
Report on Government Services 2020

PART G, SECTION 18: RELEASED ON 23 JANUARY 2020

18 Housing

This section is presented in a new online format. Dynamic data visualisations replace the static chapter format used in previous editions. Machine readable data are also available for download. A guide is available on [accessing information in the new format](#).

This section presents data on the performance of governments in providing social housing, including public housing (PH), State owned and managed Indigenous housing (SOMIH), community housing (CH) and Indigenous community housing (ICH). The **Indicator Results** tab uses data from the data tables to provide information on the performance for each indicator in the **Indicator Framework**. The same data in the data tables are also available in CSV format.

As highlighted in the RoGS performance indicator framework all the current indicators reported in this section have comparability and/or completeness issues. Consequently, caution is required when comparing across jurisdictions or within a jurisdiction over time. The commentary in this section and footnotes accompanying the relevant data tables outline the comparability and completeness issues.

[Skip to downloadable Housing data tables and supporting material](#)

Context

Objectives for social housing

The social housing services system aims to provide low income people who do not have alternative suitable housing options with access to social housing assistance that supports their social and economic participation and their wellbeing. The social housing services system seeks to achieve these aims through the provision of services that are:

- timely and affordable
- safe
- appropriate, meeting the needs of individual households
- high quality
- sustainable.

Governments aim for social housing services to meet these objectives in an equitable and efficient manner.

Service overview

Social housing is subsidised 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. Four forms of social housing are reported in this section.

Forms of social housing

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities. It is generally accessed by people on low incomes and/or those with special needs, and aims to provide a choice of housing location, physical type and management arrangements.
- *State owned and managed indigenous housing (SOMIH)*: dwellings owned and managed by State and Territory housing authorities that are allocated only to Aboriginal and Torres Strait Islander tenants, including dwellings managed by government Indigenous housing agencies.
- *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 organisations typically receive some form of government assistance, such as direct funding for the provision of land and property, but a number of community housing organisations are entirely self-funded. The definitions of key terms section provides further information on different models of community housing.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils. ICH models vary across jurisdictions and can also include dwellings funded, managed or registered by government. ICH organisations include community organisations such as resource agencies and land councils.

Crisis and transitional housing is another form of social housing, but is not able to be separately identified in this Report. Some crisis and transitional housing may be indirectly reported through the forms of social housing that are reported.

Roles and responsibilities

Social housing is funded and delivered from 1 July 2018 under the National Housing and Homelessness Agreement (NHHA)¹ and related Partnership Agreements between the Australian Government and State and Territory governments².

State and Territory governments have primary responsibility for delivering social housing services either directly through public housing and SOMIH or through funding community housing providers. ICH is generally managed by ICH organisations (although some ICH dwellings are managed by State and Territory housing authorities). State and Territory governments assumed responsibility for administering ICH in urban and regional areas, however arrangements varied across jurisdictions.

1. This section does not consider housing programs not provided under the NHHA (for example, those provided by the Department of Veterans' Affairs or rental or home purchase assistance — the latter is discussed in sector overview G).

2. Services were previously funded under the National Affordable Housing Agreement and related Agreements.

Funding

State and Territory government net recurrent expenditure on social housing was \$4.0 billion in 2018-19, a decrease in real terms from \$4.1 billion in 2017-18. In 2018-19, this expenditure included \$3.0 billion for public housing and \$205.8 million for SOMIH (table 18.6).

Australian Government funding for services under the NHA was \$1.7 billion in 2018-19 (see table GA.1 in the Housing and Homelessness Sector Overview) and is included in total State and Territory government net recurrent expenditure for housing and homelessness services. State and Territory government capital (non-recurrent) expenditure for social housing was \$1.5 billion in 2018-19 (table 18A.1).

Table 18.6 State and Territory government Net recurrent expenditure on social housing (2018-19 dollars) by year, by jurisdiction, by housing type

		2014-15	2015-16	2016-17	2017-18	2018-19
NSW	Public housing	947.6	972.0	1,098.5	1,109.2	1,017.8
	SOMIH	45.5	43.6	47.2	48.4	47.9
	All social housing	1,260.8	1,245.3	1,344.3	1,397.3	1,323.1
Vic	Public housing	467.2	433.0	428.7	419.8	478.0
	SOMIH
	All social housing	584.1	554.2	551.5	539.4	600.6
Qld	Public housing	426.9	442.4	469.6	474.9	486.6
	SOMIH	46.5	52.6	48.8	41.8	45.0
	All social housing	617.7	576.2	595.7	640.3	675.8
WA	Public housing	390.1	439.9	452.9	492.0	474.8
	SOMIH
	All social housing	710.1	743.8	809.0	714.3	627.3
SA	Public housing	376.7	393.9	377.8	284.2	280.5
	SOMIH	22.9	21.7	20.5	20.3	20.0
	All social housing	455.8	458.8	439.4	329.7	326.2
Tas	Public housing	64.3	63.9	67.3	63.0	61.8
	SOMIH	1.8	1.8	1.7	1.6	1.5
	All social housing	113.8	107.1	106.4	168.6	139.4
ACT	Public housing	110.3	112.2	116.4	125.8	133.0
	SOMIH
	All social housing	118.1	122.1	121.5	130.8	138.1
NT	Public housing	86.0	80.6	86.4	84.0	83.7
	SOMIH	na	na	na	78.4	91.4
	All social housing	86.0	80.6	86.4	162.5	175.7
Aust	Public housing	2,869.0	2,937.9	3,097.5	3,052.8	3,016.1
	SOMIH	116.7	119.6	118.2	190.5	205.8
	All social housing	3,946.4	3,888.1	4,054.3	4,082.7	4,006.1

Source: table 18A.1

na Not available... Not applicable.

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) are available for download from the supporting material below (both in Excel and CSV format).



Size and scope

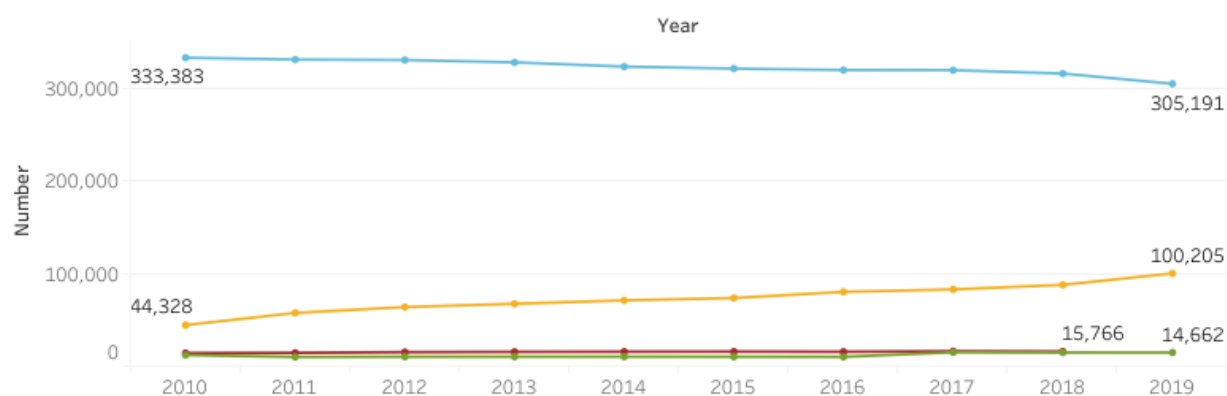
As at 30 June 2019, nationally there was a total of 397 576 households and 420 058 social housing dwellings (tenancy rental units for community housing), excluding ICH.

Select jurisdiction: Aust

Select housing type:
 Public housing
 SOMIH
 Community housing
 Indigenous community housing

Select household and/or permanent dwelling:
 Permanent dwellings; at 30 June
 Households; at 30 June

Figure 18.1 Size and scope of housing in Aust
by year, by housing type



Source: tables 18A.3

- Permanent dwellings; at 30 June, Public housing
- Permanent dwellings; at 30 June, SOMIH
- Permanent dwellings; at 30 June, Community housing
- Permanent dwellings; at 30 June, Indigenous community housing

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) are available for download from the suppor..

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In addition, as at 30 June 2018 (latest available data), there were 14 070 households and 15 766 permanent ICH dwellings managed by government funded ICH organisations (tables 18A.3 and 18A.8).

While the number of public housing households has decreased over the last decade (325 726 in 2010 to 294 057 in 2019), there has been an increase in the number of households in community housing, from 42 559 to 89 606 (table 18A.4). This in part reflects transfer of some public housing stock (management and/or title) to the community housing sector (table 18A.2), in line with government policy to expand the role of community housing in the provision of affordable housing. 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 — many new social housing dwellings are or will be owned and/or managed by community housing organisations.

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 the types of accommodation they provide. See the definitions of key terms section for details on the models of community housing.

Diversity of State and Territory government social housing

While State and Territory governments have similar broad objectives for providing social housing, the emphasis each places on an individual objective differs depending on historical precedents and processes for interaction with community sector providers. Private housing markets also vary across jurisdictions. Accordingly, policy responses and associated forms of assistance vary across

jurisdictions. It is important to consider the differing levels and types of assistance provided in each State and Territory, their differing urban, regional and remote area concentrations (tables 18A.5–7), differences in eligibility criteria for the different assistance types and factors affecting waiting lists, when analysing performance information. Some information on the context for public housing, SOMIH and community housing is provided in [tables 18.1-4](#) in the Housing interpretative material.

Eligibility criteria for access to social housing

Eligibility criteria for social housing vary between social housing types and between jurisdictions.

- 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 ([table 18.1](#)).
- SOMIH — criteria are generally consistent with those for public housing once an applicant has been confirmed as Aboriginal and/or Torres Strait Islander. Terms of tenure for SOMIH are the same as those for public housing in most jurisdictions ([table 18.2](#)).
- Community housing — criteria are generally consistent with those for public housing in each jurisdiction ([table 18.3](#)).

Factors affecting waiting lists

State and Territory governments prioritise access to social housing in ways that generally reflect the urgent need to address homelessness and applicants' inability to access appropriate private market accommodation (AIHW 2019). States and territories other than Victoria have adopted social housing waiting lists that are integrated across public housing, SOMIH (where applicable) and community housing.

Waiting times for social housing are impacted by the availability of suitable dwellings. Nationally at 30 June 2019, the proportion of rental stock occupied was 97.1 per cent for public housing, 97.3 per cent for SOMIH, and 95.5 per cent for community housing (tables 18A.9–11) — in 2018, 92.7 per cent of total ICH rental stock was occupied (table 18A.12). Occupancy rates are influenced by tenancy turnover as well as by housing supply and demand — dwellings that have, for example, reached the end of their useful life may require major redevelopment or replacement before being allocated to a new household.

'Turnaround time' is the number of days taken to allocate a newly vacated dwelling (that is fit for occupation) to a new household. The average turnaround time for vacant public housing and SOMIH stock varied within and across jurisdictions and over time (tables 18A.13–14) — noting that data are not comparable or complete across jurisdictions.

Indicator Framework

The performance indicator framework provides information on equity, efficiency and effectiveness, and distinguishes the outputs and outcomes of social housing services.

The performance indicator framework shows which data are complete and comparable in this Report. For data that are not considered directly comparable, text includes relevant caveats and supporting commentary. [Section 1](#) discusses data comparability and completeness from a Report-wide perspective. In addition to the service area's Profile information, the Report's statistical context ([Section 2](#)) contains data that may assist in interpreting the performance indicators presented in this section.

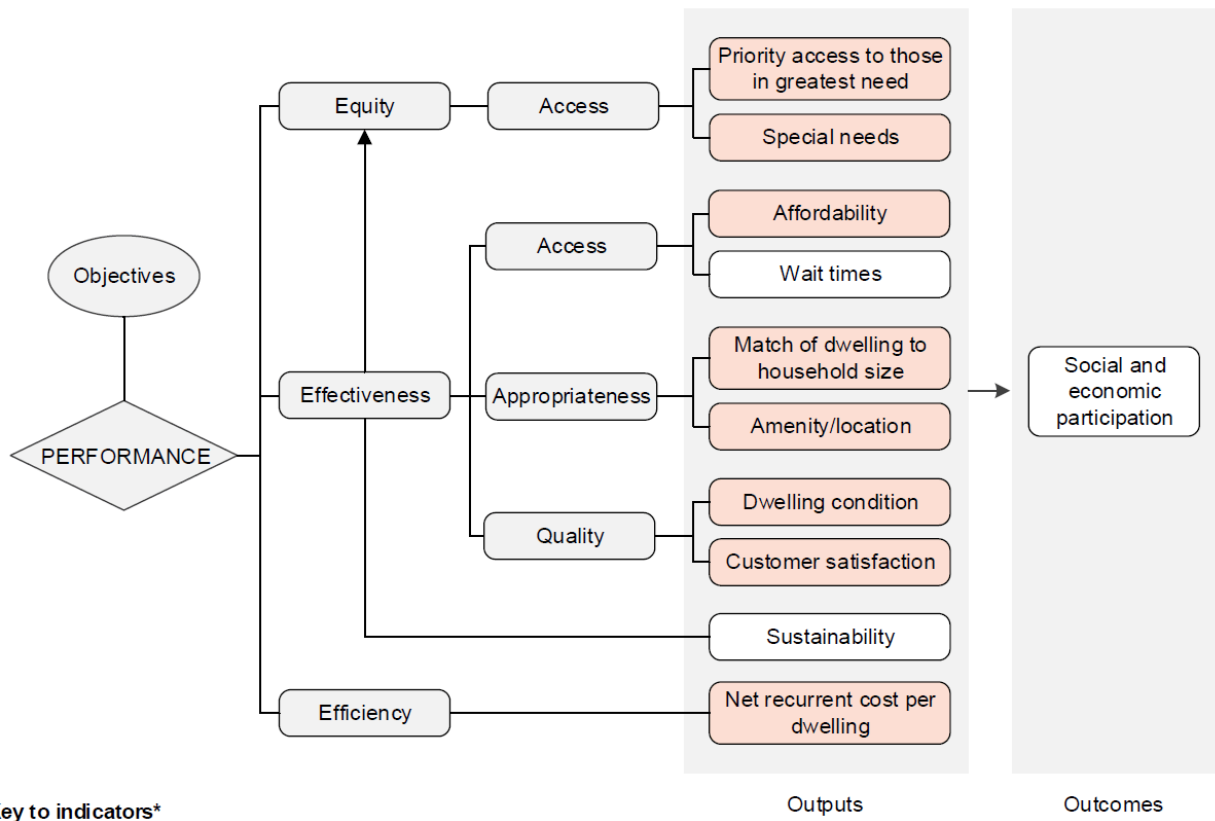
Improvements to performance reporting for social housing services are ongoing and include identifying data sources to fill gaps in reporting for performance indicators and measures, and improving the comparability and completeness of data.

Outputs

Outputs are the services delivered (while outcomes are the impact of these services on the status of an individual or group) (see section 1). Output information is also critical for equitable, efficient and effective management of government services.

Outcomes

Outcomes are the impact of services on the status of an individual or group (see section 1).



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 section

Indicator Results

An overview of the social housing services performance indicator results are presented. Different delivery contexts, locations and types of clients can affect the equity, effectiveness and efficiency of social housing services.

Information to assist the interpretation of these data can be found in the housing supporting interpretative material and data tables. Web references to the AIHW data quality statements for each social housing collection are available in the relevant data table. Data tables are identified by a '18A' prefix (for example, table 18A.1).

All data are available for download as an excel spreadsheet and as a CSV dataset — refer to [Download supporting material](#). Specific data used in figures can be downloaded by clicking in the figure area, navigating to the bottom of the visualisation to the grey toolbar, clicking on the 'Download' icon and selecting 'Data' from the menu. Selecting 'PDF' or 'Powerpoint' from the 'Download' menu will download a static view of the performance indicator results.

Priority access to those in greatest need is a proxy indicator of governments' objective to provide services in an equitable manner.

Measure: The proportion of new housing allocations that were to households in greatest need. Greatest need households are defined as households that at the time of allocation are homeless, in housing inappropriate to their needs, in housing that is adversely affecting their health or placing their life and safety at risk, or, have very high rental housing costs. This is a partial proxy indicator as information is not provided about the proportion of households on the waiting list that are 'greatest need' households.

Guidance: A high or increasing proportion, particularly for short timeframes, may indicate a high degree of access for those households in greatest need.

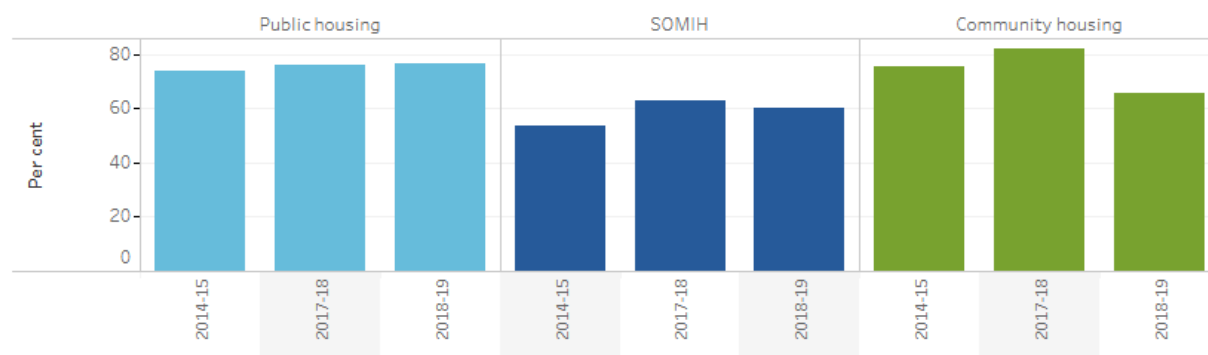
■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing and not comparable across jurisdictions or within some jurisdictions over time.

■ Data are incomplete for SOMIH and community housing for the current reporting period (complete for public housing). All required 2018-19 data are not available for Tasmania (SOMIH) and the NT (SOMIH and community housing).

Select year(s)
(applies to figures 18.2a and 18.2b):
(Multiple values)

- Public housing
- SOMIH
- Community housing

Figure 18.2a Proportion of new allocations to households in greatest need
National, by housing type, by year



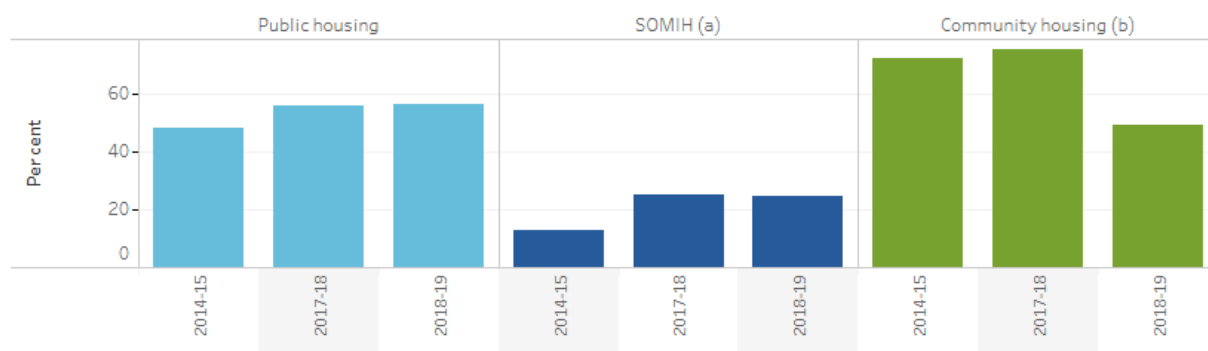
Source: tables 18A.15, 18A.16, 18A.17

Nationally in 2018-19, 76.4 per cent of new public housing allocations, 60.4 per cent of new SOMIH allocations and 65.7 per cent of new community housing allocations were to those households in greatest need.

Select jurisdiction
(applies to figure 18.2b below):
NSW

- Public housing
- SOMIH
- Community housing

Figure 18.2b Proportion of new allocations to households in greatest need, NSW
by housing type, by year



Source: tables 18A.15, 18A.16, 18A.17

(a) The SOMIH program is not applicable to Victoria, WA and the ACT. Data are not available for Tasmania. The NT commenced reporting in 2016-17, but data for this indicator are not yet available.
(b) Community Housing data are not available for the NT.

Access of 'special needs' groups to social housing is an indicator of governments' objective to provide services in an equitable manner.

Measure: The proportion of new housing allocations that were to households with special needs. Special needs households are defined as households that at the time of allocation have:

- for public housing and community housing — a household member with disability, a main tenant aged 24 years or under, a main tenant aged 75 years or over, and/or satisfy the Aboriginal and Torres Strait Islander household definition
- for state owned and managed Indigenous housing (SOMIH) — a household member with disability, a principal tenant aged 24 years or under and/or a principal tenant aged 50 years or over.

Guidance: A high or increasing proportion indicates high or increasing access by special needs households.

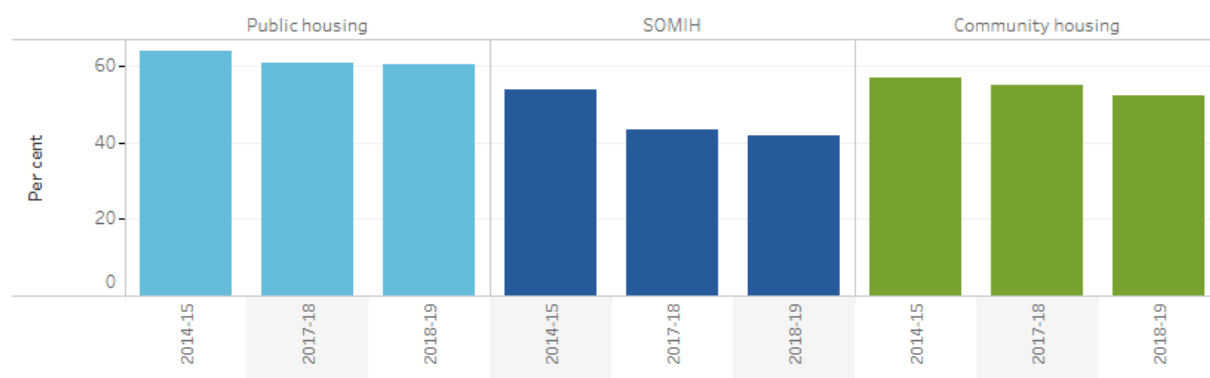
■ Data are not comparable across public housing, SOMIH and community housing and not comparable across jurisdictions or within some jurisdictions over time.

■ Data are incomplete for community housing for the current reporting period (complete for public housing and SOMIH). All required 2018-19 community housing data are not available for the NT.

Select year(s)
(applies to figures 18.3a and 18.3b):

Public housing
SOMIH
Community housing

Figure 18.3a New tenancies allocated to households with special needs, National, by housing type, by year



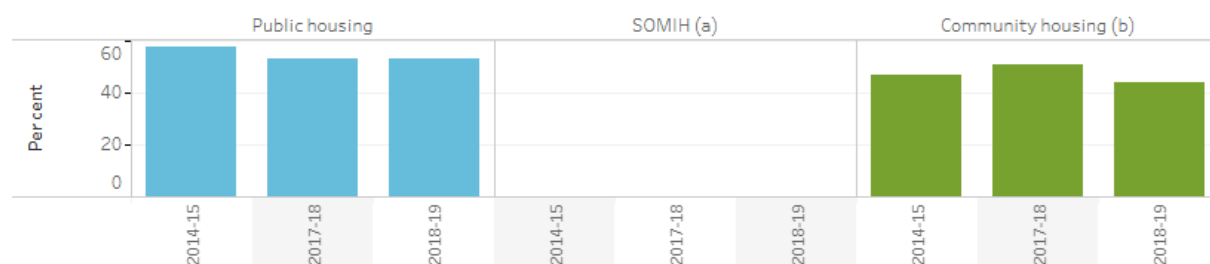
Source: tables 18A.18, 18A.19, 18A.20

Nationally in 2018-19, the proportion of new tenancies allocated to households with special needs was 60.4 per cent for public housing, 41.6 per cent for SOMIH and 52.3 per cent for community housing.

Select jurisdiction
(applies to figure 18.3b below):

Public housing
SOMIH
Community housing

Figure 18.3b Proportion of new tenancies allocated to households with special needs, Vic, by housing type, by year



Source: tables 18A.18, 18A.19, 18A.20

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT commenced reporting in 2016-17, with data for this indicator available from 2017-18 onwards.

(b) Community Housing data are not available for the NT.

Affordability is an indicator of governments' objective to provide services that are affordable.

Measure: The financial capacity of low income households in social housing to meet rental costs. It is measured as the proportion of low income social housing households in rental stress, where:

- 'rental stress' is defined as spending more than 30 per cent of gross household income (excluding CRA) on rent
- low income households are defined as those in the bottom 40 per cent of equivalised gross household income.

Guidance: A low or decreasing proportion of social housing households spending more than 30 per cent of their income on rent implies that social housing is more affordable.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing, but are comparable across jurisdictions.

■ Data are incomplete for SOMIH and community housing for the current reporting period (complete for public housing). All required 30 June 2019 data are not available for the NT.

Select year(s): Select housing type:

Public housing
 SOMIH
 Community housing

Table 18.7 Proportion of low income households spending more than 30 per cent of their gross income on rent, Public housing at 30 June, by jurisdiction, by year

Jurisdiction..	Year	Proportion of households	Gross household income spent on rent
		with low income %	More than 30 per cent %
NSW	2019	99.4	0.8
	2018	99.3	0.8
	2015	98.6	0.7
Vic	2019	98.8	0.4
	2018	98.2	0.4
	2015	98.2	0.4
Qld	2019	97.5	-
	2018	97.4	-
	2015	95.2	-
WA	2019	98.9	1.0
	2018	98.9	1.1
	2015	98.3	1.5
SA	2019	99.0	-
	2018	98.6	-
	2015	97.7	-
Tas	2019	95.3	0.1
	2018	93.0	0.1
	2015	93.2	0.1
ACT	2019	99.2	0.3
	2018	98.7	0.1
	2015	98.9	0.1
NT	2019	99.6	1.9
	2018	99.4	2.6
	2015	99.3	6.6
Aust/Total	2019	98.8	0.5
	2018	98.5	0.5
	2015	97.7	0.6

Source: tables 18A.21 & 18A.22

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

Nationally at 30 June 2019, the majority of all households in social housing were low income households. The proportion of low income social housing households in rental stress was 0.5 per cent for public housing, 0.1 per cent for SOMIH and 7.1 per cent for community housing.

Wait times is an indicator of government's objective to provide services that are timely.

Measure: The proportion of households on social housing wait lists who received a housing allocation in the previous 12 months, by their time spent on the wait list.

Data are not yet available for reporting against this indicator.

Match of dwelling to household size is an indicator of governments' objective to provide services that are appropriate, meeting the needs of individual households.

Measure: The proportion of households that are overcrowded. Overcrowding is defined and measured using the Canadian National Occupancy Standard (CNOS) with households deemed to be overcrowded if one or more additional bedrooms are required to meet the standard. State and Territory housing authorities' bedroom entitlement policies may differ from the CNOS.

Guidance: Low or decreasing proportions of households in social housing living in overcrowded conditions is desirable.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing, but are comparable (subject to caveats) across jurisdictions and over time.

■ Data are incomplete for community housing (all required 30 June 2019 data were not available for the NT) and Indigenous community housing (all required 30 June 2018 data were not available for NSW, Tas and the NT), but are complete for public housing and SOMIH for the current reporting period (30 June 2019).

Select year(s)

(applies to table 18.8 and figure 18.4):

(Multiple values) ▼

Table 18.8 Proportion of overcrowded households, National
by housing type, by year (at 30 June)

		2015	2018	2019
Public housing	%	4.4	3.8	3.8
SOMIH	%	9.6	24.2	24.5
Community housing	%	3.9	4.3	3.6
Indigenous community housing	%	na	na	na

Source: tables 18A.25 - 18A.28
na Not available.

Nationally at 30 June 2019, the proportion of households that were overcrowded varied across social housing programs (3.8 per cent for public housing, 24.5 per cent for SOMIH and 3.6 per cent for community housing).

Select housing type (applies to figure 18.4 below):

Public housing

SOMIH

Community housing

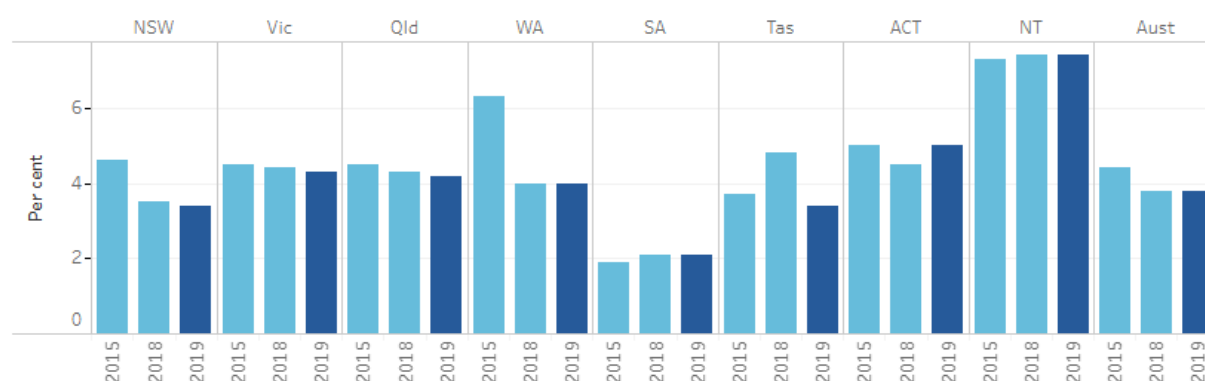
Indigenous community housing

■ 2019, Overcrowding

■ 2018, Overcrowding

■ 2015, Overcrowding

Figure 18.4 Proportion of Overcrowded households, Public housing
by jurisdiction, by year (at 30 June)



Source: table 18A.25

(a) SOMIH is not applicable to Victoria, WA and the ACT. The NT commenced reporting in 2016-17.

(b) Community housing data are not available for the NT and are not available for Queensland for 2015 and previous years.

(c) ICH data are not available for NSW, Tasmania and the NT. ICH is not applicable for the ACT.

Data for Aboriginal and Torres Strait Islander households are in table 18A.29 and, by remoteness for public housing and SOMIH, in tables 18A.30-31. Data for underutilisation in public housing, SOMIH and community housing dwellings are reported in table 18A.32.

Amenity/location is an indicator of governments' objective to provide services that are appropriate, meeting the needs of individual households.

Measure: Amenity/location is presented as a mean of the proportion of households with needs met across (a) dwelling amenity and (b) dwelling location aspects. The proportion of households that rate a particular aspect of amenity and location as important to their needs, who are in dwellings that meet those needs.

- 'Amenity' aspects include size of dwelling, number of bedrooms, modifications for special needs, ease of access and entry, car parking, yard space and fencing, privacy of home, safety/security of home and safety/security of neighbourhood, energy efficiency, water efficiency, thermal comfort.
- 'Location' aspects include proximity to facilities and services such as: shops and banking, public transport, parks and recreational facilities, emergency services, medical services and hospitals, child care facilities, education/training facilities, employment/place of work, community and support services, family and friends.

Guidance: A high or increasing proportion of households with amenity and location needs met is desirable.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing due to the different demographic profiles of Aboriginal and Torres Strait Islander tenants and the method of collection, but are comparable across jurisdictions.

■ Data are incomplete for the current reporting period for community housing and SOMIH (all required 2018 data were not available for the NT), but are complete for public housing.

Select year(s)

(applies to table 18.9 and figure 18.5):

(All) ▼

Table 18.9 Proportion of tenants rating amenity and location aspects as important and meeting their needs, National by housing type, by year

			2016	2018
Public housing	Average across amenity aspects	%	81.0	81.4
	Average across location aspects	%	89.0	90.8
SOMIH	Average across amenity aspects	%	81.9	80.4
	Average across location aspects	%	90.9	91.8
Community housing	Average across amenity aspects	%	84.5	83.8

Source: table 18A.33, 18A.34, 18A.35

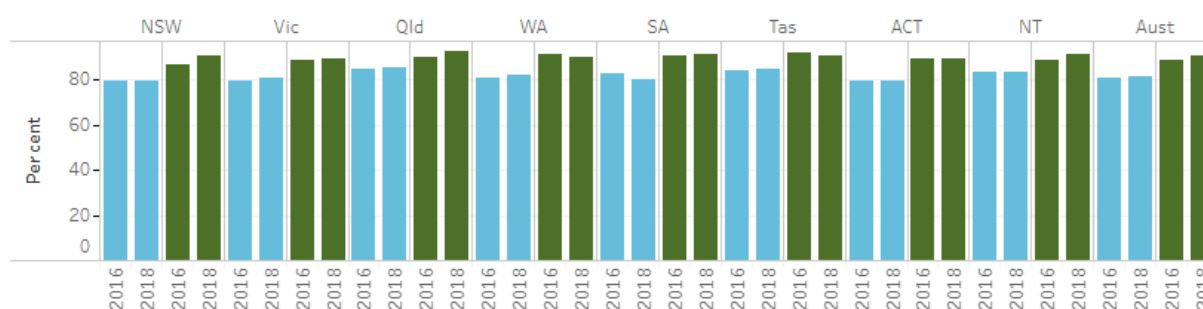
Nationally in 2018, the majority of National Social Housing Survey respondents who indicated that the selected amenity and location aspects of their dwelling were important also indicated that those aspects met their household's needs.

Select housing type (applies to figure 18.5 below):

- Public housing
 SOMIH
 Community housing

- Average across amenity aspects
■ Average across location aspects

Figure 18.5 Proportion of tenants rating amenity and location aspects as important and meeting their needs, Public housing by jurisdiction, by year



Source: table 18A.33

- (a) SOMIH is not applicable to Victoria, WA and the ACT. The NT did not participate in this survey.
 (b) Community housing data are not available for the NT.

Amenity and location data for households with a member with disability are available in tables 18A.33–35.

Dwelling condition is a proxy indicator of governments' objective to provide services that are high quality and safe.

Measure: The proportion of households living in dwellings that meet agreed minimum acceptable standards. A dwelling is assessed as meeting minimum acceptable standards if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and for removing sewerage) and not more than two major structural problems. This is a proxy indicator of safety as it measures the extent to which dwellings conform to agreed minimum standards.

Guidance: A high or increasing proportion of households living in dwellings that meet minimum acceptable standards suggests a low or decreasing risk of harm from poor dwelling condition.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous Community Housing (ICH) due to the different demographic profiles of Aboriginal and Torres Strait Island tenants and the method of data collection, but are comparable across jurisdictions and over time.

■ Data are incomplete for SOMIH and community housing for the current reporting period (all required 2018 data are not available for the NT), but are complete for public housing (all required 2018 data) and ICH (all required 2014-15 data).

Select year(s) (applies to table 18.10 and figure 18.6):

(All)

Table 18.10 Proportion of social housing respondents living in dwellings of an acceptable standard, *National* by household, by year, by housing type

		All households			Households with a member with disability		
		2014	2016	2018	2014	2016	2018
Public housing	%	81.1	79.9	80.3	75.6	73.5	76.5
SOMIH	%	70.2	75.0	73.2	65.9	70.3	65.7
Community housing	%	88.4	87.9	87.0	84.2	85.2	81.3

Source: tables 18A.36, 18A.37, 18A.38

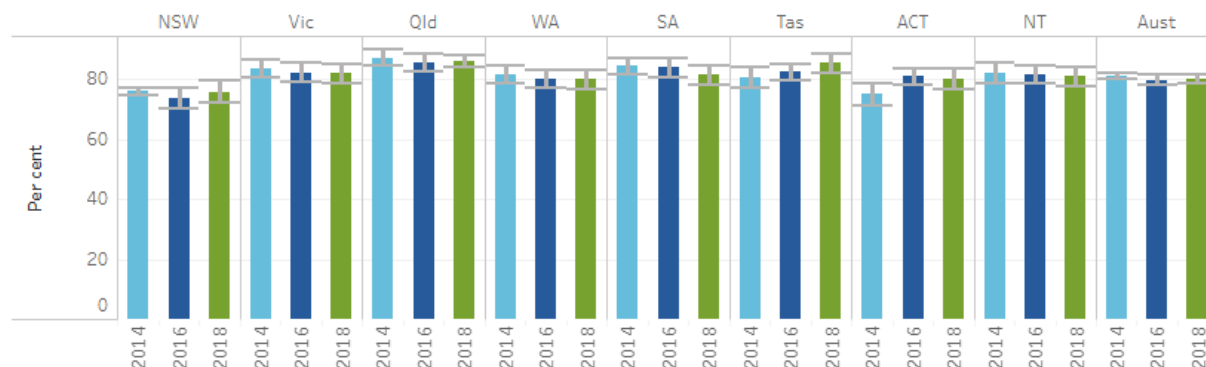
Nationally in 2018 (where data are available), the majority of social housing respondents lived in dwellings of an acceptable standard: 80.3 per cent for public housing, 73.2 per cent for SOMIH and 87.0 per cent for community housing.

Select housing type (applies to figure 18.6 below):

- Public housing
 SOMIH
 Community housing

■ 2014
■ 2016
■ 2018

Figure 18.6 Proportion of dwellings meeting agreed minimum acceptable standards, *Public housing* by jurisdiction, by year



Source: table 18A.36

- (a) SOMIH is not applicable to Victoria, WA and the ACT. The NT did not participate in this survey.
 (b) Community housing data are not available for the NT.

Historical Indigenous community housing data are available in table 18A.39.

Customer satisfaction is an indicator of governments' objective to provide services that are high quality.

Measure: The proportion of social housing survey respondents who indicated they were satisfied or very satisfied with the overall service provided by their housing provider.

Guidance: A high or increasing level of customer satisfaction is desirable.

■ Data are comparable across public housing, state owned and managed Indigenous housing (SOMIH) and community housing, and across jurisdictions for the current reporting period and over time.

■ Data are incomplete for the current reporting period for SOMIH and community housing (all required 2018 data not available for the NT), but complete for public housing (all required 2018 data).

Select year (applies to table 18.11 and figure 18.7a):

 Public housing
 SOMIH
 Community housing

Table 18.11 Proportion of tenants satisfied or very satisfied with the service provided by their housing provider, 2018, National by housing type, by household (a)

	All households	Households with a member with disability
Public hous.. %	74.1	72.1
SOMIH %	66.2	59.0
Community .. %	79.9	75.2

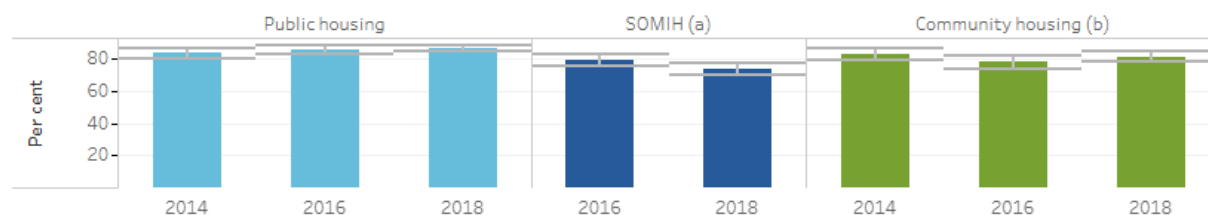
Source: tables 18A.40, 18A.41, 18A.42
 (a) SOMIH data are not reported for 2014.

Nationally in 2018 (where data are available), the majority of social housing respondents were satisfied with the overall service provided by their housing provider (74.1 per cent for public housing, 66.2 per cent for SOMIH, and 79.9 per cent for community housing).

Figure 18.7a Proportion of tenants satisfied or very satisfied with the service provided by their housing provider, 2018 by jurisdiction, by housing type (a), (b)



Figure 18.7b Proportion of tenants satisfied or very satisfied with the service provided by their housing provider, Qld by housing type, by year



Source: tables 18A.40, 18A.41, 18A.42
 (a) SOMIH is not applicable to Victoria, WA and the ACT. The NT did not participate in this survey. SOMIH data are not reported for 2014.
 (b) Community housing data are not available for the NT.

Sustainability is an indicator of government's objective to provide services that are sustainable.

Measure: Broadly, the extent to which current social housing needs are met with reference to the need for future generations to meet their own social housing needs. In its broadest sense, this could consider financial, social and environmental sustainability.

Further development of this indicator concept and potential measure(s) will be considered with reference to the policy environment.

Net recurrent cost per dwelling is an indicator of governments' objective to provide services in an efficient manner.

Measure: The cost of providing assistance per dwelling and is measured as total recurrent expenditure divided by the total number of dwellings. Net recurrent cost per dwelling for public housing and for SOMIH for 2017-18 and subsequent years is reported with user cost of capital both included and excluded. User cost of capital data are not available for SOMIH prior to 2017-18, nor for community housing or Indigenous Community Housing (ICH).

Guidance: Holding other factors — such as dwelling condition and tenant support services — equal, a low or decreasing cost per dwelling is desirable.

■ Data are not comparable across public housing, state owned and managed Indigenous housing (SOMIH), community housing and Indigenous community housing and not comparable across jurisdictions, but for some jurisdictions are comparable over time (subject to caveats).

■ Data are incomplete for community housing (2017-18 NT data) and Indigenous community housing (2017-18 SA and NT data) for the current reporting period, but are complete for public housing and SOMIH (all required 2018-19 data are available).

Select year(s)

(applies to table 18.12 and figure 18.8):

(All) ▼

Table 18.12 Real net recurrent cost per dwelling, National
by housing type, by year (excluding user cost of capital)

Year	Public housing	SOMIH	Community housing	ICH
	2018-19 dollars	2018-19 dollars	2017-18 dollars	2017-18 dollars
2018-19	\$9,637	\$14,003	na	na
2017-18	\$9,626	\$12,863	\$10,082	\$11,786
2016-17	\$9,700	\$11,925	\$11,158	\$10,542
2015-16	\$9,156	\$11,925	\$12,109	\$9,837
2014-15	\$8,912	\$11,639	\$12,434	\$11,271
2013-14	\$8,599	\$10,702	\$9,731	\$10,840

Source: tables 18A.43 - 18A.46
na Not available.

Nationally in 2018-19, net recurrent cost per dwelling excluding user cost of capital (UCC) was \$9637 for public housing (\$39,714 if UCC included) and \$14,003 for SOMIH (\$47,772 if UCC included). Ten year time series data are available for Public Housing, SOMIH and Community housing in tables 18A.43-45. A five-year time series is reported for ICH (table 18A.46).

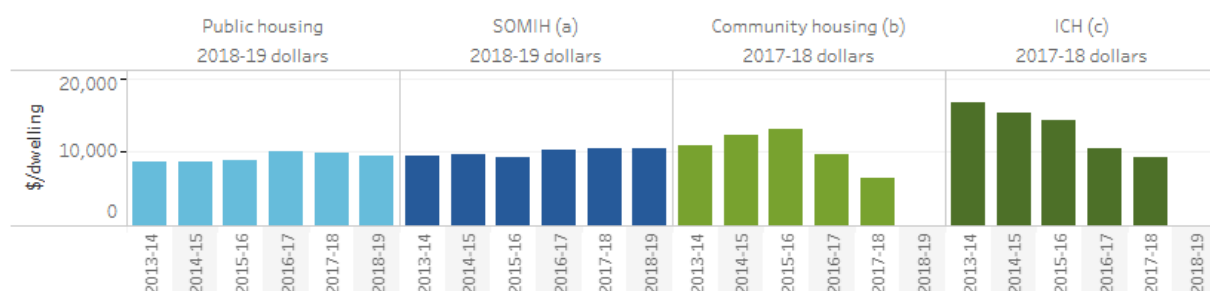
Select jurisdiction

(applies to figure 18.8 below):

NSW ▼

■ Public housing
■ SOMIH (a)
■ Community housing (b)
■ ICH (c)

Figure 18.8 Real net recurrent cost per dwelling, NSW
by housing type, by year (excluding user cost of capital)



Source: tables 18A.43 - 18A.46

(a) SOMIH is not applicable to Victoria, WA and the ACT. Data are not available for the NT prior to 2017-18.

(b) Community housing data are not available for the NT and are not published for Tasmania for 2013-14.

(c) ICH data are only reported for a five year time series with 2017-18 as latest year of data available. ICH is not applicable to the ACT.

Social and economic participation is an indicator of government's objective to provide social housing assistance that supports wellbeing and contributes to social and economic participation.

Measure: The proportion of social housing tenants engaged in social and/or work related activities.

Guidance: A high or increasing proportion of social housing tenants engaged in social and/or work related activities is desirable.

Data are not yet available for reporting against this indicator.

[Refer to the interpretative material for detailed indicator interpretation, definitions and caveats. www.pc.gov.au/rogs](http://www.pc.gov.au/rogs)

Data tables are referenced above by a '18A' prefix and all data (footnotes and data sources) are available for download from the supporting material below (both in Excel and CSV format).

Indigenous Data

Performance indicator data for Aboriginal and Torres Strait Islander people in this section are available in the data tables listed below. Further supporting information can be found in the interpretative material and data tables.

Housing data disaggregated for Aboriginal and Torres Strait Islander people

Table number	Table title
Table 18A.16	Greatest need allocations as a proportion of all new allocations — SOMIH
Table 18A.19	Proportion of new tenancies allocated to households with special needs — SOMIH
Table 18A.23	Proportion of household gross income spent on rent — low income households in SOMIH, at 30 June
Table 18A.26	Proportion of overcrowded households at 30 June — SOMIH
Table 18A.28	Proportion of overcrowded households at 30 June — Indigenous community housing
Table 18A.29	Aboriginal and Torres Strait Islander households living in overcrowded conditions, by housing program
Table 18A.30	Proportion of Aboriginal and Torres Strait Islander households in public housing living in overcrowded conditions, by remoteness
Table 18A.31	Proportion of Aboriginal and Torres Strait Islander households in SOMIH living in overcrowded conditions, by remoteness
Table 18A.32	Underutilisation in social housing at 30 June
Table 18A.34	Proportion of SOMIH tenants rating amenity and location aspects as important and meeting their needs, 2018

Table 18A.37	Dwelling condition, SOMIH
Table 18A.39	Dwelling condition, Indigenous community housing
Table 18A.41	Customer satisfaction — SOMIH
Table 18A.44	Government real expenditure on SOMIH (\$ per dwelling)
Table 18A.46	Real net recurrent cost of providing assistance per dwelling — Indigenous community housing

Download supporting material

[18 Housing interpretative material \(PDF - 409 Kb\)](#)

[18 Housing interpretative material \(Word - 100 Kb\)](#)

[18 Housing data tables \(XLSX - 390 Kb\)](#)

[18 Housing dataset \(CSV - 490 Kb\)](#)

See the interpretative material and corresponding table number in the data tables for detailed definitions, caveats, footnotes and data source(s).