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# 16 Housing

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### **Attachment tables**

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

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

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) until 31 December 2008 and the National Affordable Housing Agreement (NAHA) from 1 January 2009 (termed CSHA/NAHA in this chapter) (box 16.1)
- Indigenous community housing (ICH)
- Commonwealth Rent Assistance (CRA).

#### **Box 16.1 Commonwealth State Housing Agreement and National Affordable 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 for those who most need it, for the duration of their need.

The 2003 CSHA came into effect on 1 July 2003 and was to operate until 30 June 2008 (but was extended to 31 December 2008, pending negotiation of the NAHA), and includes bilateral agreements between the Australian Government and each State and Territory government and an overarching multilateral agreement. There were generally separate bilateral agreements for mainstream and Indigenous housing in each jurisdiction.

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

The parties to the NAHA are committed to:

- providing direction for a range of measures including: social housing; assistance to people in the private rental market; support and accommodation for people who are homeless or at risk of homelessness; and home purchase assistance
- working towards improving coordination across housing related programs to make better use of existing stock and under-utilised Government assets and achieve better integration between housing and human services, including health and disability services
- reducing the rate of homelessness.

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

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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 until 31 December 2008, provided accommodation and other services for homeless people or those at imminent risk of becoming homeless. As of 1 January 2009, these services are provided under the NAHA (chapter 15)
- services delivered by the Australian, State and Territory governments and community organisations to promote independent living, including services for people with a disability (chapter 14), mental health services (chapter 12) and aged care services, such as the Home and Community Care program (chapter 13).

Improvements in the chapter this year include:

- reporting of data for the access indicator ‘special needs income units aged 24 years or under, or 75 years or over’ in the Commonwealth Rent Assistance (CRA) service area
- reporting of data for the affordability indicator ‘proportions of income units spending more than 30 per cent and 50 per cent of their income on rent with and without CRA’ for income units aged 24 years or under and aged 75 years or over receiving CRA.

Public housing, SOMIH, community housing and ICH information has been obtained from State and Territory governments, except where otherwise indicated. The Australian Institute of Health and Welfare (AIHW) collects and collates these data and produces annual data collection manuals. Data tables are available on the AIHW website (AIHW 2009a). CRA data were obtained from the Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA). Data on satisfaction, amenity and location were obtained from national social housing surveys of public housing, SOMIH and community housing tenants.

#### *Housing assistance not covered*

This chapter does not cover a number of government funded and provided housing services, including:

- the Crisis Accommodation Program (CAP), including the Victorian Transitional Housing Management Program under the CSHA/NAHA, which provides capital funding for accommodation for homeless people
- non-CSHA/NAHA programs, including those provided by the Department of Veterans’ Affairs (DVA)

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- CRA paid by the DVA or paid to Abstudy recipients on behalf of the Department of Education, Employment and Workplace Relations (DEEWR)
  - some Indigenous housing and infrastructure assistance
  - mainstream community housing not funded under the CSHA/NAHA
  - home purchase assistance, including the First Home Owners Grant, a Commonwealth initiative administered by State and Territory governments
  - private rent assistance funded by State and Territory governments
  - the National Rental Affordability Scheme
  - other Commonwealth initiatives, such as the Housing Affordability Fund (HAF).

## **16.1 Profile of housing and housing assistance**

### **Service overview**

The Australian Bureau of Statistics (ABS) 2006 Census of Population and Housing (ABS 2007) identified just under 7.1 million households in Australia, where ‘household’ is classified as ‘a person living alone’ or as ‘a group of related or unrelated people who usually reside and eat together’. Of these households, 68.1 per cent owned or were purchasing their own home, 19.0 per cent rented in the private sector, 3.6 per cent were in public rental accommodation, 0.7 per cent lived in community housing,<sup>1</sup> 2.6 per cent resided in other tenure types and 6.0 per cent did not state their tenure type (table 16A.75). For a number of reasons, including non-response and misunderstanding, Census data are likely to underestimate the number of tenants in public housing.<sup>2</sup>

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

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<sup>1</sup> 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.

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

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2.6 people, whereas the average household with at least one Indigenous person was 3.4 people (ABS 2007).

### *Why government provides housing assistance*

Australia's private housing stock houses the majority of the population. Most Australian households can access accommodation either through owner occupation or by renting from a private landlord. Many households, however, face problems in acquiring or accessing suitable private accommodation, for reasons of cost, discrimination, availability, location and/or adequacy. The price of rental dwellings can be prohibitive for people on lower incomes. Further, stock may not be available in the private rental market for households with special accommodation needs. Housing assistance from the Australian, State and Territory governments can help these households.

### **Roles and responsibilities**

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

- The Australian Government provides CRA and shares responsibility with State and Territory governments for housing assistance provided under the CSHA/NAHA. It also provides funding for the Community Housing and Infrastructure Program (CHIP) that ceased in June 2008. 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.
- Local governments implement planning regulations and are sometimes involved in providing community housing.

### **Funding**

The Australian, State and Territory governments provided \$682.5 million for housing programs under the CSHA for the 6 months to 31 December 2008. Of this,

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the Australian Government provided \$492.5 million or 72.2 per cent, and State and Territory governments were collectively required to provide minimum matching funds of \$190.0 million or 27.8 per cent (FaHCSIA 2009). In addition, most jurisdictions provided additional funding above the minimum matching requirements. Public and community housing accounted for the majority of CSHA funding. Since 1 January 2009 the majority of funding for social housing was provided under the NAHA estimated at \$1459.5 million (State and Territory governments unpublished).

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

Public housing is the largest form of assistance provided under the CSHA/NAHA. Given the capital intensive nature of provision of social housing, additional assistance to annual funding is provided through the use of \$82 billion of housing stock owned by housing authorities in 2007-08 (calculated from 2007-08 State and Territory CSHA national financial statements [unpublished]).

The Australian Government provided \$2.6 billion for CRA in 2008-09. Real expenditure on CRA has increased by 19.0 per cent over a 10 year time period (FaHCSIA 2009).

Table 16.1 is a summary table that presents government expenditure including and excluding capital costs, on a per person and per dwelling basis. It also includes CRA expenditure per person and per income unit to present the overall level of government housing assistance covered in this chapter. More detailed analysis of the cost components for public housing is presented in table 16.12. Nationally, net recurrent cost per person on public housing was approximately \$100 in 2008-09. Cost including capital costs per person on public housing was \$319 (table 16.1). Nationally, net recurrent cost per dwelling on public housing was approximately \$6366 in 2008-09. Average cost including capital cost per dwelling on public housing was \$26 074 (table 16.1).

It is important to note the differences in housing assistance operations across jurisdictions when analysing expenditure per person on public housing. The per person data could have been influenced by historic arrangements (such as previous years' investment) that might have influenced the overall size of the public housing sector relative to the size of the population. Reporting net recurrent cost per public housing dwelling addresses some of these issues.

**Table 16.1 Government housing assistance, 2008-09 (dollars)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Government expenditure on public housing									
<i>Per person<sup>b</sup></i>									
Net recurrent cost	112	59	73	102	168	185	242	312	100
Cost including capital cost	421	311	318	521	557	491	1 149	777	410
<i>Per dwelling</i>									
Net recurrent cost	6 549	4 813	6 146	7 000	6 342	7 498	7 736	13 201	6 366
Cost including capital cost	24 653	25 458	26 655	35 596	21 013	21 130	36 672	32 881	26 074
CRA expenditure									
<i>Per person<sup>b</sup></i>	130	109	151	95	117	136	55	59	123
<i>Per income unit</i>	2 660	2 623	2 687	2 607	2 576	2 645	2 418	2 580	2 645

<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in tables 16A.5 and 16A.88. <sup>b</sup> Data are expressed as per person of the Australian population.

Source: FaHCSIA (unpublished); State and Territory governments (unpublished); table 16A.88.

## Size and scope

Housing assistance is provided in various forms, and models for delivering assistance vary within and across jurisdictions. The eight main forms of assistance are outlined in box 16.2. This chapter focuses on five of these 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.
- *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)*: houses owned by the State, targeted at Indigenous households.
- *Indigenous community housing (ICH)*: dwellings owned or leased and managed by ICH organisations and community councils in major cities, regional and remote areas.

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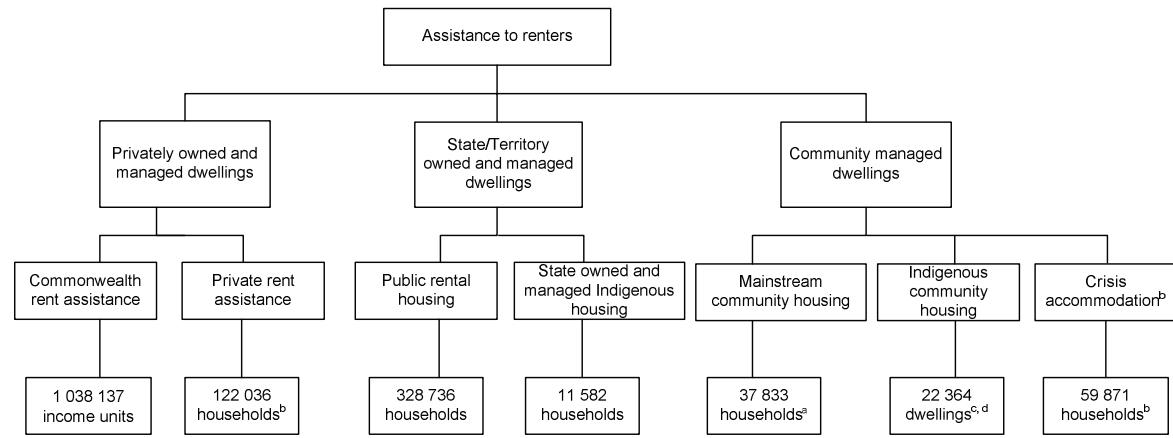
### Box 16.2 (Continued)

- *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/NAHA. Sources of government funding include CAP through the CSHA/NAHA, which provides funding for accommodation, and SAAP/NAHA 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.
- *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 can be provided by community-based organisations funded by government.
- *Commonwealth Rent Assistance (CRA)*: a non-taxable income support supplement paid by the Australian Government to income support recipients or people who receive more than the base rate of the Family Tax Benefit Part A and who rent in the private rental market.

Source: FaCS (2003a, 2003b).

Figure 16.1 illustrates the range of government assistance to renters.

**Figure 16.1 Assistance across the rental sector, 2009<sup>a</sup>**



<sup>a</sup> Additional dwellings are funded under programs other than CSHA/NAHA. Data about these dwellings are not available. <sup>b</sup> For year ending 30 June 2008. <sup>c</sup> At 30 June 2008. <sup>d</sup> Includes permanent dwellings managed by funded/actively registered and unfunded/not actively registered ICH organisations. Of these dwellings 19 583 were managed by organisations administered by the State Governments and 2781 managed by organisations administered by the Australian Government.

Source: Australian, State and Territory governments (unpublished); AIHW (2009) *Housing assistance tables*; AIHW (2009) *Indigenous housing indicators 2007-08*, Indigenous housing series no. 3, Cat. no. HOU 212; AIHW (2009) *Crisis Accommodation program 2007-08: Commonwealth State Housing Agreement national data report*, Housing assistance data development series, Cat. no. HOU 202; AIHW (2009) *Private Rent Assistance 2007-08: Commonwealth State Housing Agreement national data report*, Housing assistance data development series, Cat. no. HOU 200; tables 16A.1, 16A.14, 16A.25, 16A.37 and 16A.65.

### Public housing

Public housing comprises those dwellings owned (or leased) and managed by State and Territory housing authorities. The CSHA/NAHA is the main source of funding for public housing. From 1 January 2009, funding for public housing was incorporated into the NAHA, but the NAHA does not separately identify funding for public housing. A total of 328 679 public housing dwellings were occupied at 30 June 2009 (table 16A.1). Public housing is available to people on low incomes and those with special needs. At 30 June 2008, 31.1 per cent of public housing households contained a household member with disability (AIHW 2009d).

Public housing rents are generally set at market levels, and rebates are granted to low income tenants (so they generally pay no more than 25 per cent of their assessable income in rent), to provide affordable housing. Public housing allocations are constrained by the amount of housing stock available and are income tested. The proportion of total households residing in public housing in 2006 (4.3 per cent nationally) is presented for all jurisdictions in table 16A.78. Information on the proportion of income paid in rent by public housing tenants is contained in table 16A.82. Details of multiple family composition, non-rebated and

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other public households excluded from data in this chapter are presented in table 16A.89.

#### *State owned and managed Indigenous housing*

State owned and managed Indigenous housing dwellings funded through CSHA/NAHA 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 12 056 dwellings identified in the 2008-09 SOMIH collection (table 16A.14). From 1 January 2009, funding for housing was incorporated into the NAHA, but the NAHA does not separately identify funding for SOMIH.

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/NAHA and the State Government (in addition to its CSHA/NAHA commitments).

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 many SOMIH properties was transferred to AHV in 2008-09. This has reduced the number of properties reported in Victoria as SOMIH and will lead to a corresponding increase in the number of properties reported as State managed ICH for 2008-09. It should be noted that while SOMIH stock is reported for the year 2008-09, ICH is reported for the year 2007-08.

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, Aboriginal Rental Housing Program (ARHP) funding is directed to ICH.

Details of multiple family composition, non-rebated and other public households excluded from SOMIH data in this chapter are presented in table 16A.90.

#### *Community housing*

Community housing is generally managed by not-for-profit organisations or local governments that perform asset and tenancy management functions. A major objective of community housing is to increase social capital by encouraging local

communities to take a more active role in planning and managing appropriate and affordable transitional and long term rental accommodation. Community housing is also intended to provide a choice of housing location, physical type and management arrangements. Some forms of community housing also allow tenants to participate in the management of their housing.

Community housing programs aim to achieve links between housing and services that are best managed at the community level, including services for people with a disability, and home and community care. Notwithstanding their common objectives, community housing programs vary within and across jurisdictions in their administration and types of accommodation (box 16.3).

### Box 16.3 Models of community housing

Community housing models vary across jurisdictions in scale, organisational structure and financing arrangements, and the extent to which the community or government has management responsibility and ownership of the housing stock. Table 16A.79 lists the community housing programs in each jurisdiction.

Some community housing models are:

- *regional or local housing associations*: associations provide property and tenancy management services, and community groups provide support services to tenants
- *joint ventures and housing partnerships*: a range of church, welfare, local government agencies and other organisations provide resources in cooperation with State and Territory governments
- *housing cooperatives*: are responsible for tenant management and maintenance, while government, a central finance company or an individual cooperative owns the housing stock
- *community management and ownership*: not-for-profit or community housing associations both own and manage housing
- *local government housing associations*: provide low cost housing within a particular municipality, are closely involved in policy, planning, funding and/or monitoring roles, and can directly manage the housing stock
- *equity share rental housing*: housing cooperatives wholly own the housing stock and lease it to tenants (who are shareholders in the cooperative and, therefore, have the rights and responsibilities of cooperative management).

Source: State and Territory governments (unpublished).

Funding for community housing is typically either fully or partly provided by governments to not-for-profit organisations or local governments. Australian Government funding for community housing amounted to 7.0 per cent (\$34.3 million) of total CSHA funding provided by the Australian Government

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from 1 July 2008 to 31 December 2008 (FaHCSIA unpublished). From 1 January 2009, funding for housing, was incorporated into the NAHA, but the NAHA does not separately identify funding for community housing.

There were 39 770 mainstream community housing tenancy rental units in Australia at 30 June 2009 (table 16A.25).<sup>3</sup> Table 16A.80 presents the proportion of all households residing in community housing in each jurisdiction in 2006 (0.7 per cent nationally).

### *Indigenous community housing*

Indigenous community housing refers to housing funded by State or Federal governments that is managed and delivered by ICH organisations. 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. 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. From 1 January 2009, funding for housing, was incorporated into the NAHA, but the NAHA does not separately identify funding for ICH.

In 2007-08, the Australian Government funded and administered ICH in three jurisdictions, Victoria, Queensland and Tasmania. At the time data for this Report were collected (2007-08), in Tasmania there was only Australian Government administered ICH housing, while in Victoria and Queensland, some ICH housing was administered by the Australian Government and some by the State governments. In the five remaining jurisdictions — NSW, WA, SA, the ACT and the NT — funding from the applicable State or Territory and the Australian Government is combined and the State or Territory government has sole responsibility for the administration of ICH (AIHW 2009b).

Descriptive information on ICH excluded from data in this chapter is contained in table 16A.37.

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<sup>3</sup> Data are based on a combination of survey and administrative data. Results, therefore, are affected by survey non-response. Details of community housing survey response rates and associated information are presented in table 16A.91.

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## CRA

Commonwealth Rent Assistance is a non-taxable supplementary payment provided by the Australian Government to help with the cost of private rental housing. It is available to recipients of either income support payments, or Family Tax Benefit Part A at more than the base rate who pay private rent above minimum thresholds. Private rent includes rent paid under both formal tenancy agreements and informal arrangements, such as board and lodging paid to a family member. It also includes mooring and site fees (for boats and caravans) and payments for retirement village services.

Commonwealth Rent Assistance is paid at 75 cents for every dollar above the threshold until a maximum rate is reached. The maximum rates and thresholds vary according to a customer's family situation and number of children (table 16.2). For single people without dependent children, the maximum rate may also vary according to whether accommodation is shared with others. Rent thresholds and maximum rates are indexed twice per year (March and September) to reflect changes in the consumer price index.

**Table 16.2 Eligibility and payment scales for CRA, 20 March to 19 September 2009 (\$ per fortnight)<sup>a</sup>**

<i>Income unit type</i>	<i>Minimum rent to be eligible for CRA</i>	<i>Minimum rent to be eligible for maximum CRA</i>	<i>Maximum CRA</i>
Single, no dependent children	98.80	247.07	111.20
Single, no children, sharer	98.80	197.64	74.13
Couple, no dependent children	161.00	300.73	104.80
Single, one or two dependent children	130.06	304.03	130.48
Single, three or more dependent children	130.06	326.81	147.56
Partnered, one or two dependent children	192.50	366.47	130.48
Partnered, three or more dependent children	192.50	389.25	147.56
Partnered, illness separated, no dependent children	98.80	247.07	111.20
Partnered, temporarily separated, no dependent children	98.80	238.53	104.80

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

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

Because CRA is a national payment, FaHCSIA seeks to ensure that CRA recipients who have the same income unit characteristics and who pay the same amount of

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rent receive the same amount of assistance wherever they live. There were 1 038 137 income units (where an income unit is defined as either a single person or a couple with or without dependents)<sup>4</sup> entitled to receive CRA at 5 June 2009 (table 16A.48). The proportion of CRA recipients by income unit type is presented in table 16A.49. Data on the number and proportion of Indigenous income units receiving CRA by income unit type are presented in tables 16A.50 and 16A.51, respectively.

The maximum rate of assistance was received by 71.7 per cent of CRA recipients paid enough rent to receive the maximum rate of assistance at 5 June 2009 (table 16A.63). There was relatively little variation in the average level of assistance across locations at 5 June 2009 (table 16A.62), even though rents varied considerably by location. At 5 June 2009, the average payment across Australia was \$94.79 per fortnight (approximately \$2465 per year) (table 16A.62).

#### *Housing assistance-related services not reported in the Housing chapter*

Governments also provide services that aim to assist people who are homeless or at risk of being homeless, through the SAAP until 31 December 2008 and the NAHA from 1 January 2009. Under both arrangements, the AIHW manages the national data collection which provides information on people accessing services provided under these agreements who were homeless and people who were at risk of homelessness. The AIHW also collects information on the demand for services provided under the SAAP/NAHA and the ability to meet this demand. The collection provides information on people who were homeless and people who were at risk of homelessness, who accessed SAAP in 2007-08 (AIHW 2009c).

In 2007-08, 1562 non-government, community and local government organisations were funded nationally under SAAP (AIHW 2009c). These organisations ranged from small stand-alone agencies with single outlets to larger auspice bodies with multiple outlets.

On census night in 2006, there were approximately 105 000 homeless people (Chamberlain and MacKenzie 2008). Nationally, in 2007-08, SAAP agencies provided support to 202 500 people (125 600 clients and 76 900 accompanying children) (see chapter 15 for more details on SAAP services.)

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<sup>4</sup> Dependents are defined as young people for whom the person or partner receives the Family Tax Benefit. The benefit is not payable for children receiving Youth Allowance or any other income security payment. Children aged over 16 years for whom the Family Tax Benefit is not payable are regarded as separate income units.

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Data collected via the SAAP Client Collection show that SAAP or CAP accommodation was able to be provided directly to clients and their accompanying children in the majority of cases (87 per cent and 85 per cent, respectively). When accommodation could not be provided directly, clients were referred on to other organisations in 8 per cent of cases. Demand for accommodation remained unmet in 5 per cent of cases for adult clients and in 7 per cent of clients with accompanying children.

### **Diversity of State and Territory public housing, community housing and SOMIH services**

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

Housing assistance reported in this chapter is closely associated with assistance provided under the SAAP (until 31 December 2008) and supported assistance and accommodation services provided under the NAHA (from 1 January 2009).

The proportion of public housing located in regional and remote areas, using the Australian Standard Geographical Classification remoteness area structure (ASGC remoteness areas), is shown in table 16.3.

**Table 16.3 Public housing — regional and remote area concentrations, at 30 June 2009 (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Major cities	82.1	72.4	67.4	70.3	77.3	..	99.9	..	72.8
Inner regional	14.4	22.5	16.4	9.6	6.7	73.3	0.1	..	16.2
Outer regional	3.2	5.2	14.0	9.8	14.1	25.9	..	70.2	8.9
Remote	0.3	—	1.7	7.2	1.8	0.5	..	26.1	1.7
Very remote	—	..	0.5	3.1	0.2	0.3	..	3.7	0.5

<sup>a</sup> Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.1. .. Not applicable. — Nil or rounded to zero.

Source: AIHW (2009) *Housing assistance tables*; table 16A.1.

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

**Table 16.4 SOMIH — regional and remote area concentrations, at 30 June 2009 (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
Major cities	41.3	34.3	14.3	27.9	60.8	..	33.3
Inner regional	32.8	29.8	19.1	7.8	7.5	83.3	21.9
Outer regional	20.2	35.9	39.4	21.0	18.0	16.7	25.3
Remote	4.9	—	10.6	20.3	5.2	—	9.1
Very remote	0.7	..	16.6	23.1	8.5	—	10.3

<sup>a</sup> Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.14 .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2009) *Housing assistance tables*; table 16A.14.

Eligibility criteria for access to public housing, such as income and asset definitions and limits, vary across jurisdictions (table 16A.92). In most cases, jurisdictions require that applicants be Australian citizens or permanent residents and not own or part-own residential property. All jurisdictions require eligible applicants to be resident in the respective State or Territory. All State and Territory governments prioritise access to public housing by segmenting their waiting lists in some way. Segments are defined differently across jurisdictions, but generally reflect urgent need/homelessness and an inability to access appropriate private market accommodation. Most jurisdictions provide security of tenure after an initial probationary period. Most jurisdictions also have periodic reviews of eligibility. Rebated rents result in the majority of households paying no more than 25 per cent of their assessable income in rent (the rent-to-income ratio). Definitions of assessable income vary across jurisdictions.

Eligibility criteria for access to SOMIH are generally consistent with those for public housing once an applicant has been confirmed as Indigenous (table 16A.93). 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.

The policy contexts of public housing and SOMIH are summarised in tables 16A.92 and 16A.93, respectively.

Eligibility criteria for community housing are generally consistent with those for public housing in each jurisdiction. Most jurisdictions do not require community housing organisations to segment waiting lists.

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

**Table 16.5 Community housing — regional and remote area concentrations, at 30 June 2009 (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Major cities	67.9	74.2	42.0	65.3	85.0	..	99.7	..	65.7
Inner regional	23.4	21.7	22.9	11.8	9.0	63.3	0.3	..	20.1
Outer regional	8.5	4.0	25.6	12.6	4.5	35.2	..	64.1	11.0
Remote	0.2	0.2	3.2	7.9	1.4	1.5	..	32.1	1.9
Very remote	—	..	6.3	2.4	0.1	—	..	3.8	1.4

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

Source: AIHW (2009) *Housing assistance tables*; table 16A.25.

### *Private rental markets*

Tight private rental markets (vacancy rates well below 3 per cent) were evident in all jurisdictions in June 2009. Capital city vacancy rates in the private rental market for all jurisdictions are reported in table 16A.76. Capital city median rents varied across jurisdictions. Median rents for three bedroom houses and two bedroom flats or units are reported in table 16A.77.

## **16.2 Framework of performance indicators**

The performance indicator frameworks show which data are comparable in the 2010 Report (figures 16.2, 16.11, 16.18 and 16.19). For data that are not considered directly comparable, the text includes relevant caveats and supporting commentary. Chapter 1 discusses data comparability from a Report-wide perspective (see section 1.6).

Appendix A contains information on each State and Territory that may help in interpreting the performance indicators presented in this chapter.

The frameworks reflect the adoption by governments of accrual accounting and depict the Review's focus on outcomes, consistent with demand by governments for outcome oriented performance information. The frameworks also accentuate the importance of equity. More detail on the general report framework, along with the differences between outputs and outcomes, can be found in chapter 1.

While public housing, SOMIH, community housing and ICH use a common framework, the delivery method for public housing and SOMIH differs from that

for community housing and ICH. State and Territory governments deliver public housing and SOMIH, while community organisations and sometimes local governments deliver community housing and ICH.

The performance indicator frameworks are consistent with the general performance indicator framework agreed by the Steering Committee (see chapter 1). They also draw on the framework developed for the 1999 CSHA and reflect the national objectives of that agreement (and of the CSHA that took effect in 2003 [box 16.4]) and of the NAHA that took effect on 1 January 2009. This year data for 1 July 2008 to 31 December 2008 relate to the CSHA and data for 1 January 2009 to 30 June 2009 relate to the NAHA.

The Council of Australian Governments (COAG) has agreed six National Agreements to enhance accountability to the public for the outcomes achieved or outputs delivered by a range of government services, (see chapter 1 for more detail on reforms to federal financial relations). The NAHA covers the area of Housing, while the National Indigenous Reform Agreement (NIRA) establishes specific outcomes for reducing the level of disadvantage experienced by Indigenous Australians. The agreements include sets of performance indicators, for which the Steering Committee collates annual performance information for analysis by the COAG Reform Council (CRC). It is anticipated that the performance indicators reported in this chapter will be revised to align with the performance indicators in the National Agreements for the 2011 Report.

#### **Box 16.4 Objectives for public, SOMIH and community housing under the 2003 CSHA and the 2009 NAHA**

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

(Continued on next page)

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#### **Box 16.4 (Continued)**

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.

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

Source: FaCS (2003a) p. 4; COAG (2009).

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

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#### **Box 16.5 Objectives for Indigenous housing and Indigenous community housing**

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.

(Continued on next page)

### **Box 16.5 (Continued)**

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 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.

The recent CSHA and the current NAHA (and the NIRA) place 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.

*Source:* AIHW (2009b); FaCSIA (2001).

The performance indicators for CRA differ from those for public, SOMIH, mainstream community housing and ICH because CRA has different objectives and delivery methods. The CRA performance indicator framework in figure 16.19 is based on the CRA objective outlined in box 16.6.

### **Box 16.6 Objective of CRA**

The objective of CRA is to provide income support recipients and low income families in the private rental market with additional financial assistance, in recognition of the housing costs that they face (Newman 1998). This assistance should be delivered in an equitable and efficient manner. CRA is also governed by other objectives relating to the primary income support payment.

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## **16.3 Key performance indicator results**

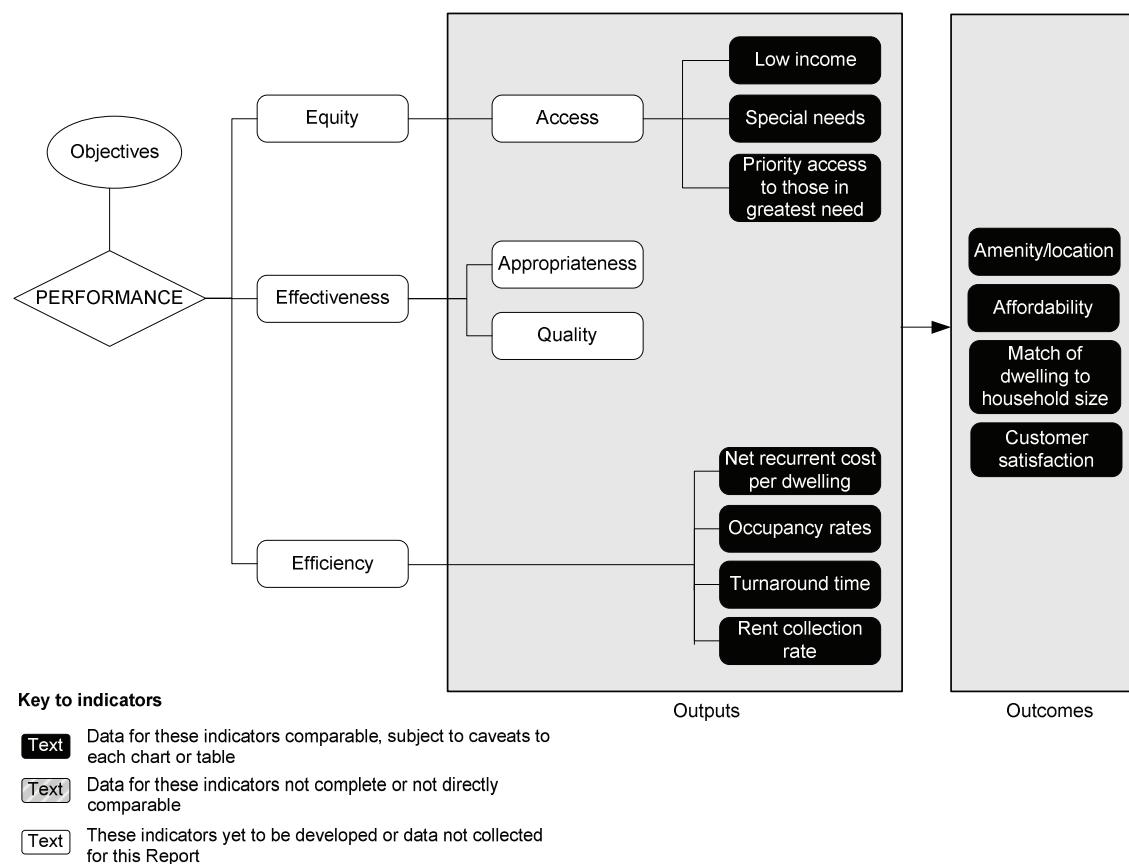
Generally, performance indicator results are comparable between public housing and SOMIH, but are not comparable to mainstream community housing and ICH because data quality and coverage can differ. More information on definitions is provided in a box for each indicator.

### **Public housing and SOMIH**

The performance indicator framework for public housing and SOMIH is presented in figure 16.2.

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

**Figure 16.2 Performance indicators for public housing and SOMIH**



Different delivery contexts, locations and differing tenant needs can affect the performance of public housing and SOMIH reported in this chapter. For example, SOMIH dwellings are more likely than mainstream public or community housing dwellings to be located in regional or remote areas (tables 16.3, 16.4 and 16.5). Care therefore needs to be taken in comparing performance indicator results, and the qualifications presented with the data need to be considered.

Appendix A contains information on each State and Territory that may help in interpreting the performance indicators presented in this chapter.

Some descriptive information on public housing are included in table 16A.1. Some descriptive data on SOMIH are included in table 16A.14. As outlined in section 16.1, the ACT and the NT are not included in the SOMIH data collection.

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## *Outputs*

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

## *Equity*

### *Low income*

‘Low income’ is an indicator of governments’ objective to assist people unable to access alternative suitable housing options (box 16.7).

#### **Box 16.7 Low income**

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

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

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

Data reported for this indicator are comparable.

Nationally, the proportion of new tenancies allocated to low income A households for public housing in 2008-09 was 90.0 per cent (table 16.6). The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.2).

**Table 16.6 Public housing — new low income A households, as a proportion of all new households (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>New low income A households as proportion of all new households</i>									
2004-05	94.0	92.5	88.1	85.8	87.1	80.8	89.4	85.6	90.0
2005-06	94.5	93.3	87.3	88.2	87.6	89.8	87.1	85.3	90.9
2006-07	93.6	92.5	72.9	83.6	89.5	88.9	90.2	85.2	87.7
2007-08	95.0	90.8	79.3	85.1	87.2	84.3	87.3	88.2	88.5
2008-09	95.6	93.7	83.1	85.1	92.2	84.4	87.0	82.0	90.0

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

Source: AIHW (2006a, 2006b, 2008, 2009) *Public rental housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.2.

Nationally, the proportion of new tenancies allocated to low income A households for SOMIH in 2008-09 was 86.0 per cent (table 16.7). The proportion of new tenancies allocated to low income B households is reported in the attachment (table 16A.15).

**Table 16.7 SOMIH — new low income A households, as a proportion of all new households (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
<i>New low income A households as proportion of all new households</i>							
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	88.3	85.5	82.4	86.0
2008-09	91.5	na	81.4	85.0	88.8	82.1	86.0

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.15. na Not available.

Source: AIHW (2006a, 2006b, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.15.

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

### *Special needs*

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

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### Box 16.8 Special needs

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

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

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

Data reported for this indicator are comparable.

Nationally, new public housing tenancies allocated to households with special needs was 64.8 per cent in 2008-09 (table 16.8).

**Table 16.8 Public housing — new tenancies allocated to households with special needs (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2004-05	55.7	47.1	62.7	64.8	63.2	67.6	48.4	100.0	58.2
2005-06	55.7	58.9	61.9	67.7	61.1	66.1	52.7	63.1	59.8
2006-07	52.3	54.5	64.6	56.2	65.8	63.9	48.5	66.0	57.8
2007-08	50.3	53.2	68.6	69.5	66.4	68.0	50.7	63.0	59.0
2008-09	63.4	63.5	70.3	59.5	70.7	65.9	51.8	64.6	64.8

<sup>a</sup> 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 (2006a, 2006b, 2008, 2009) *Public rental housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.3.

Nationally, the proportion of new tenancies allocated to special needs households for SOMIH was 48.3 per cent in 2008-09 (table 16.9).

**Table 16.9 SOMIH — new tenancies allocated to households with special needs (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
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	46.4	42.9	61.9	47.2
2008-09	53.5	na	51.4	39.6	41.7	75.0	48.3

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.16. na Not available.

Source: AIHW (2006a, 2006b, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.16.

The proportion of new tenancies allocated to households with special needs increased between 2007-08 and 2008-09 at the national level for both public housing and SOMIH, but there were variations across the jurisdictions.

#### *Priority access to those in greatest need*

'Priority access to those in greatest need' is an indicator of governments' objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing. This indicator provides information on whether allocation processes ensure that those in greatest need have first access to housing (box 16.9).

#### **Box 16.9 Priority access to those in greatest need**

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

The following measures are reported: the 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.

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

Data reported for this indicator are comparable.

Differences in State and Territory housing assessment policies can influence comparability for this indicator. Nationally, the proportion of new allocations to those in greatest need in 2008-09 for public housing was 66.0 per cent (table 16.10).

**Table 16.10 Public housing — proportion of new allocations to those in greatest need, 2008-09 (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<b>Total for year ending 30 June</b>	<b>47.4</b>	<b>68.1</b>	<b>95.0</b>	<b>56.8</b>	<b>58.5</b>	<b>93.7</b>	<b>91.4</b>	<b>35.6</b>	<b>66.0</b>
Proportion of new allocations to those in greatest need, by time to allocation									
<3 months	75.4	70.6	95.4	61.0	82.6	91.5	96.8	26.1	79.2
3–<6 months	68.9	70.1	95.1	83.7	78.8	98.5	91.9	47.3	79.2
6 months–<1 year	55.8	79.0	94.6	85.5	60.6	95.6	90.3	52.9	74.9
1–<2 years	26.0	68.6	95.1	66.0	45.9	92.3	89.8	46.5	58.4
2+ years	5.9	38.4	94.4	4.3	8.4	85.0	78.3	13.2	32.4

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

Source: AIHW (2009) *Housing assistance tables*; table 16A.4.

Nationally, the proportion of new allocations to those in greatest need for 2008-09 for SOMIH was 48.6 per cent (table 16.11).

**Table 16.11 SOMIH — proportion of new allocations to those in greatest need, 2008-09 (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
<b>Total for year ending 30 June</b>	<b>14.9</b>	<b>na</b>	<b>86.7</b>	<b>37.5</b>	<b>67.6</b>	<b>na</b>	<b>48.6</b>
Proportion of greatest need allocations to new allocations, by time to allocation							
<3 months	32.9	na	85.8	20.0	80.0	na	55.6
3–<6 months	20.6	na	87.8	67.4	100.0	na	55.9
6 months–<1 year	11.8	na	80.4	65.9	80.0	na	51.4
1–<2 years	5.6	na	85.0	56.0	61.1	na	50.7
2+ years	—	na	94.7	8.5	18.5	na	27.9

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

Source: AIHW (2009) *Housing assistance tables*; table 16A.17.

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## *Efficiency*

### *Net recurrent cost per dwelling*

'Net recurrent cost per dwelling' is an indicator of governments' objective to undertake efficient and cost-effective management (box 16.10).

#### **Box 16.10 Net recurrent cost per dwelling**

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

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

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.

The cost incurred by jurisdictions in providing public housing and SOMIH include:

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

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

Treatment of assets by housing agencies for each jurisdiction is presented in table 16A.81.

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### Box 16.11 Capital in the costing of public housing and SOMIH

Capital costs are costs associated with non-current physical assets such as depreciation and the user cost of capital. These costs are potentially important components of the total costs of many services delivered by government agencies. Differences in the techniques for measuring non-current physical assets (such as valuation methods) may reduce the comparability of cost estimates across jurisdictions. In response to concerns regarding data comparability, the Steering Committee initiated a study, *Asset Measurement in the Costing of Government Services* (SCRCSSP 2001). The aim of the study was to examine the extent to which differences in asset measurement techniques applied by participating agencies affect the comparability of reported unit costs.

The relative capital intensity associated with the provision of public housing increases the potential for differences in asset measurement techniques to have a material impact on total unit costs. However, the results of the asset measurement study suggest that the adoption under the CSHA of a uniform accounting framework has largely avoided this impact. The results are discussed in more detail in chapter 2.

Source: SCRCSSP (2001).

Care needs to be taken in interpreting the cost of delivering public housing. Cost data for some jurisdictions are either more complete than for other jurisdictions or collected on a more consistent basis. Administration costs and operating costs, for example, may not capture all costs incurred by government, so could underestimate the total cost of public housing. In addition, some jurisdictions have difficulty separating costs for public housing from those for other housing assistance activities. There may also be double counting of some expenditure items in the cost calculations for some jurisdictions. The user cost of capital, for example, is intended to capture all the costs of funding assets used to produce the services, but reported operating costs (apart from interest payments, which have been adjusted for) may already include some of these costs.

Payroll tax is excluded from total recurrent cost for public housing. (Chapter 2 elaborates on the reasons for excluding payroll tax from the cost calculations.)

Nationally, net recurrent cost per dwelling (excluding the cost of capital) was \$6366 in 2008-09. Direct cost per dwelling including capital costs was \$26 074 in 2008-09 (table 16.12).

**Table 16.12 Public housing — cost of providing assistance per dwelling (2008-09 dollars)<sup>a, b</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling									
2004-05	5 700	4 489	5 379	6 153	5 871	7 422	9 799	11 389	5 770
2005-06	5 880	4 860	5 418	6 179	6 066	7 822	8 824	10 682	5 907
2006-07	6 336	4 979	5 660	8 282	6 568	7 403	7 502	10 419	6 530
2007-08	6 313	5 074	5 553	8 585	6 572	7 673	7 443	11 469	6 370
2008-09	6 549	4 813	6 146	7 000	6 342	7 498	7 736	13 201	6 366
Cost of providing assistance (including the cost of capital) per dwelling									
2004-05	27 554	21 996	22 696	20 412	17 422	21 482	36 396	28 866	23 903
2005-06	26 087	21 814	23 424	22 338	18 471	20 862	34 991	27 754	23 680
2006-07	25 764	21 473	24 225	33 517	19 230	20 091	34 667	27 425	24 909
2007-08	25 145	23 308	26 337	39 892	19 700	21 087	37 549	29 728	25 980
2008-09	24 653	25 458	26 655	35 596	21 013	21 130	36 672	32 881	26 074

<sup>a</sup> Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.5. <sup>b</sup> Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2008-09 = 100) table AA.26.

Source: AIHW (2006a, 2006b, 2008, 2009) *Public rental housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; State and Territory governments (unpublished); table 16A.5.

Nationally, the net recurrent cost of providing assistance (excluding the cost of capital) per dwelling for SOMIH was \$8484 in 2008-09 (table 16.13). 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) can also affect the cost per dwelling. Further, different cost structures can apply to the programs. Construction of dwellings under SOMIH, for example, can involve a skills development element to allow for training of Indigenous apprentices in regional areas.

**Table 16.13 SOMIH — net recurrent cost of providing assistance per dwelling (2008-09 dollars)<sup>a, b</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling							
2004-05	6 078	5 762	7 373	8 242	4 947	5 873	6 552
2005-06	6 158	7 127	7 557	8 713	7 958	6 373	7 295
2006-07	6 379	4 471	8 192	8 362	7 318	7 050	7 101
2007-08	6 543	5 177	8 550	11 267	9 993	6 832	8 418
2008-09	7 052	4 436	9 019	8 981	10 620	7 141	8 484

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.18. <sup>b</sup> Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2008-09 = 100) table AA.26.

Source: AIHW (2006a, 2006b, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.18.

### *Occupancy rate*

‘Occupancy rate’ is an indicator of governments’ objective to ensure efficient housing utilisation (box 16.12).

#### **Box 16.12 Occupancy rate**

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

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

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

Data reported for this indicator are comparable.

The national average proportion of total public housing rental stock occupied at 30 June 2009 was 97.6 per cent. There were only slight variations across jurisdictions and over time (table 16.14).

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**Table 16.14 Public housing — occupancy rates (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2005	98.7	97.3	98.6	95.6	96.1	98.0	98.1	94.1	97.7
2006	98.6	97.5	98.9	96.2	96.2	98.4	98.7	95.6	97.8
2007	98.6	97.6	99.1	96.5	97.1	98.7	98.6	95.7	98.0
2008	99.0	97.3	99.1	96.1	96.4	98.9	98.6	95.4	98.0
2009	98.6	96.6	98.9	96.7	96.1	98.1	98.4	94.7	97.7

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

Source: AIHW (2006a, 2006b, 2008, 2009) *Public rental housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.6.

The national average proportion of SOMIH stock occupied at 30 June 2009 was 96.1 per cent (table 16.15).

**Table 16.15 SOMIH — occupancy rates (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
2005	97.4	95.8	96.1	94.2	91.8	97.7	95.5
2006	97.4	96.7	96.8	94.1	93.5	98.3	96.1
2007	97.7	96.4	97.2	94.5	94.1	97.7	96.4
2008	98.4	97.9	97.7	94.1	94.6	97.7	96.8
2009	97.9	100.0	95.5	94.6	93.9	98.6	96.1

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

Source: AIHW (2006a, 2006b, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.19.

### *Turnaround time*

‘Turnaround time’ is an indicator of governments’ objective to undertake efficient and cost-effective management (box 16.13).

### Box 16.13 Turnaround time

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

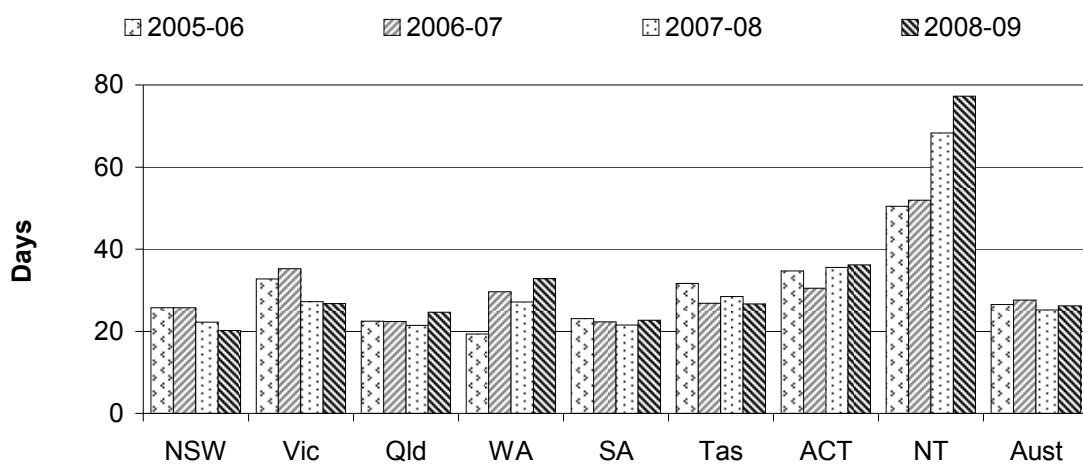
A low or decreasing turnaround time suggests efficient housing allocation.

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

Data reported for this indicator are comparable.

Nationally, the average number of days for vacant stock to remain unallocated in 2008-09 was 26.2 days for public housing (figure 16.3) and 36.2 days for SOMIH (figure 16.4).

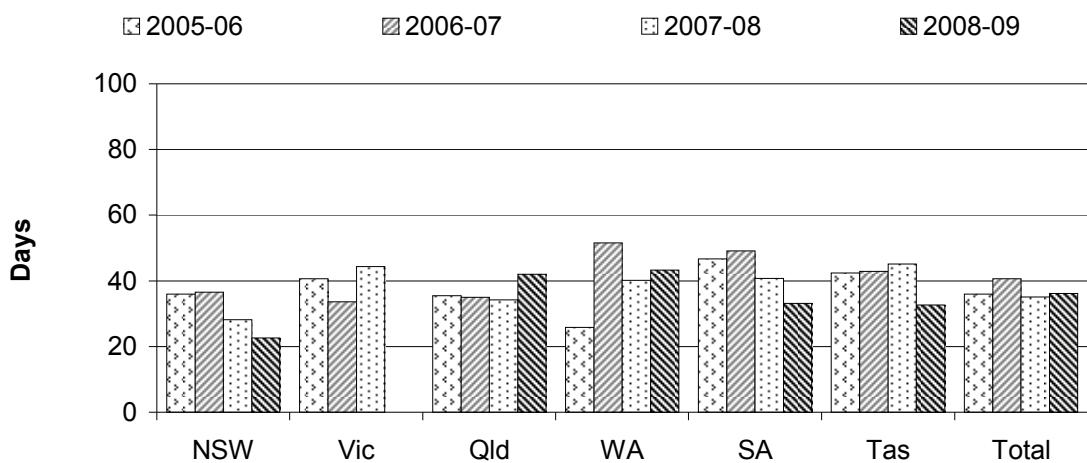
**Figure 16.3 Public housing — average turnaround time<sup>a</sup>**



<sup>a</sup> 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 (2006b, 2008, 2009) *Public rental housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.7.

**Figure 16.4 SOMIH — average turnaround time<sup>a, b</sup>**



<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.20.. <sup>b</sup> Data for Victoria for 2008-09 are not available.

Source: AIHW (2006b, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.20.

#### Rent collection rate

'Rent collection rate' is an indicator of governments' objective to undertake efficient and cost-effective management (box 16.14).

#### Box 16.14 Rent collection rate

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

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

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

Data reported for this indicator are comparable.

Nationally, the rent collection rate in 2008-09 is 99.8 per cent for public housing (table 16.16) and 99.7 per cent for SOMIH (table 16.17).

**Table 16.16 Public housing — rent collection rate (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2004-05	101.2	101.1	100.6	103.2	100.5	99.7	100.0	102.8	101.1
2005-06	100.1	100.1	100.2	101.7	100.8	103.8	99.8	100.7	100.4
2006-07	97.8	97.0	99.4	102.1	100.3	101.5	100.1	100.9	98.8
2007-08	100.0	97.2	98.9	101.0	99.6	101.9	99.9	101.7	99.5
2008-09	100.2	98.5	99.3	101.3	100.0	99.0	99.9	100.8	99.8

<sup>a</sup> 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 (2006a, 2006b, 2008, 2009) *Public rental housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.8.

**Table 16.17 SOMIH — rent collection rate (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
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
2008-09	99.8	na	97.2	103.6	99.7	99.0	99.7

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.21. na Not available.

Source: AIHW (2006a, 2006b, 2008, 2009) *State owned and managed Indigenous housing: CSHA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.21.

## Outcomes

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

### Amenity/location

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

#### Box 16.15 Amenity/location

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

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

Data reported for this indicator are comparable.

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The data for public housing amenity/location are taken from the *2007 National Social Housing Survey* for public rental housing. The precision of survey estimates depends on the survey sample size. Standard errors are presented in tables 16A.9 and 16A.10. 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, 79.0 per cent of tenants for whom amenity was important reported that their needs were met, and of those tenants for whom location was important, 86.0 per cent reported that their needs were met (tables 16A.9 and 16A.10).

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

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 per cent of tenants for whom amenity was important felt that their needs were met, and of those tenants for whom location was important, 89 per cent felt that their needs were met (table 16A.22). Caution should be used when comparing the SOMIH survey results with the public housing survey results, due to the different demographic profile of Indigenous tenants and the different survey methods used. A mail-out survey is used for the public housing survey and interviews for the SOMIH survey. These differences may affect the comparability of the results.

### *Affordability*

'Affordability' is an indicator of governments' objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.16).

### **Box 16.16 Affordability**

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

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

A high or increasing value implies greater housing affordability.

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

Data reported for this indicator are comparable.

Nationally, the average weekly subsidy per rebated household was \$120.70 and the proportion of rebated households spending less than 30 per cent of their income in rent for public housing was 99.8 per cent at 30 June 2009 (table 16.18). More information on the proportion of income paid in rent by households is provided in table 16A.82.

**Table 16.18 Public housing — average weekly subsidy per rebated household and proportion of households spending 30 per cent or less of their income in rent, 2009<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Average weekly subsidy per rebated household (\$)									
2009	147.14	78.95	141.38	76.57	93.01	76.46	206.22	141.93	120.70
Proportion of rebated households spending 30 per cent or less of their income in rent									
2009	99.8	100.0	100.0	99.4	99.9	99.9	99.3	99.3	99.8

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

Source: AIHW (2009) *Housing assistance tables*; table 16A.11.

Nationally, the average weekly subsidy per rebated household was \$122.90 and the proportion of rebated households spending less than 30 per cent of their income in rent was 98.9 per cent for SOMIH at 30 June 2009 (table 16.19). More information on the proportion of income paid in rent by SOMIH tenants is provided in table 16A.83.

**Table 16.19 SOMIH — average weekly subsidy per rebated household and proportion of households spending 30 per cent or less of their income in rent<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	Total
Average weekly subsidy per rebated household (\$)							
2009	125.70	92.26	150.51	95.93	109.35	87.37	122.90
Proportion of rebated households spending 30 per cent or less of their income in rent							
2009	97.5	100.0	99.9	99.2	99.5	100.0	98.9

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

Source: AIHW (2009) *Housing assistance tables*; table 16A.23.

### *Match of dwelling to household size*

'Match of dwelling to household size' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households (box 16.17).

#### **Box 16.17 Match of dwelling to household size**

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

#### **Proxy occupancy standard for appropriate sized dwelling**

Household structure	Bedrooms required
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.

Data reported for this indicator are comparable.

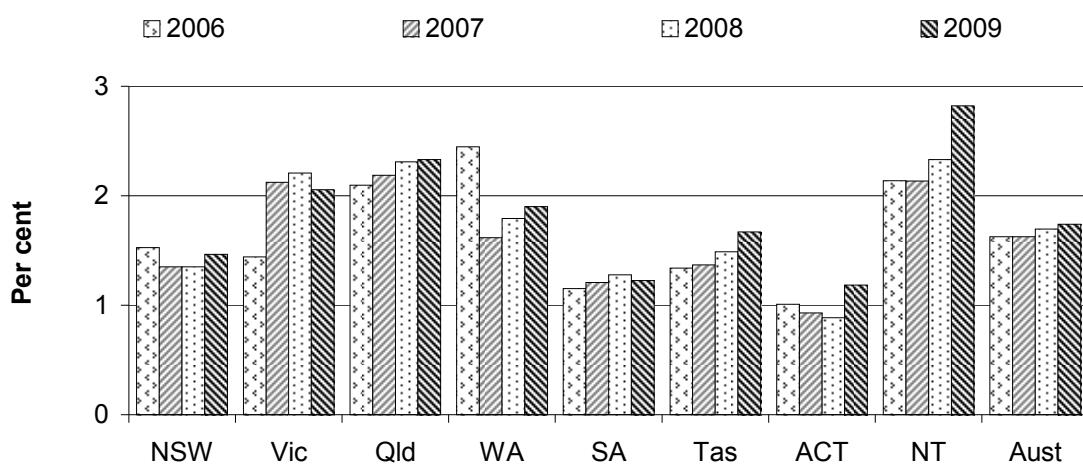
Multi-income unit households are now included for all jurisdictions except Tasmania and the NT. Nationally, the proportion of households with overcrowding

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for public housing was 1.7 per cent in 2009 (figure 16.5). Information on moderate overcrowding and underutilisation for public housing is provided in table 16A.85.

**Figure 16.5 Public housing — proportion of households with overcrowding<sup>a</sup>**

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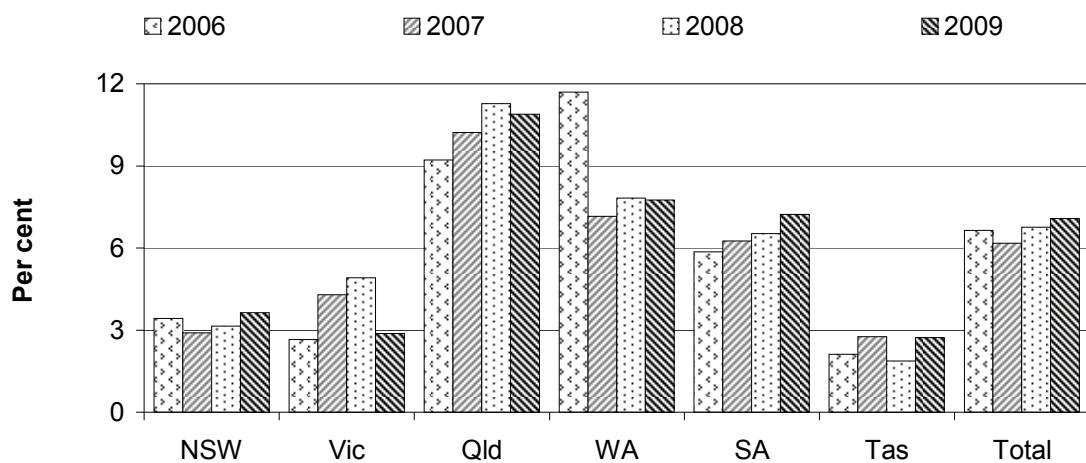


<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.12.

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

Nationally, the proportion of households with overcrowding for SOMIH was 7.1 per cent in 2009 (figure 16.6). Information on moderate overcrowding and underutilisation for SOMIH is provided in table 16A.86.

**Figure 16.6 SOMIH — proportion of households with overcrowding<sup>a</sup>**



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

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

### *Customer satisfaction*

‘Customer satisfaction’ is an indicator of governments’ objective to provide housing assistance that is appropriate for different households (box 16.18).

#### **Box 16.18 Customer satisfaction**

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

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

Data reported for this indicator are comparable.

Data for public housing are sourced from the 2007 *National Social Housing Survey* for public rental housing. Nationally in 2007, 72.0 per cent of tenants were either satisfied or very satisfied with the service provided (table 16A.13).

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

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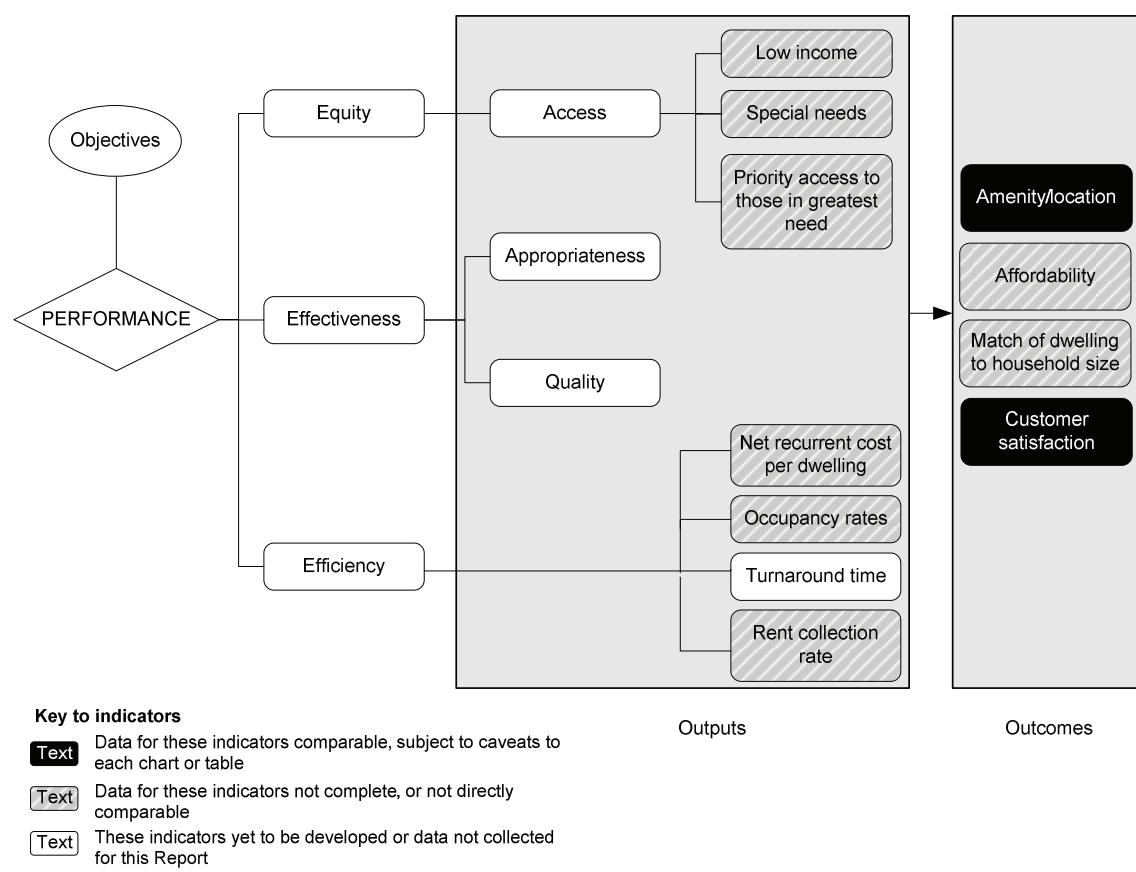
Data for SOMIH are sourced from the *2007 National Social Housing Survey* for SOMIH. Nationally in 2007, 64 per cent of respondents were either satisfied or very satisfied with the overall service provided by their State housing authority (table 16A.22).

## Mainstream community housing

The performance indicator framework for mainstream community housing is presented in figure 16.7. Performance indicator results are not comparable between public, SOMIH community housing, and ICH sections.

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

**Figure 16.7 Performance indicators for mainstream community housing**



Mainstream community housing data have three sources:

- jurisdictions' administrative data, provided by the State or Territory government body with responsibility for administering the community housing program in the jurisdiction. The NT provided only administrative data, as it currently does not survey its providers

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

For the mainstream community housing provider survey data, response rates, along with changes to the definitions and counting rules used over time, can influence the comparability of the data. Comparisons over time therefore need to be made with care. Table 16A.91 outlines the survey response rates and associated information for each jurisdiction for each year from 2003-04 to 2008-09.

Some descriptive data on community housing are contained in table 16A.25. Table 16A.79 lists State and Territory programs included in the mainstream community housing data collection.

### *Outputs*

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

### *Equity*

#### *Low income*

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

#### **Box 16.19 Low income**

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

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

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

Data reported for this indicator are not complete nor directly comparable.

At 30 June 2009, across those jurisdictions able to provide data, the number of low income households as a proportion of all households is presented in table 16.20.

**Table 16.20 Community housing — low income households as a proportion of all households (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2005	88.9	98.5	98.2	87.5	91.6	93.5	97.5	na	91.8
2006	89.8	93.8	81.9	97.8	97.3	95.1	97.7	na	90.3
2007	89.2	98.2	95.3	99.6	99.7	91.5	97.9	na	93.6
2008	88.5	99.0	93.1	99.9	99.8	96.5	98.9	na	92.9
2009	87.5	98.8	94.6	99.8	98.9	97.1	98.5	na	92.5

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

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

### *Special needs*

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

#### **Box 16.20 Special needs**

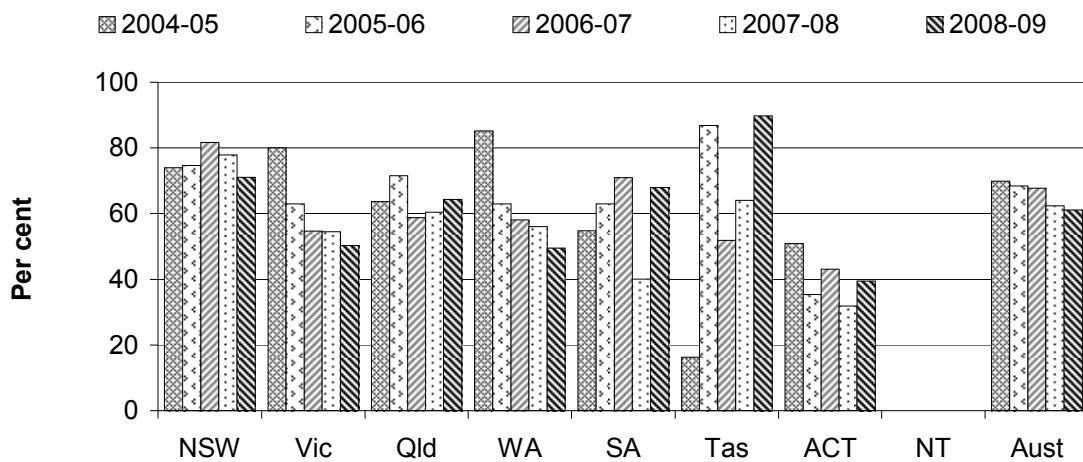
‘Special needs’ is defined as the proportion of new tenancies allocated to special needs households. The proportion of new tenancies with special needs are reported as a proxy for measuring all households with special needs. Special needs households are defined as those households that have either a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

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

Data reported for this indicator are not complete nor directly comparable.

The proportion of new tenancies allocated to special needs households in 2008-09 is presented in figure 16.8.

**Figure 16.8 Community housing — new tenancies allocated to households with special needs<sup>a, b</sup>**



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

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

### *Priority access to those in greatest need*

'Priority access to those in greatest need' is an indicator of governments' objective to provide appropriate, affordable and secure housing to assist people who are unable to access suitable housing (box 16.21).

#### **Box 16.21 Priority access to those in greatest need**

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

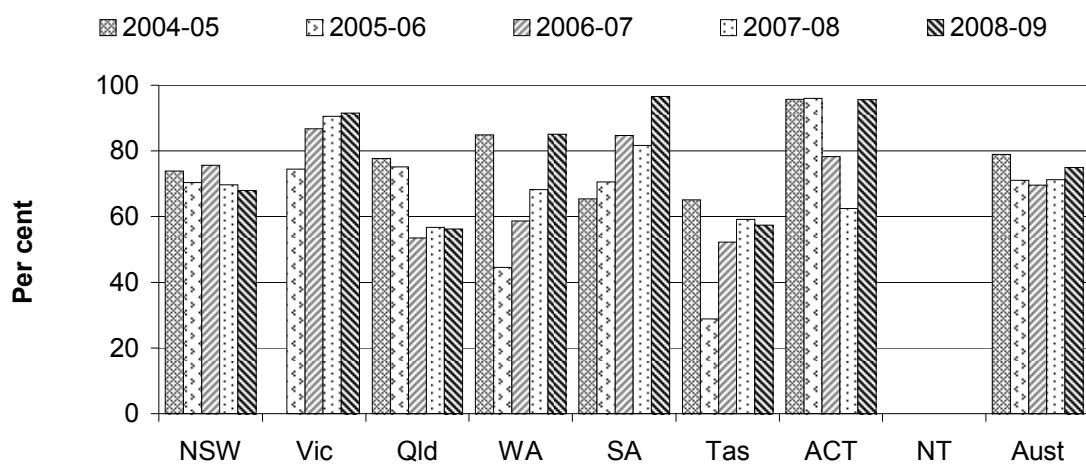
It measures the proportion of new allocations to those in greatest need.

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

Data reported for this indicator are not complete nor directly comparable.

The proportion of new allocations to those in greatest need is presented in figure 16.9. Differences in community housing allocation policies can influence comparability for this indicator across jurisdictions.

**Figure 16.9 Community housing — proportion of new allocations to those in greatest need<sup>a, b</sup>**



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

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

### Efficiency

#### *Net recurrent cost per dwelling*

'Net recurrent cost per dwelling' is an indicator of governments' objective to undertake efficient and cost-effective management (box 16.22).

#### **Box 16.22 Net recurrent cost per dwelling**

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

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

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

Data reported for this indicator are not complete nor directly comparable.

Capital cost data for mainstream community housing are not included in the 2010 Report as no data on value of assets are available.

For community housing, data on net recurrent cost per dwelling are reported with a one year lag to allow community housing providers an extra year to collate financial data. The net recurrent cost per dwelling at 30 June 2008 is presented in table 16.21.

**Table 16.21 Community housing — net recurrent cost per dwelling (2007-08 dollars)<sup>a, b</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
Net recurrent cost of providing assistance (excluding the cost of capital) per dwelling									
2003-04	10 942	6 129	5 090	9 325	4 450	9 149	na	na	7 745
2004-05	10 743	7 619	6 295	9 157	7 994	12 988	na	na	8 851
2005-06	9 089	7 384	4 868	10 278	8 201	10 423	na	na	8 090
2006-07	8 956	8 313	3 953	6 880	7 306	10 263	6 983	na	7 411
2007-08	8 844	7 250	4 674	4 956	6 008	12 023	7 816	na	7 045

<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.29. <sup>b</sup> Data are presented in real dollars based on the ABS Gross Domestic Product price deflator (index) (2007-08 = 100) table AA.26. na Not available.

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

### *Occupancy rate*

‘Occupancy rate’ is an indicator of governments’ objective to measure the efficiency of housing utilisation (box 16.23).

#### **Box 16.23 Occupancy rate**

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

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

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are not directly comparable.

Nationally, the proportion of community housing dwellings occupied at 30 June 2009 is 96.9 per cent (table 16.22). The NT occupancy rates are based on the assumption that all dwellings are occupied.

**Table 16.22 Community housing — occupancy rates (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2005	98.2	94.5	95.7	98.0	95.1	98.9	89.8	100.0	96.5
2006	98.4	93.7	97.2	94.1	96.5	99.8	89.8	100.0	96.6
2007	97.2	96.6	96.6	96.1	96.8	98.5	90.4	100.0	96.7
2008	98.4	95.4	97.0	95.8	96.1	100.0	93.9	100.0	97.1
2009	98.2	95.0	99.3	88.7	96.8	99.0	95.7	100.0	96.9

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

Source: AIHW (2006) *CSPA national data reports: CSPA community housing*; AIHW (2007, 2008, 2009) *Community housing: CSPA national data report*; AIHW (2009) *Housing assistance tables*; table 16A.30.

### *Turnaround time*

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

#### **Box 16.24 Turnaround time**

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

A low or reducing turnaround time suggests efficient housing allocation.

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

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

The turnaround time performance indicator has been removed from the mainstream community housing data collection following the review of the national performance reporting framework.

Data for this indicator were not available for the 2010 Report.

### *Rent collection rate*

‘Rent collection rate’ is an indicator of governments’ objective to undertake efficient and cost-effective management (box 16.25).

### **Box 16.25 Rent collection rate**

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

A high or increasing proportion suggests efficiency in collecting rent.

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

Data reported for this indicator are not complete nor directly comparable.

For mainstream community housing, data on the rent collection rate are reported with a one year lag to allow mainstream community housing providers an extra year to collate financial data (table 16.23). As with public housing, payment arrangements for rent in some jurisdictions mean the rent collected over a 12 month period can be higher than rent charged over that period.

**Table 16.23 Community housing — rent collection rate (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
2003-04	99.4	96.1	98.6	98.0	97.8	101.2	92.6	na	98.3
2004-05	99.5	96.3	98.3	102.6	97.8	100.4	100.3	na	99.0
2005-06	98.8	99.6	99.6	100.5	98.0	98.5	97.3	na	99.1
2006-07	99.8	99.5	100.3	100.3	98.4	95.7	98.1	na	99.6
2007-08	98.3	99.2	98.6	100.9	98.6	97.9	97.0	na	98.7

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

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

### **Outcomes**

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

### **Amenity/location**

'Amenity/location' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households (box 16.26).

### **Box 16.26 Amenity/location**

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

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

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

Data reported for this indicator are comparable but are not complete.

The data for this indicator are from the *2007 Community Housing National Social Housing Survey*. Mainstream community housing tenants were asked whether particular aspects of the amenity and location of their dwellings were important to them and, if so, whether they felt their needs were met. The proportions of tenants satisfied with the amenity and location of their dwelling in March/April 2007 are presented in tables 16A.32 and 16A.33.

Nationally, 86.0 per cent of tenants for whom amenity was important reported that their needs were met, and of those tenants for whom location was important, 89.0 per cent reported that their needs were met (tables 16A.32 and 16A.33). The precision of survey estimates depends on the survey sample size. Standard errors are presented in tables 16A.32 and 16A.33.

### *Affordability*

'Affordability' is an indicator of governments' objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.27).

### **Box 16.27 Affordability**

'Affordability' is defined as the proportion of household income remaining after paying rent.

A higher or increasing proportion indicates that housing is more affordable.

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

Data reported for this indicator are not complete nor directly comparable.

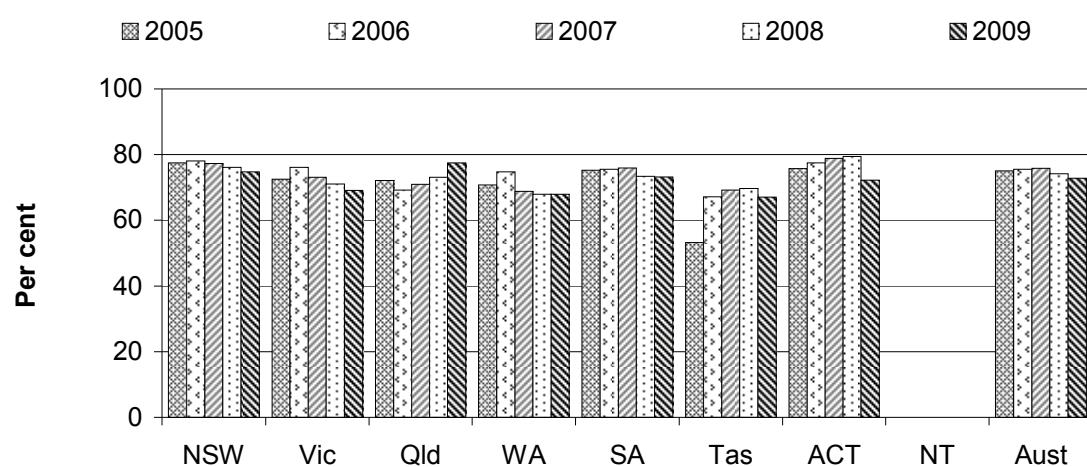
The proportion of household income left after paying rent is presented in figure 16.10. Differences in the definition of assessable income, including the treatment of CRA in rent assessment, can affect the comparability of this indicator's

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reported results. More information on affordability for community housing is in table 16A.85.

**Figure 16.10 Community housing — proportion of income remaining after paying rent<sup>a, b</sup>**

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<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.34. <sup>b</sup> Data for the NT are not available.

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

#### *Match of dwelling to household size*

'Match of dwelling to household size' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.28).

### **Box 16.28 Match of dwelling to household size**

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

#### **Proxy occupancy standard for appropriate sized dwelling**

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

Source: AIHW (2006).

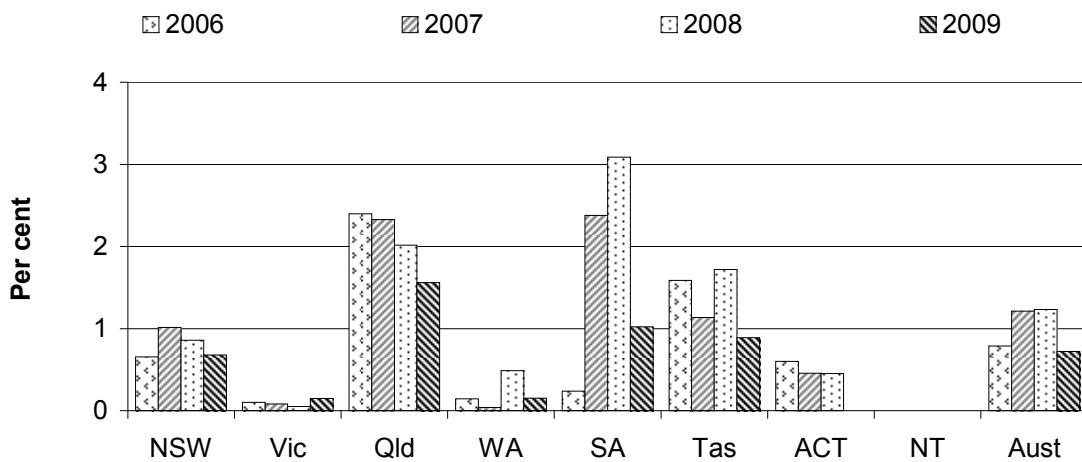
A low or decreasing proportion indicates less overcrowded households.

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

Data reported for this indicator are not complete nor directly comparable.

The proportion of mainstream community housing households with overcrowding is illustrated in figure 16.11. Information on moderate overcrowding and underutilisation for mainstream community housing can be found in table 16A.87.

**Figure 16.11 Community housing — proportion of households with overcrowding<sup>a, b</sup>**



<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.35. <sup>b</sup> Data for the NT are not available. <sup>c</sup> Data for WA and the ACT for 2009 are nil or rounded to zero.

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

### *Customer satisfaction*

'Customer satisfaction' is an indicator of governments' objective to provide housing assistance that is appropriate to different households (box 16.29).

#### **Box 16.29 Customer satisfaction**

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

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

Customer satisfaction is a survey-based measure.

Data reported for this indicator are comparable but are not complete.

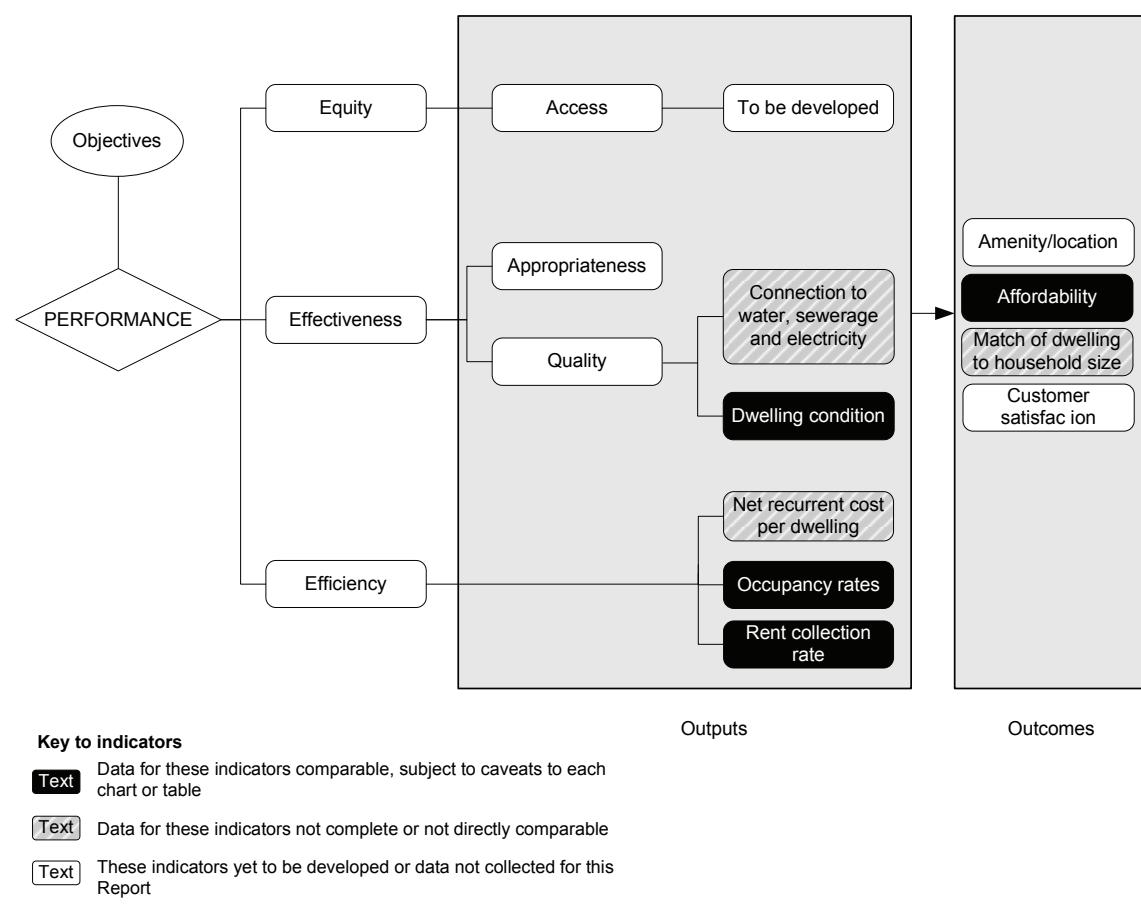
Data for this indicator are from the 2007 *Community Housing National Social Housing Survey*. Nationally, in March/April 2007, 82.0 per cent of tenants were satisfied or very satisfied with the services provided by their community housing organisation (table 16A.36).

## Indigenous community housing

The performance indicator framework for ICH is presented in figure 16.12.

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

Figure 16.12 Performance indicators for ICH



### Outputs

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

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### *Equity — access*

Access indicators measure equitable access to ICH (box 16.30).

#### **Box 16.30 Performance indicator — access**

'Access' indicators are output indicators of governments' objective to provide appropriate, affordable and secure housing assistance to people who are unable to access suitable housing.

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

### *Effectiveness — quality*

#### *Connection to water, sewerage and electricity*

'Connection to water, sewerage and electricity' is an indicator of governments' objective to provide quality housing (box 16.31).

#### **Box 16.31 Connection to water, sewerage and electricity**

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

A low or decreasing percentage suggests high housing quality.

Data reported for this indicator are not directly comparable.

The percentage of Indigenous community houses not connected to water, sewerage and electricity at 30 June 2008 is presented in table 16.24.

**Table 16.24 ICH — proportion of permanent dwellings not connected to water, sewerage and electricity (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov	Aust
<b>Water</b>										
2005-06	—	..	—	—	—	..	—	4.7	0.1	1.7
2006-07	—	..	—	—	—	..	—	4.7	0.1	1.5
2007-08	—	—	—	—	0.4	..	—	4.6	0.1	1.6
<b>Sewerage</b>										
2005-06	—	..	—	—	—	..	—	6.4	0.5	2.4
2006-07	—	..	—	—	—	..	—	6.4	0.1	2.1
2007-08	—	—	—	—	0.9	..	—	6.2	0.1	2.1
<b>Electricity</b>										
2005-06	—	..	—	—	—	..	—	5.4	0.1	2.0
2006-07	—	..	—	—	—	..	—	5.4	0.3	1.8
2007-08	—	—	—	—	0.7	..	—	5.2	—	1.8

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

Source: AIHW (2009) *Indigenous housing indicators 2007-08*, Indigenous housing series no. 3, Cat. no. HOU 212; AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168; tables 16A.38, 16A.39 and 16A.40.

### Dwelling condition

‘Dwelling condition’ is an indicator of governments’ objective to provide quality housing (box 16.32).

#### Box 16.32 Dwelling condition

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

A low or decreasing proportion suggests higher housing quality.

Data reported for this indicator are comparable.

Nationally, there were 23.4 per cent of dwellings in need of major repair and 7.2 per cent of dwellings in need of replacement in 2006 (table 16A.41).

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## *Efficiency*

### *Net recurrent cost per dwelling*

'Net recurrent cost per dwelling' is an output indicator of governments' objective to provide efficient and cost-effective management of housing (box 16.33).

#### **Box 16.33 Net recurrent cost per dwelling**

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

Holding other factors equal, a low or decreasing proportion suggests high efficiency.

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

Data reported for this indicator are not complete nor directly comparable.

The net recurrent cost per dwelling for 2007-08 is presented in table 16.25.

**Table 16.25 ICH — net recurrent cost per dwelling (2007-08 dollars)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov <sup>b</sup>	Aust
2005-06	7 603	..	na	na	7 017	..	24 444	619	7 510	na
2006-07	8 286	..	3 415	na	3 394	..	na	na	na	5 195
2007-08	6 594	3 016	6 824	13 181	2 581	..	6 832	na	7 909	7 472

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.42. <sup>b</sup> Contains data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey for 2005-06, 2006-07 and 2007-08. na Not available. .. Not applicable.

Source: AIHW (2009) *Indigenous housing indicators 2007-08*, Indigenous housing series no. 3, Cat. no. HOU 212; AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168; table 16A.42.

## *Occupancy rate*

'Occupancy rate' is an indicator of governments' objective to provide efficient housing utilisation (box 16.34).

### **Box 16.34 Occupancy rate**

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

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

Occupancy is influenced by both turnover and housing supply.

Data reported for this indicator are comparable but are not complete.

Nationally, the proportion of ICH occupied at 30 June 2008 was 98.3 per cent (table 16.26).

**Table 16.26 ICH — occupancy rates (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov <sup>b</sup>	Aust
2006	96.6	..	95.7	77.9	88.3	..	95.7	87.0	94.1	89.6
2007	98.3	..	100.0	91.0	89.0	..	100.0	na	94.9	96.2
2008	96.0	99.1	98.1	na	93.3	..	100.0	100.0	96.6	98.3

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.43. <sup>b</sup> Contains data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey for 2005-06, 2006-07 and 2007-08. na Not available. .. Not applicable.

Source: AIHW (2009) *Indigenous housing indicators 2007-08*, Indigenous housing series no. 3, Cat. no. HOU 212; AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168; table 16A.43.

### *Rent collection rate*

'Rent collection rate' is an indicator of governments' objective to provide efficient and cost-effective management of housing (box 16.35).

### **Box 16.35 Rent collection rate**

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

A high or increasing proportion suggests efficiency in collecting rent.

As with 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 but are not complete.

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The national rent collection rate in 2007-08 was 97.6 per cent (table 16.27).

**Table 16.27 ICH — rent collection rate (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov <sup>b</sup>	Aust
2005-06	89.4	..	97.4	94.1	102.7	..	100.0	103.8	84.7	94.2
2006-07	90.0	..	96.6	96.8	65.5	..	100.0	111.5	92.0	96.2
2007-08	89.8	95.4	90.8	101.1	63.5	..	100.4	114.4	93.2	97.6

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.44. <sup>b</sup> Contains data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey for 2005-06, 2006-07 and 2007-08. ... Not applicable.

Source: AIHW (2009) *Indigenous housing indicators 2007-08*, Indigenous housing series no. 3, Cat. no. HOU 212; AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168; table 16A.44.

### Outcomes

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

### Amenity/location

‘Amenity/location’ is an indicator of governments’ objective to provide housing assistance that is appropriate to the needs of different households (box 16.36).

#### Box 16.36 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 2010 Report.

### Affordability

‘Affordability’ is an indicator of governments’ objective to provide affordable housing to assist people who are unable to access suitable housing (box 16.37).

### **Box 16.37 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 ICH households.

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

ABS Census data are reported for 2001 and 2006 and administrative data are reported for 2007. The ICH affordability measure differs from that reported for public housing, SOMIH and community housing.

Data reported for this indicator are comparable.

Nationally, the proportion of ICH households in the bottom 40 per cent of equivalised incomes paying 25 per cent or more of their income on rent was 3.4 per cent in 2006 (table 16.28).

**Table 16.28 ICH — proportion of low income households paying 25 per cent or more of their income on rent (per cent)<sup>a, b</sup>**

	NSW <sup>c</sup>	Vic	Qld	WA	SA	Tas	NT	Aust
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

<sup>a</sup> Data may not be comparable across jurisdictions and over time and comparisons could be misleading. Reasons for this are provided in table 16A.45. <sup>b</sup> Low income households refer to those in the bottom 40 per cent of equalised gross household income. <sup>c</sup> NSW data include data for the ACT.

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

### *Match of dwelling to household size*

'Match of dwelling to household size' is an indicator of governments' objective to provide housing assistance that is appropriate to the needs of different households, such as household size (box 16.38).

### Box 16.38 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 the Canadian National Occupancy Standard (CNOS) which is sensitive to both household size and composition. Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the standard. The CNOS specifies that:

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

A low proportion indicates less overcrowded households.

Data reported for this indicator are not complete nor directly comparable.

The proportion of ICH households with overcrowding at 30 June is illustrated in table 16.29.

**Table 16.29 ICH — proportion of households with overcrowding (per cent)<sup>a</sup>**

	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aus Gov <sup>b</sup>	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	na
2008	29.1	–	36.6	na	na	..	–	na	10.2	na

<sup>a</sup> Data may not be comparable across jurisdictions and comparisons could be misleading. Reasons for this are provided in table 16A.46. <sup>b</sup> Contains data from Victoria, Queensland and Tasmania not published separately, and includes dwellings managed by funded and unfunded organisations responding to the FaHCSIA survey for 2005-06, 2006-07 and 2007-08. na Not available. .. Not applicable. – Nil or rounded to zero.

Source: AIHW (2009) *Indigenous housing indicators 2007-08*, Indigenous housing series no. 3, Cat. no. HOU 212; AIHW, *Indigenous housing indicators 2006-07 collection* (unpublished); AIHW (2007) *Indigenous housing indicators 2005-06*, Indigenous housing series no. 2, Cat. no. HOU 168; table 16A.46.

### *Customer satisfaction*

'Customer satisfaction' is an indicator of governments' objective to provide housing assistance that is appropriate to different households (box 16.39).

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**Box 16.39 Customer satisfaction**

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

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

Data for this indicator were not available for the 2010 Report.

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## **Commonwealth Rent Assistance**

The performance indicator framework for CRA is presented in figure 16.13.

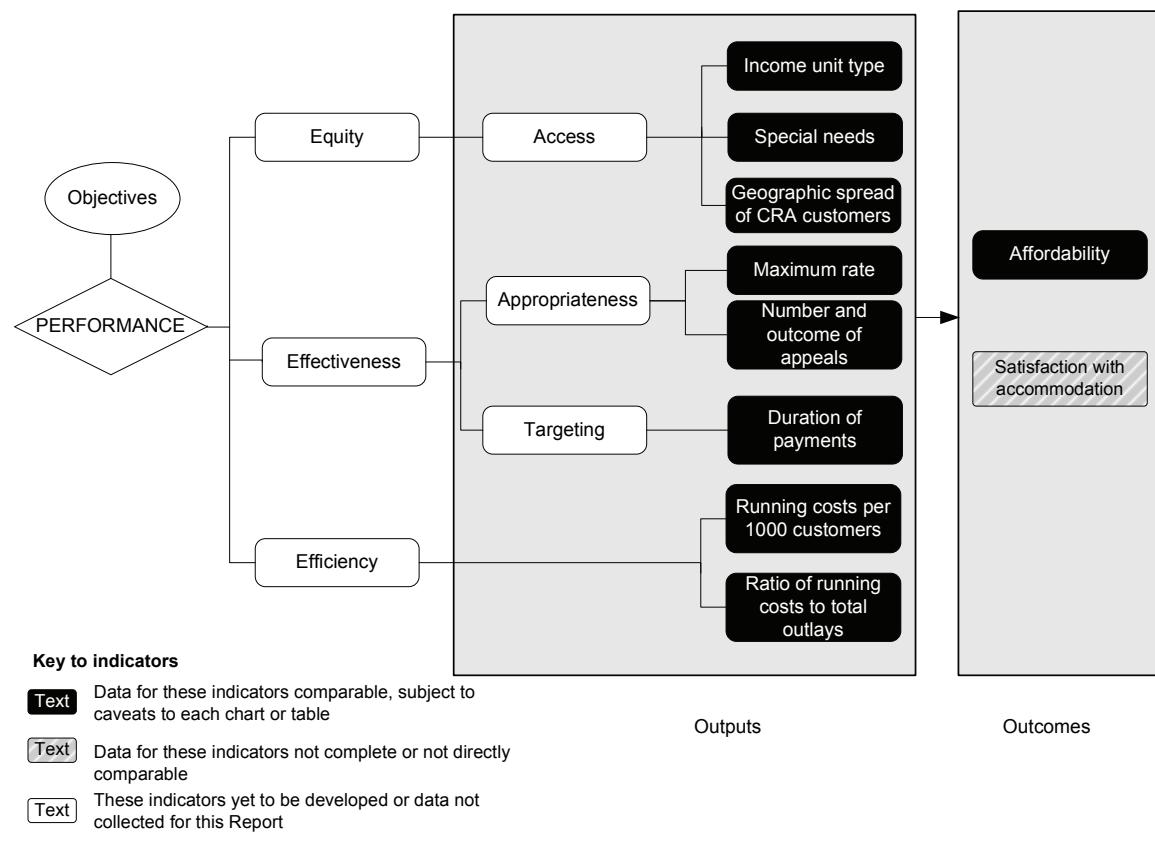
Data for CRA recipients are for individuals and families paid CRA by Centrelink under the *Social Security Act 1991* or family assistance law. CRA data do not include equivalent payments made by the Department of Veterans Affairs, or payments made with Abstudy on behalf of DEEWR.

Data are generally for those entitled to CRA at 5 June 2009. Centrelink recorded 1 038 137 individuals and families as being entitled to CRA with a social security or family assistance payment for that day (FaHCSIA unpublished). 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.

The Report's statistical appendix contains data that may assist in interpreting the performance indicators presented in this chapter. These data cover a range of demographic and geographic characteristics, including age profile, geographic distribution of the population, income levels, education levels, tenure of dwellings and cultural heritage (including Indigenous and ethnic status) (appendix A).

**Figure 16.13 Performance indicators for CRA**



## Outputs

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

### *Equity — access*

#### *Income unit type*

‘Income unit type’ is an indicator of the CRA’s guiding principle to provide financial assistance in an equitable manner (box 16.40).

### **Box 16.40 Income unit type**

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

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

The number of CRA recipients in terms of the income units in each State and Territory is influenced by a number of factors, including the size of the base population, dependence on welfare and levels of home ownership.

Data reported for this indicator are comparable.

Of the 1 038 137 income units entitled to receive CRA at 5 June 2009, 37 181 (approximately 3.6 per cent) self-identified as Indigenous. Single people with no children represented approximately 52.6 per cent of income units receiving CRA and 39.5 per cent of Indigenous income units receiving CRA (table 16.30). Data for the total number and proportion of income units by the income unit type disaggregated at the jurisdiction level are presented in tables 16A.48, 16A.49, 16A.50 and 16A.51.

**Table 16.30 Income units receiving CRA, by income unit type, 2009<sup>a</sup>**

<i>Type of income unit</i>	<i>Income units</i>	<i>CRA recipients</i>	<i>Indigenous income units</i>	<i>Indigenous CRA recipients</i>
	no.	%	no.	%
Single, no dependent children aged under 16	397 507	38.3	11 368	30.6
Single, no children, sharer	148 271	14.3	3 318	8.9
Single, one or two dependent children aged under 16	189 750	18.3	9 272	24.9
Single, three or more dependent children aged under 16	38 434	3.7	3 090	8.3
Partnered, no dependent children aged under 16	91 244	8.8	2 292	6.2
Partnered, one or two dependent children aged under 16	117 664	11.3	4 550	12.2
Partnered, three or more dependent children aged under 16	52 350	5.0	3 130	8.4
Partnered, illness or temporarily separated	2 707	0.3	137	0.4
Unknown income unit	..	..	..	..
<b>Total</b>	<b>1 038 137</b>	<b>100.0</b>	<b>37 181</b>	<b>100.0</b>

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

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

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### *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 16.41).

#### **Box 16.41 Special needs**

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

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

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

Data reported for this indicator are comparable.

Table 16.31 illustrates the number and proportion of income units receiving CRA at 5 June 2009 by jurisdiction, special needs and geographic location.

Overall, 57.5 per cent of income units receiving CRA at 5 June 2009 were in capital cities, while 42.5 per cent were in the rest of the State or Territory (FaHCSIA unpublished). For Indigenous income units receiving CRA, 32.6 per cent were located in capital cities, while 67.4 per cent lived in the rest of the State or Territory. For non-Indigenous income units receiving CRA, 58.4 per cent were located in capital cities, while 41.6 per cent lived in the rest of the State or Territory (table 16.31).

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, 6.9 per cent of Indigenous income units receiving social security or family payments were homeowners, while 43.9 per cent of non-Indigenous income units receiving benefits were home owners, in 2009 (FaHCSIA unpublished).

**Table 16.31 Income units receiving CRA, by 'special needs' and geographic location, 2009<sup>a</sup>**

	Unit	NSW	Vic	Qld	WA	SA	Tas	ACT	NT	Aust
<i>Non-Indigenous</i>										
Income units	no.	339 068	227 445	242 417	80 278	73 833	25 009	7 969	4 227	1 000 269
In capital city	%	55.4	69.0	41.9	74.4	76.1	42.9	99.9	81.0	58.4
In rest of State/Territory	%	44.6	31.0	58.1	25.6	23.9	57.1	0.1	19.0	41.6
Non-Indigenous income units as proportion of all CRA recipient income units	%	95.8	98.6	95.1	96.6	97.6	95.1	97.8	81.7	96.4
Non-Indigenous population, as proportion of total population	%	97.7	99.3	96.4	96.6	98.2	96.1	98.7	69.8	97.5
<i>Indigenous</i>										
Income units	no.	14 708	3 206	12 370	2 707	1 788	1 297	151	916	37 154
In capital city	%	26.1	40.3	26.8	53.7	59.2	38.6	100.0	52.6	32.6
In rest of State/Territory	%	73.9	59.7	73.2	46.3	40.8	61.4	...	47.4	67.4
Indigenous income units as proportion of all CRA recipient income units	%	4.2	1.4	4.9	3.3	2.4	4.9	1.9	17.7	3.6
Indigenous population, as proportion of total population	%	2.3	0.7	3.6	3.4	1.8	3.9	1.3	30.2	2.5
<i>Disability Support Pension</i>										
Income units	no.	68 616	48 306	47 613	15 135	15 871	5 668	1 062	1 149	203 432
In capital city	%	46.6	65.4	40.1	72.0	75.0	43.9	99.3	71.7	54.0
In rest of State/Territory	%	53.3	34.6	59.8	27.9	24.9	56.1	0.3	27.9	45.9
Income units as proportion of all CRA recipient income units	%	19.4	20.9	18.7	18.2	21.0	21.5	13.0	22.1	19.6
Disability Support Pension population, as proportion of total population	%	1.0	0.9	1.1	0.7	1.0	1.1	0.3	0.5	0.9

(Continued on next page)

**Table 16.31 (continued)**

<i>Aged 24 years or under</i>									
Income units	no.	45 838	32 583	38 723	12 466	11 863	5 053	2 596	685
In capital city	%	45.0	62.8	45.6	77.0	79.1	47.3	100.0	75.6
In rest of State/Territory	%	54.9	37.2	54.3	22.9	20.9	52.7	..	23.1
Income units as proportion of all CRA recipient income units	%	12.9	14.1	15.2	15.0	15.7	19.2	31.9	13.2
Aged 24 years or under population, as proportion of total population	%	0.7	0.6	0.9	0.6	0.7	1.0	0.7	0.3
<i>Aged 75 years or over</i>									
Income units	no.	29 448	19 597	20 755	7 938	7 421	2 102	420	201
In capital city	%	53.1	67.3	38.5	71.4	68.6	35.1	100.0	66.2
In rest of State/Territory	%	46.8	32.7	61.4	28.5	31.3	64.9	..	33.8
Income units as proportion of all CRA recipient income units	%	8.3	8.5	8.1	9.6	9.8	8.0	5.2	3.9
Aged 75 years or over population, as proportion of total population	%	0.4	0.4	0.5	0.4	0.5	0.4	0.1	0.1
<b>Total income units<sup>b</sup></b>	<b>no.</b>	<b>353 939</b>	<b>230 738</b>	<b>254 994</b>	<b>83 118</b>	<b>75 647</b>	<b>26 307</b>	<b>8 147</b>	<b>5 176</b>

**a** Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.52. **b** Totals will not add up to 100 per cent due to income units being included in more than one 'special needs' group... Not applicable.

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; ABS (2008) Population Projections, Australia, 2006–2101, Cat. no. 3222.0; table 16A.52.

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### *Geographic spread of CRA customers*

'Geographic spread of CRA customers' is an indicator of the CRA's guiding principle to ensure equitable spread of CRA customers within geographic regions (box 16.42).

#### **Box 16.42 Geographic spread of CRA customers**

'Geographic spread of CRA customers' is defined by two measures:

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

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

The geographic spread of customers can provide some insight into the responsiveness of CRA to regional variations in rent and the extent to which recipients are able to exercise choice in where to live. This information is useful in examining differences across jurisdictions, and capital cities/rest of State.

Additional measures of geographic spread are reported under 'affordability'.

Data reported for this indicator are comparable.

Results for income units receiving CRA as a proportion of income units in each capital city receiving a social security income support benefit or more than the base rate of the Family Tax Benefit are mapped in tables 16A.53–16A.61. Information on the average CRA entitlement across locations is contained in table 16A.62.

The ratio of CRA recipients to private rental stock between and within capital cities varies but the patterns are complex. The maps should be interpreted with caution because they compare CRA recipients at 5 June 2009 with 2006 Census data and make no allowance for changes in private rental stock over that period (FaHCSIA unpublished).

### *Effectiveness — appropriateness*

#### *Maximum rate*

'Maximum rate' is an indicator of the CRA's guiding principle to provide appropriate financial assistance (box 16.43).

### Box 16.43 Maximum rate

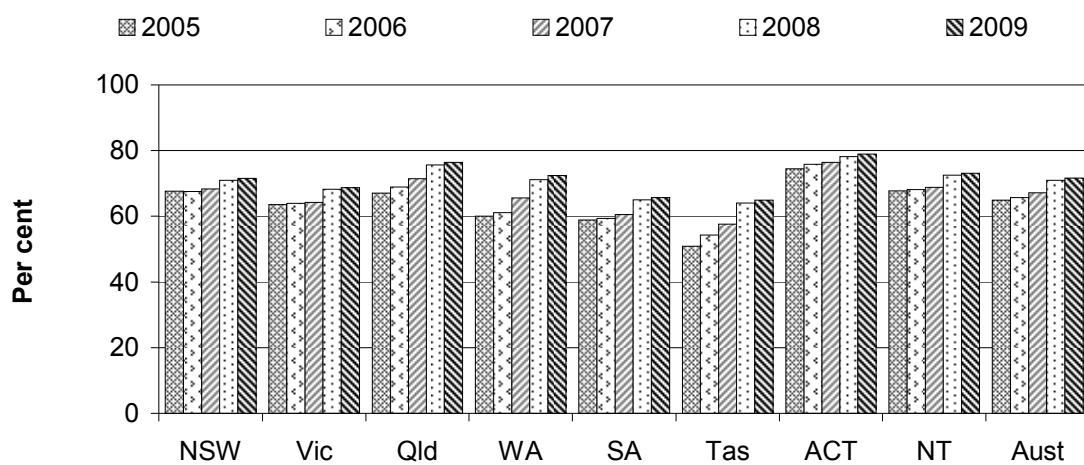
'Maximum rate' is defined as the proportion of income units paying enough rent to receive the maximum rate of CRA.

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

Data reported for this indicator are comparable.

At 5 June 2009, 71.7 per cent of income units receiving CRA across Australia paid enough rent to receive the maximum rate of CRA (figure 16.14). Nationally, there is an upward trend in the proportion of income units receiving CRA between 2005 and 2009.

**Figure 16.14 Proportion of income units receiving CRA paying enough rent to receive maximum assistance<sup>a</sup>**



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

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

### *Number and outcome of appeals*

'Number and outcome of appeals' is an indicator of the CRA's guiding principle to ensure appropriateness of decisions related to the payment of CRA (box 16.44).

### **Box 16.44 Number and outcome of appeals**

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

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

There is a formal review process for decisions related to the payment of CRA. Recipients who are dissatisfied with a decision are encouraged to discuss the matter with the original decision maker before taking the matter further, although this is not a necessary step. Authorised review officers conduct a quick and informal internal review of the decision. Generally, recipients who are dissatisfied with the authorised review officer's decision can appeal to the Social Security Appeals Tribunal, which is an independent body with decision making powers. Either the recipients, FaHCSIA or the DEEWR can seek an Administrative Appeals Tribunal review of the Social Security Appeals Tribunal's decisions.

Data reported for this indicator are comparable.

There were 623 finalised appeals to an authorised review officer in 2008-09, which represented approximately 0.06 per cent of income units receiving CRA. The original decision was affirmed, or appeal dismissed, for approximately 59.2 per cent of finalised appeals to an authorised review officer, 65.1 per cent of appeals to the Social Security Appeals Tribunal and 23.1 per cent of appeals to the Administrative Appeals Tribunal (table 16.32).

**Table 16.32 Outcome of all CRA appeals finalised in 2008-09<sup>a</sup>**

Outcome	Appeals to ARO		Appeals to SSAT		Appeals to AAT	
	no.	%	no.	%	no.	%
Original decision affirmed or appeal dismissed	369	59.2	69	65.1	3	23.1
Original decision set aside	125	20.1	25	23.6	1	7.7
Original decision varied	97	15.6	6	5.7	—	—
Appeal withdrawn	32	5.1	6	5.7	9	69.2
<b>Total finalised</b>	<b>623</b>	<b>100.0</b>	<b>106</b>	<b>100.0</b>	<b>13</b>	<b>100.0</b>

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

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

### *Duration of payments*

'Duration of payments' is an indicator of the CRA's guiding principle to measure targeting of the CRA payments in an efficient manner (box 16.45).

### **Box 16.45 Duration of payments**

'Duration of payments' is defined as the level of short-term and long-term dependence on CRA payments. The indicator is measured by the number of recipients receiving CRA benefits at the beginning and at the end of the year, as well as the number of CRA recipients who were in receipt of CRA benefits at the beginning of the year and still in receipt a year later.

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

Data reported for this indicator are comparable.

Nationally, 946 641 income units were entitled to receive CRA payments at 6 June 2008, and 1 038 137 income units were entitled to receive CRA at 5 June 2009. Out of those, 706 658 income units or 68.1 per cent were receiving CRA at both times, implying a high degree of dependence on CRA. The remaining 331 479 income units (31.9 per cent) started to receive CRA during the year and were receiving assistance at the end of the year (table 16.33). Other income units received assistance for only part of the year. CRA was paid on average to just over 1 million income units each fortnight in 2008-09 (FaHCSIA unpublished).

**Table 16.33 Duration of CRA payments, by State and Territory (number)<sup>a</sup>**

	<i>Number of income units at the beginning of the year 6 June 2008</i>	<i>Number of income units at the end of the year 5 June 2009</i>	<i>Number of same income units at the beginning and the end of the year</i>
NSW	326 525	353 939	248 452
Victoria	210 740	230 738	157 815
Queensland	226 673	254 994	168 800
WA	75 311	83 118	54 134
SA	69 996	75 647	52 485
Tasmania	24 882	26 307	17 978
ACT	7 495	8 147	4 358
NT	4 895	5 176	2 610
<b>Total</b>	<b>946 641</b>	<b>1 038 137</b>	<b>706 658</b>

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

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

### *Running costs per 1000 customers*

'Running costs per 1000 customers' is an indicator of CRA's guiding principle to provide financial assistance in an efficient manner (box 16.46).

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#### **Box 16.46 Running costs per 1000 customers**

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

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

Data reported for this indicator are comparable.

Nationally, the running costs per 1000 customers were \$47 721 for 2008-09, \$53 466 for 2007-08, \$62 829 for 2006-07 and \$61 998 for 2005-06 (2008-09 dollars) (table 16A.66).

#### *Ratio of running costs to total outlays*

'Ratio of running costs to total outlays' is an indicator of CRA's guiding principle to provide financial assistance in an efficient manner (box 16.47).

#### **Box 16.47 Ratio of running costs to total outlays**

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

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

Data reported for this indicator are comparable.

Nationally, the ratio of running costs to total outlays was 1.9 per cent for 2008-09, 2.1 per cent for 2007-08, 2.5 per cent for 2006-07 and 2.4 per cent for 2005-06 (table 16A.67).

#### *Outcomes*

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

#### *Affordability*

'Affordability' is an indicator of the CRA's guiding principle to provide income support recipients and low income families in the private rental market with financial assistance (box 16.48).

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#### **Box 16.48 Affordability**

'Affordability' is defined as the proportions of income units spending more than 30 per cent and 50 per cent of their income on rent with and without CRA. Affordability outcomes (with and without CRA) are reported for all income units receiving CRA, Indigenous income units receiving CRA, Disability Support Pension income units receiving CRA, income units aged 24 years or under receiving CRA, and income units aged 75 years or over receiving CRA.

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

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

Data reported for this indicator are comparable.

Information on the proportion of income spent on rent (with and without CRA) by Australians living in State capital cities and rest of State regions, income units where one or more members' self-identify as Indigenous Australians, income units where one or more members receive a Disability Support Pension, income units aged 24 years or under, and income units aged 75 years or over is presented in tables 16A.68–16A.73.

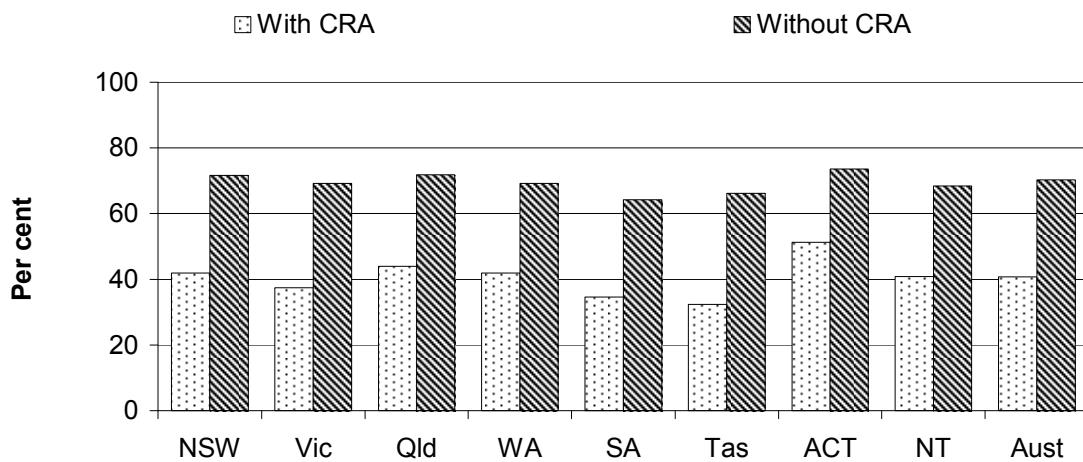
Nationally, if CRA were not payable, then at 5 June 2009, 70.3 per cent of income units receiving CRA would have paid more than 30 per cent of their income on rent. Accounting for CRA payments (thereby reducing the rent paid by the amount of the assistance) this proportion falls to 40.7 per cent (figure 16.15).

Without CRA, 31.0 per cent of recipients across Australia would have spent more than 50 per cent of their income on rent, while with CRA the proportion is 12.6 per cent (table 16A.73).

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**Figure 16.15 Income units paying more than 30 per cent of income on rent, with and without CRA, 2009<sup>a</sup>**

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

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

Nationally, if CRA were not payable, then 60.4 per cent of the Indigenous income units receiving CRA would have spent more than 30 per cent of income on rent at 5 June 2009. Taking CRA into account, this proportion falls to 30.2 per cent (figure 16.16). Similarly, if CRA were not payable, then 22.7 per cent of Indigenous income units across Australia would have spent more than 50 per cent of income on rent at 5 June 2009. Accounting for CRA payments this proportion decreases to 7.7 per cent (table 16A.73).

**Figure 16.16 Indigenous income units receiving CRA paying more than 30 per cent of income on rent, with and without CRA, 2009<sup>a</sup>**



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

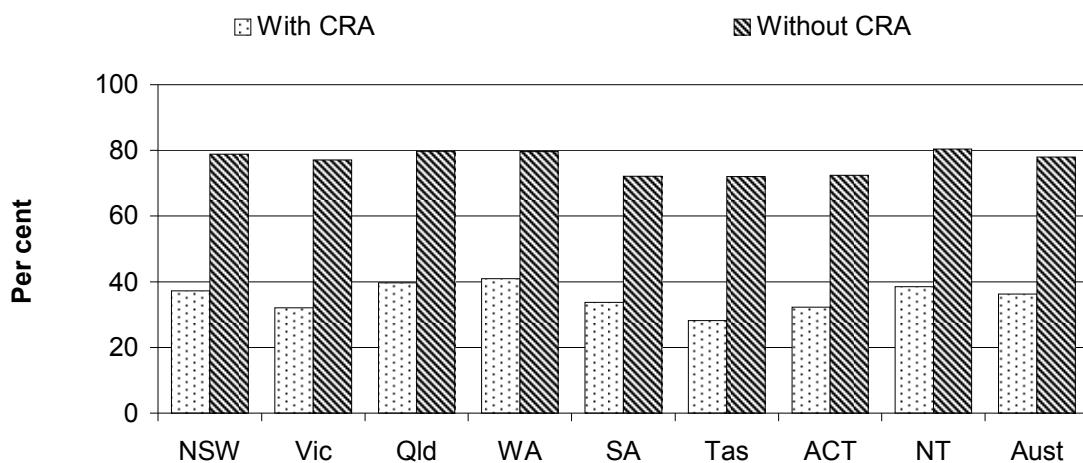
Source: FaHCSIA (unpublished); table 16A.69.

Nationally, if CRA were not payable, then 77.9 per cent of all income units with a member receiving a Disability Support Pension would have spent more than 30 per cent of income on rent at 5 June 2009. Accounting for CRA payments this proportion decreases to 36.3 per cent (figure 16.17). Similarly, if CRA were not payable, then 30.5 per cent of income units receiving a Disability Support Pension would have spent more than 50 per cent of income on rent at 5 June 2009. Accounting for CRA payments, this proportion decreases to 7.9 per cent (table 16A.73).

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**Figure 16.17 Income units receiving a Disability Support Pension paying more than 30 per cent of income on rent, with and without CRA, 2009<sup>a</sup>**

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

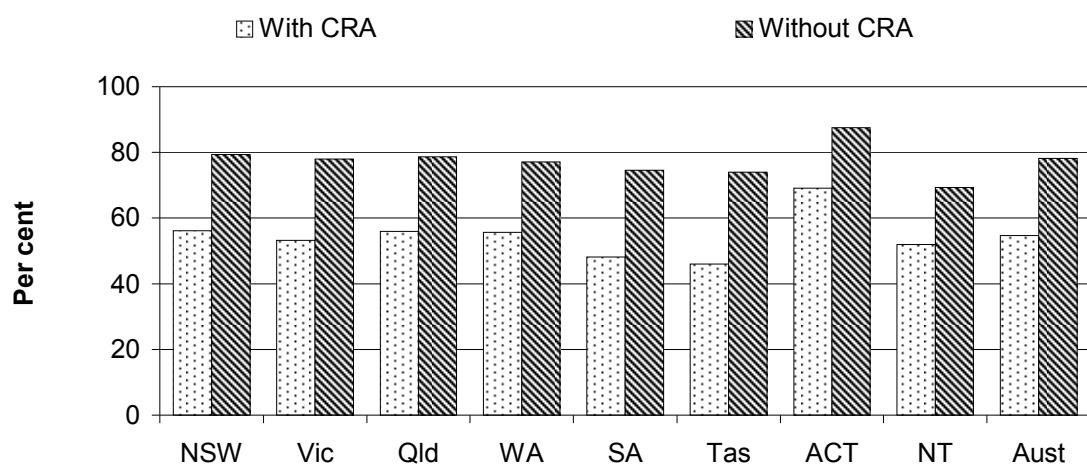
Source: FaHCSIA (unpublished); table 16A.70.

Nationally, if CRA were not payable, then 78.2 per cent of all income units with a member aged 24 years or under would have spent more than 30 per cent of income on rent at 5 June 2009. Accounting for CRA payments this proportion decreases to 54.7 per cent (figure 16.18). Similarly, if CRA were not payable, then 43.5 per cent of income units aged 24 years or under would have spent more than 50 per cent of income on rent at 5 June 2009. Accounting for CRA payments, this proportion decreases to 20.4 per cent (table 16A.73).

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**Figure 16.18 Income units aged 24 years or under paying more than 30 per cent of income on rent, with and without CRA, 2009<sup>a</sup>**

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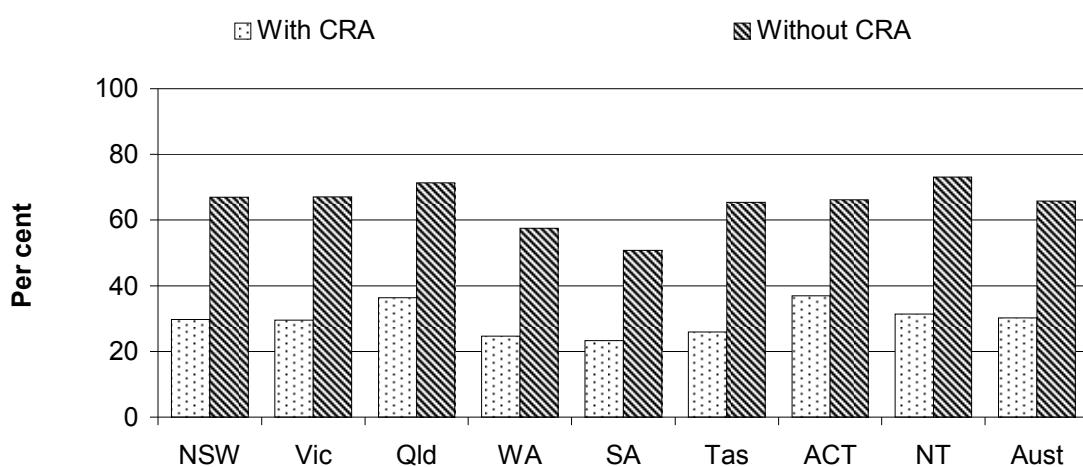


<sup>a</sup> Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.71.

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

Nationally, if CRA were not payable, then 65.8 per cent of all income units with a member aged 75 years or over would have spent more than 30 per cent of income on rent at 5 June 2009. Accounting for CRA payments this proportion decreases to 30.2 per cent (figure 16.19). Similarly, if CRA were not payable, then 22.6 per cent of income units aged 75 years or over would have spent more than 50 per cent of income on rent at 5 June 2009. Accounting for CRA payments, this proportion decreases to 7.2 per cent (table 16A.73).

**Figure 16.19 Income units aged 75 years or over paying more than 30 per cent of income on rent, with and without CRA, 2009<sup>a</sup>**



<sup>a</sup> Further information pertinent to the data included in this table and/or its interpretation is provided in table 16A.72.

Source: FaHCSIA (unpublished); table 16A.72.

### *Satisfaction with accommodation*

'Satisfaction with accommodation' is an indicator of the CRA's guiding principle to ensure that housing is appropriate to the needs of CRA recipients (box 16.49).

#### **Box 16.49 Satisfaction with accommodation**

'Satisfaction with accommodation' is defined by two measures:

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

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

Data reported for this indicator are not directly comparable.

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

However, the Household Income and Labour Dynamics in Australia (HILDA) survey identifies social security recipients living in private rental accommodation who are potentially eligible for CRA. Data on satisfaction with the home and neighbourhood in which individuals lived and satisfaction with the feeling that individuals were part of their local community, derived from the HILDA (Wave 7) conducted in 2007-08, are presented in table 16.34. Further information is provided in table 16A.74.

When asked to rate their satisfaction with the home in which they lived, 81.6 per cent expressed some level of satisfaction (with 24.3 per cent totally satisfied), while 11.4 per cent expressed dissatisfaction. When asked to rate their satisfaction with the neighbourhood in which they lived, 83.2 per cent expressed some level of satisfaction (with 22.1 per cent totally satisfied), while 7.8 per cent expressed dissatisfaction. When asked to rate their satisfaction with the feeling of being part of the local community, 60.9 per cent expressed some level of satisfaction (with 12.4 per cent totally satisfied), while 20.6 per cent expressed dissatisfaction.

**Table 16.34 Satisfaction with home and neighbourhood and satisfaction with being part of the local community (per cent), 2007-08**

	Totally dissatisfied					Neither satisfied nor dissatisfied					Totally satisfied		
	0	1	2	3	4	5	6	7	8	9	10		
Home lived in <sup>a</sup>	1.3	1.1	1.6	3.9	3.5	7.0	8.3	13.3	20.5	15.2	24.3		
Neighbourhood lived in <sup>b</sup>	0.4	0.5	1.3	1.9	3.7	9.0	6.4	17.8	22.0	14.9	22.1		
Feeling of being part of the local community <sup>a</sup>	2.4	2.3	4.6	3.8	7.4	18.6	9.9	14.5	15.8	8.3	12.4		

<sup>a</sup> Satisfaction with home in which lived and satisfaction with the feeling of being part of the local community were based on 728 valid responses. <sup>b</sup> Satisfaction with neighbourhood in which lived was based on 726 valid responses.

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

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## **16.4 Future directions in performance reporting**

### **COAG developments**

#### *Report on Government Services alignment with National Agreement reporting*

It is anticipated that future editions of the Housing chapter will align with the NAHA indicators and the NIRA. Further alignment between the Report and NA indicators, and other reporting changes, might result from future developments in NA and National Partnership reporting.

#### *Outcomes from review of Report on Government Services*

COAG agreed to Terms of Reference for a Heads of Treasuries/Senior Officials review of the Report in November 2008, to report to COAG by end-September 2009. The review examined the ongoing usefulness of the Report in the context of new national reporting under the Intergovernmental Agreement on Federal Financial Relations.

No significant changes from this review are reflected in the 2010 ROGS. Any COAG endorsed recommendations from the review are likely to be implemented for the 2011 ROGS.

### **Further developing indicators and data**

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

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

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## **16.5 Jurisdictions' comments**

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

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## Australian Government comments

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The 2003 Commonwealth-State Housing Agreement (CSHA) was the mechanism by which the Australian Government provided money to the states and territories for housing assistance programs for those most in need in the community from July 2003 to December 2008. It provided \$5.2 billion over the 5.5 year period.

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

The NAHA is supported by three National Partnerships. The Social Housing National Partnership Agreement provides \$400 million over 2 years to increase the supply of social housing by at least 1600 dwellings. The National Partnership on Homelessness is providing \$1.1 billion over 4 years for better services and specialist supported housing. The Remote Indigenous Housing National Partnership is providing \$5.5 billion over 10 years to address overcrowding, homelessness, poor housing conditions and severe housing shortages in remote Indigenous communities.

The Australian Government is also providing an additional \$5.64 billion over 3.5 years for social housing under the Nation Building — Economic Stimulus Plan. Over 19 300 additional social housing dwellings will be built under the initiative with the assistance of the not-for-profit sector and repairs and maintenance undertaken to over 60 000 existing social housing dwellings. This includes significant repairs and maintenance to more than 10 000 social housing dwellings that are currently vacant or will become uninhabitable without this work.

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

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

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## New South Wales Government comments

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- Housing NSW manages the largest portfolio of public housing in Australia with close to 125 000 properties. The community housing sector’s role in the provision of social housing continues to grow with over 17 000 properties now being managed in this sector. The Aboriginal Housing Office (AHO) currently owns over 4300 properties and registered and non-actively registered Aboriginal housing providers manage more than 4400 properties.
  - NSW is working to grow and reform the housing sector to develop an integrated social housing sector. NSW is working with the Australian and other State and Territory governments to progress the reform agenda under the National Affordable Housing Agreement, related National Partnerships and the National Partnership on the Nation Building Economic Stimulus Plan.
  - Through the National Partnership on Nation Building Economic Stimulus Plan NSW will deliver, in two stages, over 6300 new social housing homes by 2012. This will provide more housing assistance to people most in need, particularly those people who are homeless or at risk of homelessness and Aboriginal people. The majority of these properties will be owned and managed by community housing providers. Also, under this partnership 31 000 social housing homes in NSW will be upgraded by 2010.
  - Reducing homelessness is a priority for the NSW Government and in 2009 *A Way Home: Reducing Homelessness in NSW*, NSW Homelessness Action Plan 2009–2014 was launched which sets the direction to achieve better outcomes for people who are homeless or at risk of homelessness. It is a new approach to addressing and preventing homelessness including greater collaboration with the non-government sector.
  - Implementation of the 5 year strategy, Planning for the Future: New Directions for Community Housing in NSW, is ensuring that the community housing sector grows as a flexible component of the NSW social housing system that is able to offer more housing for people, tailored to their needs. The target is to grow the sector from 13 000 to 30 000 homes over 10 years.
  - The NSW Aboriginal Housing Office continues to focus on improving: the financial viability, asset and tenancy management, capacity and governance of Aboriginal community housing providers which are key components to the reform of the sector. AHO will continue to implement these reforms into the future. Under the Remote Indigenous Housing National Partnership, 50 new houses will be delivered in 2009-10.
  - Affordable housing is a social policy priority for the NSW Government. The NSW Government is working with the Australian Government to improve the supply of affordable housing through the Housing Affordability Fund and the National Rental Affordability Scheme (NRAS). NRAS Rounds 1 and 2 will see an additional 2437 affordable rental dwellings supplied in NSW with delivery of approximately 500 anticipated in 2009-10.
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## **Victorian Government comments**

“ The Victorian Government continues to extend and improve social housing for clients and the community. The Department of Human Services acquired 1407 new long term social housing dwellings and upgraded 3277 existing homes during the year, improving safety and comfort for residents while also being environmentally sustainable.

Improving people’s lives in some of Victoria’s most disadvantaged communities was also a major focus. The Neighborhood Renewal program aims to help break the cycle of disadvantage by bringing together the resources and ideas of residents in housing estates, government, businesses and community groups, tackling disadvantage in areas with high concentrations of public housing, providing residents with training, education and employment opportunities, while developing a greater sense of community that is creating vibrant places to live.

Since its inception in 2001, the department has invested more than \$310 million in Neighborhood Renewal, creating 5000 jobs and training opportunities for public housing tenants across 19 neighborhoods. Also, this year residents in the Collingwood public housing estate were helped to improve their computer skills and gain affordable internet access through the Neighborhood Renewal program, Wired Community@Collingwood which delivered free computer access to more than 900 homes across the Collingwood public housing estate with more than 60 Collingwood residents having completed the free training sessions. This innovative project recently won the Victorian and National 2009 e-Inclusions and e-Community Australian Information Industry Association iAward.

Also during 2008-09 a new fixed rent setting approach was introduced for public housing tenants, giving tenants who earn additional income a 6 month period before it affects their rent. The introduction of fixed rents was accompanied by an agreement that allows income details to be electronically transferred from Centrelink to the Department of Human Services. This takes the onus off clients to regularly supply evidence of their income and assets. Currently 47 000 households have their rent automatically adjusted through income confirmation.

In January 2009 the Government also finalised the National Affordable Housing Agreement and associated National Partnerships with the Commonwealth Government to secure \$2.5 billion over 5 years to improve and expand public and social housing and services to homeless, Indigenous and low-income Victorians. The agreement paves the way for more housing options and supports development of a more coordinated service system across homelessness and social housing.

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## Queensland Government comments

Continued population growth and a lack of supply of newly constructed housing has meant that significant price falls similar to those seen in other states did not occur in Queensland's major centres. In response to the pressures placed on social housing, the Department of Communities increased the total number of social housing dwellings owned or funded by the department to 66 369 in 2008-09, an increase of 1.3 per cent.

Queensland assisted 78 600 households with social rental housing in 2008-09 and helped 185 636 households access or sustain private market tenure (up 2.8 per cent compared with last year).

In September 2008, the Department introduced a new client intake and assessment process. Those in greatest need will be assisted first and with the most appropriate product or service for their need. At 30 June 2009, 92.8 per cent of clients assisted with government-managed, long-term social housing had 'very high' or 'high' needs.

The National Affordable Housing Agreement commenced on 1 January 2009. It aims to ensure that all Australians have access to affordable, safe and sustainable housing that contributes to social and economic participation. Under the Agreement, Queensland was allocated \$1.1 billion over a 5 year period, and it is supported by the following National Partnership Agreements:

Social Housing, with \$80.1 million over 2 years, will provide additional social housing, improved housing opportunities for Indigenous people and accommodation options to assist people who are homeless or at risk of homelessness to transition to secure long-term accommodation.

Homelessness, with \$135.1 million in Australian Government funding over 5 years, will reduce homelessness, including \$35.7 million over 5 years for the initiative A Place to Call Home. Queensland is complementing this investment through \$149.5 million in funding over 5 years, including \$46.5 million for A Place to Call Home.

Remote Indigenous Housing, with \$1.156 billion in Australian Government funding over 10 years to improve housing amenity for Indigenous people and reduce overcrowding, particularly in remote areas and Indigenous communities. This agreement will result in 1141 new dwellings, 1216 major upgrades, repairs and maintenance being undertaken, and the provision of tenancy management services, housing-related infrastructure and employment outcomes.

The social housing component of the Nation Building and Jobs Plan provides \$1.2 billion to increase Queensland's social housing portfolio with an estimated 4000 dwellings, and provides funds for repairs and maintenance of existing social housing stock.

In addition, the National Rental Affordability Scheme, a Commonwealth Government initiative, will stimulate the supply of up to 10 000 new affordable rental dwellings across Queensland by 2012.

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## **Western Australian Government comments**

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On 16 December 2008, the Government announced a significant reform of the Department of Housing and Works. Effective as of 1 February 2009, the two separate portfolios, Housing and Works, were separated into two distinct service delivery areas. Works was transferred to the Department of Treasury and Finance as Building Management and Works, while the housing related functions remained as the Department of Housing.

In the current economy the housing market remains tumultuous. The last 4 years have seen a doubling of house and rental prices in Perth. This has had a major flow-on to all of the Authority's services from affordable land development to public rental, private rental assistance in the form of bonds, and home ownership. There are also challenges in servicing remote Indigenous Communities across the State.

The extension and boost of the First Home Buyers Grant, combined with lower interest rates has increased buyers' confidence and the Department's level of activity in the first home buyer sector has been very positive. The Department continued to perform well in the affordable land segment with 80 per cent of sales below the median price.

While the Department manages some 40 000 residential tenancies there remains a growing waiting list for social housing and the Department has had to search beyond traditional methods to find solutions. New partnerships have been forged with Community Housing Organisations throughout the State as a way of delivering new housing economically. Six additional providers have been registered in metropolitan and regional Western Australia across the three-tier system and a further 20 applications were being assessed at the close of the 2008-09 financial year.

The Department continued to consolidate the community housing industry, ensuring strict policies and guidelines are in place to regulate the industry and that all avenues for maximising financial returns for providers are fully explored. Consolidation of WA's community housing organisations (CHOs) continued with 233 CHOs managing 5652 units at 30 June 2009, compared with 30 June 2006 when 4500 units were managed by 241 CHOs.

The announcement of the Commonwealth and State Social Housing Stimulus Packages has created a project of unprecedented magnitude for the Department. The Commonwealth's National Partnership Agreement on the Nation Building and Jobs Plan: Building Prosperity for the Future and Supporting Jobs Now, (February 2009) injected \$608.12 million into WA to construct additional social housing, and \$40.45 million to refurbish existing stock. Three quarters of the new construction must be completed by 31 December 2010.

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## **South Australian Government comments**

“ The new National Affordable Housing Agreement became effective from 1 January 2009, reforming historical Commonwealth-State funding agreements. South Australia provided significant input to the modernisation and development of the Agreement and is committed to achieving the targets set within the Agreement and associated National Partnership Agreements.

At 30 June 2009, work was underway on nine major upgrades and preparatory work was being undertaken on more than 100 other Housing SA properties for upgrade under the Nation Building Economic Stimulus Plan.

The 2008-09 funding allocation under the National Partnership Agreement on Social Housing will be used to deliver up to 98 homes by leveraging additional funds from the not-for-profit sector to house people who are homeless or at risk of homelessness.

South Australia’s Implementation Plan for the National Partnership Agreement on Homelessness has been launched, focussing on the four core outputs of A Place to Call Home, Street to Home initiatives, support for private and public tenants to help sustain their tenancies, and assistance for people leaving correctional, health and child protection services.

Building new houses to reduce overcrowding and upgrading existing homes to improve housing conditions in the Anangu Pitjantjatjara Yankunytjatjara (APY) communities of Mimili and Amata are the initial priority for the National Partnership Agreement on Remote Indigenous Housing. During 2008-09, agreement was reached with the APY Council for a major program of building, upgrading, and improving housing management systems and processes. This will include linkage to home maker programs and a strong focus on local employment outcomes.

Housing SA continues to foster innovative partnerships with government and non-government agencies and the development industry to provide a greater diversity in housing supply within the State. These partnerships provide the foundation to achieve affordable housing options for all South Australians.

Fourteen capital projects were approved for funding involving partnering organisations committed to delivering 163 affordable rental housing outcomes in metropolitan and regional areas. Several initiatives were also launched to extend the depth and timing of the Commonwealth’s National Rental Affordability Scheme outcomes for South Australians.

Housing SA maintained 47 656 tenantable public, Aboriginal and community housing properties for South Australians during 2008-09, as well as providing assistance to 17 498 customers to help secure affordable private rental accommodation. Demand for public, Aboriginal and community housing remained stable with 7539 new applications lodged while allocations to new tenants decreased to 2746 in 2008-09 due to decreased vacancies and competing priorities for vacant properties. Whilst total new allocations decreased in 2008-09, over 65 per cent were to greatest need customers.”

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## Tasmanian Government comments

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Continuing increases in property values in Tasmania over recent years have maintained higher costs for private rental and home ownership, and fewer affordable accommodation options for people on low incomes. Tasmania also has a rapidly aging population and a high proportion of people dependent on Government pensions and benefits. To meet the challenges of the housing market, the Tasmanian Government is committed to a broad housing reform agenda which will realise the construction of new homes for social housing, opportunities for affordable home ownership, private rental assistance, land development for social and affordable housing and a reduction in homelessness.

During the year, the Housing Innovations Unit was established to oversee a large building and construction program to increase the quality and supply of social and affordable housing in Tasmania. The Unit is responsible for delivering on a range of new and innovative capital programs including the National Rental Affordability Scheme, Housing Affordability Fund, QuickBuilds and targets set under the Nation Building — Economic Stimulus Plan and National Partnership Agreements on Social Housing and Homelessness, under the National Affordable Housing Agreement (NAHA). Planning to implement reforms to the social housing service system has commenced to facilitate a seamless transition into the new NAHA and related National Partnership Agreements. The Unit is also responsible for implementing the State Government's \$60 million Housing Fund.

The Accommodation Options Unit was established within Housing Tasmania to address the residential accommodation requirements of people accessing services within the Human Services group. The Unit brings together the existing strands of capital management for supported accommodation in Housing Tasmania, Disability Services, Youth Justice, Mental Health and Children and Family Services. This Unit strengthens the integration of service delivery to clients with special needs.

In excess of 7700 low income households received financial or non-financial assistance through Private Rent Assistance services during 2008-09. The number receiving financial assistance decreased 3.7 per cent from 2007-08, reflecting a shortage of affordable rental opportunities, and increased competition for available rental homes which potentially disadvantages those on low incomes.

HomeShare was implemented to provide low income earners the opportunity to purchase a home with the Director of Housing taking on some of the equity. By sharing ownership with another person, in this instance the Director, many Tasmanians may be able to purchase a home they could otherwise not afford.

During 2008-09 a review into the delivery of public housing in Tasmania has been in progress with several reform options under consideration. The outcomes of this review will be finalised during 2009-10.

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## Australian Capital Territory Government comments

In accordance with its ongoing reform in the delivery of housing assistance and homelessness services, the ACT Government has taken the opportunity provided by the additional funding and impetus for reform offered by the National Affordable Housing Agreement, the associated National Partnership Agreements and the Nation Building and Jobs Plan stimulus package, to implement further innovative housing and support programs to better meet clients' needs.

The ACT began this significant reform process in 2006. Consistent with the current reform agenda, the ACT continues to better target housing and support to those most in need and to create an integrated continuum of support from early intervention, support in crisis to sustained tenancies and on to social and economic participation and inclusion.

A new program assists women and children to remain in their home following domestic violence, still the single most common cause of homelessness. This early intervention, homelessness strategy seeks to minimise the adverse effects on the children's development to avoid lasting social and economic effects in their lives.

A new youth housing program is targeted at young people exiting care and protection, out of home care, youth justice or homelessness services. Under this strategy, Youth Housing Managers work with a young person from first contact with Housing ACT through to managing their tenancy and assisting them to engage with employment, education and training. Some 55 per cent of the young people in the program have maintained or begun study or employment whilst 35 per cent focussed on raising their young children.

The Nation Building and Jobs Plan is targeted to ACT's older tenant population through the construction of supportive accommodation close to their existing homes, allowing them to 'age in place'. It will also increase stock utilisation as vacated houses will be provided to families on the public housing waiting list.

The ACT has introduced a number of initiatives to assist the Community Housing Sector to continue its success in providing housing assistance to those in greatest need. Three organisations are in receipt of benchmark payments for tenancy management, providing housing to a range of tenants with special needs. Other organisations lease properties from Housing ACT under the Housing Asset Assistance Program and retain rent in lieu of receiving benchmark payments. The ACT Government is working in partnership with providers to provide a common waiting list for community and public housing. This is in conjunction with the work under the Homelessness National Partnership to develop a common point of access for homelessness services. These initiatives will provide significant assistance to community housing providers and homelessness services in the management of their waiting lists, create efficiencies and further enable quality services to be provided to tenants and clients, help to integrate the broader housing continuum and enhance choice for people seeking housing.

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## Northern Territory Government comments

In March 2009 the Chief Minister and Minister for Housing announced the 'Housing the Territory' strategy which is aimed at getting the balance of housing in the Territory right.

The Northern Territory Government is committed to ensuring there is more affordable housing available to buy and rent and the "Housing the Territory" strategy will see more land to grow, new places to buy, new places to rent and new public housing stock. In 2009 the Government is investing \$390 million in housing programs. This includes strategic investment in public housing to meet the areas of most need.

With the ageing population in the Territory, there will be an increase of housing for seniors constructed in Darwin and Alice Springs.

This year will also see the establishment of an Affordable Housing Rental Company in the Territory. This Company will be a semi commercial operation and provide rental housing to low and moderate income earners at an affordable level. This will also see an increase in the range of available housing options for Territorians.

As a part of the funding received through the Commonwealth's Stimulus Package, 22 new dwellings will be constructed for public housing purposes.

On 1 June 2009, the HomeStart NT program was introduced to assist low to moderate income earners to purchase their own home. Since the introduction of this program, 44 households have been assisted to purchase their own home, and a further 27 households are awaiting settlement.

Another component of the Stimulus Package is to address the issue of Homelessness in the Territory. Three applications for this program have been approved by the Government which will allow for non-government organisations to assist with providing housing options for the homeless.

There are a number of other initiatives under the National Partnership Agreements that are currently being facilitated by the NT Government. These include a Street to Home initiative for chronic homeless people, support for public housing tenants to sustain their tenancies, which includes tenancy support, financial counselling and referral services, and assistance for people leaving correctional and health facilities.

Integral to the 'Housing the Territory' strategy is the Territory Government's commitment to meeting the current and emerging needs of Indigenous Clients.

The Strategic Indigenous Housing and Infrastructure Program (SIHIP) is the largest Indigenous housing program undertaken by the Australian and Northern Territory Governments. This joint \$672 million SHIP will deliver 750 new houses, 230 rebuilds of existing houses and 2500 refurbishments across 73 remote Indigenous communities and a number of community living areas (town camps) in the Northern Territory by 2013.

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## 16.6 Definitions of key terms and indicators

### Public, SOMIH, community and ICH

<b>Administration costs</b>	Those costs associated with the administration offices of the property manager and tenancy manager. They include the general accounting and personnel function costs relating to:
	<ul style="list-style-type: none"><li>• employee expenses (for example, superannuation, compensation, accrued leave and training)</li><li>• supplies and services expenses (including stationery, postage, telephone, office equipment, information systems and vehicle expenses)</li><li>• rent</li><li>• grants and subsidies (excluding rental subsidies)</li><li>• expenditure incurred by other government agencies on behalf of the public housing agency</li><li>• contracted public housing management services.</li></ul>
<b>Affordability</b>	Affordability is an outcome indicator that aims to measure housing affordability for CSHA/NAHA housing tenants. Two measures are reported: <ul style="list-style-type: none"><li>• a subsidy per rebated household derived by dividing the total rebated amount by the total number of rebated households</li><li>• the proportion of households spending less than 30 per cent of their income in rent.</li></ul>
<b>Amenity/location (satisfaction)</b>	A survey-based measure of the proportion of tenants rating amenity and location aspects as important and meeting their needs.
<b>Assessable income</b>	The income used to assess eligibility for housing assistance and to calculate the rental housing rebate that allows a household to pay a rent lower than the market rent. Definition may vary across jurisdictions.
<b>Canadian National Occupancy Standard (CNOS)</b>	A measure of the appropriateness of housing which is sensitive to both household size and composition. The CNOS specifies that: <ul style="list-style-type: none"><li>• no more than two people shall share a bedroom</li><li>• parents or couples may share a bedroom</li><li>• children under 5 years, either of the same sex or opposite sex may share a bedroom</li><li>• children under 18 years of the same sex may share a bedroom</li><li>• a child aged 5 to 17 years should not share a bedroom with a child under 5 of the opposite sex</li><li>• single adults 18 years and over and any unpaired children require a separate bedroom.</li></ul>
<b>Customer satisfaction</b>	A survey measure of the proportion of customers expressing different degrees of satisfaction with the overall service provided.
<b>Depreciation costs</b>	Depreciation calculated on a straight-line basis at a rate that realistically represents the useful life of the asset (as per the Australian Accounting Standards 13–17).
<b>Disability (as per the ABS Survey of Disability Ageing and Carers)</b>	Any restriction or lack of ability (resulting from an impairment) to perform an action in the manner or within the range considered normal for a human being.

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<b>Dwelling</b>	A structure or a discrete space within a structure intended for people to live in or where a person or group of people live. Thus a structure that people actually live in is a dwelling regardless of its intended purpose, but a vacant structure is only a dwelling if intended for human residence. A dwelling may include one or more rooms used as an office or workshop provided the dwelling is in residential use.
<b>Greatest need</b>	Low income households that at the time of allocation were subject to one or more of the following circumstances:
	<ul style="list-style-type: none"> <li>• homelessness</li> <li>• their life or safety being at risk in their accommodation</li> <li>• their health condition being aggravated by their housing</li> <li>• their housing being inappropriate to their needs</li> <li>• their rental housing costs being very high.</li> </ul>
<b>Household</b>	For the purpose of the public, community, SOMIH and ICH collections, the number of tenancy agreements is the proxy for counting the number of households. A tenancy agreement is defined as a formal written agreement between a household (a person or group of people) and a housing provider, specifying details of a tenancy for a particular dwelling.
<b>Indigenous household</b>	A household with one or more members (including children) who identify as Aboriginal and/or Torres Strait Islander.
<b>Low income household</b>	A public housing or SOMIH household whose members are assessed as having a low income according to the following definitions. Households are assigned an income status based on total household gross income and the composition of the household: <ul style="list-style-type: none"> <li>• low income A households are those in which all household members have incomes at or below the maximum pension rate</li> <li>• low income B households are those that have incomes that would enable them to receive government income support benefits below the maximum pension.</li> </ul> A community housing household which has a gross weekly income equivalent to or below the income cut-off specified for their household composition is classified as low income. The community housing low income measure is based on the low income B cut-offs as outlined above.
<b>Maintenance costs</b>	Costs incurred to maintain the value of the asset or to restore an asset to its original condition. The definition includes day-to-day maintenance reflecting general wear and tear, cyclical maintenance, performed as part of a planned maintenance program and other maintenance, such as repairs as a result of vandalism.
<b>Market rent</b>	Aggregate market rent that would be collected if the public rental housing properties were available in the private market.
<b>Match of dwelling to household size</b>	The proportion of households where dwelling size is not appropriate due to overcrowding. The indicator uses a proxy occupancy standard based on the size of the dwelling and household structure. Overcrowding is deemed to have occurred where two or more additional bedrooms are required to satisfy the proxy occupancy standard.
<b>Moderate overcrowding</b>	Where one additional bedroom is required to satisfy the proxy occupancy standard.
<b>Net recurrent cost</b>	The average cost of providing assistance (excluding the cost of capital) per dwelling. The formula is 'total net recurrent costs for the year ending 30 June' divided by 'total number of dwellings at 30 June'.

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<b>New household</b>	Households that commence receiving assistance for the financial year.														
<b>Occupancy rate</b>	The proportion of dwellings occupied.														
<b>Occupied dwelling</b>	Dwellings occupied by tenants who have a tenancy agreement with the relevant housing authority.														
<b>Overcrowding</b>	Where either two or more bedrooms are required to meet the proxy occupancy standard or the Canadian national occupancy standard.														
<b>Priority access to those in greatest need</b>	Allocation processes to ensure those in greatest need have first access to housing. This is measured as the proportion of new allocations to those in greatest need.														
<b>Principal tenant</b>	The person whose name appears on the tenancy agreement. Where this is not clear, it should be the person who is responsible for rental payments.														
<b>Proxy occupancy standard</b>	A measure of the appropriateness of housing related to the household size and tenancy composition. The measure specifies the bedroom requirements of a household.														
	<table border="0"> <thead> <tr> <th><i>Household structure</i></th> <th><i>Bedrooms required</i></th> </tr> </thead> <tbody> <tr> <td>Single adult only</td> <td>1</td> </tr> <tr> <td>Single adult (group)</td> <td>1 (per adult)</td> </tr> <tr> <td>Couple with no children</td> <td>2</td> </tr> <tr> <td>Sole parent or couple with one child</td> <td>2</td> </tr> <tr> <td>Sole parent or couple with two or three children</td> <td>3</td> </tr> <tr> <td>Sole parent or couple with four children</td> <td>4</td> </tr> </tbody> </table>	<i>Household structure</i>	<i>Bedrooms required</i>	Single adult only	1	Single adult (group)	1 (per adult)	Couple with no children	2	Sole parent or couple with one child	2	Sole parent or couple with two or three children	3	Sole parent or couple with four children	4
<i>Household structure</i>	<i>Bedrooms required</i>														
Single adult only	1														
Single adult (group)	1 (per adult)														
Couple with no children	2														
Sole parent or couple with one child	2														
Sole parent or couple with two or three children	3														
Sole parent or couple with four children	4														
	For sole parent or couple households with four or more children the dwelling size in terms of bedrooms should be the same value as the number of children in the household.														
<b>Rent charged</b>	The amount in dollars that households are charged based on the rents they are expected to pay. The rents charged to tenants may or may not have been received.														
<b>Rent collection rate</b>	The total rent actually collected as a proportion of the total rent charged.														
<b>Special needs household</b>	Low income households that satisfy the Indigenous household definition or have a household member with a disability or where principal tenant is aged 24 years or under, or 75 years or over.														
<b>Tenancy rental unit</b>	A tenancy (rental) unit is defined as the unit of accommodation on which a tenancy agreement can be made. It is a way of counting the maximum number of distinct rentable units that a dwelling structure can contain.														
<b>Tenantable dwelling</b>	A dwelling where maintenance has been completed, whether occupied or unoccupied at 30 June. All occupied dwellings are tenantable.														
<b>Total gross household income</b>	The value of gross weekly income from all sources (before deductions for income tax, superannuation etc.) for all household members, expressed as dollars per week. The main components of gross income are current usual wages and salary; income derived from self-employment, government pensions, benefits and allowances; and other income comprising investments and other regular income.														
<b>Transfer household</b>	A household, either rebated or market renting, that relocates (transfers) from one public or community rental dwelling to another.														
<b>Turnaround time</b>	The average time taken in days for normally vacant dwellings to be occupied.														
<b>Underutilisation</b>	Where there are two or more bedrooms additional to the number required in the dwelling to satisfy the proxy occupancy standard.														

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**Untenantable dwelling** A dwelling not currently occupied by a tenant, where maintenance has been either deferred or not completed at 30 June.

## Commonwealth Rent Assistance

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

**Dependent child** A person under 18 years who is the dependant of another person (an adult) if the adult is legally responsible for the day-to-day care, welfare and development of the child, if the child is not a dependent child of another person, and if the child is wholly or substantially in the adult's care.

A young person aged 18–24 years may be regarded as the dependant of another person if he or she is wholly or substantially dependent on that other person. A young person aged 21 years or over cannot be regarded as a dependant unless undertaking full time study. A young person cannot be regarded as a dependant if he or she receives an income support payment.

Operationally, a child is regarded as a dependant of another person (the parent) if the parent receives the Family Tax Benefit for the care of the child. A dependent child is regarded as a member of the parental income unit.

The maximum rate of CRA depends on the number of children for whom the recipient or partner receives more than the base rate of the Family Tax Benefit Part A. Although the Family Tax Benefit may be paid for a child aged 16 years or over, it cannot be paid at more than the base rate. It may also be paid at not more than the base rate if a parent has not taken appropriate steps to obtain maintenance from a child's other parent.

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

**Eligible income support recipient** Recipients in receipt of an income support payment or more than the base rate of the Family Tax Benefit Part A. CRA is automatically paid once eligibility is established. The only eligible recipients who are not paid are those affected by Centrelink errors in recording information or by program errors.

**Geographic spread of CRA recipients** Two measures are presented. Maps show the number of individuals and families entitled to CRA at 5 June 2009 as a proportion of private rental stock in the same area. Private rental stock is taken from the 2006 Census with no adjustment for subsequent changes in the number of dwellings. The number of CRA recipients and their average rent and average CRA payments are provided for each capital city and the rest of the State.

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<b>Income unit</b>	<p>One person or a group of related people within a household who share command over income. The only recognised relationships are (1) marriage (registered or defacto) and (2) adult and dependent child. Operationally, an income unit may consist of:</p> <ul style="list-style-type: none"> <li>• a single person with no dependent child</li> <li>• a sole parent with a dependent child</li> <li>• a couple (registered or defacto) with no dependent child</li> <li>• a couple (registered or defacto) and any dependent children.</li> </ul> <p>A non-dependent child, including any child receiving Youth Allowance or some other income support payment, is not regarded as part of the parental income unit. Rather, he or she is regarded as a separate income unit.</p>
<b>Income unit type</b>	The number and proportion of eligible income support recipients receiving CRA, by income unit type.
<b>Maximum rate</b>	Proportion of CRA recipients paying enough rent to receive the maximum rate of CRA.
<b>Number and outcome of appeals</b>	The outcomes of all CRA appeals finalised: (1) the number of customers who appealed to an authorised review officer, and (2) the proportions of appeals where the decision was affirmed, set aside or varied, or the appeal was withdrawn.
<b>Number and proportion of CRA recipients, by income unit type</b>	A point-in-time indicator showing the number of CRA recipients by income unit type, and the proportion of recipients within each income unit category. Includes data on Indigenous recipients.
<b>Primary payment type</b>	Each income unit receiving CRA is assigned a primary payment type, based on the payment(s) received by each member. This is used to monitor the extent to which assistance is provided to families and individuals that primarily depend on different forms of assistance. The primary payment is determined using a hierarchy of payment types, precedence being given to pensions, then other social security payments that attract CRA, and then the Family Tax Benefit. Within this overall structure a lower precedence is given to payments that are made only to the partners of a social security payment. If both members of a couple receive a payment of the same rating, the male is regarded as the primary member of the couple. No extra weight is given to the payment type with which CRA is paid.
<b>Proportion of income spent on rent with and without CRA</b>	<p>A point-in-time indicator, measuring the proportion of income units spending more than 30 per cent and 50 per cent of their income on rent, both with and without CRA. The proportion of income spent on rent is calculated as follows:</p> <ul style="list-style-type: none"> <li>• with CRA: rent (minus CRA) divided by total income from all sources, excluding CRA</li> <li>• without CRA: rent divided by total income from all sources, excluding CRA.</li> </ul>
<b>Ratio of running costs to total outlay for CRA</b>	Total running costs for the CRA program as a proportion of total outlay.
<b>Rent</b>	Amount payable as a condition of occupancy of a person's home. Includes site fees for a caravan, mooring fees and payment for services provided in a retirement village. Rent encompasses not only a formal tenancy agreement, but also informal agreements between family members, including the payment of board or board and lodgings. Where a person pays board and lodgings and cannot separately identify the amount paid for lodgings, two thirds of the payment is deemed to be for rent. There is no requirement that rent be paid; a person whose rent is in arrears may remain eligible for assistance, provided Centrelink is satisfied that the liability is genuine.

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**Running costs per 1000 CRA customers** Total running costs for the CRA program per 1000 CRA customers.

**Sharer**

Some single people are subject to a lower maximum (sharer) rate of CRA. The lower rate may apply to only a single person (with no dependent child) who shares a major area of accommodation. The lower rate does not apply to those receiving the Disability Support Pension or Carer Payment, those in nursing homes or boarding house accommodation, or those paying for both board and lodgings. A person is not regarded as a sharer solely because he or she shares with a child (of any age) if the child does not receive CRA.

**Satisfaction with location of housing**

A survey-based measure of CRA recipients' preference to stay in the area in which they live. The measure has been derived from the Household Income and Labour Dynamics (HILDA) survey conducted in 2007-08 which asked respondents about their preference to remain in the area in which they live. Respondents receiving social security payments who live in private rental dwellings have been used as a proxy for those eligible for CRA.

**Satisfaction with quality of housing**

A survey-based measure of CRA recipients' satisfaction with the home in which they live. The measure has been derived from the HILDA survey conducted in 2007-08 which asked respondents to rate their level of satisfaction with the home in which they live. Respondents receiving social security payments who live in private rental dwellings have been used as a proxy for those eligible for CRA.

**Special needs**

Individuals and families with at least one member who either self-identifies as Indigenous, receives a Disability Support Pension, is aged 24 years or under, or is aged 75 years or over.

**Total income from all sources**

Income received by the recipients or partner, excluding income received by a dependent. Includes regular social security payments and any maintenance and other private income taken into account for income testing purposes. Excludes:

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

In most cases, private income reflects the person's current circumstances. Taxable income for a past financial year or an estimate of taxable income for the current financial year is used where the income unit receives more than the minimum rate of the Family Tax Benefit but no other income support payment.

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## 16.7 Attachment tables

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

### Public housing

<b>Table 16A.1</b>	Descriptive data - public housing
<b>Table 16A.2</b>	New low income households as a proportion of all new households (per cent)
<b>Table 16A.3</b>	Proportion of new tenancies allocated to households with special needs (per cent)
<b>Table 16A.4</b>	Greatest need allocations as a proportion of all new allocations (per cent)
<b>Table 16A.5</b>	Financial indicators of public housing, 2004-05 to 2008-09 (2008-09 dollars) (\$ per dwelling)
<b>Table 16A.6</b>	Occupancy rates as at 30 June (per cent)
<b>Table 16A.7</b>	Average turnaround times for vacant stock (days)
<b>Table 16A.8</b>	Rent collection rate (per cent)
<b>Table 16A.9</b>	Proportion of tenants rating amenity aspects as important and meeting their needs, 2007 (per cent)
<b>Table 16A.10</b>	Proportion of tenants rating location aspects as important and meeting their needs, 2007 (per cent)
<b>Table 16A.11</b>	Average weekly subsidy per rebated household and proportion of rebated households spending less than 30 per cent of their income in rent
<b>Table 16A.12</b>	Proportion of households with overcrowding at 30 June (per cent)
<b>Table 16A.13</b>	Customer satisfaction

### State owned and managed Indigenous housing

<b>Table 16A.14</b>	Descriptive data - State owned and managed Indigenous housing
<b>Table 16A.15</b>	New low income households as a proportion of all new households (per cent)
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