (k)										
2013	no.	na	551	96	411	114	na	6	na	1 178
2014	no.	na	627	98	437	8	7	na	na	1 177
Total tenantable tenancy rental units										
2010	no.	17 744	8 473	7 095	3 756	4 651	610	468	145	42 942
2011	no.	23 812	10 686	10 081	5 201	4 612	652	627	248	55 919
2012	no.	26 114	12 014	11 306	5 134	5 774	1 604	575	312	62 833
2013	no.	25 852	13 515	11 572	6 247	5 845	2 408	582	339	66 360
2014	no.	25 550	13 472	11 545	6 832	5 934	4 738	603	338	69 012
Total untenable tenancy rental units										
2010	no.	154	368	102	103	81	8	2	—	818
2011	no.	182	239	119	72	32	9	26	—	679
2012	no.	242	343	138	170	41	26	2	—	962
2013	no.	186	442	101	232	30	26	8	—	1 025
2014	no.	42	390	122	135	35	49	7	—	780
Total tenancy rental units (l)										
2010	no.	18 466	8 841	7 197	3 859	4 732	618	470	145	44 328
2011	no.	24 890	10 925	10 200	5 274	4 644	664	661	248	57 506
2012	no.	26 356	12 357	11 444	5 360	5 815	1 630	577	312	63 797
2013	no.	26 038	13 957	11 673	6 479	5 875	2 434	590	339	67 385

Table 17A.7 Descriptive data — community housing, at 30 June (a)

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
2014	no.	26 425	14 268	11 667	6 967	5 974	4 787	610	338	71 036
Total occupied tenancy rental units										
2010	no.	18 233	8 262	6 855	3 561	4 464	589	450	na	42 559
2011	no.	24 298	10 225	9 647	4 945	4 557	635	604	na	55 159
2012	no.	25 844	11 660	10 949	4 924	5 640	1 481	535	na	61 345
2013	no.	25 973	13 259	11 564	6 004	5 696	2 255	542	339	65 632
2014	no.	24 805	13 101	11 357	6 529	5 809	4 577	530	338	67 046
Total rents charged for week ending 30 June, where both rent charged and household income are known (m)										
2010	\$'000	2 408	797	205	383	472	26	35	8	4 333
2011	\$'000	3 383	1 013	646	515	484	50	59	18	6 167
2012	\$'000	3 548	1 082	685	498	570	119	46	27	6 576
2013	\$'000	3 876	1 405	848	724	603	176	48	27	7 707
2014	\$'000	3 228	1 455	995	711	568	286	48	27	7 317
Total tenancy rental units by ASGS remoteness - major cities (n)										
2010	no.	12 044	6 868	3 385	4 009	4 123	..	680	..	31 109
2011	no.	16 121	8 372	5 115	5 015	4 007	..	660	..	39 290
2012	no.	17 019	7 919	5 841	3 700	4 903	..	578	..	39 960
2013	no.	17 668	9 296	6 227	4 884	4 995	..	589	..	43 658
2014	no.	18 444	9 722	6 086	5 041	5 058	..	609	..	44 960
Total tenancy rental units by ASGS remoteness - inner regional areas (n)										
2010	no.	4 482	1 986	1 604	716	404	828	2	..	10 022
2011	no.	6 350	2 307	2 364	890	386	1 043	2	..	13 342
2012	no.	6 647	2 698	2 515	999	519	1 389	2	..	14 769
2013	no.	6 774	2 805	2 750	602	413	1 681	1	..	15 025
2014	no.	6 840	2 814	2 553	577	412	3 218	1	..	16 415
Total tenancy rental units by ASGS remoteness - outer regional areas (n)										
2010	no.	1 446	345	1 538	740	222	372	..	85	4 748
2011	no.	1 586	401	2 032	832	223	407	..	119	5 600

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
2012	no.	1 611	391	2 347	400	313	508	..	133	5 703
2013	no.	1 540	395	2 583	464	415	425	..	158	5 979
2014	no.	1 584	413	2 356	498	451	1 556	..	151	7 009
Total tenancy rental units by ASGS remoteness - remote areas (n)										
2010	no.	28	15	272	441	60	19	..	55	890
2011	no.	28	15	291	469	60	16	..	125	1 004
2012	no.	29	15	337	59	66	22	..	174	702
2013	no.	35	9	253	126	69	17	..	167	676
2014	no.	41	8	257	183	69	31	..	146	734
Total tenancy rental units by ASGS remoteness - very remote areas (n)										
2010	no.	5	..	399	135	4	–	..	5	548
2011	no.	4	..	400	128	4	–	..	4	541
2012	no.	5	..	404	10	4	np	..	5	429
2013	no.	6	..	472	31	4	14	527
2014	no.	6	..	408	50	4	36	504
Total tenancy rental units by the ASGS remoteness areas (n)										
2010	no.	18 005	9 214	7 197	6 041	4 813	1 219	682	145	47 316
2011	no.	24 089	11 095	10 203	7 334	4 680	1 466	662	248	59 777
2012	no.	25 311	11 023	11 444	5 168	5 805	1 919	580	312	61 563
2013	no.	26 022	12 505	12 284	6 107	5 896	2 123	590	339	65 865
2014	no.	26 915	12 957	11 660	6 349	5 994	4 805	610	333	69 622
Total community housing providers										
2010	no.	154	119	281	189	94	89	5	28	959
2011	no.	135	110	259	182	89	91	6	34	906
2012	no.	130	106	284	29	86	78	5	34	752
2013	no.	126	105	271	33	86	77	5	34	737
2014	no.	120	102	265	34	80	72	5	37	715

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

	<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
(a)	Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Due to differences relating to the inclusion of the National Rental Affordability Scheme (NRAS) allocations and in the treatment of Commonwealth Rent Assistance (CRA) entitlements across time and across jurisdictions, care should be taken in interpreting these figures. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015 .									
(b)	For 2013–14, unit record level data was reported. Finalised aggregate data were provided for earlier years.									
(c)	For 2012–13 and 2013–14, there were a large number of records with unresolved inconsistencies in the reported data.									
(d)	Transfer of tenancy management from public housing properties to the community housing sector has led to an increase in total tenancy rental units with a corresponding impact on related performance indicators.									
(e)	Totals for Australia reflect data for those jurisdictions and/ or organisations where data has been reported. Due to missing data, totals may not reflect the national community housing sector. Due to rounding national totals may not equal the sum of jurisdictions' data items.									
(f)	New households are defined as households which commenced in community housing in the year ending 30 June 2013 and were identified as a new household by the community housing organisation. Included are households that transferred from another community housing organisation or from other forms of social housing.									
(g)	Data for new and total Aboriginal and Torres Strait Islander households assisted should be interpreted with caution. These data may undercount Aboriginal and Torres Strait Islander households due to how data are collected and recorded. In 2010–11, a number of households previously identified as Aboriginal or Torres Strait Islander had a status of unknown.									
(h)	WA: Total rents charged for the year ending 30 June 2010 may be overstated due to inconsistent reporting and the inclusion of Commonwealth Rent Assistance by some providers. Qld: Variation is a result of the inclusion of financial data for the Affordable Housing Program. As this program is relatively new the 2012-13 financial data figures did not include rent collected and rent charged. SA: Improvement to accredited social housing management software has allowed organisation to separate out financial data. This had led to more accurate reporting.									
(i)	In April 2010, NSW implemented an integrated social housing waiting list, combining public and community housing into a single list. From 2010, data are for the number of clients who are specifically on the community housing waiting list and are included in the total reported in table 17A.5.									
(j)	Vic and Qld: Data include people also on public housing waiting lists. Using this list to report against community housing alone leads to an overestimate of the number of households waiting to be allocated a community housing dwelling.									
(k)	ACT: Total applicants on the waiting list in 2014 includes those on the integrated social housing waiting list (not reported in previous years). It is not possible to separately identify applicants requesting a transfer to another community housing organisation.									
(l)	Data for 'Total tenancy rental units' within New South Wales, Victoria, Western Australia, South Australia, Tasmania and the Australian Capital Territory reflects the number of tenancies reported by community housing organisations participating in the data collection. Within Queensland and the Northern Territory, this data reflects government administrative data.									
(m)	Some organisations were unable to exclude CRA entitlements from rent calculations.									
(n)	The Australian Statistical Geography Standard (ASGS) remoteness area is assigned based on the reported postcode of each dwelling. 'Total tenancy rental units by remoteness' may differ to data for 'Total tenancy rental units' due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data. This data cleaning mainly reflects boarding/ rooming houses.									

Table 17A.7 **Descriptive data — community housing, at 30 June (a)**

<i>Unit</i>	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (d)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
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na Not available. .. Not applicable. – Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
Number of permanent dwellings managed by funded ICHOs (k)											
2009	no.	2 520	1 233	4 096	2 433	995	..	24	2 776	1 096	15 173
2010	no.	2 197	1 792	4 442	2 496	1 000	51	24	2 043	..	14 045
2011	no.	2 445	1 915	4 504	2 414	920	59	24	2 043	..	14 324
2012	no.	3 055	1 981	4 606	2 380	938	63	23	2 043	..	15 089
2013	no.	2 991	1 960	4 777	2 439	1 100	62	..	2 065	..	15 394
Number of permanent dwellings managed by funded and unfunded ICHOs (l)											
2009	no.	4 423	1 233	4 096	3 260	1 031	..	24	2 841	2 699	16 908
2010	no.	4 460	1 792	5 951	3 258	1 032	135	24	2 043	..	18 695
2011	no.	4 716	1 915	4 504	3 260	943	138	24	2 043	..	17 543
2012	no.	4 736	1 982	4 606	2 380	940	63	23	2 043	..	16 773
2013	no.	4 734	np	np	np	np	np	..	2 090	..	na
Number of improvised dwellings managed by funded ICHOs (l), (m)											
2009	no.	6	—	na	106	—	..	—	513	..	625
2010	no.	—	—	na	18	na	—	—	383	..	401
2011	no.	—	—	na	8	na	—	—	383	..	391
2012	no.	—	—	na	—	na	—	—	383	..	383
2013	no.	np	np	na	np	na	np	..	308	..	na
Total number of households living in permanent dwellings managed by funded ICHOs (n)											
2009	no.	2 488	1 269	3 963	1 557	1 264	..	24	2 776	820	14 161
2010	no.	1 996	1 521	4 261	2 838	1 080	46	na	2 043	..	13 785
2011	no.	2 583	1 557	4 369	3 167	922	53	na	2 043	..	14 694
2012	no.	3 124	1 595	4 467	2 993	1 408	58	na	2 043	..	15 688
2013	no.	1 296	1 866	2 633	3 301	793	57	..	2 065	..	12 011
Total rent collected by funded ICHOs (o)											
2008–09	\$'000	11 933	5 278	11 718	3 467	417	..	131	4 098	4 541	41 585
2009–10	\$'000	10 832	10 422	13 832	4 276	690	213	na	2 782	..	43 047

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
2010–11	\$'000	12 870	12 389	15 145	4 592	934	182	na	2 229	..	48 342
2011–12	\$'000	15 454	13 766	16 674	5 174	1 208	200	na	2 192	..	54 668
2012–13	\$'000	6 992	15 965	16 992	6 072	1 472	275	..	2 453	..	50 221
Total rent charged by funded ICHOs (p)											
2008–09	\$'000	13 468	5 611	10 120	5 397	1 462	..	131	3 545	4 478	44 212
2009–10	\$'000	12 375	11 233	16 560	5 350	na	220	na	3 985	..	49 722
2010–11	\$'000	13 610	12 374	16 284	5 178	na	186	na	3 970	..	51 601
2011–12	\$'000	17 967	13 550	17 626	6 571	na	199	na	3 845	..	59 758
2012–13	\$'000	7 558	16 002	18 458	6 893	na	262	..	3 872	..	53 046
Total recurrent expenditure for funded ICHOs (q)											
2008–09	\$'000	31 579	11 017	15 176	15 421	3 253	..	242	na	5 948	82 637
2009–10	\$'000	36 260	18 512	18 450	17 096	3 726	551	na	na	..	94 594
2010–11	\$'000	42 390	9 298	24 943	21 588	4 069	437	na	na	..	102 725
2011–12	\$'000	41 795	10 438	27 141	23 457	6 502	584	na	na	..	109 916
2012–13	\$'000	43 636	14 695	30 491	25 521	6 572	613	..	7 639	..	129 169
Total capital expenditure for funded ICHOs (q)											
2008–09	\$'000	16 941	8 205	41 292	43 107	6 878	..	–	na	3 540	119 963
2009–10	\$'000	30 772	19 011	57 737	55 271	5 909	1 532	na	na	..	170 232
2010–11	\$'000	33 767	6 111	72 547	97 738	4 127	14	na	na	..	214 304
2011–12	\$'000	19 070	3 008	67 181	136 480	31 685	8	na	na	..	257 432
2012–13	\$'000	19 796	2 636	79 712	129 310	23 649	37	..	na	..	255 140
Total net recurrent costs for funded ICHOs (q)											
2008–09	\$'000	26 476	7 275	15 176	15 421	3 253	..	242	na	5 146	72 990
2009–10	\$'000	31 254	14 160	18 450	17 096	3 726	551	na	na	..	85 237
2010–11	\$'000	26 053	7 995	24 943	21 588	na	293	na	na	..	80 871
2011–12	\$'000	30 107	10 291	27 141	22 311	na	584	na	na	..	90 434
2012–13	\$'000	32 461	14 440	30 491	25 521	na	613	..	na	..	103 527

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
Total number of occupied permanent dwellings managed by funded ICHOs (r)											
2009	no.	4 299	1 207	3 963	622	891	..	24	na	733	11 739
2010	no.	2 021	1 508	4 261	1 839	873	46	na	na	..	10 548
2011	no.	2 125	1 557	4 369	1 926	722	53	na	na	..	10 752
2012	no.	2 591	1 595	4 467	1 963	797	58	na	na	..	11 471
2013	no.	1 169	1 838	2 633	2 133	495	57	..	na	..	8 325
Total number of households requiring two or more additional bedrooms (s)											
2009	no.	1 110	9	1 288	na	174	..	–	na	37	na
2010	no.	na	10	993	158	181	na	na	na	..	1 342
2011	no.	na	9	314	265	144	na	na	na	..	na
2012	no.	na	29	373	246	67	na	na	na	..	na
2013	no.	na	25	363	236	na	na	..	na	..	na
Total number of households requiring one or more additional bedrooms (s)											
2009	no.	2 220	64	2 060	459	260	..	1	na	82	na
2010	no.	na	74	1 733	332	267	na	na	na	..	2 406
2011	no.	na	44	607	525	237	na	na	na	..	na
2012	no.	na	150	721	492	177	na	na	na	..	na
2013	no.	na	157	714	483	na	na	..	na	..	na
Total number of additional bedrooms required (s)											
2009	no.	3 578	73	3 770	459	713	..	1	na	122	na
2010	no.	na	84	3 403	614	753	na	na	na	..	4 854
2011	no.	na	53	1 163	999	646	na	na	na	..	na
2012	no.	na	182	1 374	989	326	na	na	na	..	na
2013	no.	na	188	1 346	925	na	na	..	na	..	na
Total number of households for which household groups and dwelling details were known (funded ICHOs) (s)											
2009	no.	4 423	1 080	3 963	1 531	547	..	22	na	271	11 837
2010	no.	1 581	1 180	3 959	1 171	552	–	na	na	..	8 443

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

	<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
2011	no.	na	773	1 771	1 594	456	na	na	na	..	na
2012	no.	na	1 550	2 164	1 622	558	na	–	na	..	na
2013	no.	na	1 580	2 239	1 764	na	na	..	na	..	na
Total number of bedrooms in permanent dwellings (funded ICHOs)											
2009	no.	14 006	3 597	13 210	8 526	2 539	..	75	6 422	1 741	50 116
2010	no.	6 947	5 172	14 353	7 398	2 524	134	75	5 312	..	41 915
2011	no.	7 644	4 754	14 630	7 198	2 231	158	75	na	..	36 690
2012	no.	9 583	4 736	14 952	7 140	2 359	158	72	na	..	39 000
2013	no.	3 580	5 416	15 436	7 337	1 854	176	..	na	..	33 799
Total number of people living in permanent dwellings (funded ICHOs) (t)											
2009	no.	17 684	3 118	20 030	10 061	3 677	..	83	na	2 005	56 658
2010	no.	5 720	3 854	19 230	7 935	3 642	100	na	na	..	40 481
2011	no.	6 647	4 189	7 590	7 524	3 032	73	na	na	..	29 055
2012	no.	7 816	4 412	9 233	7 747	3 139	124	na	na	..	32 471
2013	no.	3 531	5 114	9 242	8 467	na	119	..	na	..	26 473
Number of currently funded ICHOs											
2009	no.	133	1	16	12	32	..	1	29	36	260
2010	no.	98	19	29	8	33	2	1	30	..	220
2011	no.	97	19	28	8	32	2	1	30	..	217
2012	no.	121	18	33	7	33	2	1	28	..	243
2013	no.	75	16	35	7	33	2	..	27	..	195
Number of funded and unfunded ICHOs											
2009	no.	202	1	16	12	41	..	1	30	93	396
2010	no.	205	19	84	na	41	3	1	30	..	391
2011	no.	206	19	28	na	41	3	1	30	..	328
2012	no.	206	19	33	7	34	2	1	28	..	330
2013	no.	205	17	35	7	34	2	..	28	..	328

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
(a)	Data provided may not be comparable across jurisdictions and over time due to variations in response rates and completeness. Comparisons need to be made with caution. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015 .									
(b)	Since 2009–10, the focus of the ICH collection has been on the data from funded organisations. Only ICHO and dwelling numbers are reported for unfunded organisations (these estimates are indicative only as states and territories may not have access to complete information for these providers). It is expected that upon completion of National Regulatory System for Community Housing (NRSCH) implementation in July 2015, better estimates can be provided based on registrar records.									
(c)	Data for 2012–13 and 2011–12 are based on organisations that received ICH funding during the reported financial year and are not comparable to data for previous years that were based on funded and unfunded organisations.									
(d)	Accurate and timely ICH data are difficult to obtain due to the nature of ICH organisations and challenges in collecting information in remote areas.									
(e)	Under the NPARIH reforms, there have been significant transfers of property and tenancy management functions from ICHOs to state/territory housing authorities.									
(f)	NSW: the scope of the 2012–13 collection included Aboriginal Community Housing providers funded by the Aboriginal Housing Office (AHO) as at 30 June 2013. Prior to 2012–13, the scope of the collection was Aboriginal Community Housing providers that were actively registered with the AHO. The data for total number of bedrooms in permanent dwellings (funded ICHOs), total number of people living in permanent dwellings (funded ICHOs) and total number of occupied permanent dwellings managed by funded ICHOs are not for all funded ICHOs, but for only 38 funded organisations that provided data as at 30 June 2013.									
(g)	SA: data for 2012–13 reflect ICHO owned dwellings where tenancies are managed by the State Housing Authority. New system implementation led to the discovery of incompleteness and accuracy issues in the reported data for overcrowding, occupancy and households. As a result, some data are unavailable.									
(h)	ACT: reported no in-scope providers in the 2012–13 collection.									
(i)	NT: For 2012–13, no data are collected on outstation dwellings. The NT relies on the information collected by ICHOs and there is a shared understanding that it is not always possible for the ICHO to have current information on these locations, due to distance and access issues. During 2008–09, approximately 4000 dwellings were transferred from Indigenous housing to remote public housing. This number has increased to 4639 in 2009–10 due to further transfers during 2009–10. These dwellings are currently not captured by the ICH data collection or the public housing data collection. The NT housing authority has expressed a desire to report these dwellings within the public housing collection in the future.									
(j)	National totals may not equal the sum of jurisdictions' data items due to rounding.									
(k)	For NSW, the data provided is for permanent dwellings managed by Aboriginal Community Housing providers (ACHPs) that are registered with the NSW Aboriginal Housing Office (AHO) as Approved providers or head lease providers and provided data as at June 2013.									
(l)	Data have been suppressed due to concerns about quality of data on unfunded organisations.									

Table 17A.8 **Descriptive data — Indigenous community housing, at 30 June (a), (b), (c), (d), (e)**

<i>Unit</i>	<i>NSW (f)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (g)</i>	<i>Tas</i>	<i>ACT (h)</i>	<i>NT (i)</i>	<i>Aus Gov</i>	<i>Aust (j)</i>
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- (m) Data for improvised dwellings are not available for Queensland, Tasmania and South Australia.
- (n) For WA, coverage of data for additional bedrooms and total number of households for which household groups and dwelling details are known was 72.3 percent in 2012–13. Coverage of data for households living in permanent dwellings was 95 percent. This is an improvement from 2011–12 and is a result of better survey response rates and accurate data.
- (o) For NSW, data for average weekly rent collected data relate to refurbished properties managed by the aboriginal community housing providers which are not all in-scope properties. For Qld, data for rent collected are based on quarterly reports from local government authorities only. Rent information is not collected from ICHOs.
- (p) For Tasmania, given there are only two ICHOs, fluctuations in the financial data reported may appear as significant when comparing figures from previous years.
- (q) For NSW, data relate to expenditure by Aboriginal Housing Office and exclude expenditure by Aboriginal housing organisations (due to data availability).
- (r) Some jurisdictions are able to report how many households reside in a dwelling. For SA, new system implementation led to discovering incompleteness and accuracy issues in the reported data for occupancy and data are unavailable.
- (s) The availability and completeness coverage of data varies. Caution should be used when comparing data across jurisdictions and years. Data for Australian totals are not reported due to insufficient data for jurisdictions.
- (t) For SA, new system implementation led to discovering incompleteness and accuracy issues in the reported data for people living in permanent dwellings. As a result, 2012–13 data are unavailable.

na Not available. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.9 **Proportion of new tenancies allocated to households with special needs — public housing (per cent) (a), (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009–10	64.3	60.5	72.4	62.1	70.0	65.7	51.5	66.8	65.3
2010–11	65.4	67.5	71.5	62.3	71.1	66.8	55.7	64.8	66.9
2011–12	72.6	62.1	71.9	61.1	71.9	64.0	54.1	57.8	67.5
2012–13	69.7	46.8	67.6	59.5	69.6	64.3	61.5	65.1	63.1
2013–14	68.9	58.4	66.6	63.9	70.2	65.3	57.6	71.8	65.4

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) These data are calculated using the numerator 'number of newly allocated tenancies to households with special needs for whom special needs status is known' and the denominator 'total number of newly allocated tenancies'.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.10 Proportion of new tenancies allocated to households with special needs — SOMIH (per cent) (a), (b)

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2009–10	52.2	56.7	38.5	55.3	61.5	51.3
2010–11	56.1	57.0	..	48.7	82.4	56.4
2011–12	56.7	45.2	..	52.0	77.4	54.0
2012–13	55.8	48.5	..	52.8	50.0	52.6
2013–14	58.0	50.0	..	53.2	77.8	55.6

(a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) These data are calculated using the numerator 'Total number of new applicants who have greatest need, at June 30' and denominator 'Total new households assisted, for year ending 30 June' reported in table 17A.6.

.. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.11 **Proportion of new tenancies allocated to households with special needs — community housing (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (d)</i>
2009–10	76.3	48.8	55.5	46.6	59.6	71.4	49.4	na	60.2
2010–11	64.3	50.7	42.5	50.5	84.9	55.9	47.9	na	56.1
2011–12	71.3	50.7	58.0	47.4	73.9	67.7	61.5	na	60.3
2012–13	70.3	49.6	75.6	53.4	77.4	56.3	46.0	na	62.9
2013–14	61.6	49.8	67.0	50.9	55.6	72.3	48.2	na	58.7

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) These data are calculated using the numerator 'Total number of new households with special needs for year ending 30 June' and the denominator 'Total new households assisted, for year ending 30 June' reported in table 17A.7.

(c) Households for which Aboriginal or Torres Strait Islander or disability household status, or the age of the main tenant are unknown and where a 'special needs' household could not be determined are excluded from this indicator.

(d) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

TABLE 17A.12

Table 17A.12 **Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)**

	<i>NSW (b)</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>
2009–10									
Proportion of greatest need allocations in:									
< 3 months	86.2	74.4	92.3	57.6	88.8	93.1	94.6	34.0	83.4
3 months to < 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 year to < 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 total	69.5	72.0	87.7	61.0	80.3	94.8	89.2	45.7	74.9
2010–11									
Proportion of greatest need allocations in:									
< 3 months	77.7	79.8	95.4	64.4	87.3	93.5	96.7	31.3	83.1
3 months to < 6 months	80.5	74.4	94.7	84.3	85.0	99.4	91.9	39.1	84.0
6 months to <1 year	78.6	74.7	90.2	75.9	83.3	98.9	93.0	69.1	82.1
1 year to < 2 years	67.4	75.8	89.9	79.1	81.9	99.0	91.7	62.8	77.9
2+ years	40.8	49.2	82.9	35.9	50.6	91.9	88.7	34.3	46.2
Overall total	66.2	73.1	92.1	61.2	80.1	96.2	92.5	45.2	74.7
2011–12									
Proportion of greatest need allocations in:									
< 3 months	78.1	67.3	96.8	63.0	90.1	94.0	97.6	47.5	81.1
3 months to < 6 months	77.0	70.2	97.4	75.8	90.6	95.9	94.7	67.6	83.2
6 months to <1 year	67.5	78.2	96.4	77.9	88.1	97.2	90.5	73.6	81.3
1 year to < 2 years	66.3	80.5	94.8	72.2	85.5	96.7	83.6	67.0	77.7
2+ years	47.3	63.9	95.3	34.0	59.5	83.7	91.3	42.0	51.7
Overall total	65.6	70.8	96.4	55.2	83.1	94.9	94.0	56.5	74.2
2012–13									
Proportion of greatest need allocations in:									
< 3 months	83.1	83.8	97.4	62.6	89.6	88.0	99.6	81.0	86.7
3 months to < 6 months	76.1	78.1	97.0	85.8	90.3	92.0	97.6	81.3	85.8
6 months to <1 year	71.4	80.9	95.7	73.4	87.9	90.8	98.9	89.0	83.3
1 year to < 2 years	57.6	76.3	95.0	77.4	82.4	90.3	92.9	81.1	76.1
2+ years	47.9	58.8	94.0	36.6	64.1	87.5	90.9	45.7	53.6
Overall total	66.4	76.7	96.4	58.4	83.9	89.3	98.2	70.1	77.3
2013–14									
Proportion of greatest need allocations in:									
< 3 months	77.2	86.2	97.4	66.9	92.6	83.2	98.6	50.0	86.6
3 months to < 6 months	76.7	80.1	98.9	85.0	89.6	88.0	97.4	71.4	86.4
6 months to <1 year	65.0	82.5	95.9	78.5	88.4	86.9	97.0	89.3	82.0
1 year to < 2 years	42.6	83.2	94.5	75.1	85.7	87.2	84.1	83.7	72.6
2+ years	36.9	57.2	91.1	36.4	63.7	87.5	94.3	52.1	46.1
Overall total	55.5	79.4	96.5	58.0	86.5	85.3	96.9	67.7	74.1

Table 17A.12 Greatest need allocations as a proportion of all new allocations — public housing (per cent) (a)

	<i>NSW (b)</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>
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- (a) Data may not be comparable over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.13 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2009–10						
Proportion of new allocations to those in greatest need in:						
< 3 months	46.2	75.3	36.1	93.1	na	62.0
3 months to < 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 year to < 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 total	34.8	75.8	48.0	88.7	na	55.9
2010–11						
Proportion of new allocations to those in greatest need in:						
Under 3 months	41.0	97.3	..	86.4	na	73.6
3 < 6 months	33.8	94.4	..	100.0	na	61.4
6 months to < 1 year	36.3	91.3	..	83.3	na	60.5
1 < 2 years	24.7	86.0	..	100.0	na	48.1
2+ years	18.7	90.9	..	53.3	na	27.3
Overall total	31.2	93.6	..	84.6	na	58.6
2011–12						
Proportion of new allocations to those in greatest need in:						
Under 3 months	45.3	95.9	..	89.5	na	70.4
3 < 6 months	38.2	91.2	..	100.0	na	60.9
6 months to < 1 year	28.1	94.7	..	100.0	na	58.1
1 < 2 years	19.3	90.9	..	100.0	na	42.3
2+ years	21.4	90.0	..	44.4	na	28.8
Overall total	31.0	93.8	..	90.5	na	55.7
2012–13						
Proportion of new allocations to those in greatest need in:						
Under 3 months	64.7	97.1	..	89.0	na	81.2
3 < 6 months	54.3	96.2	..	91.7	na	71.7
6 months to < 1 year	24.6	98.3	..	88.2	na	61.5
1 < 2 years	12.5	100.0	..	92.3	na	52.0
2+ years	17.9	78.6	..	60.0	na	28.6
Overall total	35.5	96.8	..	87.2	na	64.6

Table 17A.13 **Greatest need allocations as a proportion of all new allocations — SOMIH (per cent) (a)**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2013–14						
Proportion of new allocations to those in greatest need in:						
Under 3 months	43.2	98.4	..	98.5	na	76.9
3 < 6 months	42.9	100.0	..	100.0	na	71.7
6 months to < 1 year	17.7	95.0	..	100.0	na	52.0
1 < 2 years	7.2	100.0	..	90.0	na	29.8
2+ years	10.7	95.2	..	37.5	na	25.6
Overall total	21.8	98.1	..	93.6	na	56.3

- (a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need.

na Not available. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.14 Greatest need allocations as a proportion of all new allocations — community housing (per cent) (a)

	NSW (b)	Vic (c)	Qld (d)	WA	SA (e)	Tas (f)	ACT	NT	Total (g)
2009–10	70.0	55.1	50.5	75.1	60.1	79.6	88.0	na	63.1
2010–11	70.2	87.3	73.0	62.3	42.8	91.1	75.1	na	71.6
2011–12	69.7	83.5	62.4	75.4	45.3	86.6	97.8	na	72.0
2012–13	77.7	89.8	96.9	76.3	49.8	81.0	97.5	na	76.7
2013–14	70.2	86.9	95.9	84.1	76.6	29.2	97.0	na	75.1

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) From 2012, NSW no longer collects information about income and rent for new tenants. As a result, the number of new allocations to households in greatest need is underestimated and does not include all new tenants in greatest need.
- (c) Underlying data quality issues affected the identification of Victoria's 2009–10 new allocations to households in greatest need. Comparison of data over time should be made with caution.
- (d) Data for 2012–13 have been revised.
- (e) Improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.
- (f) The large decrease recorded in the proportion of greatest needs allocations from 2012–13 to 2013–14 is due largely to the transfer of properties late in the reporting year.
- (g) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.15 **Dwelling condition, public housing, 2014 (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of households with at least four working facilities and not more than two major structural problems (b)										
		75.9	83.1	88.3	81.9	84.0	80.6	75.7	81.7	81.0
Confidence Interval (d)	±	1.3	3.2	2.8	2.9	3.0	3.6	3.8	3.6	1.0
Relative standard error (e)	%	0.9	2.0	1.6	1.8	1.8	2.3	2.6	2.2	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
		61.2	60.0	74.3	63.4	79.1	73.9	48.0	71.1	65.9
Confidence Interval (d)	±	5.4	25.0	12.9	8.7	18.3	12.7	19.7	8.6	4.5
Relative standard error (e)	%	4.5	21.2	8.9	7.0	11.8	8.8	20.9	6.2	3.5
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		68.8	76.9	82.5	79.5	79.0	81.9	60.0	78.9	75.0
Confidence Interval (d)	±	2.7	6.8	6.2	6.1	6.5	6.2	9.7	7.4	2.2
Relative standard error (e)	%	2.0	4.5	3.8	3.9	4.2	3.9	8.3	4.8	1.5
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		53.0	50.0	67.8	68.5	80.0	76.1	np	71.7	61.4
Confidence Interval (d)	±	9.3	40.5	20.7	17.9	35.3	18.4	np	17.8	8.2
Relative standard error (e)	%	8.9	41.1	15.5	13.3	22.4	12.3	np	12.6	6.8

(a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.

(b) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution. Data with RSEs over 50 per cent are not published.

(c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(d) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

(e) See section 2.6 of the statistical context chapter for more information on RSEs.

(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Table 17A.15 **Dwelling condition, public housing, 2014 (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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np Not published.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.16 **Dwelling condition, SOMIH, 2014 (per cent) (a), (b), (c), (d)**

		<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Proportion of households with at least four working facilities and not more than two major structural problems						
		65.5	<i>80.3</i>	<i>61.4</i>	75.6	70.1
Confidence Interval (e)	±	4.2	3.5	5.7	9.1	2.5
Relative standard error (f)	%	3.3	2.2	4.9	6.4	1.8
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (g)						
		55.6	<i>77.7</i>	62.8	57.2	64.1
Confidence Interval (e)	±	13.1	10.8	12.2	26.1	7.2
Relative standard error (f)	%	12.0	7.0	9.9	23.2	5.7

- (a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.
- (b) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.
- (c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (d) Includes a small proportion of non-Indigenous households.
- (e) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (f) See section 2.6 of the statistical context chapter for more information on RSEs.
- (g) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.17 Dwelling condition, community housing, 2014 (per cent) (a), (b), (c)

		NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Proportion of households with at least four working facilities and not more than two major structural problems										
		87.9	87.7	93.8	<i>94.4</i>	86.4	<i>80.5</i>	87.6	na	89.3
Confidence Interval (d)	±	2.1	3.5	2.5	2.5	3.7	4.7	5.9	na	1.2
Relative standard error (e)	%	1.2	2.0	1.4	1.3	2.2	3.0	3.4	na	0.7
Proportion of Aboriginal and Torres Strait Islander households with at least four working facilities and not more than two major structural problems										
		82.6	69.8	<i>94.4</i>	73.8	np	70.0	71.4	na	83.0
Confidence Interval (d)	±	8.7	28.8	7.7	25.5	53.9	16.6	33.8	na	6.0
Relative standard error (e)	%	5.3	20.9	4.1	17.5	40.9	12.0	24.0	na	3.7
Proportion of households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		83.9	86.0	91.1	91.7	<i>77.9</i>	<i>77.6</i>	73.9	na	85.1
Confidence Interval (d)	±	4.6	7.1	5.9	7.1	9.3	8.3	13.9	na	2.8
Relative standard error (e)	%	2.8	4.2	3.3	3.9	6.1	5.4	9.6	na	1.7
Proportion of Aboriginal and Torres Strait Islander households with a member with disability, with four working facilities and not more than two major structural problems (f)										
		71.6	66.3	92.3	np	<i>100.0</i>	66.6	..	na	76.1
Confidence Interval (d)	±	18.4	55.5	15.1	np	..	31.9	..	na	12.6
Relative standard error (e)	%	12.8	41.7	8.1	np	..	23.9	..	na	8.3

- (a) 'Dwelling condition' is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems.
- (b) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.
- (c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (d) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (e) See section 2.6 of the statistical context chapter for more information on RSEs.

Table 17A.17 **Dwelling condition, community housing, 2014 (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.									

na Not available. **np** Not published. **..** Not applicable.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (f)
2004–05									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	4 743	3 735	4 476	5 119	4 885	6 175	8 153	9 475	4 801
Depreciation	1 871	1 771	1 375	1 481	1 227	2 103	1 078	2 551	1 653
Indicative user cost of capital									
Land	10 541	5 930	7 428	5 501	4 356	2 554	14 850	5 779	7 729
Other assets	6 191	6 902	5 996	5 662	5 018	8 083	6 800	8 395	6 211
Total assets	16 731	12 832	13 424	11 163	9 373	10 637	21 650	14 174	13 941
Interest payments	381	–	360	740	941	983	513	2 132	467
Total capital costs	18 221	14 603	14 439	11 903	9 659	11 757	22 216	14 594	15 128
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	22 925	18 301	18 883	16 983	14 495	17 873	30 281	24 017	19 887
No. of dwellings (at 30 June)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2005–06									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 122	4 233	4 719	5 382	5 283	6 813	7 685	9 304	5 145
Depreciation	1 865	1 809	1 489	1 683	1 274	1 901	1 080	2 777	1 696
Indicative user cost of capital									
Land	10 033	6 013	8 262	6 764	5 308	2 660	15 056	7 326	7 961
Other assets	6 168	6 985	6 356	6 422	5 210	7 767	7 234	7 022	6 350
Total assets	16 201	12 998	14 619	13 186	10 518	10 427	22 290	14 348	14 311
Interest payments	424	–	392	732	931	911	496	2 168	480
Total capital costs	17 642	14 807	15 715	14 137	10 861	11 417	22 875	14 958	15 527
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	22 721	19 000	20 402	19 456	16 088	18 171	30 477	24 174	20 625
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2006–07									

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA (e)	Tas	ACT	NT	Aust (f)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	5 778	4 541	5 162	7 553	5 990	6 752	6 842	9 502	5 768
Depreciation	1 961	1 852	1 578	1 834	1 343	1 982	1 149	2 534	1 776
Indicative user cost of capital									
Land	10 084	6 011	9 003	12 341	5 742	3 123	16 087	8 142	8 716
Other assets	6 266	7 221	6 783	9 750	5 436	7 473	8 018	7 084	6 848
Total assets	16 350	13 232	15 786	22 091	11 177	10 597	24 105	15 225	15 564
Interest payments	532	–	398	842	916	941	480	2 164	527
Total capital costs	17 779	15 084	16 965	23 083	11 605	11 638	24 775	15 595	16 813
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 497	19 584	22 093	30 568	17 538	18 323	31 616	25 011	22 529
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2007–08									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 010	4 831	5 286	8 173	6 256	7 305	7 086	10 918	6 064
Depreciation	2 052	1 919	1 684	2 333	1 410	2 187	1 341	2 643	1 906
Indicative user cost of capital									
Land	10 064	7 506	11 083	16 490	6 587	3 299	19 684	9 433	9 947
Other assets	6 430	7 980	7 441	11 881	5 347	8 274	8 095	7 796	7 387
Total assets	16 495	15 485	18 524	28 371	11 934	11 573	27 780	17 230	17 333
Interest payments	543	–	384	828	785	923	460	2 417	512
Total capital costs	18 003	17 404	19 823	29 876	12 559	12 837	28 660	17 456	18 727
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	23 938	22 190	25 073	37 977	18 755	20 075	35 747	28 301	24 733
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2008–09									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 549	4 848	6 146	7 000	6 342	7 948	7 736	13 201	6 366

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	<i>NSW</i> (c)	<i>Vic</i>	<i>Qld</i>	<i>WA</i> (d)	<i>SA</i> (e)	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i> (f)
Depreciation	2 163	2 053	1 894	2 730	1 621	2 152	1 248	3 114	2 071
Indicative user cost of capital									
Land	9 824	10 351	11 377	15 621	7 372	3 584	19 814	10 601	10 515
Other assets	6 748	8 253	7 658	11 121	6 599	8 407	8 317	8 168	7 698
Total assets	16 573	18 604	19 036	26 741	13 971	11 991	28 131	18 769	18 213
Interest payments	548	–	371	803	862	903	442	2 122	512
Total capital costs	18 188	20 657	20 559	28 669	14 729	13 239	28 936	19 762	19 772
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	24 653	25 458	26 655	35 596	21 013	21 130	36 672	32 881	26 074
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2009–10									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 237	5 029	6 077	7 104	6 815	8 069	8 106	12 058	6 691
Depreciation	2 338	2 133	1 911	2 693	1 707	2 290	1 267	3 689	2 170
Indicative user cost of capital									
Land	10 814	10 238	11 597	13 526	8 363	3 377	22 407	11 299	10 900
Other assets	7 825	8 531	8 081	9 712	7 193	8 550	8 452	8 709	8 160
Total assets	18 639	18 769	19 678	23 238	15 556	11 927	30 859	20 008	19 060
Interest payments	550	–	357	762	863	890	421	2 141	504
Total capital costs	20 427	20 901	21 232	25 168	16 399	13 327	31 704	21 556	20 725
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 572	25 882	27 250	32 182	23 142	21 323	39 810	33 540	27 345
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2010–11									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 977	5 658	8 255	8 191	6 929	8 777	8 167	12 769	7 227
Depreciation	2 552	2 190	2 027	2 744	1 769	2 300	1 235	4 358	2 295
Indicative user cost of capital									

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA (e)	Tas	ACT	NT	Aust (f)
Land	11 007	10 236	11 512	13 558	9 573	4 337	21 959	12 959	11 183
Other assets	8 071	8 766	7 931	10 946	7 505	8 895	9 128	11 519	8 524
Total assets	19 078	19 003	19 443	24 504	17 078	13 232	31 087	24 478	19 707
Interest payments	607	–	344	694	881	876	398	2 140	516
Total capital costs	21 023	21 193	21 126	26 554	17 966	14 656	31 924	26 696	21 486
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 905	26 802	29 328	34 665	24 831	23 349	40 091	39 376	28 642
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2011–12									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 429	5 884	8 290	9 762	7 604	8 219	8 740	12 518	7 671
Depreciation	2 379	2 226	2 016	3 119	1 819	2 378	1 353	6 437	2 327
Indicative user cost of capital									
Land	10 186	10 181	10 801	13 941	10 092	3 676	22 181	13 359	10 880
Other assets	9 357	8 868	7 839	11 336	7 940	8 126	9 319	11 288	9 038
Total assets	19 544	19 049	18 640	25 277	18 032	11 802	31 499	24 648	19 918
Interest payments	674	–	335	664	990	859	354	2 103	545
Total capital costs	21 248	21 275	20 321	27 731	18 860	13 321	32 499	28 982	21 700
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 546	27 109	28 559	37 391	26 398	21 461	41 238	41 427	29 285
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2012–13									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 751	6 087	7 267	10 152	7 667	7 951	9 058	15 052	7 746
Depreciation	2 720	2 460	1 964	3 220	1 790	2 446	1 348	5 126	2 470
Indicative user cost of capital									
Land	11 152	10 154	10 693	14 086	9 856	3 589	22 271	14 479	11 192
Other assets	9 684	8 822	7 472	11 591	7 418	7 547	9 347	14 769	9 080

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	NSW (c)	Vic	Qld	WA (d)	SA (e)	Tas	ACT	NT	Aust (f)
Total assets	20 836	18 976	18 165	25 677	17 273	11 137	31 618	29 248	20 272
Interest payments	629	367	325	641	714	837	363	2 083	562
Total capital costs	22 927	21 069	19 804	28 256	18 350	12 746	32 603	32 291	22 180
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 572	27 097	27 028	38 275	25 953	20 681	41 661	47 165	29 847
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2013–14									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 995	5 639	7 116	11 523	8 945	10 644	9 231	16 054	8 101
Depreciation	2 850	2 458	1 883	3 363	1 716	3 070	1 342	7 422	2 559
Indicative user cost of capital									
Land	11 347	12 953	10 947	16 109	9 856	3 702	23 206	14 886	12 167
Other assets	10 425	9 364	7 244	14 436	7 284	7 501	9 385	14 774	9 698
Total assets	21 772	22 317	18 191	30 544	17 139	11 202	32 590	29 659	21 865
Interest payments	595	342	315	640	169	1 072	348	2 071	480
Total capital costs	24 027	24 433	19 759	33 267	18 687	13 199	33 585	35 011	23 944
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	31 915	30 010	26 830	44 689	27 558	23 843	42 816	50 907	31 968
No. of dwellings (at 30 June)	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803

(a) Data are presented in nominal terms. Refer to table 17A.20 for data reported in real terms (2013–14 dollars).

(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(c) Total net recurrent costs in 2009–10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010–11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010–11 reflect software and system development. Interest payments for 2010–11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project.

(d) Data for 2010–11 include expenditure reported as SOMIH in the 2012 Report.

(e) Data for 2012–13 have been revised.

(f) Due to rounding, the national total for total net recurrent costs may not equal the sum of jurisdictions' data items.

Table 17A.18 **Nominal government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (f)</i>
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– Nil or rounded to zero.

Source: State and Territory governments (unpublished); table 17A.3.

Table 17A.19 Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
2004–05									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 257	4 927	5 905	6 753	6 444	8 147	10 756	12 501	6 333
Depreciation	2 468	2 337	1 814	1 953	1 619	2 774	1 423	3 366	2 181
Indicative user cost of capital									
Land	13 906	7 823	9 800	7 257	5 746	3 370	19 591	7 624	10 197
Other assets	8 167	9 105	7 910	7 470	6 619	10 663	8 971	11 075	8 194
Total assets	22 073	16 929	17 710	14 727	12 366	14 033	28 562	18 700	18 391
Interest payments	503	–	475	977	1 241	1 297	676	2 813	615
Total capital costs	24 038	19 266	19 049	15 703	12 743	15 510	29 309	19 253	19 957
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 244	24 143	24 912	22 405	19 123	23 579	39 949	31 685	26 236
No. of dwellings (at 30 June)	124 247	64 727	49 137	31 510	45 648	11 644	10 846	5 542	343 301
2005–06									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	6 451	5 331	5 943	6 778	6 654	8 581	9 679	11 718	6 480
Depreciation	2 349	2 278	1 875	2 120	1 604	2 395	1 361	3 498	2 136
Indicative user cost of capital									
Land	12 636	7 573	10 406	8 519	6 685	3 351	18 963	9 227	10 026
Other assets	7 768	8 798	8 006	8 088	6 562	9 782	9 110	8 844	7 997
Total assets	20 404	16 371	18 411	16 607	13 247	13 132	28 073	18 071	18 023
Interest payments	535	–	493	922	1 173	1 148	624	2 730	605
Total capital costs	22 219	18 649	19 793	17 804	13 679	14 379	28 810	18 838	19 555
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 616	23 929	25 696	24 504	20 262	22 885	38 384	30 446	25 976
No. of dwellings (at 30 June)	123 289	64 776	49 570	31 006	44 817	11 676	10 852	5 392	341 378
2006–07									

Table 17A.19 Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 013	5 511	6 265	9 166	7 269	8 194	8 303	11 532	7 000
Depreciation	2 380	2 248	1 915	2 226	1 630	2 406	1 395	3 076	2 156
Indicative user cost of capital									
Land	12 238	7 295	10 926	14 977	6 968	3 791	19 523	9 881	10 577
Other assets	7 605	8 763	8 231	11 832	6 596	9 069	9 731	8 597	8 311
Total assets	19 843	16 058	19 157	26 809	13 565	12 860	29 254	18 477	18 888
Interest payments	646	–	483	1 022	1 112	1 142	582	2 627	639
Total capital costs	21 577	18 306	20 589	28 013	14 083	14 124	30 067	18 926	20 405
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	28 515	23 766	26 812	37 097	21 283	22 237	38 369	30 354	27 341
No. of dwellings (at 30 June)	121 872	64 849	50 137	31 290	43 818	11 673	10 780	5 352	339 771
2007–08									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 013	5 637	6 168	9 537	7 300	8 524	8 269	12 740	7 076
Depreciation	2 394	2 239	1 965	2 722	1 646	2 552	1 565	3 084	2 224
Indicative user cost of capital									
Land	11 744	8 758	12 932	19 242	7 686	3 850	22 969	11 007	11 607
Other assets	7 503	9 311	8 682	13 864	6 239	9 655	9 446	9 097	8 619
Total assets	19 247	18 069	21 615	33 105	13 925	13 505	32 415	20 104	20 226
Interest payments	634	–	448	966	916	1 077	537	2 820	598
Total capital costs	21 007	20 308	23 131	34 861	14 655	14 979	33 443	20 369	21 852
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 932	25 892	29 256	44 314	21 884	23 425	41 711	33 024	28 860
No. of dwellings (at 30 June)	120 046	64 720	50 709	31 514	43 189	11 618	10 797	5 273	337 866
2008–09									

Table 17A.19 **Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 351	5 441	6 898	7 856	7 117	8 920	8 682	14 816	7 144
Depreciation	2 428	2 305	2 126	3 064	1 819	2 415	1 400	3 495	2 324
Indicative user cost of capital									
Land	11 026	11 617	12 769	17 532	8 274	4 022	22 238	11 898	11 802
Other assets	7 574	9 263	8 595	12 481	7 406	9 435	9 334	9 167	8 640
Total assets	18 600	20 880	21 364	30 013	15 680	13 457	31 572	21 065	20 441
Interest payments	615	–	416	901	968	1 014	496	2 381	575
Total capital costs	20 413	23 185	23 074	32 176	16 531	14 859	32 476	22 179	22 191
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	27 668	28 572	29 916	39 951	23 583	23 715	41 158	36 904	29 263
No. of dwellings (at 30 June)	118 907	64 741	51 131	31 668	42 448	11 585	10 789	5 195	336 464
2009–10									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 910	5 496	6 642	7 764	7 448	8 818	8 859	13 179	7 313
Depreciation	2 555	2 331	2 088	2 943	1 865	2 503	1 384	4 032	2 371
Indicative user cost of capital									
Land	11 819	11 189	12 675	14 783	9 140	3 690	24 488	12 349	11 912
Other assets	8 552	9 323	8 832	10 614	7 861	9 344	9 237	9 518	8 918
Total assets	20 371	20 512	21 506	25 396	17 001	13 035	33 725	21 867	20 830
Interest payments	602	–	390	833	943	972	460	2 340	551
Total capital costs	22 324	22 843	23 205	27 506	17 923	14 565	34 649	23 558	22 651
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 134	28 287	29 781	35 172	25 292	23 304	43 508	36 655	29 885
No. of dwellings (at 30 June)	115 686	65 064	51 705	31 501	42 010	11 460	10 858	5 099	333 383
2010–11									

Table 17A.19 Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)

	NSW (c)	Vic	Qld	WA	SA (d)	Tas	ACT	NT	Aust (e)
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 261	5 888	8 590	8 523	7 211	9 133	8 498	13 287	7 520
Depreciation	2 655	2 279	2 110	2 856	1 841	2 393	1 285	4 535	2 388
Indicative user cost of capital									
Land	11 454	10 652	11 979	14 108	9 962	4 513	22 851	13 485	11 637
Other assets	8 399	9 122	8 253	11 390	7 809	9 256	9 498	11 987	8 870
Total assets	19 852	19 774	20 232	25 498	17 771	13 769	32 349	25 472	20 507
Interest payments	632	–	358	722	916	912	414	2 227	537
Total capital costs	21 876	22 053	21 983	27 632	18 695	15 251	33 220	27 780	22 358
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 038	27 889	30 518	36 072	25 838	24 297	41 718	40 974	29 805
No. of dwellings (at 30 June)	111 547	64 941	51 976	33 840	41 638	11 316	11 063	5 050	331 371
2011–12									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 604	6 023	8 486	9 992	7 783	8 413	8 945	12 813	7 851
Depreciation	2 435	2 278	2 063	3 192	1 861	2 434	1 385	6 588	2 382
Indicative user cost of capital									
Land	10 426	10 421	11 055	14 269	10 330	3 763	22 703	13 674	11 136
Other assets	9 578	9 077	8 024	11 602	8 127	8 318	9 538	11 554	9 251
Total assets	20 004	19 498	19 079	25 872	18 457	12 080	32 241	25 228	20 387
Interest payments	690	–	343	680	1 014	879	362	2 152	558
Total capital costs	21 749	21 776	20 800	28 384	19 304	13 635	33 264	29 664	22 211
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	29 218	27 747	29 231	38 271	27 019	21 967	42 209	42 402	29 974
No. of dwellings (at 30 June)	112 310	64 768	51 793	33 896	40 906	11 203	10 950	5 080	330 906
2012–13									

Table 17A.19 **Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 814	6 136	7 326	10 234	7 728	8 015	9 131	15 173	7 809
Depreciation	2 742	2 480	1 979	3 246	1 805	2 466	1 359	5 167	2 490
Indicative user cost of capital									
Land	11 242	10 236	10 779	14 200	9 935	3 618	22 451	14 596	11 282
Other assets	9 762	8 893	7 532	11 684	7 478	7 608	9 422	14 888	9 153
Total assets	21 004	19 129	18 311	25 884	17 413	11 227	31 873	29 484	20 435
Interest payments	634	370	327	646	720	844	366	2 100	566
Total capital costs	23 111	21 239	19 963	28 483	18 498	12 848	32 866	32 552	22 359
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	30 819	27 316	27 246	38 583	26 163	20 848	41 997	47 545	30 088
No. of dwellings (at 30 June)	111 216	64 616	51 675	33 661	40 018	11 139	10 956	5 059	328 340
2013–14									
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling (including payroll tax)	7 995	5 639	7 116	11 523	8 945	10 644	9 231	16 054	8 101
Depreciation	2 850	2 458	1 883	3 363	1 716	3 070	1 342	7 422	2 559
Indicative user cost of capital									
Land	11 347	12 953	10 947	16 109	9 856	3 702	23 206	14 886	12 167
Other assets	10 425	9 364	7 244	14 436	7 284	7 501	9 385	14 774	9 698
Total assets	21 772	22 317	18 191	30 544	17 139	11 202	32 590	29 659	21 865
Interest payments	595	342	315	640	169	1 072	348	2 071	480
Total capital costs	24 027	24 433	19 759	33 267	18 687	13 199	33 585	35 011	23 944
Cost of providing assistance (including the cost of capital) per dwelling (excluding payroll tax)	31 915	30 010	26 830	44 689	27 558	23 843	42 816	50 907	31 968
No. of dwellings (at 30 June)	110 805	64 471	51 368	33 467	39 422	8 413	10 848	5 009	323 803

(a) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Table 17A.19 **Real government expenditure on public housing, 2004–05 to 2013–14 (\$ per dwelling) (2013–14 dollars) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (e)</i>
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(b) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(c) Total net recurrent costs in 2009–10 include additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding. Land and buildings data for 2010–11 reflect additional properties through the Nation Building package, offset by transfer of properties to the Aboriginal Housing Office and community housing providers. Plant and equipment data in 2010–11 reflect software and system development. Interest payments for 2010–11 reflect an increase in payments for the Bonnyrigg Public Private Partnership project.

(d) Data for 2012–13 have been revised.

(e) Due to rounding, the national total for total net recurrent costs may not equal the sum of jurisdictions' data items.

– Nil or rounded to zero.

Source: State and Territory governments (unpublished); table 17A.3; table 2A.51.

Table 17A.20 **Net recurrent cost of providing assistance per dwelling (excluding the cost of capital) — SOMIH (\$ per dwelling) (a), (b)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Nominal cost per dwelling							
2004–05	5 057	4 794	6 134	6 857	4 116	4 886	5 451
2005–06	5 364	6 208	6 582	7 589	6 931	5 551	6 354
2006–07	5 818	4 078	7 471	7 627	6 674	6 430	6 476
2007–08	6 229	4 929	8 139	10 726	9 513	6 504	8 014
2008–09	7 052	4 436	9 019	8 981	10 620	7 141	8 484
2009–10	9 152	..	9 214	8 947	11 859	7 163	9 503
2010–11	7 630	..	11 748	..	11 670	7 777	9 816
2011–12	7 913	..	11 022	..	12 885	7 536	9 856
2012–13	8 478	..	11 757	..	11 909	7 238	10 157
2013–14	8 750	..	10 830	..	11 760	8 809	9 988
Real cost per dwelling (2013–14 dollars) (d)							
2004–05	6 671	6 325	8 093	9 046	5 430	6 446	7 191
2005–06	6 756	7 819	8 290	9 558	8 729	6 991	8 003
2006–07	7 061	4 948	9 067	9 256	8 100	7 803	7 859
2007–08	7 268	5 751	9 497	12 516	11 100	7 590	9 351
2008–09	7 914	4 978	10 122	10 080	11 920	8 014	9 521
2009–10	10 002	..	10 070	9 778	12 960	7 829	10 386
2010–11	7 940	..	12 225	..	12 144	8 093	10 215
2011–12	8 099	..	11 282	..	13 188	7 714	10 088
2012–13	8 546	..	11 852	..	12 005	7 296	10 239
2013–14	8 750	..	10 830	..	11 760	8 809	9 988

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) These data exclude the costs of capital.

(c) Total net recurrent costs in 2009–10 includes additional expenditure for repairs and maintenance as part of the Nation Building package and accelerated State funding.

(d) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

.. Not applicable.

Source: State governments (unpublished); table 17A.3; table 2A.51.

Table 17A.21 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic (e), (f)</i>	<i>Qld</i>	<i>WA (f)</i>	<i>SA (g)</i>	<i>Tas (f)</i>	<i>ACT (f) (h)</i>	<i>NT</i>	<i>Total (i)</i>
Nominal cost per tenancy									
2004–05	9 400	6 667	5 509	8 013	6 995	11 365	na	na	7 744
2005–06	8 326	6 764	4 459	9 415	7 512	9 547	na	na	7 411
2006–07	8 580	7 963	3 787	6 591	6 999	9 832	6 690	na	7 100
2007–08	8 844	7 250	4 674	4 956	6 008	12 023	7 816	na	7 045
2008–09	9 299	9 008	4 962	7 870	7 294	16 835	7 248	na	8 289
2009–10	10 175	8 445	7 263	8 062	7 459	21 312	10 268	na	9 120
2010–11	9 356	9 356	5 345	5 400	6 629	15 699	10 971	na	8 149
2011–12	9 844	9 050	5 816	5 564	6 456	14 140	7 249	na	8 222
2012–13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841
Real cost per tenancy (2012–13 dollars) (j)									
2004–05	12 304	8 726	7 211	10 488	9 156	14 876	na	na	10 136
2005–06	10 408	8 455	5 574	11 769	9 390	11 934	na	na	9 264
2006–07	10 325	9 582	4 557	7 931	8 422	11 832	8 051	na	8 544
2007–08	10 236	8 391	5 410	5 736	6 954	13 916	9 046	na	8 154
2008–09	10 355	10 031	5 526	8 764	8 122	18 747	8 071	na	9 231
2009–10	11 036	9 159	7 877	8 744	8 090	23 115	11 137	na	9 892
2010–11	9 655	9 655	5 516	5 573	6 841	16 201	11 321	na	8 409
2011–12	10 004	9 197	5 911	5 654	6 561	14 370	7 367	na	8 356
2012–13	10 681	8 558	6 270	6 949	7 282	14 757	6 095	na	8 841

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Data presented here are for the 2012–13 financial year. The information provided relates to a different number of community housing organisations and households when compared to non-financial outputs and indicators.

(c) Total net recurrent costs are divided into costs borne by (i) providers: community housing organisations responsible for the day-to-day management of community housing dwellings and tenancies; and (ii) administrators: state and territory government bodies with the responsibility of administering community housing programs.

(d) These data exclude the costs of capital.

Table 17A.21 **Net recurrent cost per tenancy — community housing (\$ per dwelling) (a), (b), (c), (d)**

	NSW	Vic (e), (f)	Qld	WA (f)	SA (g)	Tas (f)	ACT (f) (h)	NT	Total (i)
(e)	In Victoria, changes in methodology over time affect coherence of these data.								
(f)	In 2009–10, provider net recurrent costs for Vic, WA, Tas and the ACT have been weighted to reflect the total number of tenancy (rental) units. Victorian data may include some dwellings that were not government funded. WA and Tasmania data exclude three community housing organisations. Tasmanian data in 2009–10 reflect an increase in administrative costs. In the ACT, data may include grants and subsidies paid to community housing organisations for tenancy management.								
(g)	Data for 2011–12 have been revised.								
(h)	Recurrent administrative net cost, and the number of tenancy (rental) units it relates to, includes administration for community housing organisations outside the scope of the national data collection and those registered under the community housing regulatory framework. For 2012–13 and 2011–12, the total number of ACT tenancies includes organisations reporting under the regulatory framework.								
(i)	Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.								
(j)	Time series financial data are adjusted to 2012–13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012–13=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.								

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.51.

Table 17A.22 **Net recurrent cost per dwelling — Indigenous community housing (2012–13 dollars) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust (d)</i>
2008–09	6 666	6 571	4 126	7 058	3 648	..	11 234	na	8 353	5 853
2009–10	15 429	9 751	4 858	7 375	4 303	11 726	na	na	..	8 125
2010–11	10 996	5 006	5 715	9 353	na	5 119	na	na	..	7 561
2011–12	10 015	6 529	6 478	9 527	na	9 418	na	na	..	8 099
2012–13	7 860	7 689	6 211	10 464	na	9 895	..	na	..	7 750

(a) Time series financial data are adjusted to 2012–13 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2012–13=100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

(b) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2015.

(c) Data for 2009–10 are based on organisations that received ICH funding during 2009–10 and are not comparable to data for earlier years that were based on funded and unfunded organisations.

(d) Australian totals may not represent national totals because data were not available for all jurisdictions.

na Not available. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.51.

Table 17A.23 **Public housing occupancy rates as at 30 June (per cent) (a) (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Proportion of public housing dwellings occupied, at 30 June									
2005	98.7	97.3	98.6	95.6	96.1	98.0	98.1	94.1	97.7
2006	98.6	97.5	98.9	96.2	96.2	98.4	98.7	95.6	97.8
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0
2009	98.6	96.6	98.9	96.7	96.1	98.1	98.4	94.7	97.7
2010	98.9	96.2	98.7	97.0	95.7	98.3	98.9	95.1	97.7
2011	99.9	96.9	98.6	96.1	95.8	98.4	97.9	96.1	98.0
2012	98.9	96.9	98.6	96.3	96.0	97.3	98.6	95.4	97.7
2013	99.0	97.3	98.6	95.8	96.8	97.1	98.0	93.6	97.8
2014	98.7	97.8	98.4	96.6	96.4	98.1	98.9	93.2	97.9

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) These data are calculated using the numerator 'Total number of occupied public housing dwellings, at 30 June' and denominator 'Total public housing dwellings, at 30 June' reported in table 17A.3.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.24 **SOMIH occupancy rates as at 30 June (per cent) (a) (b)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Proportion of State owned and managed Indigenous housing dwellings occupied							
2005	97.4	95.8	96.1	94.2	91.8	97.7	95.5
2006	97.4	96.7	96.8	94.1	93.5	98.3	96.1
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8
2009	97.9	100.0	95.5	94.6	93.9	98.6	96.1
2010	98.1	..	94.8	95.5	92.4	97.7	95.8
2011	99.9	..	95.7	..	94.6	98.0	97.4
2012	97.7	..	95.2	..	96.0	96.8	96.5
2013	98.1	..	96.5	..	97.3	97.6	95.3
2014	97.2	..	96.7	..	95.9	97.2	96.8

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) These data are calculated using the numerator 'Total number of occupied SOMIH dwellings, at 30 June' and denominator 'Total SOMIH dwellings, at 30 June' reported in table 17A.3.

.. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.25 **Community housing occupancy rates at 30 June (per cent) (a)**

	<i>NSW (c)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA (d)</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT (f)</i>	<i>Total (g)</i>
2010	98.7	93.5	95.2	92.3	94.3	95.3	95.7	100.0	96.0
2011	97.6	93.6	94.6	93.8	98.1	95.6	91.4	100.0	95.9
2012	98.1	94.4	95.7	92.8	97.0	90.9	92.7	100.0	96.2
2013	99.8	95.0	99.1	92.7	97.0	92.7	91.9	100.0	97.4
2014	93.9	91.8	97.3	93.7	97.2	95.6	86.9	100.0	94.4

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) Data may exclude some new dwellings which are unavailable for rent e.g. new constructions, purchases and dwellings newly managed by community organisations, for example, due to transfers of dwelling management and new headlease agreements.
- (c) Occupancy data was unavailable from a large organisation in 2012.
- (d) Includes one occupied tenancy (rental) unit used to provide additional housing support. The number of households at 30 June may be overstated due to underlying data quality issues. This may also result in a higher rate of occupancy.
- (e) The number of households at 30 June may be understated whilst the number of tenancy (rental) units may be overstated due to underlying data quality issues. This may also result in a lower rate of occupancy.
- (f) It is assumed that all dwellings are occupied because many organisations are turning away people seeking accommodation.
- (g) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.26 **Indigenous community housing occupancy rates (per cent) (a), (b), (c), (d)**

	<i>NSW (e)</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 (f)</i>
2009	99.2	97.9	96.8	89.8	87.7	..	100.0	na	95.3	96.5
2010	97.0	95.7	96.4	73.7	87.8	90.2	na	na	..	90.8
2011	96.2	95.4	97.0	79.8	78.8	89.8	na	na	..	91.6
2012	95.8	97.4	94.8	82.5	89.4	92.1	na	na	..	92.1
2013	96.9	97.9	90.8	87.5	74.8	91.9	..	na	..	91.0

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2015.
- (b) These data are calculated using the numerator 'Total number of occupied ICH dwellings, at 30 June' and denominator 'Total ICH dwellings, for year ending 30 June' reported in table 17A.3.
- (c) Data for 2010 are based on organisations that received ICH funding during 2009-10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (d) Calculations only include those dwellings for which occupancy status was known.
- (e) Data for ICHOs in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.
- (f) Australian totals may not represent national totals because data were not available for all jurisdictions.

na Not available. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.27 **Average turnaround times for vacant stock — public housing (days) (a)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas (c)</i>	<i>ACT</i>	<i>NT (d) (e)</i>	<i>Aust (b) (e)</i>
2009–10	29.4	30.1	27.1	17.3	24.6	27.4	36.1	95.9	28.8
2010–11	31.3	29.2	27.8	26.9	27.6	29.3	38.2	58.8	30.0
2011–12	28.9	31.9	28.6	22.3	24.6	37.0	37.1	60.1	28.8
2012–13	29.4	30.3	28.4	17.4	21.7	38.9	39.8	na	na
2013–14	29.9	32.9	25.3	19.2	na	33.6	37.3	74.0	na

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Data for 2013–14 are unavailable.

(c) Caution should be exercised when comparing data with earlier years as a new methodology for reporting vacancies was introduced for 2011–12.

(d) 2011–12 data have been calculated using nine months of data due to a system change making the final quarter of data unavailable. These data should not be compared with earlier years or with other jurisdictions.

(e) Data for 2012–13 are unavailable.

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.28 **Average turnaround times for vacant stock — SOMIH**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas (c)</i>	<i>Total (b)</i>
2009–10	28.1	43.6	21.3	29.1	40.7	30.5
2010–11	20.4	40.9	..	26.4	39.5	27.7
2011–12	23.1	47.2	..	24.7	53.5	29.9
2012–13	21.3	44.9	..	22.0	67.1	29.5
2013–14	22.9	40.8	..	na	44.0	na

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Data for 2013–14 are unavailable.

(c) Caution should be exercised when comparing with earlier years as a new methodology for reporting vacancies was introduced for 2011–12.

na Not available. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.29 **Public housing rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2009–10	100.0	99.0	100.3	101.2	99.8	99.0	99.5	103.8	99.8
2010–11	99.2	98.7	100.9	100.7	100.0	99.0	99.5	102.7	99.6
2011–12	99.1	98.5	99.4	100.7	100.3	98.6	99.7	99.0	99.3
2012–13	99.0	98.7	100.0	100.7	100.0	98.4	99.5	98.7	99.4
2013–14	99.6	98.8	100.0	102.7	99.7	98.0	99.6	99.4	99.7

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.

(c) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.

Source: State and Territory governments (unpublished).

Table 17A.30 **SOMIH rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2009–10	101.5	101.5	104.5	100.7	101.7	99.7
2010–11	104.0	99.3	..	99.9	99.0	101.7
2011–12	100.0	100.6	..	100.7	98.6	100.5
2012–13	101.0	99.8	..	101.5	98.4	99.6
2013–14	99.2	102.6	..	98.9	98.0	100.1

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Due to rounding the national total for total rent collected from tenants and total rent charged to tenants may not equal the sum of jurisdictions' data items.

(c) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.

.. Not applicable.

Source: State governments (unpublished).

Table 17A.31 **Community housing rent collection rate (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (d)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (e)</i>
2008–09	96.6	99.1	99.0	98.8	100.3	99.7	95.8	na	98.1
2009–10	96.1	98.1	99.3	99.6	99.7	100.2	101.6	na	97.7
2010–11	96.5	99.2	101.6	99.1	98.1	na	99.1	na	97.9
2011–12	101.9	98.8	99.4	100.1	100.0	102.2	98.1	na	100.6
2012–13	97.6	100.3	100.9	101.0	100.6	100.9	96.0	na	99.3

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Data presented here are for the 2012–13 financial year. The information provided relates to a different number of community housing organisations and households when compared to non-financial outputs and indicators.

(c) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.

(d) Rent collection rate is sourced from jurisdiction administrative systems.

(e) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.32 **Indigenous community housing rent collection rate (per cent) (a), (b), (c), (d)**

	<i>NSW (e)</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2008–09	90.4	94.1	115.8	64.2	60.3	..	100.0	115.6	97.9	96.3
2009–10	90.3	92.3	83.5	84.7	na	97.0	na	93.6	..	88.1
2010–11	100.7	100.1	93.0	88.7	na	98.2	na	71.2	..	94.9
2011–12	98.6	101.6	94.6	78.8	na	100.5	na	81.3	..	94.9
2012–13	91.6	99.8	92.1	88.1	na	105.0	..	73.6	..	92.7

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2015.
- (b) Data for 2009–10 are based on organisations that received ICH funding during 2009–10 and are not comparable to data for previous years that were based on funded and unfunded organisations.
- (c) Rent collection rate may be greater than 100 per cent due to collection of rental arrears.
- (d) Calculations only include those ICHOs for which both rent collected and rent charged were known.
- (e) Data for ICHOs in NSW include not funded/registered providers that responded to the NSW annual data collection. The data may not be comparable to data for funded organisations that are participating in NSW's Build and Grow Aboriginal Community Housing Strategy reforms.

na Not available. **..** Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.33 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Size of dwelling		86.4	80.9	87.0	84.9	88.8	84.3	82.0	84.9	85.3
Confidence Interval (d)	±	1.3	3.9	3.3	3.3	2.9	3.8	3.9	3.9	1.1
Relative standard error (e)	%	0.7	2.5	1.9	2.0	1.7	2.3	2.4	2.3	0.7
Modifications for special needs		74.7	78.2	84.7	86.2	85.3	82.7	77.9	74.0	79.8
Confidence Interval (d)	±	2.1	5.2	4.6	4.1	4.2	5.5	5.8	6.0	1.7
Relative standard error (e)	%	1.4	3.4	2.8	2.4	2.5	3.4	3.8	4.2	1.1
Ease of access and entry		87.9	90.1	89.9	94.4	94.7	93.3	90.8	91.0	90.4
Confidence Interval (d)	±	1.2	2.8	3.0	1.9	2.0	2.5	2.9	2.9	0.9
Relative standard error (e)	%	0.7	1.6	1.7	1.0	1.1	1.4	1.6	1.7	0.5
Car parking		82.0	80.9	82.8	85.1	90.3	88.4	81.6	85.6	83.5
Confidence Interval (d)	±	1.5	3.9	3.8	3.2	2.8	3.3	3.9	3.8	1.3
Relative standard error (e)	%	1.0	2.5	2.3	1.9	1.6	1.9	2.4	2.2	0.8
Yard space and fencing		79.1	80.4	89.1	88.4	85.9	84.3	75.8	83.9	82.9
Confidence Interval (d)	±	1.5	3.8	3.2	2.7	3.1	3.6	4.5	3.7	1.2
Relative standard error (e)	%	1.0	2.4	1.8	1.6	1.9	2.2	3.0	2.2	0.7
Privacy of home		83.6	84.7	86.5	85.6	84.0	85.4	80.9	80.8	84.5
Confidence Interval (d)	±	1.2	3.3	3.1	2.9	3.1	3.4	3.7	3.8	1.1
Relative standard error (e)	%	0.8	2.0	1.8	1.7	1.9	2.1	2.3	2.4	0.6
Safety/security of home		78.0	82.3	90.0	82.2	84.5	81.0	77.9	81.3	82.1
Confidence Interval (d)	±	1.4	3.4	2.7	3.1	3.0	3.7	3.9	3.7	1.1
Relative standard error (e)	%	0.9	2.1	1.5	1.9	1.8	2.3	2.5	2.3	0.7
Average		81.7	82.5	87.2	86.7	87.7	85.6	81.0	83.1	84.1
Households with a member with disability (f)										
Size of dwelling		81.3	79.6	91.0	81.3	84.8	80.2	81.5	88.1	82.9

Table 17A.33 **Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Confidence Interval (d)	±	2.6	7.2	4.9	7.1	6.3	7.1	9.1	7.0	2.2
Relative standard error (e)	%	1.6	4.6	2.8	4.4	3.8	4.5	5.7	4.0	1.3
Modifications for special needs		68.6	70.5	76.6	80.7	80.5	77.6	75.6	60.2	73.2
Confidence Interval (d)	±	3.4	8.6	8.2	7.5	7.7	8.3	10.1	11.1	2.9
Relative standard error (e)	%	2.5	6.2	5.5	4.7	4.9	5.4	6.8	9.4	2.0
Ease of access and entry		84.0	83.7	84.6	91.7	93.5	90.0	87.1	87.1	86.1
Confidence Interval (d)	±	2.3	6.3	6.3	4.5	4.4	5.1	7.1	6.6	2.0
Relative standard error (e)	%	1.4	3.8	3.8	2.5	2.4	2.9	4.2	3.9	1.2
Car parking		78.7	76.9	87.7	85.6	85.2	89.1	81.2	82.8	81.8
Confidence Interval (d)	±	2.9	7.7	5.7	6.1	6.5	5.4	9.2	8.0	2.4
Relative standard error (e)	%	1.9	5.1	3.3	3.6	3.9	3.1	5.8	4.9	1.5
Yard space and fencing		74.1	74.9	92.4	85.0	83.4	86.2	71.6	85.2	79.9
Confidence Interval (d)	±	3.0	7.8	4.6	6.3	6.3	5.9	10.0	6.9	2.3
Relative standard error (e)	%	2.1	5.3	2.5	3.8	3.9	3.5	7.1	4.2	1.5
Privacy of home		78.6	80.7	89.7	81.4	79.1	86.1	80.0	77.5	81.3
Confidence Interval (d)	±	2.5	6.6	5.0	6.4	6.8	5.8	8.3	8.0	2.1
Relative standard error (e)	%	1.6	4.2	2.8	4.0	4.4	3.4	5.3	5.3	1.3
Safety/security of home		72.2	75.6	89.4	78.2	76.3	79.3	77.2	78.4	76.9
Confidence Interval (d)	±	2.7	7.1	5.1	6.7	7.0	6.6	8.6	7.9	2.2
Relative standard error (e)	%	1.9	4.8	2.9	4.4	4.7	4.2	5.7	5.1	1.5
Average		76.8	77.4	87.3	83.4	83.3	84.1	79.2	79.9	80.3

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/rogs/2015.

(b) Caution should be used if comparing 2014 results to results from previous surveys.

(c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(d) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

Table 17A.33

Proportion of public housing tenants rating amenity aspects as important and meeting their needs, 2014 (a), (b), (c)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
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(e) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.34 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
All households										
Shops and banking		91.0	92.0	93.9	90.9	92.9	93.3	94.7	90.2	92.1
Confidence Interval (d)	±	1.0	2.4	2.2	2.3	2.2	2.4	2.2	3.0	0.8
Relative standard error (e)	%	0.5	1.3	1.2	1.3	1.2	1.3	1.2	1.7	0.4
Public transport		91.6	90.0	91.4	87.2	91.5	88.3	93.0	91.5	90.8
Confidence Interval (d)	±	0.9	2.8	2.8	3.0	2.7	3.5	2.6	3.0	0.9
Relative standard error (e)	%	0.5	1.6	1.6	1.7	1.5	2.0	1.4	1.7	0.5
Parks and recreational facilities		90.2	90.5	91.0	93.2	92.7	89.0	92.2	90.0	91.0
Confidence Interval (d)	±	1.2	3.2	3.2	2.3	2.9	3.9	3.1	3.9	1.0
Relative standard error (e)	%	0.7	1.8	1.8	1.3	1.6	2.2	1.7	2.2	0.6
Emergency services, medical services, hospitals		92.1	92.8	94.7	91.5	94.0	92.2	92.3	88.8	92.8
Confidence Interval (d)	±	0.9	2.3	2.0	2.3	2.0	2.6	2.6	3.0	0.7
Relative standard error (e)	%	0.5	1.2	1.1	1.3	1.1	1.4	1.4	1.7	0.4
Child care facilities		88.9	82.4	90.6	90.2	89.0	85.5	88.4	82.8	87.6
Confidence Interval (d)	±	2.5	7.4	5.7	5.5	7.7	8.8	7.2	7.7	2.4
Relative standard error (e)	%	1.4	4.6	3.2	3.1	4.4	5.2	4.1	4.7	1.4
Education/training facilities		87.7	84.4	84.9	83.8	87.5	84.8	86.1	87.8	86.0
Confidence Interval (d)	±	1.9	5.2	5.6	5.2	5.4	6.0	5.5	5.2	1.8
Relative standard error (e)	%	1.1	3.1	3.4	3.2	3.1	3.6	3.3	3.0	1.1
Employment/place of work		84.2	77.9	87.5	88.7	81.1	84.4	85.0	86.8	83.3
Confidence Interval (d)	±	2.1	6.0	5.1	4.2	6.0	5.8	5.3	5.6	1.9
Relative standard error (e)	%	1.3	3.9	3.0	2.4	3.8	3.5	3.2	3.3	1.2
Community and support services		87.3	88.8	90.9	91.7	84.6	89.2	89.5	85.0	88.4
Confidence Interval (d)	±	1.3	3.3	3.2	2.4	3.8	3.7	3.7	4.1	1.1
Relative standard error (e)	%	0.8	1.9	1.8	1.4	2.3	2.1	2.1	2.5	0.6

Table 17A.34 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Family and friends		87.3	86.7	85.9	90.2	89.8	92.9	88.8	88.6	87.8
Confidence Interval (d)	±	1.1	3.2	3.4	2.5	2.7	2.5	3.1	3.3	1.0
Relative standard error (e)	%	0.7	1.9	2.0	1.4	1.6	1.4	1.8	1.9	0.6
Safety/security of neighbourhood		75.2	77.2	86.6	79.0	80.0	81.9	77.3	76.5	78.6
Confidence Interval (d)	±	1.4	3.8	3.1	3.3	3.4	3.7	3.9	4.0	1.2
Relative standard error (e)	%	1.0	2.5	1.8	2.1	2.2	2.3	2.6	2.6	0.8
Average		87.6	86.3	89.7	88.6	88.3	88.2	88.7	86.8	87.8
Households with a member with disability (f)										
Shops and banking		88.0	87.1	94.3	88.3	88.0	94.8	94.5	91.0	89.3
Confidence Interval (d)	±	2.0	5.5	3.8	5.1	5.5	3.7	4.7	5.6	1.7
Relative standard error (e)	%	1.2	3.2	2.1	3.0	3.2	2.0	2.6	3.2	1.0
Public transport		89.2	88.3	87.9	81.2	88.8	85.0	89.6	87.4	88.0
Confidence Interval (d)	±	2.0	5.8	6.3	7.3	6.0	7.0	6.9	7.3	1.9
Relative standard error (e)	%	1.1	3.4	3.6	4.6	3.4	4.2	3.9	4.3	1.1
Parks and recreational facilities		86.5	87.2	86.1	91.5	88.2	91.1	86.6	90.6	87.4
Confidence Interval (d)	±	2.6	7.1	7.8	5.7	7.2	5.9	9.3	7.9	2.3
Relative standard error (e)	%	1.5	4.1	4.6	3.2	4.2	3.3	5.5	4.4	1.3
Emergency services, medical services, hospitals		89.8	90.4	93.3	89.5	91.2	92.7	88.1	87.3	90.7
Confidence Interval (d)	±	1.8	4.6	4.3	4.7	4.8	4.3	7.0	6.1	1.5
Relative standard error (e)	%	1.0	2.6	2.3	2.7	2.7	2.4	4.0	3.5	0.9
Child care facilities		82.7	81.7	82.6	80.1	84.6	82.5	77.2	89.7	82.3
Confidence Interval (d)	±	5.4	14.6	14.1	16.3	19.7	18.1	19.9	13.6	5.1
Relative standard error (e)	%	3.3	9.1	8.7	10.3	11.8	11.2	13.1	7.7	3.2
Education/training facilities		84.5	82.4	84.2	74.3	86.9	87.2	80.9	88.4	83.4
Confidence Interval (d)	±	3.7	10.5	10.2	12.4	10.7	10.5	12.8	10.8	3.5

Table 17A.34 **Proportion of public housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c)**

		<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
Relative standard error (e)	%	2.2	6.5	6.2	8.5	6.3	6.1	8.1	6.2	2.1
Employment/place of work		78.2	70.6	87.9	77.4	70.8	85.2	82.7	91.7	77.8
Confidence Interval (d)	±	4.7	13.1	9.2	13.1	15.3	13.5	14.0	11.0	4.4
Relative standard error (e)	%	3.0	9.4	5.3	8.6	11.0	8.0	8.6	6.1	2.9
Community and support services		83.4	84.6	85.5	86.8	79.8	86.3	84.6	81.3	84.0
Confidence Interval (d)	±	2.5	6.4	6.7	5.7	7.4	6.7	8.4	8.1	2.2
Relative standard error (e)	%	1.5	3.9	4.0	3.4	4.7	3.9	5.1	5.1	1.3
Family and friends		83.0	82.8	80.8	84.3	83.5	93.0	86.0	87.2	83.3
Confidence Interval (d)	±	2.4	6.4	7.0	6.1	6.5	4.4	7.7	6.6	2.1
Relative standard error (e)	%	1.4	4.0	4.4	3.7	4.0	2.4	4.6	3.8	1.3
Safety/security of neighbourhood		69.1	72.1	83.9	83.0	73.3	83.4	71.5	70.0	74.3
Confidence Interval (d)	±	2.8	7.5	6.3	5.9	7.5	6.2	9.1	8.4	2.4
Relative standard error (e)	%	2.1	5.3	3.8	3.6	5.2	3.8	6.5	6.1	1.6
Average		83.4	82.7	86.7	83.6	83.5	88.1	84.2	86.5	84.0

(a) Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues. For more information on errors and data caveats, see www.pc.gov.au/rogs/2015.

(b) Caution should be used if comparing 2014 results to results from previous surveys.

(c) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(d) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

(e) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(f) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.35 **Amenity, location and customer satisfaction with SOMIH, 2014 (per cent) (a) (b), (c), (d)**

		<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
All households						
Proportion of tenants rating amenity as important and meeting their needs		76.3	82.8	80.0	81.6	79.2
Confidence Interval (e)	±	2.2	2.0	3.4	5.8	1.4
Relative standard error (f)	%	0.1	0.1	0.1	0.2	0.1
Proportion of tenants rating location as important and meeting their needs		87.7	88.7	88.3	93.0	88.3
Confidence Interval (e)	±	1.8	1.8	3.5	3.6	1.2
Relative standard error (f)	%	0.1	0.1	0.1	0.1	0.1
<i>Customer Satisfaction (g)</i>						
Sample size		494	497	296	82	1 369
Percentage of tenants who were:						
Very satisfied		8.5	16.9	18.7	20.7	13.4
Confidence Interval (e)	±	2.5	3.3	4.8	8.8	1.8
Relative standard error (f)	%	14.8	10.0	13.2	21.6	6.9
Satisfied		40.6	49.9	47.5	41.4	44.9
Confidence Interval (e)	±	4.3	4.4	6.0	10.7	2.7
Relative standard error (f)	%	5.4	4.5	6.4	13.1	3.1
Dissatisfied		32.3	16.5	18.3	25.6	24.4
Confidence Interval (e)	±	3.6	3.0	3.8	6.4	2.1
Relative standard error (f)	%	8.6	11.6	17.5	33.6	6.4
Satisfied or very satisfied		49.1	66.8	66.2	62.2	58.3
Confidence Interval (e)	±	4.4	4.1	5.5	10.5	2.7
Relative standard error (f)	%	4.6	3.2	4.3	8.6	2.4
Households with a member with disability (h)						
Proportion of tenants rating amenity as important and meeting their needs		71.5	77.0	75.6	85.6	74.9
Confidence Interval (e)	±	7.0	6.0	6.6	10.0	3.8
Relative standard error (f)	%	0.3	0.3	0.3	0.4	0.2
Proportion of tenants rating location as important and meeting their needs		83.3	85.4	90.1	91.9	86.8
Confidence Interval (e)	±	7.4	5.9	4.0	8.6	3.2
Relative standard error (f)	%	0.3	0.2	0.1	0.3	0.1
<i>Customer Satisfaction (g)</i>						
Percentage of tenants who were:						
Satisfied or very satisfied		38.5	60.2	62.2	70.6	53.0
Confidence Interval (e)	±	13.0	12.5	11.7	21.9	7.2
Relative standard error (f)	%	17.1	10.5	9.5	15.7	6.9

Table 17A.35

**Amenity, location and customer satisfaction with
SOMIH, 2014 (per cent) (a) (b), (c), (d)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
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- (a) The sample sizes for customer satisfaction reflect the number of unweighted valid responses and are therefore different to those provided for amenity/location. For more information on errors and data caveats, see www.aihw.gov.au/housing/nshs/public_and_Indigenous_housing.cfm.
- (b) Caution should be used if comparing 2014 results to results from previous surveys.
- (c) Includes a small proportion of non-Indigenous households.
- (d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (e) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (f) See section 2.6 of the statistical context chapter for more information on relative standard errors.
- (g) Comparisons of estimates of customer satisfaction between 2010 and 2012 (included in earlier Reports) should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (h) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.36 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d)**

	<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 (e)</i>
All households									
Size of dwelling	88.5	85.7	85.5	86.2	90.5	86.4	88.6	na	87.5
Confidence Interval (f) ±	2.3	4.3	4.3	4.5	3.5	4.8	6.7	na	1.5
Relative standard error (g) %	1.3	2.5	2.6	2.7	2.0	2.8	3.8	na	0.9
Modifications for special needs	78.2	83.3	87.8	84.9	82.1	74.1	75.9	na	81.3
Confidence Interval (f) ±	4.0	7.1	5.4	5.9	7.3	7.5	11.9	na	2.5
Relative standard error (g) %	2.6	4.4	3.1	3.5	4.5	5.2	8.0	na	1.5
Ease of access and entry	89.7	94.5	91.5	93.3	92.8	87.7	87.6	na	91.2
Confidence Interval (f) ±	2.1	2.7	3.4	2.9	3.2	4.3	6.6	na	1.3
Relative standard error (g) %	1.2	1.5	1.9	1.6	1.8	2.5	3.8	na	0.7
Car parking	80.0	86.9	79.0	88.5	90.6	85.2	78.6	na	82.9
Confidence Interval (f) ±	3.1	4.1	5.2	3.8	3.5	4.9	9.0	na	1.8
Relative standard error (g) %	2.0	2.4	3.4	2.2	2.0	2.9	5.9	na	1.1
Yard space and fencing	84.3	84.0	83.0	89.1	87.7	82.3	83.9	na	84.8
Confidence Interval (f) ±	2.8	4.5	5.4	3.9	4.0	5.3	8.0	na	1.7
Relative standard error (g) %	1.7	2.7	3.3	2.2	2.3	3.3	4.9	na	1.0
Privacy of home	87.2	85.4	85.5	91.0	91.4	82.4	83.0	na	87.2
Confidence Interval (f) ±	2.2	3.9	3.9	3.1	3.2	4.8	7.2	na	1.4
Relative standard error (g) %	1.3	2.3	2.4	1.8	1.8	3.0	4.4	na	0.8
Safety/security of home	85.1	84.7	89.1	90.3	87.0	83.0	80.8	na	86.4
Confidence Interval (f) ±	2.3	4.0	3.5	3.3	3.8	4.6	7.4	na	1.4
Relative standard error (g) %	1.4	2.4	2.0	1.9	2.2	2.8	4.7	na	0.8
Average	84.7	86.4	85.9	89.1	88.9	83.0	82.6	na	85.9
Households with a member with disability (h)									
Size of dwelling	89.5	74.6	83.9	87.6	92.0	81.0	96.5	na	86.2
Confidence Interval (f) ±	4.2	10.2	8.9	9.4	6.7	8.7	6.8	na	3.1

Table 17A.36 **Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d)**

	<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 (e)</i>
Relative standard error (g) %	2.4	7.0	5.4	5.5	3.7	5.4	3.6	na	1.8
Modifications for special needs	73.0	77.6	86.3	81.6	80.8	69.3	64.9	na	76.9
Confidence Interval (f) ±	6.7	12.3	8.6	12.4	10.7	10.5	19.6	na	4.2
Relative standard error (g) %	4.7	8.1	5.0	7.7	6.8	7.7	15.4	na	2.7
Ease of access and entry	87.5	89.9	92.6	85.6	86.8	82.8	86.5	na	88.2
Confidence Interval (f) ±	4.4	7.3	5.9	9.3	8.1	7.7	11.1	na	2.7
Relative standard error (g) %	2.5	4.1	3.2	5.6	4.7	4.7	6.6	na	1.6
Car parking	77.8	84.9	85.2	84.3	93.4	84.0	70.3	na	82.0
Confidence Interval (f) ±	6.1	8.3	9.6	10.2	6.2	8.0	16.4	na	3.6
Relative standard error (g) %	4.0	5.0	5.7	6.1	3.4	4.9	11.9	na	2.2
Yard space and fencing	83.0	78.7	83.1	80.9	85.9	84.0	75.2	na	82.3
Confidence Interval (f) ±	5.4	9.0	10.9	11.3	8.5	8.3	16.1	na	3.5
Relative standard error (g) %	3.3	5.8	6.7	7.1	5.1	5.0	10.9	na	2.2
Privacy of home	84.7	78.9	73.7	88.3	86.5	78.6	75.1	na	81.9
Confidence Interval (f) ±	4.6	8.5	10.1	8.3	7.8	8.5	14.2	na	3.2
Relative standard error (g) %	2.8	5.5	7.0	4.8	4.6	5.5	9.6	na	2.0
Safety/security of home	83.2	74.6	84.8	86.0	76.3	79.6	78.6	na	81.6
Confidence Interval (f) ±	4.8	9.0	8.2	9.7	9.6	8.0	13.2	na	3.2
Relative standard error (g) %	2.9	6.1	4.9	5.7	6.4	5.1	8.5	na	2.0
Average	82.7	79.9	84.2	84.9	86.0	79.9	78.1	na	82.7

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Care should be taken in interpreting small differences in results as the data are affected by various sampling issues.

(c) Caution should be used if comparing 2014 results to results from previous surveys.

(d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(e) Australian data do not represent national data because data were not available for all jurisdictions.

(f) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

Table 17A.36

Proportion of community housing tenants rating amenity aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d)

	<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 (e)</i>
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(g) See section 2.6 of the statistical context chapter for more information on relative standard errors.

(h) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

.. Not applicable.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.37 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		<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 (f)</i>
All households										
Shops and banking		89.0	91.8	91.5	88.1	96.5	91.1	93.0	na	90.4
Confidence Interval (g)	±	2.1	3.1	3.4	4.0	2.1	3.6	5.0	na	1.3
Relative standard error (h)	%	1.2	1.7	1.9	2.3	1.1	2.0	2.8	na	0.7
Public transport		86.8	87.8	84.3	86.8	91.4	92.1	89.4	na	87.1
Confidence Interval (g)	±	2.4	3.9	4.8	4.5	3.5	4.0	6.6	na	1.6
Relative standard error (h)	%	1.4	2.3	2.9	2.7	1.9	2.2	3.7	na	0.9
Parks and recreational facilities		88.8	92.8	86.8	95.1	92.7	84.7	91.6	na	90.0
Confidence Interval (g)	±	2.6	3.3	4.7	3.0	3.6	5.7	6.5	na	1.6
Relative standard error (h)	%	1.5	1.8	2.7	1.6	2.0	3.4	3.6	na	0.9
Emergency services, medical services, hospitals		89.9	92.7	90.7	87.6	95.2	89.3	85.7	na	90.5
Confidence Interval (g)	±	2.0	2.9	3.4	3.9	2.5	3.9	7.0	na	1.3
Relative standard error (h)	%	1.1	1.6	1.9	2.3	1.3	2.2	4.1	na	0.7
Child care facilities (i)		82.5	89.0	81.6	87.4	90.2	85.0	71.4	na	84.4
Confidence Interval (g)	±	6.5	8.4	13.9	11.7	9.1	11.1	23.8	na	4.3
Relative standard error (h)	%	4.0	4.8	8.7	6.8	5.1	6.7	16.9	na	2.6
Education/training facilities		82.8	87.2	78.3	87.7	89.5	91.0	86.1	na	84.1
Confidence Interval (e)	±	4.2	6.2	9.5	7.2	6.2	6.4	11.3	na	2.8
Relative standard error	%	2.6	3.6	6.2	4.2	3.5	3.6	6.7	na	1.7
Employment/place of work		80.3	84.4	81.7	85.4	84.5	83.7	71.8	na	82.1
Confidence Interval (g)	±	4.6	6.1	8.2	7.2	6.8	7.6	14.2	na	2.8
Relative standard error (h)	%	2.9	3.7	5.1	4.3	4.1	4.6	10.0	na	1.7
Community and support services		87.1	88.5	88.4	86.8	88.9	88.8	79.5	na	87.6
Confidence Interval (g)	±	2.7	4.2	4.2	4.7	4.5	4.5	9.6	na	1.7

Table 17A.37 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		<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 (f)</i>
Relative standard error (h)	%	1.6	2.4	2.4	2.8	2.6	2.6	6.1	na	1.0
Family and friends		86.8	87.4	85.3	94.0	89.9	89.4	85.6	na	87.7
Confidence Interval (g)	±	2.3	3.7	4.2	2.7	3.5	4.1	7.0	na	1.5
Relative standard error (h)	%	1.4	2.2	2.5	1.5	2.0	2.3	4.2	na	0.8
Safety/security of neighbourhood		80.2	83.6	87.1	84.1	83.7	79.0	70.8	na	82.4
Confidence Interval (g)	±	2.6	4.1	3.7	4.3	4.2	5.0	8.7	na	1.6
Relative standard error (h)	%	1.7	2.5	2.2	2.6	2.5	3.2	6.2	na	1.0
Average		85.4	88.5	85.6	88.3	90.3	87.4	82.5	na	86.6
Households with a member with disability (j)										
Shops and banking		85.0	92.0	95.3	88.4	98.5	90.6	93.7	na	89.4
Confidence Interval (g)	±	4.7	5.7	4.6	8.8	2.8	6.2	8.5	na	2.6
Relative standard error (h)	%	2.8	3.1	2.4	5.1	1.5	3.5	4.6	na	1.5
Public transport		82.2	88.1	83.9	87.5	84.5	94.8	83.9	na	84.6
Confidence Interval (g)	±	5.5	7.3	9.8	10.2	9.3	5.8	14.5	na	3.4
Relative standard error (h)	%	3.4	4.2	6.0	5.9	5.6	3.1	8.8	na	2.1
Parks and recreational facilities		85.3	92.8	90.9	100.0	93.5	80.4	82.4	na	88.9
Confidence Interval (g)	±	5.7	6.1	7.7	..	7.1	10.0	15.8	na	3.2
Relative standard error (h)	%	3.4	3.3	4.3	..	3.9	6.3	9.8	na	1.8
Emergency services, medical services, hospitals		87.8	92.2	92.4	90.0	94.0	90.1	83.1	na	89.9
Confidence Interval (g)	±	4.2	5.6	6.0	8.3	5.7	6.1	12.3	na	2.5
Relative standard error (h)	%	2.4	3.1	3.3	4.7	3.1	3.5	7.5	na	1.4
Child care facilities (i)		78.7	87.3	100.0	100.0	100.0	90.1	66.7	na	84.7
Confidence Interval (g)	±	13.3	16.8	18.9	54.4	na	8.5
Relative standard error (h)	%	8.5	9.7	10.5	41.1	na	5.1

Table 17A.37 **Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)**

		<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> (f)
Education/training facilities (i)		75.1	83.3	92.5	91.2	80.0	83.3	80.0	na	79.5
Confidence Interval (g)	±	9.2	13.5	14.3	16.6	17.7	15.1	25.0	na	6.2
Relative standard error (h)	%	6.2	8.2	7.8	9.2	11.2	9.2	15.9	na	3.9
Employment/place of work		78.9	81.1	82.1	90.9	79.0	80.1	81.8	na	80.6
Confidence Interval (g)	±	9.9	12.7	18.8	17.2	18.5	14.4	23.0	na	6.2
Relative standard error (h)	%	6.4	8.0	11.6	9.6	11.9	9.1	14.3	na	3.9
Community and support services		84.4	80.5	90.4	92.9	86.7	89.5	74.5	na	85.9
Confidence Interval (g)	±	5.2	9.2	6.9	7.7	8.6	6.5	15.3	na	3.2
Relative standard error (h)	%	3.2	5.8	3.9	4.2	5.1	3.7	10.4	na	1.9
Family and friends		85.3	80.5	86.8	<i>94.4</i>	81.2	90.3	85.5	na	85.4
Confidence Interval (g)	±	4.8	8.3	8.2	6.3	9.3	6.4	11.8	na	3.1
Relative standard error (h)	%	2.9	5.3	4.8	3.4	5.8	3.6	7.0	na	1.8
Safety/security of neighbourhood		76.8	74.9	81.8	78.7	78.4	73.7	<i>52.7</i>	na	77.2
Confidence Interval (g)	±	5.4	9.3	8.9	11.2	9.4	8.9	16.9	na	3.5
Relative standard error (h)	%	3.6	6.4	5.5	7.3	6.1	6.1	16.3	na	2.3
Average		82.0	85.3	89.6	91.4	87.6	86.3	78.4	na	84.6

(a) Further information about the quality of data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Care should be taken in interpreting small differences in results as the data are affected by various sampling issues.

(c) Caution should be used if comparing 2014 results to results from previous surveys.

(d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.

(e) Data with a relative standard error (RSE) of between 25 per cent and 50 per cent should be used with caution.

(f) Australian data do not represent national data because data are not available for all jurisdictions.

(g) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.

(h) See section 2.6 of the statistical context chapter for more information on RSEs.

(i) The number of respondents indicating a need for assistance with core activities who rate these location aspects as important is relatively low.

Table 17A.37

Proportion of community housing tenants rating location aspects as important and meeting their needs, 2014 (per cent) (a), (b), (c), (d), (e)

	<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> (f)
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(j) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

.. Not applicable. **na** Not available.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.38 Average weekly subsidy per rebated household, at 30 June — public housing (\$ per week) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (b)</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust (c)</i>
Nominal average weekly subsidy per rebated household									
2010	145	98	152	75	103	87	225	158	127
2011	152	100	156	144	104	91	239	164	138
2012	165	115	145	139	105	86	256	161	143
2013	170	125	147	135	107	83	253	157	146
2014	197	133	153	135	110	87	263	283	162
Real average weekly subsidy per rebated household (2013–14 dollars) (d)									
2010	159	107	166	82	112	95	246	172	139
2011	159	104	162	150	109	95	249	170	143
2012	168	118	148	143	108	88	262	165	146
2013	171	126	149	137	108	84	255	158	147
2014	197	133	153	135	110	87	263	283	162

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Data for 2012-13 and 2013–14 were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository.

(c) Due to rounding the national total of total rents charged and total market rent value of dwellings for which a rent was charged may not equal the sum of jurisdictions' data items.

(d) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.51.

Table 17A.39 Average weekly subsidy per rebated household, at 30 June — SOMIH (\$ per week) (a)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Nominal average weekly subsidy per rebated household							
2010	106	..	159	93	124	99	123
2011	115	..	160	..	126	107	135
2012	125	..	153	..	130	105	136
2013	124	..	152	..	130	99	135
2014	132	..	157	..	133	104	141
Real average weekly subsidy per rebated household (2013–14 dollars) (b)							
2010	115	..	173	101	136	109	135
2011	120	..	167	..	132	111	140
2012	128	..	156	..	133	108	139
2013	125	..	153	..	131	100	136
2014	132	..	157	..	133	104	141

(a) Data may not be comparable across jurisdictions and over time and comparisons could be misleading.

(b) Time series financial data are adjusted to 2013–14 dollars using the General Government Final Consumption Expenditure (GGFCE) chain price deflator (2013–14 = 100) (table 2A.51). See Chapter 2 (sections 2.5–6) for details.

.. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*; table 2A.53.

Table 17A.40 **Low income households in social housing, at 30 June (a), (b), (c), (d)**

	<i>Unit</i>	<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>
Public housing										
Number of low income households in public housing										
2013	no.	98 467	52 887	48 292	31 663	33 211	9 254	10 631	4 679	289 084
2014	no.	98 530	53 190	47 776	31 762	32 357	7 067	10 613	4 597	285 892
Low income households as a proportion of all households in public housing										
2013	%	99.1	98.3	94.8	98.2	97.5	92.6	99.0	98.8	97.7
2014	%	98.5	97.9	94.5	98.3	97.4	91.3	98.9	98.5	97.4
SOMIH										
Number of low income households in SOMIH										
2013	no.	2 814	..	2 927	..	1 395	269	7 405
2014	no.	2 967	..	2 911	..	1 368	228	7 474
Low income households as a proportion of all households in SOMIH										
2013	%	98.5	..	89.1	..	96.5	90.0	93.9
2014	%	97.6	..	89.0	..	95.7	90.1	93.5
Community housing										
Number of low income households in community housing										
2012–13	no.	22 654	10 438	na	5 132	4 557	1 264	477	na	44 522
2013–14	no.	21 542	10 758	na	5 661	4 591	1 752	464	na	44 768
Low income households as a proportion of all households in community housing										
2009–10	%	92.1	93.4	na	97.8	91.3	88.9	99.7	na	92.9
2010–11	%	91.0	93.1	na	96.2	91.4	91.3	99.1	na	92.1
2011–12	%	90.3	90.6	na	97.1	94.5	87.7	99.4	na	91.5
2012–13	%	87.2	90.8	na	96.2	92.7	92.7	99.4	na	89.8
2013–14	%	93.0	90.2	na	97.3	91.1	88.9	98.9	na	92.5

(a) Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) Low income households are those in the bottom 40 per cent of equivalised household disposable income.

(c) Australian totals may not represent national totals due to incomplete data for some jurisdictions.

Table 17A.40 **Low income households in social housing, at 30 June (a), (b), (c), (d)**

	<i>Unit</i>	<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>
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(d) Households for which gross household income and household member ages (used to determine equivalised household income) could not be determined are excluded from this indicator.

na Not available. ... Not applicable

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.41 **Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT (f)</i>	<i>NT (g)</i>	<i>Aust (h)</i>
Public housing									
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5
SOMIH									
2011	0.3	..	0.2	..	–	–	0.2
2012	0.5	..	1.1	..	–	–	0.7
2013	0.5	..	0.8	..	–	–	0.5
2014	0.5	..	0.5	..	–	–	0.4
Community housing									
2010–11	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.5
2011–12	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2012–13	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2013–14	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

(a) Proportion of low income households spending more than 30 per cent of their income on rent, of all low income households for whom location, income and rent details are known.

(b) Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(c) Low income households are those in the bottom 40 per cent of equivalised household disposable income.

(d) Rebated rents generally result in the majority of households generally paying no more than 30 per cent of their gross income in rent (the rent to income ratio). Tenants who do not provide updated income information may forfeit their rebate and be required to pay market rent.

(e) SA 2011 and 2012 PH and SOMIH data: data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.

(f) A data system improvement implemented in 2013–14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.

(g) Of the 6.9 percent in 2014, 4.4 percent are eligible tenants with an expired rebate and 2.5 percent are ineligible tenants who have elected not to provide updated household income data.

Table 17A.41 **Proportion of low income households in social housing spending more than 30 per cent of their gross income on rent, at 30 June (per cent) (a), (b), (c), (d)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA (e)</i>	<i>Tas</i>	<i>ACT (f)</i>	<i>NT (g)</i>	<i>Aust (h)</i>
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(h) Australian totals may not represent national totals because complete data are not available for all jurisdictions.

– Nil or rounded to zero. **na** Not available. **np** Not published. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.42 Proportion of income remaining after paying rent, as at 30 June — community housing (per cent) (a), (b), (c), (d)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas (e)</i>	<i>ACT</i>	<i>NT</i>	<i>Total (f)</i>
2010	77.8	77.8	77.1	68.2	75.0	74.2	73.2	na	75.0
2011	77.0	77.0	61.0	74.6	77.1	74.2	76.7	na	73.1
2012	78.5	78.5	62.2	78.2	76.3	74.4	77.1	na	74.8
2013	77.4	77.4	65.2	74.2	77.6	73.9	77.5	na	75.1
2014	76.5	77.8	61.7	77.0	80.3	75.8	78.3	na	75.8

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30 per cent of their income in rent.
- (c) For Vic, WA, SA, Tas and the ACT, households have been excluded from this indicator where rent charged or household assessable income are unknown or is equal to or less than zero.
- (d) For 2010–11, gross income has been used to calculate the proportion of income remaining after paying rent. In previous years, assessable income was used, meaning that coherence over time has been affected by changes in methodology.
- (e) In Tasmania, relevant details are known for only 38 per cent of households in 2010.
- (f) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.43 Proportion of household gross income spent on rent — low income households in public housing, at 30 June (per cent) (a), (b)

	NSW (c)	Vic (d)	Qld (d)	WA (e)	SA (d) (f)	Tas (g)	ACT (d) (h)	NT (d)	Aust
Less than or equal to 20 per cent									
2011	12.1	14.4	34.5	32.2	24.5	73.7	9.7	62.3	22.7
2012	5.4	11.0	39.6	30.8	11.3	32.0	10.7	61.4	17.5
2013	4.4	22.9	40.7	30.2	8.2	30.7	9.3	59.6	19.0
2014	4.3	20.5	38.3	30.3	6.9	27.4	27.3	59.0	18.5
More than 20 per cent but not more than 25 per cent									
2011	86.3	85.6	65.3	64.0	74.8	22.9	22.9	33.1	76.1
2012	92.8	88.9	59.6	64.0	88.6	67.9	87.5	34.2	81.0
2013	93.7	76.0	59.0	63.6	91.8	69.3	90.2	32.4	79.3
2014	92.4	78.3	61.2	64.0	93.1	72.5	72.5	31.5	79.3
More than 25 per cent but not more than 30 per cent									
2011	1.3	np	0.1	2.4	1.8	1.8	0.2	2.8	0.9
2012	1.6	–	0.1	3.9	–	–	1.1	2.5	1.1
2013	1.7	0.7	–	4.7	–	–	0.2	1.1	1.3
2014	2.9	0.9	0.4	4.3	–	0.0	0.1	2.7	1.7
Greater than 30 per cent									
2011	0.2	np	0.1	1.4	–	np	0.8	1.8	0.3
2012	0.2	–	0.7	1.3	–	0.1	0.7	1.8	0.4
2013	0.2	0.4	0.2	1.5	–	0.1	0.4	6.9	0.5
2014	0.4	0.3	0.1	1.4	–	0.1	0.1	6.9	0.5

- (a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are included in that category. For example, if rent charged/income $\times 100 = 20.4$, then it is counted in the 'paying 20 per cent or less' category.
- (b) Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.
- (c) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been updated.
- (d) No household is charged more than 25 per cent of gross income for rent. Households in these categories are the result of rent and/or income details having not been updated or minor policy variations.
- (e) Total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent are based upon gross income (not assessable income).
- (e) Total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent are based upon gross income (not assessable income).
- (f) Total low income households paying more than 25 per cent but not more than 30 per cent and total low income households paying more than 30 per cent: data were provided by the jurisdiction and used in place of the data usually calculated from the AIHW's National Housing Assistance Data Repository due to errors in the unit record data.
- (g) Generally households are charged less than 30 per cent of their assessable income as rent. However, combinations of different income sources and relationships within a household may result in some households paying slightly more.
- (h) A data system improvement implemented in 2013-14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.

– Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.44 Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June (per cent) (a), (b)

	<i>NSW</i> (c), (d)	<i>Vic</i> (e)	<i>Qld</i> (e)	<i>SA</i>	<i>Tas</i>	<i>Aust</i>
Less than or equal to 20 per cent						
2011	24.5	..	61.6	39.8	69.4	44.5
2012	16.3	..	64.7	41.6	43.4	41.1
2013	14.7	..	66.5	33.3	42.0	39.6
2014	15.6	..	63.0	27.0	45.6	37.1
More than 20 per cent but not more than 25 per cent						
2011	74.3	..	np	59.8	np	54.8
2012	82.1	..	33.9	58.4	56.6	57.7
2013	83.4	..	32.6	66.7	58.0	59.3
2014	82.8	..	35.9	73.0	54.4	61.9
More than 25 per cent but not more than 30 per cent						
2011	0.9	..	np	—	np	0.5
2012	1.1	..	0.3	—	—	0.5
2013	1.4	..	0.1	—	—	0.6
2014	1.1	..	0.6	—	—	0.7
Greater than 30 per cent						
2011	0.3	..	0.2	—	—	0.2
2012	0.5	..	1.1	—	—	0.7
2013	0.5	..	0.8	—	—	0.5
2014	0.5	..	0.5	—	—	0.4

(a) Amounts of up to but excluding 0.5 per cent above the cut-off for a category are to be included in that category. For example, if rent charged/income x 100 = 20.4, then it is counted in the 'paying 20 per cent or less' category.

(b) Data for total low income households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of gross income in rent exclude households where either gross income or rent charged is zero.

(c) Since 2005–06 and with the introduction of the Reshaping Public Housing policy, moderate income renters are charged 25–30 per cent of their income as rent. Some SOMIH tenants are eligible to receive CRA and the CRA component of their income is assessed at 100 per cent for rent.

(d) No household is charged more than 30 per cent of income for rent. Households in these categories are the result of rent and/or income details not having been

(e) Total rebated households paying 20 per cent or less, more than 20 per cent but not more than 25 per cent, more than 25 per cent but not more than 30 per cent and more than 30 per cent of assessable income in rent are based upon gross income (not assessable income).

np Not published. **..** Not applicable. **—** Nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.45 **Proportion of household income spent on rent — low income households in community housing, at 30 June (per cent) (a), (b), (c)**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Total (d)
Less than or equal to 20 per cent									
2010	28.5	35.2	na	16.9	11.0	56.0	14.5	na	26.8
2011	29.0	30.6	na	27.4	13.9	36.6	14.0	na	27.5
2012	21.5	33.5	na	30.6	12.0	29.4	10.2	na	24.0
2013	17.6	25.0	na	19.5	23.7	29.4	13.8	na	21.3
2014	14.6	26.8	na	20.5	49.9	29.9	19.0	na	23.0
More than 20 per cent but not more than 25 per cent									
2010	51.6	33.1	na	12.2	71.4	7.5	46.1	na	45.7
2011	56.9	45.7	na	28.3	57.8	23.4	81.2	na	51.5
2012	71.1	50.2	na	50.1	54.3	29.6	87.9	na	61.9
2013	67.6	47.5	na	41.3	46.7	29.1	82.2	na	58.5
2014	70.8	48.9	na	50.5	37.6	35.4	80.0	na	58.1
More than 25 per cent but not more than 30 per cent									
2010	7.1	11.4	na	11.0	10.7	8.5	15.8	na	9.0
2011	3.4	11.5	na	11.6	27.1	4.5	2.7	na	8.4
2012	3.6	16.4	na	14.3	30.2	14.6	1.9	na	10.5
2013	6.3	18.0	na	8.9	23.2	14.3	3.4	na	10.4
2014	4.2	19.5	na	18.6	8.8	11.7	1.0	na	10.4
Greater than 30 per cent									
2010	12.9	20.3	na	59.9	6.9	28.0	23.6	na	18.4
2011	10.8	12.2	na	32.7	1.2	35.5	2.0	na	12.6
2012	3.8	–	na	5.0	3.6	26.5	–	na	3.5
2013	8.4	9.5	na	30.4	6.5	27.1	0.6	na	9.8
2014	10.4	4.9	na	10.4	3.7	23.0	–	na	9.0

(a) Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) CRA amounts should be excluded from rent charged and household income data. However, it is evident that some community housing organisations may have included CRA as part of rent and income in their survey returns. In addition, other out of scope charges such as those for utilities may have also been included in rent charged amounts. This may result in a higher proportion of households that appear to be paying more than 30% of their income in rent.

(c) Data prior to 2012 have been revised from the previous Report.

(d) Totals for Australia reflect data for those jurisdictions and/or organisations where data has been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available. – Nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.46 Proportion of overcrowded households at 30 June — public housing (per cent) (a), (b)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2010	3.2	5.2	4.8	4.1	2.5	4.1	4.0	5.7	3.9
2011	4.3	4.1	5.0	4.5	2.4	4.7	7.2	8.2	4.3
2012	4.4	4.2	4.8	4.9	2.3	4.4	4.9	8.0	4.3
2013	4.8	7.2	4.9	4.9	2.1	4.1	4.9	7.8	5.0
2014	4.7	5.7	4.7	5.0	2.2	3.7	4.8	7.4	4.6

(a) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.47 Proportion of overcrowded households at 30 June — SOMIH

	<i>NSW</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2010	3.3	14.6	12.3	11.0	4.9	10.2
2011	7.0	14.7	..	11.1	4.7	10.3
2012	7.6	13.2	..	9.5	6.0	9.8
2013	8.6	14.8	..	9.2	6.1	10.7
2014	8.5	13.6	..	8.7	4.4	10.2

(a) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

(b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

.. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.48 Proportion of overcrowded households at 30 June — community housing (per cent) (a), (b)

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Total (c)</i>
2010	2.5	3.3	na	1.9	2.7	0.5	1.4	na	2.6
2011	1.5	2.6	na	1.2	2.6	1.4	0.3	na	1.8
2012	3.3	2.9	na	1.7	2.5	1.4	0.4	na	2.8
2013	3.1	3.4	na	2.7	2.3	1.4	0.4	na	2.9
2014	6.4	2.2	na	1.8	2.1	1.0	0.4	na	4.1

- (a) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).
- (b) Data may not be comparable across jurisdictions and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (c) Totals for Australia reflect data for those jurisdictions and/or organisations where data have been reported. Due to missing data, totals may not reflect the national community housing sector.

na Not available.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.49 **Proportion of overcrowded households in Indigenous community housing (per cent) (a)**

	<i>NSW (b)</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 (c)</i>
2009	25.1	0.8	32.5	na	31.8	..	–	na	13.7	na
2010	na	6.3	43.8	28.4	48.4	na	na	na	..	28.5
2011	na	5.7	34.3	32.9	52.0	na	na	na	..	30.8
2012	na	9.7	33.3	30.3	31.7	na	na	na	..	26.1
2013	na	9.9	31.9	27.4	na	na	na	na	..	na

(a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Data in this table are not complete and do not represent all ICH organisations for each jurisdiction. Quality issues associated with Indigenous community housing data affect the interpretation of results. Further information about the data in this table can be found at table 17A.8 and www.pc.gov.au/rogs/2015.

(b) NSW is unable to accurately collect overcrowding data through the ICH annual data collection survey. Different approaches and methodologies are being considered to overcome this problem, and possibly report on overcrowding data items from 2014 or 2015 onwards.

(c) Australian totals may not represent national totals because data were not available for all jurisdictions.

na Not available. **..** Not applicable. **–** Nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.50 **Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness (per cent) (a), (b), (c)**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2011–12									
Major cities	8.6	7.2	12.2	11.1	6.5	..	7.3	..	9.7
Inner regional	6.8	5.2	10.3	10.9	5.8	9.1	2.6	..	8.1
Outer regional	6.1	4.3	15.0	8.7	5.9	11.3	..	13.6	10.6
Remote	6.3	–	15.0	13.8	11.9	3.2	..	15.1	13.9
Very remote	6.1	..	13.2	16.1	10.7	–	..	14.6	15.5
2012–13									
Major cities	9.7	11.3	12.1	12.0	6.0	..	7.6	..	10.5
Inner regional	7.2	10.1	9.8	8.3	4.3	9.2	5.4	..	8.5
Outer regional	6.5	9.1	16.2	9.3	6.4	8.6	..	14.1	11.4
Remote	6.3	–	13.2	12.7	9.7	3.5	..	14.7	12.9
Very remote	6.2	..	13.7	13.2	4.3	–	..	16.4	13.2
2013–14									
Major cities	8.7	9.6	11.3	12.1	5.5	..	8.1	..	9.9
Inner regional	6.9	7.5	8.9	10.4	4.6	8.3	2.0	..	7.9
Outer regional	5.5	11.1	14.1	8.8	6.4	10.4	..	11.7	10.3
Remote	4.9	20.0	11.0	10.4	8.6	16.6	..	14.4	11.1
Very remote	5.6	..	13.7	11.5	4.2	–	..	16.5	11.9

(a) Calculated as the number of Aboriginal and Torres Strait Islander households in public rental housing living in overcrowded conditions as a proportion of all Aboriginal and Torres Strait Islander households in public rental housing. Data reflect only those households for which details were known.

(b) Data are based on the Canadian National Occupancy Standard for overcrowding (where one or more additional bedrooms are required to meet the standard).

(c) Data from 2012–13 onward use the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to earlier

.. Not applicable. – Nil or rounded to zero.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.51 **Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness (per cent) (a), (b)**

	<i>NSW</i>	<i>Qld</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2011–12					
Major cities	7.7	14.0	9.1	..	9.0
Inner regional	7.6	9.2	10.0	5.5	7.9
Outer regional	8.3	13.0	10.2	8.4	11.1
Remote	5.8	13.7	11.6	–	10.5
Very remote	6.8	17.1	9.5	–	15.2
2012–13					
Major cities	8.4	14.5	8.7	..	9.3
Inner regional	9.5	11.1	7.6	5.1	9.3
Outer regional	8.3	13.2	10.8	11.1	11.3
Remote	5.2	21.2	10.3	–	13.8
Very remote	6.2	19.2	10.9	–	16.7
2013–14					
Major cities	8.4	13.0	7.6	..	8.8
Inner regional	9.0	9.1	7.6	3.7	8.4
Outer regional	7.8	14.1	11.0	10.2	11.7
Remote	8.6	11.9	10.4	17.3	10.6
Very remote	9.4	18.6	11.3	–	16.6

(a) Calculated as the number of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions as a proportion of all Aboriginal and Torres Strait Islander households in SOMIH. Data reflect only those households for which details were known.

(b) Data from 2012–13 onward uses the Australian Statistical Geography Standard (ASGS) remoteness area structure. This replaces the Australian Standard Geographical Classification remoteness area structure which applied to earlier years.

.. Not applicable. – Nil or rounded to zero. **np** Not published.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.52 **Proportion of households in Indigenous community housing living in overcrowded conditions, for which overcrowding conditions are known (per cent) (a)**

	NSW (b)	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
2010–11										
1 bedroom is needed	na	4.5	6.7	16.3	20.4	na	na	na	..	na
2 or more bedrooms are needed	na	1.2	7.2	16.6	31.6	na	na	na	..	na
Total (bedroom details known)	na	5.7	13.9	32.9	52.0	na	na	na	..	na
2011–12										
1 bedroom needed	na	7.8	7.8	15.2	19.7	na	na	na	na	na
2 or more bedrooms are needed	na	1.9	8.4	15.2	12.0	na	na	na	na	na
Total (bedroom details known)	na	9.7	16.1	30.3	31.7	na	na	na	na	na
2012–13										
1 bedroom needed	na	8.4	15.7	14.0	na	na	na	na	na	na
2 or more bedrooms are needed	na	1.6	16.2	13.4	na	na	na	na	na	na
Total (bedroom details known)	na	9.9	31.9	27.4	na	na	na	na	na	na

(a) Data reflect only those households for which details were known.

(b) NSW is unable to accurately collect overcrowding data through the ICH annual data collection survey. Different approaches and methodologies are being considered to overcome this problem, and possibly report on overcrowding data items from 2014 or 2015 onwards.

na Not available. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.53 **Underutilisation in social housing at 30 June (per cent) (a), (b) (c) (d)**

	<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 (e)</i>
Proportion of households in public housing with underutilisation									
2010	17.8	14.8	15.3	12.1	24.8	16.1	19.6	6.9	17.0
2011	15.9	15.2	15.3	12.3	25.1	16.0	17.1	6.6	16.4
2012	15.8	15.5	15.9	12.2	25.6	16.4	15.8	6.6	16.5
2013	14.9	14.1	13.9	12.1	26.2	16.8	16.0	7.0	15.6
2014	14.8	14.9	14.2	12.1	25.8	15.2	16.2	6.9	15.7
Proportion of households in SOMIH with underutilisation									
2010	42.0	..	17.7	17.5	27.2	20.9	25.9
2011	26.1	..	17.0	..	28.2	20.9	23.2
2012	25.3	..	17.9	..	28.3	23.4	23.3
2013	24.2	..	15.5	..	29.5	23.5	22.1
2014	25.5	..	16.4	..	28.4	19.6	22.8
Proportion of households in community housing with underutilisation									
2010	na	9.5	na	10.4	30.5	16.9	0.7	na	7.4
2011	na	8.0	na	8.8	29.2	1.7	3.3	na	5.8
2012	27.6	7.6	na	7.5	24.8	na	1.3	na	11.4
2013	14.8	5.3	na	8.7	23.3	35.0	1.5	na	10.3
2014	9.8	7.8	na	9.6	24.6	13.6	1.9	na	11.0

(a) Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.

(b) From 2011–12, the definition of underutilisation has changed to that used prior to 2010. Underutilisation exists where there are two or more bedrooms additional to the number required in the dwelling. Data for 2010 and 2011 have been revised to reflect this change.

(c) The match of dwelling size to registered tenant numbers at a point in time is affected by a range of factors including changes in family structure over time, the match of housing portfolio to demand, and tenant support needs. Housing authority allocation policies do not align with the CNOS, and may provide for additional bedrooms including under circumstances such as shared parenting, carer requirements, or expectant mothers.

(d) Households for which household member details could not be determined are excluded. Where partial household information is known, some assumptions are made in order to include them in this indicator.

(e) Australian totals may not represent national totals due to incomplete data for some jurisdictions.

Table 17A.53 **Underutilisation in social housing at 30 June (per cent) (a), (b) (c) (d)**

	<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 (e)</i>
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na Not available. .. Not applicable.

Source: AIHW (unpublished) *National Housing Assistance Data Repository*.

Table 17A.54 **Customer satisfaction — public housing (a), (b), (c), (d)**

<i>Overall satisfaction</i>	<i>Unit</i>	<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>
All households										
Sample size (e), (f)										
2012	no.	4 821	500	635	493	492	474	636	510	8 561
2014	no.	4 775	568	548	925	605	485	490	484	8 880
Very satisfied										
2012	%	22.2	32.7	46.3	25.0	37.9	32.5	25.8	32.0	31.0
Confidence Interval (g)	±	1.1	4.1	3.9	3.8	4.3	4.1	3.3	3.8	1.0
2014	%	21.1	29.2	39.9	29.9	37.1	37.1	24.7	29.8	28.9
Confidence Interval (g)	±	1.2	3.8	4.2	3.5	3.9	4.1	3.8	4.1	1.3
Relative standard error (h)	%	3.0	6.6	5.3	6.0	5.3	7.0	7.9	7.0	2.2
Satisfied										
2012	%	33.9	33.6	34.0	32.4	35.0	32.8	44.2	38.3	34.2
Confidence Interval (g)	±	1.3	4.1	3.7	4.1	4.2	4.1	3.7	4.0	1.0
2014	%	43.7	46.3	43.9	43.1	38.6	43.7	51.0	41.8	43.8
Confidence Interval (g)	±	1.5	4.1	4.3	3.8	3.9	4.4	4.4	4.4	1.3
Relative standard error (h)	%	1.8	4.5	5.0	4.5	5.1	5.2	4.4	5.4	1.6
Satisfied or very satisfied										
2012	%	56.0	66.3	80.3	57.4	72.9	65.3	70.0	70.3	65.2
Confidence Interval (g)	±	1.3	4.1	3.7	4.1	4.2	4.1	3.7	4.0	1.0
2014	%	64.8	75.5	83.8	73.0	75.7	73.2	75.7	71.6	72.7
Confidence Interval (g)	±	1.5	3.6	3.2	3.4	3.4	3.9	3.8	4.0	1.2
Relative standard error (h)	%	1.2	2.4	1.9	2.4	2.3	2.8	2.6	2.9	0.8
Households with a member with disability (i)										
2014										
Very satisfied	%	19.7	27.0	38.6	29.5	33.3	27.4	19.1	15.8	26.6
Confidence Interval (g)	±	2.2	6.9	7.9	7.1	7.4	7.0	7.8	6.6	2.3
Relative standard error (h)	%	5.7	13.0	10.4	12.4	11.3	13.0	20.8	21.1	4.4

Table 17A.54 **Customer satisfaction — public housing (a), (b), (c), (d)**

<i>Overall satisfaction</i>	<i>Unit</i>	<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>
Satisfied	%	38.8	36.7	42.5	40.6	38.5	48.5	53.9	44.8	39.8
Confidence Interval (g)	±	2.8	7.5	8.1	7.6	7.6	7.8	9.9	8.8	2.5
Relative standard error (h)	%	3.6	10.4	9.7	9.5	10.1	8.2	9.4	10.0	3.2
Satisfied or very satisfied	%	58.5	63.7	81.1	70.1	71.7	75.8	73.0	60.6	66.4
Confidence Interval (g)	±	2.8	7.5	6.3	7.0	7.1	6.7	8.9	8.6	2.4
Relative standard error (h)	%	2.4	6.0	4.0	5.1	5.0	4.5	6.2	7.3	1.8

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) Care should be taken in interpreting small differences in results as the data are subject to sampling error. The standard error is the measure of the expected variability of the value for the population being measured. Data are not comparable over time due to differences in survey sample design and the methodology used to collect the data.
- (c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (e) Sample size includes only respondents who provided a valid response, that is, it excludes missing cases, invalid responses or those who selected 'not applicable'.
- (f) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.
- (g) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (h) See section 2.6 of the statistical context chapter for more information on relative standard errors.
- (i) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Table 17A.55 **Customer satisfaction — community housing (a), (b), (c), (d)**

<i>Overall satisfaction</i>	<i>Unit</i>	<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 (e)</i>
All households										
Sample size (f)										
2012	no.	1 073	364	379	377	354	270	105	na	2 922
2014	no.	1 032	358	364	349	346	288	121	na	2 858
Very satisfied										
2012	%	32.9	37.8	44.7	46.5	44.9	57.2	29.5	na	38.8
Confidence Interval (g)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
2014	%	33.4	37.8	40.1	44.2	40.3	34.1	30.6	na	36.9
Confidence Interval (g)	±	2.9	5.0	5.2	5.3	5.2	5.5	8.2	na	1.9
Relative standard error (h)	%	4.4	6.8	6.6	6.1	6.5	8.2	13.7	na	2.6
Satisfied										
2012	%	36.7	35.0	35.9	28.9	34.6	30.9	41.9	na	35.1
Confidence Interval (g)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
2014	%	45.0	38.8	43.1	38.7	42.3	41.6	38.9	na	42.8
Confidence Interval (g)	±	3.0	5.1	5.3	5.2	5.2	5.7	8.7	na	2.0
Relative standard error (h)	%	3.4	6.7	6.2	6.9	6.3	7.0	11.4	na	2.3
Satisfied or very satisfied										
2012	%	69.6	72.9	80.6	75.4	79.4	88.0	71.4	na	73.9
Confidence Interval (g)	±	2.7	4.9	4.9	4.9	5.0	4.8	8.0	na	1.7
2014	%	78.5	76.6	83.2	83.0	82.6	75.7	69.4	na	79.7
Confidence Interval (g)	±	2.5	4.4	3.9	3.9	4.0	5.0	8.2	na	1.6
Relative standard error (h)	%	1.6	2.9	2.4	2.4	2.5	3.3	6.0	na	1.0
Households with a member with disability (i)										
2014										
Very satisfied	%	29.0	38.0	39.7	37.2	39.8	25.5	30.7	na	33.4
Confidence Interval (g)	±	5.5	9.6	10.5	12.4	10.6	8.5	14.5	na	3.7
Relative standard error (h)	%	9.6	12.8	13.5	16.9	13.5	16.9	24.1	na	5.7

Table 17A.55 **Customer satisfaction — community housing (a), (b), (c), (d)**

<i>Overall satisfaction</i>	<i>Unit</i>	<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 (e)</i>
Satisfied	%	45.1	35.8	36.8	40.7	39.7	43.2	35.9	na	41.4
Confidence Interval (g)	±	6.0	9.5	10.2	12.6	10.6	9.6	15.1	na	3.9
Relative standard error (h)	%	6.8	13.6	14.1	15.7	13.5	11.4	21.4	na	4.8
Satisfied or very satisfied	%	74.2	73.9	76.5	78.0	79.5	68.6	66.7	na	74.8
Confidence Interval (g)	±	5.3	8.7	8.8	10.4	8.7	9.0	14.9	na	3.4
Relative standard error (h)	%	3.6	6.0	5.9	6.8	5.6	6.7	11.3	na	2.3

- (a) Data may not be comparable across jurisdictions or over time and comparisons could be misleading. Further information about the data in this table can be found at www.pc.gov.au/rogs/2015.
- (b) Care should be taken in interpreting small differences in results as the data are subject to sampling error. The standard error is the measure of the expected variability of the value for the population being measured. Data are not comparable over time due to differences in survey sample design and the methodology used to collect the data.
- (c) Comparisons of estimates of customer satisfaction between 2010 and 2012 should be avoided due to changes in the methodology of the survey and the levels of estimation variability associated with these figures.
- (d) Data in italics indicate the difference between the State/Territory and national estimate is statistically significant.
- (e) Australian data do not represent national data because data were not available for all jurisdictions. The NT did not participate in the survey because of its small community housing tenant population.
- (f) The sample sizes reflect the number of unweighted valid responses and are therefore different to those provided for the amenity/location indicator.
- (g) 95 per cent confidence interval. See section 2.6 of the statistical context chapter for more information on confidence intervals.
- (h) See section 2.6 of the statistical context chapter for more information on relative standard errors.
- (i) Households with a member with disability are defined as households in which at least one member always or sometimes needs assistance with self-care activities, body movement activities or communication, and the reason for needing assistance is either 'long-term health condition lasting six months or more' or 'disability'.

.. Not applicable. **na** Not available.

Source: AIHW (unpublished) *National Social Housing Survey 2014*.

Contextual information

Table 17A.56 **Housing composition by tenure type (per cent)**

	2007–08	2009–10	2011–12
<i>Proportion of households, by tenure type:</i>			
Home owners/purchasers	68.3	68.8	67.5
Renters			
Private rental	23.9	23.7	25.1
Public housing (a)	4.5	3.9	3.9
Total renters (b)	29.7	28.7	30.3
All households (c)	100.0	100.0	100.0

(a) Includes all households renting from a State or Territory housing authority.

(b) Includes other landlord type, which accounts for about 4 per cent of all renters in 2007–08, 2009–10 and 2011–12.

(c) Includes other tenure types, which account for about 3 per cent of all households in 2009–10 and 2 per cent of all households in 2007–08 and 2011–12.

Source: ABS *Housing Occupancy and Costs*, 2011–12, Canberra.

Table 17A.58 Households residing in community housing (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>
2011	0.7	0.5	0.6	0.6	1.1	0.7	0.5	2.9	0.7

(a) Excludes 'visitors only' and 'other not classifiable' households.

Source: ABS (2012) *2011 Census of Population and Housing*, Canberra.

Table 17A.59 **Public housing policy context, 2014 (f)**

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
Eligibility								
Income limit per week (\$)	560	501 (Limit is for single person)	609 (single person, no children), \$755 (single person with one child, \$877 (single person with two children), \$999 (single person with three or more children)	430	970 (single, no children); Limits vary depending on household type	501	\$669 (single with no dependants); \$836 (family of two people); \$836 plus \$112 each (family of three or more people).	1 540
Other asset limits (\$)	Nil	30 000	\$87 125 (single household) and \$108 250 (two or more person household)	38 400	339 250	35 000	40 000	116 275
Minimum age (years)	Generally 18 years (can be 16 or 17 under special circumstances)	15 as per section 14 1(g) of the Housing Act 1983	None - need to meet independent income eligibility criteria	16	None	16	16	16
Waiting list								
Segment by	Single list of approved clients	Priority (four segments - three priority segments and one 'wait turn' segment)	Need (Four segments)	Need	Need (four segments)	Category 1-4 where 1 = highest priority	Need (three segments)	Integrated waiting list allocated by application date
Tenure								
Probation period	Nil	None	12 months for ex-tenants excluded under anti-social behaviour policy	None	12 months (up to 24 months where required)	6 months	None	6 months
Fixed term	2, 5 or 10 years	Generally no. The anti-social behaviour policy has fixed term tenancies in certain circumstances	Since 1 July 2012, new tenancies are fixed term for a period of 3 years.	3 and 6 months	1, 2, 5 and 10 years	Variable tenure length	Applied in specific circumstances	2 years

Table 17A.59 Public housing policy context, 2014 (f)

	NSW (b)	Vic (c)	Qld (d)	WA (e)	SA (f)	Tas (g)	ACT (h)	NT (i)
Ongoing	Yes	Reviewable for tenancies (except 65 years plus) commenced after November 1997. Lifetime for pre November 1997 tenancies.	Subject to review	Ongoing	Ongoing leases only apply to tenants housed before 1 October 2010	na	Yes	2 Years
Tenancy review	Yes	Periodic review	Based on ongoing need and eligibility	Annually and at the end of fixed term agreements	Probationary and fixed term leases reviewed prior to end of lease	na	Limited review arrangements apply	6 monthly
Rebated rent setting								
Rent-to-income ratio (%)	25–30	25	25	25	25	25	25	23 (maximum)

(a) At 30 June.

(b) *Income limit*: Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet tenancy obligations.

Minimum age: Generally, an applicant must be at least 18 years of age before a provider can consider them for social housing. However, a provider will consider applicants aged between 16 and 17 under these conditions: i) They meet all the general eligibility criteria for social housing, and ii) They have an income, and iii) Social housing is the best way to meet their accommodation needs, and iv) The provider is satisfied they are able to meet tenancy obligations.

Waiting list: Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.

Tenure: three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases.

Tenancy review criteria: Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; Three month: the need for continuing emergency temporary accommodation; Six-month: repayment or demonstrated commitment to repayment of outstanding debt.

Rent to Income Ratio: Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.

- (c) Public housing tenancies in Victoria are ongoing tenancies that are subject to review after 5 years for tenancies which commenced after November 1997 (exemption for 65 years plus). For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Rent to income ratios are: 25 per cent of assessable income and 15 per cent of Centrelink family payments and Maintenance Payments. Limits are for a single person.
- (d) Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.
- (e) Income limit for singles in the north west and remote areas is \$610 per week. Income limits for singles with a disability is \$540 (\$760 in the north west and remote areas). Singles over 60 years of age are subject to a cash asset limit of \$80 000, and singles with a disability may be subject to a cash asset limit of \$100 000. Data prior to 2012 have been revised from the previous Report.

Table 17A.59 **Public housing policy context, 2014 (f)**

	<i>NSW (b)</i>	<i>Vic (c)</i>	<i>Qld (d)</i>	<i>WA (e)</i>	<i>SA (f)</i>	<i>Tas (g)</i>	<i>ACT (h)</i>	<i>NT (i)</i>
(f)	Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.							
(g)	Housing Tasmania adopted a 25 per cent rental model in October 2011. Clients in the lowest income categories have been grandfathered on the existing sliding rent model.							
(h)	Tenure/Tenancy Review: The Public Rental Housing Assistance Program provides for a review where a tenant's income exceeds \$94,000 for two consecutive years and their income is sustainable in the longer term. The Fixed Term Tenancies Policy was implemented in August 2012 to assist Housing ACT to require tenants with poor tenancy history to access support and to oblige them to follow additional tenancy terms for a 12 month period in order to re-enter the public housing system with the possibility that tenancy maybe terminated if terms were not followed.							
(i)	Limit is for married or defacto couple aged under 55 years, with four children aged under 18 years and who are eligible for a 3 bedroom dwelling. At completion of a satisfactory tenancy, the tenant will be offered a lease at the next tenure.							

na Not available.

Source: State and Territory governments (unpublished).

Table 17A.60 **SOMIH housing policy context, 2014 (a)**

	<i>NSW (b)</i>	<i>Qld (c)</i>	<i>SA (d)</i>	<i>Tas (e)</i>
Eligibility				
Income limit per week (\$)	560	609 (single person, no children), \$755 (single person with one child, \$877 (single person with two children), \$999 (single person with three or more children).	970 (single, no children); Limits vary depending on household type	501
Other asset limits (\$)	None	\$87 125 (single household) and \$108 250 (two or more person household)	339 250	35 000
Minimum age (years)	Generally 18 years (can be 16 or 17 under special circumstances)	None - need to meet independent income eligibility criteria	None	16
Segment by	Single list of approved clients	Segmented by need and is combined with public housing	Need (four segments)	Category 1-4 where 1 = highest priority
Probation period	None	12 months for ex-tenants excluded under anti-social behaviour policy	12 months (up to 24 months where required)	6 months
Fixed term	2, 5 or 10 years	Since 1 July 2012, new tenancies are fixed term for a period of 3 years.	1, 2, 5 and 10 years	Variable tenure length
Ongoing	Yes	Subject to review	Ongoing leases only apply to tenants housed before 1 October 2010	na
Tenancy review	Yes	Based on ongoing need and eligibility	Probationary and fixed terms leases reviewed prior to end of lease	na

Table 17A.60 **SOMIH housing policy context, 2014 (a)**

	NSW (b)	Qld (c)	SA (d)	Tas (e)
Rent-to-income ratio (%)	25–30	25	na	na

(a) At 30 June.

(b) **NSW: Income limit:** Limit is gross amount for a single adult. The first \$5,000 of savings and financial assets is exempt from assessment. Interest on amounts above \$5,000 is assessed and this rate is aligned to the Centrelink deeming rate. An asset of a property that provides a viable alternative to social housing and income derived from property ownership is assessed. Applicants under 18 years of age may be assessed for assistance when they meet general eligibility criteria, have an income, social housing is the best way to meet their housing needs and the provider is satisfied they are able to meet

Minimum age: Generally, an applicant must be at least 18 years of age before a provider can consider them for social housing. However, a provider will consider applicants aged between 16 and 17 under these conditions: i) They meet all the general eligibility criteria for social housing, and ii) They have an income, and iii) Social housing is the best way to meet their accommodation needs, and iv) The provider is satisfied they are able to meet tenancy

Waiting list: Generally, clients are housed in the following order: priority housing, transfer on a priority basis or relocation for management purposes, wait turn housing and wait turn transfer.

Tenure: three month leases are for clients offered emergency temporary accommodation. Six month leases are for clients who are considered unsatisfactory or less than satisfactory former tenants. Six month provisional leases are for clients who are applying for Recognition as a Tenant. Continuous leases apply to tenants housed before 1 July 2005 who have lived continuously in a property owned or managed by Housing NSW since being housed. Housing NSW no longer offers continuous leases.

Tenancy review criteria: Ownership or part-ownership of property that could provide a viable housing alternative; Household income level; Disability, medical condition or permanent injury; *Three month:* the need for continuing emergency temporary accommodation; *Six-month:* repayment or demonstrated commitment to repayment of outstanding debt.

Rent to Income Ratio: Subsidised rent is calculated according to the tenant's household size, type and gross assessable income. Where the tenancy commenced before February 1990, Housing NSW assessed Aged, Disability and Veterans Affairs pensions at 18 per cent, from 12 October 2009, increasing by 1 per cent each year to 25 per cent of income is paid in rent at October 2015. From 6 July 2009 the Aboriginal Housing Office (AHO) rent calculations include the full amount of Commonwealth Rent Assistance (CRA) for eligible AHO households.

(c) Six month periodic tenancies are applied to applicants housed under the housing ineligible applicant policy and applicants housed under the Resource Communities eligibility policy.

(d) **SA:** Fixed term leases were implemented for all new tenants housed from 1 October 2010. The length of lease is determined on the basis of compliance with the conditions of tenancy and household circumstances.

(e) **Tasmania:** The rent-to-income ratio is indicative only. The majority of households pay amounts within this range, but some pay lesser or higher amounts, depending on household composition and the relationship of household members to the tenant, for example, boarder, parent, independent child.

na Not available.

Source: State and Territory governments (unpublished).

Data quality information — Housing, chapter 17

Data quality information

Data quality information (DQI) provides information against the seven ABS data quality framework dimensions, for a selection of performance indicators in the Housing chapter. DQI for additional indicators will be progressively introduced in future reports.

Where Report on Government Services indicators align with National Agreement indicators, similar data quality information is included in the Steering Committee's reports on National Agreements to the COAG Reform Council.

Technical DQI has been supplied or agreed by relevant data providers. Additional Steering Committee commentary does not necessarily reflect the views of data providers

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Data collections

Public housing data collection

Data quality information for this data collection has been drafted by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all public housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Australian Institute of Health and Welfare (AIHW). Data sets are provided annually to the AIHW by jurisdictions. The annual data collection captures information about public rental housing dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all public rental housing indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.

Data Quality Framework Dimensions

Institutional environment	The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au). The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.
Relevance	The data collected are an administrative by-product of the management of public rental housing programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.
Timeliness	Data are collected annually, for the financial year ending 30 June. The public rental housing data reported in RoGS 2015 are for 2013-14 (the most current data available).
Accuracy	There are some known accuracy issues with the data collected: <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, information about disability is not mandatory to report under program eligibility requirements;• Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements;

- many jurisdictions do not update income information for non-rebated households, outputs produced that require income information may not be complete and accurate;
- estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
- disaggregation can lead to small to very small cell sizes which may be volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

New South Wales

- Since a system change in 2010, NSW continues to report problems encountered when linking files containing date variables within their system. This may occur when linking 'Dwelling history', 'Household' and 'Waitlist' files. Where date variables contradict between files, they are recoded as missing.
- Data on 'number of Aboriginal and Torres Strait Islander households at 30 June' is incomplete and unreliable so is substituted with estimates based on data from the 2011 census.

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology;

measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.

State and Territory Government housing authority's bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

Specific State/Territory issues are:

Tasmania

In 2013-14, 2,222 public housing dwellings were transferred to be managed by the community sector, and 238 new tenancies were unable to be coded as new allocations or transfers due to system issues.

Accessibility

Annual data is reported in *Housing Assistance in Australia*, which is available publically on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection data manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Some known data quality issues are associated with the public housing

administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.

- Data substitution may be used in instances where the jurisdiction(s) has not captured all of the data required to produce an output, for example, total number of Aboriginal and Torres Strait Islander households at 30 June, and gross and assessable income.

State owned and managed Indigenous housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various — all state owned and managed Indigenous housing (SOMIH) indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'.
Measure (computation)	Various
Data source/s	Australian Institute of Health and Welfare (AIHW). Data sets are provided annually to the AIHW by jurisdictions. The data contain information about SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. This data source is used for all SOMIH indicators except 'net recurrent cost per dwelling', 'amenity/location' and 'overall satisfaction'

Data Quality Framework Dimensions

Institutional environment	<p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The data collected are an administrative by-product of the management of State Owned and Managed Indigenous Housing (SOMIH) programs run by the jurisdictions and conform well in terms of scope, coverage and reference period. Separately funded SOMIH programs are managed in only four jurisdictions – New South Wales, Queensland, South Australia and Tasmania.</p> <p>Classifications used for income, greatest need and vacancy reason are not consistent across the jurisdictions and are mapped to a common standard.</p>
Timeliness	<p>Data are collected annually, for the financial year ending 30 June. The SOMIH data reported here are for 2013-14 (the most current data available).</p>
Accuracy	<p>There are some known accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors;• not all jurisdictions capture all data items so substitution is required to calculate some outputs of this collection. Data items affected are gross and assessable income. In addition, disability status is derived using the receipt of a disability pension as a proxy in some jurisdictions;• for some jurisdictions, information about disability is not mandatory to report under program eligibility requirements;• Aboriginal and Torres Strait Islander status is self-identified and not mandatory to report under program eligibility requirements;• many jurisdictions do not update income information for non-rebated households, outputs produced that require income information may not be

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- complete and accurate;
 - estimates produced using the Accessibility/Remoteness Index of Australia (ARIA) are rounded and this may cause discrepancies between estimates produced for regions and those produced for the total of the regions;
 - disaggregation can lead to small to very small cell sizes which may be volatile - very small cells have been suppressed to protect confidentiality.

Specific State/Territory issues are:

New South Wales

- Since a system change in 2010, NSW continues to report problems encountered when linking files containing date variables within their system. This may occur when linking 'Dwelling history', 'Household' and 'Waitlist' files. Where date variables contradict between files, they are recoded as missing.

Queensland

- Individual Aboriginal and Torres Strait Islander status is not collected. SOMIH households are assumed to be Aboriginal and Torres Strait Islander households.

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Coherence over time has been affected by changes in methodology:

- measurements using low income cannot be directly compared with low income figures produced prior to 2009-10 due to a change in methodology;
- measurements of overcrowding cannot be directly compared with figures produced prior to 2009-10 due to a change in methodology
- measurements of underutilisation cannot be directly compared with figures produced prior to 2011-12 due to a change in methodology.

State and Territory Government housing authorities' bedroom entitlement policies may differ from the Canadian National Occupancy Standard which is used in dwelling utilisation calculations.

Accessibility

Annual data as reported are available publically on the AIHW website. Disaggregated data and unit record data may be requested through the national data repository and provided subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the public rental housing collection manual which is available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Some known data quality issues are associated with the SOMIH administrative datasets when compared across jurisdictions, including incomplete or missing information, out-of-date information and coding errors.
- Data substitution may be used in instances where the jurisdiction(s) have not captured all of the data required to produce an output, for example, gross and assessable income.

Community housing data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Various
Indicator	Various
Measure (computation)	Various
Data source/s	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from Community Housing Organisations (CHO's) via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about CHO's, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	<p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous CHO's). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. Additional jurisdiction-specific inclusions and exclusions also apply. These jurisdiction-specific inclusions and exclusions reflect a number of factors including differences in the definition of community housing across jurisdictional legislation, difficulties in identifying some organisations among those that are not registered or funded by the state/territory housing authority and some inconsistencies in reporting such as the inclusion of transitional housing and National Rental Affordability Scheme (NRAS) dwellings owned or managed by CHO's.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually, either for the full financial year ending 30 June or as at 30 June.
Accuracy	<p>The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. Data are incomplete for some jurisdictions due to non-reporting or under reporting by CHO's. The response rate differs between jurisdictions – as outlined below.</p> <ul style="list-style-type: none">• New South Wales - Of the 120 community housing organisations, 32 responded to the survey accounting for 98 per cent of the total dwelling portfolio.• Victoria - Of the 102 community housing organisations, 80 responded to the

survey accounting for 99 per cent of the total dwelling portfolio.

- Queensland - Of the 265 community housing organisations, 101 provided administrative data accounting for approximately 70 per cent of the total dwelling portfolio.
- Western Australia - Of the 34 registered community housing organisations, 28 responded to the survey accounting for 97 per cent of the total dwelling portfolio.
- South Australia – of the 80 community housing organisations, 79 responded to the survey accounting for 100 per cent of the total dwelling coverage.
- Tasmania - Of the 72 community housing organisations, 43 responded to the survey accounting for 97 per cent of the total dwelling portfolio.
- The Australian Capital Territory – All of the 5 community housing organisations responded to the survey accounting for 100 per cent of the dwelling portfolio.
- The Northern Territory – Administrative data only was provided for all 37 community housing organisations.

There are some accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- for some organisations, some information may be self-identified and not mandatory to report under program eligibility requirements e.g. Aboriginal and Torres Strait Islander status and disability information;
- data for 'tenancy rental units by remoteness' may differ to data for 'total tenancy rental units' due to postcode information being unavailable for some tenancy rental units and data cleaning to treat for missing data;
- disaggregation can lead to small cell sizes which are volatile - very small cells are suppressed to protect confidentiality; and
- there are inconsistencies across jurisdictions in the reporting of National Rental Affordability Scheme (NRAS) properties managed by community housing organisations. Data for these properties was unavailable for New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory.
- waitlist data is reported separately for each social housing program. Where jurisdictions have an integrated waitlist (ACT, NSW, NT, Qld, WA,), applicants may be counted for each program for which they are applying. In some jurisdictions, CHO's may additionally maintain and allocate housing to households on their own waiting list.

Specific known State/Territory issues are:

New South Wales

Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHOs provide unit record data. Over time this will result in improved data quality, however, as 2013-14 is the first time under the new system, some data quality issues have arisen. These will be addressed during 2014-15.

Victoria

- In 2013-14, there continues to be a large number of records with

inconsistencies in the data reported by community housing organisations. The jurisdiction is working with organisations to identify and resolve these, and improve data.

South Australia

- Updated accredited social housing management software has allowed organisations to separate out financial data that was previously reported together. This has led to the collection of improved rent data.

Tasmania

- There were a large number of records with unknown responses.

Coherence

Data for individual jurisdictions may not be comparable across reporting periods, nor with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

There were changes in the methodology used from 2010–11 for collecting data on community housing waiting lists in all jurisdictions. In May 2009, Housing Ministers agreed to integrate public and community housing waiting lists in all jurisdictions by July 2011. New South Wales, Queensland, Western Australia, the Australian Capital Territory, and the Northern Territory, each have integrated waiting lists. South Australia has a register that integrates multiple community housing waiting lists into a single housing register and Tasmania uses a manual integrated system. In Victoria, community housing organisations may fill some vacancies using the public housing waiting list. Comparisons of waitlist data from years prior to 2010-11 should not be made with data from subsequent years due to the implementation of integrated waitlists with the potential for applicants to be counted in waitlist data across more than one social housing collection.

Specific known State/Territory issues are:

Victoria

- In 2013-14, there continues to be a large number of records with inconsistencies in the data reported by community housing organisations. The jurisdiction is working with organisations to identify and resolve these, and improve data.

Queensland

- Affordable Housing Program data has been included for the first time in 2013-14 data. This data was not available in prior years. As rent setting policies under this program are based on a discount to market, and not as a proportion of income, the inclusion of this data would tend to increase the proportion of income allocated to rent.
- Improvements have been made in the identification of households containing a member identifying as Aboriginal and Torres Strait Islander, with a disability and with a non-English speaking background.
- From 2011-12, system improvements have led to better data capture for new tenancies resulting in improved coverage and data quality.

South Australia

- Improvement in reporting methods has led to increased data provision and decrease in missing data.
- In previous years the waitlist data was reported based solely on the Community Housing Customer Register. Applicants for NRAS properties were registered on a separate waitlist. Since 2012-13, wait list data has been reported together for applicants for community housing and applicants for affordable housing. As affordable housing rent setting policies are

based on a discount to market, and not as a proportion of income (the norm for community housing), the inclusion of this data would tend to increase the proportion of income allocated to rent.

Tasmania

- Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14. This has led to a doubling of in scope dwellings. This has increased the total tenancy rental units and affected related performance indicators. Due to relatively short transfer period before reporting, some data (particularly financial data) related to these transfers was not available. Indicators relying on such data that are reported as proportions may not have moved in line with the increase in tenancy rental units.

Northern Territory

- Changes to stock holdings have altered breakdowns of the total number of tenancy rental units by remoteness.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

<meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.
- Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this undercoverage.

Indigenous community housing (ICH) data collection

Data quality information for this data collection has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element Various

Indicator Various – all ICH indicators

Measure computation Various

Data source/s Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data obtained from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).

The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted.

An ICHO is any Aboriginal and/or Torres Strait Islander organisation that is responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.

The data collection only includes information about ICHOs that received government funding for the provision of housing assistance within the financial year, with the exception of counts of known unfunded ICHOs (D19b) and the number of permanent dwellings managed by these unfunded ICHOs (D1b).

Timeliness Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13. Data is currently reported a year later than other housing and homelessness data collections as some jurisdictions are unable to submit data for data cleaning and compilation until late September due to audit timelines.

Accuracy Reported findings are based on data reported by jurisdictions to the AIHW. There are some known issues with the accuracy of data collected:

- In Victoria and Tasmania, data was sourced from a survey of ICHOs specifically designed to meet national reporting requirements. In other jurisdictions, data was drawn from existing administrative records e.g. based

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- on a previous survey or dwelling audits. This limits data comparability across jurisdictions e.g. due to data currency, data completeness and missing data.
- In 2012-13, New South Wales, Queensland, South Australia and Western Australia were unable to provide complete dwelling and household-level data and instead provided some data at the aggregate ICHO-level. This limits data comparability across jurisdictions, particularly due to data completeness and missing data.
 - Data was not provided for all ICHOs – the data may not be representative of all ICHOs operating within 2012-13, the dwellings they managed or the households they assisted.
 - Complete data was not reported for all ICHOs as per the national standards reflecting inconsistencies in the data recorded about individual households/dwellings within ICH administrative systems, missing records and proxy data being reported where the required data was not captured as per the national standard.
 - High rates of unknown values were reported for some data items.
 - This collection does not include an Aboriginal and Torres Strait Islander identifier - all households are assumed to include at least one Aboriginal and Torres Strait Islander member.

Specific State/Territory issues are:

New South Wales

- Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHO's provide unit record data. Over time this will result in improved data quality, however, as 2013-14 is the first time under the new system, some data quality issues have arisen. These will be addressed during 2014-15. NSW is now able to report information about funded ICHOs, the dwellings they managed and the households they assisted. Prior to 2012-13, NSW reported proxy information about providers that were actively registered with the Aboriginal Housing Office. Some of these registered providers were not funded. This change in the population reported within the data collection may have contributed to the reported decrease in the number of funded ICHOs in 2012-13 and the reported changes across a number of descriptive data and performance indicators.
- Information on additional bedrooms required for a household is not available.

Victoria:

- In 2012-13, data quality continued to improve, with an improved survey response rate and coverage for household and rent data compared to previous years.

Queensland, Western Australia and South Australia

- Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority. The performance indicator results for these dwellings may differ to the results for dwellings where tenancy management services were provided by ICHOs.

Queensland

- From 2012-13, data about households living in permanent dwellings are not comparable with previous data. From 2012-13, missing household records are no longer imputed by QLD. Prior to 2012-13, this data was imputed based on

the assumption that there was one household living in each permanent dwelling. This change in methodology contributes to a large reported decrease in the number of households assisted and the number of overcrowded households.

- Information on rent is not collected from ICHOs. Where tenancy management services were provided by the state housing authority, this information was extracted from government administrative systems. Where tenancy management services were provided by local government councils, this information was based on quarterly reports. The rent collection rate and average weekly rent collected may differ between dwellings where tenancy management services were provided by government bodies compared with ICHOs.
- Data for improvised dwellings is not available.

Western Australia

- For 2012-13, where only partial information that is required to calculate overcrowding was known, WA imputed the remaining information. This change in methodology contributed to the reported increase in the number of households included in the calculation of overcrowding and may have contributed to the reported decrease in overcrowding.

South Australia

- From 2012-13, information is only reported for tenancies managed by the state housing authority and not tenancies managed by ICHOs (with the exception of an estimated count of permanent dwellings managed by funded ICHOs). This change in methodology contributed to the reported decrease in the size of the sector and variations in performance indicator results.
- A new system implementation in 2012-13 led to unexpected data quality issues in the reported data for additional bedrooms and occupancy. As a result data for overcrowding and occupancy for 2012-13 is unavailable for national reporting.

Tasmania

- Information on households, including the number of additional bedrooms required, is not reported by Tasmanian ICHOs. As a result, this information is not available for national reporting.
- A new arrears policy was implemented in 2012-13. This contributed to improvements in data quality for rent.

Northern Territory

- The NT government has advised that approximately 4000 dwellings were transferred from Indigenous housing to remote public housing during 2008-09, a further 631 dwellings were transferred in 2009-10 and no further transfers have occurred since. These dwellings are not currently reported in either the ICH data collection or the public housing data collection. As a result, total social housing in the NT continues to be under-reported, and performance indicator results are not reflective of total social housing stock.

Performance indicators, reported as proportions have been adjusted for non-response by excluding unknown values and missing responses from the denominator. The national performance indicators, reported as proportions, were calculated using data from only those jurisdictions where both numerator and denominator were available and valid. In the absence of an independent and reliable national data set containing information about the size and characteristics of the ICH sector, no other attempt was made to correct the data for errors e.g. where no information was provided for an ICHO, where there were missing records for specific households/dwellings managed by an ICHO, for missing records, or for unknown values.

Coherence

Where coverage of data is less than 95 per cent, details are included in the DQS for the relevant performance indicators. These are available from <http://www.pc.gov.au>

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQS in the relevant edition of this report.

From 2009–10, the scope of most data items within the ICH collection was restricted to ICHOs that received funding within the financial year. This is consistent with the scope of the 2006–07 and earlier collections. In comparison, in the 2008–09 and 2007–08 collections, more data items reflected the performance of both funded and unfunded ICHOs.

Previously, the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009, responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.

Specific State/Territory issues are:

Victoria

- From 2009–10 both Aboriginal Housing Victoria and ICHO activity was reported, since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.

Tasmania

- In previous collections, one property used as a health and welfare centre was incorrectly reported. This property is no longer reported within the collection, contributing to some variations over time.

South Australia

- From 2012-13, data is only reported for tenancies managed by the state housing authority. Prior to 2012-13, all dwelling and household data was based on tenancy and asset audit data.

Australian Capital Territory

- ACT reported having no in-scope providers in 2012-13.

Accessibility

Annual data is reported in *Housing Assistance in Australia*, which is available publicly on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (<http://www.aihw.gov.au/publication-detail/?id=60129543695>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

- Key data gaps/ issues**
- This data collection undercounts total sector activity, due to missing data for some in-scope ICHOs.
 - This data collection may not accurately represent the characteristics of the sector, due to issues including data not being provided for some in-scope ICHOs, incomplete data being reported for some ICHOs, unknown values being reported for some data items.
 - The community housing data development work being undertaken under the Housing and Homelessness Data Network's work plan for 2014-15 is designed to address longstanding data quality issues associated with community housing data in the long-term.

National Social Housing Survey data collection

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	<i>Amenity/location</i> (Public Housing (PH), State Owned and Managed Indigenous Housing (SOMIH) and Community Housing (CH)) <i>Customer satisfaction</i> (PH, SOMIH and CH) <i>Dwelling condition</i> (PH, SOMIH and CH)
Measure (computation)	Various
Data source/s	AIHW A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program

Data Quality Framework Dimensions

Institutional environment	<p>The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).</p> <p>The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and must approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.</p>
Relevance	<p>The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.</p>
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.</p> <p>Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July. Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant</p>

Accuracy

satisfaction relate to the 12 months up to the time of the survey.

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below). Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and fit-for-purpose, representing a response rate for the 2014 survey of 32.4 per cent, considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent . A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
CH		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
SOMIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions) Trend data should therefore be interpreted with caution.

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

Data Gaps/Issues Analysis

**Key data gaps/
issues**

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

Performance indicators

Special needs

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<p>The proportion of new tenancies for public housing, SOMIH and community housing that are allocated to households with special needs</p> <p><i>Derivation: Households with special needs are those that satisfy at least one of the following conditions:</i></p> <ul style="list-style-type: none">• <i>the Aboriginal and Torres Strait Islander household definition;</i>• <i>or that have a household member with a disability;</i>• <i>or where the principal tenant is aged 24 years or under;</i>• <i>or where the principal tenant is aged 75 years or more.</i>
Measure (computation)	<p><u>Definition</u>: the proportion of new tenancies allocated to households with special needs.</p> <p><u>Numerator</u>: the number of newly allocated tenancies to households with special needs, for whom special needs status is known</p> <p><u>Denominator</u>: total number of newly allocated tenancies</p> <p><u>Computation</u>: calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage.</p>
Data source/s	<p><i>Public housing and SOMIH</i></p> <p>Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.</p> <p><i>Community housing</i></p> <p>Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.</p>

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	<p><i>Public housing and SOMIH</i></p> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation. <p><i>Community housing</i></p> <p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation</p>

(excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2014.

Accuracy

There are some accuracy issues with the data collected:

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some accuracy issues with the data collected:

For National Rental Affordability Scheme (NRAS) properties, managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory data about applicants (including their special needs status), data about applicants (including their special needs status) were unavailable. This may affect the reported proportion for this indicator.

Only households with complete information have been included in the calculation.

New Households assisted by special needs status (known or not known) by jurisdiction									
	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
New households with special needs assisted	3,158	2,292	2,367	1,651	996	1,759	168	na	12,391
Excludes:									
New households with unknown special needs status	78	138	357	178	158	1,080	0	na	1,989
Exclusions (%)	2.5%	6.0%	15.1%	10.8%	15.9%	61.4%	0.0%	na	16.1%

Specific State/Territory issues are:

Tasmania:

Due to the transfer of 2,222 properties from Public Housing and SOMIH portfolios to the Community Housing sector late within the collection cycle, a significant proportion of the data required to measure this indicator was not

Coherence provided, contributing to the high exclusion rate. Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Community housing

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

Specific State/Territory issues are:

South Australia:

- The number of new households where special needs status is known has increased, and improved collection method has led to a significant reduction in the number of records that contained an unknown value between 2012-13 and 2013-14. In prior years, the proportion of special needs households assisted may have been overstated, as households that did not satisfy the special needs criteria may have been over represented in households with unknown special needs status, and therefore excluded from the calculation of this indicator. The proportion of new households with special needs assisted decreased from 77.4 per cent in 2012-13 to 55.6 per cent in 2013-14. This may be a correction that aligns closer to the actual underlying proportion, and should not be taken to reflect a significant decrease in special needs allocations.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

- Data set sourced via a survey of community housing organisations. There is variable coverage across jurisdictions.
- The data sets for public housing and SOMIH have inaccuracies to varying degrees.
- Not all data items required are available for all households. Only households with complete information have been included in these calculations.

Priority access to those with greatest need

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	<i>Priority access to those in greatest need</i> for public housing, SOMIH and community housing
Measure (computation)	<u>Definition</u> : The proportion of new allocations to households in greatest need. <u>Numerator</u> : Number of new allocations to households in greatest need. <u>Denominator</u> : Total number of new allocations. <u>Computation</u> : calculated separately for public rental housing, SOMIH and community housing and expressed as a percentage. The measure is also disaggregated by the amount of time spent on the waiting list before allocation.
Data source/s	<i>Public housing and SOMIH</i> Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. <i>Community housing</i> Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey collection tool and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	See ‘Data collections’ data quality information (Page 3).
Relevance	<i>Public housing and SOMIH:</i> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.• Not all data items required are available for all households. Only households with complete information have been included in the calculation. Specific state/territory issues are: <u>Tasmania</u> : While need assessments for Tasmanian SOMIH applicants are made, details are not recorded in the Tasmanian Housing Information System. As such, greatest need status and allocations are not reported for Tasmanian SOMIH applicants.

	<p>Community housing:</p> <p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agency. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Not all data items required are available for all households. Only households with complete information have been included in the calculation.</p>
Timeliness	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2015 are for the 2013-14 financial year, which are the most recent available.
Accuracy	<p>There are some accuracy issues with the data collected:</p> <p>Public housing and SOMIH</p> <ul style="list-style-type: none"> • the administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and data coding or recording errors • Not all data items required are available for all households and only households with complete information have been included in the calculation. <p><i>Specific state/territory issues are:</i></p> <p><u>New South Wales:</u></p> <p>From 2012, the rent and income information for applicants in the private rental market is no longer collected and so is not available to determine greatest need due to 'very high rental housing costs'. As a result data reported against this measure is likely to be understated.</p> <p>Community housing</p> <p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations.</p> <p>There are some accuracy issues with the data collected:</p> <ul style="list-style-type: none"> • the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors. • data may not be collected and reported in a manner consistent with national data definitions; and • data about National Rental Affordability Scheme (NRAS) properties managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.
Coherence	Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Public housing and SOMIH

Specific state/territory issues are:

New South Wales:

For the total number of new applicants in the waiting list who have a 'greatest need', data are not comparable to 2010-11, which was the only year that 'very high rental housing costs' was included as a greatest need reason.

Community housing

Variability occurs in the state and territory government programs reported in the community housing data collection, survey response rates, completeness rates and other data quality issues.

Specific state/territory issues are:

South Australia:The proportion of new allocations to households in greatest need has increased from 49.8 per cent in 2012-13 to 76.6 per cent in 2013-14, as improved data collection processes and systems have led to increased identification of those with greatest need amongst new allocation households.

Tasmania

- Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14. Due to relatively short transfer period before reporting, some data (particularly special needs, greatest need and financial data) related to these transfers was not available. Indicators relying on such data that are reported as proportions have not moved in line with the increase in tenancy rental units. In 2013-14, the proportion of new allocations to those in greatest need (29.2 per cent) is understated compared 2012-13 (81 per cent).

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes the following key data gaps/issues:

- The administrative data sets for public housing and SOMIH have inaccuracies to varying degrees and care should be taken in comparing data across jurisdictions or between years.
- Data are sourced via a survey of community housing organisations to which not all organisations respond. No adjustments are made for this under-coverage.
- Not all data items required are available for all households. Only households with complete information have been included.

Dwelling condition

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	Dwelling condition for public housing, community and SOMIH
Measure (computation)	<p>Definition: The proportion of households that have four working facilities and no more than two major structural problems.</p> <p><u>Numerator</u>: number of tenants who indicated that their household has at least 4 facilities and that they are working and did not indicate that they had more than two major structural problems.</p> <p><u>Denominator</u>: number of tenants who gave a valid answer to the facilities and structural problems question multiplied by 100.</p> <p><u>Computation</u>: Number of tenants who said their household has four working facilities and no more than two major structural problems divided by number of tenants who gave a valid answer to the facilities question and structural problems question multiplied by 100.</p>
Data source/s	<p>AIHW</p> <p>A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.</p> <p>Fieldwork for the SOMIH face-to-face component was undertaken in NSW</p>

from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values. A considerable proportion of tenants did not answer the Aboriginal and Torres Strait Islander status question: 20.1 per cent of PH tenants, 0.9 per cent of SOMIH tenants and 20.2 per cent of CH tenants did not provide a response.

A small proportion did not provide an answer to the household facilities question (0.8 per cent for PH; 0.3 per cent for SOMIH; 1.2 per cent for CH) or the structural problems question (7.0 per cent for PH; 1.5 per cent for SOMIH; 8.7 per cent for CH).

Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased.

As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias.

Jurisdiction	Sample size	Response rate
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%

NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
MIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW. No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

- Coherence** In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).
- Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.
- Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. The sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.
- Accessibility** Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.
- Interpretability** Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

Data Gaps/Issues Analysis

Key data gaps/ issues

Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

Access to social housing by people with disability

Data quality information for this data collection has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Equity – access
Indicator	This indicator is used to identify households where at least one member always or sometimes needs assistance with core activities, and provides a basis for further disaggregations of measures of Amenity/location, Customer satisfaction, Dwelling condition for Public Rental Housing (PH), State Owned and Managed Indigenous Housing (SOMIH) and Community Housing (CH). See also the DQI for these indicators.
Measure (computation)	<p><u>Definition</u>: The proportion of households with at least one household member with ‘disability’ or ‘long-term health condition lasting six months or more’ who needs assistance with core activities.</p> <p>Derivation: Any person in the household who always or sometimes needs assistance with self-care activities, body movement activities or communication activities AND the reason for needing assistance is either ‘disability’ or ‘long-term health condition lasting six months or more’.</p> <p><u>Numerator</u>: Number of households where at least one member always or sometimes needs assistance with core activities</p> <p><u>Denominator</u>: Number of all households</p> <p><u>Computation</u>: Calculated separately for public rental housing, SOMIH and Community housing and expressed as a percentage.</p>
Data source/s	A private sector data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview, and in South Australia and Tasmania SOMIH data were collected via postal and online (self-completion). For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program

Data Quality Framework Dimensions

Institutional environment	See ‘Data collections’ data quality information (Page 3).
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample.
Timeliness	<p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.</p> <p>Fieldwork for the SOMIH face-to-face component of the 2014 survey was undertaken in NSW from the 19 May-5 June and in QLD from 3 June-2July.</p>
Accuracy	<p><u>Missing data</u></p> <p>Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.</p>

Response rates

The accuracy of the outputs related to Core Activity Need for Assistance from the 2014 NSHS are affected by the response rates for the questions on assistance required for self-care, mobility and communication.

Rate of Non Response	Housing type (per cent)		
	PH	CH	SOMIH
Self-care yourself	10.0%	9.7%	3.2%
*Self-care household	21.9%	19.3%	7%
Mobility yourself	9.5%	9.9%	2.9%
*Mobility household	22.3%	20.6%	6.8%
Communication yourself	9.0%	8.6%	3.2%
*Communication household	22%	19.8%	6.9%
Long-term health condition	6.5%	6.3%	3.6%
Disability	6.5%	6.3%	3.6%

* The denominator is based on households where the household was described as other than a single person living alone.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes. For more information refer to the NSHS Collection DQI.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

The weighted estimate of the total number of households in PH, CH and SOMIH housing requiring assistance with core activities, and the weighted estimate of the total number of households in PH CH and SOMIH Housing were calculated and are provided below:

Public Housing	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Households requiring assistance with core activities	32101	17949	12945	7165	9657	3294	2040	977
All Households	109,369	62,967	46,847	29,281	36,960	10,415	10,404	3,843

Proportion requiring assistance	29%	29%	28%	24%	26%	32%	20%	25%
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Community Housing	NSW	Vic	Qld	WA	SA	Tas	ACT
Households requiring assistance with core activities number	6723	2131	2336	1090	999	714	170
All Households number	26,194	7,801	10,011	6,310	4,051	2,056	519
Proportion requiring assistance	26%	27%	23%	17%	25%	35%	33%

SOMIH	NSW	Qld	SA	Tas
Households requiring assistance with core activities number	498	385	388	64
All Households number	4,488	3,171	1,715	311
Proportion requiring assistance	11%	12%	23%	21%

Coherence

Commencing with the 2014 survey, the NSHS collected information on whether and to what extent a long term health condition or disability restricts core activities for the respondent or someone in the household. The information is consistent with data collected in the Specialist Homelessness Services Collection and based on the Core Activity Need for Assistance concept first used in the 2006 Census to identify people with a 'profound or severe core activity limitation' using similar criteria to the Survey of Disability, Ageing and Caring (SDAC). This population is defined as people with a disability who need assistance in their day to day lives with any or all of the following core activities – self-care, body movements or communication.

Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Accessibility

Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data of data are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

'Net recurrent cost per dwelling' — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for Public housing
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of public housing dwellings <u>Computation</u> : Net recurrent costs divided by the total number of public housing dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.
Accuracy	There may be some accuracy issues with the data collected as new information systems are commissioned.
Coherence	Coherence over time has been affected by the following, and makes comparisons over time potentially misleading: <ul style="list-style-type: none">• Changes to the scope of the collection over time preventing comparisons between years.• Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes• Data have been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
Accessibility	Data are reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social

housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis — The Secretariat will complete this section

**Key data gaps/
issues**

The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Net recurrent cost per dwelling — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	Net recurrent cost per dwelling for State owned and managed Indigenous housing (SOMIH)
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of SOMIH dwellings <u>Computation</u> : Net recurrent costs divided by the total number of SOMIH dwellings
Data source/s	Data are provided annually to Secretariat by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Caution should be exercised when interpreting results due to: <ul style="list-style-type: none">• Variations in scope and/or definitions between administrative systems.• Variations in how programs operate across jurisdictions; and• Jurisdictions may use more than one source of data which may impact on data quality.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2013-14.
Accuracy	There may be some accuracy issues with the data collected arising from information systems changes.
Coherence	Coherence over time has been affected by the following, and makes comparisons over time potentially misleading: <ul style="list-style-type: none">• Changes to the scope of the collection over time preventing comparisons between years.• Data within jurisdictions may not be comparable to previous years due to variation in the program delivery and funding changes Data have been affected by different issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the

chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Net recurrent cost per tenancy — Community housing

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per tenancy for community housing</i>
Measure (computation)	<u>Numerator</u> : Total net recurrent costs for year ending 30 June 2013 <u>Denominator</u> : Total number of tenancy (rental) units at 30 June 2013
Data source	Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment	See ‘Data collections’ data quality information (Page 3).
Relevance	<p>Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.</p> <p>The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.</p>
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012–13.
Accuracy	<p>Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. The measure involves the division of annual net recurrent costs by a count of tenancy rental units at 30 June. Care is required when interpreting results due to stock flows and changes in occupancy status within the financial year.</p> <p>There are some accuracy issues with the data collected:</p> <ul style="list-style-type: none">• the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;• not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions; and,• data about National Rental Affordability Scheme (NRAS) properties

managed by community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were not reported.

Specific State/Territory issues are:

Tasmania

- Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14.
- Due to relatively short transfer period before reporting, some data (particularly financial data), related to these transfers was not available. Indicators relying on financial data, such as net recurrent cost have not moved in line with the increase in tenancy rental units.

Coherence

Comparisons across reporting periods, jurisdictions and other social housing sectors may be affected by variability in the programs reported in the community housing data collection by different state and territory governments, and in survey response rates, completeness rates and other data quality issues. Specific State/Territory issues are:

South Australia

- Data supplied for 2011-12 were incorrect. Revised data have been provided.

Accessibility

Annual data is reported in Housing Assistance in Australia, which is available from the AIHW website

<www.aihw.gov.au/housing-assistance-publications/>.

Additional disaggregations of data are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary

<meteor.aihw.gov.au/content/index.phtml/itemId/236882>.

Supplementary information can be found in the housing collection data manuals which are available from the AIHW website

< meteor.aihw.gov.au/content/index.phtml/itemId/429998>.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Care should be taken when comparing data across jurisdictions or between years as most data are sourced via a survey of community housing organisations and are subject to variations in response rate and data collection practices.

Net recurrent cost per dwelling — Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Net recurrent cost per dwelling</i> for ICH
Measure (computation)	<u>Numerator</u> : Net recurrent costs <u>Denominator</u> : The total number of permanent dwellings managed by funded Indigenous Community Housing Organisations (ICHOs). <u>Computation</u> : Net recurrent costs divided by the total number of permanent dwellings managed by funded ICHOs.
Data source/s	Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.
Accuracy	There are known accuracy issues with the data collected. <ul style="list-style-type: none">• This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member.• Care should be used when comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.• Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Aboriginal and Torres Strait Islander households for which household groups and dwelling details are known.• Where the coverage of the data relating to a performance indicator is less than 95 per cent in a jurisdiction or at the national level, details of the coverage are provided. <u>Completeness coverage:</u> <ul style="list-style-type: none">• New South Wales: 21 per cent• Queensland: 48.5 per cent• Northern Territory: 0.0 per cent

- South Australia: 0.0 per cent
- National: 69.5 per cent

Specific State/Territory issues:

New South Wales

- Data for recurrent expenses does not reflect the whole sector. It comprises of \$4.9 million spent by funded aboriginal housing providers that provided data as at June 2013 and \$27.51 million spent by AHO as recurrent expenses on the Aboriginal community housing sector.

Queensland

- The increase in the number of dwellings transitioning to the department for tenancy management has contributed to an increase in maintenance work and the recurrent expenditure.

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, in 2009-10, the scope of the ICH collection was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2012-13), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time prevent comparisons between years. Largely, restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

New South Wales:

- In the 2012-13 collection, the ICH sector reported data from Aboriginal Community Housing Providers that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from Aboriginal Community Housing Providers (ACHPs) that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria). From 2009-10, Victoria has reported on an additional 18 agencies

since assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP) program, which was previously managed by the Commonwealth. Thus, care is advised when comparing data with earlier reference periods.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ [Steering committee to update notes.]

issues The Steering Committee notes the following key data gaps/issues:

- Care should be used comparing data across or between jurisdictions because aggregate data are sourced from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.
- This reflects the considerable variation in the way ICH operates in each jurisdiction, and differences in policy and program environments. These variations impact on the capacity to produce statistical outputs consistent in terms of concepts and methodologies.

Occupancy rates — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Occupancy rates</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<u>Definition</u> : Proportion of dwellings that are occupied <u>Numerator</u> : Number of dwellings that are occupied. <u>Denominator</u> : Total number of dwellings <u>Computation</u> : calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.
Data source/s	<i>Public housing and SOMIH</i> Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions. <i>Mainstream community housing</i> Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction’s administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected. <i>Indigenous community housing</i> Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (conducted by jurisdictions) and survey data from ICHOs. The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the AIHW as part of the Housing Ministers Advisory Committee work program. The AIHW is an Australian Government statutory authority accountable to Parliament and operates under the provisions of the Australian Institute of Health and Welfare Act 1987. This Act ensures that the data collections managed by the AIHW are kept securely and under strict conditions with respect to privacy and confidentiality. More information about the AIHW is available on the AIHW website (www.aihw.gov.au).
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The AIHW receives, compiles, edits and verifies data in collaboration with jurisdictions, which retain ownership of the data and approve any jurisdiction level output before it is released. The finalised data sets are used by the AIHW for collation, reporting and analysis.

Relevance

Public housing and SOMIH:

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting. Occupancy status is not available for all tenancy rental units. Only tenancy rental units with complete information have been included in the calculation.

Indigenous community housing:

ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people. All data items exclude dwellings managed by unfunded organisations unless specified otherwise (for example D1b - number of dwellings managed by funded *and unfunded* ICHOs; and D19b - number of funded *and unfunded* ICHOs).

Timeliness

Data are collected annually, for the financial year ending 30 June.

Public housing, SOMIH and mainstream community housing

Data are reported as at 30 June. The most recent data available for reporting are at 30 June 2014.

Indigenous community housing

The reference period for this indicator for ICH is at 30 June 2013, based on the 2012-13 data collection.

Accuracy

There are accuracy issues with the data collected.

Public housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees across jurisdictions, including missing data, out-of-date data and data coding or recording errors.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them. There are some accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have

inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors; and

- not all organisations capture and report occupancy status – data may not be collected and reported in a manner fully consistent with national data definitions.

Specific State/Territory issues:

New South Wales

- Unit record level data was provided for the first time in 2013-14. Some providers have reported incomplete tenancy data, resulting in occupancy rates being understated.

Northern Territory

- Unit record level data is not collected. The jurisdiction imputes this data and reports that all tenantable rental units are occupied.

Indigenous community housing

Complete data was not available for all dwellings or ICHOs in every jurisdiction, and so may not fully reflect the entire funded portion of the jurisdiction. To compensate for poor coverage, the denominator only includes households for which household groups and dwelling details are known.

The coverage rates of ICHOs for jurisdictions where coverage is less than 95 per cent are

- Northern Territory: 0 per cent
- Queensland: 61 per cent.
- The overall coverage at the National level is 89 per cent.

Specific State/Territory issues:

Queensland

- Data related to occupancy is not available for all Aboriginal and Torres Strait Islander community housing properties as household information is not collected from the dwellings owned by ICH providers. Previously, this information was calculated by dividing total households by total available dwellings and assuming one household per dwelling.

Northern Territory

- Information related to occupancy is not reported for ICH.

South Australia

- Due to the implementation of a new system data are not available for 2012-13.

Western Australia

- WA's state housing authority's administrative systems from which the collection is drawn have inaccuracies to varying degrees. The data reported for the calculation of dwelling utilisation did not comply with national data definitions. Therefore, data for 2012-13 may not be reliable or comparable with previous years or data from other jurisdictions.

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Mainstream community housing

Data for individual jurisdictions may not be comparable across reporting

periods, nor with other social housing sectors due to differences in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

Indigenous community housing

Data is collected from ICHOs using a survey collection tool. Not all ICHOs respond to the request for data each year. Variability in the ICHOs that provide data each year may affect coherence.

New South Wales

- For 2012-13 Aboriginal Community Housing Providers were in scope for the collection if they were funded. This was a change in scope from previous years. Prior to 2012-13, Aboriginal Community Housing Providers (ACHPs) that were in-scope for the collection were those that were actively registered with the Aboriginal Housing Office (AHO), regardless of their funding status. For the purposes of the collection up to 2012-13, active registration was used as a proxy for funding, although active registration did not mean that a provider was actually funded. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/issues The Steering Committee notes the following key data gaps/issues:

- ICH data for this indicator are affected by poor coverage and the un-reported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used comparing data across or between jurisdictions, because aggregate data are sourced from jurisdictions' own data systems and may vary in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Turnaround time

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Turnaround time</i> for public housing and SOMIH
Measure (computation)	<p><u>Definition</u>: The average time taken to rent housing stock through normal processes.</p> <p><u>Numerator</u>: Total number of days that dwellings were vacant.</p> <p><u>Denominator</u>: Total number of vacancy episodes</p> <p><u>Computation</u>: calculated separately for public rental housing and SOMIH and expressed in days.</p> <p>Some vacancy episodes are excluded from the calculation of this indicator.</p>
Data source/s	Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	<p>The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of reference period.</p> <p>The indicator is measured as the total number of days that dwellings were vacant for the year ending 30 June, divided by the total number of vacancy episodes for the year ending 30 June.</p>
Timeliness	Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2015 are as at 30 June, 2014, which are the most recent available.
Accuracy	<p>The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.</p> <p>Jurisdictions have different data collection and reporting practices in a number of areas which limit data comparability across jurisdictions. Data are not comparable across jurisdictions as there is considerable variation across jurisdictions in the mix of dwellings included in the categories of vacancy and considerable variation in the length of vacancies in those categories.</p> <p>In Victoria, Queensland, Western Australia and Tasmania between 82 per cent and 100 per cent of vacancies are those 'available to rent through normal processes'. For New South Wales, the Australian Capital Territory and the Northern Territory vacancies 'available to rent through normal processes' account for between 24 per cent and 82 per cent of vacancies. The remainder include vacancies for newly constructed/purchased dwellings, dwellings that have undergone major redevelopment work and dwellings that are considered hard-to-let.</p>

Specific state/territory issues are:

SA: Data was not provided for 2013-14 reporting due new contracting arrangements for dwelling maintenance which did not fully capture the required information. Data is expected to be provided from 2014-15.

Coherence Data may not be comparable to previous years due to differences in the accuracy and availability of the data over time. Turnaround time figures were unavailable for the Northern Territory in 2012-13 and for South Australia in 2013-14. Please refer to the turnaround time indicator data quality statement for each year when comparing data across years.

Data from 2011-12 are not comparable with earlier data as categories for recording vacancies changed. Turnaround times before 2011-12 were recorded as either 'normal' or 'not normal'. From 2011-12 five vacancy codes exist which provide a greater level of granularity and consistency across jurisdictions.

Accessibility Annual data is reported in *Housing Assistance in Australia*, which is available publicly on the AIHW website. Additional disaggregations are available on application and may be subject to the AIHW's confidentiality policy and approval from jurisdictions. Data can be requested via the online customised data request system <https://datarequest.aihw.gov.au>; or obtained from the Communications, Media and Marketing Unit on (02) 6244 1032 or via email to info@aihw.gov.au. Data requests are charged on a cost-recovery basis.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing and Homelessness Data Dictionary (AIHW Cat no. HOU269) (<http://www.aihw.gov.au/publication-detail/?id=60129543695>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- there are differences across jurisdictions in how vacancy episodes and reasons for vacancies are reported which limit data comparability across jurisdictions, and
- this indicator is sensitive to a number of jurisdictional differences e.g. in stock profiles, policies on the maintenance of properties after they have been vacated, eligibility criteria and stock allocation policies, capital works and disability modification programs, outsourcing arrangements and legislative requirements e.g. covering abandoned goods policies.

‘Rent collection rate’ — Public housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions’ administrative data sets.
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'Rent collection rate' — State owned and managed Indigenous housing

Data quality information for this indicator has been drafted by the Secretariat, in consultation with the Housing and Homelessness Working Group, with additional Steering Committee comments.

Indicator definition and description

Element	Output – efficiency
Indicator	<i>Rent collection rate</i> for Public housing
Measure (computation)	<u>Definition</u> : Total rent collected as a proportion of the rent charged <u>Numerator</u> : Total rent collected from public housing tenants for the year ending 30 June <u>Denominator</u> : Total rent charged for the year ending 30 June <u>Computation</u> : Total rent collected for the year ending 30 June / Total rent charged for the year ending 30 June.
Data source/s	Data are provided annually to the Steering Committee by jurisdictions and are sourced from administrative data held by jurisdictions. Financial information is for the year ending 30 June.

Data Quality Framework Dimensions

Institutional environment	Data were provided to the Secretariat by jurisdictions. The Secretariat receives, compiles, edits and verifies data in collaboration with jurisdictions, who retain ownership of the data and must approve any jurisdiction level output before it is released.
Relevance	The data collected are an administrative by-product of the management of public rental housing run by the jurisdictions and conform well in terms of scope, coverage and reference period.
Timeliness	Data are collected annually for the financial year ending 30 June. The most recent data available are for 2011-12.
Accuracy	There are known accuracy issues with the data collected. The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.
Coherence	Care is required when making comparisons across jurisdictions for reasons of varying accuracy (details above).
Accessibility	Annual data as reported are available publicly in the Report on Government Services.
Interpretability	Metadata and definitions relating to this data source can be found in the chapter glossary. Supplementary information can be found in the Social housing financial data collection manual upon request from the Steering Committee.

Data Gaps/Issues Analysis

Key data gaps/issues	The Steering Committee notes the following key data gaps/issues: <ul style="list-style-type: none">• Care should be taken when making comparisons across jurisdictions due to variations in jurisdictions' administrative data sets.
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Rent collection rate — Community housing and Indigenous community housing

Data quality information for this indicator has been provided by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element Output – efficiency

Indicator *Rent collection rate* for ICH

Measure (computation) Definition: Total rent collected as a proportion of the rent charged

Indigenous community housing

Numerator: Total rent collected by funded Indigenous Community Housing Organisations (ICHOs) for the year ending 30 June

Denominator: Total rent charged by funded ICHOs for the year ending 30 June

Computation: Total rent collected by funded ICHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.

Mainstream community Housing

Numerator: Total rent collected by funded Community Housing Organisations (CHOs) for the year ending 30 June

Denominator: Total rent charged by funded CHOs for the year ending 30 June

Computation: Total rent collected by funded CHOs for the year ending 30 June / Total rent charged by funded ICHOs for the year ending 30 June.

Data source/s ***Indigenous community housing***

Australian Institute of Health and Welfare (AIHW). Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data and dwelling audits (held by jurisdictions) and survey data from ICHOs.

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June.

Mainstream community housing

Data are provided annually to the Australian Institute of Health and Welfare (AIHW) by jurisdictions and are sourced from community housing organisations via survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings they manage and the tenants assisted. Limited financial information from the previous financial year is also collected.

Data Quality Framework Dimensions

Institutional environment See 'Data collections' data quality information (Page 3).

Relevance ***Indigenous community housing***

ICH for the purposes of this collection includes all dwellings targeted to Aboriginal and Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people. All data items except D1b (number of dwellings managed by funded and unfunded ICHOs) and D19b (number of funded and unfunded ICHOs) exclude dwellings managed by unfunded organisations.

Mainstream community housing:

- Community housing for the purpose of this collection includes all tenancy (rental) units under management of a community housing organisation. Additional jurisdiction-specific inclusions and exclusions also apply.
- The data collected by the jurisdictions conform well in terms of the reference period; however due to the jurisdiction-specific inclusions and exclusions the data does not conform well in terms of scope and coverage.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Indigenous community housing

Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13.

Mainstream community housing

Data are collected annually, for the financial year ending 30 June. The mainstream community housing data reported in RoGS 2015 are as at 30 June, 2014, which are the most recent available.

Accuracy

Indigenous community housing

There are known issues with the accuracy of data collected:

- This collection does not include an Aboriginal and Torres Strait Islander identifier; all households are assumed to include at least one Aboriginal and Torres Strait Islander member.
- Care should be used in comparing data across jurisdictions due to variation in scope and/or definitions between administrative systems. This reflects the variation in how ICH operates across jurisdictions. Jurisdictions may use more than one source of data which may impact data quality.
- Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Aboriginal and Torres Strait Islander households for which households groups and dwelling details are known.
- Where the coverage of the data relating to a performance indicator is less than 95 per cent in a jurisdiction or at the national level, details of the coverage are provided.

Completeness coverage:

- New South Wales: 40 per cent

- South Australia: 73.2 per cent
- Northern Territory: 84.7 per cent
- National: 77.5 per cent

Specific State/Territory issues:

Queensland

- Rent data is extracted from internal financial systems or based on local councils' quarterly reports and is not collected From ICH providers for dwellings they own and manage.

South Australia

- Data on rent charged to tenants is unavailable.

Mainstream community housing

The administrative data and survey data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Coherence

Indigenous community housing and mainstream community housing

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Indigenous community housing

Coherence over time has been seriously affected by the following, and makes comparisons over time potentially misleading:

- For reasons of data quality and availability, the scope of the ICH collection in 2009–10 was restricted to include only funded organisations. For unfunded organisations (i.e. ICHOs that received funding in previous financial years but not in 2010–11), only ICHO and dwelling numbers are reported.
- Previously the Australian Government had administrative responsibility for some ICHOs in Victoria, Queensland and all ICHOs in Tasmania. Data for these dwellings were reported collectively under the jurisdiction 'Australian Government'. In 2009 responsibility for these ICHOs was transferred to the respective jurisdiction, and data for these dwellings are now reported under the relevant state or territory.
- Changes to the scope of the collection over time are preventing comparisons between years. Largely restricting the scope for 2009-10 to funded ICHOs only returns the collection to the scope of the 2006-07 and earlier collections. For the 2008-09 and 2007-08 collections, unfunded ICHOs were included.
- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- Data has been affected by different quality issues each year. For specific caveats on previous years' data, consult the footnotes and DQI in the relevant edition of this report.

Specific State/Territory issues:

New South Wales

- In the 2012-13 collection, the ICH sector reported data from Aboriginal

Community Housing Providers that were funded. This is a change in scope from previous years. Prior to 2012-13, The ICH sector collected data from Aboriginal Community Housing Providers (ACHPs) that were actively registered with the Aboriginal Housing Office (AHO), rather than by their funding status. For the purposes of this collection, active registration was used as a proxy for funding, but it was noted that active registration does not guarantee funding. The data provided is for permanent dwellings managed by ACHPs that are registered with AHO and provided data as at June 2013.

- For 2012-13, rent collected is based on 'Approved providers' only. NSW Aboriginal Housing Authority is currently undertaking a major reform process – Build and Grow. ICHO's participating in the process are separated into two categories. Approved providers and head leased providers. Rents collected from 'headlease providers' will not be used until the current repairs and maintenance program has been completed and rents have risen to a comparable level. Prior to 2012-13, rent collected is based on both 'Approved providers' and 'head leased providers'.

Victoria

- Prior to 2009-10, Victoria reported against one agency (Aboriginal Housing Victoria) under the ICH. From 2009-10 Victoria reported on an additional 18 agencies assuming administrative responsibility for the former Community Housing and Infrastructure Program (CHIP), previously managed by the Commonwealth. Thus, care is advised when comparing 2012-13 data with earlier reference periods.
- Variation in the completeness of household composition data may impact on the coherence of dwelling utilisation data.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues [Steering committee to update notes.]

The Steering Committee notes the following key data gaps/issues:

- Due to poor coverage, only those ICHOs for which both rent collected and rent charged were known are included.
- ICH data for this indicator are affected by poor coverage and the unreported portion of the sector may not have the same characteristics as the reported portion.
- Care should be used when comparing data across or between jurisdictions, since aggregate data come from jurisdictions' own data systems and may show variations in scope and/or definition. Some jurisdictions have used more than one administrative data source, while others have used surveys to collect data.

Amenity

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Amenity</i> for public housing (PH), community housing (CH) and State Owned and Managed Indigenous Housing (SOMIH)
Measure (computation)	<p><u>Definition:</u> The proportion of all tenants who said that an amenity was important to their household and met their household needs, summed across all eight amenities.</p> <p><u>Numerator:</u> Number of tenants who said the amenity aspect is important and meets their needs.</p> <p><u>Denominator:</u> Number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs).</p> <p><u>Computation:</u> Number of tenants who said the amenity aspect is important and meets their needs divided by number of tenants who said the amenity aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
Data source/s	AIHW <p>A contracted data collection agency was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two

jurisdictions (New South Wales and Queensland).

The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May–5 June and in QLD from 3 June–2 July.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Only a small proportion of tenants did not provide a response to any of the questions relating to amenity (1.3 per cent for PH; 0.4 per cent for SOMIH; 1.3 per cent for CH), however the number of missing cases varies for each feature (see table below).

Missing data (proportion)	PH	SOMIH	CH
Importance			
Size of home	7.3	2.1	5.5
Number of bedrooms	9.4	3.3	8.1
Modifications for special needs	10.0	2.6	8.3
Easy access and entry	6.3	1.9	5.9
Car parking	6.2	1.4	4.7
Yard space and fencing	5.6	1.2	5.1
Privacy of the home	5.8	1.8	4.6
Safety and security within the home	5.2	1.6	3.9
Safety and security outside of the home within the neighbourhood	4.2	1.1	4.1
Energy efficiency	4.8	1.2	4.3
Water efficiency	4.7	1.4	4.3
Thermal comfort	5.5	1.9	4.8
Meets needs			
Size of home	8.4	2.6	7.6
Number of bedrooms	12.5	3.5	11.0
Modifications for special needs	10.7	5.8	10.4
Easy access and entry	9.7	3.5	8.1

Car parking	8.8	3.5	7.7
Yard space and fencing	8.4	2.6	8.4
Privacy of the home	9.5	3.8	8.4
Safety and security within the home	9.4	3.0	8.1
Safety and security outside of the home within the neighbourhood	8.1	2.6	7.6
Energy efficiency	8.6	3.6	7.9
Water efficiency	8.2	3.8	7.6
Thermal comfort	8.0	2.9	7.3

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased. If the non-respondents are not systematically different in terms of how they would have answered the questions, there may be no bias, either in comparisons across jurisdictions or over time. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%

CH		
NSW	1061	26.3%
VIC	367	40.8%
QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
SOMIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5,350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

'Location'

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Location</i> for public housing, community and SOMIH
Measure (computation)	<p><u>Definition</u>: The proportion of tenants who said that the location of measured facilities and services was important to their household and met their household needs, summed across all nine location aspects</p> <p><u>Numerator</u>: Number of tenants who said the location aspect is important and meets their needs</p> <p><u>Denominator</u>: Number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs)</p> <p><u>Computation</u>: Number of tenants who said the location aspect is important and meets their needs divided by number of tenants who said the location aspect is important and gave a valid answer to the needs question (meets or does not meet needs) multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH, and expressed as a proportion.</p>
Data source/s	AIHW <p>A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMICH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two

jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).

The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14 August 2014.

Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May–5 June and in QLD from 3 June–2 July.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

Only a small proportion of tenants did not provide a response to any of the questions relating to location (1.5 per cent for PH; 0.5 per cent for SOMIH; 1.7 per cent for CH), however the number of missing cases varies for each facility/service (see table below).

Missing data (proportion)			
Importance			
Shops and banking facilities	3.3	1.2	3.1
Public transport	4.3	1.5	4.3
Parks and recreational facilities	6.6	2.3	5.4
Emergency services, medical services and hospitals	3.8	1.4	3.5
Child care facilities	8.0	2.3	7.3
Education and training facilities	7.6	1.8	7.0
Employment or place of work	7.6	2.2	6.6
Community and support services	5.8	1.6	5.4
Family and friends	4.9	1.7	4.7
Meets needs			
Shops and banking facilities	6.9	2.9	6.6
Public transport	7.7	4.8	7.5
Parks and recreational facilities	9.4	4.6	9.1
Emergency services, medical services and hospitals	7.8	3.7	7.8

Child care facilities	8.7	4.0	8.5
Education and training facilities	8.9	3.6	8.5
Employment or place of work	8.6	3.7	8.5
Community and support services	8.2	3.5	8.1
Family and friends	8.0	3.0	7.8

Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where respondents completed the survey face- to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0%
VIC	585	36.2%
QLD	564	43.3%
SA	619	45.5%
ACT	504	24.7%
WA	954	27.3%
TAS	506	34.9%
NT	509	27.3%
CH		
NSW	1061	26.3%
VIC	367	40.8%

QLD	370	35.9%
SA	354	32.8%
ACT	124	24.0%
WA	361	37.1%
TAS	300	29.2%
SOMIH		
NSW	501	53.0%
QLD	500	64.3%
SA	307	18.7%
TAS	83	26.9%

Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies,

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50

per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions). Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error.

Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- Survey weights are applied to the data when calculating outputs and performance indicators.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.

Affordability

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments. Similar data quality information is included in the Steering Committee's Report to the COAG Reform Council on the National Affordable Housing Agreement.

Indicator definition and description

Element	Outcome
Indicator	The level of housing affordability for low income households of public rental housing, SOMIH and community housing
Measure (computation)	<p><u>Definition</u>: the proportion of rental households in the <i>National Housing Assistance Data Repository</i> (NHADR) for the relevant year, with equivalised gross household income at or below the bottom 40 per cent income quintile cut off for the <i>ABS Survey of Income and Housing</i>, that spend more than 30 per cent of that income on rent.</p> <p><u>Numerator</u>: number of low income rental households spending more than 30 per cent of their equivalised gross household income on rent</p> <p><u>Denominator</u>: total number of low income rental households</p> <p><u>Computation</u>: calculated separately for public housing, SOMIH and community housing and expressed as a percentage.</p> <p><i>Low income households</i></p> <p>The ABS defines low income households as those households in the bottom 40 per cent of the equivalised disposable (gross income less taxes) household income distribution based on the <i>Survey of Income and Housing</i>. For this indicator, the AIHW identifies low income households by using equivalised gross household income data sourced from the AIHW's <i>National Housing Assistance Data Repository</i> and applying the bottom 40 per cent per cent quintile cut-offs from the equivalised <u>gross</u> household income distribution of the <i>ABS Survey of Income and Housing</i>. Households with equivalised gross income falling below the relevant cut off point are considered to be a low income household.</p> <p><u>Computation for numerator</u></p> <p>Public housing and SOMIH:</p> <p>(a) Household income is the gross household income</p> <p>(b) Rental expenses is the amount of rent charged to the household;</p> <p>Community housing:</p> <p>(a) Household income is gross household income excluding CRA</p> <p>(b) Rental expenses is the amount paid in rent plus any rates required to be paid by the renter less CRA or other ongoing rental assistance</p> <p>Public housing, SOMIH and community housing:</p> <p>The numerator is the count of households where (b) exceeds 30 per cent of (a).</p> <p><u>Computation for denominator</u>: count of all low income households with income and rental details known.</p>

Data source/s *Public housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and state owned and managed Indigenous

housing dwellings, households assisted and households on the waitlist during the previous financial year and at 30 June, and are drawn from administrative data held by the jurisdictions.

Community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey of community housing providers and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

ABS Survey of Income and Housing

The 2013-14 **ABS Survey of Income and Housing** low-income cut-offs (that is, the 40th percentile of equivalised gross household incomes for the 2012-13 financial year) were not available so the 2011-12 cut-offs were used in their place.

Data Quality Framework Dimensions

Institutional environment

See 'Data collections' data quality information (Page 3).

Relevance

Public housing and SOMIH:

- The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.
- Not all data items required are available for all households. Only households with complete information have been included in the calculation.
- 2013-14 ABS Survey of Income and Housing low-income cut-offs were not available so the 2011-12 cut-offs were used in their place. As a result, a small number of low income households falling between the 2011-12 and 2013-14 cut-offs have been excluded from the calculation of this indicator.

Community housing:

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding those managed by Indigenous community housing organisations). Dwellings are excluded where the tenancy is managed by the State Housing Authority or by a Specialist Homelessness Services agency.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Timeliness

Data are collected annually, for the financial year ending 30 June. The data reported in RoGS 2015 are for the 2013-14 financial year.

Accuracy

There are some accuracy issues with the data collected:

Public housing and SOMIH

- the administrative data sets from which this collection is drawn have inaccuracies to varying degrees, including missing data, out-of-date data and

data coding or recording errors

- not all data items required are available for all households and only households with complete information have been included in the calculation
- households where either assessable income or rent charged equals zero are excluded
- income information is not current for some households not in receipt of a rental rebate; this may lead to an over-estimation of the proportion of low income households spending more than 30 per cent of their income on rent.

where disaggregation has resulted in small cell sizes within the data cells that could compromise confidentiality, the data in these cells have been suppressed to protect confidentiality.

State/Territory specific issues:

New South Wales.

From 2012, NSW only collects rent and income information from households when they apply for a subsidy; it is no longer collected or updated for tenants not seeking such assistance. In 2013-14, 32.8 per cent of SOMIH households (1,463) and 8.7 per cent of public rental households (9,299) were excluded from affordability calculations due to missing income information.

South Australia.

SA does not collect gross income, and uses assessable income to estimate equivalised 'gross' income which is then used in determining low income status. In 2013-14, 17.9 per cent of SOMIH households (312) and 12.6 per cent of public rental households (4,783) were excluded from affordability calculations due to missing income information.

Australian Capital Territory

A data system improvement implemented in 2013–14 enabled identification of household income from all sources and therefore a more accurate report of gross household income. In prior years, household income reflected assessable income.

Community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information tabulated below was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total Low income households	21,542	10,758	na	5,661	4,591	1,752	464	na	44,768
Excludes:									
Low income households with unknown gross income and rent details	31	127	na	104	39	5	0	na	306
Exclusions (%)	0.1	1.2	na	1.8	0.8	0.3	0.0	na	0.7

There are some accuracy issues with the data collected:

- the community housing organisation and state/territory housing authority administrative systems from which this collection is drawn have inaccuracies to varying degrees including missing data, inconsistent data, out-of-date data and data coding or recording errors;
- all jurisdictions have noted that there are inconsistencies in how the adjustment for CRA is applied by different organisations. Some organisations deduct CRA from rent (which is appropriate); others add CRA to gross income (this overstates rent as a proportion of income) and others fail to adjust for CRA altogether. Where CRA was added to gross income, rent will be overstated as a proportion of gross income; and the number of low income households could be understated, as gross income may incorrectly have been boosted past the bottom 40 per cent quintile cut-offs from the ABS Survey of Income and Housing. The impact of inappropriate CRA adjustments has not been quantified for any jurisdiction.
- not all organisations capture and report all data items – data may not be collected and reported in a manner consistent with national data definitions;
- data about National Rental Affordability Scheme (NRAS) properties managed by some community housing organisations in New South Wales, Queensland, the Northern Territory, and the Australian Capital Territory were unavailable.

State/Territory specific issues:

Victoria

In 2013-14, there continues to be unresolved inconsistencies in the data reported by community housing organisations. The jurisdiction is working with the relevant organisations to identify the source of errors and amend the reporting methodology to improve data quality.

South Australia

Updated accredited social housing management software has allowed organisations to separate out financial data relating to CRA and rent. This has improved data quality as the proportion of equivalised gross income spent on rent can now be calculated after rent is adjusted appropriately for CRA.

Coherence

Data cannot be fully compared with previous years as modifications in reporting methodology and improved compliance processes may have contributed significantly to changes observed between 2013-14 and prior years.

Public housing and SOMIH

State/Territory specific issues:

New South Wales.

- Data from 2009-10 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the jurisdiction. From 2010-11 onwards, organisations provide the unit record data to the jurisdiction. This has resulted in improved data quality.
- SOMIH data for 2009-10 and earlier reporting periods may not be comparable due to a change in the way income is calculated.

Community Housing: Organisations and jurisdictions have progressively identified and corrected inconsistencies in how the adjustment for CRA is applied, and data across particular years may no longer be comparable (based on the timing of the correction). Depending on the methodology used in prior years, the number of low income households may have been understated (for example in years where CRA was added to gross income) or the proportion of

gross income paid as rent may have been overstated (in years where CRA was not deducted from rent).

The increased reporting of data for NRAS dwellings managed by community housing organisations is a factor contributing to an increase in the proportion of households paying more than 30 per cent as rent in community housing . As NRAS rents are set at 20-25 per cent discount to prevailing market rates, and community housing rents are set as a percentage of assessable income, NRAS market based rents tend to be higher. An increase in NRAS rental properties in CHO portfolios would explain higher proportions of household incomes being paid as rent.

State/Territory specific issues:

Western Australia:

Community housing organisations manage a mix of housing programs and charge rents based on a mix of income based and market based rent setting policies. Community housing tenants pay 25 per cent of gross income as rent (after rent is adjusted for CRA); Affordable Housing (including NRAS) tenants pay 30 per cent of gross income as rent (after rent adjusted for CRA); and tenants who failed to verify incomes pay 75 per cent of market rent.

Queensland:

Affordable Housing Program data has been included for some organisations for the first time in 2013-14. This data was not available 2012-13.

- Accessibility** Annual data will be reported in *Housing Assistance in Australia*, which will be available publicly on the AIHW website. Additional disaggregations of data are available on application and subject to jurisdiction approval.
- Interpretability** Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147). Supplementary information can be found in the housing collection manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

- Key data gaps/ issues** The Steering Committee notes the following key data gaps/issues:
- Data cannot be compared with previous years due to a change in the definition of low income, with CRA no longer included in household income from 2010-11 onwards.
 - This indicator defines low income households as those in the bottom 40 per cent of equivalised gross household income. They are not directly comparable to low income households defined using equivalised disposable income data (e.g., the primary measure which sources ABS data).
 - **Public housing and SOMIH:** the administrative data sets from which this indicator is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors. Not all data items required are available for all households. Only households with complete information have been included in the calculation. Income information for some households not in receipt of a rental rebate may not be current, leading to over-estimation of the proportion of low income households in spending more than 30 per cent of income on rent.
 - **Community Housing:** a higher proportion of low income households may appear to be in rental stress as some providers cannot exclude CRA when rent data is provided. In these cases rent will be overstated as a proportion of gross income.

Match of dwelling to household size — public housing, state owned and managed Indigenous housing (SOMIH), mainstream community housing and Indigenous community housing (ICH)

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Indicator definition and description

Element	Outcome
Indicator	<i>Match of dwelling to household size</i> for public housing, SOMIH, mainstream community housing and ICH.
Measure (computation)	<p><u>Definition</u>: the proportion of households where dwelling size is not appropriate due to overcrowding.</p> <p><u>Numerator</u>: number of overcrowded households, calculated using the Canadian National Occupancy Standard (CNOS).</p> <p><u>Denominator</u>: the number of households.</p> <p><u>Computation</u>: calculated separately for public housing, SOMIH, mainstream community housing and ICH and expressed as a percentage.</p>
Data source/s	<p><i>Public rental housing and SOMIH</i></p> <p>Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2013-14 collection year.</p> <p><i>Mainstream community housing</i></p> <p>Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.</p> <p><i>Indigenous community housing</i></p> <p>Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data from Indigenous Community Housing Organisations (ICHOs).</p> <p>The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. The latest data are for the 2012-14 collection year.</p>

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	<p><i>Public housing and SOMIH</i></p> <ul style="list-style-type: none">• The data collected are an administrative by-product of the management of

public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

- Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Mainstream community housing

Community housing dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Indigenous community housing organisations, State Housing Authorities or Specialist Homelessness Service agencies). Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Indigenous community housing:

- The ICH data collection contains information about ICHOs, the dwellings they manage and the households assisted. An ICHO is any Aboriginal and/or Torres Strait Islander organisation that are responsible for managing medium to long term housing for Aboriginal and Torres Strait Islander people. This includes community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.
- There were no in-scope ICHOs reported within the Australian Capital Territory within 2012-13.

Timeliness

Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2014 for public rental housing, SOMIH and mainstream community housing.

Indigenous community housing

Data are collected annually for the financial year ending 30 June. The most recent data available are for 2012-13. Data are currently reported a year later than other housing data collections as some jurisdictions are unable to submit data within national reporting timelines.

Accuracy

There are some accuracy issues with the data collected. The agreed methodology for determining overcrowding requires the age, sex and relationship status of all tenants within a household to be known, as well as the number of bedrooms within the dwelling. Only households with complete information available are included in the calculation of the indicator.

Public rental housing and SOMIH

- The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recoding errors.

Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete

information have been included in the calculation.

PH	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	109,370	63,048	50,570	32,315	38,008	8,250	10,727	4,720
Excludes:								
Households for which bedroom or required bedroom details unknown	1,096	2,412	0	1	384	3	899	89
Exclusions as a % of total ongoing households	1.0	3.8	0.0	0.0	1.0	0.0	8.4	1.9

SOMIH	NSW	Vic	Qld	WA	SA	Tas
Total ongoing households	4,504	..	3,270	..	1,741	275
Excludes:						
Households for which bedroom or required bedroom details unknown	73	..	0	..	67	0
Exclusions as a % of total ongoing households	1.6	..	0.0	..	3.8	0.0

.. Not applicable.

State/Territory specific issues:

- Victoria records individuals who live in more than one household, in both households (this may occur where care of dependants is shared between parents). This may result in an some duplication in the reported number of overcrowded households.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under-reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Total ongoing households	24,805	13,101	na	6,529	5,809	4,577	530	na	66,708
Excludes:									
Households for which household old and tenancy details unknown	128	975	na	64	128	2,348	3	na	3,646
Exclusions (%)	0.5	7.4	na	1.0	2.2	51.3	0.6	na	5.5

Specific State/Territory issues:

Tasmania:

Tenancy management of 2,188 Public Housing and 34 SOMIH properties was transferred to the Community Housing sector, under the Better Housing Futures program in 2013-14. Tenancy details for these dwellings were not available for reporting in 2013-14.

Indigenous community housing

- Overcrowding could not be determined for all households due to incomplete coverage of ICHOs and some household records not containing all the data required in this calculation.
- Data were not available for New South Wales, South Australia, Tasmania and Northern Territory. Due to poor coverage, a national value is not provided.
- Since 2011-12, the ICH data collection includes dwellings in Queensland, Western Australia and South Australia that were owned by ICHOs where tenancy management services were provided by the state/territory housing authority.

Completeness coverage:

Jurisdictions where coverage of the data for this indicator was less than 95 per cent are:

- Victoria: 81 per cent
- Queensland: 47 per cent
- Western Australia: 72 per cent

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Public rental housing and SOMIH, mainstream community housing, Indigenous community housing

From 2009-10, the CNOS has been used to calculate bedroom requirements. Prior to this the Proxy Occupancy Standard was used.

The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.

The use of the CNOS and change to a definition of underutilisation as households having one or more bedrooms in addition to requirements in 2009-10 resulted in an increase to the estimation of underutilisation.

Change in the definition of underutilisation from having one or more bedrooms in addition to CNOS requirements to having two or more bedrooms in addition to CNOS requirements, implemented in 2011-12, means that underutilisation measures are not comparable over time.

Mainstream community housing

Data for individual jurisdictions may not be comparable across reporting periods, or with other social housing sectors due to variability in the state and territory government programs reported in the community housing data collection, coverage and completeness rates and other data quality issues.

State/Territory specific issues:

New South Wales:

Data from 2012-13 and earlier reporting periods may not be comparable due to a change in reporting methods. Previously an organisation aggregated unit record data and provided the aggregated figures to the State Housing Authority. From 2013-14 onwards, CHO's provide unit record data. Over time this will result in improved data quality, however, as 2013-14 is the first time under the new system, some data quality issues have arisen. These will be addressed during 2014-15.

Indigenous community housing

From 2009–10, overcrowding was only calculated for households assisted by ICHOs that received funding within the financial year, rather than both funded and unfunded ICHOs (as per earlier years).

Data for individual jurisdictions may not be comparable over time due to differences in the accuracy of individual annual data sets e.g. reflecting differences in how the data for the collection was sourced by jurisdictions, the number and profiles of ICHOs for which data was provided/not provided, the completeness of the data reported for some ICHOs and the instances of unknown values recorded for some data items. There have been a variety of different data quality issues each year. These issues are documented in the data quality statements reported in the relevant edition of this report.

State/Territory specific issues:

Victoria

- From 2009–10 both Aboriginal Housing Victoria and ICHO activity are reported. For the two years prior to 2009–10, Victoria reported Aboriginal Housing Victoria activity only.

Queensland

- From 2012-13, missing household records are no longer imputed. Prior to 2012-13, this data was imputed based on the assumption that there was one

household living in each permanent dwelling. Discontinuation of imputation has contributed to a decrease in the number of overcrowded households.

Western Australia

- For 2012-13, where only partial information was available, WA imputed the remaining information. This change in methodology contributed to increase in the number of households included in the calculation of overcrowding and may have contributed to decrease in the rate of overcrowding since 2011-12.

Accessibility Annual data will be reported in *Housing Assistance in Australia*, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues The Steering Committee notes the following key data gaps/issues:

Indigenous community housing:

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.

Proportion of Aboriginal and Torres Strait Islander households living in overcrowded conditions

Data quality information for this indicator has been provided by the Australian Institute of Health and Welfare (AIHW), with additional Steering Committee comments.

Outcome: Aboriginal and Torres Strait Islander people have improved housing amenity and reduced overcrowding, particularly in remote areas and discrete communities

Indicator: Proportion of Aboriginal and Torres Strait Islander households that are living in overcrowded conditions

Measure: (computation) The measure is presented as a proportion and is defined as:

- *numerator* — number of overcrowded Aboriginal and Torres Strait Islander households (calculated using the Canadian National Occupancy Standard under which overcrowding is deemed to have occurred if one or more additional bedrooms are required to meet the standard)
- *denominator* — total number of all Aboriginal and Torres Strait Islander households for which bedroom requirements and dwelling details are known

Data source/s *Public rental housing and SOMIH*

Data sets are provided annually to the AIHW by jurisdictions. The data contain information about public rental and SOMIH dwellings, households assisted and households on the waitlist, during the previous financial year and as at 30 June, and are drawn from administrative data held by the jurisdictions. The latest data are for the 2013-14 collection year.

Mainstream community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from community housing organisations via a survey and from the jurisdiction's administrative systems. The annual data collection captures information about community housing organisations, the dwellings and tenancy rental units they manage, households on the waiting list, and the tenants and households assisted. Limited financial information from the previous financial year is also collected.

Indigenous community housing

Data are provided annually to the AIHW by jurisdictions and are sourced from administrative data held by jurisdictional funding bodies as well as survey data from Indigenous Community Housing Organisations (ICHOs).

The annual data collection captures information about ICHOs, the dwellings they manage and the households assisted at 30 June. Financial information is for the year ending 30 June. The latest data are for the 2012-14 collection year.

Institutional environment See 'Data collections' data quality information (Page 3).

Relevance Public rental housing and SOMIH

The data collected are an administrative by-product of the management of public rental housing and SOMIH programs run by the jurisdictions and conform well in terms of scope, coverage and reference period.

Mainstream community housing

Community housing dwellings include all tenancy (rental) units under management of a community housing organisation (excluding dwellings managed by Indigenous community housing organisations, State Housing

Authorities or Specialist Homelessness Service agencies). Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Indigenous Community Housing

Includes all dwellings targeted to Aboriginal and Torres Strait Islander people that are managed by an ICHO. ICHOs include community organisations such as resource agencies and land councils, which have a range of functions, provided that they manage housing for Aboriginal and Torres Strait Islander people.

Timeliness

Public rental housing, SOMIH and mainstream community housing

Data are collected annually. The reference period for this indicator is 30 June 2014 for public rental housing, SOMIH and mainstream community housing.

Indigenous Community Housing

The reference period for this collection is the 2012–13 financial year and is mostly a 30 June 2013 snapshot, but also captures 2011–12 household activity. The most recent data available are for 2011–12.

Accuracy

There are some accuracy issues with the data collected:

Public rental housing and SOMIH

The administrative data sets from which this collection is drawn have inaccuracies to varying degrees including missing data, out-of-date data and data coding or recording errors.

Not all data items required are available for all households, in particular multiple-family households. In these cases, the single/couple status of household members may be derived based on information that is available including household composition and age. Only households with complete information have been included in the calculation.

Public rental housing exclusions

PH	NSW	Vic	Qld	WA	SA	Tas	ACT	NT
Total ongoing households	109,370	63,048	50,570	32,315	38,008	8,250	10,727	4,720
Excludes:								
Households for which bedroom or required bedroom details unknown	1,096	2,412	0	1	384	3	899	89
Exclusions as a % of total ongoing households	1.0	3.8	0.0	0.0	1.0	0.0	8.4	1.9

.. Not applicable.

SOMIH exclusions

SOMIH	NSW	Vic	Qld	WA	SA	Tas
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Total ongoing households	4,504	..	3,270	..	1,741	275
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Excludes:

Households for which bedroom or required bedroom details unknown	73	..	0	..	67	0
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Exclusions as a % of total ongoing households

	1.6	..	0.0	..	3.8	0.0
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.. Not applicable. – Nil or rounded to 0.

Disaggregation can lead to small cell sizes which are volatile - very small cells have been suppressed to protect confidentiality.

Mainstream community housing

Data are incomplete for some jurisdictions due to non-reporting or under reporting by community housing organisations. The information was sourced via a survey of community housing organisations conducted by state/territory housing authorities and/or from administrative records held by them.

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Aboriginal and Torres Strait Islander ongoing households	2,448	492	na	741	187	100	26	na	5,088
Excludes:									
Aboriginal and Torres Strait Islander households for which household and tenancy details unknown	5	46	na	26	10	8	0	na	95
Exclusions (%)	0.2%	9.3%	na	3.5%	5.3%	8.0%	0.0%	na	1.9%

Indigenous community housing

Complete data was not available for all dwellings or ICHOs in every jurisdiction. Data should be interpreted with caution as it may not fully reflect the entire funded portion of the jurisdiction. Due to poor coverage, the denominator only includes Aboriginal and Torres Strait Islander households for which household groups and dwelling details are known. Due to poor coverage, a national value is not provided.

Completeness coverage:

Jurisdictions where coverage of the data for this indicator is less than 95 per cent are:

- Victoria: 81 per cent

- *Queensland: 47 per cent*
- *Western Australia: 72 per cent*

Coherence

Data for individual jurisdictions may not be comparable to previous years due to differences in the accuracy of the data over time. Differences between jurisdictions concerning incomplete or missing information, out-of-date information and coding errors can affect the coherence of the outputs.

Public rental housing, SOMIH, mainstream community housing, and Indigenous Community

- From 2009-10, the CNOS has been used to calculate required bedrooms. In previous years, the Proxy Occupancy Standard was used, meaning that coherence over time has been affected by changes in methodology.
- The use of the CNOS and change to the definition of overcrowding as households requiring one bedroom or more in 2009-10 has resulted in an increase to the estimation of overcrowding.

Mainstream community housing

Community housing, for the purpose of this collection, includes all tenancy (rental) units under management of a community housing organisation (excluding Indigenous community housing organisations). Dwellings are excluded where the tenancy management is by the State Housing Authority or by specialist homelessness services agencies. Additional jurisdiction-specific inclusions and exclusions also apply.

The data collected by the jurisdictions conform well in terms of reference period; however, due to the jurisdiction-specific inclusions and exclusions, the data does not conform well in terms of organisation coverage and reporting.

Not all data items required are available for all households. Only households with complete information have been included in the calculation.

Indigenous community housing

- Data within jurisdictions may not be comparable to previous years due to variation in the ICHOs that respond to the survey or for which jurisdictions can provide data.
- As agreed by Housing and Homelessness Information Management Group (HHIMG), from 2011-12, the tenancy management status of dwellings has been collected. This refers to whether tenancy management of dwellings is the responsibility of an Indigenous Community Housing organisation (ICHO) or whether the ICH dwellings are being managed by the State/Territory Housing Authority.

Accessibility

Annual data will be reported in Housing Assistance in Australia, which will be available publically on the AIHW website. Additional disaggregations are available on application and subject to jurisdiction approval.

Interpretability

Metadata and definitions relating to this data source can be found in the National Housing Assistance Data Dictionary (AIHW Cat no. HOU147) (<http://meteor.aihw.gov.au/content/index.phtml/itemId/181162>).

Supplementary information can be found in the housing collection data manuals which are available upon request from the AIHW.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

Indigenous community housing:

- Only three jurisdictions reported the data required to calculate overcrowding rates.
- The data presented may not accurately represent the characteristics of the sector, particularly due to coverage issues.
- Other published measures of overcrowding for Indigenous community housing define overcrowding as households requiring two or more bedrooms, rather than one as specified in the CNOS.

Customer satisfaction

Data quality information for this indicator has been drafted by the AIHW, with additional Steering Committee comments.

Indicator definition and description

Element	Output – effectiveness – quality
Indicator	<i>Dwelling condition</i> for public housing, community and SOMIH
Measure (computation)	<p><u>Definition:</u> The proportion of tenants in social housing who said they were satisfied or very satisfied with the overall service provided by their housing service provider.</p> <p><u>Numerator:</u> Number of tenants who said they were satisfied (very satisfied or satisfied) with overall housing assistance service provided.</p> <p><u>Denominator:</u> Number of tenants who gave a valid answer to the satisfaction question.</p> <p><u>Computation:</u> Number of tenants who said they were satisfied (very satisfied and satisfied) with overall housing assistance service provided divided by number of tenants who gave a valid answer to the satisfaction question multiplied by 100. Calculated separately for public rental housing, community housing and SOMIH and expressed as a proportion.</p>
Data source/s	AIHW <p>A contracted data collection organisation was engaged by the AIHW to conduct the 2014 National Social Housing Survey (NSHS). Data were collected via postal and online (self-completion) questionnaires from a randomly selected sample of SOMIH (South Australia and Tasmania), Public Housing and Community Housing tenants. In 2014, SOMIH tenants in New South Wales and Queensland completed the survey by face to face interview. For each social housing program (PH, SOMIH and CH) the tenants completing the questionnaires were from all jurisdictions which operated the relevant social housing program.</p>

Data Quality Framework Dimensions

Institutional environment	See 'Data collections' data quality information (Page 3).
Relevance	The 2014 NSHS includes tenants from public housing, community housing and state owned and managed Indigenous housing. The Indigenous Community Housing (ICH) sector was excluded from the survey. All states and territories participated in the survey if the relevant program was operated in their jurisdiction. All remoteness areas were included in the sample. For the postal component of the survey, the speed of delivery to, and returns from, more remote locations may have affected the number of responses received from tenants in these areas.
Timeliness	<p>Data are not collected annually. Surveys for PH and CH were conducted in 2001, 2003, 2005, 2007, 2010 2012, and 2014. Surveys for SOMIH were conducted in 2005, 2007, 2012, and 2014. For SOMIH tenants in 2014, surveys were completed via mail-out for two jurisdictions (South Australia and Tasmania) and face-to-face interview in the other two jurisdictions (New South Wales and Queensland).</p> <p>The fieldwork for 2014 was conducted from 6 May–22 July for the ACT. For all other jurisdictions, fieldwork was conducted from 14 May–14</p>

August 2014. Fieldwork for the SOMIH face-to-face component was undertaken in NSW from the 19 May-5 June 2014 and in Qld from 3 June-2 July 2014.

Data on the characteristics of the household and its member relate to the time of the survey. Data on tenant satisfaction relate to the 12 months up to the time of the survey.

Accuracy

Missing data

Some survey respondents did not answer all questions, either because they were unable or unwilling to provide a response. The survey responses for these people were retained in the sample, and the missing values were recorded as not answered. No attempt was made to deduce or impute these missing values.

A small proportion of tenants did not provide a response to the overall satisfaction question (2.5 per cent for PH; 1.4 per cent for SOMIH; 2.1 per cent for CH).

Response rates and contact rates

The accuracy of the outputs from the 2014 NSHS are affected by the response rates across the jurisdictions and at the National level (see response rate table below).

Overall, 42,827 questionnaires were sent to tenants in PH, CH and SOMIH (South Australia and Tasmania only), of which 12,594 questionnaires were categorised as being complete and useable, representing a response rate for the 2014 survey of 32.4 per cent; considerably higher than the 2012 survey of 16.3 per cent.

For the two SOMIH jurisdictions where the respondents completed the survey face-to-face (New South Wales and Queensland), a total of 1,581 interviews were attempted and 1,001 interviews were completed with an overall response rate of 58.1 per cent.

A low response rate does not necessarily mean that the results are biased. As long as the non-respondents are not systematically different in terms of how they would have answered the questions, there is no bias. Given the relatively low response rates for this survey, it is likely there is some bias in the estimates. However, it is not possible to identify or estimate any bias.

Jurisdiction	Sample size	Response rate
PH		
NSW	4,991	40.0 %
VIC	585	36.2 %
QLD	564	43.3 %
SA	619	45.5 %
ACT	504	24.7 %
WA	954	27.3 %
TAS	506	34.9 %
NT	509	27.3 %
CH		

NSW	1061	26.3 %
VIC	367	40.8 %
QLD	370	35.9 %
SA	354	32.8 %
ACT	124	24.0 %
WA	361	37.1 %
TAS	300	29.2 %
SOMIH		
NSW	501	53.0 %
QLD	500	64.3 %
SA	307	18.7 %
TAS	83	26.9 %

Scope and coverage

For the 2014 NSHS, caution should be used when comparing trend data or data between jurisdictions due to differences in response rates and non-sampling error.

The 2014 NSHS sampling and stratification methods were similar to the 2012 survey i.e. sample was randomly selected of each jurisdiction's PH, SOMIH and CH tenants. As requested by NSW stratified sampling by region/area was undertaken for NSW PH tenancies.

The 2014 NSHS was designed to meet minimum reliability objectives for key variables for each housing program.

Sample design

Simple random sampling was undertaken for all housing programs except for NSW PH in which stratified sampling was undertaken in order to obtain minimum sample size requirements for each area.

To produce reliable estimates, minimum sample sizes were set for each housing program. An additional overall 5350 booster sample was included: NSW PH (4,000) NSW CH (750) and WA PH (600).

The over-sampling of lesser populated states and territories produced a sample that was not proportional to the jurisdiction/housing programs distribution of the social housing population. Weighting was applied to adjust for imbalances arising from execution of the sampling and differential response rates, and to ensure that the results relate to the social housing population.

The weighting for the 2014 survey was calculated as the number of households in each jurisdiction (population) divided by the number of usable surveys (responses). All population counts were provided by the AIHW.

No completed survey was received from VIC PH ARIA 3, SA PH ARIA 4, TAS PH ARIA 4, NT PH ARIA 4 and SA CH ARIA 4. These areas are excluded from weighting.

Sampling error

The measure used to indicate reliability of individual estimates reported in 2014 was the relative standard error (RSE). Only estimates with RSEs of less than 25 per cent are considered sufficiently reliable for most purposes. Results subject to RSEs of between 25 per cent and 50 per cent should be considered with caution and those with relative standard errors greater than 50 per cent should be considered as unreliable for most practical purposes.

Non-sampling error

In addition to sampling errors, the estimates are subject to non-sampling errors. These can arise from errors in reporting of responses (for example, failure of respondents' memories, incorrect completion of the survey form), the unwillingness of respondents to reveal their true responses and the higher levels of non-response from certain subgroups of the population.

The survey findings are based on self-reported data.

Coherence

In 2014, the data collected for SOMIH was sourced using two methodologies (via mail-out in two jurisdictions and via face-to-face interview in two jurisdictions).

Comparisons between data across jurisdictions should be undertaken with caution due to differences in response rates and non-sampling error. Surveys in this series commenced in 2001. Over time, modifications have been made to the survey's methodology and questionnaire design. As noted above, the sample design and the questionnaire of the 2014 survey differs in a number of important respects from previous versions of the survey. Please refer to data quality statements and technical reports for the relevant surveys before comparing data across surveys.

Accessibility

Published results from the 2014 NSHS will be available on the AIHW website, see National Social Housing Survey 2014: national report. Access to the confidentialised unit record file may be requested through the AIHW Ethics Committee.

Interpretability

Information to aid in interpretation of 2014 NSHS results will be made available on the AIHW website including the 2014 NSHS Technical Report, code book and other supporting documentation.

Data Gaps/Issues Analysis

Key data gaps/ issues

The Steering Committee notes the following key data gaps/issues:

- Caution should be used when comparing data across or between jurisdictions as data are collected via survey vehicles and are subject to sampling and non-sampling error.
- The SOMIH component of the survey in 2014 was conducted using a mixed methodology with two jurisdictions using face to face interviews (NSW and Queensland) and the other two jurisdictions collecting data via a mail-out survey (the same as the PH and CH components).
- Response rates from the NSHS for PH, SOMIH and CH provide a general indication of data accuracy and reliability. Response rates for the 2014 NSHS were 32.4 per cent for the mail-out component and 58.1 per cent for the face-to-face component.