

APPENDIX 3

State Owned and Managed Indigenous Housing Survey 2007

P1(a), P1(b) and P7 Performance Indicators

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1. P1(a) Amenity performance indicator

The specification of the P1(a) performance indicator is shown below:

Outcome measured	Performance indicator	Data items
The suitability of dwelling amenities.	The percentage of tenants that said that an amenity was important to their household and met their household needs, summed across all seven amenities.	<p>Amenity data items measured:</p> <ul style="list-style-type: none"> the importance of the dwelling amenity to tenant's household; and whether the dwelling amenity meets the needs of tenant's household. <p>The following amenities were measured:</p> <ul style="list-style-type: none"> Size of the dwelling; Modifications for special needs Easy access and entry; Car parking; Yard spacing and fencing; Privacy of the home; and Safety and security of the home.

The amenity performance indicator P1(a) is made up of the percentage (weighted) of tenants who said that their household needs were met for the various amenities that they rated as being important. A measure for each of the seven amenities¹ is detailed below. This 'suitability' measure is the percentage of all tenants who rated the amenity as being important for their household, who reported that it met their household's needs. Tenants who did not provide a valid rating of whether the amenity met their household's needs were excluded from the calculation.

The P1(a) performance indicator is a single number averaging across the suitability measures for all of the dwelling amenities. The averaging weights according to the number of tenants contributing to each measure.

1.1 Needs met for each amenity (expressed as a percentage)

The suitability measure for each dwelling amenity was calculated as follows:

$$\text{Suitability of dwelling amenity} = \frac{\text{Weighted number of respondents who said this amenity was important to their household and that it met their household's needs}}{\text{Weighted number of respondents who said this amenity was important and who gave a valid answer to the needs question (meets or does not meet needs)}} \times 100$$

¹ Note. Safety/security of neighbourhood, which was included in question 13 with the other seven amenities, was not used in this Performance Indicator, but instead was part of the location performance reporting and included in P1(b).

1.2 P1(a) performance indicator (all amenity aspects)

The P1(a) performance indicator was calculated as follows:

$$P1(a) = \frac{\text{Weighted number of 'yes' important' and meets needs' responses across all 7 amenities}}{\text{Weighted number of important' and meets needs' valid responses across 7 amenities}} \times 100$$

NOTE: For a 'yes' response, the tenant said the amenity was important to their household and that it met the needs of their household.

For a 'valid' response, the tenant said the amenity was important and they gave a valid answer to the needs question (ie. said that it either met or did not meet their household's needs).

1.3 Design effect on standard error calculations

When sample survey data is weighted to correct for disproportions in the sample of groups present in the population, information is lost from the sample. This loss of information is known as the Design Effect (DE). In practical terms, the DE increases measures of variability, such as the Standard Error of the Mean. The greater the disproportion between sample and population, the greater the re-weighting that is required, and therefore, the greater is the design effect.

Calculations of the Design Effect were undertaken for all the analysis involving significance testing in the report. However, it could not be undertaken for the tests involving the P1(a) and P1(b) performance indicators because of the complexity of dealing with varying bases over different items. In these cases, significance testing was based on standard errors that might underestimate true variability and therefore inflate the type I error rate.

Table 1: Amenity suitability measure and P1(a) performance indicator

Amenity aspect	Total	NSW	Vic	Qld	WA	SA	Tas
Number of tenants who said this amenity aspect was important and meets their household needs (weighted)							
Size of dwelling	924	284	95	227	168	125	25
Modifications for special needs	263	99	18	53	39	44	10
Ease of access and entry	975	296	84	236	202	132	26
Car parking	848	251	80	191	178	123	25
Yard space and fencing	862	263	86	213	161	115	24
Privacy of home	987	315	100	226	181	136	29
Safety/security of home	932	275	97	247	173	116	25
Number of tenants who said this amenity aspect was important and gave a valid answer to the needs question (weighted)							
Size of dwelling	1,179	373	118	267	227	163	31
Modifications for special needs	401	153	36	74	58	68	14
Ease of access and entry	1,122	354	105	261	221	150	32
Car parking	1,044	314	101	243	213	143	30
Yard space and fencing	1,210	387	120	280	230	161	32
Privacy of home	1,217	389	117	277	231	168	34
Safety/security of home	1,245	397	122	284	237	172	33
Amenity suitability measure and P1(a) performance indicator (percent)							
Size of dwelling	78	76	81	85	74	77	81
Modifications for special needs	66	65	50	72	67	65	71
Ease of access and entry	87	84	80	90	91	88	81
Car parking	81	80	79	79	84	86	83
Yard space and fencing	71	68	72	76	70	71	75
Privacy of home	81	81	86	82	78	81	85
Safety/security of home	75	69	80	87	73	67	76
P1(a)	78	75	78	83	78	77	80
Standard error	1.3	2.4	4.6	2.9	3.1	2.9	4.3

Q13: Please indicate if the following features of your home are important to your household and if your current home meets the needs of your household.

BASE: For importance: All tenants; results based on weighted data. Unweighted sample: National n=1,259; NSW n=387; Vic n=98; Qld n=204; WA n=216; SA n=254; Tas n=100.

For meeting needs: Tenants stating that the feature was important and mentioned that it met their needs (base size varies by feature).

For valid answer: Tenants stating that the feature was important and mentioned that it met or did not meet their needs (base size varies by feature).

NOTE: Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.

Value may not sum to total due to rounding.

2. P1(b) Location performance indicator

The specification of the P1(b) performance indicator is shown below:

Outcome measured	Performance indicator	Data items
The suitability of dwelling location.	The percentage of tenants that said that the location of measured facilities and services was important to their household and met their household needs, summed across all ten location aspects	<p>Location aspects measured:</p> <ul style="list-style-type: none"> the importance of being located close to facilities and services to tenants and their households; and whether the location of facilities and services met the needs of tenants and their household. <p>The following location aspects were measured;</p> <ul style="list-style-type: none"> Shops and banking facilities; Public transport; Parks and recreational facilities ; Emergency services, medical services, hospitals; Child care facilities; Education/ training facilities; Employment /place of work; Community and support services; Family and friends; and Safety and security of the neighbourhood.

The location performance indicator P1(b) is made up of the percentage of tenants who said that their household needs were met for the various location aspects that they rated as being important. A measure for each of the ten amenities² is detailed below. This ‘suitability’ measure is the percentage of all tenants who rated the location aspect as being important for their household, who reported that it met their household’s needs. Tenants who did not provide a valid rating of whether the location aspect met their household’s needs were excluded from the calculation.

The P1(b) performance indicator is a single number averaging across the suitability measures for all of the location aspects. The averaging weights according to the number of tenants contributing to each measure.

2.1 Needs met for each location aspect (expressed as a percentage)

The suitability measure for each location aspect was calculated as follows:

$$\text{Suitability of dwelling location} = \frac{\text{Weighted number of tenants who said this location aspect was important to their household and that it met their household's needs}}{\text{Weighted number of tenants who said this location aspect was important and gave a valid answer to the needs question (meets or does not meet needs)}} \times 100$$

² Note. Safety/security of neighbourhood, was included in this reporting, although it was asked about as part of question 13 with other dwelling amenities.

2.2 P1(b) performance indicator (all location aspects)

The P1(b) performance indicator was calculated as follows:

$$P1(b) = \frac{\text{Weighted number of 'yes' responses across all 10 location aspects}}{\text{Weighted number of 'valid' responses across 10 location aspects}} \times 100$$

NOTE: A 'yes' response is where the tenant said the location aspect was important to their household and that it met their household needs.

A 'valid' response is where the tenant said the location aspect was important and gave a valid answer to the needs question (meets or doesn't meet needs).

Table 2: Location suitability measure and P1(b) performance indicator

Location aspect	Total	NSW	Vic	Qld	WA	SA	Tas
Number of tenants who said this location aspect was important and meets their needs (weighted) ¹²³							
Shops and banking	945	308	93	221	173	123	27
Public transport	830	283	95	172	126	128	26
Parks and recreational facilities	754	270	81	153	134	99	17
Emergency services, medical services/hospitals	932	299	86	213	176	133	26
Child care facilities	331	120	42	59	61	42	7
Educational/ training facilities	750	250	72	173	147	93	15
Employment/place of work	561	179	65	143	93	68	14
Community and support services	700	258	74	148	114	92	14
Family and friends	857	278	91	196	155	113	24
Safety/security of neighbourhood	1,029	291	109	252	205	143	29
Number of tenants who said this location aspect was important and gave a valid answer to needs question (weighted)							
Shops and banking	1,032	337	101	230	195	139	29
Public transport	893	303	100	182	146	134	28
Parks and recreational facilities	840	302	86	166	161	105	20
Emergency services, medical services/hospitals	1,069	339	104	240	209	148	30
Child care facilities	387	137	48	69	73	52	8
Educational/ training facilities	819	276	76	188	160	103	16
Employment/place of work	643	211	69	155	117	76	15
Community and support services	783	286	85	160	134	103	15
Family and friends	972	327	97	216	172	132	28
Safety/security of neighbourhood	1,230	394	118	282	236	168	33

Location suitability measure and P1(b) performance indicator (percent)							
Shops and banking	92	91	92	96	89	89	93
Public transport	93	93	95	95	86	96	93
Parks and recreational facilities	90	89	94	92	83	94	85
Emergency services, medical services/hospitals	87	88	83	89	84	90	87
Child care facilities	86	88	88	86	84	81	88
Educational/ training facilities	92	91	95	92	92	90	94
Employment/place of work	87	85	94	92	80	90	93
Community and support services	89	90	87	93	85	89	93
Family and friends	88	85	94	91	90	86	86
Safety/security of neighbourhood	84	74	92	89	87	85	88
P1(b)	89	87	91	92	86	89	90
Standard error	1.1	2.0	3.3	2.4	2.9	2.4	3.8

Q15: Please indicate if it is important for your home to be located close to the following facilities or services and if the location of your current home meets the needs of your household.

BASE: For importance: All tenants; results based on weighted data. Unweighted sample: National n=1,259; NSW n=387; Vic n=98; Qld n=204; WA n=216; SA n=254; Tas n=100.

For meeting needs: Tenants stating that the facility/service was important and mentioned that it met their needs (base size varies by feature).

For valid answer: Tenants stating that the facility/service was important and mentioned that it met or did not meet their needs (base size varies by feature).

3. P7 Overall service satisfaction performance indicator

The specification of the outcome as measured by P7 is shown below:

Outcome measured	Performance indicator	Data items
The overall service satisfaction of tenants	The percentage of tenants that expressed different degrees of satisfaction in relation to overall service provided by their housing authority	Percentage of tenants that reported overall service satisfaction: <ul style="list-style-type: none"> • Very satisfied • Satisfied • Total satisfied or very satisfied

The P7 performance indicator shows the level of satisfaction expressed by tenants with regard to the overall service provided by their housing authority. Question 1 from the 2007 SOMIH survey asked tenants to rate their satisfaction or dissatisfaction with the overall service provided by the relevant housing authority over the previous 12 months. The responses options were:

- Very satisfied
- Satisfied
- Neither satisfied or dissatisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know/No opinion.

The level of overall satisfaction was calculated as:

$$P7 = \frac{\text{Weighted number of respondents who said they were satisfied with the overall service (very satisfied or satisfied)}}{\text{Weighted number of respondents who gave a valid response to the satisfaction question}} \times 100$$

Reporting was based on only those tenants who provided a 'valid' response to the satisfaction question; that is, rated their satisfaction with the overall service as being 'very satisfied', 'satisfied', 'neither satisfied nor dissatisfied', 'dissatisfied', or 'very dissatisfied'. Tenants who did not answer the question or who indicated that they did not know or held no opinion were excluded from the calculation of the measure.

P7 Overall service satisfaction performance indicator

Table 3: P7 Overall service satisfaction performance indicator

	National	NSW	Vic	Qld	WA	SA	Tas
Percent of tenants reporting overall service satisfaction							
Very satisfied	19	15	15	34	15	12	15
Satisfied	45	44	50	40	45	46	58
P7 overall service satisfaction	63	59	65	75	60	58	73
Standard Error	1.4	2.5	4.8	3.0	3.3	3.1	4.5
Unweighted response (number)	1,253	386	98	203	214	254	98

P7: Overall service satisfaction performance indicator.

NOTE: Tenants who did not answer Q1, or mentioned that they did not know or had no opinion were excluded from the P7 analysis and as such the P7 figures reported differ to the overall satisfaction figures. The P7 figures reported in this table are to be used for performance reporting under the CSHA.

Percentages reported in body of the chart may not always sum to total due to rounding.

Care needs to be taken in interpreting small differences in the results that are affected by various sampling issues.