
16 Housing

Governments play a significant role in the Australian housing market, directly through housing assistance and indirectly through policies associated with land planning and taxation. The Australian, State and Territory governments share responsibility for housing assistance. Direct assistance includes public and community housing, home purchase and home ownership assistance, Indigenous housing, State and Territory private rental assistance (such as State and Territory provided bond loans, guarantees and assistance with rent payments and advance rent payments, relocation expenses and other one-off grants) and Commonwealth Rent Assistance (CRA).

This chapter focuses on the performance of governments in providing public, State owned and managed Indigenous housing (SOMIH) and community housing under the Commonwealth State Housing Agreement (CSHA) (box 16.1), Indigenous community housing and CRA. Close links exist between the housing services covered in this chapter and other government programs and support services discussed elsewhere in the Report, such as:

- the Supported Accommodation Assistance Program (SAAP), which provides accommodation and other services for homeless people or those at imminent risk of becoming homeless (chapter 15)
- services delivered by the Australian, State and Territory governments and community organisations to promote independent living, including services for people with a disability (chapter 14), mental health services (chapter 12) and aged care services, such as the Home and Community Care program (chapter 13).

Box 16.1 Commonwealth State Housing Agreement

The CSHA is an agreement made between the Australian, State and Territory governments under the *Housing Assistance Act 1996* (Cwlth) to provide strategic direction and funding certainty for the provision of housing assistance. The aim of this agreement is to provide appropriate, affordable and secure housing assistance for those who most need it, for the duration of their need.

(Continued on next page)

Box 16.1 (Continued)

The 2003 CSHA came into effect on 1 July 2003 and was to run until 30 June 2008 (extended pending negotiation of the new agreement), and includes bilateral agreements between the Australian Government and each State and Territory government and an overarching multilateral agreement. There are generally separate bilateral agreements for mainstream and Indigenous housing in each jurisdiction. Bilateral agreements are intended to provide greater flexibility for states and territories to respond to their particular housing needs.

A national ten year strategy to improve Indigenous housing, *Building a Better Future*, was agreed in 2001 by Australian, State and Territory Housing Ministers. State Indigenous Bilateral Agreements are the primary vehicle for implementing the national *Building a Better Future* strategy. The desired strategy outcomes are better housing and housing services, more housing, improved partnerships, greater effectiveness and efficiency, and improved performance linked to accountability and coordination of services.

Funding arrangements

The majority of funding under the 2003 CSHA is provided by the Australian Government, taking the form of general assistance funding (public housing, home purchase assistance and private rental assistance) and specified funding for identified programs: the Aboriginal Rental Housing Program (ARHP), the Crisis Accommodation Program (CAP) and the Community Housing Program. The majority of CSHA funding is distributed to State and Territory governments on a modified per person basis, with the State and Territory governments contributing additional funding from their own resources to 'match' (in part) Australian Government funding allocations.

Roles and responsibilities

Under the CSHA, the Australian Government has responsibility for:

- ensuring the outcomes pursued through the agreement are consistent with broader national objectives, particularly in relation to support for individuals and communities
- advising State and Territory governments of Australian Government objectives to be achieved under the agreement
- reporting to the Australian Parliament on performance against agreed outcomes and targets of housing assistance provided under the agreement.

State and Territory governments have responsibility for:

- developing housing assistance strategies that are consistent with Australian, State and Territory government objectives and that best meet the circumstances of the State or Territory
- developing, implementing and managing services and programs to deliver agreed outcomes
- reporting on a basis that enables performance assessment by the Australian, State or Territory governments, based on agreed performance indicators.

Source: CSHA (2003).

This chapter does not cover some Indigenous housing and infrastructure assistance provided by Australian, State and Territory governments, land councils and Indigenous community organisations.

Indigenous data in the housing chapter

The housing chapter in the 2009 Report contains the following data items on Indigenous people:

- descriptive data for the State owned and managed Indigenous housing (SOMIH), 2007-08
- new low income and special needs households, as a proportion of all new SOMIH tenants, 2003-04 to 2007-08
- greatest need allocations as a proportion of all new SOMIH allocations and proportions of greatest need households waiting for less than three months to more than two years, 2007-08
- net recurrent cost per dwelling for SOMIH, 2003-04 to 2007-08
- occupancy rates for SOMIH, 30 June 2004 to 30 June 2008
- average turnaround time for SOMIH, 2006-07 to 2007-08
- rent collected as a proportion of the total rent charged for SOMIH, 2003-04 to 2007-08
- proportion of tenants rating their current home as meeting their location and amenity needs for SOMIH, 2008
- proportion of customers satisfied or very satisfied with SOMIH (per cent), 2008
- SOMIH subsidy per tenant and proportion of SOMIH households spending less than 30 per cent of their income in rent, 2008
- proportion of SOMIH households with overcrowding at 30 June 2008
- Indigenous community housing — proportion not connected to water, sewerage and electricity, at 30 June 2007
- Indigenous community housing — dwelling condition, 2006
- Indigenous community housing — net recurrent cost per unit, 2006-07
- Indigenous community housing — occupancy rates, at 30 June 2007 (per cent)
- Indigenous community housing — rent collection rate (per cent), 2006-07
- Indigenous community housing — proportion of households paying 25 per cent or more of their income on rent, 2006

-
- Indigenous community housing — proportion of households with overcrowding, at 30 June 2007
 - income units receiving CRA, by income unit type, 2008
 - income units receiving CRA, by geographic location, 2008
 - proportion of income units receiving CRA paying more than 30 per cent and 50 per cent of income on rent, with and without CRA, 2008
 - rebated SOMIH households paying assessable income on rent, by proportion of income, 2008
 - proportion of households in State owned and managed Indigenous housing with moderate overcrowding or underutilisation, 2008
 - SOMIH non-rebated and multiple family households excluded, 2008.

Attachment tables

Attachment tables for data within the housing chapter of this compendium are contained in attachment 16A of the compendium. These tables are identified in references throughout this chapter by an 'A' suffix (for example, table 16A.3 is table 3 in the housing attachment). As the data are directly sourced from the 2009 Report, the compendium also notes where the original table, figure or text in the 2009 Report can be found. For example, where the compendium refers to '2009 Report, p. 16.15' this is page 15 of chapter 16 of the 2009 Report, and '2009 Report, table 16A.2' is attachment table 2 of attachment 16A of the 2009 Report.

Profile of housing and housing assistance

Service overview

The Australian Bureau of Statistics (ABS) 2006 Census of Population and Housing (ABS 2007) identified just under 7.1 million households in Australia, where 'household' is classified as 'a person living alone' or as 'a group of related or unrelated people who usually reside and eat together'. Of these households, 68.1 per cent owned or were purchasing their own home, 19.0 per cent rented in the private sector, 3.6 per cent were in public rental accommodation, 0.7 per cent lived in community housing,¹ 2.6 per cent resided in other tenure types and 6.0 per cent

¹ This estimate is based on data received from jurisdictions regarding the number of community housing dwellings in each jurisdiction, combined with data from the ABS 2006 Census on the total number of dwellings in each jurisdiction.

did not state their tenure type (2009 Report, table 16A.72). For a number of reasons, including non-response and misunderstanding, Census data are likely to underestimate the number of tenants in public housing.²

The composition of Australian households is changing. There is an increasing number of smaller households, including a rising number of single person households. The average Australian household size fell from 3.3 people to 2.8 people between 1971 and 2006, while the proportion of single person households increased from 18.1 per cent to 24.4 per cent over this period (ABS 2007).

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

Roles and responsibilities

Each level of government has different roles and responsibilities in housing and housing assistance:

- The Australian Government provides CRA and shares responsibility with State and Territory governments for housing assistance provided under the CSHA (box 16.1). It also provides funding for the Community Housing and Infrastructure Program (CHIP). The Australian Government also influences the housing market through other direct and indirect means, including taxation and home purchase assistance.
- State and Territory governments provide housing assistance, such as homeless assistance, public housing, community housing, SOMIH, private rental assistance and home purchase assistance. Some jurisdictions also contribute to the delivery of housing assistance through mechanisms such as home lending programs and joint ventures with the private sector. State and Territory governments are also responsible for land taxes, stamp duties and residential tenancy legislation.
- In the States, local governments implement planning regulations and are sometimes involved in providing community housing.

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

Funding

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

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

CSHA funding data for 2006-07 and 2007-08 financial years are presented in table 16.1.

Table 16.1 **CSHA funding, 2006-07 and 2007-08 (\$ million)^a**

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

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

Source: FaHCSIA (2008) *Housing Assistance Act 1996 Annual Report 2007-08*, Australian Government, Canberra; FaHCSIA (unpublished); 2009 Report, table 16.2, p. 16.8.

Size and scope

Housing assistance is provided in various forms, and models for delivering assistance can vary within and across jurisdictions. The main forms of assistance are outlined in box 16.2. This chapter focuses on five forms of assistance: public housing, SOMIH, community housing, ICH and CRA.

Box 16.2 Forms of housing assistance

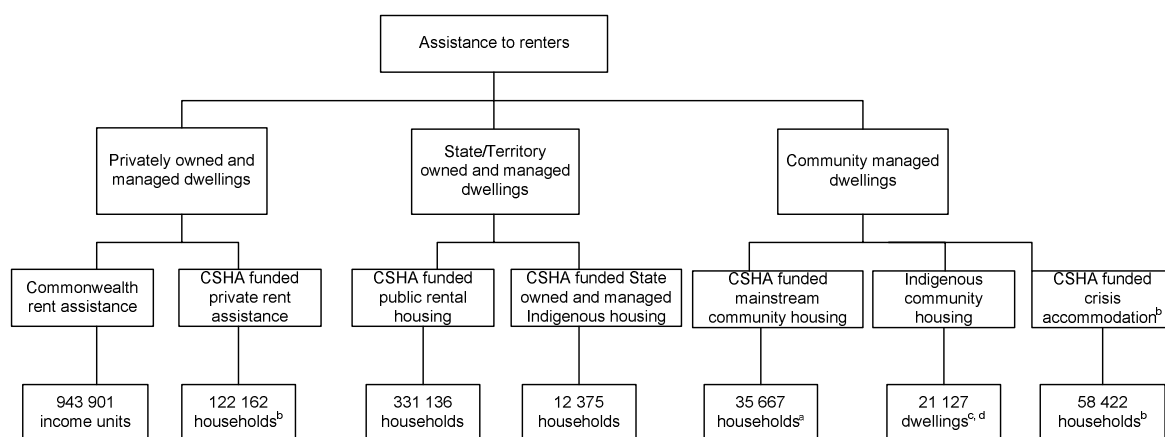
There are several significant forms of housing assistance.

- *Public housing*: dwellings owned (or leased) and managed by State and Territory housing authorities to provide affordable rental accommodation. The CSHA is the main source of funding for public housing along with internally generated rental revenues and the proceeds of asset sales.
- *Community housing*: rental housing provided for low to moderate income or special needs households, managed by community-based organisations that have received capital or recurrent subsidy from government. Community housing models vary across jurisdictions, and the housing stock may be owned by a variety of groups including government.
- *State owned and managed Indigenous housing (SOMIH)*: State owned houses targeted at Indigenous households.
- *Indigenous community housing (ICH)*: houses owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas.
- *Crisis accommodation*: accommodation services to help people who are homeless or in crisis. Services are generally provided by non-government organisations and many are linked to support services funded through SAAP. Sources of government funding include CAP through the CSHA, which provides funding for accommodation, and SAAP funding for live-in staff, counselling and other support services.
- *Home purchase assistance*: assistance provided by State and Territory governments to low income households to help with home purchases or mortgage repayments; for example, the grant provided under the First Home Owner's Scheme, a Commonwealth initiative administered by State and Territory governments.
- *Private rental assistance*: assistance funded by State and Territory governments to low income households experiencing difficulty in securing or maintaining private rental accommodation. This assistance may include ongoing or one-off payments to help households meet rent payments, one-off payments for relocation costs, guarantees or loans to cover the cost of bonds and housing assistance advice and information services. Assistance may be provided by community-based organisations funded by government.
- The chapter also reports on CRA, which is a non-taxable income support supplement paid by the Australian Government to income support recipients or people who receive more than the base rate of the Family Tax Benefit Part A and who rent in the private rental market.

Source: CSHA (2003); FaCS (2003).

Figure 16.1 illustrates the range of government assistance to renters.

Figure 16.1 Assistance across the rental sector, 2008^a



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

Source: 2009 Report, figure 16.2, p. 16.10.

Indigenous housing

There are a number of different government programs that provide housing assistance to Indigenous people — both Indigenous-specific programs and mainstream programs. The two main Indigenous-specific forms of social housing are SOMIH — managed by State governments with funding provided by the CSHA and Indigenous community housing (ICH) — managed by Indigenous community housing organisations (ICHOs) with funding provided by the State, Territory and Australian governments.

In addition to these Indigenous-specific programs, Indigenous people are also eligible for assistance through mainstream housing programs such as public housing, community housing and CRA.

State owned and managed Indigenous housing

State owned and managed Indigenous housing dwellings are defined as those rental housing dwellings owned and managed by government and allocated only to Indigenous Australians (AIHW 2006). They include dwellings managed by government Indigenous housing agencies for allocation to Indigenous tenants. There were 12 778 dwellings identified in the 2007-08 SOMIH collection (table 16A.2).

In Victoria, Aboriginal Housing Victoria (AHV) — a non-government community housing organisation — assists the government in the administration of SOMIH. Under the transition to independence strategy for AHV, tenancy management for some SOMIH properties was transferred to AHV in 2007-08. This has reduced the number of properties reported in Victoria as SOMIH by 348, and will lead to a corresponding increase in the number of properties reported as state managed ICH for 2007-08. It should be noted that while SOMIH stock is reported for the year 2007-08, ICH is reported for the year 2006-07. Accordingly, data relating to 348 formerly SOMIH properties, now managed by AHV, will not appear in this Report. The ACT and the NT are not included in the SOMIH data collection. The ACT does not receive funding for, or administer, any Territory owned and managed Indigenous housing programs. In the NT, ARHP funding is directed to ICH. In NSW, a separate statutory organisation — the Aboriginal Housing Office — is responsible for planning, administering and expanding policies, programs and the asset base for Aboriginal housing in that State. Funding for the office comes from the CSHA and the State Government (in addition to its CSHA commitments).

Details of multiple family composition, non-rebated and other public households excluded from SOMIH data in this chapter are presented in table 16A.31.

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

Table 16.3 SOMIH — regional and remote area concentrations, at 30 June 2008 (per cent)^a

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

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.2. – Nil or rounded to zero.

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.2; 2009 Report, table 16.5, p. 16.16.

Eligibility criteria for access to SOMIH are generally consistent with those for public housing once an applicant has been confirmed as Indigenous (see 2009 Report, table 16.7). The management of waiting lists varies across jurisdictions — for example, a number of jurisdictions use the same list for both public housing and SOMIH. Terms of tenure are the same as those for public housing for a number of jurisdictions.

Table 16.4 **SOMIH housing policy context, 2008a**

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

(Continued on next page)

Table 16.4 (Continued)

a At 30 June. **b** Interest accrued from cash assets is assessed as income less the first \$5000 of each person's savings. Applicants under the age of 18 years must demonstrate living skills to be eligible for housing. Tenants housed prior to 1 July 2005 were generally provided with a continuous lease. New tenants housed since 1 July 2005 are generally provided with a fixed term lease. New tenancies from 1 July 2005 to 22 October 2006 were signed to 18 month interim tenancies. Tenants on an 18 month fixed term lease are reviewed prior to the end of lease, and if eligible, are offered a 2, 5 or 10 year lease. If ineligible, they are offered a 12 month fixed term lease. From 23 October 2006 the Department began to offer 2, 5 or 10 year leases to new tenants and ceased to offer the 18 month interim leases. From 5 December 2005 new thresholds and rules determine whether a tenant is eligible for a rent subsidy and the percentage of income they will pay as rent. Their household's gross assessable income, household size and age of household members are used when assessing the household's eligibility for a rent subsidy. For rebated rents, varied concessional rates are applicable to certain age groups and some pensioners. For households whose tenancy commenced on or after 5 December 2005, the Family Tax Benefits Part A and Part B received are assessed at 15 per cent. Where the tenancy commenced prior to 5 December 2005 the Family Tax Benefits Part A and Part B received was assessed at 12 per cent from 5 December 2005, with an increase of 1 per cent every six months until the assessment rate reaches 15 per cent. CRA is assessed at 100 per cent. **c** Tenancies in Victoria are ongoing tenancies that are subject to review after 5 years. For households that require major disability modifications, discretion may be applied to extend the asset limit to \$60 000. Indigenous households generally access long term accommodation through the General Rental program or housing managed by the Aboriginal Housing Board of Victoria. **d** The income limit for those in north west remote areas is \$610 per week. Those aged over 60 years are subject to a cash asset limit of \$80 000. **e** The same definition as the Centrelink asset test threshold for a single person who does not own their own home is used. Most households pay a rent-to-income ratio of 25 per cent of assessable income in rent. However, households receiving less than the single Newstart Allowance pay rent-to-income ratio of 19.5 per cent. **f** The rent-to-income ratio is indicative only. The majority of households pay amounts within this range, but some pay lesser or higher amounts, depending on household composition and the relationship of household members to the tenant, for example, boarder, parent, independent child. **g** Limits are for a single person.

Source: State and Territory governments (unpublished); 2009 Report, table 16.7, pp. 16.19-20.

Indigenous community housing

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

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

There has been considerable progress in the development of national ICH data to report against the National Reporting Framework (NRF) for Indigenous housing. This Report includes a performance indicator framework and data for ICH and additional descriptive data on ICH are contained in table 16A.14.

CRA

Data on the number and proportion of Indigenous income units receiving CRA by income unit type are presented in tables 16A.24 and 16A.25, respectively.

Framework of performance indicators

The performance indicator frameworks are consistent with the general performance indicator framework agreed by the Steering Committee (see chapter 1). They also draw on the framework developed for the 1999 CSHA and reflect the national objectives of that agreement (and of the new CSHA that took effect in 2003 [box 16.3]). The current CSHA places greater emphasis on Australian, State and Territory governments improving housing outcomes for Indigenous people, and governments have committed to improving access to mainstream housing options for Indigenous people living in urban and regional areas. This is the fifth year that data are reported under the current agreement. Work is being undertaken on the

performance indicators to improve the quality and scope of national performance information.

Box 16.3 Objectives for public and community housing under the 2003 CSHA

The principles guiding the 2003 CSHA are to:

1. maintain a core Social Housing sector to assist people unable to access alternative suitable housing options
2. develop and deliver affordable, appropriate, flexible and diverse housing assistance responses that provide people with choice and are tailored to their needs, local conditions and opportunities
3. provide assistance in a manner that is non-discriminatory and has regard to consumer rights and responsibilities, including consumer participation
4. commit to improving housing outcomes for Indigenous people in urban, regional and remote areas, through specific initiatives that strengthen the Indigenous housing sector and the responsiveness and appropriateness of the full range of mainstream housing options
5. ensure housing assistance links effectively with other programs and provides better support for people with complex needs, and has a role in preventing homelessness
6. promote innovative approaches to leverage additional resources into Social Housing, through community, private sector and other partnerships
7. ensure that housing assistance supports access to employment and promotes social and economic participation
8. establish greater consistency between housing assistance provision and outcomes, and other social and economic objectives of government, such as welfare reform, urban regeneration, and community capacity-building
9. undertake efficient and cost-effective management which provides best value to governments
10. adopt a cooperative partnership approach between levels of government towards creating a sustainable and more certain future for housing assistance
11. promote a national, strategic, integrated and long term vision for affordable housing in Australia through a comprehensive approach by all levels of government.

Source: CSHA (2003, p. 4); 2009 Report, box 16.4, p. 16.23.

Indigenous housing aims to achieve the outcomes listed in box 16.4 as part of the *Building a Better Future: Indigenous Housing to 2010* strategy. The aims also relate to ICH.

Box 16.4 Indigenous housing

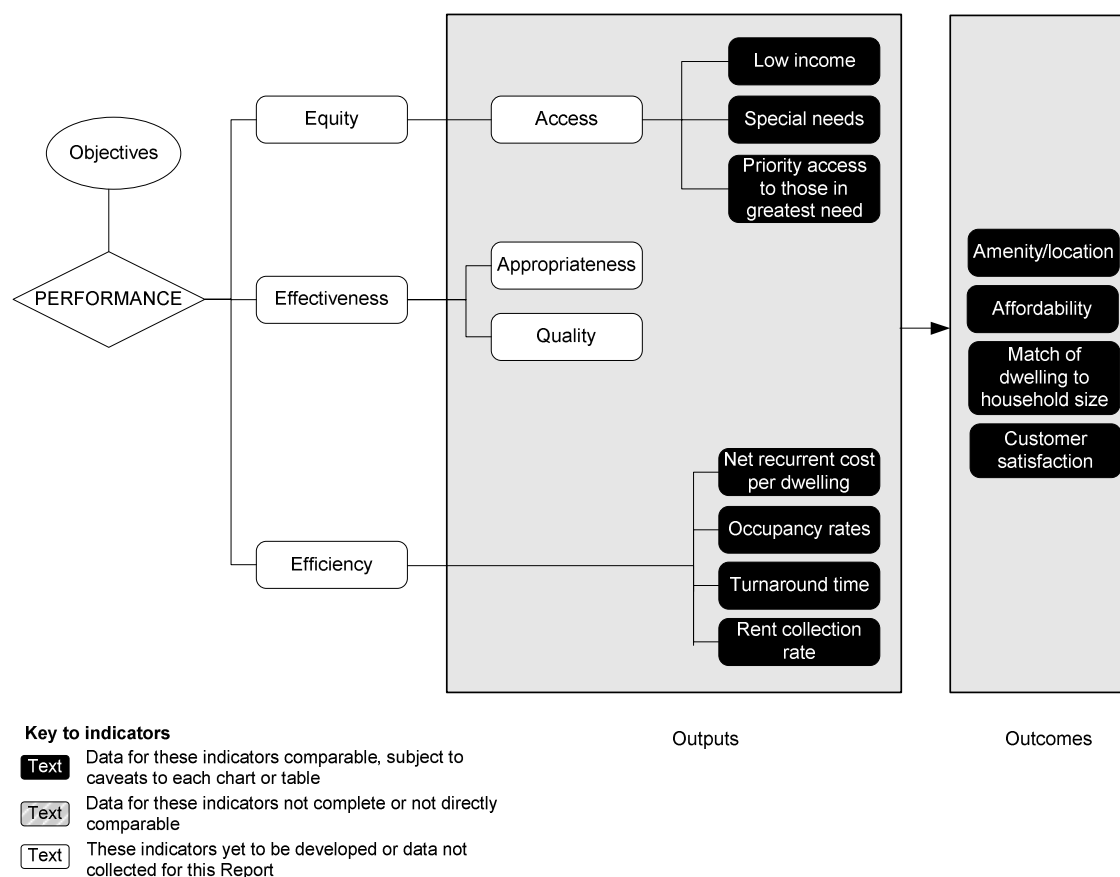
The guiding principles and objectives for achieving better Indigenous housing are to:

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

Source: FaCSIA (2001); 2009 Report, box 16.4, p. 16.23.

Data for Indigenous people are reported for a number of SOMIH performance indicators in the 2009 Report (figure 16.2). The performance indicator framework shows which data are comparable in the 2009 Report.

Figure 16.2 Performance indicators for public housing and SOMIH



Source: 2009 Report, figure 16.3, p. 16.25.

Performance reporting for public housing and SOMIH

Some descriptive information on public housing can be found in table 16A.1. Some descriptive data on SOMIH are included in table 16A.2. As outlined earlier, the ACT and the NT are not included in the SOMIH data collection.

Outputs

The following indicators measure the outputs of SOMIH. Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group).

Equity — low income

‘Low income’ is an indicator of the CSHA guiding principle to assist people unable to access alternative suitable housing options (box 16.5).

Box 16.5 Low income

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

- the proportion of new households with low income A — households where all members receive an income equivalent to or below 100 per cent of the government income support benefits at the pensioner rate (pension rates have been selected for calculating this indicator because they are higher than allowance rates)
- the proportion of new households with low income B — households with an income above 100 per cent of the government income support benefits at the pensioner rate, but below the effective cut-off for receiving any government support benefits.

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

Data reported for this indicator are comparable.

The proportion of new tenancies allocated to low income A households for SOMIH in 2007-08 is presented in table 16.5. The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.3).

Table 16.5 **SOMIH — new low income A households, as a proportion of all new households (per cent)^a**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
<i>New low income A households as proportion of all new households</i>							
2003-04	94.4	90.5	83.3	93.5	89.2	89.5	90.6
2004-05	94.2	87.7	76.1	92.9	86.0	86.0	88.0
2005-06	95.9	88.2	89.2	88.6	86.5	93.3	90.4
2006-07	95.5	89.9	76.5	87.9	88.7	100.0	87.7
2007-08	95.0	82.4	75.4	86.4	85.5	82.4	85.7

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

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.3; 2009 Report, table 16.10, p. 16.27.

Equity — special needs

'Special needs' is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing (box 16.6).

Box 16.6 Special needs

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

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

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

Data reported for this indicator are comparable.

The proportion of new tenancies allocated to special needs households for SOMIH is presented in table 16.6.

Table 16.6 **SOMIH — new tenancies allocated to households with special needs (per cent)^a**

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

^a Data may not be comparable between jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.4.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.4; 2009 Report, table 16.12, p. 16.29.

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

Equity — priority access to those in greatest need

'Priority access to those in greatest need' is an indicator of the CSHA guiding principle to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on

whether allocation processes are such that those in greatest need have first access to housing (box 16.7).

Box 16.7 Priority access to those in greatest need

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

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

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

Data reported for this indicator are comparable.

The proportion of new allocations to those in greatest need for 2007-08 for SOMIH is presented in table 16.7.

Table 16.7 SOMIH — proportion of new allocations to those in greatest need, 2007-08 (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
Total for year ending 30 June	10.5	19.3	20.2	28.2	74.4	na	25.8
Proportion of greatest need allocations to new allocations, by time to allocation							
<3 months	23.6	35.7	50.0	30.4	83.0	na	40.2
3–<6 months	11.7	11.1	50.0	60.8	70.0	na	37.1
6 months–<1 year	12.7	50.0	53.8	62.9	66.7	na	39.8
1–<2 years	–	12.5	18.8	25.6	70.4	na	23.3
2+ years	–	–	5.4	3.1	39.5	na	8.1

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.5. **na** Not available. – Nil or rounded to zero.

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.5; 2009 Report, table 16.14, p. 16.30.

Efficiency — net recurrent cost per dwelling

‘Net recurrent cost per dwelling’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.8).

Box 16.8 Net recurrent cost per dwelling

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

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

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

Data reported for this indicator are comparable.

Due to a high level of capital expenditure in housing, costs per dwelling are predominantly driven by the user cost of capital (2009 Report, box 16.11). Caution must therefore be used when interpreting the indicator because the user cost of capital and service delivery models differ across the jurisdictions.

The costs incurred by jurisdictions in providing SOMIH include:

- administration costs (the cost of the administration offices of the property manager and tenancy manager)
- operating costs (the costs of maintaining the operation of the dwelling, including repairs and maintenance, rates, the costs of disposals, market rent paid and interest expenses)
- depreciation costs
- the user cost of capital (the cost of the funds tied up in the capital used to provide SOMIH). Box 16.11 in the 2009 Report provides a discussion of the user cost of capital in general and how it relates to housing.

The net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH is presented in table 16.8. Capital cost data for SOMIH are not available for this Report. As with other indicators, it is not appropriate to compare the net recurrent cost of providing assistance per dwelling for public housing with the net recurrent cost of providing assistance per dwelling for SOMIH, because there is greater scope for economies of scale in administration costs with public housing, which is a much larger program overall.

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

Table 16.8 **SOMIH — net recurrent cost of providing assistance per dwelling (2007-08 dollars)^{a, b}**

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

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.6. ^b Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2007-08 = 100) table AA.11.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.6; 2009 Report, table 16.16, p. 16.34.

Efficiency — occupancy rate

‘Occupancy rate’ is an indicator of the CSHA guiding principle to measure the efficiency of housing utilisation (box 16.9).

Box 16.9 Occupancy rate

The ‘occupancy rate’ is an indicator of the CSHA guiding principle to measure the efficiency of housing utilisation. It represents the proportion of rental housing stock occupied by households. The term ‘occupied’ refers to rental housing stock occupied by tenants who have a tenancy agreement with the relevant housing authority.

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

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

Data reported for this indicator are comparable.

The proportion of total SOMIH stock occupied at 30 June 2008 is presented in table 16.9. The national average proportion of SOMIH stock occupied at 30 June 2008 was 96.8 per cent.

Table 16.9 SOMIH — occupancy rates (per cent)^a

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

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

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.7; 2009 Report, table 16.18, p. 16.35.

Efficiency — turnaround time

‘Turnaround time’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.10).

Box 16.10 Turnaround time

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

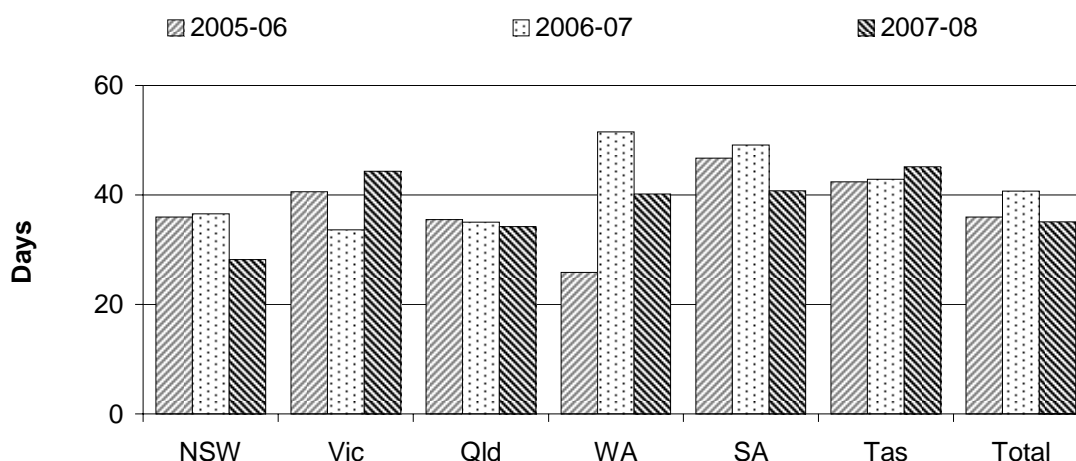
A low or decreasing turnaround time suggests efficient housing allocation.

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

Data reported for this indicator are comparable.

The average number of days for vacant stock to remain unallocated in 2007-08 is presented in figure 16.3 for SOMIH.

Figure 16.3 **SOMIH — average turnaround time^a**



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

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.8; 2009 Report, figure 16.5, p. 16.37.

Efficiency — rent collection rate

‘Rent collection rate’ is an indicator of the CSHA guiding principle to undertake efficient and cost-effective management (box 16.11).

Box 16.11 Rent collection rate

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

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

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

Data reported for this indicator are comparable.

‘Rent collection rate’ in 2007-08 is presented in table 16.10 for SOMIH.

Table 16.10 **SOMIH — rent collection rate (per cent)^a**

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>Total</i>
2003-04	104.1	99.8	101.3	103.1	97.0	102.2	101.8
2004-05	97.7	100.6	100.4	103.9	93.8	99.6	99.2
2005-06	100.5	99.0	99.7	104.3	94.7	103.8	100.0
2006-07	101.8	92.8	97.3	105.3	103.0	102.1	100.6
2007-08	96.8	89.2	99.6	104.3	103.7	99.8	99.0

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.9.

Source: AIHW (2004, 2005) *CSHA national data reports: Aboriginal rental housing program: State and Territory owned and managed Indigenous housing*, Canberra; AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.9; 2009 Report, table 16.20, p. 16.38.

Outcomes

Amenity/location

‘Amenity/location’ is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households (box 1612).

Box 16.12 Amenity/location

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

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

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

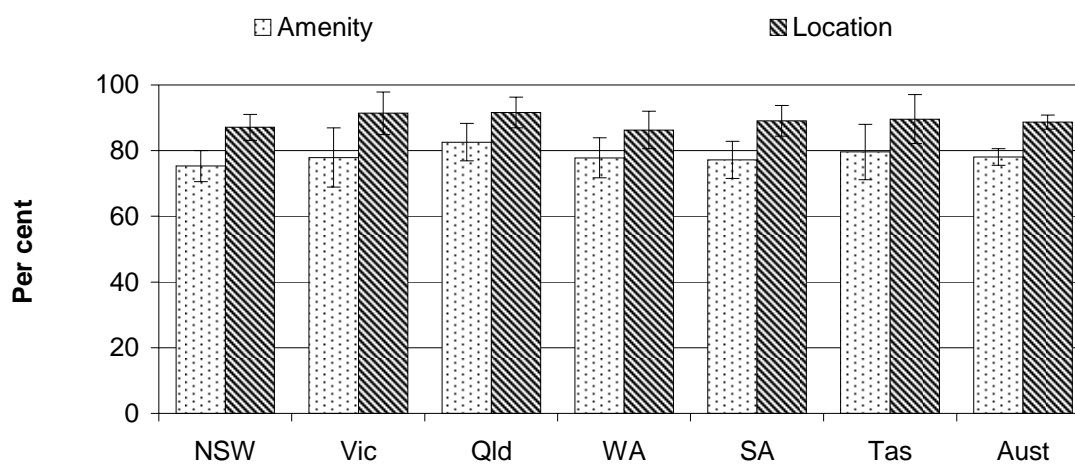
Data reported for this indicator are comparable.

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

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

SOMIH tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. Nationally, 78.1 per cent of tenants for whom amenity was important felt that their needs were met, and of those tenants for whom location was important, 88.7 per cent felt that their needs were met (figure 16.4).

Figure 16.4 **SOMIH — proportion of tenants rating their current home as meeting their amenity and location needs, 2007^a**



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

Source: AIHW (2009) *State owned and managed Indigenous housing 2006-07: CSHA national data report*, Canberra; table 16A.10; 2009 Report, figure 16.7, p. 16.41.

Affordability

‘Affordability’ is an indicator of the CSHA guiding principle to provide affordable housing to assist people who are unable to access suitable housing (box 16.13).

Box 16.13 Affordability

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

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

A high or increasing value implies greater housing affordability.

This affordability measure differs from that reported for community housing.

Data reported for this indicator are comparable.

The average weekly subsidy per rebated household and the proportion of rebated households spending less than 30 per cent of their income in rent for SOMIH at 30 June 2008 are presented in table 16.11. Information on the amount of income paid in rent by SOMIH tenants as a proportion of income can be found in table 16A.29.

Table 16.11 **SOMIH — average weekly subsidy per household and proportion of households spending 30 per cent or less of their income in rent^a**

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

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

Source: AIHW (2009) *State owned and managed Indigenous housing 2007-08: CSHA national data report*, Canberra; table 16A.11; 2009 Report, table 16.22, p. 16.42.

Match of dwelling to household size

'Match of dwelling to household size' is an indicator of the CSHA guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.14).

Box 16.14 Match of dwelling to household size

'Match of dwelling to household size' is defined as the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

Proxy occupancy standard for appropriate sized dwelling, by household structure

<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006).

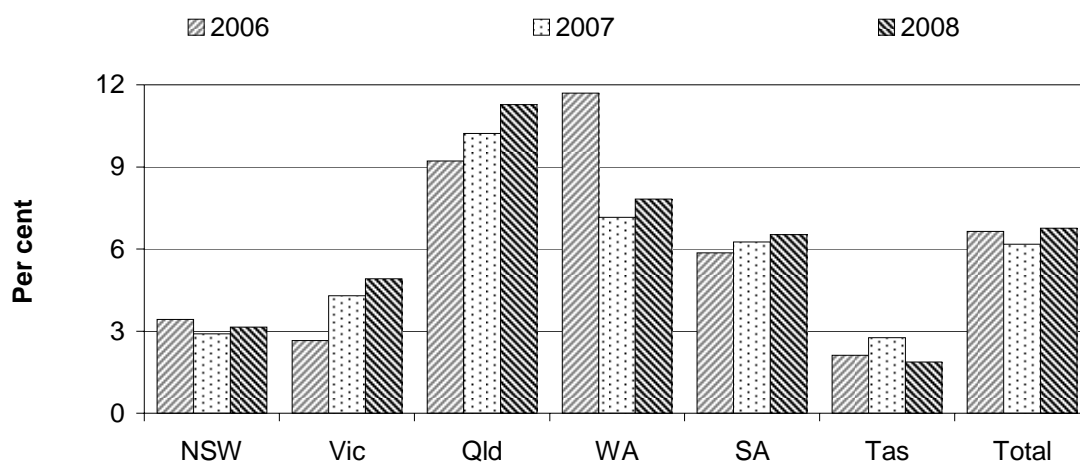
A low or decreasing proportion indicates less overcrowded households.

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

Data reported for this indicator are comparable.

The proportion of households with overcrowding for SOMIH is illustrated in figure 16.5. Information on moderate overcrowding and underutilisation for SOMIH can be found in table 16A.30.

Figure 16.5 SOMIH — proportion of households with overcrowding^{a, b}



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

AIHW (2006, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*, Canberra; table 16A.12; 2009 Report, figure 16.9, p. 16.44.

Customer satisfaction

‘Customer satisfaction’ is an indicator of tenants’ satisfaction with the overall service provided (box 16.15).

Box 16.15 Customer satisfaction

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

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

Customer satisfaction is a survey-based measure.

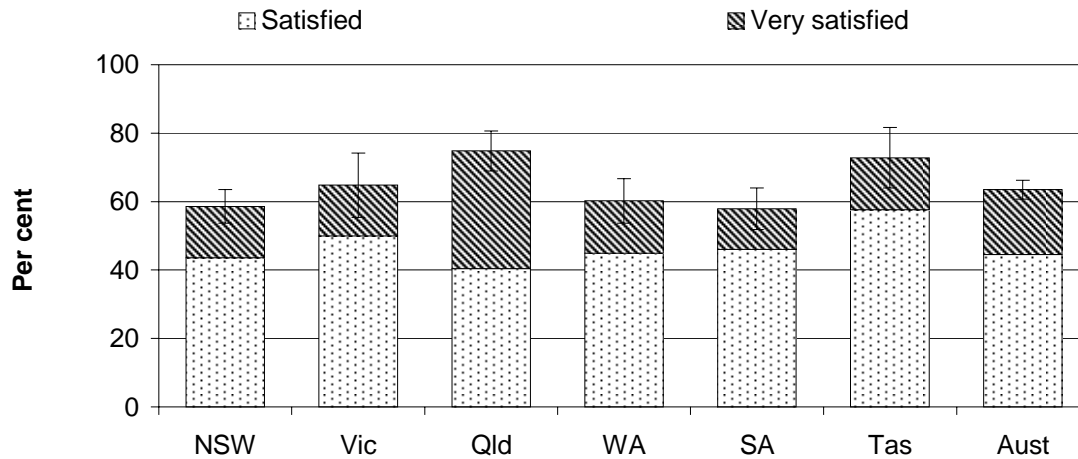
Data reported for this indicator are comparable.

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

Results for SOMIH are taken from the 2007 *National Social Housing Survey* for SOMIH. Nationally, 64 per cent of respondents were either satisfied or very

satisfied with the overall service provided by their State housing authority (figure 16.6).

Figure 16.6 **SOMIH — customer satisfaction, 2007^a**



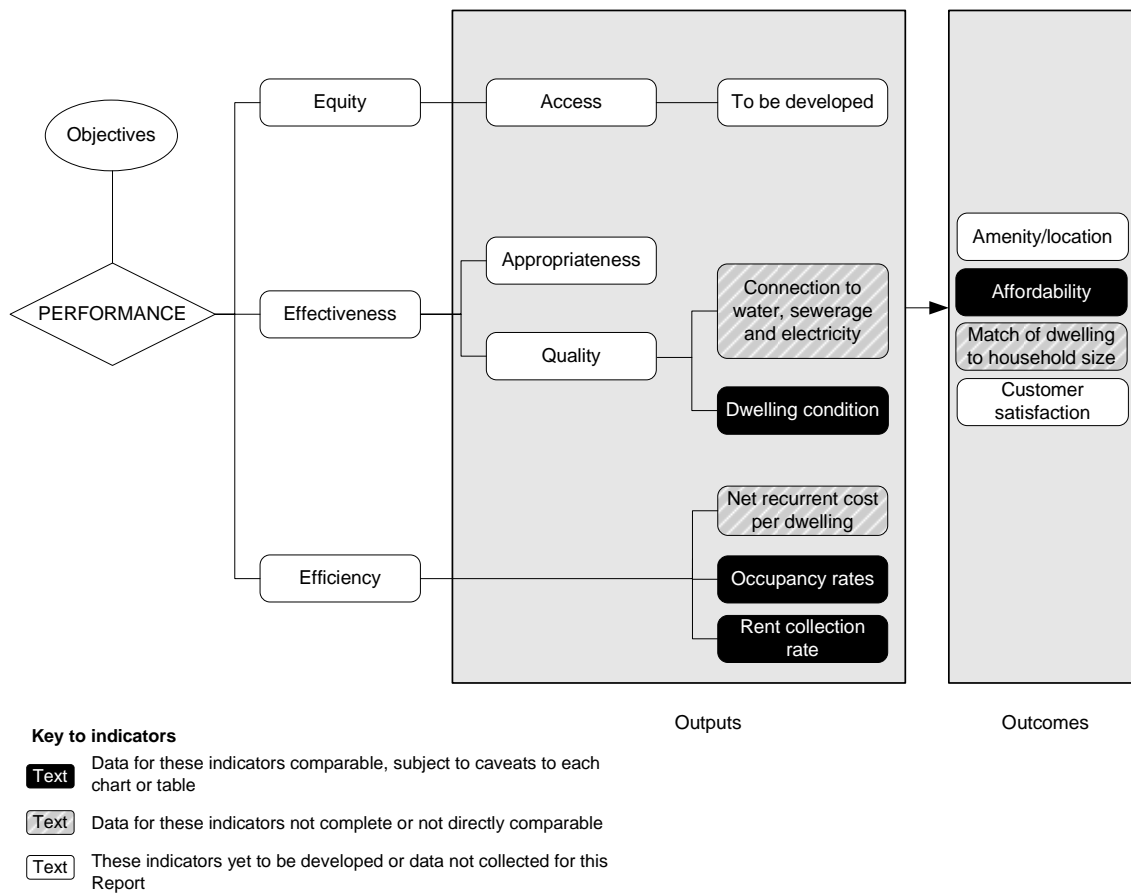
^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.10.

Source: AIHW (2009) *State owned and managed Indigenous housing 2006-07: CSHA national data report*, Canberra; table 16A.10; 2009 Report, figure 16.11, p. 16.46.

Performance reporting for Indigenous community housing

The performance indicator framework for ICH is presented in figure 16.7.

Figure 16.7 Performance indicators for ICH



Source: 2009 Report, figure 16.19, p. 16.61.

The definition of ICH is presented in box 16.16.

Box 16.16 Indigenous community housing

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

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

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

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

Source: AIHW (2007b).

Outputs

The following indicators measure the outputs of Indigenous community housing. Outputs are the actual services delivered (while outcomes are the impact of these services on the status of an individual or group).

Equity — access

Access indicators measure equitable access to ICH (box 16.17).

Box 16.17 Performance indicator — access

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

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

Effectiveness — quality — connection to water, sewerage and electricity

‘Connection to water, sewerage and electricity’ is an indicator of the ICH guiding principle to provide quality housing (box 16.18).

Box 16.18 Connection to water, sewerage and electricity

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

A lower or decreasing percentage suggests higher housing quality.

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

The percentage of Indigenous community houses not connected to water, sewerage and electricity at 30 June 2007 is presented in table 16.12.

Table 16.12 ICH — proportion of permanent dwelling not connected to water, sewerage and electricity (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
Water										
2005-06	–	..	–	–	–	..	–	4.7	0.1	1.7
2006-07	–	..	–	–	–	..	–	4.7	0.1	1.5
Sewerage										
2005-06	–	..	–	–	–	..	–	6.4	0.5	2.4
2006-07	–	..	–	–	–	..	–	6.4	0.1	2.1
Electricity										
2005-06	–	..	–	–	–	..	–	5.4	0.1	2.0
2006-07	–	..	–	–	–	..	–	5.4	0.3	1.8

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in tables 16A.15, 16A.16 and 16A.17. .. Not applicable. – Nil or rounded to zero.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; tables 16A.15, 16A.16 and 16A.17; 2009 Report, table 16.27, p. 16.64.

Effectiveness — quality — dwelling condition

‘Dwelling condition’ is an indicator of the ICH guiding principle to provide quality housing (box 16.19).

Box 16.19 Dwelling condition

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

A lower or decreasing proportion suggests higher housing quality.

Data reported for this indicator are comparable.

The dwelling condition indicator for ICH in 2006 is presented in table 16.13.

Table 16.13 ICH — dwelling condition, 2006^a

	<i>NSW (include ACT)^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</i>
Dwellings in need of major repair	18.8	24.7	26.3	27.9	22.4	30.6	..	21.0	..	23.4
Dwellings in need of replacement	2.7	4.5	5.9	10.1	5.8	–	..	10.2	..	7.2

^a Data may not be comparable between jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.18. ^b Data for the ACT data had been included with NSW due to low numbers. .. Not applicable. – Nil or rounded to zero.

Source: ABS (2007) *Housing and Infrastructure in Aboriginal and Torres Strait Islander Communities 2006*; table 16A.18; 2009 Report, table 16.28, p. 16.65.

Efficiency — net recurrent cost per unit

‘Net recurrent cost per dwelling’ is an output indicator of the ICH guiding principle to provide efficient and cost-effective management of housing (box 16.20).

Box 16.20 Net recurrent cost per unit

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

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

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

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

The net recurrent cost per dwelling for 2006-07 is presented in table 16.14.

Table 16.14 ICH — net recurrent cost per dwelling (2006-07 dollars)^a

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
2005-06	7 285	..	na	na	6 724	..	23 422	593	7 196	na
2006-07	7 938	..	3 272	na	3 251	..	na	na	na	4 977

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.19. ^b Contains data from Victoria, Tasmania and Queensland and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.19; 2009 Report, table 16.29, p. 16.66.

Efficiency — occupancy rate

'Occupancy rate' is an indicator of the ICH guiding principle to provide efficient housing utilisation (box 16.21).

Box 16.21 Occupancy rate

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

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

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are comparable.

The proportion of ICH occupied at 30 June is presented in table 16.15.

Table 16.15 ICH — occupancy rates, (per cent)^a

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

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.20. ^b Contains data from Victoria, Queensland and Tasmania and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. .. Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.20; 2009 Report, table 16.30, p. 16.67.

Efficiency — rent collection rate

‘Rent collection rate’ is an indicator of the ICH guiding principle to provide efficient and cost-effective management of housing (box 16.22).

Box 16.22 Rent collection rate

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

A high or increasing proportion suggests efficiency in collecting rent.

As with mainstream community housing, payment arrangements for rent in some jurisdictions mean the rent collected over a 12 month period may be higher than rent charged over that period.

Data reported for this indicator are comparable.

‘Rent collection rate’ in 2006-07 is presented in table 16.16.

Table 16.16 ICH — rent collection rate (per cent)^a

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aus Gov</i>	<i>Aust</i>
2005-06	89.4	..	97.4	94.1	102.7	..	100.0	103.8	84.7	94.2
2006-07	90.0	..	96.6	96.8	65.5	..	100.0	111.5	92.0	96.2

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.21. ^b Contains data from Victoria, Queensland and Tasmania and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. .. Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.21; 2009 Report, table 16.31, p. 16.68.

Outcomes

The following indicators measure the outcomes of Indigenous community housing. Outcomes are the impact of services on the status of an individual or group (while outputs are the actual services delivered).

Amenity/location

‘Amenity/location’ is an indicator of the ICH guiding principle to provide housing assistance that is appropriate to the needs of different households (box 16.23).

Box 16.23 Amenity/location

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

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

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

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

Affordability

‘Affordability’ is an indicator of the ICH guiding principle to provide affordable housing to assist people who are unable to access suitable housing (box 16.24).

Box 16.24 Affordability

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

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

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

Data reported for this indicator are comparable.

The proportion of Indigenous community households in the bottom 40 per cent of equivalised incomes paying 25 per cent or more of their income on rent is presented in table 16.17.

Table 16.17 ICH — proportion of low income households paying 25 per cent or more of their income on rent (per cent)^{a, b}

	<i>NSW</i>	<i>Vic</i>	<i>Qld</i>	<i>WA</i>	<i>SA</i>	<i>Tas</i>	<i>ACT</i>	<i>NT</i>	<i>Aust</i>
2001	28.9	31.1	20.2	12.4	12.3	20.9	..	5.2	15.8
2006	31.3	41.6	19.9	7.4	15.9	42.6	..	3.9	15.1

^a Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.22. ^b Low income households refer to those in the bottom 40 per cent of equalised gross household income. .. Not applicable. – Nil or rounded to zero.

Source: ABS (2002) *2001 Census of Population and Housing*, Canberra; ABS (2007) *2006 Census of Population and Housing*, Canberra; table 16A.22; 2009 Report, table 16.32, p. 16.69.

Match of dwelling to household size

‘Match of dwelling to household size’ is an indicator of the ICH guiding principle to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.25).

Box 16.25 Match of dwelling to household size

‘Match of dwelling to household size’ is defined as the proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure (see table below). Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.

Proxy occupancy standard for appropriate sized dwelling, by household structure

<i>Household structure</i>	<i>Bedrooms required</i>
Single adult only	1 bedroom
Single adult (group)	1 bedroom (per adult)
Couple with no children	2 bedrooms
Sole parent or couple with one child	2 bedrooms
Sole parent or couple with two or three children	3 bedrooms
Sole parent or couple with four children	4 bedrooms
Sole parent or couple with more than four children	equal to number of children

Source: AIHW (2006).

A low proportion indicates less overcrowded households.

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

The proportion of Indigenous community households with overcrowding at 30 June is illustrated in table 16.18.

Table 16.18 ICH — proportion of households with overcrowding (per cent)^a

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
2006	na	..	36.6	na	5.6	..	4.5	na	19.3	na
2007	na	..	27.2	na	24.1	..	na	na	24.5	30.8

^a Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.23. ^b Contains all data from Victoria and Tasmania and some data from Queensland and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey. **na** Not available. **..** Not applicable.

Source: AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168. Canberra; table 16A.23; 2009 Report, table 16.33, p. 16.70.

Customer satisfaction

‘Customer satisfaction’ is an indicator of the ICH guiding principle to provide housing assistance that is appropriate to different households (box 16.26).

Box 16.26 Customer satisfaction

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

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

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

Performance reporting for Commonwealth Rent Assistance

The performance indicator framework for CRA is presented in figure 16.8.

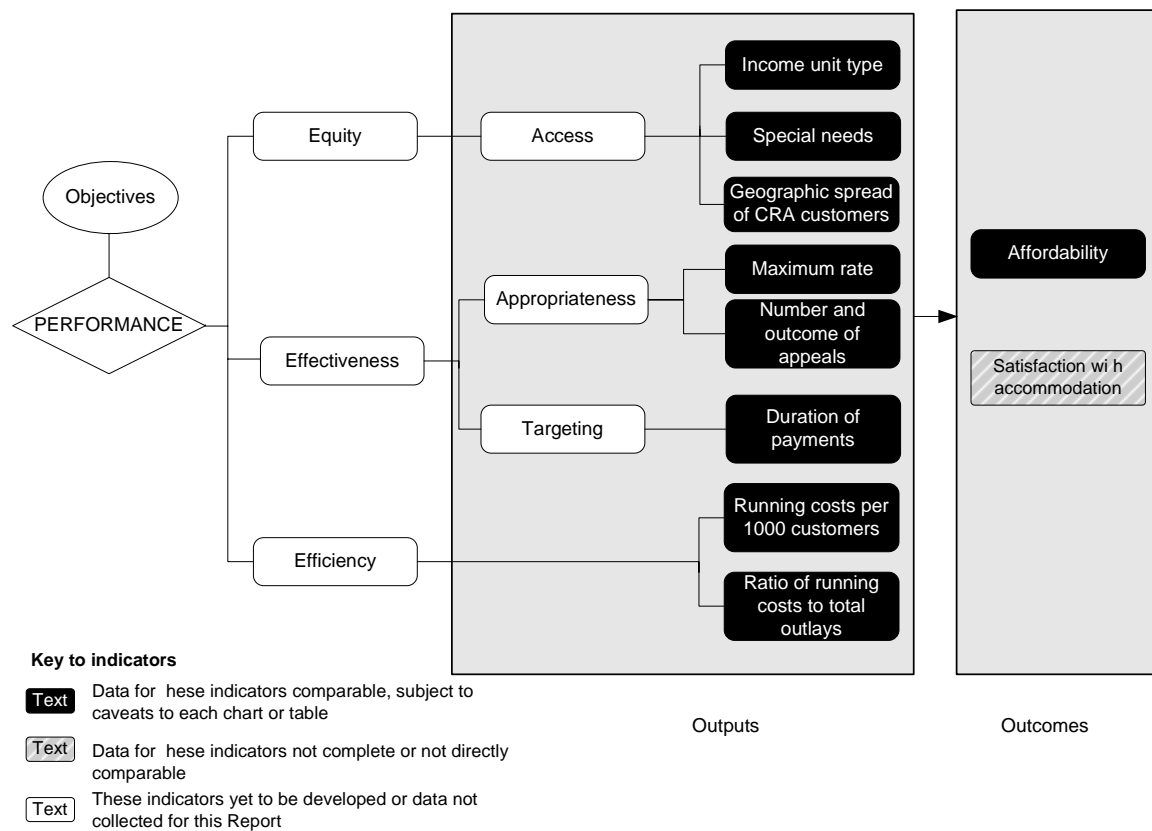
Data for CRA recipients are for individuals and families paid CRA by Centrelink under the *Social Security Act 1991* or family assistance law. CRA data do not include equivalent payments made by the Department of Veterans Affairs, or payments made with Abstudy on behalf of the Department of Education,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

Data are generally for those entitled to CRA at 6 June 2008. Centrelink recorded 946 641 individuals and families as being entitled to CRA with a social security or family assistance payment for that day. Other published figures may include

individuals and families who were paid CRA in the previous fortnight, some of whom were only entitled to payment for an earlier period.

Important eligibility requirements for CRA (which is paid automatically once eligibility has been established) are (1) the receipt of an income support payment or more than the base rate of the Family Tax Benefit Part A, and (2) liability to pay rent.

Figure 16.8 Performance indicators for CRA



Source: 2009 Report, figure 16.20, p. 16.72.

Outputs

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

Equity — access — income unit type

‘Income unit type’ is an indicator of the CRA’s guiding principle to provide financial assistance in an equitable manner (box 16.27).

Box 16.27 Income unit type

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

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

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

Data reported for this indicator are comparable.

Of the 946 641 income units entitled to receive CRA at 6 June 2008, 31 494 (approximately 3.3 per cent) self-identified as Indigenous. Single people with no children represented approximately 51.1 per cent of income units receiving CRA and 37.3 per cent of Indigenous income units receiving CRA (table 16.19). Data for the total number and proportion of income units by the income unit type disaggregated at the jurisdiction level are presented in tables 16A.24 and 16A.25 and 2009 Report, tables 16A.48 and 16A.49.

Table 16.19 Income units receiving CRA, by income unit type, 2008^a

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

^a Further information pertinent to the data included in this table and/or its interpretation is provided in tables 16A.24 and 16A.25 and 2009 Report, tables 16A.48 and 16A.49. .. Not applicable.

Source: FaHCSIA (unpublished); tables 16A.24 and 16A.25 and 2009 Report, tables 16A.48 and 16A.49; 2009 Report, table 16.34, p. 16.74.

Equity — access — special needs

‘Special needs’ is an indicator of the CRA’s guiding principle to provide income support recipients and low income families with financial assistance (box 16.28).

Box 16.28 Special needs

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

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

This indicator provides an overview of the level of assistance provided to disadvantaged groups and facilitates comparison with special needs groups in public housing. CRA is a demand driven payment that has no benchmark in terms of the level of assistance provided to special needs customers. Additional measures of special need, which include a geographic dimension, are reported under affordability.

Data reported for this indicator are comparable.

Table 16.20 illustrates the number and proportion of income units receiving CRA at 6 June 2008 by jurisdiction, Indigenous status and geographic location. Overall, 57.4 per cent of all income units receiving CRA at 6 June 2008 were in capital cities, while 42.6 per cent were in the rest of the State or Territory (FaHCSIA unpublished). For Indigenous income units receiving CRA, 33.0 per cent were located in capital cities, while 67.0 per cent lived in the rest of the State or Territory. For non-Indigenous income units receiving CRA, 58.3 per cent were located in capital cities, while 41.7 per cent lived in the rest of the State or Territory (table 16.20). People who own their home are not entitled to CRA. Indigenous people receiving social security benefits are less likely to own their home and therefore are more likely to receive CRA. Nationally, 6.8 per cent of Indigenous income units receiving social security or family payments were homeowners, while 45.0 per cent of non-Indigenous income units receiving benefits were homeowners, in 2008 (FaHCSIA unpublished).³

³ Home ownership rate refers to the proportion of income units receiving a social security payment or more than the base rate Family Tax Benefit Part A recorded as owning or purchasing a home. It excludes those identified as living in special residences such as nursing homes, aged care and retirement villages, those residing overseas or living in caravan parks.

Table 16.20 Income units receiving CRA, by Indigenous status, disability support pension and geographic location, 2008a

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

^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.26 *na* Not available. – Nil or rounded to zero.

Source: FaHCSIA (unpublished); ABS population by age and sex, Australian States and Territories, Cat. no. 3201.0, (unpublished), ABS (2007) *2006 Census of Population and Housing, Canberra*; ABS (2004) *Experimental Estimates and Projections, Aboriginal and Torres Strait Islanders*, Cat. no. 3238.0; table 16A.26; 2009 Report, table 16.35, p. 16.76.

Outcomes

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

Affordability

‘Affordability’ is an indicator of the CRA objective to provide income support recipients and low income families in the private rental market with financial assistance (box 16.29).

Box 16.29 Affordability

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

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

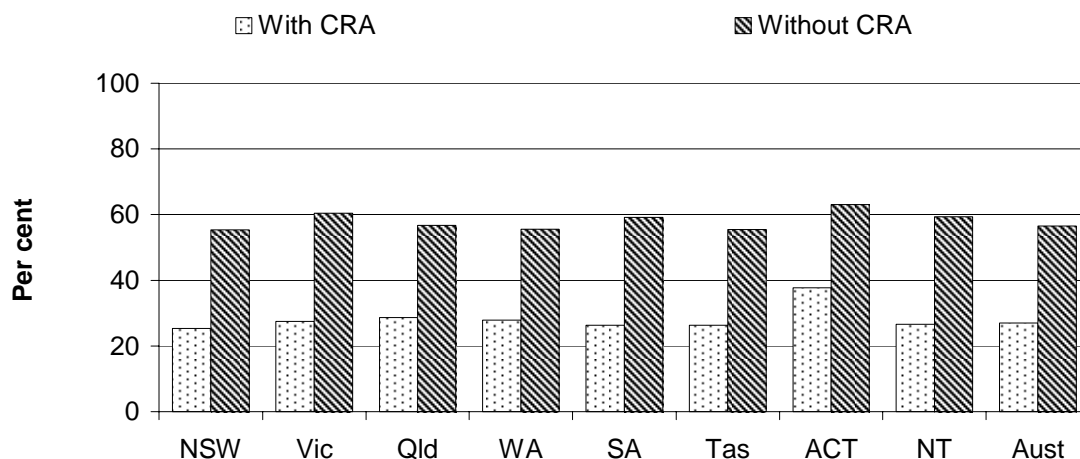
CRA is intended to improve affordability, not to achieve a particular benchmark. Program performance is best judged by trends over a number of years.

Data reported for this indicator are comparable.

Information on the proportion of income spent on rent (with and without CRA) by Australians living in State capital cities and rest of State regions, income units where one or more members’ self-identify as Indigenous Australians and income units where one or more members receive a Disability Support Pension is presented in tables 16A.27–16A.28 and in 2009 Report, tables 16A.68 and 16A.70.

Nationally, if CRA were not payable, then 56.6 per cent of the Indigenous income units receiving CRA would have spent more than 30 per cent of income on rent at 6 June 2008. Taking CRA into account, this proportion falls to 27.0 per cent (figure 16.9). Similarly, if CRA were not payable, then 20.1 per cent of Indigenous income units across Australia would have spent more than 50 per cent of income on rent at 6 June 2008. Accounting for CRA payments this proportion decreases to 6.6 per cent (table 16A.28).

Figure 16.9 **Indigenous income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, 2008^a**



^a Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.27.

Source: FaHCSIA (unpublished); table 16A.27; 2009 Report, figure 16.23, p. 16.84.

Future directions in performance reporting

Further developing indicators and data

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

Attachment tables

Attachment tables for data within this chapter are contained in the attachment to the compendium. These tables are identified in references throughout this chapter by an 'A' suffix (for example, table 16A.3 is table 3 in the housing attachment). The tables included in the attachment are listed below.

Public housing

Table 16A.1 Descriptive data - public housing

SOMIH

Table 16A.2 Descriptive data - State owned and managed Indigenous housing

Table 16A.3 New low income households as a proportion of all new households (per cent)

Table 16A.4 Proportion of new tenancies allocated to households with special needs (per cent)

Table 16A.5 Greatest need allocations as a proportion of all new allocations (per cent)

Table 16A.6 Net recurrent cost per dwelling (2007-08 dollars)

Table 16A.7 Occupancy rates as at 30 June (per cent)

Table 16A.8 Average turnaround times for vacant stock (days)

Table 16A.9 Total rent actually collected as a proportion of total rent charged (per cent)

Table 16A.10 State owned and managed Indigenous housing satisfaction survey, 2007

Table 16A.11 Average weekly subsidy per rebated household and proportion of rebated households spending less than 30 per cent of their income in rent

Table 16A.12 Proportion of households with overcrowding at 30 June (per cent)

Community housing

Table 16A.13 Descriptive data - community housing

Indigenous community housing

Table 16A.14 Descriptive data - Indigenous community housing

Table 16A.15 Proportion of permanent dwellings not connected to an organised water supply (per cent)

Table 16A.16 Proportion of permanent dwellings not connected to an organised sewerage supply (per cent)

Table 16A.17 Proportion of permanent dwellings not connected to an organised electricity supply (per cent)

Table 16A.18 Dwelling condition, (per cent), 2006

Table 16A.19 Net recurrent cost per dwelling (2006-07 dollars)

Table 16A.20 Occupancy rates (per cent)

Table 16A.21 Rent collection rate (per cent)

Table 16A.22 Proportion of low income households paying 25 per cent or more of their income on rent (per cent)

Table 16A.23	Proportion of Indigenous community housing households that are overcrowded (per cent)
CRA	
Table 16A.24	Number of Indigenous income units receiving CRA, 2008 (no.)
Table 16A.25	Proportion of Indigenous CRA recipients, 2008 (per cent)
Table 16A.26	Income units receiving CRA, by Indigenous status, disability support pension and geographic location, 2008
Table 16A.27	Proportion of Indigenous income units receiving CRA, spending over 30 per cent of income on rent, with and without CRA, 2003 to 2008 (per cent)
Table 16A.28	Proportion of income spent on rent with and without CRA, income units with more than 50 per cent of income spent on rent, 2008 (per cent)

Descriptive Information

Table 16A.29	Rebated State owned and managed Indigenous housing households paying assessable income on rent, by proportion of income (per cent)
Table 16A.30	Proportion of households in State owned and managed Indigenous housing with moderate overcrowding or underutilisation, (per cent)
Table 16A.31	State owned and managed Indigenous housing, non-rebated and multiple family households excluded

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